

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

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(202) 673-5990

ON OR AFTER
Wednesday
May 30, 1979
CAB 79-118

JANUARY-FEBRUARY CONSUMER COMPLAINT REPORT

WASHINGTON, D. C. (May 30)--The Civil Aeronautics Board's Bureau of Consumer Protection received 6,081 complaints during the first two months of 1979, a 54 percent increase over the 3,947 complaints during the same period last year.

By contrast, passenger enplanements the first two months of 1979 exceeded those for January and February 1978 by 13.5 percent.

Complaints for the first two months of 1979 were up in almost all major categories from the corresponding 1978 period: flight problems (844 to 1,160), reservations problems (524 to 820), baggage problems (642 to 933), fares (276 to 307), and smoking complaints (99 to 215).

More complaints were received during January than during December and February, possibly reflecting the greater volume of holiday travel during December. January complaints totaled 3,308, December 1,968 and February 2,773.

Consumers with unresolved air transportation difficulties relating to fares, flight cancellations, delays, baggage handling, and similar problems can write to the CAB Bureau of Consumer Protection, Washington, D.C. 20428, or call (202) 673-6047.

NOTES TO CONSUMER REPORTS

a/ These statistics reflect alleged problems with airline service as stated in complaints. No determination as to the validity of the complaint has been made nor should the report be construed as a "rating" of one carrier's performance in relation to that of any other since each class of carrier and, to some extent, each carrier has problems unique to its operation.

b/ Dates on complaint letters do not necessarily coincide with the most recent enplanement data available to the Board. Enplanements are taken from CAB Form 41 reports for November and December 1978. Both scheduled and nonscheduled services are included.

c/ Based on passenger complaints only; cargo complaints have been eliminated.

d/ Represents 2,313 letters and telephone complaints received in January and 1,870 letters and telephone complaints received in February by the Bureau of Consumer Protection including its field offices. Nine hundred and eighty-seven (987) January cases and nine hundred and three (903) February cases had complaints against more than one carrier.

e/ Includes Allegheny commuter boardings of 152,762 during the month of November and 144,089 during the month of December.

f/ Ceased operations September 1978.

CARRIER	Number of Letters	FLIGHTS			RESERVATIONS			BAGGAGE					Fares	Refunds	Customer Treatment	Flight Info	In-Flight Service	Service in General	DISCRIMINATION			CARGO						Charters	Other	TOTAL					Monthly Enplane-ments b/ (000 Omitted)	Reports per 100,000 Enplane-ments c/
		Cancelld	Delay'd	In-flight Injuries	Over-Sale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates							Racial	Pass.	Smoking	CO2	Loss	Damage	Delay	Other	Rates			Current Month	Year to Date	Previous Month	Same Mo. Prev. Yr.	Prev. Yr. thru Same Mo.		
American	214	12	38	10	20	21	10	33	10	22	3	2	16	10	14	27	6	1	0	1	18	0	1	2	2	1	1	0	20	301	301	159	146	146	2198	13.38
Braniff	111	8	20	3	9	10	3	11	3	14	0	0	9	8	28	5	7	0	0	0	7	0	1	1	1	1	0	0	13	162	162	71	68	68	1018	15.52
Continental	49	3	6	3	10	6	1	7	0	0	1	0	4	4	4	3	0	0	0	0	0	0	0	1	0	0	0	5	56	56	45	45	45	745	7.38	
Delta	62	3	7	1	1	12	0	4	3	1	0	0	4	6	13	10	5	1	0	1	2	0	0	2	0	0	0	7	83	83	53	43	43	3116	2.60	
Eastern	172	12	32	10	10	20	3	19	4	11	2	0	17	11	24	12	10	0	0	1	7	0	2	3	1	2	0	0	27	240	240	146	199	199	3104	7.47
National	61	6	10	2	8	3	1	4	2	1	1	0	2	4	15	2	3	0	0	0	5	0	0	0	1	0	0	1	6	77	77	47	40	40	536	14.18
Northwest	60	7	9	7	2	5	0	7	2	4	1	0	2	5	8	6	4	1	0	0	2	0	1	0	0	0	1	0	9	83	83	46	75	75	714	11.34
Trans World	152	9	21	1	11	7	1	30	6	4	0	1	8	15	30	8	5	1	0	0	14	0	0	0	3	0	0	0	25	200	200	185	101	101	1511	13.04
United	185	44	45	6	16	11	4	16	7	15	2	1	15	14	44	9	8	1	0	0	2	0	0	2	2	0	3	1	13	281	281	87	137	137	3329	8.23
Western	51	2	12	1	5	5	2	7	1	2	0	0	2	8	9	0	4	0	0	0	1	1	0	0	0	1	0	0	6	69	69	52	26	26	880	7.61
Pan American	129	3	16	6	10	30	3	11	3	8	0	1	17	4	12	7	5	1	0	1	7	2	1	0	3	0	2	0	34	187	187	146	75	75	701	25.53
Airwest	34	3	3	3	5	8	1	2	0	2	0	0	3	2	7	4	1	1	0	1	0	0	0	0	0	0	1	0	4	51	51	55	26	26	519	9.64
Allegheny	75	14	12	3	8	6	1	10	1	5	1	0	1	7	27	15	2	0	0	2	2	0	0	0	1	0	0	0	2	120	120	70	61	61	1248	9.54
Frontier	25	5	8	1	1	5	1	1	1	4	0	0	1	1	7	0	0	0	0	0	0	0	0	1	1	0	0	0	1	39	39	31	29	29	461	8.03
North Central	36	4	3	1	5	0	1	6	1	3	3	0	4	1	8	4	1	0	0	0	0	0	0	0	1	0	0	0	5	51	51	25	28	28	556	8.99
Ozark	23	3	1	0	1	2	4	3	0	2	0	0	3	1	3	2	0	2	0	0	0	0	0	0	0	0	1	1	3	32	32	28	28	28	404	7.67
Piedmont	16	7	3	0	0	0	0	2	1	1	0	0	1	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	19	19	17	16	16	392	4.85
Southern	30	5	3	1	1	2	0	8	2	0	0	0	3	1	9	4	0	0	0	0	1	0	0	0	0	1	0	0	0	41	41	19	25	25	356	11.24
Texas Int'l	39	6	8	1	4	5	1	4	3	3	1	0	3	2	17	7	1	0	0	1	0	0	0	0	0	0	0	0	1	68	68	27	37	37	335	20.30
Aloha	8	0	1	0	2	1	0	3	1	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	1	12	12	4	3	3	229	5.24
Hawaiian	4	0	0	1	1	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	6	6	8	8	8	321	1.87
Air New England	5	1	0	0	0	0	0	0	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1	6	6	3	4	4		
Air Midwest	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Alaska	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	7	7		
Wien Air Alaska	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	1	1		
Airlift	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1		
Flying Tiger	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Seaboard	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Foreign	244	25	39	13	31	40	2	36	9	12	0	3	24	33	42	19	7	0	0	0	7	1	6	1	1	0	1	1	20	373	373	227	202	202		
Cap Int'l Air Ways, Inc	27	2	8	1	0	0	0	7	1	1	1	0	0	1	2	2	2	0	0	0	0	0	0	0	0	0	0	4	1	33	33	18	43	43		
Evergreen Int'l Airlines	8	0	6	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	3	1	12	12	1	0	0		
McCulloch Int'l Airlines	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	1	1		
Overseas Nat'l Airways	2	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	6	6		
Trans Int'l Airlines, Inc.	9	0	2	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2	3	10	10	11	20	20		
World Airways Inc.	6	0	2	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	1	8	8					

CARRIER	Number of Letters	FLIGHTS			RESERVATIONS			BAGGAGE					Fares	Refunds	Customer Treatment	Flight Info	In-Flight Service	Service in General	DISCRIMINATION		Smoking	CARGO						Charters	Other	TOTAL					Monthly Enplane-ments b/ (000 Omitted)	Reports per 100,000 Enplane-ments c
		Cancel	Delay'd	In-regu-larities	Over-Sale	Problems	Ticketing	Loss	Damage	Delay	Other	Rates							Racial	Pass.		COB	Loss	Damage	Delay	Other	Rates			Current Month	Year to Date	Previous Month	Same Mo. Prev. Yr.	Prev. Yr. thru Same Mo.		
American	130	9	16	8	11	20	2	22	2	14	2	1	16	6	18	15	3	1	1	2	4	1	1	0	0	1	0	0	16	192	493	301	168	314	2298	8.22
Braniff	90	11	27	3	5	6	1	14	3	12	2	2	2	9	28	5	3	1	0	2	3	0	0	1	0	1	0	1	4	146	309	163	73	141	1075	13.40
Continental	35	1	3	1	3	3	0	6	2	1	0	0	7	4	5	1	1	0	0	0	2	0	2	0	1	1	0	0	3	47	103	56	31	76	813	5.29
Delta	40	1	6	0	2	4	0	3	4	0	1	0	2	7	8	4	0	0	0	1	0	0	0	0	0	0	0	0	6	49	132	83	47	90	3220	1.52
Eastern	185	27	46	13	5	52	2	28	4	8	2	0	13	15	45	19	9	0	1	4	4	0	2	2	1	1	0	0	25	328	569	241	212	411	3233	9.96
National	65	17	15	8	1	1	1	4	3	1	0	0	6	3	31	4	4	0	0	0	1	0	0	0	0	0	0	0	6	106	183	77	53	93	594	17.85
Northwest	26	3	4	4	1	2	1	1	3	1	1	0	1	2	7	3	0	1	0	0	1	0	0	0	0	0	0	0	3	39	122	83	57	132	789	4.94
Trans World	125	9	6	2	8	11	2	29	5	10	1	1	18	6	22	9	5	0	0	0	8	0	1	0	1	0	1	0	17	173	372	199	113	214	1539	11.05
United	117	23	18	5	7	4	2	12	4	6	1	0	8	11	16	4	6	0	0	3	4	0	1	2	0	0	1	2	22	162	443	281	124	261	3457	4.57
Western	42	7	6	0	3	0	0	7	1	2	0	0	2	9	9	5	3	0	0	0	0	0	1	0	0	0	0	0	7	62	131	69	40	66	944	6.46
Pan American	97	4	5	3	8	11	3	20	7	8	0	2	14	10	8	11	5	0	1	1	9	0	1	0	1	0	1	0	11	144	329	185	58	133	745	18.93
Airwest	24	3	1	2	2	4	2	0	2	0	0	0	2	3	3	1	0	1	0	1	1	0	0	0	0	0	0	0	4	32	83	51	40	66	509	6.29
Allegheny	60	7	11	0	4	8	0	5	3	7	1	0	3	7	16	6	1	2	0	0	1	0	0	1	0	0	0	0	4	87	207	120	48	109	1201	7.16
Frontier	14	2	1	2	2	2	0	0	0	2	0	0	0	1	3	4	0	0	0	0	0	0	0	0	1	0	0	0	2	22	61	39	17	46	496	4.23
North Central	21	0	3	0	1	3	3	2	3	0	1	0	0	2	6	2	0	0	0	0	1	0	1	0	0	0	0	0	4	32	83	51	20	48	568	5.46
Ozark	24	2	5	3	1	3	0	4	0	2	0	0	1	2	5	2	0	2	0	1	2	0	0	0	0	0	0	2	0	37	69	32	13	41	395	9.37
Piedmont	23	4	3	2	3	1	0	4	0	1	0	0	0	3	3	2	1	0	0	0	0	0	0	0	0	0	0	0	1	28	47	19	9	25	400	7.00
Southern	16	2	2	0	2	0	0	5	0	1	0	0	1	0	1	2	1	0	0	0	0	0	0	0	1	0	1	0	1	20	61	41	25	50	346	5.20
Texas Int'l	31	7	6	0	3	1	2	4	4	0	1	0	1	2	6	4	0	1	0	1	0	0	1	0	0	0	0	0	2	46	114	68	24	61	348	12.93
Aloha	2	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	15	12	3	6	215	1.40	
Hawaiian	6	2	1	0	2	1	0	1	1	1	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	18	6	7	15	296	4.05
Air New England	6	2	0	0	2	1	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	9	15	6	1	5		
Air Midwest	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Alaska	2	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	4	4	0	5	12		
Wien Air Alaska	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2	3		
Airlift	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
Flying Tiger	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0		
Seaboard	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	1	1		
Foreign	194	10	22	7	20	26	6	44	15	13	1	5	18	24	13	9	3	0	0	0	2	2	3	0	1	0	0	0	21	265	638	373	166	368		
Cap Int'l Air Ways, Inc	45	0	33	8	0	0	0	3	3	0	0	0	0	0	17	0	2	0	0	0	1	0	0	0	0	0	0	5	0	72	105	33	79	122		
Evergreen Int'l Airlines	4	0	2	0	0	0	0	0	2	1	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	7	19	12	2	2		
McCulloch Int'l Airlines	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1			
Overseas Nat'l Airways	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3	2	18	24			
Trans Int'l Airlines, Inc.	16	0	8	1	0	0	0	2	1	1	0	0	0	0	1	2	1	0	0	0	0	0	0	0	0	0	0	1	3	21	31	10	32	52		
World Airways Inc.	8	0	1	0	0	1	0	2	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2	0	9	17	8	62			