

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

Contact: Alan M. Pollock
(202) 673-5990

ON OR AFTER
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CAB 80-120

CAB REPORTS DROP IN CONSUMER COMPLAINTS IN FIRST QUARTER 1980

WASHINGTON, D.C. (July 1)--Consumer complaints to the Civil Aeronautics Board dropped significantly during the first quarter of 1980, according to a report issued today. A total of 6,856 informal complaints about airline services were recorded during the first three months of 1980 compared to 8,443 during the same period in 1979, a decrease of 19 percent. The Board does not attempt to judge the validity of each complaint.

Reuben B. Robertson, director of the CAB's Bureau of Consumer Protection, said that the downturn in consumer complaints indicated that conditions in the air travel industry are returning to normal, as the companies and consumers adapt to deregulation. "Airlines know that to do well in a competitive market, they must be responsive to the public. The decrease in complaints to the Board suggests that airlines are increasingly aware of this fact," said Robertson.

Flight problems, including cancellations and delays, were the most frequent cause of complaints, accounting for 22.3% of the three-month total. However, this category decreased to 1,527 reported in the first quarter of 1980 from 2,178 (or 25.8% of the total) in the same period last year.

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Baggage problems were the second largest category (17.8% of the first quarter total) with 1,218 complaints reported, compared to 1,443 (17.1%) in the same quarter of 1979. Complaints about employee rudeness, in-flight service and similar customer treatment problems decreased from 1,206 complaints (14.3%) to 921 this year (13.4%).

Increases were recorded during the quarter in complaints about oversold flights and refunds for unused tickets. Refund problems rose from 491 (5.8%) in the first quarter in 1979 to 677 (9.9% of the total) in 1980. Oversales (633) accounted for 9.2 percent of total complaints, compared to 611 or 7.2 percent of 1979 complaints. Other reservations and ticketing problems decreased from 650 (7.7%) to 393 (5.7%). A small increase was registered in smoking complaints, from 194 (2.3%) to 197 (2.9%).

The CAB also released its final report on consumer complaints to the Board in 1979, the first full year of deregulation. Revised figures show an overall increase of 58% from 1978 to 1979, lower than preliminary reports indicated.

Robertson said that a number of factors apparently contributed to the upsurge in complaints recorded in 1979. Traffic on U.S. certificated airlines increased 15.3% in 1979 and foreign airlines carried 12% more passengers on flights to and from the United States. Commuter airline enplanements went up 9.7 percent last year.

Other factors affecting the 1979 results included a prolonged strike against United Air Lines, the nation's largest air carrier, and the grounding of the DC-10 fleet by the Federal Aviation Administration.

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The Bureau of Consumer Protection also reoriented its six regional offices at the end of 1978 to emphasize consumer assistance and education. The accessibility of these offices and the public's greater awareness of them account for a part of the 1979 complaint increase. Approximately 45 percent of the complaints received by the Board in 1979 were handled by field offices. In addition, the Bureau revised its procedures for recording complaints in 1979. Complaints received by telephone, which were not reported previously, are now included in the statistics.

BUREAU OF CONSUMER PROTECTION
CIVIL AERONAUTICS BOARD / Washington D.C. 20128

CONSUMER COMPLAINT SUMMARY

For the Year 1978

AIRLINE ^W	Flight Problems	Over-sales	Res/Tickets	Fares	Refunds	Baggage	Customer Service	Special Pass.	Smoking	Advertising	Credit	Tours	Other	Total Complaints		Passengers Flown (100,000) ¹		Complaints per 100,000 Passengers	
														1979	1978	1979	1978	1979	1978
U.S. AIRLINES																			
AIR CALIFORNIA	50	38	18	8	4	20	29	0	3	4	0	0	13	121	6	42.00	NA	8.25	
AIR CARIBBEAN	2	0	0	0	1	20	0	0	0	2	0	0	1	26	16	NA	NA		
AIR FLORIDA	70	47	36	33	14	48	44	1	0	10	0	1	19	172	13	12.85	NA	75.06	
AIR ILLINOIS	13	7	4	1	6	4	7	0	1	0	0	0	0	38	21	1.82	NA	70.88	
AIR NEW ENGLAND	72	23	18	13	21	17	25	0	0	2	0	0	10	200	112	5.91	5.50	11.73	20.36
AIR WISCONSIN	11	3	2	0	1	9	3	0	0	0	0	0	1	29	18	2.42	NA	11.74	
ALASKA AERO INC.	1	2	1	0	1	17	8	0	0	0	0	0	2	34	6	1.77	NA	19.21	
ALASKA AIRLINES	6	5	5	8	5	15	3	0	1	2	0	0	14	64	49	10.19	9.57	6.16	5.17
ALOMA	12	7	2	2	3	27	7	0	0	1	0	1	1	63	52	29.70	27.76	7.12	1.87
ALTAM	34	14	15	1	3	5	7	0	2	0	0	0	1	82	21	2.42	NA	33.88	
AMERICAN	561	382	324	288	225	548	419	1	107	28	31	9	181	3129	1661	312.62	281.87	10.02	5.89
ASPEN	18	1	3	2	2	13	5	0	0	1	0	0	3	49	25	1.28	2.56	14.94	9.77
BRANIFF INT'L	471	128	153	83	204	328	432	5	68	30	10	5	106	2084	726	145.08	117.44	14.36	6.18
BRITV	4	2	2	1	4	2	1	0	0	0	0	0	1	72	9	1.43	NA	15.34	
CAPITOL INT'L	224	103	70	10	15	70	94	0	6	4	0	23	24	634	528	NA	NA		
CASCADE	6	5	2	0	1	4	1	0	0	0	0	0	3	22	6	3.05	NA	7.23	
COCHISE	14	6	7	0	7	3	4	0	0	0	0	0	3	44	9	1.10	NA	40.00	
COMMAND	10	2	4	1	2	2	4	0	0	0	0	0	2	27	17	1.27	NA	21.26	
COMPUTER	22	18	15	4	4	17	11	0	0	0	0	0	2	100	80	1.32	NA	75.76	
CONTINENTAL	154	141	88	68	54	122	132	3	27	17	1	1	48	858	533	98.80	94.58	4.68	5.64
DELTA	183	64	99	94	88	110	138	4	43	22	7	0	60	894	686	104.95	105.86	7.23	1.84
EASTERN	740	172	281	210	144	473	445	10	87	33	18	14	192	2893	2112	427.45	378.59	6.77	5.58
EMPIRE	8	5	5	0	8		3	0	0	0	0	0	1	30	5	.69	NA	41.48	
EVERGREEN INT'L	48	4	1	14	6	12	22	1	2	0	0	22	9	132	25	NA	NA		
FEDERAL EXPRESS	8	0	0	0	0	8	8	0	0	0	0	0	24	24	28	0	0		
FLORIDA AIRLINES	18	2	2	2	6	5	5	0	0	0	0	2	1	37	8	1.61	NA	22.98	
FRONTIER	79	31	31	25	13	52	56	3	5	2	2	0	34	332	374	65.28	52.34	5.09	4.76
GOLDEN WEST	12	4	4	1	7	4	2	0	0	0	0	0	0	28	17	6.52	NA	4.45	
HAWAIIAN	18	6	1	1	7	24	8	1	1	0	1	0	6	61	82	17.89	17.13	1.61	7.31
HORNET AIRWAYS	117	63	51	20	30	77	61	7	18	18	0	0	29	479	383	51.67	64.18	9.87	5.89
INDEPENDENT INT'L	40	1	2	1	10	18	8	0	1	0	1	0	1	88	23	.61	NA	289.22	
INTER-AMERICAN	9	1	1	1	2	7	18	8	8	8	8	8	2	35	36	6.82	NA	7.38	
NATIONAL	278	96	79	50	55	123	289	4	28	9	3	7	48	881	888	63.88	67.82	18.88	8.38
NORTHWEST	102	100	118	80	84	108	127	5	26	3	1	1	78	1083	136	112.86	86.48	8.78	11.88
ORION	101	10	84	107	50	63	91	1	3	1	0	1	30	388	271	61.78	47.28	8.38	9.72
PAA	43	30	25	18	13	34	47	1	6	6	0	0	30	277	4	86.37	NA	3.88	
PACIFIC AIRLINES	256	170	170	105	100	300	237	6	142	29	3	30	120	1682	1222	108.42	92.77	36.33	17.82
PACIFIC	99	32	34	17	27	62	36	1	7	1	0	0	18	288	223	28.13	46.16	3.67	4.83
PACIFIC	1	1	0	0	5	7	3	0	0	0	0	0	1	13	22	1.94	NA	7.73	
PACIFIC	14	1	0	0	9	11	7	0	0	0	0	0	3	30	0	NA	NA		
PACIFIC	5	4	4	1	4	4	1	0	0	0	0	0	4	23	6	NA	NA		
PRIMAIR	22	10	4	2	1	43	17	0	0	0	1	1	3	145	37	8.47	NA	17.12	
REVE ALUTIAN	4	4	0	1	1	3	7	0	1	0	0	0	16	32	1	.77	.68	41.56	1.67
REPUBLIC	124	55	76	50	47	141	170	2	11	0	2	0	44	777	552	121.56	111.43	6.30	4.86
SHO AIRWAYS	4	1	4	2	1	10	14	1	0	0	1	0	2	42	11	4.76	NA	8.82	

AIRLINE ^{b/}	Flight Problems	Over-sales	Res/Tickets	Fares	Refunds	Baggage	Customer Service	Special Pass.	Smoking	Advertising	Credit	Tours	Other	Total Complaints		Passengers Flown (100,000) ^f		Complaints per 100,000 Passengers	
														1979	1978	1979	1978	1979	1978
ROCKY MOUNTAIN	14	6	2	0	3	20	9	0	0	0	0	0	2	57	26	12.29	NA	74.89	
SCHEDULED SKYWAYS	9	1	7	2	1	2	6	0	0	0	0	0	0	25	12	NA	NA		
SKYSTREAM ^e	5	4	1	1	1	1	1	0	0	1	0	0	0	15	2	NA	NA		
SKYWAY ^{b/}	5	2	5	0	1	5	3	0	0	0	0	0	1	22	16	NA	NA		
SOUTHEAST	11	7	1	3	2	7	23	0	1	1	0	1	1	87	0	27	NA	122.72	
SOUTHWEST	27	18	5	3	11	11	37	2	3	0	0	0	1	118	3	52.83	NA	7.23	
SWIFT-AIRE	11	11	5	9	3	4	4	0	0	0	0	0	1	43	11	7.35	NA	18.30	
TEXAS INT'L	109	51	46	25	17	95	107	1	5	6	0	0	18	480	266	45.41	41.13	10.57	6.47
TWA	411	197	240	284	194	628	374	10	155	76	14	59	131	2790	1983	226.51	201.52	12.31	9.84
TRANSAMERICA	79	9	7	2	3	51	27	1	2	1	0	23	12	217	184	NA	NA		
UNITED	776	720	287	259	249	327	371	9	111	28	19	21	190	2867	1528	360.83	416.76	7.95	3.67
US AIR ^{a/}	416	76	134	59	104	203	198	1	10	4	2	0	54	1261	737	165.20	147.80	7.83	4.39
WESTAIR COMMUTER	5	6	2	1	2	0	1	0	0	0	0	0	0	17	6	56	NA	30.35	
WESTERN	235	130	107	91	105	174	157	1	13	19	6	5	65	1103	486	120.67	113.23	9.14	4.79
WEN AIR ALASKA	21	1	3	5	3	8	9	0	1	0	0	0	31	51	32	6.86	5.69	11.81	5.62
WORLD	97	13	14	19	50	22	31	2	4	3	1	42	18	318	263	NA	NA		
OTHER U.S. AIRLINES	174	72	55	14	57	95	59	1	6	5	1	9	46	596	406	NA	NA		
TOTAL U.S.	4770	2646	2674	1496	2110	4485	4311	90	916	366	125	313	1735	28846	17182				
FOREIGN AIRLINES																			
AEROMEXICO	19	29	11	9	20	32	20	1	2	5	0	1	10	179	136				
AIR CANADA	18	7	7	14	9	20	5	0	1	4	0	1	6	86	89				
AIR FRANCE	17	5	7	9	23	28	12	0	2	1	0	1	5	112	103				
AIR JAMAICA	41	23	9	3	9	24	18	0	0	0	0	4	11	142	132				
ALITALIA	15	20	8	6	6	23	14	0	4	1	0	0	13	111	102				
ALM	16	7	11	2	2	29	9	0	0	0	0	0	1	74	45				
AVIANCA	8	13	3	3	6	16	11	0	1	0	0	2	7	67	57				
BRITISH AIRWAYS	10	1	12	17	26	80	13	0	14	8	0	0	16	130	266				
BWIA	26	11	9	1	8	17	12	0	2	0	0	1	8	95	83				
DOMINICANA	15	8	1	0	1	22	9	0	0	0	0	0	5	62	40				
EL AL	7	11	5	10	8	14	3	0	0	0	0	6	3	67	52				
IBERIA	10	1	17	17	17	32	13	0	4	0	0	0	5	122	156				
ICELANDIC	20	13	10	1	6	6	9	1	2	0	0	0	1	100	34				
KLM	16	1	8	6	11	23	13	0	1	0	0	0	4	99	77				
LAKER	25	8	12	8	18	10	9	1	1	1	0	12	5	110	61				
LUFTHANSA	15	1	6	15	7	22	12	1	10	0	0	1	10	115	96				
MEXICANA	78	23	20	16	15	60	27	0	1	1	0	1	5	197	174				
OTHER FOREIGN	210	194	97	75	137	388	160	0	17	4	1	17	115	1366	1085				
COMPLAINTS BY INDUSTRY GROUP																			
Certificated	1562	7028	2565	1912	2015	6326	5162	86	910	360	121	305	1660	27526	16456				
Commuters	103	158	109	16	96	299	149	4	6	6	4	8	74	1250	726				
Foreign	671	662	268	183	319	844	369	4	62	25	1	47	231	3436	2736				
Travel Agents	10	18	90	63	108	5	18	0	0	4	0	124	24	684	238				
Tour Operators	170	56	71	127	194	16	52	0	2	19	1	1158	52	1888	1631				
Cargo/Freight Forwarders	1	0	0	0	0	0	0	0	0	0	1	0	292	294	293				
Other	1	3	2	5		11	5	1	7	3	4	4	68	125	99				
TOTAL COMPLAINTS	266	3185	3105	2349	2739	5573	4755	95	987	437	132	1646	2501	35073	22179				
% of Total	21.8	9.1	8.9	6.8	7.8	15.9	13.5	3	7.8	1.2	4	4.7	6.9	100.0					
Information Requests														2628	1490				

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U.S. AIRLINES ^b	CURRENT PERIOD			SAME PERIOD PRIOR YEAR		
	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000) ^e	COMPLAINTS PER 100,000 PASSENGERS	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000) ^e	COMPLAINTS PER 100,000 PASSENGERS
AERO VIRGIN ISLANDS	12					
AIR CALIFORNIA	46	6.05	7.60	27	5.88	4.59
AIR FLORIDA	75	5.30	14.15	94	2.83	33.22
AIR NEW ENGLAND	15	.87	17.24	23	1.12	20.54
AIR NEW MEXICO	15			2		
AIR WISCONSIN	12	1.36	8.02	7		
ALASKA	20	2.10	9.52	12	1.89	6.35
ALASKA AERO IND.	12			2		
ALTAIR	75	.58	129.31	12	.31	38.71
AMERICAN	408	61.03	8.16	753	69.97	10.76
ASPEN	20	1.23	16.26	18	1.08	16.67
BRANIFF INT'L	359	32.98	10.89	476	33.71	14.12
CAPITOL INT'L	68	1.29	52.71	165	1.96	84.18
CASCADE	12			8		
COCHISE	12	.28	42.86	19	.21	90.48
COMMUTER	15			36		
CONTINENTAL	156	21.01	7.43	152	23.40	6.50
DELTA	139	98.11	1.42	217	96.02	2.26
EASTERN	600	104.57	5.74	890	100.19	8.88
EMPIRE	10	.28	35.71	6		
FRONTIER	55	15.56	3.53	82	15.46	5.30
HUGHES AIRWEST	122	14.96	8.16	139	15.11	9.20
MACKEY INT'L	29			19		
MOUNTAIN WEST	18					
NORTHWEST	195	28.00	6.96	183	26.61	6.88
NUZARK	92	11.74	7.84	121	11.79	10.26
PAN AMERICAN/NATIONAL ^c	465	38.70	12.02	701	38.46	18.23
PIEDMONT	44	12.13	3.63	71	11.35	6.26
PSA	95	18.82	5.05	37	18.62	1.99
PRINAIR ^d	58			23		
REPUBLIC	203	28.49	7.13	224	28.00	8.00
RIO AIRWAYS	14			6		
ROCKY MOUNTAIN	22			18		
SOUTHWEST	48	13.53	3.55	16	8.19	1.95
SWIFT-AIR	19	.62	30.65	8	.52	15.38
TEXAS INT'L	160	11.28	14.18	145	10.11	14.34
TRANSAMERICA	23	1.62	14.19	49	1.96	25.00
TWA	660	50.36	13.11	578	49.09	11.77
UNITED	391	83.54	4.68	675	101.69	6.64
USAIR ^a	218	39.76	5.48	294	34.96	8.41
WESTAIR COMMUTER	14					
WESTERN	183	24.95	7.33	215	29.06	7.40
WIFN AIR ALASKA	25	1.52	16.45	6	1.23	4.88
WORLD	16	0.73	21.91	26	1.62	16.05
OTHER U.S. AIRLINES	227	19.63	11.56	301	19.47	15.46

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U.S. AIRLINES ^b	FLIGHT PROBLEMS	OVER-AND-RESERVATIONS	TICKETING	FARES	REFUNDS	HAGGAGE	CUSTOMER SERVICE	SPECIAL PASSENGERS	SHOKING	ADVERTISING	CREDIT	TOURS	OTHER	TOTAL
AFRO VIRGIN ISLANDS	2	0	0	0	0	7	2	0	0	0	0	0	1	12
AIR CALIFORNIA	13	5	0	4	3	3	7	0	1	2	0	1	7	46
AIR FLORIDA	21	9	5	6	4	16	8	1	0	1	0	0	4	75
AIR NEW ENGLAND	5	4	0	0	1	3	0	0	2	0	0	0	0	15
AIR NEW MEXICO	7	1	0	1	1	1	3	0	0	0	0	0	1	15
AIR WISCONSIN	6	1	0	0	2	2	0	0	0	0	0	0	1	12
ALASKA	6	1	0	3	0	2	4	0	0	1	0	0	3	20
ALASKA AFRO IND.	0	0	0	0	0	5	1	0	0	0	0	0	6	12
ALTAIR	50	3	1	1	2	5	6	0	0	0	0	0	7	75
AMERICAN	65	71	48	47	56	103	55	3	11	3	9	1	25	498
ASPEN	8	2	1	1	0	2	5	0	0	0	0	0	1	20
BRANIFF INT'L	63	46	17	12	49	73	58	1	18	1	3	0	18	359
CAPITOL INT'L	18	10	3	2	2	9	13	0	1	0	0	4	6	68
CASCADE	5	1	0	0	0	4	1	0	0	0	0	0	1	12
COCHISE	4	2	1	0	2	1	1	0	0	0	0	0	1	12
COMMUTER	7	4	2	0	0	2	0	0	0	0	0	0	0	15
CONTINENTAL	35	16	10	12	7	28	29	4	4	1	0	0	10	156
DELTA	36	17	15	15	8	15	17	1	4	1	2	0	8	139
EASTERN	151	31	31	33	37	129	110	4	19	4	14	9	28	600
EMPIRE	2	3	0	1	0	3	0	0	0	0	0	1	0	10
FRONTIER	17	3	3	2	1	9	10	1	1	0	0	0	8	55
HIGHWAY AIRWEST	30	14	10	12	12	13	19	1	0	0	1	1	9	122
HUCKEY INT'L	17	4	1	0	2	2	2	0	0	0	0	0	1	29
MOUNTAIN WEST	6	2	2	1	1	3	2	0	0	0	0	0	1	18
NORTHWEST	68	8	10	13	28	25	30	1	4	0	1	0	7	195
NUARK	31	8	2	6	19	3	15	0	2	1	0	1	4	92
PAN AMERICAN/NATIONAL ^c	102	24	15	31	29	111	81	5	31	10	3	5	18	465
PIEDMONT	17	5	3	1	2	6	4	0	2	0	0	0	4	44
PSA	42	8	5	2	3	11	17	0	0	0	1	0	6	95
PRINAIR ^d	4	4	0	1	1	42	5	0	0	0	0	0	1	58
REPUBLIC	78	16	9	7	30	23	26	0	2	0	1	0	11	203
RIO AIRWAYS	4	0	1	1	2	5	0	0	0	0	0	0	1	14
ROCKY MOUNTAIN	8	3	0	0	0	6	5	0	0	0	0	0	0	22
SOUTHWEST	10	4	6	2	1	6	17	1	0	0	1	0	0	49
SWIFT-AIRF	5	4	0	1	2	4	1	1	1	0	0	0	0	19
TEXAS INT'L	33	18	13	15	10	36	22	1	2	2	0	0	8	160
TRANSAMERICA	9	1	0	0	0	3	3	0	0	0	0	4	3	23
TWA	103	46	45	65	57	130	106	2	28	14	12	26	26	660
UNITED	100	29	30	28	50	57	51	3	13	1	5	5	19	391
USAIR ^e	64	15	15	8	34	38	29	3	3	0	1	0	8	218
WESTAIR COMMUTER	6	3	3	0	0	1	0	1	0	0	0	0	0	14
WESTERN	53	15	5	20	23	16	32	1	3	3	2	0	10	183
WIEN AIR ALASKA	1	3	2	2	6	4	2	0	0	1	0	0	4	25
WORLD	4	1	2	1	3	2	0	0	0	0	0	3	0	16
OTHER U.S. AIRLINES	63	34	10	7	39	41	18	0	1	1	0	1	12	227
CURRENT PERIOD TOTALS	1379	499	326	364	529	1010	817	35	153	47	56	62	240	5567
** PERCENTAGES **	24.8	9.0	5.9	6.5	9.5	18.1	14.7	.6	2.7	.8	1.0	1.1	5.2	100.0
SAME PERIOD PRIOR YEAR	1945	484	547	373	367	1228	1089	28	177	124	27	67	400	6856
** PERCENTAGES **	28.4	7.1	8.0	5.4	5.4	17.9	15.9	.4	2.6	1.8	.4	1.0	5.8	100.0

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FOREIGN AIRLINES.....	RESERVATIONS													TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SPECIAL PASSENGERS	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	
AFROLINEAS ARGENTINAS	2	2	2	1	0	4	1	0	0	0	0	0	0	12
AFROMEXICO	13	25	3	0	10	11	14	0	1	0	0	1	0	78
AFROPERU	2	6	0	0	1	2	0	0	0	0	0	0	0	11
AIR PANAMA INT'L	8	6	0	0	0	8	2	0	0	1	0	0	0	25
AIR CANADA	2	0	0	0	1	5	3	0	1	0	0	0	1	13
AIR FRANCE	0	1	1	2	5	4	4	0	1	1	0	0	4	23
AIR INDIA	4	0	1	1	1	2	0	0	0	0	0	0	1	10
AIR JAMAICA	0	7	3	1	2	5	2	0	2	0	0	1	2	25
AIR PACIFIC	7	0	0	0	3	4	2	0	1	0	0	0	2	19
ALITALIA AIRLINES	2	4	2	1	3	4	6	0	0	0	0	0	2	24
AVIANCA	7	8	2	0	7	10	4	0	0	0	0	0	1	39
PAHAMASAIR	5	3	1	0	0	6	1	0	0	0	0	0	0	16
RELIFE AIRWAYS	4	0	0	0	5	5	0	0	0	0	0	0	1	15
BRITISH AIRWAYS	2	7	4	4	5	14	3	0	2	1	0	1	0	43
RWIA	8	8	1	0	1	3	5	0	0	0	0	0	1	27
EQUATOPIANA	0	2	0	0	1	6	1	0	0	0	0	0	0	10
FI AL	0	2	1	2	2	0	4	0	1	0	0	0	0	12
FAUCETT, S.A.	4	0	0	1	0	2	2	0	0	0	0	0	1	10
TRERTA AIRLINES	0	2	0	0	3	7	2	0	0	0	0	0	1	15
ICELANDIC AIRLINES	9	1	0	0	1	0	1	0	0	0	0	0	0	12
KOREAN AIRLINES	4	0	1	1	3	2	9	0	1	1	0	0	1	23
KLM	3	4	0	1	5	3	0	0	0	0	0	0	0	16
LUFTHANSA	0	1	3	2	3	3	0	0	0	0	0	0	1	13
MEXICANA	10	7	1	1	5	17	5	0	0	0	0	0	0	46
PHILIPPINE AIRLINES	1	0	1	0	3	5	2	0	1	0	0	0	0	13
TAP	2	2	0	1	2	2	0	0	0	0	0	1	1	11
VARIG AIRLINES	0	3	0	2	0	4	1	0	0	0	0	0	1	11
VIASA	3	1	0	0	1	2	1	0	0	2	0	0	1	11
OTHER FOREIGN AIRLINES	25	26	4	12	21	58	16	0	4	0	0	2	17	185
CURRENT PERIOD TOTALS	127	128	31	33	94	198	91	0	15	6	0	6	39	768
** PERCENTAGES **	16.5	16.7	4.0	4.3	12.2	25.8	11.8	.0	2.0	.8	.0	.8	5.1	100.0
SAME PERIOD PRIOR YEAR	205	103	64	55	85	207	104	1	10	8	1	11	67	926
** PERCENTAGES **	22.1	11.1	7.5	5.9	9.2	22.4	11.2	.1	1.1	.9	.1	1.2	7.2	100.0

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COMPLAINTS BY INDUSTRY GROUP	RESERVATIONS					CUSTOMER		SPECIAL	ADVER-					TOTAL	
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	SERVICE	PASSENGERS	SMOKING	TISING	CREDIT	TOURS	OTHER		
=====															
U.S. AIRLINES.....															
CURRENT PERIOD TOTALS	1379	499	326	364	529	1010	817	35	153	47	56	62	290	5567	
SAME PERIOD PRIOR YEAR	1945	484	547	373	367	1228	1089	28	177	124	27	67	400	6856	
=====															
FOREIGN AIRLINES.....															
CURRENT PERIOD TOTALS	127	179	31	33	94	198	91	0	15	6	0	6	39	768	
SAME PERIOD PRIOR YEAR	205	103	69	55	85	207	104	1	10	8	1	11	67	926	
=====															
CARGO/FREIGHT FORWARDERS															
CURRENT PERIOD TOTALS	0	0	0	0	0	0	0	0	0	2	0	0	52	54	
SAME PERIOD PRIOR YEAR	0	0	0	0	0	0	0	0	1	0	0	0	91	92	
=====															
TRAVEL AGENTS.....															
CURRENT PERIOD TOTALS	7	0	26	9	32	0	2	0	0	0	0	36	4	116	
SAME PERIOD PRIOR YEAR	12	5	22	8	19	2	3	0	0	2	0	39	5	117	
=====															
TOUR OPERATORS.....															
CURRENT PERIOD TOTALS	10	2	5	7	22	4	5	0	0	5	0	206	1	267	
SAME PERIOD PRIOR YEAR	15	19	12	18	20	3	10	0	1	10	0	283	16	407	
=====															
OTHER CARRIERS.....															
CURRENT PERIOD TOTALS	4	4	5	11	0	6	6	3	29	0	0	0	18	86	
SAME PERIOD PRIOR YEAR	1	0	0	2	0	3	0	0	5	1	21	1	11	45	
=====															
TOTAL COMPLAINTS.....															
CURRENT PERIOD TOTALS	1527	633	393	424	677	1218	921	38	197	60	56	310	404	6858	
** PERCENTAGES **	22.3	9.2	5.7	6.2	9.9	17.8	13.4	.6	2.9	.9	.8	4.5	5.9	100.0	
=====															
SAME PERIOD PRIOR YEAR	2179	611	650	456	491	1443	1206	29	194	145	49	401	590	8443	
** PERCENTAGES **	25.8	7.2	7.7	5.4	5.8	17.1	14.3	.3	2.3	1.7	.6	4.7	7.0	100.0	

NOTES TO REPORT

a/ This report is based on informal consumer complaints the Board has received by mail or telephone. We have not determined the validity of each complaint. The types of problems included in each category are:

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether or not the airline complied with CAB oversale regulations.

Reservations and Ticketing: Airline or agent mistakes in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets.

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets.

Baggage: Lost, damaged or delayed baggage claims, charges for excess baggage, carry-on problems, and difficulties with airline claim procedure.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers, and discriminatory treatment.

Special Passengers: Handicapped passengers, passengers on stretchers, children, elderly passengers, passengers requiring oxygen or other medical care.

Smoking: Inadequate segregation of smokers from non-smokers, failure of airline to enforce no-smoking rules, objections to the rules.

Advertising: Advertising that is unfair, misleading, or offensive to consumers.

Credit: Denial of credit, interest or late payment charges, incorrect billing, or incorrect credit reports.

Tours: Problems with scheduled or charter tour packages.

Other: Cargo problems, security, airport facilities, claims for bodily injury, lack of adequate service, and other problems not classified above.

b/ Airlines are listed on the first quarter report if the Board received 10 or more complaints about them in 1980. On the annual report, U.S. airlines charged with 15 or more complaints and foreign airlines with 60 or more complaints are listed.

c/ Pan American and National merger effective January 1, 1980.

d/ North Central and Southern merged and renamed Continental Airlines effective July 1, 1979. All complaints against these companies are listed under Republic.

e/ All complaints about Allegheny Commuter are charged to USAir, and the number of passengers listed for USAir include Allegheny Commuter passengers. Commuters are AeroMech, Air North, Brint, Breeze, Breeze Airways, Fischer, Henson, Pennsylvania Commuter, Pocono, Ransome, Southern Air, and Suburban.

f/ The number of passengers flown is based on adjusted enplanement data on CAB Form 41 reports filed by certificated airlines and T-1 reports filed by commuters.

g/ The Federal Aviation Administration issued Skyway's certificate on April 18, 1980.

h/ Skyway Airlines of Missouri was taken over by Skyway Aviation of Texas early this year, and its name has been changed to Air Americana.