

CIVIL AERONAUTICS BOARD CONSUMER COMPLAINT REPORT
FOR THE MONTH OF SEPTEMBER 1984

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J.S. AIRLINES ^{b/}	RESERVATIONS												TOTAL
	FLIGHT PROBLEMS	OVER-AND SALES	TICKETING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SPECIAL PASSENGERS	ADVERTISING	SMOKING	CREDIT	TOURS	
AIR CALIFORNIA	0	2	1	0	0	0	0	0	0	0	0	0	3
AIR FLORIDA	0	0	0	0	6	0	0	0	0	0	0	0	6
ALASKA	2	0	0	0	0	0	0	0	0	0	0	0	2
ALOHA AIRLINES	0	0	0	0	0	0	0	0	0	0	0	0	0
AMERICAN	2	2	1	3	2	3	2	0	1	1	1	1	19
AMERICAN INTERNATIONAL	1	2	0	0	11	2	3	0	0	0	0	0	19
ARROW AIR	5	2	0	0	0	7	3	0	0	0	0	1	26
BRANIFF INT'L	0	0	0	0	0	1	0	0	0	1	0	0	2
CAPITOL AIR	4	1	0	1	1	9	1	1	0	1	0	1	20
CONTINENTAL	6	7	0	0	2	4	5	5	1	0	0	3	33
DAVIS AIRLINES	0	0	0	0	6	1	0	0	0	0	0	3	10
DELTA	7	2	1	0	0	0	2	1	1	1	0	0	15
EASTERN	7	0	0	3	1	6	3	0	2	0	0	0	23
FRONTIER	6	0	0	0	1	1	2	1	2	0	0	0	13
HAWAIIAN	0	0	0	0	0	2	2	1	0	0	0	0	5
MIDWAY	0	0	0	0	0	0	0	0	0	0	0	0	0
NEW YORK AIR	1	0	1	0	1	0	0	0	0	0	0	0	3
NORTHEASTERN INT'L.	17	5	1	0	3	8	1	1	0	0	0	0	36
NORTHWEST	6	2	0	0	0	3	4	2	0	0	0	0	17
OKARK	0	0	0	0	0	0	0	0	0	0	0	0	0
PAN AMERICAN	7	2	2	1	2	10	6	1	0	0	0	1	35
PEOPLE EXPRESS AIRLINES	14	1	0	1	4	6	0	1	0	0	0	0	31
PIEDMONT	2	0	1	0	2	0	0	0	0	0	0	0	5
PSA	1	1	0	0	0	1	0	0	0	0	0	0	3
REPUBLIC	3	0	0	1	0	1	1	1	0	1	0	0	9
SOUTHWEST	2	0	0	0	2	2	2	0	0	0	0	0	8
THE FLYING TIGER LINE	0	0	0	0	0	0	0	0	0	0	0	0	0
TOWER AIRLINE	3	0	0	0	0	0	0	0	0	0	0	3	6
TRANSAERICA	2	1	0	0	0	1	0	0	0	0	0	1	5
TWA	14	2	2	4	2	11	11	2	3	1	2	1	59
UNITED	18	1	4	0	5	15	10	3	2	0	1	0	59
USAIR ^{c/}	5	3	0	1	1	1	3	0	0	0	0	0	15
WESTERN	3	2	0	0	3	2	2	1	0	0	0	0	13
WIEN AIR ALASKA	0	0	0	0	0	2	0	0	0	0	0	0	2
WORLD	4	3	1	0	1	2	2	0	0	0	0	0	13
OTHER U.S. AIRLINES	20	8	0	0	9	19	2	1	0	0	0	1	63
SEPTEMBER 1984 COMPLAINTS	166	49	15	15	65	120	67	22	11	6	4	13	578
** PERCENTAGES **	28.7	8.5	2.6	2.6	11.2	20.8	11.6	3.8	1.9	1.0	.7	2.2	100.0
SEPTEMBER 1983 COMPLAINTS	153	52	20	20	38	81	66	10	15	5	2	4	491
** PERCENTAGES **	31.2	10.6	4.1	4.1	7.7	16.5	13.4	2.0	3.1	1.0	.4	.8	100.0

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U.S. AIRLINES.....	SEPTEMBER 19 84			SEPTEMBER 19 83		
	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)✓	COMPLAINTS PER 100,000 PASSENGERS	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)✓	COMPLAINTS PER 100,000 PASSENGERS
AIR CALIFORNIA	3	3.51	.85	4	3.36	1.19
AIR FLORIDA	6			11	1.89	5.82
ALASKA	2	2.48	.81		1.98	
ALOHA AIRLINES		1.98			1.99	
AMERICAN	19	30.04	.63	28	28.04	1.00
AMERICAN INTERNATIONAL	19			1		
ARROW AIR	26			4	.85	4.71
BRANIFF INT'L	2	2.89	.69			
CAPITOL AIR	20	1.30	15.38	22	1.52	14.47
CONTINENTAL	33	10.52	3.14	13	10.48	1.24
DAVIS AIRLINES	10					
DELTA	15	31.77	.47	11	29.63	.37
EASTERN	23	32.60	.71	33	31.82	1.04
FRONTIER	13	6.67	1.95	6	5.65	1.06
HAWAIIAN	5	2.99	1.67		2.45	
MIDWAY		1.20		4	1.19	3.36
NEW YORK AIR	3	2.28	1.32	2	1.71	1.17
NORTHEASTERN INT'L.	36	2.26	15.93	10	.44	22.73
NORTHWEST	17	12.44	1.37	10	12.71	.79
OZARK		4.23		1	4.21	.24
PAN AMERICAN	35	12.70	2.76	42	14.85	2.83
PEOPLE EXPRESS AIRLINES	31	11.28	2.75	26	5.45	4.77
PIEDMONT	5	11.83	.42	6	10.70	.56
PSA	3	6.68	.45	8	7.02	1.14
REPUBLIC	9	13.19	.68	14	14.67	.95
SOUTHWEST	8	11.02	.73		9.67	
THE FLYING TIGER LINE		.09			.33	
TOWER AIRLINE	6					
TRANSAERICA	5	1.14	4.39	4	.74	5.41
TWA	59	18.29	3.23	46	18.74	2.45
UNITED	59	37.49	1.57	33	34.82	.95
USAIR✓	15	16.26	.92	22	15.61	1.41
WESTERN	13	9.51	1.37	8	10.66	.75
WIEN AIR ALASKA	2	1.30	1.54	2	1.13	1.77
WORLD	13	1.45	8.97	3	1.14	2.63
OTHER U.S. AIRLINES	63	6.78	9.29	117	4.19	27.92

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FOREIGN AIRLINES.....	RESERVATIONS					CUSTOMER		SPECIAL	ADVER-					TOURS	OTHER	TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	SERVICE	PASSENGERS	SMOKING	TISING	CREDIT					
AIR INDIA	1	2	0	0	0	0	2	0	0	0	0	0	0	0	5	
IBERIA AIRLINES	2	2	0	0	0	3	2	1	0	0	0	0	0	0	10	
MEXICANA	1	0	1	0	1	3	0	0	1	0	0	0	0	0	7	
VIRGIN ATLANTIC	0	5	0	0	0	1	1	0	0	0	0	0	0	0	7	
OTHER FOREIGN AIRLINES	7	14	0	2	4	17	6	0	1	0	0	2	1	54		
SEPTEMBER 1984 COMPLAINTS	11	23	1	2	5	24	11	1	2	0	0	2	1	83		
** PERCENTAGES **	13.3	27.7	1.2	2.4	6.0	28.9	13.3	1.2	2.4	.0	.0	2.4	1.2	100.0		
SEPTEMBER 1983 COMPLAINTS	13	12	2	3	4	15	2	3	6	0	0	0	3	63		
** PERCENTAGES **	20.6	19.0	3.2	4.8	6.3	23.8	3.2	4.8	9.5	.0	.0	.0	4.8	100.0		

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COMPLAINTS BY INDUSTRY GROUP	RESERVATIONS					CUSTOMER BAGGAGE	SPECIAL SERVICE	PASSENGERS	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS									
=====														
U.S. AIRLINES.....														
SEPTEMBER 1984 COMPLAINTS	166	49	15	15	65	120	67	22	11	6	4	13	25	578
SEPTEMBER 1983 COMPLAINTS	153	52	20	20	38	81	66	10	15	5	2	4	25	491
FOREIGN AIRLINES.....														
SEPTEMBER 1984 COMPLAINTS	11	23	1	2	5	24	11	1	2	0	0	2	1	83
SEPTEMBER 1983 COMPLAINTS	13	12	2	3	4	15	2	3	6	0	0	0	3	63
CARGO/FREIGHT FORWARDERS														
SEPTEMBER 1984 COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	4	4
SEPTEMBER 1983 COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	1	1
TRAVEL AGENTS.....														
SEPTEMBER 1984 COMPLAINTS	0	0	2	0	0	0	0	0	0	0	0	9	0	11
SEPTEMBER 1983 COMPLAINTS	0	0	1	0	1	0	0	0	0	0	1	0	0	3
TOUR OPERATORS.....														
SEPTEMBER 1984 COMPLAINTS	2	1	0	0	18	0	1	0	0	0	0	46	0	68
SEPTEMBER 1983 COMPLAINTS	1	2	0	0	1	0	4	0	0	0	0	22	1	31
OTHER CARRIERS.....														
SEPTEMBER 1984 COMPLAINTS	0	0	0	0	1	0	0	0	0	0	0	0	1	2
SEPTEMBER 1983 COMPLAINTS	0	0	0	0	0	0	0	0	0	0	1	0	3	4
TOTAL COMPLAINTS.....														
SEPTEMBER 1984 COMPLAINTS	179	73	18	17	89	144	79	23	13	6	4	70	31	746
** PERCENTAGES **	24.0	9.8	2.4	2.3	11.9	19.3	10.6	3.1	1.7	.8	.5	9.4	4.2	100.0
SEPTEMBER 1983 COMPLAINTS	167	66	23	23	44	96	72	13	21	5	4	26	33	593
** PERCENTAGES **	28.2	11.1	3.9	3.9	7.4	16.2	12.1	2.2	3.5	.8	.7	4.4	5.6	100.0

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U.S. AIRLINES.....	RESERVATIONS										CUSTOMER		SPECIAL	ADVER-		TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	SERVICE	PASSENGERS	SMOKING	TISING	CREDIT	TOURS	OTHER			
AERO VIRGIN ISLANDS	2	3	0	0	0	6	0	0	0	0	0	0	0	11		
AIR CALIFORNIA	2	9	1	0	1	3	0	2	1	0	0	0	0	19		
AIR FLORIDA	22	14	0	2	39	22	5	1	1	2	0	2	2	112		
AIR NATIONAL	18	0	0	0	1	3	3	0	1	0	0	11	3	40		
AIR NEW ORLEANS	1	6	0	0	0	2	2	0	0	0	0	0	0	11		
AIR VIRGINIA	6	2	0	0	2	1	2	0	0	1	0	0	0	14		
ALASKA	3	1	0	0	1	1	1	1	1	0	0	0	2	11		
ALOHA AIRLINES	0	1	1	0	1	0	1	0	0	0	0	0	0	4		
AMERICA WEST AIRLINES	3	3	0	0	1	3	1	0	1	0	0	0	0	12		
AMERICAN	84	26	18	17	17	66	26	7	18	4	8	1	10	302		
AMERICAN CENTRAL AIRLINES	1	2	0	0	2	3	2	1	0	0	0	0	1	12		
AMERICAN INTERNATIONAL	52	34	2	6	47	18	11	1	0	3	0	1	4	179		
AMERICAN TRANS AIR	13	0	0	0	1	11	5	1	3	0	0	0	1	35		
ARISTA INTERNATIONAL	20	0	0	0	0	25	7	1	2	0	0	1	4	60		
ARROW AIR	135	33	5	3	14	81	34	2	1	0	1	8	47	368		
BAR HARBOR AIRLINES	6	2	1	0	0	2	0	0	0	0	0	0	1	12		
BRANIFF INT'L	3	0	0	0	2	2	1	0	0	1	0	0	2	11		
BRITT AIRWAYS	2	1	0	1	3	7	2	0	1	0	1	0	1	19		
CAPITOL AIR	35	24	4	4	38	86	6	2	0	1	0	3	4	207		
CONTINENTAL	52	52	21	5	118	39	22	15	4	8	2	0	9	347		
CROWN AIR	11	3	0	0	2	5	3	0	0	1	0	0	0	25		
DAVIS AIRLINES	2	0	1	0	12	1	0	0	0	0	0	3	0	19		
DELTA	64	20	7	5	9	27	29	8	8	4	0	0	9	190		
EASTERN	101	14	11	18	32	66	27	14	17	6	7	3	18	334		
EMPIRE	20	4	0	1	3	8	2	0	0	1	0	0	1	40		
FLORIDA EXPRESS	4	1	0	0	3	2	0	0	1	0	0	0	0	11		
FRONTIER	34	9	1	2	4	14	7	5	2	0	0	0	0	78		
HAWAII EXPRESS	8	1	0	0	92	3	0	0	0	0	0	0	1	105		
HAWAIIAN	2	8	0	1	0	15	4	3	0	1	0	0	1	35		
HAWAIIAN PACIFIC AIRLINES	0	0	0	0	32	0	0	0	0	0	0	0	0	32		
IMPERIAL AIRLINES	3	3	1	0	1	3	0	2	0	0	0	0	1	14		
MID PACIFIC AIRLINES	3	0	0	0	2	5	1	0	0	2	0	0	0	13		
MIDWAY	2	2	0	1	2	3	2	1	0	0	0	0	1	14		
MISSISSIPPI VALLEY	3	3	0	0	2	2	1	0	0	0	0	0	0	11		
NATIONAL AIRLINES	12	0	1	0	0	3	0	0	0	0	0	0	3	19		
NEW YORK AIR	13	4	1	6	1	4	3	0	1	1	0	0	0	34		
NORTHEASTERN INT'L	138	87	8	6	77	33	27	11	1	1	2	0	7	398		
NORTHWEST	64	16	1	4	10	22	32	4	12	1	0	0	9	175		
OCEANAIR LINE	4	0	1	0	1	10	0	0	0	0	0	0	0	16		
OVERSEAS NATIONAL AIRWAYS	5	0	0	0	0	3	1	0	0	0	0	0	3	12		
OZARK	13	3	5	4	0	4	3	6	3	0	0	0	2	43		
PACIFIC EAST AIR	42	43	4	0	373	20	4	0	1	2	1	0	1	491		
PACIFIC EXPRESS	11	3	0	0	24	2	1	0	0	0	0	0	0	41		
PACIFIC INTERSTATE	1	2	0	0	4	1	0	1	0	3	0	0	0	12		
PAN AMERICAN	122	54	21	11	28	89	57	7	19	6	8	1	22	445		
PEOPLE EXPRESS AIRLINES	124	34	18	7	23	41	19	4	2	1	0	0	13	286		
PIEDMONT	30	6	4	4	4	12	10	1	5	1	0	0	2	79		
PRO AIR SERVICES	6	0	0	0	0	4	0	0	0	0	0	0	0	10		
PROVINCETOWN BOSTON	7	2	0	1	4	1	0	1	1	0	0	0	6	23		
PSA	7	8	2	0	0	9	3	1	4	0	0	0	0	34		

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U.S. AIR LINES	RESERVATIONS			CUSTOMER			SPECIAL		ADVER-			TOURS	OTHER	TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	SERVICE	PASSENGERS	SMOKING	TISING	CREDIT			
PRINAIR	14	3	1	1	5	33	5	0	0	1	0	0	1	64
REPUBLIC	24	11	5	3	6	21	12	3	3	3	0	0	5	96
RICH INTERNATIONAL AIRWAY	5	0	0	0	0	4	0	0	2	0	0	0	1	12
ROCKY MOUNTAIN	2	2	1	0	1	7	1	0	0	0	0	0	1	15
SCHEDULED SKYWAYS	7	0	0	0	1	2	2	2	0	0	0	0	0	14
SIMMONS AIRLINES	5	6	0	0	0	2	0	0	0	0	0	0	0	13
SLOCUM AIR	11	4	0	1	4	4	2	0	0	0	0	0	1	27
SOUTH PACIFIC ISLAND	2	2	0	1	0	14	1	0	0	0	0	0	1	21
SOUTHWEST	11	2	1	0	5	8	6	4	0	0	0	0	0	37
SUN AIR	3	0	1	0	0	6	1	0	0	0	0	0	0	11
THE FLYING TIGER LINE	0	0	0	0	0	0	0	0	0	0	0	0	5	5
TOWER AIRLINE	7	2	0	0	0	5	0	0	1	0	0	3	1	19
TRANS AIR	5	1	1	0	4	1	0	0	0	0	0	0	0	12
TRANSAMERICA	13	3	0	0	1	4	5	1	1	0	0	1	1	30
TWA	134	56	22	21	26	98	68	14	22	10	13	12	19	515
UNITED	201	41	22	26	24	87	70	16	32	2	9	0	20	550
USAIR	63	32	3	9	10	20	21	8	9	1	0	0	11	187
WESTERN	44	30	6	10	11	16	18	4	4	0	4	0	3	150
WEN AIR ALASKA	1	2	0	0	0	3	1	0	0	0	0	0	0	7
WINGS WEST	6	4	0	1	3	1	0	1	0	0	0	0	0	16
WORLD	16	9	2	6	15	16	6	0	0	0	1	0	0	71
OTHER U.S. AIR LINES	117	41	4	5	48	53	18	5	6	4	0	2	22	325
CURRENT PERIOD TOTALS	2011	794	209	193	1197	1198	604	161	191	72	57	52	283	7022
** PERCENTAGES **	28.6	11.3	3.0	2.7	17.0	17.1	8.6	2.3	2.7	1.0	.8	.7	4.0	100.0
SAME PERIOD PRIOR YEAR	1468	731	221	257	699	898	504	114	141	119	34	44	212	5442
** PERCENTAGES **	27.0	13.4	4.1	4.7	12.8	16.5	9.3	2.1	2.6	2.2	.6	.8	3.9	100.0

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U.S. AIRLINES.....	CURRENT PERIOD			SAME PERIOD PRIOR YEAR		
	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000) d/	COMPLAINTS PER 100,000 PASSENGERS	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000) d/	COMPLAINTS PER 100,000 PASSENGERS
PRINAIR	64			34		
REPUBLIC	96	118.68	.81	190	136.66	1.39
RICH INTERNATIONAL AIRWAY	12			5		
ROCKY MOUNTAIN	15			7		
SCHEDULED SKYWAYS	14			4		
SIMMONS AIRLINES	13			9		
SLUCOM AIR	27			8		
SOUTH PACIFIC ISLAND	21	1.75	12.00	23	1.19	19.33
SOUTHWEST	37	88.76	.42	30	77.11	.39
SUN AIR	11			9		
THE FLYING TIGER LINE	5	.72	6.94	5	1.79	2.79
TOWER AIRLINE	19					
TRANS AIR	12			1		
TRANSAMERICA	30	5.35	5.61	22	4.05	5.43
TWA	515	130.05	3.96	459	134.16	3.42
UNITED	550	298.99	1.84	420	271.04	1.55
USAIR	187	140.6	1.33	190	136.11	1.40
WESTERN	150	79.51	1.89	139	84.98	1.64
WIEN AIR ALASKA	7	8.84	.79	7	6.77	1.03
WINGS WEST	16			4		
WORLD	71	10.61	6.69	35	9.13	3.83
OTHER U.S. AIRLINES	325	40.54	8.02	423	25.52	16.58

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U.S. AIRLINES.....	CURRENT PERIOD			SAME PERIOD PRIOR YEAR		
	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)d/	COMPLAINTS PER 100,000 PASSENGERS	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)d/	COMPLAINTS PER 100,000 PASSENGERS
AERO VIRGIN ISLANDS	11			4		
AIR CALIFORNIA	19	29.42	.65	27	26.92	1.00
AIR FLORIDA	112	10.43	10.74	87	16.12	5.40
AIR NATIONAL	40					
AIR NEW ORLEANS	11			4		
AIR VIRGINIA	14			8		
ALASKA	11	17.78	.62	10	12.72	.79
ALOHA AIRLINES	4	16.87	.24	7	16.69	.42
AMERICA WEST AIRLINES	12	13.08	.92			
AMERICAN	302	241.94	1.25	311	231.73	1.34
AMERICAN CENTRAL AIRLINES	12			4		
AMERICAN INTERNATIONAL	179			12		
AMERICAN TRANS AIR	35			10		
ARISTA INTERNATIONAL	60			22		
ARROW AIR	368	7.09	51.90	79	4.85	16.29
BAR HARBOR AIRLINES	12			12		
BRANIFF INT'L	11	11.06	.99	13		
BRITT AIRWAYS	19			5		
CAPITOL AIR	207	8.56	24.18	286	10.54	27.13
CONTINENTAL	347	66.13	5.25	247	93.29	2.65
CROWN AIR	25			9		
DAVIS AIRLINES	19			3		
DELTA	190	280.25	.68	225	281.31	.80
EASTERN	334	283.20	1.18	405	281.37	1.44
EMPIRE	40	6.96	5.75	20	4.86	4.12
FLORIDA EXPRESS	11	1.77	6.21			
FRONTIER	78	51.47	1.52	51	45.84	1.11
HAWAII EXPRESS	105			53		
HAWAIIAN	35	24.11	1.45	11	19.89	.55
HAWAIIAN PACIFIC AIRLINES	32					
IMPERIAL AIRLINES	14			10		
MID PACIFIC AIRLINES	13			18		
MIDWAY	14	10.49	1.33	8	9.95	.80
MISSISSIPPI VALLEY	11			7		
NATIONAL AIRLINES	19					
NEW YORK AIR	34	18.90	1.80	21	14.25	1.47
NORTHEASTERN INT'L.	398	12.28	32.41	67	2.70	24.81
NORTHWEST	175	97.70	1.79	219	92.69	2.36
OCEANAIR LINE	16			11		
OVERSEAS NATIONAL AIRWAYS	12			31		
OZARK	43	38.01	1.13	31	36.05	.86
PACIFIC LAST AIR	491	.64	767.19	315	1.79	175.98
PACIFIC EXPRESS	41			29	5.86	4.95
PACIFIC INTERSTATE	12					
PAN AMERICAN	445	107.18	4.15	393	101.17	3.88
PEOPLE EXPRESS AIRLINES	286	77.49	3.69	209	34.33	6.09
PIEDMONT	79	102.22	.77	59	79.17	.75
PRO AIR SERVICES	10			12		
PROVINCETOWN BOSTON	23			5		
PSA	34	58.42	.58	48	58.16	.83

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FOREIGN AIRLINES.....	RESERVATIONS													
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	CUSTOMER BAGGAGE	SERVICE	SPECIAL PASSENGERS	ADVER- SMOKING	TISING	CREDIT	TOURS	OTHER	TOTAL
AEROMEXICO	16	13	0	0	2	11	4	0	0	0	0	0	2	48
AIR INDIA	4	5	1	2	2	6	3	0	0	0	0	0	0	23
AIR JAMAICA	6	12	1	0	2	1	4	0	0	0	0	0	0	26
ALITALIA AIRLINES	5	7	6	0	4	7	1	0	0	0	0	0	1	31
AVIANCA	1	1	2	1	1	2	1	0	1	0	0	0	2	12
BAHAMASAIR	6	3	0	0	1	6	0	0	0	0	0	0	2	18
BRITISH AIRWAYS	2	0	0	1	2	4	4	0	2	0	0	0	1	16
DOMINICANA DE AVIACION	0	4	1	0	1	4	0	0	0	0	0	0	1	11
IGERIA AIRLINES	13	3	1	0	3	12	5	1	3	0	0	0	0	41
ICELANDAIR	3	1	0	0	0	2	2	0	1	1	0	0	1	11
KOREAN AIRLINES	0	2	0	0	6	2	1	0	1	0	0	0	0	12
KLM	0	3	0	0	3	4	2	0	2	0	0	0	0	14
LUFTHANSA	3	2	0	1	1	3	1	0	1	0	0	1	0	13
MEXICANA	5	13	1	1	5	32	4	0	2	0	0	0	1	64
OLYMPIC AIRWAYS	3	1	0	1	1	3	2	0	0	0	0	0	0	11
PAKISTAN INTERNATIONAL	0	4	0	0	2	6	1	0	0	0	0	0	3	16
SABENA	3	2	1	1	3	0	0	0	3	0	0	0	0	13
VIRGIN ATLANTIC	1	8	0	0	0	1	1	0	0	0	0	0	0	11
OTHER FOREIGN AIRLINES	18	44	8	12	31	82	12	1	12	2	0	4	12	238
CURRENT PERIOD TOTALS	89	128	22	20	70	188	48	2	28	3	0	5	26	629
** PERCENTAGES **	14.1	20.3	3.5	3.2	11.1	29.9	7.6	.3	4.5	.5	.0	.8	4.1	100.0
SAME PERIOD PRIOR YEAR	112	114	21	23	91	174	49	6	24	3	0	5	36	658
** PERCENTAGES **	17.0	17.3	3.2	3.5	13.8	26.4	7.4	.9	3.6	.5	.0	.8	5.5	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	2011	794	209	193	1197	1198	604	161	191	72	57	52	283	7022	
SAME PERIOD PRIOR YEAR	1468	731	221	257	699	898	504	114	141	119	34	44	212	5442	
FOREIGN AIRLINES.....															
CURRENT PERIOD TOTALS	89	128	22	20	70	188	48	2	28	3	0	5	26	629	
SAME PERIOD PRIOR YEAR	112	114	21	23	91	174	49	6	24	3	0	5	36	658	
CARGO/FREIGHT FORWARDERS															
CURRENT PERIOD TOTALS	0	0	0	0	1	0	0	0	0	0	1	0	30	32	
SAME PERIOD PRIOR YEAR	0	0	0	0	1	0	0	0	0	0	0	0	23	24	
TRAVEL AGENTS.....															
CURRENT PERIOD TOTALS	1	0	10	4	24	0	1	0	0	4	4	30	1	79	
SAME PERIOD PRIOR YEAR	1	2	6	4	26	0	2	0	0	1	1	26	1	70	
TOUR OPERATORS.....															
CURRENT PERIOD TOTALS	20	14	5	0	37	8	20	2	0	17	0	280	3	406	
SAME PERIOD PRIOR YEAR	24	16	8	3	72	7	26	2	0	12	0	379	7	558	
OTHER CARRIERS.....															
CURRENT PERIOD TOTALS	1	3	2	13	3	12	4	2	10	1	0	1	21	73	
SAME PERIOD PRIOR YEAR	9	2	1	13	3	3	2	7	9	1	2	1	11	64	
TOTAL COMPLAINTS.....															
CURRENT PERIOD TOTALS	2122	939	248	230	1332	1406	677	167	229	97	62	368	364	8241	
** PERCENTAGES **	25.7	11.4	3.0	2.8	15.2	17.1	8.2	2.0	2.8	1.2	.8	4.5	4.4	100.0	
SAME PERIOD PRIOR YEAR	1616	865	257	300	892	1082	583	129	174	136	37	455	290	6816	
** PERCENTAGES **	23.7	12.7	3.8	4.4	13.1	15.9	8.6	1.9	2.6	2.0	.5	6.7	4.3	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/ All major and national air carriers and certain regional air carriers are listed on the September report and the January through September report whether or not complaints were received. Other airlines are listed on the September report if the Board received five or more complaints against them during the month. For the January through September report, other airlines with at least 10 complaints are listed.
- c/ All complaints about Allegheny Commuters are charged to USAir, and the number of passengers listed for USAir includes commuter boardings. These commuters are: Air Kentucky, Chautauqua Airlines, Crown Airways, Fischer Bros. Aviation, Pennsylvania Commuter Airlines, Pocono Airlines, Southern Jersey Airways and Suburban Airlines.
- d/ The number of passengers flown is based on adjusted enplanement data on CAB Form 41 reports filed by certificated airlines. For the September report, the number of passengers flown are from July 1984 and 1983. For the January through September report, the number of passengers flown are from November 1983 and 1982 through July 1984 and 1983.