

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

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U.S. AIRLINES.....	RESERVATIONS										ADVER-					TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SPECIAL PASSENGERS	SMOKING	TISING	CREDIT	TOURS	OTHER			
AIR CALIFORNIA	C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
AIR FLORIDA	C	C	0	0	4	0	0	0	0	0	0	0	0	0	4	
ALASKA	C	0	0	0	0	1	1	0	0	0	0	0	0	0	2	
ALOHA AIRLINES	C	0	0	0	0	1	0	0	0	0	0	0	0	0	1	
AMERICAN	3	1	0	2	1	3	1	1	1	1	1	1	0	0	15	
AMERICAN INTERNATIONAL	C	C	0	0	13	0	0	0	0	0	0	0	0	0	13	
AMERICAN TRANS AIR	1	0	0	0	0	4	1	0	1	0	0	0	0	0	7	
ARROW AIR	11	2	0	0	2	5	5	0	0	0	0	0	0	2	27	
BRANIFF INT'L	C	C	1	0	3	0	1	1	0	0	0	0	0	1	7	
CAPITOL AIR	2	2	0	0	4	17	0	0	0	0	0	1	3	29	0	
CONTINENTAL	4	11	2	0	5	6	3	1	0	2	0	0	0	34	0	
DAVIS AIRLINES	C	0	0	0	12	1	1	0	0	0	0	8	0	22	0	
DELTA	5	C	2	3	2	3	1	0	1	0	1	0	1	19	0	
EASTERN	5	2	1	1	7	6	4	0	2	0	0	0	0	28	0	
EMPIRE	5	3	0	0	2	2	2	0	0	0	0	0	0	14	0	
FRONTIER	6	2	0	1	0	3	0	5	0	0	0	0	0	17	0	
HAWAIIAN	C	0	0	0	0	0	2	0	0	0	0	1	0	3	0	
MIDWAY	C	0	0	0	0	1	0	0	0	0	0	0	0	1	0	
NATIONAL AIRLINES	2	0	0	0	0	2	0	0	1	0	0	0	1	6	0	
NEW YORK AIR	C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
NORTHEASTERN INT'L.	5	5	2	1	13	5	3	0	0	0	0	0	0	38	0	
NORTHWEST	5	3	0	0	0	0	6	0	3	0	1	0	0	22	0	
OZARK	C	C	0	0	0	0	0	1	0	0	0	0	1	2	0	
PACIFIC EAST AIR	C	C	0	0	8	1	0	0	0	0	0	0	0	9	0	
PAN AMERICAN	5	11	2	2	1	10	8	2	4	0	0	0	0	49	0	
PEOPLE EXPRESS AIRLINES	7	2	0	0	3	5	3	2	0	1	0	0	0	23	0	
PIEDMONT	4	0	0	1	1	0	1	0	0	0	0	0	0	7	0	
PIONEER	2	1	0	0	0	2	1	0	0	0	0	0	0	6	0	
PSA	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
PRINAIR	C	0	0	0	1	4	0	0	0	0	0	0	0	5	0	
REPUBLIC	2	C	0	1	0	0	1	0	1	0	0	0	0	5	0	
SOUTHWEST	1	0	1	0	0	0	1	0	0	0	0	0	0	3	0	
THE FLYING TIGER LINE	C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOWER AIRLINE	4	C	0	0	1	0	1	0	1	0	0	0	0	7	0	
TRANSAMERICA	4	2	0	0	0	0	2	0	0	0	0	0	0	8	0	
TWA	14	9	3	2	2	24	14	2	7	6	1	1	2	87	0	
UNITED	16	4	2	3	2	12	6	0	4	0	0	0	0	49	0	
USAIR✓	2	3	0	0	2	2	1	0	1	0	0	0	0	11	0	
WESTERN	0	2	0	1	1	2	0	0	0	0	1	0	0	7	0	
WIEN AIR ALASKA	1	0	0	0	1	1	0	0	0	0	0	0	0	3	0	
WORLD	3	4	0	3	1	0	3	0	1	0	0	0	0	15	0	
OTHER U.S. AIRLINES	23	8	0	4	8	18	2	0	0	0	0	1	1	65	0	

OCTOBER 1984 COMPLAINTS	155	77	16	25	100	141	75	15	28	10	5	12	12	671	0	
** PERCENTAGES **	23.1	11.5	2.4	3.7	14.9	21.0	11.2	2.2	4.2	1.5	.7	1.8	1.8	100.0	0	

OCTOBER 1983 COMPLAINTS	113	57	27	20	140	82	37	9	13	4	5	5	29	541	0	
** PERCENTAGES **	20.9	10.5	5.0	3.7	25.9	15.2	6.8	1.7	2.4	.7	.9	.9	5.4	100.0	0	

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U.S. AIRLINES.....	OCTOBER 19 84			OCTOBER 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		3.93		4	3.52	1.14
AIR FLORIDA	4			2	1.82	1.10
ALASKA	2	2.81	.71	2	2.15	.93
ALOHA AIRLINES	1	2.27	.44	1	2.15	.47
AMERICAN	15	32.24	.47	28	28.80	.97
AMERICAN INTERNATIONAL	13			8		
AMERICAN TRANS AIR	7			4		
ARROW AIR	27			7	.98	7.14
BRANIFF INT'L	7	3.41	2.05	1		
CAPITOL AIR	29	1.30	22.31	19	1.35	14.07
CONTINENTAL	34	12.08	2.81	112	9.32	12.02
DAVIS AIRLINES	22			1		
DELTA	19	33.82	.56	8	30.16	.27
EASTERN	28	34.31	.82	31	31.64	.98
EMPIRE	14	1.02	13.73	4	.70	5.71
FRONTIER	17	7.03	2.42	4	5.81	.69
HAWAIIAN	3	3.32	.90		2.57	
MIDWAY	1				1.26	
NATIONAL AIRLINES	6					
NEW YORK AIR		2.62		1	1.79	.56
NORTHEASTERN INT'L.	38	2.25	16.89	2	.52	3.85
NORTHWEST	22	13.48	1.63	20	13.27	1.51
OZARK	2	4.51	.44	1	4.06	.25
PACIFIC EAST AIR	9			35	.38	92.11
PAN AMERICAN	49	13.18	3.72	33	15.13	2.18
PEOPLE EXPRESS AIRLINES	23	12.32	1.87	18	7.47	2.41
PIEDMONT	7	13.04	.54	2	10.98	.18
PIONEER	6			3		
PSA	1	7.62	.13	6	7.98	.75
PRINAIR	5			6		
REPUBLIC	5	14.23	.35	8	14.94	.54
SOUTHWEST	3	11.27	.27	2	9.35	.21
THE FLYING TIGER LINE		.09		2	.24	8.33
TOWER AIRLINE	7					
TRANSAMERICA	8	1.17	6.84		.71	
TWA	87	19.14	4.55	51	19.23	2.65
UNITED	49	39.91	1.23	42	36.38	1.15
USAIR✓	11	17.51	.63	10	16.30	.61
WESTERN	7	10.49	.67	11	10.83	1.02
WIEN AIR ALASKA	3	1.34	2.24		1.07	
WORLD	15	1.87	8.02	4	1.39	2.88
OTHER U.S. AIRLINES	65	4.88	13.32	48	2.82	17.02

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FOREIGN AIRLINES.....	RESERVATIONS													
	FLIGHT PROBLEMS	OVER-SALES	AND TICKETING	FARES	REFUNDS	CUSTOMER BAGGAGE	SERVICE	SPECIAL PASSENGERS	SMOKING	ADVER-TISING	CREDIT	TOURS	OTHER	TOTAL
BAHAMASAIR	1	0	0	0	0	3	1	0	0	0	0	0	0	5
IBERIA AIRLINES	3	1	0	0	1	0	1	0	0	0	0	0	0	6
VIRGIN ATLANTIC	0	5	0	0	0	0	0	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	8	15	0	2	4	26	4	1	1	0	0	1	0	62
OCTOBER 1984 COMPLAINTS	12	21	0	2	5	29	6	1	1	0	0	1	0	78
** PERCENTAGES **	15.4	26.9	.0	2.6	6.4	37.2	7.7	1.3	1.3	.0	.0	1.3	.0	100.0
OCTOBER 1983 COMPLAINTS	11	10	2	3	7	19	8	1	5	1	0	0	9	76
** PERCENTAGES **	14.5	13.2	2.6	3.9	9.2	25.0	10.5	1.3	6.6	1.3	.0	.0	11.8	100.0

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COMPLAINTS BY INDUSTRY GROUP	RESERVATIONS										ADVER-		CREDIT	TOURS	OTHER	TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	CUSTOMER BAGGAGE	SERVICE	SPECIAL PASSENGERS	SMOKING	TISING						
=====																
U.S. AIRLINES.....																
OCTOBER 1984 COMPLAINTS	155	77	16	25	100	141	75	15	28	10	5	12	12	671		
OCTOBER 1983 COMPLAINTS	113	57	27	20	140	82	37	9	13	4	5	5	29	541		
FOREIGN AIRLINES.....																
OCTOBER 1984 COMPLAINTS	12	21	0	2	5	29	6	1	1	0	0	1	0	78		
OCTOBER 1983 COMPLAINTS	11	10	2	3	7	19	8	1	5	1	0	0	9	76		
CARGO/FREIGHT FORWARDERS																
OCTOBER 1984 COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	3	3		
OCTOBER 1983 COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	5	5		
TRAVEL AGENTS.....																
OCTOBER 1984 COMPLAINTS	0	0	1	2	4	0	0	0	0	0	1	4	0	12		
OCTOBER 1983 COMPLAINTS	0	0	2	1	1	0	0	0	0	0	0	2	0	6		
TOUR OPERATORS.....																
OCTOBER 1984 COMPLAINTS	1	0	1	2	16	0	1	0	0	1	0	51	1	74		
OCTOBER 1983 COMPLAINTS	2	2	1	0	1	0	1	0	0	0	0	24	0	31		
OTHER CARRIERS.....																
OCTOBER 1984 COMPLAINTS	3	0	1	0	4	0	1	1	3	0	0	2	2	17		
OCTOBER 1983 COMPLAINTS	0	0	0	4	1	1	1	0	0	0	1	0	3	11		
TOTAL COMPLAINTS.....																
OCTOBER 1984 COMPLAINTS	171	98	19	31	129	170	83	17	32	11	6	70	18	855		
** PERCENTAGES **	20.0	11.5	2.2	3.6	15.1	19.9	9.7	2.0	3.7	1.3	.7	8.2	2.1	100.0		
OCTOBER 1983 COMPLAINTS	126	69	32	28	150	102	47	10	18	5	6	31	46	670		
** PERCENTAGES **	18.8	10.3	4.8	4.2	22.4	15.2	7.0	1.5	2.7	.7	.9	4.6	6.9	100.0		

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RESERVATIONS														
b	FLIGHT	OVER-	AND	CUSTOMER			SPECIAL	ADVER-						
U.S. AIRLINES.....	PROBLEMS	SALES	TICKETING	FARES	REFUNDS	BAGGAGE	SERVICE	PASSENGERS	SMOKING	TISING	CREDIT	TOURS	OTHER	TOTAL
AERO VIRGIN ISLANDS	2	3	0	0	1	7	0	0	0	0	0	0	0	13
AIR CALIFORNIA	2	5	1	0	1	3	0	2	1	0	0	0	0	19
AIR FLORIDA	22	14	0	2	43	22	5	1	1	2	0	2	2	116
AIR NATIONAL	15	0	0	0	1	3	3	0	1	0	0	11	3	41
AIR NEW ORLEANS	2	6	0	0	0	2	2	0	0	0	0	0	0	12
AIR VIRGINIA	8	2	0	0	2	1	2	0	0	1	0	0	0	16
ALASKA	3	1	0	0	1	2	2	1	1	0	0	0	2	13
ALOHA AIRLINES	0	1	1	0	1	1	1	0	0	0	0	0	0	5
AMERICA WEST AIRLINES	3	4	0	0	1	3	1	0	1	0	0	0	0	13
AMERICAN	88	27	18	19	18	69	27	8	19	5	9	1	10	318
AMERICAN CENTRAL AIRLINES	1	2	0	0	2	3	2	1	0	0	0	0	1	12
AMERICAN INTERNATIONAL	52	34	2	6	60	18	11	1	0	3	0	1	4	192
AMERICAN TRANS AIR	14	0	0	0	1	15	6	1	4	0	0	0	1	42
ARISTA INTERNATIONAL	21	0	0	0	0	27	7	1	2	0	0	1	4	63
ARROW AIR	150	35	5	3	16	86	39	2	1	0	1	8	49	395
ATLANTIC SOUTHEAST	5	1	0	0	1	2	1	0	0	0	0	0	0	10
BAR HARBUR AIRLINES	6	2	1	0	1	2	0	0	0	0	0	0	1	13
BRANIFF INT'L	4	0	1	0	5	2	2	1	0	1	0	0	3	19
BRITT AIRWAYS	3	2	0	1	3	8	2	0	1	0	1	0	1	22
CAPITOL AIR	37	26	4	4	42	103	6	2	0	1	0	4	7	236
CONTINENTAL	56	63	23	5	123	45	25	16	4	10	2	0	9	381
CROWNAIR	11	3	0	0	2	5	3	0	0	1	0	0	0	25
DAVIS AIRLINES	2	0	1	0	24	2	1	0	0	0	0	11	0	41
DELTA	69	20	9	8	11	30	30	8	9	4	1	0	10	209
EASTERN	106	16	12	19	39	72	31	14	19	6	8	3	18	363
EMPIRE	25	7	0	1	5	10	4	0	0	1	0	0	1	54
FLORIDA EXPRESS	4	1	0	0	4	2	0	0	1	0	0	0	0	12
FRONTIER	40	11	1	3	4	17	7	10	2	0	0	0	0	95
HAWAII EXPRESS	8	1	0	0	95	3	0	0	0	0	0	0	1	108
HAWAIIAN	2	8	0	1	0	15	6	3	0	1	0	1	1	38
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	4	2	1	0	0	0	0	1	15
MISSISSIPPI VALLEY	3	3	0	0	2	2	1	0	0	0	0	0	0	11
NATIONAL AIRLINES	14	0	1	0	0	5	0	0	1	0	0	0	4	25
NEW YORK AIR	13	4	1	6	1	4	3	0	1	1	0	0	0	34
NORTHEASTERN INT'L.	147	91	10	7	90	38	30	11	1	1	2	0	7	435
NORTHWEST	73	19	1	4	10	22	38	4	15	1	1	0	9	197
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	7	3	0	0	0	3	45
PACIFIC EAST AIR	42	43	4	0	381	21	4	0	1	2	1	0	1	500
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	131	64	23	13	29	99	65	9	23	6	8	1	22	493
PEOPLE EXPRESS AIRLINES	131	36	18	7	26	46	22	6	2	2	0	0	13	309
PIEDMONT	34	6	4	5	5	12	11	1	5	1	0	0	2	86
PIONEER	3	2	0	0	0	4	2	0	1	0	0	0	2	14
PRG AIR SERVICES	8	0	0	0	0	4	0	0	0	0	0	0	0	12

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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	
PROVINCETOWN BOSTON AIRLI	7	2	0	1	5	3	0	1	1	0	0	0	26
PSA	8	8	2	0	0	9	3	1	4	0	0	0	35
PRINAIR	14	3	1	1	6	37	5	0	0	1	0	0	69
REPUBLIC	26	11	5	4	6	21	13	3	4	3	0	0	101
RICH INTERNATIONAL AIRWAY	6	0	0	0	0	4	0	0	2	0	0	0	13
ROCKY MOUNTAIN	3	3	1	1	1	7	1	0	0	0	0	0	18
SCHEDULED SKYWAYS	8	0	0	0	1	2	2	2	0	0	0	0	15
SIMMONS AIRLINES	5	6	0	0	0	3	0	0	0	0	0	0	14
SLOCUM AIR	11	4	0	1	4	4	2	0	0	0	0	0	27
SOUTH PACIFIC ISLAND AIRW	2	2	0	1	0	14	1	0	0	0	0	0	21
SOUTHWEST	12	2	2	0	5	8	7	4	0	0	0	0	40
SUN AIR	3	0	1	0	0	7	1	0	0	0	0	0	12
THE FLYING TIGER LINE	0	0	0	0	0	0	0	0	0	0	0	0	5
TOWER AIRLINE	11	2	0	0	1	5	1	0	2	0	0	3	26
TRANS AIR	6	1	1	1	4	1	1	0	0	0	0	0	15
TRANSAMERICA	17	5	0	0	1	4	7	1	1	0	0	1	38
TWA	148	65	25	23	28	122	82	16	29	16	14	13	602
UNITED	217	45	24	29	26	99	76	16	36	2	9	0	599
USAIR	65	35	3	9	12	22	22	8	10	1	0	0	198
WESTERN	44	32	6	11	12	18	18	4	4	0	5	0	157
WIEN AIR ALASKA	2	2	0	0	1	4	1	0	0	0	0	0	10
WINGS WEST	6	4	0	1	3	2	0	1	0	0	0	0	17
WORLD	15	13	2	9	16	16	9	0	1	0	1	0	86
OTHER U.S. AIRLINES	122	44	4	7	48	58	17	5	5	4	0	3	338
CURRENT PERIOD TOTALS	2168	869	225	218	1297	1339	679	176	219	82	63	64	7694
** PERCENTAGES **	28.2	11.3	2.9	2.8	16.9	17.4	8.8	2.3	2.8	1.1	.8	.8	100.0
SAME PERIOD PRIOR YEAR	1597	796	255	279	845	994	548	125	157	124	39	51	6058
** PERCENTAGES **	26.4	13.1	4.2	4.6	13.9	16.4	9.0	2.1	2.6	2.0	.6	.8	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
AERO VIRGIN ISLANDS	13			4		
AIR CALIFORNIA	19	33.35	.57	34	30.44	1.12
AIR FLORIDA	116	10.43	11.12	93	17.94	5.18
AIR NATIONAL	41					
AIR NEW ORLEANS	12			4		
AIR VIRGINIA	16			8		
ALASKA	13	20.59	.63	12	14.87	.81
ALOHA AIRLINES	5	19.14	.26	8	18.84	.42
AMERICA WEST AIRLINES	13	15.55	.84		.32	
AMERICAN	318	274.18	1.16	347	260.53	1.33
AMERICAN CENTRAL AIRLINES	12			4		
AMERICAN INTERNATIONAL	192			20		
AMERICAN TRANS AIR	42			14		
ARISTA INTERNATIONAL	63			24		
ARROW AIR	395	7.09	55.71	87	5.83	14.92
ATLANTIC SOUTHEAST	10			3		
BAR HARBOR AIRLINES	13			12		
BRANIFF INT'L	19	14.47	1.31	15		
BRITT AIRWAYS	22			7		
CAPITOL AIR	236	9.86	23.94	307	11.90	25.80
CONTINENTAL	381	78.21	4.87	362	102.60	3.53
CROWNAIR	25			9		
DAVIS AIRLINES	41			4		
DELTA	209	314.08	.67	234	311.47	.75
EASTERN	363	317.50	1.14	438	313.01	1.40
EMPIRE	54	7.99	6.76	24	5.56	4.32
FLORIDA EXPRESS	12	2.10	5.71			
FRONTIER	95	58.50	1.62	55	51.65	1.06
HAWAII EXPRESS	108			59		
HAWAIIAN	38	27.43	1.39	13	22.46	.58
HAWAIIAN PACIFIC AIRLINES	32					
IMPERIAL AIRLINES	14			13		
MID PACIFIC AIRLINES	13			18		
MIDWAY	15	10.49	1.43	8	11.21	.71
MISSISSIPPI VALLEY	11			7		
NATIONAL AIRLINES	25					
NEW YORK AIR	34	21.52	1.58	22	16.03	1.37
NORTHEASTERN INT'L	435	14.54	29.92	70	3.22	21.74
NORTHWEST	197	111.19	1.77	239	105.96	2.26
OCEANAIR LINE	16			11		
OVERSEAS NATIONAL AIRWAYS	12			33		
OZARK	45	42.52	1.06	32	40.11	.80
PACIFIC EAST AIR	500	.64	781.25	355	2.18	162.84
PACIFIC EXPRESS	41			33	6.90	4.78
PACIFIC INTERSTATE	12					
PAN AMERICAN	453	120.37	4.10	432	116.30	3.71
PEOPLE EXPRESS AIRLINES	309	89.80	3.44	233	41.80	5.57
PIEDMONT	86	115.25	.75	61	90.16	.68
PIONEER	14			5		
PRO AIR SERVICES	12			12		

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U.S. AIRLINES.....	CURRENT PERIOD			SAME PERIOD PRIOR YEAR		
	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)✓	COMPLAINTS PER 100,000 PASSENGERS	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)✓	COMPLAINTS PER 100,000 PASSENGERS
PROVINCETOWN BOSTON	26			5		
PSA	35	66.04	.53	54	66.14	.82
PRINAIR	69			40		
REPUBLIC	101	132.91	.76	200	151.60	1.32
RICH INTERNATIONAL AIRWAY	13			5		
ROCKY MOUNTAIN	18			7		
SCHEDULED SKYWAYS	15			7		
SIMMONS AIRLINES	14			9		
SLOCUM AIR	27			8		
SOUTH PACIFIC ISLAND	21	2.02	10.40	23	1.39	16.55
SOUTHWEST	40	100.03	.40	32	86.46	.37
SUN AIRE	12			9		
THE FLYING TIGER LINE	5	.81	6.17	7	2.03	3.45
TOWER AIRLINE	26					
TRANS AIR	15			2		
TRANSAMERICA	38	6.51	5.84	23	4.77	4.82
TWA	602	149.19	4.04	519	153.39	3.38
UNITED	599	338.90	1.77	466	307.42	1.52
USAIR✓	198	158.11	1.25	201	152.42	1.32
WESTERN	157	89.99	1.74	151	95.82	1.58
WIEN AIR ALASKA	10	10.19	.98	7	7.84	.89
WINGS WEST	17			4		
WORLD	86	12.48	6.89	41	10.53	3.89
OTHER U.S. AIRLINES	338	49.01	6.90	453	29.83	15.19

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FOREIGN AIRLINES.....	RESERVATIONS												TOTAL
	FLIGHT OVER- AND PROBLEMS	SALES	TICKETING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SPECIAL PASSENGERS	ADVER- TISING	CREDIT	TOURS	OTHER	
AEROMEXICO	16	13	0	0	2	11	4	0	0	0	0	2	48
AIR CANACA	C	C	0	0	1	6	0	0	4	0	0	1	12
AIR INDIA	4	5	1	2	2	6	3	0	0	0	0	0	23
AIR JAMAICA	6	14	1	0	2	2	4	0	0	0	0	0	29
ALITALIA AIRLINES	5	9	6	0	4	8	1	1	0	0	0	1	35
AVIANCA	1	1	2	1	1	2	1	0	1	0	0	2	12
BAHAMASAIR	7	3	0	0	1	9	1	0	0	0	0	2	23
BRITISH AIRWAYS	2	C	0	1	2	6	4	0	2	0	0	1	18
BRITISH CALEDONIAN AIRWAY	0	5	0	2	1	2	0	0	0	0	1	0	11
DOMINICANA DE AVIACION	C	5	1	0	1	4	0	0	0	0	0	1	12
IBERIA AIRLINES	16	4	1	0	4	12	6	1	3	0	0	0	47
ICELANDAIR	3	1	0	0	0	2	2	0	1	1	0	1	11
KOREAN AIRLINES	C	2	0	0	6	3	1	0	1	0	0	0	13
KLM	1	3	0	0	4	4	3	0	2	0	0	0	17
LUFTHANSA	3	4	0	1	1	4	1	0	2	0	1	0	17
MEXICANA	6	13	1	1	5	35	4	0	2	0	0	1	68
OLYMPIC AIRWAYS	4	4	0	1	1	3	2	0	0	0	0	0	15
PAKISTAN INTERNATIONAL	C	4	0	0	2	6	1	0	0	0	0	3	16
PHILIPPINE AIRLINES	1	1	0	0	5	3	0	0	0	0	0	0	10
SABENA	3	2	1	1	3	0	0	0	3	0	0	0	13
VIRGIN ATLANTIC	1	13	0	0	0	1	1	0	0	0	0	0	16
OTHER FOREIGN AIRLINES	22	43	8	12	27	88	15	1	8	2	0	11	241
CURRENT PERIOD TOTALS	101	149	22	22	75	217	54	3	29	3	0	26	707
** PERCENTAGES **	14.3	21.1	3.1	3.1	10.6	30.7	7.6	.4	4.1	.4	.0	3.7	100.0
SAME PERIOD PRIOR YEAR	124	124	23	27	98	196	58	7	29	4	0	45	740
** PERCENTAGES **	16.8	16.8	3.1	3.6	13.2	26.5	7.8	.9	3.9	.5	.0	6.1	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	2168	865	225	218	1297	1339	679	176	219	82	63	64	295	7694
SAME PERIOD PRIOR YEAR	1597	796	255	279	845	994	548	125	157	124	39	51	248	6058
=====														
FOREIGN AIRLINES.....														
CURRENT PERIOD TOTALS	101	145	22	22	75	217	54	3	29	3	0	6	26	707
SAME PERIOD PRIOR YEAR	124	124	23	27	98	196	58	7	29	4	0	5	45	740
=====														
CARGO/FREIGHT FORWARDERS														
CURRENT PERIOD TOTALS	0	0	0	0	1	0	0	0	0	0	1	0	33	35
SAME PERIOD PRIOR YEAR	0	0	0	0	1	0	0	0	0	0	0	0	28	29
=====														
TRAVEL AGENTS.....														
CURRENT PERIOD TOTALS	1	0	11	6	28	0	1	0	0	4	5	34	1	91
SAME PERIOD PRIOR YEAR	1	2	8	5	27	0	2	0	0	1	1	28	1	76
=====														
TOUR OPERATORS.....														
CURRENT PERIOD TOTALS	21	14	6	2	53	8	21	2	0	18	0	331	4	480
SAME PERIOD PRIOR YEAR	28	18	9	3	75	7	27	2	0	12	0	407	7	595
=====														
OTHER CARRIERS.....														
CURRENT PERIOD TOTALS	4	3	3	13	7	12	5	3	13	1	0	3	23	90
SAME PERIOD PRIOR YEAR	5	2	1	17	4	4	3	7	9	1	3	1	14	75
=====														
TOTAL COMPLAINTS.....														
CURRENT PERIOD TOTALS	2295	1035	267	261	1461	1576	760	184	261	108	69	438	382	9097
** PERCENTAGES **	25.2	11.4	2.9	2.9	16.1	17.3	8.4	2.0	2.9	1.2	.8	4.8	4.2	100.0
=====														
SAME PERIOD PRIOR YEAR	1755	942	296	331	1050	1201	638	141	195	142	43	492	343	7573
** PERCENTAGES **	23.2	12.4	3.9	4.4	13.9	15.9	8.4	1.9	2.6	1.9	.6	6.5	4.5	100.0

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U.S. AIRLINES ^{b/}	RESERVATIONS					CUSTOMER		SPECIAL PASSENGERS	ADVER-					TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	SERVICE		SMOKING	TISING	CREDIT	TOURS	OTHER	
ALASKA AIR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ALASKA	0	0	0	0	7	0	0	0	0	0	0	0	0	7
ALASKA AIRLINES	0	0	0	0	0	1	0	0	0	0	0	0	0	1
AMERICAN	14	1	3	4	3	10	4	0	0	0	1	0	0	40
AMERICAN INTERNATIONAL	1	0	0	0	6	2	0	0	0	0	0	0	0	9
ARROW AIR	1	1	0	1	2	3	0	0	0	0	0	0	0	8
CANIFF INT'L	0	0	0	0	2	1	0	0	0	0	0	0	0	3
CAPITOL AIR	8	2	1	1	13	8	0	0	0	0	0	0	0	33
CONTINENTAL	5	4	0	1	6	7	6	1	1	2	1	0	1	35
DELTA AIRLINES	1	0	0	0	12	1	0	0	0	0	0	6	0	20
DELTA	3	1	1	1	1	1	0	0	0	2	0	0	0	10
EASTERN	15	1	1	4	1	3	1	1	1	1	1	0	3	33
FRONTIER	4	0	0	0	0	2	3	0	1	0	0	0	0	10
HAWAIIAN	2	0	0	1	0	3	0	0	0	0	0	0	0	6
HUDSON	0	0	1	0	0	0	0	0	1	0	0	0	0	2
NEW YORK AIR	0	0	0	0	2	2	0	1	0	0	0	0	0	5
NORTHEASTERN INT'L	6	5	0	2	2	4	3	0	0	0	0	0	0	22
NORTHWEST	7	1	0	0	1	5	0	0	0	0	0	0	1	15
PACIFIC	0	0	0	0	0	0	1	1	0	0	0	0	0	2
PACIFIC EAST AIR	0	0	0	0	5	0	0	0	0	0	0	0	0	5
PAN AMERICAN	9	4	0	3	1	6	5	0	5	1	0	0	1	35
PEOPLE EXPRESS AIRLINES	7	4	1	1	5	2	1	0	1	0	1	0	1	24
PIEDMONT	2	0	0	1	1	0	0	0	1	0	0	0	0	5
SA	2	0	0	0	1	0	0	0	0	0	0	0	0	3
SOUTHERN AIR	0	0	0	0	0	5	0	0	0	0	0	0	0	5
REPUBLIC	1	2	0	0	0	1	2	0	0	0	0	0	0	6
SOUTHWEST	0	0	0	0	0	0	0	0	0	0	0	0	0	0
THE FLYING TIGER LINE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TRANSAMERICA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
USA	14	11	0	4	1	10	3	2	2	1	1	3	3	55
UNITED	39	6	1	4	2	5	6	0	2	1	1	0	2	69
UNION AIR	7	6	1	2	3	0	2	0	1	0	1	0	0	23
EASTERN	1	0	0	0	1	1	0	0	0	0	1	0	0	4
ALASKA AIR	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ORLANDO	2	2	0	0	0	3	0	0	0	0	0	0	0	7
OTHER U.S. AIRLINES	25	7	1	3	13	16	2	0	1	1	0	0	3	72
NOVEMBER 1984 COMPLAINTS	176	58	11	33	91	103	39	6	16	10	8	9	15	575
* PERCENTAGES **	30.6	10.1	1.9	5.7	15.8	17.9	6.8	1.0	2.8	1.7	1.4	1.6	2.6	100.0
NOVEMBER 1983 COMPLAINTS	160	54	33	20	140	103	66	9	19	3	4	5	23	639
* PERCENTAGES **	25.0	8.5	5.2	3.1	21.9	16.1	10.3	1.4	3.0	.5	.6	.8	3.6	100.0

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U.S. AIRLINES.....	NOVEMBER 19 84			NOVEMBER 19 83		
	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)d/	COMPLAINTS PER 100,000 PASSENGERS	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)d/	COMPLAINTS PER 100,000 PASSENGERS
AIR CALIFORNIA		3.31			3.04	
AIR FLORIDA	7			7	1.45	4.83
ALASKA	1	2.23	.45		1.90	
ALOHA AIRLINES	1	1.58	.63		1.52	
AMERICAN	40	27.58	1.45	31	24.35	1.27
AMERICAN INTERNATIONAL	9			29		
ARROW AIR	8	.86	9.30	5	.74	6.76
BRANIFF INT'L	3	2.64	1.14			
CAPITOL AIR	33	.74	44.59	23	.83	27.71
CONTINENTAL	35	9.37	3.74	145	6.43	22.55
DAVIS AIRLINES	20					
DELTA	10	27.92	.36	15	25.41	.59
EASTERN	33	28.31	1.17	23	26.91	.85
FRONTIER	10	6.09	1.64	6	4.76	1.26
HAWAIIAN	6	2.36	2.54	2	2.04	.98
MIDWAY	2				1.07	
NEW YORK AIR	5	2.50	2.00	4	1.74	2.30
NORTHEASTERN INT'L.	22	1.49	14.77	6	.43	13.95
NORTHWEST	15	10.91	1.37	27	10.58	2.55
OZARK	2	3.65	.55	3	3.67	.82
PACIFIC EAST AIR	5			19	.22	86.36
PAN AMERICAN	35	11.71	2.99	60	13.42	4.47
PEOPLE EXPRESS AIRLINES	24	9.87	2.43	17	6.49	2.62
PIEDMONT	5	11.08	.45	9	9.90	.91
PSA	3	6.72	.45	7	6.74	1.04
PRINAIR	5					
REPUBLIC	6	11.40	.53	11	12.99	.85
SOUTHWEST		9.55		7	8.67	.81
THE FLYING TIGER LINE		.07			.17	
TRANSAMERICA		.75		2	.46	4.35
TWA	55	16.68	3.30	45	16.34	2.75
UNITED	69	33.95	2.03	35	31.12	1.12
USAIRS/	23	15.48	.49	15	14.97	1.00
WESTERN	4	8.30	.48	8	8.31	.96
WIEN AIR ALASKA		.71		2	.76	2.63
WORLD	7	1.36	5.15		1.18	
OTHER U.S. AIRLINES	72	5.13	14.04	76	2.77	27.44

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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			
AEROMEXICO	3	1	0	0	0	1	2	0	0	0	0	0	0	7
IBERIA AIRLINES	0	1	0	0	0	4	0	0	0	0	0	0	0	5
MEXICANA	1	0	0	0	1	4	1	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	4	7	2	1	2	13	0	0	0	1	0	0	3	33
NOVEMBER 1984 COMPLAINTS	8	9	2	1	3	22	3	0	0	1	0	0	3	52
** PERCENTAGES **	15.4	17.3	3.8	1.9	5.8	42.3	5.8	.0	.0	1.9	.0	.0	5.8	100.0
NOVEMBER 1983 COMPLAINTS	13	16	2	6	9	21	9	0	2	0	0	0	2	80
** PERCENTAGES **	16.3	20.0	2.5	7.5	11.3	26.3	11.3	.0	2.5	.0	.0	.0	2.5	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.....																
NOVEMBER 1984 COMPLAINTS	176	58	11	33	91	103	39	6	16	10	8	9	15	575		
NOVEMBER 1983 COMPLAINTS	160	54	33	20	140	103	66	9	19	3	4	5	23	639		
FOREIGN AIRLINES.....																
NOVEMBER 1984 COMPLAINTS	8	9	2	1	3	22	3	0	0	1	0	0	3	52		
NOVEMBER 1983 COMPLAINTS	13	16	2	6	9	21	9	0	2	0	0	0	2	80		
CARGO/FREIGHT FORWARDERS																
NOVEMBER 1984 COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	2	2		
NOVEMBER 1983 COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	4	4		
TRAVEL AGENTS.....																
NOVEMBER 1984 COMPLAINTS	0	0	0	0	2	0	0	0	0	0	0	1	0	3		
NOVEMBER 1983 COMPLAINTS	1	0	4	2	1	0	0	0	0	0	0	1	0	9		
TOUR OPERATORS.....																
NOVEMBER 1984 COMPLAINTS	0	1	0	0	5	0	0	0	0	0	0	34	0	40		
NOVEMBER 1983 COMPLAINTS	4	2	0	0	5	0	2	0	0	1	0	19	0	33		
OTHER CARRIERS.....																
NOVEMBER 1984 COMPLAINTS	0	0	0	2	5	1	0	0	1	0	1	0	0	10		
NOVEMBER 1983 COMPLAINTS	0	0	0	2	1	0	0	0	1	0	1	0	5	10		
TOTAL COMPLAINTS.....																
NOVEMBER 1984 COMPLAINTS	184	68	13	36	106	126	42	6	17	11	9	44	20	682		
** PERCENTAGES **	27.0	10.0	1.9	5.3	15.5	18.5	6.2	.9	2.5	1.6	1.3	6.5	2.9	100.0		
NOVEMBER 1983 COMPLAINTS	178	72	39	30	156	124	77	9	22	4	5	25	34	775		
** PERCENTAGES **	23.0	9.3	5.0	3.9	20.1	16.0	9.9	1.2	2.8	.5	.6	3.2	4.4	100.0		

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RESERVATIONS

U.S. AIRLINES.....	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SPECIAL PASSENGERS	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
AERO VIRGIN ISLANDS	2	3	0	0	1	7	0	0	0	0	0	0	13
AIR CALIFORNIA	2	9	1	0	1	3	0	2	1	0	0	0	19
AIR FLORIDA	22	14	0	2	50	22	5	1	1	2	2	2	123
AIR MIDWEST	4	1	1	1	2	1	0	0	0	0	0	0	10
AIR NATIONAL	21	0	0	0	1	3	3	0	1	0	0	11	43
AIR NEW ORLEANS	3	6	0	0	0	2	2	0	0	0	0	0	13
AIR VIRGINIA	9	4	0	0	2	1	2	0	0	1	0	0	19
ALASKA	3	1	0	0	1	3	2	1	1	0	0	2	14
ALUHA AIRLINES	0	1	1	0	1	2	1	0	0	0	0	0	6
AMERICA WEST AIRLINES	3	4	0	0	1	5	1	0	1	0	0	0	15
AMERICAN	102	28	21	23	21	79	31	6	19	5	10	10	358
AMERICAN CENTRAL AIRLINES	1	2	0	0	3	3	2	1	0	0	0	1	13
AMERICAN INTERNATIONAL	53	34	2	6	66	20	11	1	0	3	0	1	201
AMERICAN TRANS AIR	15	0	0	0	1	18	6	1	4	0	0	1	46
ARISTA INTERNATIONAL	21	0	0	0	0	29	7	1	2	0	0	1	65
ARROW AIR	151	36	5	4	18	89	39	2	1	0	1	8	403
ATLANTIC SOUTHEAST	5	1	0	0	1	2	1	0	0	0	0	0	10
BAR HARBOR AIRLINES	6	2	1	0	1	2	0	0	0	0	0	1	13
BRANIFF INT'L	4	0	1	0	7	3	2	1	0	1	0	3	22
BRITT AIRWAYS	3	2	1	3	4	8	2	0	1	0	1	0	26
CAPITOL AIR	45	28	5	5	55	111	6	2	0	1	0	4	269
CONTINENTAL	61	67	23	6	129	52	31	17	5	12	3	0	416
CROWNAIR	13	3	0	0	2	5	4	0	0	1	0	1	29
DAVIS AIRLINES	3	0	1	0	36	3	1	0	0	0	0	17	61
DELTA	72	21	10	9	12	31	30	8	9	6	1	0	219
EASTERN	121	17	13	23	40	75	32	15	20	7	9	3	396
EMPIRE	27	8	0	1	5	10	4	0	0	1	0	0	57
FLORIDA EXPRESS	4	2	0	0	4	2	0	0	1	0	0	0	13
FRONTIER	44	11	1	3	4	19	10	10	3	0	0	0	105
GLOBAL INTERNATIONAL	1	0	0	0	0	8	0	0	0	0	0	1	10
HAWAII EXPRESS	8	1	0	0	95	3	0	0	0	0	0	1	108
HAWAIIAN	4	8	0	2	0	18	6	3	0	1	0	1	44
HAWAIIAN PACIFIC AIRLINES	0	0	0	0	33	0	0	0	0	0	0	0	33
IMPERIAL AIRLINES	3	3	1	0	1	3	0	2	0	0	0	1	14
MID PACIFIC AIRLINES	3	0	0	0	2	5	1	0	0	2	0	0	13
MIDWAY	2	2	1	1	2	4	2	1	0	1	0	1	17
MISSISSIPPI VALLEY	3	3	0	0	2	2	1	0	0	0	0	0	11
NATIONAL AIRLINES	15	0	1	0	0	5	0	0	2	0	0	4	27
NEW YORK AIR	13	4	1	6	3	6	3	1	1	1	0	0	39
NORTHEASTERN INT'L.	153	96	10	9	92	42	33	11	1	1	2	0	457
NORTHWEST	80	20	1	4	11	27	38	4	15	1	1	0	212
OCEANAIR LINE	4	0	1	0	1	10	0	0	0	0	0	0	16
OVERSEAS NATIONAL AIRWAYS	5	0	0	0	0	3	1	0	0	0	0	3	12
OZARK	13	3	5	4	0	4	4	8	3	0	0	3	47
PACIFIC EAST AIR	42	43	4	0	386	21	4	0	1	2	1	0	505
PACIFIC EXPRESS	11	3	0	0	24	2	1	0	0	0	0	0	41
PACIFIC INTERSTATE	1	2	0	0	4	2	0	1	0	3	0	0	13
PAN AMERICAN	140	68	23	16	30	105	70	9	28	7	8	1	528
PEOPLE EXPRESS AIRLINES	138	40	19	8	31	48	23	6	3	2	1	0	333
PIEDMONT	36	6	4	6	6	12	11	1	6	1	0	2	91

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J.S. AIRLINES.....	RESERVATIONS												ADVER-	TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SPECIAL PASSENGERS	SMOKING	TISING	CREDIT	TOURS		
PIONEER	3	2	0	0	0	4	2	0	1	0	0	0	2	14
PRO AIR SERVICES	8	0	0	0	0	4	0	0	0	0	0	0	0	12
PROVINCETOWN BOSTON	7	2	0	1	5	3	0	1	1	0	0	0	6	26
PSA	10	8	2	0	1	9	3	1	4	0	0	0	0	38
PRINAIR	14	3	1	1	6	42	5	0	0	1	0	0	1	74
REPUBLIC	27	13	5	4	6	22	15	3	4	3	0	0	5	107
RICH INTERNATIONAL AIRWAY	6	0	0	0	0	4	0	0	2	0	0	0	1	13
ROCKY MOUNTAIN	3	3	1	1	1	7	1	0	0	0	0	0	1	18
SCHEDULED SKYWAYS	8	0	0	0	2	3	2	2	0	0	0	0	0	17
SIMMONS AIRLINES	5	6	0	0	0	3	0	0	0	0	0	0	0	14
SLUCUM AIR	11	4	0	1	4	4	2	0	0	0	0	0	1	27
SOUTH PACIFIC ISLAND	3	2	0	1	0	14	2	0	0	0	0	0	1	23
SOUTHWEST	12	2	2	0	5	8	7	4	0	0	0	0	0	40
SUN AIR	3	0	1	0	0	7	1	0	0	0	0	0	0	12
THE FLYING TIGER LINE	0	0	0	0	0	0	0	0	0	0	0	0	5	5
TOWER AIRLINE	14	2	0	0	1	6	1	0	2	0	0	3	1	30
TRANS AIR	6	1	1	1	5	1	1	0	0	0	0	0	0	16
TRANSAMERICA	17	5	0	0	1	4	7	1	1	0	0	1	1	38
TWA	162	76	25	27	29	132	85	18	31	17	15	16	24	657
UNITED	256	51	25	33	28	104	82	16	38	3	10	0	22	668
USAIR	72	41	4	11	15	22	24	8	11	1	1	0	11	221
WESTAIR COMMUTER	4	2	0	0	2	1	1	0	0	0	0	0	0	10
WESTERN	45	32	6	11	13	19	18	4	4	0	6	0	3	161
WIEN AIR ALASKA	2	2	0	0	1	4	1	0	0	0	0	0	0	10
WINGS WEST	7	5	0	1	3	2	0	1	0	0	0	0	0	19
WORLD	21	15	2	9	16	19	9	0	1	0	1	0	0	93
OTHER U.S. AIRLINES	123	43	3	7	52	54	16	5	5	5	0	3	22	338
CURRENT PERIOD TOTALS	2344	927	236	251	1388	1442	718	182	235	92	71	73	310	9269
** PERCENTAGES **	28.3	11.2	2.9	3.0	16.8	17.4	8.7	2.2	2.8	1.1	.9	.9	3.7	100.0
SAME PERIOD PRIOR YEAR	1757	850	288	299	985	1097	614	134	176	127	43	56	271	5697
** PERCENTAGES **	26.2	12.7	4.3	4.5	14.7	16.4	9.2	2.0	2.6	1.9	.6	.8	4.0	100.0

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U.S. AIRLINES.....	CURRENT PERIOD			SAME PERIOD PRIOR YEAR		
	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)✓	COMPLAINTS PER 100,000 PASSENGERS	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)✓	COMPLAINTS PER 100,000 PASSENGERS
ACKU VIRGIN ISLANDS	13			5		
AIR CALIFORNIA	19	36.66	.52	34	33.48	1.02
AIR FLORIDA	123	10.43	11.79	100	19.39	5.16
AIR MIDWEST	10	4.22	2.37	8	3.36	2.38
AIR NATIONAL	43					
AIR NEW ORLEANS	13			5		
AIR VIRGINIA	19			10		
ALASKA	14	22.82	.61	12	16.77	.72
ALOHA AIRLINES	6	20.72	.29	8	20.36	.39
AMERICA WEST AIRLINES	15	17.63	.85		.61	
AMERICAN	358	301.76	1.19	378	284.88	1.33
AMERICAN CENTRAL AIRLINES	13			5		
AMERICAN INTERNATIONAL	201			49		
AMERICAN TRANS AIR	46			15		
ARISTA INTERNATIONAL	65			25		
ARROW AIR	403	12.47	32.32	92	6.57	14.00
ATLANTIC SOUTHEAST	10			3		
BAR HARBOR AIRLINES	13			12		
BRANIFF INT'L	22	17.11	1.29	15		
BRITT AIRWAYS	26			8		
CAPITOL AIR	269	10.60	25.38	330	12.73	25.92
CONTINENTAL	416	87.58	4.75	507	109.03	4.65
CROWNAIR	29			9		
DAVIS AIRLINES	61			4		
DELTA	219	342.00	.64	249	336.88	.74
EASTERN	396	345.81	1.15	461	339.93	1.36
EMPIRE	57	8.99	6.34	25	6.22	4.02
FLORIDA EXPRESS	13	2.35	5.53			
FRONTIER	105	64.59	1.63	61	56.41	1.08
GLOBAL INTERNATIONAL	10			66		
HAWAII EXPRESS	108			60		
HAWAIIAN	44	29.79	1.48	15	24.49	.61
HAWAIIAN PACIFIC AIRLINES	33					
IMPERIAL AIRLINES	14			19		
MID PACIFIC AIRLINES	13			19		
MIDWAY	17	11.82	1.44	8	12.28	.65
MISSISSIPPI VALLEY	11			8		
NATIONAL AIRLINES	27					
NEW YORK AIR	39	24.02	1.62	26	17.78	1.46
NORTHEASTERN INT'L.	457	16.03	28.51	76	3.65	20.82
NORTHWEST	212	122.10	1.74	266	116.54	2.28
OCEANAIR LINE	16			14		
OVERSEAS NATIONAL AIRWAYS	12			34		
OZARK	47	46.16	1.02	35	43.78	.80
PACIFIC EAST AIR	505	.64	789.06	374	2.40	155.83
PACIFIC EXPRESS	41			36	7.68	4.69
PACIFIC INTERSTATE	13					
PAN AMERICAN	528	132.07	4.00	492	129.72	3.79
PEOPLE EXPRESS AIRLINES	333	99.67	3.34	250	48.29	5.18
PIEDMONT	91	126.34	.72	70	100.05	.70

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J.S. AIRLINES.....	CURRENT PERIOD			SAME PERIOD PRIOR YEAR		
	TOTAL PASSENGERS FLOWN	COMPLAINTS PER		TOTAL PASSENGERS FLOWN	COMPLAINTS PER	
	COMPLAINTS	(100,000) ^{d/}	100,000 PASSENGERS	COMPLAINTS	(100,000) ^{d/}	100,000 PASSENGERS
PIONEER	14			5		
PRO AIR SERVICES	12			14		
PROVINCETOWN BOSTON	26			5		
PSA	38	72.76	.52	61	72.87	.84
PRINAIR	74			40		
REPUBLIC	107	144.32	.74	211	164.59	1.28
RICH INTERNATIONAL AIRWAY	13			5		
ROCKY MOUNTAIN	18			7		
SCHEDULED SKYWAYS	17			10		
SIMMONS AIRLINES	14			10		
SLOCUM AIR	27			8		
SOUTH PACIFIC ISLAND	23	2.23	10.31	24	1.54	15.58
SOUTHWEST	40	109.58	.37	39	95.13	.41
SUN AIR	12			9		
THE FLYING TIGER LINE	5	.88	5.68	7	2.20	3.18
TOWER AIRLINE	30					
TRANS AIR	16			2		
TRANSAMERICA	38	7.26	5.23	25	5.22	4.79
TWA	657	165.87	3.96	564	169.73	3.32
UNITED	668	372.85	1.79	501	338.54	1.48
USAIR ^{c/}	221	173.62	1.27	216	167.39	1.29
WESTAIR COMMUTER	10			6		
WESTERN	161	98.29	1.64	159	104.12	1.53
WIER AIR ALASKA	10	10.90	.92	9	8.60	1.05
WINGS WEST	19			6		
WORLD	93	13.84	6.72	41	11.71	3.50
OTHER U.S. AIRLINES	338	51.33	6.58	415	30.14	13.77

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FOREIGN AIRLINES.....	RESERVATIONS		AND		CUSTOMER		SPECIAL		ADVER-				TOTAL
	FLIGHT	OVER-	TICKETING	FARES	REFUNDS	BAGGAGE	SERVICE	PASSENGERS	SMOKING	TISING	CREDIT	TOURS	
PROBLEMS	SALES	SALES										OTHER	
AEROMEXICO	19	14	0	0	2	12	6	0	0	0	0	0	2 55
AIR CANADA	0	0	0	0	1	6	0	0	4	0	0	0	1 12
AIR INDIA	4	5	1	2	2	6	3	0	0	0	0	0	0 23
AIR JAMAICA	6	14	1	0	2	2	4	0	0	0	0	0	0 29
ALITALIA AIRLINES	5	9	6	0	4	9	1	1	0	0	0	0	2 37
AVIANCA	1	1	2	1	1	2	1	0	1	0	0	0	3 13
BAHAMASAIR	7	3	0	0	1	10	1	0	0	0	0	0	2 24
BRITISH AIRWAYS	3	0	0	1	3	7	4	0	2	0	0	0	1 21
BRITISH CALEDONIAN AIRWAY	0	5	0	2	1	2	0	0	0	0	0	1	0 11
DOMINICANA DE AVIACION	0	5	1	0	1	4	0	0	0	0	0	0	1 12
EL AL ISRAEL	0	3	1	0	1	5	0	0	0	0	0	0	0 10
IBERIA AIRLINES	16	5	1	0	4	16	6	1	3	0	0	0	0 52
ICELANDAIR	4	1	0	0	0	2	2	0	1	1	0	0	1 12
KOREAN AIRLINES	0	2	0	0	6	5	1	0	1	0	0	0	0 15
KLM	1	3	0	0	4	5	3	0	2	0	0	0	0 18
LUFTHANSA	3	4	0	1	1	4	1	0	2	0	0	1	0 17
MEXICANA	7	13	1	1	6	39	5	0	2	0	0	0	1 75
OLYMPIC AIRWAYS	4	5	0	1	1	3	2	0	0	0	0	0	0 16
PAKISTAN INTERNATIONAL	0	4	1	0	3	6	1	0	0	0	0	0	3 18
PHILIPPINE AIRLINES	1	1	0	0	5	4	0	0	0	0	0	0	0 11
SABENA	3	3	1	1	3	0	0	0	3	0	0	0	0 14
VIRGIN ATLANTIC	1	15	1	0	0	1	1	0	0	0	0	0	0 19
OTHER FOREIGN AIRLINES	24	43	7	13	26	89	15	1	8	3	0	4	12 245
CURRENT PERIOD TOTALS	109	158	24	23	78	239	57	3	29	4	0	6	29 759
** PERCENTAGES **	14.4	20.8	3.2	3.0	10.3	31.5	7.5	.4	3.8	.5	.0	.8	3.8 100.0
SAME PERIOD PRIOR YEAR	137	140	25	33	107	217	67	7	31	4	0	5	47 820
** PERCENTAGES **	16.7	17.1	3.0	4.0	13.0	26.5	8.2	.9	3.8	.5	.0	.6	5.7 100.0

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COMPLAINTS BY INDUSTRY GROUP	RESERVATIONS												TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SPECIAL PASSENGERS	ADVER- SADKING	TISING	CREDIT	TOURS	
=====													
U.S. AIRLINES.....													
CURRENT PERIOD TOTALS	2344	927	236	251	1388	1442	718	182	235	92	71	73	310
SAME PERIOD PRIOR YEAR	1757	850	288	299	985	1097	614	134	176	127	43	56	271
=====													
FOREIGN AIRLINES.....													
CURRENT PERIOD TOTALS	109	158	24	23	78	239	57	3	29	4	0	6	29
SAME PERIOD PRIOR YEAR	137	140	25	33	107	217	67	7	31	4	0	5	47
=====													
CARGO/FREIGHT FORWARDERS													
CURRENT PERIOD TOTALS	0	0	0	0	1	0	0	0	0	0	1	0	35
SAME PERIOD PRIOR YEAR	0	0	0	0	1	0	0	0	0	0	0	0	32
=====													
TRAVEL AGENTS.....													
CURRENT PERIOD TOTALS	1	0	11	6	30	0	1	0	0	4	5	35	1
SAME PERIOD PRIOR YEAR	2	2	12	7	28	0	2	0	0	1	1	29	1
=====													
TOUR OPERATORS.....													
CURRENT PERIOD TOTALS	21	15	6	2	58	8	21	2	0	18	0	365	4
SAME PERIOD PRIOR YEAR	32	20	9	3	80	7	29	2	0	13	0	426	7
=====													
OTHER CARRIERS.....													
CURRENT PERIOD TOTALS	4	3	3	15	12	13	5	3	14	1	1	3	23
SAME PERIOD PRIOR YEAR	5	2	1	19	5	4	3	7	10	1	4	1	19
=====													
TOTAL COMPLAINTS.....													
CURRENT PERIOD TOTALS	2479	1103	280	297	1567	1702	802	190	278	119	78	482	402
** PERCENTAGES **	25.4	11.3	2.9	3.0	16.0	17.4	8.2	1.9	2.8	1.2	.8	4.9	4.1
=====													
SAME PERIOD PRIOR YEAR	1937	1014	335	361	1206	1325	715	150	217	146	48	517	377
** PERCENTAGES **	23.2	12.1	4.0	4.3	14.4	15.9	8.6	1.8	2.6	1.7	.6	6.2	4.5

NOTES TO REPORT

a/ This report is based on informal consumer complaints the DOT 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 DOT 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 October and November reports and the January through October and January through November reports whether or not complaints were received. Other airlines are listed on the October and November reports if the DOT received five or more complaints against them during the month. For the January through October and the January through November reports, 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, Henson Airlines, Pennsylvania Commuter Airlines, Pocono Airlines, Southern Jersey Airways and Suburban Airlines.
- d/ The number of passengers flown is based on adjusted enplanement data on DOT Form 41 reports filed by certificated airlines. For the October report, the number of passengers flown are from August 1984 and 1983. For the November report, the number of passengers flown are from September 1984 and 1983. For the January through October report, the number of passengers flown are from November 1983 and 1982 through August 1984 and 1983. For the January through November report, the number of passengers flown are from November 1983 and 1982 through September 1984 and 1983.