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DOT 22-85
Contact: Mari Maseng
Tel.: (202) 426-4570
Ted Lopatkiewicz
Tel.: (202) 426-0398

AIRLINE CONSUMER COMPLAINT REPORT SHOWS 14% INCREASE IN 1984

Airline consumer complaints filed with the Civil Aeronautics Board increased 14 percent in 1984, the Department of Transportation reported today. Complaints filed in December were 23 percent lower than those filed in December 1983.

In 1984, 10,332 complaints were filed with the Board, compared with 9,066 in 1983. For U.S. airlines, the increase was 19 percent, from 7,326 to 8,721. Complaints for foreign airlines fell almost 6 percent, from 865 to 815. The remaining 796 complaints filed in 1984 involved cargo/freight forwarders, travel agents and tour operators.

The Board received 552 complaints in December 1984, a 23 percent decline from the 718 received in December 1983. For U.S. airlines, the decrease was 28 percent, from 629 to 452, while complaints against foreign airlines rose 22 percent, from 45 to 55. Forty-five (45) complaints against cargo/freight forwarders, travel agents and tour operators were registered in December.

For U.S. airlines, flight problems comprised 28.1 percent of complaints for 1984, followed by baggage complaints (17.6 percent) and refund problems (16.8 percent). For foreign airlines, the largest categories of complaints concerned baggage (31.8 percent), oversales (20.9 percent) and flight problems (14.2 percent). The monthly reports are a compilation of complaints filed and do not necessarily indicate complaint validity.

DOT acquired responsibility over airline consumer protection matters on January 1, 1985, when the CAB was closed. Consumers who have problems with an airline are encouraged first to contact the airline. If they are still dissatisfied, they should call the Office of Community and Consumer Affairs at (202) 755-2220, or write Office of Community and Consumer Affairs, Room 10405, U.S. Department of Transportation, 400 7th Street, S.W., Washington, D.C. 20590.

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- b/ All major and national air carriers and certain regional air carriers are listed on the December report whether or not complaints were received. Other airlines are listed on the December report if the CAB received five or more complaints against them during the month.
- 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 CAB Form 41 reports filed by certificated airlines. For the December report, the number of passengers flown are from September 1984 and 1983.

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.

CIVIL AERONAUTICS BOARD CONSUMER COMPLAINT REPORT
TWELVE MONTHS ENDING DECEMBER 1964

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J.S. AIRLINES.....	RESERVATIONS														TOTAL
	FLIGHT PROBLEMS	OVER-AND SALES	TICKETING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SPECIAL PASSENGERS	ADVERTISING	CREDIT	TOURS	OTHER			
AERO VIRGIN ISLANDS	2	3	0	0	1	7	0	0	0	0	0	0	0	13	
AIR CALIFORNIA	2	9	1	0	1	3	0	2	1	0	0	0	0	19	
AIR FLORIDA	22	14	0	2	58	22	5	1	1	2	0	2	2	131	
AIR MIDWEST	4	1	1	1	2	1	0	0	0	0	0	0	0	10	
AIR NATIONAL	21	0	0	0	1	3	3	0	1	0	0	11	3	43	
AIR NEW ORLEANS	3	7	0	0	0	2	2	0	0	0	0	0	0	14	
AIR VIRGINIA	9	4	0	0	2	1	2	0	0	1	0	0	0	19	
ALASKA	3	1	0	0	1	3	2	1	1	0	0	0	2	14	
ALOHA AIRLINES	0	1	1	0	1	2	1	0	0	0	0	0	0	5	
AMERICA WEST AIRLINES	3	4	0	1	1	5	1	0	1	0	0	0	0	16	
AMERICAN	104	28	22	25	22	83	31	8	20	5	10	1	12	371	
AMERICAN CENTRAL AIRLINES	3	2	0	0	3	3	2	1	0	0	0	0	1	15	
AMERICAN INTERNATIONAL	53	34	2	6	69	20	11	1	0	3	0	1	4	204	
AMERICAN TRANS AIR	15	0	0	0	1	23	6	1	4	0	0	0	1	51	
ARISTA INTERNATIONAL	21	0	0	0	0	29	7	1	2	0	0	1	4	65	
ARKON AIR	157	36	5	4	20	93	42	2	2	0	1	8	49	419	
ATLANTIC SOUTHEAST	5	1	0	0	1	2	1	0	0	0	0	0	0	10	
BAR HARBOR AIRLINES	6	4	1	0	1	5	0	0	0	0	0	0	1	11	
BRANIFF INT'L	6	0	1	0	9	3	2	1	0	2	0	0	3	27	
BRITT AIRWAYS	3	2	1	3	5	8	2	0	1	0	1	0	1	27	
CAPITOL AIR	47	29	5	5	70	118	6	2	0	1	0	4	9	296	
CONTINENTAL	62	72	24	6	132	57	31	17	5	12	3	0	11	432	
CROWNAIR	13	3	0	0	2	5	4	0	0	1	0	0	1	29	
DAVIS AIRLINES	3	0	1	0	39	3	1	0	0	0	0	21	0	63	
DELTA	77	22	11	10	13	32	35	9	12	8	1	0	13	243	
EASTERN	132	19	13	24	41	81	36	15	20	7	9	3	22	422	
EMPIRE	30	8	0	1	5	11	4	0	0	1	0	0	3	63	
FLORIDA EXPRESS	4	2	0	0	4	2	0	0	1	0	0	0	0	14	
FRONTIER	46	13	1	3	4	20	12	10	3	0	0	0	0	112	
GLOBAL INTERNATIONAL	1	0	0	0	0	9	0	0	0	0	0	0	2	12	
HAWAII EXPRESS	8	1	0	0	95	3	0	0	0	0	0	0	1	103	
HAWAIIAN	4	8	0	2	0	22	6	3	0	1	0	1	1	43	
HAWAIIAN PACIFIC AIRLINES	0	0	0	0	33	0	0	0	0	0	0	0	0	33	
IMPERIAL AIRLINES	3	3	1	0	1	4	0	2	0	0	0	0	1	15	
JET AMERICA AIRLINES	6	1	1	1	0	1	1	0	0	0	0	0	0	11	
JUD PACIFIC AIRLINES	3	1	0	0	2	5	1	0	0	2	0	0	0	14	
MIDWAY	2	2	1	1	2	5	2	1	0	2	0	0	1	19	
MISSISSIPPI VALLEY	3	3	0	0	2	2	1	0	0	0	0	0	0	11	
MUSE AIR CORPORATION	3	1	1	2	1	2	1	0	0	0	0	0	0	11	
NATIONAL AIRLINES	15	0	1	0	0	5	0	0	2	0	0	0	4	27	
NEW YORK AIR	13	4	1	6	3	6	3	1	1	1	0	0	0	39	
NORTHEASTERN INT'L	168	107	11	10	110	43	33	11	1	1	2	0	9	511	
NORTHWEST	80	21	4	6	13	27	41	5	15	1	1	0	10	224	
OCEANAIR LINE	4	0	1	0	1	11	0	0	0	0	0	0	0	17	
OVERSEAS NATIONAL AIRWAYS	5	0	0	0	0	3	1	0	0	0	0	0	3	12	
PAZARK	13	3	5	4	0	4	4	0	3	0	0	0	3	47	
PACIFIC EAST AIR	42	43	4	0	390	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	2	0	1	0	3	0	0	0	13	
PAN AMERICAN	144	75	24	17	31	114	72	9	29	8		1	3	311	

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TWELVE MONTHS ENDING DECEMBER 1984

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J.S. AIRLINES.....	RESERVATIONS AND TICKETING												TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SPECIAL PASSENGERS	SMOKING	ADVER- TISING	CREDIT	TOURS	
PEOPLE EXPRESS AIRLINES	140	40	21	8	31	53	23	6	3	2	1	0	342
PIEDMONT	36	6	4	6	6	13	11	1	6	1	0	0	92
PIONEER	3	2	0	0	0	4	2	0	1	0	0	0	14
PRO AIR SERVICES	8	0	0	0	0	4	0	0	0	0	0	0	12
PROVINCETOWN BOSTON	7	3	0	1	5	4	0	1	1	0	0	0	29
PSA	11	8	2	1	1	9	3	1	4	0	0	0	40
PRINAIR	14	3	1	1	7	45	5	0	0	1	0	0	78
REPUBLIC	28	14	7	4	6	22	16	3	4	3	0	0	112
RICH INTERNATIONAL AIRWAY	6	0	0	0	0	4	0	0	2	0	0	0	13
ROCKY MOUNTAIN	4	3	1	1	2	7	1	0	0	0	0	0	20
SCHEDULED SKYWAYS	10	0	0	0	2	3	2	2	0	0	0	0	19
SIMMONS AIRLINES	6	6	0	0	0	3	0	0	0	0	0	0	15
SLOCUM AIR	11	4	0	1	4	4	2	0	0	0	0	0	27
SOUTH PACIFIC ISLAND	3	2	0	1	2	15	2	0	0	0	0	0	27
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	14	2	0	0	2	7	1	0	2	0	0	3	32
TRANS AIR	7	3	1	1	5	1	2	0	0	0	0	0	20
TRANSAMERICA	18	5	0	0	1	4	8	1	2	0	0	1	41
TWA	165	80	27	27	32	138	87	18	33	17	16	16	682
UNITED	271	55	26	33	29	108	84	16	40	3	10	0	701
USAIR	74	41	4	11	17	26	26	8	12	2	1	0	233
WESTAIR COMMUTER	5	2	0	0	2	1	1	0	0	0	0	0	11
WESTERN	50	36	6	11	13	20	21	4	6	0	6	0	176
WIEN AIR ALASKA	2	2	0	0	1	4	1	0	0	0	0	0	10
WINGS WEST	7	5	0	1	3	2	0	1	0	0	0	0	19
WORLD	22	15	2	9	16	20	11	0	1	0	2	0	98
OTHER U.S. AIRLINES	124	48	4	4	56	55	16	5	5	5	1	3	349
1984 COMPLAINTS	2451	984	254	261	1469	1534	753	184	249	98	74	77	8721
** PERCENTAGES **	28.1	11.3	2.9	3.0	16.8	17.6	8.6	2.1	2.9	1.1	.8	.9	100.0
1983 COMPLAINTS	1940	914	316	322	1092	1191	678	142	190	130	50	60	7326
** PERCENTAGES **	26.5	12.5	4.3	4.4	14.9	16.3	9.3	1.9	2.6	1.8	.7	.8	100.0

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U.S. AIRLINES.....	1984			1983		
	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)✓	COMPLAINTS PER 100,000 PASSENGERS	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000)✓	COMPLAINTS PER 100,000 PASSENGERS
AERO VIRGIN ISLANDS	13			6		
AIR CALIFORNIA	19	40.06	.47	35	36.53	.96
AIR FLORIDA	131	10.43	12.56	106	20.72	5.12
AIR MIDWEST	10	4.67	2.14	8	3.72	2.15
AIR NATIONAL	43					
AIR NEW ORLEANS	14			5		
AIR VIRGINIA	19			10		
ALASKA	14	24.85	.56	12	18.50	.65
ALOHA AIRLINES	6	22.63	.27	9	21.99	.41
AMERICA WEST AIRLINES	16	19.85	.81		1.07	
AMERICAN	371	332.71	1.12	411	311.72	1.32
AMERICAN CENTRAL AIRLINES	15			5		
AMERICAN INTERNATIONAL	204			66		
AMERICAN TRANS AIR	51			15		
ARISTA INTERNATIONAL	65			27		
ARROW AIR	419	12.88	32.53	115	7.29	15.78
ATLANTIC SOUTHEAST	10			3		
BAR HARBOR AIRLINES	18			12		
BRANIFF INT'L	27	19.78	1.37	15		
BRITT AIRWAYS	27			10		
CAPITOL AIR	296	10.60	27.92	346	13.47	25.69
CONTINENTAL	432	97.76	4.42	592	112.71	5.25
CROWNAIR	29			15		
DAVIS AIRLINES	68			4		
DELTA	243	373.02	.65	257	366.59	.70
EASTERN	422	377.84	1.12	502	369.56	1.36
EMPIRE	63	10.11	6.23	25	6.90	3.62
FLORIDA EXPRESS	13	2.72	4.78			
FRONTIER	112	69.93	1.60	63	61.74	1.02
GLOBAL INTERNATIONAL	12			74		
HAWAII EXPRESS	108			69		
HAWAIIAN	48	32.41	1.48	18	26.93	.67
HAWAIIAN PACIFIC AIRLINES	33			1		
IMPERIAL AIRLINES	15			21		
JET AMERICA AIRLINES	11	5.48	2.01	15	3.72	4.03
MID PACIFIC AIRLINES	14			22		
MIDWAY	19	11.82	1.61	9	13.37	.67
MISSISSIPPI VALLEY	11			11		
MUSE AIR CORPORATION	11	19.67	.55	2	13.30	.15
NATIONAL AIRLINES	27					
NEW YORK AIR	39	26.87	1.45	26	19.97	1.30
NORTHEASTERN INT'L.	511	17.19	29.73	83	4.18	19.86
NORTHWEST	224	132.79	1.69	291	127.26	2.29
OCEANAIR LINE	17			14		
OVERSEAS NATIONAL AIRWAYS	12			36		
UZARK	47	50.31	.93	44	47.88	.92
PACIFIC EAST AIR	509	.64	795.31	406	2.56	158.59
PACIFIC EXPRESS	41			37	8.41	4.40
PACIFIC INTERSTATE	13					
PAN AMERICAN	560	143.44	3.90	529	142.95	3.70

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U.S. AIRLINES.....	1984			1983		
	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000) ^{d/}	COMPLAINTS PER 100,000 PASSENGERS	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000) ^{d/}	COMPLAINTS PER 100,000 PASSENGERS
PEOPLE EXPRESS AIRLINES	342	109.99	3.11	263	55.75	4.72
PIEDMONT	92	138.84	.66	78	111.32	.73
PIONEER	14			6		
PRO AIR SERVICES	12			14		
PROVINCETOWN BOSTON	29			7		
PSA	40	79.62	.50	66	79.74	.83
PRINAIR	78			43		
REPUBLIC	112	156.71	.71	239	178.26	1.34
RICH INTERNATIONAL AIRWAY	13			5		
ROCKY MOUNTAIN	20			8		
SCHEDULED SKYWAYS	19			11		
SIMMONS AIRLINES	15			11		
SLUCOM AIR	27			13		
SOUTH PACIFIC ISLAND	27	2.34	11.54	24	1.69	14.20
SOUTHWEST	40	119.64	.33	40	105.05	.39
SUN AIR	12			9		
THE FLYING TIGER LINE	5	.96	5.21	8	2.38	3.35
TOWER AIRLINE	32					
TRANS AIR	20			3		
TRANSAMERICA	41	7.72	5.31	25	5.59	4.47
TWA	682	182.37	3.74	621	185.84	3.34
UNITED	701	408.62	1.72	545	372.60	1.46
USAIR	233	190.88	1.22	227	123.62	1.24
WESTAIR COMMUTER	11			7		
WESTERN	176	106.33	1.66	180	112.43	1.60
WIEN AIR ALASKA	10	11.53	.87	10	9.24	1.08
WINGS WEST	19			8		
WORLD	98	15.20	6.45	42	12.93	3.25
OTHER U.S. AIRLINES	349	30.43	11.47	431	16.94	25.44

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FOREIGN AIRLINES.....	RESERVATIONS				CUSTOMER				ADVER-				TOTAL
	FLIGHT	OVER-	AND		SERVICE	SPECIAL			ISING	TISING	CREDIT	TOURS	
	PROBLEMS	SALES	TICKETING	FARES	REFUNDS	BAGGAGE	PASSENGERS	SAVING					
AEROMEXICO	22	15	0	0	2	13	7	0	1	0	0	0	62
AIR CANADA	1	1	0	0	1	6	0	0	4	0	0	0	14
AIR INDIA	4	5	2	2	2	7	3	0	0	0	0	0	25
AIR JAMAICA	6	14	1	0	2	2	4	0	0	0	0	0	29
ALITALIA AIRLINES	5	9	0	0	4	10	1	1	0	0	0	0	33
AVIANCA	1	1	2	1	1	2	1	0	1	0	0	0	13
BAHAMASAIR	7	3	0	0	1	10	1	0	0	0	0	0	24
BRITISH AIRWAYS	3	0	0	1	4	7	5	0	2	0	0	0	23
BRITISH CALEDONIAN AIRWAY	0	5	0	2	1	2	0	0	0	0	0	1	11
DOMINICANA DE AVIACION	0	7	1	0	1	6	0	0	0	0	0	0	16
EL AL ISRAEL	0	3	1	0	1	5	0	0	0	0	0	0	10
IBERIA AIRLINES	16	5	1	0	4	17	6	1	3	0	0	0	53
ICELANDAIR	4	1	0	0	0	2	2	0	1	1	0	0	12
KOREAN AIRLINES	0	2	0	1	6	5	1	0	1	0	0	0	16
KUWAIT AIRWAYS	1	1	0	0	1	6	1	0	0	0	0	0	10
KLM	2	3	1	0	5	5	3	0	2	0	0	0	21
LUFTHANSA	3	4	0	1	1	5	1	0	2	0	0	1	18
MEXICANA	8	13	1	1	7	40	6	0	2	0	0	0	79
OLYMPIC AIRWAYS	4	6	0	1	1	4	2	0	0	0	1	0	19
PAKISTAN INTERNATIONAL	0	4	1	0	3	8	1	0	0	0	0	0	20
PHILIPPINE AIRLINES	1	1	0	0	5	4	0	0	0	0	0	0	11
SABENA	3	3	1	1	3	2	0	0	3	0	0	0	16
VIRGIN ATLANTIC	1	15	1	0	0	1	1	0	0	0	0	0	20
OTHER FOREIGN AIRLINES	24	49	8	13	29	90	14	1	8	3	0	+	255
1984 COMPLAINTS	116	170	27	24	85	259	60	3	30	4	1	6	815
** PERCENTAGES **	14.2	20.5	3.3	2.9	10.4	31.8	7.4	.4	3.7	.5	.1	.7	100.0
1983 COMPLAINTS	146	148	29	37	113	226	69	8	32	4	0	5	865
** PERCENTAGES **	16.9	17.1	3.4	4.3	13.1	26.1	8.0	.9	3.7	.5	.0	.6	100.0

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COMPLAINTS BY INDUSTRY GROUP	RESERVATIONS													
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	CUSTOMER BAGGAGE	SPECIAL SERVICE	PASSENGERS	ADVER- SARKING	TISING	CREDIT	TOURS	OTHER	TOTAL
=====														
U.S. AIRLINES.....														
1984 COMPLAINTS	2451	984	254	261	1469	1534	753	184	249	98	74	77	333	8721
1983 COMPLAINTS	1940	914	316	322	1092	1191	678	142	190	130	50	60	301	7326

FOREIGN AIRLINES.....														
1984 COMPLAINTS	116	170	27	24	85	259	60	3	30	4	1	5	30	815
1983 COMPLAINTS	146	148	29	37	113	226	69	8	32	4	0	5	48	865

CARGO/FREIGHT FORWARDERS														
1984 COMPLAINTS	0	0	0	0	1	0	0	0	0	0	1	0	38	40
1983 COMPLAINTS	0	0	0	0	1	0	0	0	0	0	0	0	34	35

TRAVEL AGENTS.....														
1984 COMPLAINTS	1	0	11	6	34	0	1	0	0	4	5	35	1	98
1983 COMPLAINTS	2	3	13	7	29	0	2	0	0	1	2	29	2	90

TOUR OPERATORS.....														
1984 COMPLAINTS	22	12	6	2	62	9	21	2	0	18	0	388	5	550
1983 COMPLAINTS	33	22	9	3	82	8	31	2	0	14	0	447	7	658

OTHER CARRIERS.....														
1984 COMPLAINTS	4	3	3	17	13	14	5	3	14	1	1	3	27	108
1983 COMPLAINTS	10	4	1	19	6	5	3	8	10	1	4	1	20	92

TOTAL COMPLAINTS.....														
1984 COMPLAINTS	2594	1172	301	310	1564	1816	840	192	293	125	82	509	434	10332
** PERCENTAGES **	25.1	11.3	2.9	3.0	15.1	17.6	8.1	1.9	2.8	1.2	.8	4.9	4.2	100.0

1983 COMPLAINTS	2131	1091	368	388	1323	1430	783	160	232	150	56	542	412	9066
** PERCENTAGES **	23.5	12.0	4.1	4.3	14.6	15.8	8.6	1.8	2.6	1.7	.6	6.0	4.5	100.0

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J.S. AIRLINES ^{b/}	RESERVATIONS				CUSTOMER				ADVER-				TOTAL
	FLIGHT PROBLEMS	OVER- SALES	AND TICKETING	FARES	REFUNDS	GAGGAGE SERVICE	SPECIAL PASSENGERS	SMOKING	TISING	CREDIT	TOURS	OTHER	
AIR CALIFORNIA	C	C	0	0	0	0	0	0	0	0	0	0	0
AIR FLORIDA	C	C	0	0	8	0	0	0	0	0	0	0	8
ALASKA	C	C	0	0	0	0	0	0	0	0	0	0	0
ALPHA AIRLINES	C	C	0	0	0	0	0	0	0	0	0	0	0
AMERICAN	2	C	1	2	1	4	0	0	1	0	0	2	13
AMERICAN TRANS AIR	C	C	0	0	0	5	0	0	0	0	0	0	5
ARROW AIR	6	C	0	0	2	4	3	0	1	0	0	0	16
BAR HARBOR AIRLINES	C	2	0	0	0	3	0	0	0	0	0	0	5
BRANIFF INT'L	2	C	0	0	2	0	0	0	1	0	0	0	5
CAPITOL AIR	2	1	0	0	15	7	0	0	0	0	0	2	27
CONTINENTAL	1	5	1	0	3	5	0	0	0	0	0	1	16
DAVIS AIRLINES	C	C	0	0	3	0	0	0	0	0	4	0	7
DELTA	5	1	1	1	1	1	5	1	3	2	0	3	24
EASTERN	11	2	0	1	1	6	4	0	0	0	0	1	26
EMPIRE	3	C	0	0	0	1	0	0	0	0	0	2	6
FRONTIER	2	2	0	0	0	1	2	0	0	0	0	0	7
HAWAIIAN	C	C	0	0	0	4	0	0	0	0	0	0	4
MIDWAY	C	C	0	0	0	1	0	0	0	1	0	0	2
NEW YORK AIR	0	C	0	0	0	0	0	0	0	0	0	0	0
NORTHEASTERN INT'L	15	11	1	1	18	6	0	0	0	0	0	2	54
NORTHWEST	C	1	3	2	2	0	3	1	0	0	0	0	12
OZARK	C	C	0	0	0	0	0	0	0	0	0	0	0
PAN AMERICAN	5	7	1	1	1	9	2	0	1	1	0	0	32
PEOPLE EXPRESS AIRLINES	2	C	2	0	0	5	0	0	0	0	0	0	9
PIEDMONT	C	C	0	0	0	1	0	0	0	0	0	0	1
PSA	1	C	0	1	0	0	0	0	0	0	0	0	2
REPUBLIC	1	1	2	0	0	0	1	0	0	0	0	0	5
SOUTHERN EXPRESS	2	3	0	0	0	1	0	0	0	0	0	0	6
SOUTHWEST	C	C	0	0	0	0	0	0	0	0	0	0	0
THE FLYING TIGER LINE	C	C	0	0	0	0	0	0	0	0	0	0	0
TRANSAMERICA	1	0	0	0	0	0	1	0	1	0	0	0	3
TWA	3	4	2	0	3	6	2	0	2	0	1	2	25
UNITED	15	4	1	0	1	4	2	0	2	0	0	4	33
USAIR ^{c/}	2	C	0	0	2	4	2	0	1	1	0	0	12
WESTERN	5	4	0	0	0	1	3	0	2	0	0	0	15
WIEN AIR ALASKA	C	C	0	0	0	0	0	0	0	0	0	0	0
WORLD	1	0	0	0	0	1	2	0	0	0	1	0	5
OTHER U.S. AIRLINES	16	9	3	1	18	12	3	0	0	0	1	4	67
DECEMBER 1984 COMPLAINTS	107	57	18	10	81	92	35	2	14	6	3	4	452
** PERCENTAGES **	23.7	12.6	4.0	2.2	17.9	20.4	7.7	.4	3.1	1.3	.7	.9	100.0
DECEMBER 1983 COMPLAINTS	183	64	28	23	107	94	64	8	14	3	7	4	629
** PERCENTAGES **	29.1	10.2	4.5	3.7	17.0	14.9	10.2	1.3	2.2	.5	1.1	.6	100.0

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U.S. AIRLINES.....	DECEMBER 19 84			DECEMBER 19 83		
	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000) ¹	COMPLAINTS PER 100,000 PASSENGERS	TOTAL COMPLAINTS	PASSENGERS FLOWN (100,000) ¹	COMPLAINTS PER 100,000 PASSENGERS
AIR CALIFORNIA		3.39		1	3.05	.33
AIR FLORIDA	8			6	1.33	4.51
ALASKA		2.03			1.72	
ALOHA AIRLINES		1.90		1	1.63	.61
AMERICAN	13	30.95	.42	33	26.84	1.23
AMERICAN TRANS AIR	5					
ARROW AIR	16	.42	38.10	23	.73	31.51
BAR HARBOR AIRLINES	5					
BRANIFF INT'L	5	2.67	1.87			
CAPITOL AIR	27			16	.74	21.62
CONTINENTAL	16	10.17	1.57	85	3.68	23.10
DAVIS AIRLINES	7					
DELTA	24	31.02	.77	8	29.71	.27
EASTERN	26	32.03	.81	41	29.64	1.38
EMPIRE	6	1.13	5.31		.68	
FRONTIER	7	5.34	1.31	2	5.34	.37
HAWAIIAN	4	2.62	1.53	3	2.44	1.23
MIDWAY	2			1	1.09	.92
NEW YORK AIR		2.85			2.19	
NORTHEASTERN INT'L.	54	1.16	46.55	7	.54	12.96
NORTHWEST	12	10.69	1.12	25	10.72	2.33
OZARK		4.14		9	4.09	2.20
PAN AMERICAN	32	11.37	2.81	37	13.23	2.80
PEOPLE EXPRESS AIRLINES	9	10.33	.87	13	7.47	1.74
PIEDMONT	1	12.50	.08	8	11.26	.71
PSA	2	6.86	.29	5	6.86	.73
REPUBLIC	5	12.40	.40	28	13.67	2.05
SOUTHERN EXPRESS	6					
SOUTHWEST		10.06		1	9.92	.10
THE FLYING TIGER LINE		.08		1	.18	5.56
TRANSAMERICA	3	.45	6.67		.36	
TWA	25	16.50	1.52	57	16.11	3.54
UNITED	33	35.77	.92	44	34.06	1.29
USAIR	12	17.26	.70	11	16.23	.68
WESTERN	15	8.03	1.87	21	8.30	2.53
WIEN AIR ALASKA		.63		1	.64	1.56
WORLD	5	1.36	3.68	1	1.22	.82
OTHER U.S. AIRLINES	67	5.98	11.20	140	4.61	30.37

[illegible]

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FOREIGN AIRLINES.....	RESERVATIONS										ADVERTISING	CREDIT	TOURS	OTHER	TOTAL
	FLIGHT PROBLEMS	OVER-SALES	AND TICKETING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SPECIAL PASSENGERS	SMOKING						
AEROMEXICO	3	1	0	0	0	1	1	0	1	0	0	0	0	7	
OTHER FOREIGN AIRLINES	4	10	3	1	7	19	2	0	0	0	1	0	1	48	
DECEMBER 1984 COMPLAINTS	7	11	3	1	7	20	3	0	1	0	1	0	1	55	
** PERCENTAGES **	12.7	20.0	5.5	1.8	12.7	36.4	5.5	.0	1.8	.0	1.8	.0	1.8	100.0	
DECEMBER 1983 COMPLAINTS	9	8	4	4	6	9	2	1	1	0	0	0	1	45	
** PERCENTAGES **	20.0	17.8	8.9	8.9	13.3	20.0	4.4	2.2	2.2	.0	.0	.0	2.2	100.0	

CIVIL AERONAUTICS BOARD CONSUMER COMPLAINT REPORT
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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.....															
DECEMBER 1984 COMPLAINTS	107	57	18	10	81	92	35	2	14	6	3	4	23	452	
DECEMBER 1983 COMPLAINTS	183	64	28	23	107	94	64	8	14	3	7	4	30	629	
=====															
FOREIGN AIRLINES.....															
DECEMBER 1984 COMPLAINTS	7	11	3	1	7	20	3	0	1	0	1	0	1	55	
DECEMBER 1983 COMPLAINTS	9	8	4	4	6	9	2	1	1	0	0	0	1	45	
=====															
CARGO/FREIGHT FORWARDERS															
DECEMBER 1984 COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	3	3	
DECEMBER 1983 COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	0	2	2	
=====															
TRAVEL AGENTS.....															
DECEMBER 1984 COMPLAINTS	0	0	0	0	4	0	0	0	0	0	0	0	0	4	
DECEMBER 1983 COMPLAINTS	0	1	1	0	1	0	0	0	0	0	1	0	1	5	
=====															
TOUR OPERATORS.....															
DECEMBER 1984 COMPLAINTS	1	0	0	0	4	1	0	0	0	0	0	23	1	30	
DECEMBER 1983 COMPLAINTS	1	2	0	0	2	1	2	0	0	1	0	21	0	30	
=====															
OTHER CARRIERS.....															
DECEMBER 1984 COMPLAINTS	0	0	0	2	1	1	0	0	0	0	0	0	4	8	
DECEMBER 1983 COMPLAINTS	1	2	0	0	1	1	0	1	0	0	0	0	1	7	
=====															
TOTAL COMPLAINTS.....															
DECEMBER 1984 COMPLAINTS	115	68	21	13	97	114	38	2	15	6	4	27	32	552	
** PERCENTAGES **	20.8	12.3	3.8	2.4	17.6	20.7	6.9	.4	2.7	1.1	.7	4.9	5.8	100.0	
=====															
DECEMBER 1983 COMPLAINTS	194	77	33	27	117	105	68	10	15	4	8	25	35	718	
** PERCENTAGES **	27.0	10.7	4.6	3.8	16.3	14.6	9.5	1.4	2.1	.6	1.1	3.5	4.9	100.0	

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