

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

IMMEDIATE

MAY 12, 1975

CAB 75-91

(202) 382-6031

The rate of baggage-related complaints has been increasing in recent months, while the rate of complaints related to flight matters has decreased, according to the latest report of the Civil Aeronautics Board's Office of the Consumer Advocate.

Of the total number of complaints received by the Office, baggage-related matters accounted for 13.3 percent in February (121 out of 904), 16.1 percent in March (193 out of 1,196) and 17.5 percent in April, followed by reservation matters (164 out of 1,021).

Flight-related complaints accounted for nearly 17 percent of the total received by the Office in February, 16.3 percent in March and 14.2 percent in April.

Continental Air Lines had the lowest rate of complaints among the trunk airlines in April, with 1.27 per 100,000 enplanements. Piedmont Airlines was lowest among the local service carriers with 0.87 per 100,000 enplanements.

Schedule service enplanements for U.S. domestic airlines totaled 14.3 million in February 1975, the latest month for which statistics are available. That compares with 15.8 million in January 1975 and 15.3 million in February 1974. Load factors were 48.4 percent in January 1975 and 55.6 percent in February a year ago.

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Attachment

Civil Aeronautics Board
Washington, D.C. 20418
CONSUMER REPORT a/

For the Month of April, 1975

CARRIER	Number of Letters	Flights			Reservations			Baggage				Fares & Refunds	Customer Treatment	Flight Info	In-flight Service	Service to General	Discrimination		Cargo					Other	Total					Monthly Enplanements b/ (000 omitted)	Reports per 100,000 Enplanements c/		
		Cancelled	Delayed	Irregularities	Overseas	Problems	Ticketing	Loss	Damage	Delay	Other						Rates	Racial	Pass	COB	Loss	Damage	Delay		Other	Rates	Current month	Year to date	Previous month			Same month previous year	Previous year thru same month
AMERICAN	73	2	5	4	8	5	1	19	6	3	2	0	12	2	2	2	0	0	0	0	0	0	0	9	82	363	94	152	558	1352	6.06		
BRANIFF	32	0	2	1	4	1	0	6	4	2	2	0	5	1	2	0	0	0	0	0	1	0	0	6	37	150	40	53	350	635	5.67		
CONTINENTAL	7	0	0	0	0	2	0	0	1	0	0	0	2	0	1	0	0	0	0	1	0	0	0	8	112	17	15	73	473	1.27			
DELTA	39	0	4	2	9	11	1	2	2	1	0	0	5	6	5	2	0	0	0	0	1	1	3	2	4	63	271	82	63	273	1870	2.89	
EASTERN	75	6	10	4	4	8	0	12	3	2	6	0	10	10	6	2	0	0	1	0	0	2	0	9	95	437	134	173	960	2051	4.53		
NATIONAL	39	9	15	0	2	7	0	0	1	1	1	0	12	17	11	1	0	0	0	0	0	0	0	8	85	230	43	79	312	490	17.95		
NORTHWEST	20	3	4	0	5	2	0	1	0	2	0	0	5	0	1	2	0	0	0	0	0	1	0	0	27	125	36	69	190	614	4.07		
TRANS WORLD	47	3	3	2	3	3	2	3	1	1	1	1	20	4	4	0	0	0	0	0	1	0	0	6	59	276	69	82	351	940	6.06		
UNITED	44	5	8	0	3	4	0	5	0	3	1	2	7	10	10	2	0	0	0	0	1	0	0	10	71	375	119	70	432	2002	3.50		
WESTERN	16	2	1	0	5	2	1	3	0	0	0	0	2	2	0	2	0	0	0	0	0	0	0	1	21	97	33	29	130	565	3.72		
PAN AMERICAN	39	1	2	3	3	2	0	5	1	2	0	0	8	3	4	0	0	0	0	0	1	1	1	0	6	43	170	49	90	353	532	7.52	
AIR WEST	7	2	1	1	0	2	0	0	0	0	0	0	1	2	0	1	0	0	0	0	0	0	0	1	11	48	7	25	115	295	3.73		
ALLEGHENY	25	6	3	0	4	9	0	1	1	5	0	0	3	6	8	1	1	0	0	0	0	0	0	2	50	215	56	80	443	770	6.49		
FRONTIER	4	1	1	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	7	57	16	15	86	268	2.61		
NORTH CENTRAL	7	0	0	0	4	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	1	1	1	0	10	40	11	13	64	308	2.27		
OZARK	10	2	2	2	2	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	13	39	9	18	85	229	5.68			
PIEDMONT	2	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	23	7	11	57	230	.07			
SOUTHERN	8	0	0	0	1	1	0	3	0	1	1	0	0	2	0	0	0	0	0	0	0	0	0	1	11	40	9	9	60	193	5.18		
TEXAS INT'L	3	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	23	5	30	87	2/			
ALPHA	4	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	16	5	0	4	156	2.56		
HAWAIIAN	4	0	3	1	2	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	10	28	9	8	31	233	4.29		
ALASKA	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	12	3	6	16	40	5.00			
WEN AIR ALASKA	3	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1	4	18	1	2	13	36	5.56		
AIR NEW ENGLAND	3	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	3	15	7	0	0	17	17.65		
FOREIGN	107	4	4	1	9	13	2	12	4	3	6	1	38	3	1	0	0	0	0	3	0	0	0	7	19	130	472	110	138	524			
CAP. INT'L AIRWAYS, INC.	4	0	0	2	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	6	30	7	20	109				
JOHNSON FLYING SERV., INC.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0			
MCULLOCH INT'L AIRLINES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1			
MODERN AIR TRANS., INC.	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	4	0	11	30					
OVERSEAS NAT'L AIRWAYS, INC.	7	0	0	1	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	10	28	6	5	33				
SATURN AIRWAYS, INC.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	16	34				
TRANS INT'L AIRLINES, INC.	3	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	4	15	7	17	71				
WORLD AIRWAYS, INC.	3	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	4	7	17	4	4	23				
FOREIGN SUPP.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	2	6	13				
COMMUTERS	28	1	0	2	2	5	1	5	2	3	0	2	3	3	1	0	0	0	0	0	0	0	0	2	32	151	52	33	160				
FREIGHT FWRD	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	4	3	1	2	13	1	29	112	28	26	149			
AGENT & GROUP	46	0	0	0	0	1	0	1	0	0	0	1	7	2	9	0	0	0	0	0	0	0	0	36	57	301	90	71	270				
OTHER	21	0	1	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0	0	2	1	5	1	2	8	24	107	29	36	158			
d/	Current month	757	50	69	27	71	83	10	91	28	33	20	7	143	78	68	17	1	0	1	6	15	11	13	7	25	147	1021					
	Year to date	3302	234	362	140	315	326	52	290	132	125	83	32	573	332	279	89	14	3	19	46	56	47	57	27	75	715		4423				
	Previous month	876	61	94	40	83	75	11	80	38	41	25	9	151	81	82	30	6	2	9	16	15	13	15	3	17	199			1196			
TOTAL	Same month previous year	1163	84	145	51	129	145	20	128	52	35	36	4	178	70	56	33	9	1	6	8	23	15	12	6	13	217				1476		
	Previous year thru same month	5164	502	790	250	519	560	104	553	207	230	151	22	693	315	280	162	45	5	17	24	81	67	62	28	38	913				6618		

- a/ These statistics reflect alleged problems with airline service as stated in complaint letters. No determination as to the validity of the complaint has been made.
b/ Enplanement figures are taken from CAB Form 41 report for February 1975, the most recent available to the Board. Charter enplanements are not included.
c/ Based on passenger complaints only; cargo complaints have been eliminated.

- d/ Represents 705 letters received. Fifty-two letters had complaints against more than one carrier.
e/ Includes Allegheny Comuter boardings of 77,990 during the month of February.
f/ On strike December 5, 1974. Operations curtailed during month of February.

WFO 001-000