

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

IMMEDIATE
SEPTEMBER 12, 1975
CAB 75-139

(202) 382-6031

Reservations problems were the main source of airline consumer complaints reported to the Civil Aeronautics Board's Office of the Consumer Advocate during August 1975, the Board reported today.

The 159 reservations complaints represented 17.5 percent of the total of 908 complaints received during the month, the CAB said. Flight cancellations, delays and irregularities accounted for 135, or 14.9 percent, and fares and refunds matters (132) for 14.5 percent. The 124 baggage complaints amounted to 13.7 percent of the total.

The category of fares and refunds was one of two which showed noticeable increases over the previous month. The other was in-flight service. In fares and refunds, the August total was an increase of 20 over that of July when the 112 complaints in that category represented just under 12 percent of the total. In-flight service complaints totaled 37 in August (four percent), 27 in July (2.8 percent).

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Civil Aeronautics Board
Washington, D.C. 20428
CONSUMER REPORT a/

For the Month of August, 1975

CARRIER	Number of Letters	Flights			Reservations			Baggage					Fares & Refunds	Customer Treatment	Flight Info	In-flight Service	Service in General	Discrimination		Cargo							Other	Total					Monthly Enplanements b/ (000 omitted)	Reports per 100,000 Enplanements c/
		Cancl'd	Delayed	Irregularities	Oversale	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	33	1	2	0	3	3	0	3	3	2	2	0	8	1	1	2	0	0	0	0	1	0	2	0	0	3	37	576	56	107	995	1872	1.81	
BRANIFF	17	1	0	1	3	4	0	2	2	2	1	0	2	0	1	0	0	0	0	0	0	0	0	0	2	21	230	21	45	512	735	2.85		
CONTINENTAL	12	1	2	0	1	1	0	1	0	2	1	0	2	1	0	1	0	0	0	0	0	0	0	0	2	15	184	25	19	193	644	2.32		
DELTA	33	2	2	3	3	2	3	3	3	0	2	0	8	2	2	1	0	0	0	0	0	0	0	1	1	3	41	400	30	59	491	2237	1.74	
EASTERN	56	1	7	2	0	9	2	9	3	2	4	0	9	7	2	3	0	0	0	1	0	1	1	1	0	6	70	726	53	108	1413	2321	2.84	
NATIONAL	7	0	0	1	0	1	0	0	1	0	0	0	2	3	1	0	0	0	0	0	0	0	0	1	0	0	10	386	44	39	499	524	1.71	
NORTHWEST	39	7	14	3	2	2	0	3	1	1	1	0	5	3	1	6	0	0	0	1	0	1	0	0	0	4	55	292	36	48	353	819	6.47	
TRANS WORLD	51	2	4	1	6	3	2	4	3	3	0	1	16	2	6	3	0	0	0	0	0	0	0	0	10	66	528	78	127	754	1462	4.51		
UNITED	43	1	8	1	2	5	2	1	2	0	0	1	9	5	6	9	0	0	2	0	0	0	0	0	1	8	63	624	69	82	723	2819	2.19	
WESTERN	18	0	3	0	3	3	0	1	0	1	0	0	4	0	1	2	0	0	0	0	0	0	0	0	6	24	181	27	27	203	703	3.41		
PAN AMERICAN	33	0	0	0	6	4	2	2	0	0	1	1	6	2	0	0	0	0	0	0	1	2	0	0	9	36	330	48	57	593	608	5.42		
AIR WEST	5	2	1	1	0	0	0	0	0	0	0	0	2	0	0	0	1	0	0	0	0	0	0	0	1	8	97	11	16	184	333	2.40		
ALLEGHENY	26	4	5	0	4	7	0	1	2	2	0	0	9	7	6	0	3	0	0	0	0	0	0	0	1	51	376	46	57	730	1030	4.95		
FRONTIER	12	2	0	0	1	4	1	0	0	0	0	0	2	0	2	0	0	0	0	0	0	1	0	0	3	16	96	9	19	147	318	4.71		
NORTH CENTRAL	13	0	0	0	4	1	0	0	1	1	1	0	1	1	2	0	0	0	0	0	1	0	0	1	1	15	88	10	16	132	405	3.20		
OZARK	11	1	0	1	1	1	1	0	0	0	0	0	3	0	1	0	0	0	0	0	0	0	0	0	3	12	87	9	9	130	292	4.10		
PIEDMONT	4	0	1	0	2	0	0	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	6	48	3	11	89	323	1.85		
SOUTHERN	5	1	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	5	66	6	16	93	255	1.56		
TEXAS INT'L	5	0	2	1	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	56	16	6	144	181	3.31		
ALOHA	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	26	2	2	13	166	0.60		
HAWAIIAN	4	0	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	4	45	5	6	51	223	1.34		
ALASKA	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	28	3	0	23	79	1.26		
WIEN AIR ALASKA	3	1	2	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	7	48	14	2	19	60	11.66		
AIR NEW ENGLAND	10	0	4	1	0	3	0	0	0	0	0	0	1	0	2	0	2	0	0	0	0	0	0	0	2	15	65	27	0	0	42	35.71		
FOREIGN	92	4	11	5	13	22	3	5	3	5	5	3	23	14	10	6	0	0	0	0	1	1	0	0	17	151	934	103	129	1033				
CAP. INT'L AIRWAYS, INC.	1	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	51	15	16	142				
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	0	0	1	0	0	0	0			
MCCULLOCH 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	1	1	0	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	0	0	1	8	2	2	43				
OVERSEAS NAT'L AIRWAYS, INC.	7	0	3	0	0	0	0	0	1	0	0	0	0	1	0	3	0	0	0	0	0	0	0	0	2	10	61	9	14	68				
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	0	1	0	5	61				
TRANS INT'L AIRLINES, INC.	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	3	25	1	8	112				
WORLD AIRWAYS, INC.	3	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	28	0	4	38				
FOREIGN SUPP.	3	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	3	7	0	0	29				
COMMUTERS	20	3	1	2	0	4	0	5	1	1	0	0	2	3	0	0	0	0	0	0	0	0	1	0	0	0	23	240	25	46	286			
FREIGHT FWDR	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	7	4	4	1	6	2	25	212	27	29	253			
AGENT & GROUP	74	0	0	1	0	2	1	0	0	0	0	0	13	2	0	0	0	0	1	0	0	0	0	0	61	81	584	78	121	622				
OTHER	19	0	0	0	0	0	1	2	3	0	0	0	4	1	0	0	0	0	0	0	1	1	0	1	7	21	221	32	40	288				
TOTAL	Current month	687	34	76	25	57	84	18	46	31	22	19	6	132	57	44	37	7	0	3	4	12	11	8	7	8	160	908						
	Year to date	6031	390	613	232	553	609	114	494	239	203	148	60	1091	572	459	198	42	7	33	77	185	97	95	53	119	1354	7957						
	Previous month	712	39	74	20	60	78	12	56	27	17	18	11	112	78	52	27	8	2	5	7	11	13	14	0	12	188		941					
	Same month previous year	1103	41	105	29	99	113	12	75	32	38	19	16	185	71	68	20	10	1	4	6	31	17	16	7	14	263			1292				
	Previous year thru same month	9161	695	1181	383	926	1019	173	846	348	377	246	58	1357	566	483	242	83	6	36	48	166	116	117	53	84	1851			11460				

- 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 June 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 636 letters received. Fifty-one letters had complaints against more than one carrier.
e/ Includes Allegheny Commuter boardings of 113,803 during the month of June.