

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

IMMEDIATE
AUGUST 12, 1975
CAB 75-129

(202) 382-6031

The three airlines which carried the greatest number of passengers during July had the lowest complaint rates, the latest monthly report of the Civil Aeronautics Board Office of the Consumer Advocate shows.

The carriers, all trunklines, are Delta Air Lines, which enplaned 2.1 million passengers and showed a rate of 1.38 complaint reports per 100,000 enplanements; Eastern Air Lines, which enplaned 2.2 million passengers and had a rate of 2.24 reports per 100,000; and United Air Lines, with 2.4 million enplanements and 2.65 reports per 100,000.

Among the local service airlines, Piedmont Airlines again had the lowest rate at .95 per 100,000.

Reservations complaints accounted for approximately 16 percent of the 941 complaints logged during the month. Flight matters accounted for 14 percent and baggage-related complaints represented 13.7 percent of the total. Fares and refunds, which accounted for 17 percent of the complaints logged in June, accounted for 11.9 percent during July.

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

For the Month of July, 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
		Cancelled	Delayed	Irregularities	Overbooked	Problems	Ticketing	Lost	Damage	Delay	Other	Rates						Racial	Pass	COO	Loss	Damage	Delay	Other	Rates	Current month		Year to date	Previous month	Same month previous year	Previous year this same month			
AMERICAN	45	1	4	2	3	3	2	7	3	0	4	0	7	6	3	1	0	0	1	0	0	0	0	6	58	539	50	114	888	1654	3.20			
BRANIFF	17	1	1	0	4	5	0	3	0	0	0	1	2	1	0	0	0	0	0	0	0	0	1	21	209	17	44	467	686	2.92				
CONTINENTAL	17	0	2	1	2	1	0	0	2	0	1	0	3	2	1	2	0	0	1	1	1	0	1	4	25	149	17	28	174	563	3.91			
DELTA	26	1	2	0	2	3	2	4	2	2	0	0	5	1	1	1	0	0	0	0	0	0	1	3	30	359	19	55	432	2096	1.38			
EASTERN	42	0	7	0	1	6	0	3	1	1	3	0	6	5	4	5	2	0	0	1	0	1	1	6	53	656	78	118	1305	2231	2.24			
NATIONAL	27	0	1	2	1	4	0	1	1	0	1	1	7	11	6	1	0	0	0	0	0	0	0	7	44	376	38	44	460	512	8.59			
NORTHWEST	26	2	7	0	3	2	0	1	2	2	1	0	5	2	2	1	0	0	1	0	1	0	0	4	36	237	44	58	305	699	5.01			
TRANS WORLD	13	5	8	0	10	5	1	4	1	0	3	2	12	6	5	1	1	0	0	0	0	0	0	14	78	442	55	108	627	1304	5.98			
UNITED	48	2	5	0	4	5	1	2	2	2	1	0	12	9	5	3	1	1	1	2	0	0	2	8	69	561	54	74	641	2416	2.65			
WESTERN	15	1	5	0	4	0	0	2	0	2	0	0	4	2	3	2	0	0	0	0	0	0	0	2	27	157	14	18	176	600	4.50			
PAN AMERICAN	38	3	2	1	2	2	0	3	1	1	1	3	7	4	2	4	0	0	0	2	0	1	0	9	48	294	47	70	536	575	7.83			
AIR WEST	9	0	0	0	2	3	0	0	1	2	0	0	1	0	0	0	0	0	1	0	0	0	0	1	11	89	17	8	168	317	3.15			
ALLEGHENY	26	4	4	0	3	8	0	0	0	0	0	0	4	6	6	0	4	0	0	1	0	0	0	6	46	325	27	75	673	983	4.58			
FRONTIER	7	0	3	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	9	80	9	17	128	285	2.81			
NORTH CENTRAL	6	2	0	0	0	2	1	1	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	1	10	73	12	20	116	357	2.80			
OZARK	7	1	0	1	2	0	0	1	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	1	9	75	12	12	121	279	3.23			
PIEDMONT	3	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3	42	7	6	78	317	.95			
SOUTHERN	5	0	0	0	2	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	6	61	11	4	77	247	2.43			
TEXAS INT'L	13	2	1	3	1	3	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	16	50	5	17	138	164	9.76			
ALOHA	2	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	25	5	0	11	150	1.33				
HAWAIIAN	4	0	1	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	5	41	4	0	45	201	2.49				
ALASKA	2	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	3	27	11	2	23	63	4.76				
WHEN AIR ALASKA	6	3	1	0	0	3	0	0	0	0	0	0	3	1	0	0	0	0	0	0	1	2	0	14	41	9	2	17	49	22.45				
AIR NEW ENGLAND	13	4	6	4	1	6	0	0	0	1	0	0	1	1	2	0	0	0	0	0	0	0	0	1	27	50	4	0	0	30	90.00			
FOREIGN	80	2	3	2	9	9	3	12	4	1	2	3	25	4	3	4	0	1	1	0	2	2	0	1	10	103	783	121	127	904				
CAP. INT'L AIRWAYS, INC.	10	1	4	2	0	0	0	3	1	0	0	0	0	3	0	0	0	0	0	0	0	0	0	1	15	50	2	4	126					
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	1	0	0	0	0				
MCULLOCH INT'L AIRLINES	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	1					
MODERN AIR TRANS., INC.	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	7	0	5	41						
OVERSEAS NAT'L AIRWAYS, INC.	8	0	2	0	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	3	9	51	5	2	54					
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	4	56					
TRANS INT'L AIRLINES, 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	22	2	8	104						
WORLD 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	24	4	5	34					
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	0	4	29					
COMMUTERS	19	2	1	1	1	3	0	5	2	0	0	0	3	1	1	0	0	0	0	0	0	0	0	2	25	217	27	29	240					
FREIGHT FWRD	24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	3	5	2	0	9	6	27	127	16	21	224				
AGENT & GROUP	70	1	1	0	0	2	1	0	0	0	0	0	4	4	4	0	0	0	0	0	0	0	0	61	78	503	57	90	501					
OTHER	31	1	0	0	1	0	0	0	1	0	1	0	1	0	2	1	0	0	0	0	0	0	2	0	22	32	200	27	21	248				
TOTAL	Current 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						
	Year to date	5344	356	537	207	496	525	96	448	208	181	129	54	959	515	415	161	35	7	30	73	93	86	87	46	111	1194	7049						
	Previous month	644	39	45	25	56	58	15	50	19	17	13	9	141	61	39	25	4	1	5	11	13	10	10	7	141								
	Same month previous year	975	51	109	36	107	132	21	70	37	41	27	7	164	65	46	16	8	0	3	5	12	9	14	6	8	222			1216				
	Previous year this same month	8058	654	1076	354	827	906	161	771	316	339	227	42	1172	495	415	222	73	5	32	42	135	99	101	46	70	1588			10168				

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 May 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 6/2 letters received. Forty letters had complaints against more than one carrier.

e/ Includes Allegheny Commuter boardings of 104,981 during the month of May.