

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20426

FOR RELEASE:

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The Civil Aeronautics Board Office of Consumer Affairs received 7,683 letters containing 10,520 complaints during 1972, about 28 per cent more than the 8,211 complaints it received in 1971.

Consumer Affairs Director Jack Yohe said the increase is attributable to both an increase in air travel during that period and a steady widening of airline passenger and shipper awareness that the Board has an office to deal with consumer matters. Domestic passenger traffic on U.S. route airlines increased from 154.3 million in the 10 months ended October, 1971 to 169.9 million in the like 1972 period, or slightly over 10 per cent.

Fares and refunds were the chief causes of passenger concern during 1972, according to the Office's year end report. Reservations, flight irregularities and baggage were the next leading causes of complaint.

The Office processed 7,010 letters during the year. In addition to complaint letters, the Office staff handled 570 requests for information regarding airline policies.

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Attachment

CAB 73-10

For the Month of December 1972

g/ Merged with Delta on August 1, 1972.