## CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

## FOR RELEASE:

(202) 382-6031

IMMEDIATE
JANUARY 26, 1973

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 11ke 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.

####

CAB 73-10

CARRIER			<del>,</del>			Т											Τ	7			Ţ.	T	Discressing tear		Cargo					Т	T	Tear					Manthdy	flager(b)	
	Number of		Fights			Ceservations			$\perp$	Cattate					Fates i	Curston S Freaton		f ।दुवा Infa	in I light Service	26.PICC			-	7			<del>.</del>	Τ.	T.	-  <b>~</b>			Yes to	Previous section	Polician Amp	Parries yes the mate		160,000 Engales	
Christia	"	Letters	Cancill	Detayer	lbregs Lyd i by	<u>.</u> 0	wersale.	Proto- lems	Ticket	Lœ	ore frame	1	)elay	Cine	flairs		<u> </u>				Ceresa	Rad	CIAN P	_	_	ran	Damage	Cob	1_		_	- <del> </del>	N===	442	54	56	562	1691	5.03
AMERICAL	w i	61	13	1	₹	2	12	5	2	- 1	3	3	0	4	0	<u> </u>	4—	6	5	5	<del> </del> -	<u></u>	악	0	의	1	J.		4		1	-	89	673	42	23	295	569	3.34
BRANIFF		13	1		₹	1	3	2			싵	ı	G	1	0		<b>4</b> -	0	_ <u>.</u> 1	۰		1	익	9	0		0	<del>-</del>		-	<u>-</u>	3	20	321	17	3	91	<del>1487</del> ·-	i.44
CONTINE	NTAL	5	0		1	0	1	0	1	7	0	1	0	0	0	<u> </u>		0	į.	).		<u>g</u>	-1	이	0			1.			-	4	-,7	140	40	15	220	1845	- 01
DELTA		31	3		7	2	. '2'	7	1	1		0	1	0	<u> </u>	 	·	의	<u></u>	2	<del></del>	) 	<u>.</u> 9_	의-	-1			1-9	_	汘	:	:4-	128	366 1070	88	60	736	1968	7.25
EASTERN	•	82	7	2	8	8	. 3	11	2	?	_	2	4	4	0	1		1		- 5	<u></u>	61		4	1			-	-4		_		41	329	21	26	186	14514	8.00
AKTIONA	u	30	ŀ		5	0	2	<u>1</u>		기	1	2	1	2	0	İ		4		<u>, , , , , , , , , , , , , , , , , , , </u>		⊐, <u>-</u>	<u> </u>	<u> </u>	1		0	(	<del></del>			10]_			0	8	176	0	0.00
HORTHEA	AST EV	0	Ċ		ď	q	0	Ċ	9	0	o_	0	0	0	0		۹	0	0	<u>0</u>		9 _	_의_	4.	<u> </u>	9	0	ļ	4-	<del></del>	<u> </u>	<u></u>	-0	129			176	327	2.20
HORTHWE	EST	13			d	3	1	.1	$\Box$	)	Ü	1	1	0	0	ļ	4_	<u>.</u> [	<u>()</u>	2	1	¥	0		의			-			<u>-</u>	-3-	_17	237	16	25 61	835	1382	5.93
TRANS T	ORLO	65	2		7	2	7	9		3	4	1	).	l	,i.		4	91	<del>1</del> 9		† !	3	-1	-4	.일		0	1	-		<u>.</u>	-1-	_[3]	927	46	30	452	2421	1.62
UMITED		32	e		1	3	3	Ç		<u>ال</u> ــــــــــــــــــــــــــــــــــــ	:[_	1	4	0	<u> </u>		1	34	<del></del>		ļ:	4-	01	<u>, 4</u>	-91			{	1-		<u> </u>	-3-	417	( )(2	12	<del></del>	131	5(3	1.34
WESTERN	<b>k</b>	9	i		<u>تا</u>	d	1	,		o[	o	Ü	U.	0	_0,		<b>1</b>	94	_ G	- i-		g	.0		.24			<b> </b> -	4	ᆜ	익_	4	- 2	130	<u></u>				
PAR AME	RICAN	35				3	J	ſ	E.,	인스	5	Ц	_3	43		<u>.</u> 1	₫	44	4 }	0	L :	l _	_의_	역.	.4	}		4	ù <b> -</b>		1	<u>19</u> -	45	508		30	140	<u>F.77</u>	<b>9.7</b> 0
AIR WEST	7	9	2			1	5	, i		<u> </u>	인	0	1	-0	Ů		1	Щ.	ان	0		<u> </u>	!	_4.	ᆝ			<del> </del>			0	-4	15	127	- 5	1 <u>6</u>			5.03
ALI EGHE		34	1.1			đ	1		1	ાં	3	2	0	- ()	0	ļ 	4	4	. 4			1_	ᅄ.	.4	単	_=	(	) <u>_</u>	<del>.,</del>	<u></u> j	0		46	576	52	36	185	(45)	
FROMESE	R	7			†	₫	7		Ţ .		.1	6	33	0	0		<u> </u>	11	0		i	₫	G	_4.	Ü.	4	0	ļ		-	0	-g_	12	163			89 116	25 <u>8</u>	0.00
		<del>-</del>			₫.—	₫	G		1	Ü	o .	6	0	0	0		9	ol	. 9	Ú		q.,		. q.	0				-		<u>이</u>	-9-	- 6	- <u>H</u>	0	18		364	<b></b>
MONTH C	ENTRAL	10			1	1	3	(		n -	0	1.]	1	0	9	l	ą.	Τĺ	. 0	0	i	1	.01_	.4.	.일	4		1	<u>' </u> -		<u> </u>	. 4	$-\frac{13}{3}$	161	15	<u> </u>	131	258	3.39 5.43
SZARK		—-გ		} }	4	"す	d	1	<b>7</b>	네	o	Ü	1	c	- C			3	i		į	ji • -	4	_q_	Ü			1	1		<u> </u>	-4-	14 h	143	23 L		82	281	1.4
SE MAR	i T		)	ļ ——	1	4"	d		,	0	0	9	6	O	- 0	L	4	\ 	U	Ų.	į	1	Ol.	- G	-U  	'			1		0	-4-		(A)		<del>-</del> -	61	178	-56
SCHOTHER	RN	1		i	₫…	7	Ü		,	0	બેંં	ંગ	0	0	- 5		<u> </u>	91	ט	0		٩	9	9	.0			1	1_		이_	4-		77		_,	86	180	4,44
TEXAS #	eri	- 8			-	1	- 5		1	ů.	<del>ا</del> ت	9	9	0	U		1	G	0	G	İ	¥	9	9	0			1	-	4-	0	4.	-10	138	5	17	·	29	10.34
CAMBAH		3			1	đ	- 0	~~~	1	G.	Ч	īL	0	()	1.		<u> </u>	0	0	0	·	1_	_일_	_9_	LI.			L	1		이 .	<u>.</u>		- 20 11	2	5	56 7	134	.75
AL (THA		1		} <b>-</b>	4	4	0		7	<b>ा</b>	o i	0	0	0	0	<u> </u>	1	ী	0		ļ. <u></u> '	4	-9	-1.	0				4		٦.	_'[_				;;-	20	190	1.58
ALIAWAH	<b>*</b>	Į.	i		1	₫		—;	1	<u> </u>	9	0	Ö	Ö	0		9	9]	_ !	- 0		g 1	_9_	_9	0			<u>}          </u>	1		0	-3-		- 2 <u>01</u>	<u>-</u>		40	40	5.00
AL ASKA		- 3	~~~~~		₫'''	4	-0	-(	1-1	٥	o	οŢ	0	0	Ö	Ĺ	1	0]	0	{1	ļ, .'	q		q_	0			1	1		<u>.</u>	-4-	3				15	26	0.00
WIEN CO	NSOL.	a			4	4	O		7	0	o	0	0	0	0		<u>1</u>	0	0	0		٩		. 4.	0	q			1		0	-:}	<u>.</u> 0	23 23	Si	<del></del>	812		9000000
FOREIGN	$\overline{}$	51			1	- J	10	1	1	2	3	2	0	1	1	1	<b>4.</b>	L.	. ]	1	i , ‡	٩	. <u>9</u>	. 4.		<u>1</u>		<u> </u>	4-		<u> </u>			1162	113	29	410		
SUPPLEM	MENTAL	14		·	3	न	q		1	9	4	2	2	0			<u> </u>	<u>.:'i</u>			1	ď	9	g.	-61-	9		<u> </u>	1_	-1	ᆜ		17	426 240	23 14	15	217		
AIR TAK	1	• 12			1	7	- 8	- 2	1	9 6	ा	0	0	-0	0	!	¶	٥ <u>.</u>	_ 5	0		1	0	의.	. Т.				<u>.</u>		7		· 4	322	<u>`</u>	20	349		
FREIGHT	FUDR	15	0		<del> </del>	oi	0	0	C	) (	o .	o [	o l	Q	0		1	οį	Ų	o			<u>oj.</u>	<u>ુ</u>	_0]	_ T	3			-1	0 -	<u>.</u>	10i 144	760	56	45	645		
AGENT &	GROUP	- भेव			Ŧ	ď	O	2	1	9	1	0	0	-0	0		<u> </u>	9	. 9	. P. L	!'	١	٩	<u></u> j	0	}		ĵ`	1_	1_	1.	- <u>`</u> ,	:1	286	24	18	287		
OTHER		.15		<b>-</b>	<b>\$</b>	₫	- a		1	₫ <u>-</u> -	1	0	0	1	0		2	ō	O	. 6	ļ	9	1	9	이	3		♣==:	١.		0	4	15i		44 ***********************************		- <del> </del>		000000
Curen	1 00000	<b>6</b> 13	71	9	<del> </del>	3	58	51	1	<b>d</b> - 3	<b>1</b>	21	22	14	3	10	4	32	33	20	1	6	3	4	$\epsilon$	11	7	1;	3 <b>Г</b>	G = 1	0 1	29	810	M 1		بنستسم			<b></b>
Year to		681	646	_	-	-1	973	973	124	48	0[24	05	73	149	51	125	4.0	5 1	119	277	171	Į,	16	73	19	192	1.13	141	11	5 12	18	29		0520					
				_		1	86	<u>57</u>		_	_	_	10	12	6	14	1	2	22	<u></u> 18	9	, T	0		10	22	ંઇ	9	1	2	1	9			849				
		668 9/	57	75	<del>"</del>	-4			<del>                                     </del>	+*	+	_			Ť	<u> </u>	<del> </del>	+		r —	<del> </del>	<b>†</b>	-+	-	$\dashv$	$\neg$		1	1	$\top$	1	T				645			
Same of previous		2			Ĺ.						Т.	┙	ᆚ		L_						<b>L</b>	1		<u>ļ</u>				ļ	4	-	+	+	إبيا	·			8211		
	es year	9			T	T			1		T		- 1				1	i					i	- !				1		Ī	L	Ŀ	- 1						

e/ These statistics reflect alleged problems with mirline service as stated in complaint letters. No determination as to the validity of the complaint has been made.

b/ Emplanement figures are taken from CAB Form 41 for October 1972, the most recent emplanement figures available to the Board.

c/ Besed on passenger complaints only; cargo complaints have been eliminated.

d/ Represents 556 letters received. Fifty-four letters had complaints against more than one carrier.

e/ Because of the change to this more comprehensive format, comparable figures are not available for this period.

f/ Merged with Allegheny-on April 12, 1972.

g/ Merged with Delta on August 1, 1972.