

Table 1040. Consumer Complaints Against U.S. Airlines: 1990 to 2007

[Calendar year data. Represents complaints filed by consumers to the U.S. Department of Transportation, Aviation Consumer Protection Division, regarding service problems with air carrier personnel. See source for data on individual airlines]

Complaint category	1990	2000	2001	2002	2003	2004	2005	2006	2007
Total	7,703	20,564	14,076	7,697	4,601	5,839	6,900	6,452	10,960
Flight problems ¹	3,034	8,698	5,048	1,808	1,049	1,462	1,942	1,845	4,097
Customer service ²	758	4,074	2,531	1,478	584	742	800	870	1,214
Baggage	1,329	2,753	1,965	1,082	802	1,085	1,586	1,400	2,154
Ticketing/boarding ³	624	1,405	1,310	898	643	637	679	708	1,136
Refunds	701	803	942	737	428	376	530	485	745
Fares ⁴	312	708	568	436	243	180	219	173	315
Disability ⁵	(NA)	612	457	420	325	467	430	368	428
Oversales ⁶	399	759	539	364	223	263	284	275	420
Discrimination ⁷	(NA)	(NA)	164	176	71	96	100	90	82
Advertising	96	42	42	43	13	41	45	30	34
Tours	29	25	11	(⁸)	(⁸)	(⁸)	(⁸)	(⁸)	(⁸)
Animals	(NA)	1	6	-	2	3	3	3	7
Smoking	74	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)
Credit	5	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)
Other	342	684	493	255	218	487	282	205	328

- Represents zero. NA Not available. ¹ Cancellations, delays, etc. from schedule. ² Unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers. ³ Errors in reservations and ticketing; problems in making reservations and obtaining tickets. ⁴ Incorrect or incomplete information about fares, discount fare conditions, and availability, etc. ⁵ Prior to 2000, included in ticketing/boarding. ⁶ All bumping problems, whether or not airline complied with DOT regulations. ⁷ Allegations of discrimination by airlines due to factors other than disability, such as race, religion, national origin, or sex. ⁸ Included in "Other" beginning 2002. ⁹ Included in "Other" beginning 2000.

Source: U.S. Department of Transportation, Aviation Consumer Protection Division, *Air Travel Consumer Report*, monthly. See <<http://airconsumer.ost.dot.gov>>.