

Table 1048. Consumer Complaints Against U.S. Airlines: 1990 to 2006

[**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	1995	2000	2001	2002	2003	2004	2005	2006
Total	7,703	4,629	20,564	14,076	7,697	4,601	5,839	6,900	6,448
Flight problems ¹	3,034	1,133	8,698	5,048	1,808	1,049	1,462	1,942	1,845
Customer service ²	758	667	4,074	2,531	1,478	584	742	800	870
Baggage	1,329	628	2,753	1,965	1,082	802	1,085	1,586	1,400
Ticketing/boarding ³	624	666	1,405	1,310	898	643	637	679	708
Refunds ⁴	701	576	803	942	737	428	376	530	485
Fares ⁴	312	185	708	568	436	243	180	219	172
Disability ⁵	(NA)	(NA)	612	457	420	325	467	430	365
Oversales ⁶	399	263	759	539	364	223	263	284	275
Discrimination ⁷	(NA)	(NA)	(NA)	164	176	71	96	100	90
Advertising	96	66	42	42	43	13	41	45	30
Tours	29	18	25	11	(⁸)	(⁸)	(⁸)	(⁸)	(⁸)
Animals	(NA)	(NA)	1	6	-	2	3	3	3
Smoking	74	15	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)
Credit	5	4	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)
Other	342	408	684	493	255	218	487	282	205

- 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 Internet site <<http://airconsumer.ost.dot.gov>>.