

**Table 1045. Consumer Complaints Against U.S. Airlines: 1990 to 2008**

[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	2002	2003	2004	2005	2006	2007	2008
<b>Total . . . . .</b>	<b>7,703</b>	<b>20,564</b>	<b>7,697</b>	<b>4,601</b>	<b>5,839</b>	<b>6,900</b>	<b>6,452</b>	<b>10,960</b>	<b>9,194</b>
Flight problems <sup>1</sup> . . . . .	3,034	8,698	1,808	1,049	1,462	1,942	1,845	4,097	3,011
Customer service <sup>2</sup> . . . . .	758	4,074	1,478	584	742	800	870	1,214	1,201
Baggage . . . . .	1,329	2,753	1,082	802	1,085	1,586	1,400	2,154	1,671
Ticketing/boarding <sup>3</sup> . . . . .	624	1,405	898	643	637	679	708	1,136	1,147
Refunds . . . . .	701	803	737	428	376	530	485	745	632
Fares <sup>4</sup> . . . . .	312	708	436	243	180	219	173	315	324
Disability <sup>5</sup> . . . . .	(NA)	612	420	325	467	430	368	428	428
Oversales <sup>6</sup> . . . . .	399	759	364	223	263	284	275	420	370
Discrimination <sup>7</sup> . . . . .	(NA)	(NA)	176	71	96	100	90	82	99
Advertising . . . . .	96	42	43	13	41	45	30	34	28
Tours . . . . .	29	25	( <sup>8</sup> )	( <sup>8</sup> )	( <sup>8</sup> )	( <sup>8</sup> )	( <sup>8</sup> )	( <sup>8</sup> )	( <sup>8</sup> )
Animals . . . . .	(NA)	1	—	2	3	3	3	7	5
Smoking . . . . .	74	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )
Credit . . . . .	5	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )	( <sup>9</sup> )
Other . . . . .	342	684	255	218	487	282	205	328	278

— Represents zero. NA Not available. <sup>1</sup> Cancellations, delays, etc. from schedule. <sup>2</sup> Unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers. <sup>3</sup> Errors in reservations and ticketing; problems in making reservations and obtaining tickets. Includes disability complaints prior to 1998. <sup>4</sup> Incorrect or incomplete information about fares, discount fare conditions, and availability, etc. <sup>5</sup> Prior to 2000, included in ticketing/boarding. <sup>6</sup> All bumping problems, whether or not airline complied with DOT regulations. <sup>7</sup> Allegations of discrimination by airlines due to factors other than disability, such as race, religion, national origin or sex. <sup>8</sup> Included in "Other" beginning 2002. <sup>9</sup> Included in "Other" beginning 2000.

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