

The Third Period July 1, 2001 to December 31, 2001



AIR TRAVEL COMPLAINTS COMMISSIONER REPORT

JULY 2000 TO DECEMBER 2001



Canadian
Transportation
Agency

Office
des transports
du Canada

Canada

Canada Transportation Act (s.85.1)

Designation

85.1 (1) The Minister shall designate a temporary member to act as the Air Travel Complaints Commissioner for the purposes of this section.

Filing of complaints

(2) A person shall file in writing with the Air Travel Complaints Commissioner a complaint against a licensee in respect of its air service if the person made the complaint to the licensee and the complaint was not resolved to the person's satisfaction.

Review and mediation

(3) The Commissioner, or person authorized to act on the Commissioner's behalf, shall review and attempt to resolve every complaint filed under subsection (2) for which no other remedy exists and may, if appropriate, mediate or arrange for the mediation of a complaint filed under that subsection.

Production of documents

(4) On request by the Commissioner or a person authorized to act on the Commissioner's behalf, a person shall produce for examination by the Commissioner any document, record or thing that is in the possession or under the control of the person and is, in the opinion of the Commissioner, relevant to a complaint.

Report to Parties

(5) The Commissioner or a person authorized to act on the Commissioner's behalf shall provide to the parties a report that outlines their positions and any settlement that they reached.

Publicly available report

(6) The Commissioner shall, at least semi-annually, prepare a report to the Governor in Council through the Minister setting out the number and nature of complaints filed under subsection (2), including the names of the licensees against whom the complaints were made and describing the manner in which they were dealt with and any systemic problems observed. The Agency shall include the Commissioner's report in its annual report.



Commissaire aux plaintes
relatives au transport aérien

Air Travel
Complaints Commissioner

April 2002

The Honourable David M. Collenette, P.C., M.P.
Minister of Transport
Transport Canada Building - Place de Ville
330 Sparks Street
Ottawa, Ontario K1A 0N5

Dear Minister:

Pursuant to section 85.1 of the *Canada Transportation Act*, I have the honour of presenting to you the Report of the Air Travel Complaints Commissioner for the period from July 1, 2001 to December 31, 2001.

Yours sincerely,

A handwritten signature in cursive script that reads "Bruce Hood".

Bruce Hood
Commissioner

Encl.



COMMISSIONER'S MESSAGE

An obvious fact as we emerge from the atrocity of September 11 is that life as we once knew it has changed. Some of those changes have occurred at a deeply personal level, in the way each one of us views our own life and our place within our families and our communities. Other adjustments are more evident in the way we go about our everyday routines. Nowhere is this more apparent than in the way we travel by air.

My third report on the state of air travel industry in Canada is coloured by events of the last six months that have dramatically affected the nature and the obligations of our country's air travel industry. It is also inspired by the thought that while some changes are wrenching, we have in our possession the innate ability to learn as we go along and be better for it.

As this report indicates, the learning curve for air carriers and their passengers alike has taken unpredictable twists and turns. At its core is our national airline, Air Canada, and the quixotic place it occupies among the people it serves.

Air Canada is a national icon, right up there with the venerable CBC, the railways, the Rockies and the six-team National Hockey League of old. Canadians feel and often act as if we own the carrier, even though we know better. Our proprietary feelings do not give us the right to place unreasonable demands upon it or to endlessly lecture it about its shortcomings. But it does explain why the very mention of its name can evoke strong emotions. One person who wrote to me, for example, was so upset about the poor service he had received that he accused the carrier of tarnishing this country's reputation and demanded that the word 'Canada' be removed from its name.

Air Canada is a private corporation and, like any big business, must worry about the bottom line and the happiness of its stockholders. This reality is sometimes jarring to Canadians, who claim 'It is *ours*' – a fluid silver thread that like the railroad before it links us to ourselves as Canadians, and more than that, carries us to and from the outside world.

My concern, of course, is focussed on the happiness of the flying public. From what I have heard and read during 18 months of gathering their complaints, many Canadians are not yet convinced that the carrier's priorities are in the right place. Two of every three complaints that I receive are about Air Canada and 45 per cent of those complaints relate to the quality of the carrier's service. Air Canada's president Robert Milton recently remarked that having "85 per cent of the market can be a curse." That may be all too true: as every captain knows, it is much tougher to turn around a huge ocean liner than it is to turn a smaller, more flexible craft. Still, that doesn't mean you keep your course when headed in the wrong direction.

Despite their frustration, many passengers understood the difficulties encountered by Air Canada during its integration of Canadian Airlines and some even had sympathy for the carrier. Even more Canadians are acutely aware of the complexities of operating a national air carrier in a post-September 11 world where security and safety must be placed above all else.

At the same time, people justifiably expect to be treated with civility and respect, regardless of the circumstance or the size of the operation. Quality customer service is an important cornerstone of business, whether it is a local convenience store or a top-floor corporation. Where I come from, the adage that you have to spend a nickel to get a dime means more than making money, it also means investing the time and effort needed to be the best at what you do.

Since the day the first complaint landed on my desk, there has been mounting evidence that the areas in which carriers fall short have to do with attitude, communication and consistency. The unique nature of the air travel business means that it is not enough to get a customer from one place to another. Carriers must instill and display a culture from top to bottom that is rooted in the equally important task of ensuring that at every stage of each journey, air travellers are comfortable in their surroundings as well as informed and confident about their circumstances.

Some carriers are clearly better at this than others. When it comes down to it, a carrier's reputation rests upon the actions of individuals.

In fact, Air Canada's regional airlines deserve an "A" for the quality of service they provide. So does WestJet, the plucky independent air carrier that has a reputation of dealing with its customers in a very respectful way. As well, Air Transat has improved its quality of service standards, with better training of its frontline people.

These carriers seem to know that often it's the smallest things that irk people the most and leave the longest lasting impression. People sometimes tell me that they won't fly Air Canada again, ever. When I ask them why, the answer can be as mundane as "Well, they lost my luggage on a flight in 1981!" Indeed,



Air Canada may well always be the favourite target of verbal pot shots. At the same time, I believe that better attention to detail will not only improve Air Canada's quality of service, it will also take the sting out of many of those shots.

But beware: an occasional seat sale or a public pledge to do better in the future does not guarantee a good name. To win the confidence and loyalty of its customers, a carrier must put its reputation on the line time and time again. This will prove to its customers that it values them as much as – or maybe even more than – passengers value it.

Bruce Wood

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THE OFFICE OF THE AIR TRAVEL COMPLAINTS COMMISSIONER

The primary role of the Air Travel Complaints Commissioner as set down in Section 85.1 of the *Canada Transportation Act* is to act as an impartial third party to settle disputes between consumers and air carriers that operate to, from and within Canada.

In this capacity, the Commissioner reviews and expedites the resolution of a wide range of air travel complaints that deal with both regulatory and non-regulatory issues. These complaints are compiled and analysed in reports that are submitted to Parliament on a twice-yearly basis. Reports include the number and nature of consumer complaints received by the Commissioner involving air travel, the manner in which the complaints were handled, and any systemic problems the Commissioner identifies within the air travel industry.

The Office of the Commissioner is a part of the Canadian Transportation Agency, a quasi-judicial administrative tribunal that regulates various modes of transportation under federal jurisdiction, including air, rail and marine as well as accessibility to these services by persons with disabilities. The Agency has the powers and rights of a superior court and can issue binding decisions in the handling of complaints that involve a possible contravention of various regulations that govern such areas as pricing, tariffs, unruly passengers and reduced services.

In contrast, the Commissioner seeks to resolve a broad range of disputes in an informal, co-operative and non-confrontational manner. Consumer complaints arise from a variety of practices and procedures that may vary widely from carrier to carrier. The majority of complaints handled by the Commissioner during the first 18 months of his mandate involved quality of service issues as well as complaints about baggage handling and flight schedules.

Complaints that deal in whole or in part with issues that are the responsibility of other government departments or agencies, such as safety, transportation policy or anti-competitive behaviour, are forwarded to the relevant authorities. In cases of complaints with overlapping issues, the Commissioner deals with the parts of a complaint that pertain to his mandate and passes the remaining issues to the appropriate authority.

The complaint handling process is structured by the Commissioner's office to ensure that air carriers have ample opportunity to resolve as many disputes as possible without direct intervention by the Commissioner.

Most large or medium-sized carriers employ customer service representatives to handle complaints from passengers using the carrier's service. Accordingly, the Commissioner recommends that a dissatisfied consumer first contact the air carrier with a written complaint. If a consumer sends a complaint directly to the Commissioner, the complaint is forwarded to the carrier. The Commissioner only investigates complaints that are not settled satisfactorily by the carrier or if the carrier fails to respond to the complainant.

Complainants who have contacted the carrier first and are still not satisfied with the result are asked to submit a formal written complaint to the Commissioner by regular mail or fax, or by completing a complaint form on the Agency's website. The Commissioner's office will then investigate the complaint to gather and verify the facts needed to achieve a satisfactory resolution to the problem.

The Commissioner's office is supported by staff from the Agency's Complaint Investigations Division. The Commissioner may seek assistance from other Agency-based personnel for guidance on specific issues such as tariffs and pricing matters or for legal advice.

To achieve the broadest reach of the air travel spectrum, the Commissioner's office employs a number of communications and information-sharing initiatives to serve and inform as well as to respond to the public and the air travel industry.

Among the initiatives:

A toll-free call centre (1-888-222-2592) is staffed by bilingual agents who respond to more than 17,400 consumers telephoned the call centre between July 5, 2000 and December 31, 2001.

An Air Travel Complaints website (www.cta.gc.ca) provides access to information about the Commissioner's office and the Agency; the complaint handling process; helpful publications and links; and the air travel industry, including telephone and fax numbers and addresses of customer service representatives of various carriers. Consumers with Internet access can either file a complaint online or download a complaint form to mail or fax to the Commissioner. Between July 5, 2000 and December 31, 2001, approximately 40 per cent of complaints were filed electronically.

The Commissioner gives media interviews on a regular basis and accepts public speaking engagements across Canada and in Europe, such as an Airline Consumer Forum conference in Geneva, Switzerland in November 2001, followed by a public forum in Whitehorse, Yukon.

Three reports compiled during the first 18 months of the Air Travel Complaints Commissioner's mandate coincide with three distinct periods that have indelibly shaped the air travel industry in Canada.

During the first reporting period from July 5, 2000 to December 31, 2000, complaints from consumers centred on disputes that arose during the rocky transitional period that followed the purchase by Air Canada of its national rival, Canadian Airlines, a transaction completed by December 2000.

The second report, which covered a period between January 1, 2001 and June 30, 2001, chronicled complaints that emerged during the growth of niche competitors and the subsequent restructuring of an industry that struggled with an economic downturn that destabilized discount and business-class markets alike.

Unparalleled in the history of air travel, however, were the events that marked the third reporting period—the use by terrorist hijackers of U.S. commercial aircraft to crash into New York's World Trade Centre and the Pentagon in Washington, as well as a foiled attempt in Pennsylvania. Indeed, the tragedy of September 11, 2001 will likely reverberate throughout all levels of society for years to come.

The terrorist attacks and their aftermath precipitated the need for an industry-wide overhaul and bolstering of security procedures at airports and aboard airplanes in Canada and around the world. Abruptly, carriers and passengers alike were forced to come to grips with the ramifications of a new environment in which common sense, logic and consistency were often at odds with the imperative of safeguarding the well being of all.

At the same time, amid already diminished volumes of air travelers, industry experts estimated that airlines worldwide removed a further 10 per cent of total capacity from the market, resulting directly or indirectly in global job losses for at least 200,000 people in travel and 1 million people in tourism.

In Canada, where an estimated 59 million passengers travel in and from the country each year, Air Canada immediately reduced its own capacity by 20 per cent, grounding 84 aircraft and suspending underused flights to several European destinations. The actions of Canada's only national air carrier, which has as much as 85 per cent of the country's air travel market, had a significant impact on flight options available to Canadian consumers.

Although the plummet in demand for air travel following September 11 had largely reversed by December 2001, air travel options for Canadians narrowed even further when Canada 3000 Inc., filed for bankruptcy in November 2001, taking more low-fare flights out of the market and leaving more than 50,000 passengers stranded. Less than one year earlier, Canada 3000 had purchased Royal Aviation as well as CanJet to become the country's second-largest airline, with a fleet of 41 planes.

Only 10 days before the collapse of Canada 3000, Air Canada launched its new discount division, Tango, which offered competitively reduced fares on several of the same routes. The day after Canada 3000's demise, the Federal Competition Bureau announced that it had been about to rule that Tango was created and operated to eliminate a competitor and was prepared to order Air Canada to cease and desist from its anti-competitive behaviour.

The charter holiday market also suffered during this period despite the increase in flights offered by other carriers such as Air Transat and Skyservice. Hindered by a slumping economy and the events of September 11, travel brokers were forced to drop the prices of packaged vacations at the same time as airlines were eliminating flight routes.

By the end of the reporting period, however, the fragile state of the air industry in Canada appeared to be bouncing back. WestJet Airlines Ltd., by now the country's second largest scheduled carrier, reported a 54.7 per cent increase in passenger traffic in December as well as a growth in capacity that made it one-fifth the size of Air Canada's mainline domestic operations.

There were also stirrings of rebirth among familiar competitors. A group of investors led by the former president of Canada 3000 announced plans in December to launch a small airline with an initial fleet of 10 planes, focusing on popular domestic routes in summer and adding more southern routes in winter. At the same time, there were reports of a resurrection of a revamped version of Royal Aviation.

In fact, there is every indication as the Commissioner enters the fourth reporting period that a newly rekindled competitive spirit is set to alter Canada's unpredictable air travel industry once again.



SUMMARY OF FINDINGS

The success of any business depends as much on the way it treats customers as it does on the quality of its product or service. In the air travel industry, an air carrier's service is clearly defined: namely, to provide a customer safe passage from one specific geographical location to another. Complicating that simple transaction, however, is a progressive series of steps that may bring a passenger into contact with a carrier at ten different stages during a typical journey by air.

By one industry approximation, those stages involve more than 400 individual activities which may affect a passenger on the way to a final destination—from the initial contact with a reservations agent; to airport check-in and security procedures; to the flight itself and finally, to the arrival at the luggage carousel and out the airport door. At each step, a passenger is likely to encounter an air carrier's service that is adequate, superlative or unacceptable. In most cases, adequate service is expected and rarely rates a comment. Occasionally, a superlative effort warrants a well-deserved compliment. With few exceptions, unacceptable behaviour is grounds for complaint.

The task of the Air Travel Complaints Commissioner is to expedite the resolution of complaints that consumers lodge against carriers operating to, from and within Canada when disputes over the service provided by a carrier during any part of the journey cannot be settled. The Commissioner has another, perhaps larger, responsibility—to gather data from those complaints and attempt to turn what is unacceptable to some into a better air travel industry for all.

During an 18-month period, from July 5, 2000 to December 31, 2001, the Commissioner received a total of 3,912 complaints from consumers involving more than 80 carriers. Within those complaints were 9,778 separate issues, the overwhelming majority of them involving complaints about the quality of service provided by carriers, their flight schedules and the way they handle baggage.

Air Canada and its regional affiliates, the single largest carrier in Canada with more than 80 per cent of the market share, understandably garnered the largest number of complaints. Since July 5, 2000, the Commissioner received 2,597 complaints that involved Air Canada, or 65 per cent of the total for all carriers. The complaints contained 6,704 separate issues, or 69 per cent of the total number of issues.

Three sets of statistics reveal the success of the Commissioner's office in the performance of its mandate. Before the creation of the Commissioner's office on July 5, 2000, no formal system of handling complaints of this nature existed. Complaints are often as complex as the efforts required to resolve them. By the end of the third period, however, the Commissioner's office had successfully closed 2,889 complaints or 74 per cent of the total received. The vast majority of those complaints were judged by the Commissioner to be merited. Reasonable settlements were reached in an average of three out of four complaints investigated by the Commissioner's office.

While each of the three reporting periods has distinct characteristics, the third and most recent period between June 30, 2001 and December 31, 2001 was in many ways a watermark for the Office of the Commissioner.

Highlights of the third reporting period include:

A total of 1,167 written complaints from consumers involving some 50 carriers, 680 of them against Air Canada and/or Air Canada's regional affiliates;

A total of 1,806 separate issues within those letters of complaint, 59 per cent of which involved Air Canada and/or Air Canada's regional affiliates;

A finding that complaint issues for the third successive period were dominated by complaints about the quality of service, including lack of communication by the carrier, a negative attitude on the part of carrier personnel and the handling of complaints; and

Findings that the second and third top issues of complaint continue to be flight delays and cancellations and delayed or lost luggage.

In terms of analysis, the third period not only adds to the wealth of data collected over an 18-month period but also sharpens the picture of Canadian consumer concerns about the quality of service of this country's air industry. For the first time, the Commissioner was also able to draw upon a comparative set of findings that covered identical periods, between July and December, in two successive years. This kind of statistical depth offers a valuable tool in a balanced analysis of an industry marked by repetitive seasonal fluctuations.

The complex world of the air travel industry however cannot be captured by statistics alone. Like all businesses, air carriers are buffeted by economic downturns and rising costs. Yet few other service industries are capable of provoking such an immediate, and often visceral, reaction from its customers, especially when things go wrong.

Certainly the sobering impact of the September 11, 2001 terrorist attacks in the United States has affected almost every aspect of air travel in Canada and around the world. An obvious temptation is to assess the effect of those events on the number of complaints received by the Commissioner during the third reporting period, which straddled the immediate aftermath of the attacks as well as the collapse of Canada 3000 in November 2001.

A reluctance on the part of many to fly in the months that followed the incident combined with the reduced number of flights available to travellers led to a dramatic drop of passenger volume in Canada and around the world.

Although, the number of complaints filed by consumers during the third period is consistent with previous reports, there does appear to be a leveling off in the volume of complaints being received. What that suggests remains a matter of speculation. Are air travellers more tolerant of shortcomings that once drove them to write letters of complaint? Probably. Do passengers feel it is futile to complain because of the return of Air Canada's near-monopoly grip on the country's market? Perhaps. Or, have carriers improved the quality of their services? While the answer in the case of many carriers is likely yes, the answer for others is likely not.

Systemic Problems:

Under the terms of his mandate, the Commissioner is asked by Parliament to report on “any systemic problems observed’ in the course of compiling and analysing air travel complaints. The objective is to identify practices or incidents of repeated behaviour within the air travel system that are unacceptable, unwarranted or inconsistent. Obviously many practices may be necessary irritants or simply beyond human control, whether they are set out in a carrier’s tariff or serendipitously dictated by the unpredictability of Nature. Flight delays, for example, are an operational reality, especially in the normally harsh Canadian winters. A systemic problem arises, however, when a carrier routinely refuses or neglects to communicate pertinent information to passengers about the reasons behind and the estimated length of the delay, in a prompt and courteous way. Many systemic problems can be remedied with a good dose of common sense; other problems may be so deeply embedded that sweeping changes are required across an entire corporate structure.

Based on complaints received from July 5, 2000 to December 31, 2001, the Commissioner has identified three systemic problems that need to be addressed by all carriers in general and by Air Canada in particular:

Attitude

The palpable anger that poured from consumer complaints in the confusion that followed Air Canada’s purchase of Canadian Airlines International has, for the most part, abated. Still, a strong undercurrent of frustration exists among a large number of passengers who continue to cite negative attitudes as one of the primary reasons for their complaints. Increasingly, passengers appear to recognize that they have every right to expect quality service from air carriers—no matter what they paid for their ticket or how long their flight—and that they should complain if they don’t get it. A group of more than 20 Montreal and Toronto frequent flyers, for one, has peppered Air Canada since 2000 with letters detailing their collective complaints and recommendations on how to improve the carrier’s service. The group prepared a list of the most frequently voiced complaints, which included “hostile, rude, indifferent, unpleasant attitudes” as well as “disdainful treatment of passengers with low fare tickets” and an inflexible “not my problem—go see someone else” approach. Air Canada has taken steps to improve their customer relations since the establishment of the Commissioner’s office, including the development of a Customer Service Plan. The challenge for Air Canada in particular will be to put some muscle behind what has been referred to by some as a mere, and not very impressive, public relations campaign.

In comparative terms, Air Canada’s handling of complaints is steadily improving. During the worst days of the operational integration of Canadian Airlines, a response from Air Canada to a complaint was often a two-line generic letter that was impersonal, defensive or coldly dismissive. Recognizing that an antagonistic tone only exacerbated the problem, Air Canada has since adopted a more personal and conciliatory approach.

Communication

Unquestionably the single biggest issue of complaint in any category—and probably one of the easiest problems to solve—is the lack of communication from carrier to passenger, particularly in stressful circumstances such as flight delays and cancellations or misplaced baggage. Most people are reasonable, if they know what is going on and are given the information they need in a speedy and helpful way. The baggage fiasco at Pearson International Airport on December 19, 2001 is an illustration of how an unacceptable situation might have been turned into an understandable inconvenience—had Air Canada’s lines of communication been open. According to media reports, hundreds of passengers were reportedly

forced to comb through baggage strewn in tossed heaps in the arrival area while out-going vacationers left without any luggage at all. There were several reasons for the logjam, among them Air Canada cutbacks in baggage handling staff, an unprecedented volume of checked baggage and the traditional holiday travel crunch. However, as irate passengers later noted, no one from Air Canada was on site to restore order, to explain the situation or even to help out.

While incidents of this magnitude are mercifully infrequent, they underline a fundamental breakdown of what should start as a common courtesy and end in sound business practice. Consumers should know in advance what they can anticipate from a carrier—and what a carrier expects of them. This kind of information is especially crucial at different stages of a passenger's trip. When making a reservation, passengers should be told either verbally or electronically exactly what they need to do in advance of a flight, including the time they should allot to check in and what they are or are not permitted to take on board. Within seconds of their arrival at the airport, passengers should know where to go and how to get there. The areas designated for check-in, security and boarding should have clearly visible instructions about procedures. During a flight, passengers should have access to information about the services available on board. Arrival areas should provide instant information, such as where to go for connecting flights and luggage retrieval. And finally, carriers should staff baggage areas or have prominently displayed instructions about how and who to contact about missing luggage.

Quality service springs from a culture of excellence that must permeate every level of a business, especially one that has direct contact with its customers. In successive reports, the Commissioner has strongly urged carriers to treat the issue of communication with the highest priority and actively seek ways to better inform passengers. Specifically, the Commissioner has recommended that carriers provide comment cards at check-in counters and on board flights for consumer feedback and that they prominently display customer service plans and other relevant information. It is not enough to make promises—the proof is in the doing, and doing what it takes with consistency.

Consistency

There is a critical need for air carriers to inject some order and consistency at every level of their service, particularly in the new environment in which carriers and passengers alike must now operate. By establishing a benchmark of basic service standards in several key areas, airlines will enable their customers to better understand their rights as paying customers as well as their responsibilities as passengers. Applying these standards in a consistent and fair manner throughout a carrier's system means that a passenger is assured that the same rules apply in Vancouver as they do in Moncton or any other centre served by the carrier. Given the wide range of tariff conditions, enforcing a common set of standards across carriers or across similar types of aircraft operated by different carriers is admittedly a difficult and perhaps unrealistic undertaking. Still, there is no reason why individual carriers could not implement standards of their own at all stages in which a passenger is in contact with a carrier—whether it is before, during, or after a flight. And there is simply no excuse to not make those standards transparent to both the public and carrier personnel.

A new development in 21st century air travel is the growth of “ground rage”—a potentially volatile phenomenon that has taken its place alongside “air rage” as one of the most serious and unpredictable problems facing the air travel industry today. What seems to escape some carriers, however, is how the behaviour of their frontline staff often exacerbates the problem, not only at the moment that a situation develops but also during the after-the-fact handling of complaints. The buck does not stop at the check-in counter or at the complaints desk. Indeed, the inherent culture of an air carrier, from the top echelon

down, must be one that values a customer's opinion of it. A clear delineation of practices and procedures would benefit employees in any interaction with a passenger. Just as passengers are more comfortable when they feel in control of their surroundings, so are carrier personnel who know that they can take ownership of a situation and correct problems as they arise. A crucial element of that comfort zone is a framework of consistent standards that clearly spell out parameters of expected conduct.

The importance of consistency is underlined by a recent case that required months of effort on everyone's part to unravel. The incident involved two groups of passengers bound for two separate cruise vacations who sought reimbursement for expenses from Air Canada after delays to their departing flight from Canada caused them to miss their ships. At the time, the carrier had squeezed the 50 passengers affected on various other flights so they could catch up to the cruise liners, sending many of them to different ports of call. As a result, some passengers arrived later than others and incurred greater out-of-pocket expenses while at least one passenger was detained when she was routed through a country that required a visa, which she obviously didn't have. By the time the Commissioner became involved, the two files were a confusing mish-mash of contradictions. Some passengers had been compensated while others had not. Some were issued cheques and others travel vouchers of varying amounts. Not one of the passengers thought they had been properly compensated. The Commissioner's office amalgamated the files and prepared a report that detailed the complaints and the amount of recompense sought by each passenger. Although Air Canada's initial reaction was to reject additional compensation, the Commissioner's office convinced the carrier to reimburse passengers for legitimate out-of-pocket expenses related to the delays. The carrier then added a \$100 travel voucher in the package to each passenger as a gesture of goodwill.

The cruise ship file illustrates three systemic flaws that are all too common to the air travel industry — as well as three ways that a problem might have been stopped before it became a drawn-out and stressful dispute. Consumer complaints should be treated with respect, fairness and alacrity, from the moment they are lodged to the moment they are settled. At each step, passengers should be informed of the efforts being made on their behalf, whether in rectifying a situation or in the handling of a complaint. Those efforts must spring from a culture consistently rooted in the belief that customer satisfaction is of the highest priority in every aspect of business. Once those commitments are met, other difficulties dissolve.

The Air Travel Complaints Commissioner recommends that:

Air Carriers

1. Review customer service standards, and tariffs, to better address consumer interests in a consistent manner.

The levels of commitments by air carriers in their customer care service plans need to be reviewed to ensure that they are adequate as to current needs, and be consistently applied across all areas of service in their company. Most passengers are not aware of these commitments as described in the carrier's service plan, and thus do not know what to expect from that carrier. This lack of understanding often leads to dissatisfaction with service levels they receive.

Revisions to these service standards should include clear and definitive parameters that spell out directions frontline employees can follow to resolve customer problems proactively before they become complaints. The carrier should allow a degree of flexibility that gives empowered and well-trained employees the freedom to make judicious decisions.

On a more formal basis, air carrier tariffs set out prices and also the "terms and conditions" under which it provides transportation. When a person buys transportation from an airline, he or she is considered to have entered into a contract with that carrier, and to have agreed to those terms and conditions. Most consumers however are unaware of the details in these, and only become conscious of them when a problem arises. These tariffs should be modified following input from consumer organizations, and be spelled out in a clear and concise manner.

As previously recommended, an industry-wide forum of air carriers and other air travel stakeholders including consumers, would be a helpful avenue to explore common denominators that could lead to the establishment of basic customer service standards for airline customers.

2. Publicly display customer service commitments, and tariffs.

Air carriers should prominently display their customer service standards commitments, such as: in dealing with waiting times - on phone lines, at airports; communications re delays, employee parameters, and of the major terms and conditions of carriage, such as: over-booking policy; liability for lost, damaged and delayed baggage; obligations in the event of lengthy flight delays; refund policy.

In addition to being posted at check-in counters and onboard the aircraft (perhaps in an in-flight magazine) both the customer service standards, and the terms and conditions of carriage should also be prominently posted on the carrier's web site. Information should also include instructions on how customers can seek redress if these commitments/tariff provisions are not met.

3. Establish checklists of information and comment cards, to be made publicly available to passengers.

Carriers should make available to their customers check lists for the different stages of their air travel experience, including booking reservation; at the airport; the check-in counter; security and boarding areas; onboard a flight and at luggage retrieval areas.

This would help travellers to better understand what to expect and to prepare themselves accordingly.

Consumer opinion/recognition/complaint comment cards should be provided at check-in counters, in airplane seatbacks, and from flight attendants. Further, the availability of these cards should be included in pre-flight announcements. Consumers should also be provided the option of registering comments via the carrier's website.

4. Disclose airline performance indicators on a monthly basis, in the interests of public disclosure and transparency, as recommended by the Commissioner in the previous report.

These indicators should include the number of: on-time arrivals and departures; lost, damaged and delayed bags per 100,000 passengers; incidents of denied boarding per 100,000 passengers; flight delays cancellations and re-scheduling during the month; passengers transported; and aircraft seats available for each market served by the carrier and in each category, including frequent flyer programs and seat sales.

Government

1. Develop a series of mandatory, meaningful and easily understood airline performance indicators that carriers are required to publish on a monthly basis.

These indicators should include the number of: on-time arrivals and departures; lost, damaged and delayed bags per 100,000 passengers; incidents of denied boarding per 100,000 passengers; flight delays cancellations and re-scheduling during the month; passengers transported; and aircraft seats available for each market served by the carrier and in each category, including frequent flyer programs and seat sales.

2. Expand the Air Travel Complaints Commissioner's mandate to include responsibility for air travel-related complaints concerning such issues as airport signage and facilities; airline advertising practices; and airport security issues.

An expanded mandate would provide travellers with a readily identifiable point of contact and a 'go to' person when problems arise. If unable to resolve these complaints informally, the Commissioner would refer them to the appropriate regulatory body for resolution under a formal process.

3. Ensure that security procedures reflect the importance of consistent standards that are applied across the air travel spectrum and are broadly disseminated to the public.

The need for extraordinary measures in various circumstances and in particular locales is recognized, however standards should be consistently implemented in a fair and reasonable fashion at airports across the country.

Consumers

1. Empower yourself.

Learn about your rights as a passenger, and take into account that you too have responsibilities, so determine what they are. Have a checklist of questions to ask your travel agent or carrier concerning the rules governing a trip, including such areas as carry-on baggage allowances, security requirements, check-in times and reconfirmation requirements.

To better understand your rights and obligations as airline passengers, and to prepare yourself for any problems that may arise, consult such publications as the Canadian Transportation Agency's ***Fly Smart*** booklet, which is available free of charge from most travel agents. The booklet can also be obtained by writing to:

The Canadian Transportation Agency
Communications Directorate
Ottawa, Ontario K1A 0N9

2. If in using service of an air carrier you feel you have a reason to give recognition, a viewpoint, or have a complaint about the service you receive, take the opportunity at the time to do so in person, and/or on the comment card provided to you by the carrier.

3. In the event that the carrier does not satisfy your registered complaint, follow up by contacting the Air Travel Complaints Commissioner.

FINDINGS

The following tables represent complaints received by the Commissioner over an 18-month interval that spans three reporting periods between July 2000 and December 2001. Samples of complaints are provided to offer a representative view of the wide range of complaints handled by the Commissioner's office as well as the efforts needed to resolve disputes on behalf of consumers. The compilation and analysis of complaints provides an invaluable and unique source of information for both the air travel industry and the travelling public. The data provides a basis for air carriers to establish solid service standards that benefit the entire industry while also giving Canadians information that they need to measure the quality of service they receive.

In some categories, statistics from the previous two reporting periods may differ from those that appeared in the Commissioner's first two reports. These minor variances are due to adjustments that were required when the system used to compile the raw data was upgraded during the third reporting period. The Commissioner apologizes for any inconvenience that may be caused as a result.

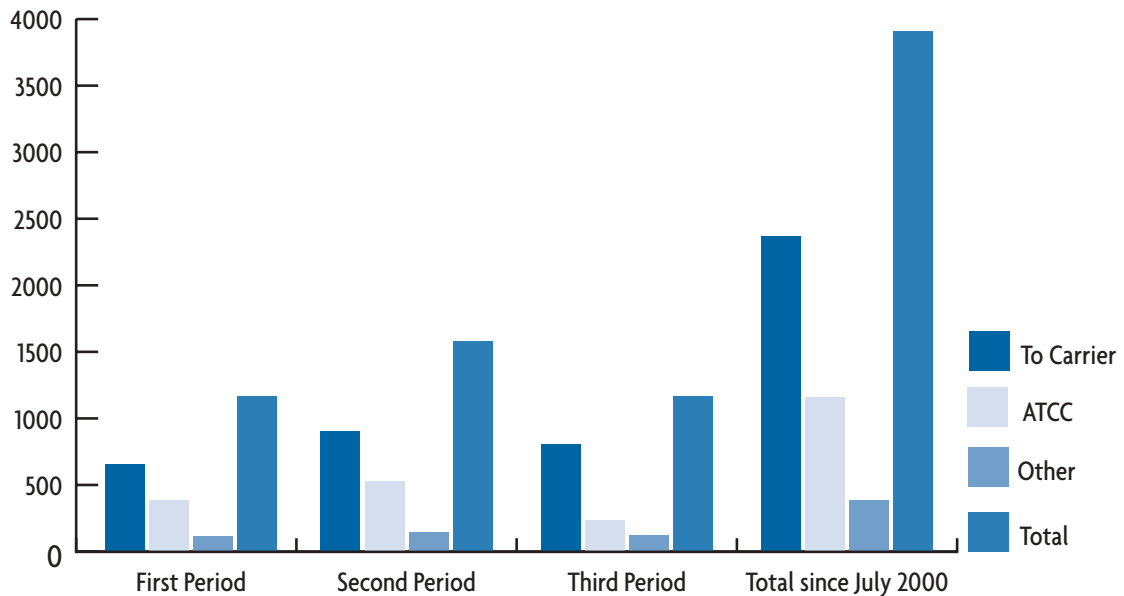
First Period: July - Dec. 2000	Second Period: Jan. - June 2001	Third Period: July - Dec. 2001
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1. Number of Complaints Received

A breakdown by reporting periods of complaints received by the Commissioner since July 5, 2000. Complaints under "To Carrier" are from passengers whose complaints had not yet been addressed by the carrier; complaints under "ATCC" are from passengers who turned to the Commissioner for help when they were not satisfied with the result from the carrier.

	To Carrier	ATCC	Other	Total
First Period	657	389	119	1,165
Second Period	904	530	146	1,580
Third Period	806	238	123	1,167
Total Since July 2000	2,367	1,157	388	3,912

Complaints Received by Reporting Period



THE SOLUTION TO MANY DISPUTES AND COMPLAINTS IS THE SIMPLE APPLICATION OF COMMON SENSE.

A passenger was charged \$75 for a re-issued ticket after Air Canada staff mistakenly removed her return trip coupon at the beginning of her journey. She objected to the penalty at the time and wrote to Air Canada requesting reimbursement on the grounds that the problem arose as a result of Air Canada's actions and not her own. Air Canada responded that it was not responsible for the missing coupon and refused her request.

Acting on the passenger's behalf, the Commissioner's office contacted Air Canada's Customer Solutions and noted that it was unlikely the passenger would have removed the return ticket coupon herself when she had, in fact, tried to complete her travel on the last coupon in her ticket set. Still, Air Canada refused to issue a refund. The Commissioner then asked Air Canada to conduct a thorough review of the coupons from the passenger's flight to determine whether the missing coupon had been taken in error. Rather than undertake such a review, Air Canada agreed to refund the \$75 charge.

2. Complaints by Carrier

A breakdown of complaints against 12 of the most frequently named carriers, including domestic and international carriers.

	Number	Percentage
Air Canada	2,487	64%
Air Canada Regional	110	3%
Canada 3000	369	10%
Air Transat	330	9%
Royal	104	3%
Skyservice	39	1%
American	31	1%
KLM	27	1%
United	25	<1%
British Airways	19	<1%
WestJet	13	<1%
CanJet	10	<1%
All Other Carriers	353	9%
Total	3,917	

IT OFTEN ONLY TAKES ONE MIX-UP TO SPOIL A VACATION. OFFERING CONSUMERS TRAVEL VOUCHERS THEY ARE UNLIKELY TO BE ABLE TO USE IS NO WAY FOR A CARRIER TO MAKE UP FOR A SERIES OF ERRORS.

A Toronto family of five scheduled to travel with Air Transat lost one day of a vacation in Cancun when their flight was delayed by eight hours. Prior to departing for the airport, the family had called the carrier and been assured that the non-stop flight was on time. Once en route, the aircraft made an unscheduled stop in Merida. When the plane finally landed in Cancun, the family discovered that one of the children's bags was missing. It took eight days for the carrier to find and return the luggage. Initially, Air Transat offered each family member a \$100 travel voucher, which they refused. After an intervention by the Commissioner's office, Air Transat changed its offer to \$75 cash for each complainant, which was accepted.

3. Complaint Issues - All Carriers

A breakdown of issues raised in complaints against all carriers.

	First Period	Second Period	Third Period	Total	Percent
Quality of Service	1,597	1,933	669	4,199	43%
Schedule	662	848	388	1,898	20%
Baggage	403	428	174	1,005	19%
Frequent Flyer Program	120	238	63	421	4%
Ticket	157	255	169	581	6%
Reservations	111	257	74	442	5%
Denied Boarding	111	177	70	358	4%
Fares	85	79	44	208	2%
Safety	96	204	71	371	4%
Cargo	26	19	8	53	1%
Charges	25	21	18	64	1%
Unruly Passenger	12	25	12	49	<1%
Unaccompanied Minors	12	11	14	37	<1%
Allergies	2	3	7	12	<1%
Unreasonable/ Discrimination	0	0	1	1	<1%
Smoking	1	1	0	2	<1%
Unknown	0	1	1	2	<1%
Total	3,420	4,500	1,783	9,703	

4. Complaint Issues - Air Canada

A breakdown of issues raised in complaints against Air Canada and/or Air Canada's regional affiliates.

	First Period	Second Period	Third Period	Total	Percent
Quality of Service	1,224	1,311	412	2,947	45%
Schedule	507	512	206	1,275	18%
Baggage	296	288	108	692	10%
Aeroplan	119	233	59	411	6%
Ticket	110	189	98	397	6%
Reservations	89	185	38	312	5%
Denied Boarding	73	135	37	245	4%
Fares	75	68	34	177	3%
Safety	38	88	35	161	2%
Cargo	20	19	6	45	1%
Charges	9	13	11	33	<1%
Unruly Passenger	9	10	5	24	<1%
Unaccompanied Minors	9	7	7	23	<1%
Allergies	2	2	5	9	<1%
Unreasonable/ Discrimination	0	0	1	01	<1%
Unknown	0	1	1	2	<1%
Total	2,580	3,061	1,063	6,704	

FRONTLINE EMPLOYEES REPRESENT THE FACE OF ANY BUSINESS. CARRIERS SHOULD PROVIDE EMPLOYEES THAT DEAL DIRECTLY WITH PASSENGERS ACCESS TO IMMEDIATE AND UP-TO-DATE INFORMATION ABOUT THE AREA OF AIR TRAVEL THAT PERTAINS TO THEIR RESPONSIBILITIES. AS WELL, CARRIERS SHOULD THOROUGHLY INVESTIGATE THE FACTS OF COMPLAINT BEFORE DECIDING ITS MERIT.

A family of four immigrating to Canada from the Middle East were given free airline tickets as a parting gift from the husband's former employer, Royal Jordanian Airlines. The family flew to London's Heathrow Airport on the issuing carrier, where they checked in at the Air Canada counter for the connecting flight to their new home. Citing a little-known IATA resolution, the Air Canada employee refused to accept the family for transit to Canada on the grounds that it was illegal to immigrate to Canada on free tickets. In order to complete their journey, the family was forced to spend the night in London and, at a total cost of \$7,000, purchase four full-fare, one-way tickets on an Air Canada flight the next day. Landing in Toronto, the family passed through Immigration without problem.

The family contested Air Canada's ruling and asked the carrier to refund the cost of the full-fare tickets. Once again, the carrier cited the IATA resolution and rejected the claim. The family then turned to the Commissioner's office for help. Determining from Immigration Canada that no Canadian legislation prevented people from immigrating on free airline tickets, the Commissioner's office then researched the IATA resolution and found that the Canadian government had formally filed an exception to the particular resolution several years before. The Commissioner informed Air Canada that it had erred in its refusal to allow the family to travel to Canada on their original tickets. Air Canada provided the family with the full \$7,000 refund.

5. Quality of Service Issues

A breakdown of complaint issues involving quality of service provided by carriers.

	First Period	Second Period	Third Period	Total	Percent
Lack of Communication	528	543	192	1263	31%
Attitude	390	500	160	1050	25%
Telephone Delays	186	214	39	439	10%
Line Ups / Waiting	189	154	46	389	9%
Complaint Handling	74	187	83	344	8%
Meals	98	154	53	305	7%
Equipment	72	79	22	173	4%
Other	65	107	77	249	6%
Total	1,602	1,938	672	4,212	

NO ONE DISPUTES THE FACT THAT A CARRIER RESERVES THE RIGHT TO MAKE CHANGES TO ITS SCHEDULE. OF CONCERN, HOWEVER, IS HOW THE CARRIER COMMUNICATES INFORMATION REGARDING SUCH CHANGES TO ITS PASSENGERS.

A Toronto man and woman bought return tickets to Bermuda, two months before their vacation. Shortly after the purchase, Air Canada rescheduled the return flight to a day later than the original date but neglected to inform them of the change. The carrier also failed to correct the error at the check-in counter as the couple departed Toronto. Amazingly, the same mistake was repeated when the unwitting passengers called to confirm their flight home the day before their tickets said they were supposed to leave. Only when they checked out of their hotel and arrived at the airport, ready to go home, were they told that the flight was the next day. Scrambling to find a hotel for the night, the woman called Toronto to cancel an important business meeting she had scheduled on her return. Unhappy with Air Canada's offer of a \$150 (Cdn) travel voucher, the passenger contacted the Commissioner, who convinced Air Canada to reimburse the couple \$292 (U.S.) for their expenses.

6. Complaints Closed

A breakdown of complaints closed by the Commissioner.

	To Carrier	ATCC	Other	Total
First Period	345	56	88	489
Second Period	800	128	137	1,065
Third Period	764	442	129	1,335
Total Since July 2000	1,909	626	354	2,889

IF A CARRIER MAKES A MISTAKE, IT SHOULD BE THE FIRST TO ADMIT IT WAS WRONG.

Prior to a flight to Trinidad on pre-paid tickets, a couple learned from Air Canada that the carrier had cancelled the scheduled return flight and passengers would instead fly home with British West Indies Airline (BWIA). When the couple checked in for their flight from Trinidad, a BWIA agent declared that the tickets were invalid because Air Canada had failed to endorse them. Forced to buy two one-way BWIA tickets from Trinidad to Toronto, the passengers complained to Air Canada but their request for a refund of the cost of the additional tickets was denied.

The couple complained to the Commissioner, mentioning a separate incident with Air Canada that involved delayed luggage. In conversations with the carrier, the Commissioner's staff explained that the couple should not be penalized for mistakes that were clearly made by the carrier. Air Canada sent the passengers a full refund with letter of apology and a brief explanation of what had gone wrong. In addition, the carrier offered the couple two \$100 travel vouchers and credited each passenger with 5,000 Aeroplan bonus points for their troubles as well as another \$75 travel voucher to compensate for the interest accrued on their credit card. To compensate for the incident involving delayed baggage, Air Canada credited each passenger with another 3,000 Aeroplan points.

7a. Satisfaction - Complaints to Carrier

A breakdown of the level of complainant satisfaction achieved in the resolution of a complaint.

	First Period	Second Period	Third Period	Total
Fully Satisfied	334	753	570	1,657
Not Satisfied	11	47	194	252
Total	345	800	764	1,909

7b. Satisfaction - Complaints to ATCC

	First Period	Second Period	Third Period	Total
Fully Satisfied	44	78	164	286
Partially Satisfied	1	18	76	95
Not Satisfied	19	31	190	240
Unknown	1	18	76	95
Total	65	145	506	716

MANY PASSENGERS COMPLAIN THAT GETTING A CARRIER TO RESPOND TO AND RESOLVE A COMPLAINT IS OFTEN JUST AS STRESSFUL AS THE INCIDENT THAT SPARKED IT.

Due to a misunderstanding, Air Canada overcharged a customer. Attempts by the passenger to obtain a refund of the overcharge were met with several rounds of full-payment promises and partial payment results. Finally, after many months, Air Canada reimbursed all but \$40.36 of the overcharge. Frustrated, the passenger turned to the Commissioner for help. Over the course of several conversations and e-mail exchanges, the Commissioner's office explained to Air Canada that since the carrier had accepted that it had made an error there was no rationale for its refusal to reimburse the full amount. Air Canada conceded and sent the passenger a cheque for the outstanding amount.

8a. Merit - Complaints to Carrier

A breakdown of the Commissioner's assessment of the merit of complaints received.

	First Period	Second Period	Third Period	Total
Complaint Justified	334	788	745	1,867
Complaint Not Justified	11	12	19	42
Total	345	800	764	1,909

8b. Merit - Complaints to ATCC

	First Period	Second Period	Third Period	Total
Justified	52	102	355	509
Partially Justified	0	17	58	75
Not Justified	3	8	26	37
N/A	1	1	3	5
Total	56	128	442	626

A CUSTOMER WHO FOLLOWS DIRECTION GIVEN BY A CARRIER REPRESENTATIVE SHOULD NOT BE FAULTED.

A woman whose luggage went missing during a LACSA flight from Canada reported her loss to carrier personnel on arrival at the airport in Mexico. She was given a Personal Information Report to fill out, which she left with the employee. LACSA subsequently denied her request for compensation on the grounds that she had not submitted her claim in writing on its "official" LACSA lost luggage form.

After nearly a year of unsuccessfully trying to obtain compensation for her lost luggage, the passenger sent her complaint to the Commissioner. The Commissioner's Office convinced LACSA that not using the "official" form in this instance was not sufficient reason to deny compensation to the passenger. LACSA subsequently provided full compensation for the lost luggage.

OTHER FINDINGS

First Period: July - Dec. 2000

Second Period: Jan. - June 2001

Third Period: July - Dec. 2001

1. Complaint Issues - Other Canadian Air Carriers

A breakdown of issues raised in complaints against Canadian carriers other than Air Canada.

	First Period	Second Period	Third Period	Total	Percent
Quality of Service	245	510	202	957	44%
Schedule	105	278	148	531	25%
Safety	49	105	32	186	8%
Baggage	44	79	39	162	7%
Ticket	20	45	49	114	5%
Reservations	14	56	30	100	5%
Denied Boarding	20	23	25	68	3%
Unruly Passenger	3	13	7	23	1%
Charges	10	6	5	21	1%
Fares	4	8	5	17	<1%
Unaccompanied Minors	2	4	5	11	<1%
Cargo	4	0	2	6	<1%
Frequent Flyer Program	0	3	3	6	<1%
Allergies	0	1	1	2	<1%
Smoking	0	1	0	1	<1%
Total	520	1,132	553	2,205	

2. Complaint Issues - Foreign Carriers

A breakdown of issues raised in complaints against foreign carriers licenced by the Canadian Transportation Agency.

	First Period	Second Period	Third Period	Total	Percent
Quality of Service	128	112	55	295	37%
Baggage	63	61	27	151	19%
Schedule	50	58	34	142	18%
Ticket	27	21	22	70	9%
Reservations	8	16	6	30	4%
Denied Boarding	18	19	8	45	6%
Safety	9	11	4	24	3%
Fares	6	3	5	14	2%
Charges	6	2	2	10	1%
Frequent Flyer Program	1	2	1	4	<1%
Unaccompanied Minors	1	0	2	3	<1%
Cargo	2	0	0	2	<1%
Unruly Passenger	0	2	0	2	<1%
Allergies	0	0	1	1	<1%
Smoking	1	0	0	1	<1%
Total	320	307	167	794	

A FLEXIBLE COMPANY HAS SATISFIED CUSTOMERS. IN MOST CASES, A COMPLAINT CAN BE AVOIDED IF FRONTLINE EMPLOYEES ARE GIVEN THE RESPONSIBILITY AND TRAINING TO MAKE REASONED JUDGMENT CALLS AT THE POINT OF FIRST CONTACT.

A passenger who bought a non-refundable ticket for his son sought a credit from Air Canada when his ex-wife refused to let their child travel to the United States to visit him. After the Commissioner pointed out the need for flexibility in exceptional circumstances, Air Canada credited the passenger for the value of the son's unused ticket on the condition that his father used the credit within a year to purchase another ticket.

3. Flight Schedule Issues

A breakdown of complaint issues that involve flight schedules.

	First Period	Second Period	Third Period	Total	Percent
Delay	368	503	177	1,048	56%
Cancellation	192	175	155	522	27%
Revised	104	170	56	330	17%
Total	664	848	388	1,900	

ELECTRONIC TICKETING - AS GOOD AS THIS IS, THERE STILL CAN BE FOUL-UPS.

An employee of a logging camp in British Columbia used a radio-telephone to purchase a Vancouver-Calgary ticket electronically from Air BC, which meant she did not have the usual e-ticket documentation. Arriving at the airport, the passenger was told by Air BC, a regional carrier owned by Air Canada, that there was no record of her e-ticket purchase. The carrier insisted that she buy a full fare ticket. Instead, the passenger chose to stay overnight in Vancouver and travel with WestJet, which offered a considerably less expensive fare. Since the problem arose from an error in Air Canada's system, the passenger asked Air Canada to void the charge for her lost e-ticket and compensate her for the WestJet fare. Air Canada agreed to the first demand but refused her request for compensation.

Following the intervention of the Commissioner's office, Air Canada offered the passenger \$200 in compensation, which she refused. Air BC then interceded and agreed to issue a travel voucher for \$330.77 to cover the cost of the WestJet ticket as well as the hotel room. The passenger, who travels frequently on this route, happily accepted.

4. Baggage Issues

A breakdown of complaint issues that involve baggage handling.

	First Period	Second Period	Third Period	Total	Percent
Delayed	206	214	76	496	50%
Lost	117	104	51	272	27%
Damaged	49	70	34	153	15%
Excess	17	24	4	45	4%
Liability	10	8	4	22	2%
Size Limits	6	9	6	21	2%
Total	405	429	175	1,009	

WHILE THE LOSS OR DELAY OF BAGGAGE CAN CAUSE A HIGH DEGREE OF STRESS AND INCONVENIENCE, MOST BAGGAGE COMPLAINTS FOCUS ON THE ATTITUDE OF MANY CARRIERS DURING THE RELOCATION OR REPLACEMENT PROCESS.

A Montreal couple arrived in Cuba for a one-week vacation to discover that their carrier, Air Transat, had left behind a piece of luggage in Canada. The carrier delivered the missing suitcase five days later. The couple complained that their vacation had been spoiled because they lacked the proper clothing and sought a \$1,000 refund for miscellaneous expenses as well as compensation. Initially, Air Transat offered \$184.60 cash for the delayed luggage. Following an intervention by the Commissioner's staff, the carrier offered the couple a second cheque for \$448.61 CAD as well as two \$50 travel vouchers, a total settlement of \$733.21.

NEEDED: DID AIR CANADA HAVE THE RIGHT TO CLOSE DOWN AN INACTIVE AEROPLAN?

A passenger discovered while booking a ticket that Air Canada had closed her Aeroplan account because she had not used it for three years. Only after the Commissioner intervened was the account re-opened and the passenger reimbursed her points.

5. Aeroplan Issues

A breakdown of complaint issues that involve Air Canada's frequent flyer program, Aeroplan.

	First Period	Second Period	Third Period	Total	Percent
Points Redemption	39	79	31	149	34%
Reservations	22	77	7	106	25%
Space Available	19	21	5	45	11%
Other	42	64	21	127	30%
Total	122	241	64	427	

CANCELLATIONS OF FLIGHTS ARE SOMETIMES UNAVOIDABLE. STILL, PASSENGERS SHOULD NOT HAVE TO PAY THE PRICE FOR A TICKET THEY CANNOT USE - ESPECIALLY IF A CARRIER CANCELS A FLIGHT.

A Toronto woman who purchased a ticket on an Air Transat flight to Fort Myers, Florida was told three days before the trip that the departure would be delayed six hours. Two days later, her travel agent advised her that the flight had been cancelled altogether. The passenger caught a Canada 3000 flight instead. When she approached Air Transat for a refund of the original ticket, the carrier refused. After an intervention by the Commissioner's office, the carrier refunded the full amount to the passenger and added a \$50 travel voucher as a gesture of goodwill.

6. Remedies

A breakdown of the types of remedies sought by complainants.

	First Period	Second Period	Third Period	Total
Compensation	489	597	259	1,345
Explanation	451	615	237	1,303
Refund	149	296	285	730
Apology	221	289	143	653
Points/Voucher	92	125	73	290
Policy Change - Carrier	14	95	72	181
Regulatory Change	16	14	10	40
Total	1,432	2,031	1,079	4,542

ONE NEGATIVE INCIDENT CAN LAY THE GROUNDWORK FOR A LIFELONG AVERSION - CARRIERS MUST JUDGE COMPLAINTS ON AN INDIVIDUAL BASIS

During a brief stopover, a passenger asked the Northwest Airline's flight attendant if he could leave his hat, briefcase and jacket on the aircraft while he disembarked to stretch his legs. According to the passenger, the attendant replied, "Sure, there is no problem". When the passenger returned to the aircraft, all of three items were missing and presumed stolen.

The passenger's claim for compensation was refused by Northwest on the grounds that the carrier has no liability for carry-on baggage. Asked to intervene on his behalf, the Commissioner's office called the carrier to point out that its staff had tacitly agreed to keep an eye on the passenger's belongings by telling him that he could leave them on board the aircraft without problem. Northwest subsequently decided to credit the passenger with 10,000 Bonus miles on his frequent flyer account.

7. Complaints by Province or Territory

A breakdown of complaints received by province or territory.

	First Period	Second Period	Third Period	Total
Alberta	149	208	148	505
British Columbia	159	292	193	644
Manitoba	39	50	49	138
New Brunswick	17	23	14	54
Newfoundland	26	27	25	78
Northwest Territories	2	5	3	10
Nova Scotia	27	52	37	116
Nunavut	1	2	3	6
Ontario	576	740	499	1,815
Prince Edward Island	6	1	3	10
Quebec	82	84	90	256
Saskatchewan	15	31	24	70
Yukon	1	9	8	18
United States	49	34	36	119
International (except U.S.)	16	22	28	65
Unknown	0	0	7	7
Total	1,165	1,580	1,167	3,912

8a. Complaints Received by Month

Complaints received between July 5, 2000 and Dec. 31, 2001, by month
 Note: Does not include complaints received before July 5, 2000

	To Carrier	ATCC	Others	Number Rec'd
July 00	106	44	11	161
August 00	218	108	51	377
September 00	103	76	19	198
October 00	100	50	14	164
November 00	79	60	13	152
December 00	51	51	11	113
January 01	176	99	35	310
February 01	141	82	26	249
March 01	137	94	31	262
April 01	189	97	29	315
May 01	149	92	14	255
June 01	112	66	11	189
July 01	133	57	8	198
August 01	143	57	25	225
September 01	108	31	21	160
October 01	132	38	29	199
November 01	150	35	24	209
December 01	140	20	16	176
TOTAL	2,367	1,157	388	3,912

8b. Complaints Closed by Month

Complaints closed between July 5, 2000 and Dec. 31, 2001, by month

Note: Does not include complaints received before July 5, 2000.

	To Carrier	ATCC	Others	Number Closed
July 00	1	2	3	6
August 00	1	2	1	4
September 00	16	6	7	29
October 00	114	12	46	172
November 00	115	15	16	146
December 00	98	19	15	132
January 01	81	19	35	135
February 01	50	13	27	90
March 01	175	28	27	230
April 01	144	23	18	185
May 01	147	15	16	178
June 01	203	30	14	247
July 01	85	51	19	155
August 01	102	14	13	129
September 01	165	73	23	261
October 01	95	86	15	196
November 01	177	134	23	334
December 01	140	84	36	260
TOTAL	1,909	626	354	2,889

8c. Complaints - Total Activity

Cumulative total of complaint activity from July 5, 2000 to Dec. 31, 2001
 Note: Does not include complaints received before July 5, 2000.

	Opened				Closed				Active @ Month End
	To Carrier	ATCC	Other	Total	To Carrier	ATCC	Other	Total	
July 00	106	44	11	161	1	2	3	6	155
Aug. 00	218	108	51	377	1	2	1	4	528
Sept. 00	103	76	19	198	16	6	7	29	697
Oct. 00	100	50	14	164	114	12	46	172	689
Nov. 00	79	60	13	152	115	15	16	146	695
Dec. 00	51	51	11	113	98	19	15	132	676
Jan. 01	176	99	35	310	81	19	35	135	851
Feb. 01	141	82	26	249	50	13	27	90	1,010
March 01	137	94	31	262	175	28	27	230	1,042
April 01	189	97	29	315	144	23	18	185	1,172
May 01	149	92	14	255	147	15	16	178	1,249
June 01	112	66	11	189	203	30	14	247	1,191
July 01	133	57	8	198	85	51	19	155	1,234
Aug. 01	143	57	25	225	102	14	13	129	1,330
Sept. 01	108	31	21	160	165	73	23	261	1,229
Oct. 01	132	38	29	199	95	86	15	196	1,232
Nov. 01	150	35	24	209	177	134	23	334	1,107
Dec. 01	140	20	16	176	140	84	36	260	1,023
Total	2,367	1,157	388	3,912	1,909	626	354	2,889	1,023

Active by Level	To Carrier	ATCC	Other	Total Active Complaints
	458	531	34	1,023

9. Master Chart

A breakdown of all complaints in all categories.

	Allergies			Baggage			Cargo			Charges			Denied boarding			Fares			Frequent Flyer Program			Quality of Service			
	P1	P2	P3	P1	P2	P3	P1	P2	P3	P1	P2	P3	P1	P2	P3	P1	P2	P3	P1	P2	P3	P1	P2	P3	
Aeroflot - Russian Airlines	0	0	0	0	0	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	1	2
Aerolineas Argentinas	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Agences d'Affrètement	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Air Afrique	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Air Canada	2	2	5	284	268	101	20	18	6	9	12	11	68	121	35	75	67	31	119	232	59	1181	1243	391	
Air Canada Regional	0	0	0	12	20	7	0	1	0	0	1	0	5	14	2	0	1	3	0	1	0	43	68	21	
Air China	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	
Air France	0	0	0	4	4	4	0	0	0	1	0	0	2	2	2	0	0	0	0	0	0	9	5	7	
Air Georgian	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	
Air Inuit	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	
Air New Zealand	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	
Air Nova	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	
Air Pacific	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	3	
Air Transat A.T.	0	0	1	21	26	16	3	0	1	1	4	2	6	5	6	1	0	1	0	0	3	93	238	80	
Alaska Airlines	0	0	0	1	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	2	0	
Alitalia	0	0	0	6	6	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	8	8	1	
Alta Flights (Charters)	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	
America West Airlines	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	
American Airlines	0	0	0	7	2	2	0	0	0	0	0	0	3	2	2	0	0	0	0	0	0	11	9	7	
Ansett Worldwide	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	
Aviation Skyservice	0	0	0	4	2	3	0	0	0	0	0	0	3	2	2	0	1	0	0	0	0	19	9	9	
Bearskin Lake Air Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Biman Bangladesh Airlines	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Bradley Air Services	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	
British Airways Plc	0	0	0	1	1	1	0	0	0	1	0	0	1	0	0	2	0	0	0	0	1	8	11	3	
British Midland Airways	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	
BWIA International Airways	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
BWIA West Indies Airways	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Calm Air International	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Canada 3000 Airlines	0	0	0	13	28	19	1	0	1	7	0	3	8	10	16	1	3	3	0	1	0	80	135	108	
Canadian Regional Airlines	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	
CanJet	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	
Capital City Air	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0	
Cathay Pacific Airways	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
Central Mountain Air	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	3	0	
China Airlines	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	
China Southern Airlines	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	
Continental Airlines	0	0	0	1	7	1	0	0	0	0	0	0	0	1	1	0	0	1	0	0	0	3	11	2	
Corse Air International	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Cubana	0	0	0	0	3	0	0	0	0	0	0	0	2	1	0	1	0	0	0	0	0	3	0	1	
Czech Airlines	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2	2	0	

Reservations			Safety			Schedule			Smoking		Ticket			Unknown		Unaccompanied minors			Unreasonable Terms + Conditions	Unruly passenger			Total
P1	P2	P3	P1	P2	P3	P1	P2	P3	P1	P2	P1	P2	P3	P2	P3	P1	P2	P3	P3	P1	P2	P3	
0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	
0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	5	
0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	4	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
87	178	35	38	82	35	478	484	193	0	0	110	178	95	1	1	9	5	7	1	9	10	5	6401
2	7	3	0	6	0	29	28	13	0	0	0	11	3	0	0	0	2	0	0	0	0	303	
0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	
0	0	1	0	0	1	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	46	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	
7	19	12	25	61	17	41	137	43	0	0	7	6	14	0	0	0	2	1	0	0	4	3	907
0	1	0	0	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	9	
0	1	0	1	0	0	3	8	2	0	0	2	0	0	0	0	0	0	0	0	0	0	48	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
1	0	0	0	0	0	21	6	5	0	0	2	1	3	0	0	0	0	0	0	0	0	84	
0	0	0	0	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	
1	1	0	2	12	1	11	5	7	0	1	0	0	6	0	0	1	0	0	0	0	3	1	106
0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	
0	0	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	
1	1	0	0	0	0	0	3	4	0	0	1	1	0	0	0	0	0	0	0	0	0	41	
0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	7	
0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	3	
0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	
3	12	18	12	13	12	30	68	94	0	0	8	16	27	0	0	0	0	4	0	1	6	1	762
0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
0	3	0	0	1	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	17	
0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	5	
0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	
0	1	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	10	
0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	4	
0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
0	2	0	1	3	0	2	5	2	0	0	0	0	0	0	0	0	0	0	0	0	2	45	
0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	
0	1	0	0	0	0	1	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	16	
0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	8	

9. Master Chart (continued)

	Allergies			Baggage			Cargo			Charges			Denied boarding			Fares			Frequent Flyer Program			Quality of Service		
	P1	P2	P3	P1	P2	P3	P1	P2	P3	P1	P2	P3	P1	P2	P3	P1	P2	P3	P1	P2	P3	P1	P2	P3
Delta Air Lines	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	4	1	0	
EgyptAir	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
El Al Israel Airlines	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Emirates Airlines	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	
Finnair OYJ	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	
Flugfélagid Atlanta H	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Guyana Airways	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Horizon Air Industries	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Iberia	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Iran Air	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	
Japan Airlines Company	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	
KLM Airlines	0	0	0	3	5	3	0	0	0	1	0	0	2	2	0	1	1	2	0	0	0	6	5	5
Korean Air Lines Co.	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	2	1	0	
LACSA	0	0	0	12	3	2	0	0	0	0	1	0	2	0	0	0	0	0	0	0	19	3	1	
Lufthansa	0	0	0	5	2	0	0	0	0	0	0	0	0	1	0	0	1	0	1	0	9	8	0	
Malaysian Airlines	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
Martinair Holland N.V.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
Mesa Airlines	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Mexicana	0	0	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	1	0	
Northwest Airlines	0	0	1	2	3	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	3	
Olympic Airways	0	0	0	1	3	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3	2	0	
Pakistan International	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	2	
Provincial Airlines	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	
Régionnair	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Royal Air Maroc	0	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	
Royal Aviation	0	1	0	3	14	0	0	0	0	1	2	0	2	5	1	1	3	1	0	2	0	48	105	5
Royal Jordanian	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	
SABENA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Sata Internacional	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Saudi Arabian Airlines	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Sky West Airlines	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
Swissair	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TACA International	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	
Thai Airways	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Transavia Airlines C.V.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TWA Airlines	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	
United Air Lines	0	0	0	2	5	5	0	0	0	0	1	0	0	1	2	0	0	0	0	2	3	12	6	
US Airways	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	4	3	0	
Virgin Atlantic Airways	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	3	
WestJet Airlines	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	1	4	0	
Multiple Air Carriers	0	0	0	0	2	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	1	6	0	
No Specific Carrier Identified	0	0	0	2	1	1	0	1	0	0	2	2	0	0	1	1	2	2	2	3	1	5	5	4
Total	2	3	7	405	429	175	26	20	8	25	23	20	111	177	71	86	81	45	122	241	64	1602	1938	672

Reservations			Safety			Schedule			Smoking		Ticket			Unknown		Unaccompanied minors			Unreasonable Terms + Conditions	Unruly passenger			Total
P1	P2	P3	P1	P2	P3	P1	P2	P3	P1	P2	P1	P2	P3	P2	P3	P1	P2	P3	P3	P1	P2	P3	
0	0	0	0	0	0	2	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	11	
0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	4	
0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
0	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	4	
0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	6	
2	2	0	0	1	1	1	1	1	0	0	1	2	2	0	0	0	0	0	0	0	0	50	
1	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0	12	
0	0	0	0	0	0	0	1	0	0	0	0	3	0	0	0	0	0	0	0	0	0	47	
1	0	0	2	0	0	2	1	0	0	0	1	3	0	0	0	0	0	0	0	0	0	37	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
0	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	4	
0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
0	1	0	1	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	14	
0	0	0	0	0	0	2	1	0	0	0	1	0	3	0	0	0	0	0	0	0	0	20	
1	1	0	0	0	0	2	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	17	
1	0	1	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	12	
0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	
0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
0	0	0	0	2	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11	
3	18	0	9	16	0	22	57	1	0	0	4	15	1	0	0	1	2	0	0	0	0	343	
0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	
0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	10	
0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3	
0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
0	1	0	1	0	0	1	13	4	0	0	0	3	2	0	0	0	0	0	0	0	0	64	
0	0	0	0	0	0	3	3	0	0	0	2	1	1	0	0	0	0	0	0	0	0	19	
0	0	0	0	0	0	0	0	1	0	0	0	0	3	0	0	0	0	0	0	0	0	8	
0	1	0	0	0	2	0	1	3	0	0	0	5	1	0	0	0	0	0	0	2	0	25	
0	2	0	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	16	
1	4	3	5	10	8	2	0	4	0	0	0	5	3	0	2	0	0	1	0	0	1	84	
112	261	77	101	214	79	664	848	388	1	1	157	260	170	1	3	12	11	14	1	12	26	12	6353