



U.S. Department
of Transportation



Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division



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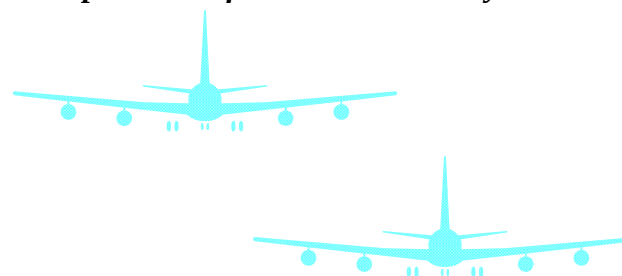
Flight Delays*	November 2004 12 Months Ending November 2004
Mishandled Baggage*	November 2004
Oversales*	3rd Quarter 2004 January - September 2004
Consumer Complaints** (Includes Disability and Discrimination Complaints)	November 2004

* Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov/>

**Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

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INTRODUCTION

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings (OAEP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into five sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, and Customer Service Reports to the Transportation Security Administration). The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division. The section that deals with customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the first week of each month. The report is available via the Internet at <http://airconsumer.ost.dot.gov/>



FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 18 U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, plus 1 other carrier that reports voluntarily.

The rule requires carriers to currently report on operations to and from the 31 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 19 reporting air carriers, 11 carriers (America West, American, Independence Air—formerly Atlantic Coast, Continental, Delta, ExpressJet, Hawaiian, JetBlue, Northwest, United, and US Airways) use ACARS exclusively; 4 carriers (AirTran, Atlantic Southeast, Comair, and Southwest) record arrival times manually; and 4 carriers (Alaska, American Eagle, ATA, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 31 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 31 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system.

Table 9 displays airline flight delay causation data by categories and Table 10 provides an overall graphic representation of that data.

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/>. Airline Service Quality Performance data is available for purchase as a CD product from the BTS Product Distribution Center. It can be purchased by calling 202-366-DATA (3282). The Department cannot respond to inquiries about the performance of individual flights.

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights has a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

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AIR TRAVEL CONSUMER REPORT

TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY CARRIER

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	71.5	13	93.4
JETBLUE AIRWAYS S/	12	86.8	27	87.5
NORTHWEST AIRLINES S/	31	84.5	112	84.2
UNITED AIRLINES S/	30	83.3	78	83.5
SKYWEST AIRLINES S/	13	82.7	119	82.4
ATA AIRLINES S/	19	81.0	26	82.1
INDEPENDENCE AIR * S/	12	78.1	61	81.5
SOUTHWEST AIRLINES S/	16	82.1	60	81.0
AMERICAN AIRLINES S/	30	80.5	81	80.9
COMAIR S/	24	79.7	111	80.1
US AIRWAYS S/	26	78.8	62	78.7
CONTINENTAL AIRLINES S/	30	77.5	76	77.8
AIRTRAN AIRWAYS S/	19	76.8	41	77.6
DELTA AIR LINES S/	31	76.8	99	76.6
AMERICA WEST AIRLINES S/	27	75.3	52	75.0
AMERICAN EAGLE AIRLINES S/	23	75.2	104	74.4
EXPRESSJET AIRLINES S/	23	71.1	109	74.3
ALASKA AIRLINES S/	14	72.2	45	70.1
ATLANTIC SOUTHEAST AIRLINES S/	14	68.2	109	68.1
TOTAL		79.1		79.1

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by Hawaiian Airlines (voluntary) effective November 2003. Reporting by Comair effective January 2004. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

* Formerly Atlantic Coast Airlines

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TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME AND CARRIER RANK, BY MONTH, QUARTER, AND DATABASE TO DATE

CARRIER	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		SEP-04		OCT-04		NOV-04		12 MONTHS ENDING NOV 2004		DATABASE TO DATE SEP 1987- NOV 2004	
	10-12 2004		01-03 2004		04-06 2004		07-09 2004											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	78.8	(13)	75.0	(15)	79.4	(8)	78.3	(10)	76.6	(19)	81.3	(10)	77.6	(13)	77.4	(11)	--	(--)
ALASKA	76.5	(15)	75.5	(14)	80.8	(5)	78.2	(11)	78.8	(16)	78.9	(15)	70.1	(18)	77.3	(12)	76.4	(8)
AMERICA WEST	81.8	(6)	74.3	(16)	76.7	(14)	77.8	(15)	82.2	(13)	76.7	(18)	75.0	(15)	76.5	(15)	78.6	(5)
AMERICAN	80.0	(11)	74.3	(17)	76.9	(13)	77.8	(14)	86.0	(6)	82.1	(8)	80.9	(9)	76.9	(14)	79.2	(3)
AMERICAN EAGLE	74.9	(17)	70.9	(18)	71.3	(19)	76.0	(18)	84.5	(10)	78.2	(17)	74.4	(16)	73.1	(18)	75.4	(10)
ATA	80.2	(10)	76.1	(13)	81.9	(4)	80.6	(6)	88.6	(3)	86.6	(4)	82.1	(6)	80.1	(6)	--	(--)
INDEPENDENCE *	75.5	(16)	70.6	(19)	73.7	(18)	76.8	(17)	82.5	(12)	79.1	(14)	81.5	(7)	74.3	(17)	--	(--)
ATLANTIC SOUTHEAST	82.0	(5)	81.0	(5)	77.3	(12)	77.6	(16)	77.8	(17)	71.5	(19)	68.1	(19)	77.1	(13)	--	(--)
COMAIR	--	(--)	78.1	(9)	79.6	(7)	78.1	(12)	82.0	(14)	78.2	(16)	80.1	(10)	--	(--)	--	(--)
CONTINENTAL	81.1	(9)	79.9	(6)	74.3	(16)	81.1	(4)	85.9	(7)	87.7	(2)	77.8	(12)	79.0	(9)	78.9	(4)
DELTA	81.3	(8)	77.2	(11)	75.5	(15)	75.3	(19)	77.0	(18)	79.5	(13)	76.6	(14)	76.3	(16)	77.8	(7)
EXPRESSJET	78.4	(14)	78.6	(8)	74.3	(17)	79.9	(8)	86.3	(5)	84.2	(5)	74.3	(17)	77.5	(10)	--	(--)
HAWAIIAN	--	(--)	89.5	(1)	95.1	(1)	96.4	(1)	96.7	(1)	95.3	(1)	93.4	(1)	93.4	(1)	--	(--)
JETBLUE	86.7	(1)	83.8	(2)	84.3	(3)	79.1	(9)	83.8	(11)	86.8	(3)	87.5	(2)	83.1	(3)	--	(--)
NORTHWEST	81.4	(7)	76.8	(12)	78.5	(11)	81.1	(5)	85.4	(9)	81.8	(9)	84.2	(3)	79.3	(8)	80.0	(2)
SKYWEST	82.8	(4)	79.7	(7)	85.3	(2)	86.5	(2)	88.8	(2)	84.0	(6)	82.4	(5)	83.2	(2)	--	(--)
SOUTHWEST	85.2	(2)	83.2	(3)	78.9	(9)	79.9	(7)	85.4	(8)	80.0	(12)	81.0	(8)	80.9	(4)	82.6	(1)
UNITED	78.8	(12)	78.0	(10)	78.6	(10)	81.7	(3)	87.9	(4)	83.9	(7)	83.5	(4)	79.8	(7)	76.3	(9)
US AIRWAYS	83.3	(3)	82.5	(4)	80.7	(6)	78.1	(13)	81.6	(15)	80.9	(11)	78.7	(11)	80.1	(5)	78.6	(6)
Total	80.8		77.9		77.9		79.3		83.9		81.0		79.1		78.5		78.8	

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* Formerly Atlantic Coast Airlines

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TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	625	73.9	1415	76.3	553	85.2	144	81.9	H/		776	82.3	626	82.4	13131	82.1
AS	H/		29	65.5	H/		H/		H/		89	82.0	179	73.2	H/	
B6	H/		447	89.3	H/		H/		H/		H/		89	82.0	H/	
CO	374	61.5	542	80.3	261	80.5	1	100.0	H/		358	84.4	303	76.2	309	74.8
DH	269	65.4	420	75.5	H/		230	81.7	84	86.9	H/		H/		H/	
DL	17137	70.6	1541	80.5	445	76.2	224	76.3	4462	86.1	988	85.9	560	77.9	1559	74.9
EV	8076	63.5	H/		30	76.7	59	78.0	499	68.5	88	77.3	111	73.0	3095	77.6
FL	4928	72.3	539	84.6	959	87.0	H/		H/		149	79.2	63	79.4	385	83.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	148	58.1	178	75.3	147	61.2	H/		H/		118	61.0	346	72.8	262	62.6
MQ	85	58.8	1729	78.5	193	75.1	269	71.4	348	69.0	838	80.0	H/		6658	72.9
NW	458	64.2	434	78.1	322	85.7	148	87.8	34	94.1	543	82.9	351	81.2	309	72.2
OH	1300	62.2	909	86.8	90	83.3	172	78.5	11087	80.9	451	88.7	H/		38	76.3
OO	H/		H/		H/		H/		H/		H/		2628	84.9	540	75.0
RU	196	60.2	16	75.0	147	65.3	395	74.9	237	67.1	236	69.9	30	90.0	165	76.4
TZ	H/		79	74.7	H/		107	88.8	H/		111	89.2	107	78.5	184	63.6
UA	318	65.4	806	79.9	413	82.3	235	82.6	51	80.4	411	87.1	6453	86.5	491	77.0
US	292	52.7	1663	79.0	347	80.1	7220	83.9	H/		2573	84.8	255	79.2	372	71.2
WN	H/		H/		4682	86.4	H/		H/		H/		H/		H/	
TOTAL	34206	68.3	10747	80.0	8589	84.1	9204	82.8	16802	81.5	7729	83.4	12101	84.1	27498	78.0

* See Appendix at the end of this section for list of airport and carrier codes.

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TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*																
	DTW		EWR		FLL		IAH		JFK		LAS		LAX		LGA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	369	80.2	697	70.6	779	80.7	437	76.7	1099	83.5	736	78.1	2625	81.6	1868	71.7
AS	H/		59	72.9	H/		H/		H/		369	66.1	713	79.0	H/	
B6	H/		H/		727	85.7	H/		2708	86.4	170	87.1	H/		208	76.9
CO	190	87.9	4618	74.4	411	83.7	6871	79.9	25	88.0	448	71.7	539	77.9	343	63.6
DH	181	77.3	384	69.3	H/		H/		389	85.3	H/		H/		H/	
DL	293	72.4	576	69.4	949	82.7	288	67.0	1235	81.2	687	75.1	1165	78.8	1932	80.8
EV	57	61.4	H/		H/		121	65.3	21	71.4	H/		H/		H/	
FL	H/		148	69.6	423	81.3	H/		H/		113	74.3	114	71.1	410	71.5
HA	H/		H/		H/		H/		H/		30	90.0	90	76.7	H/	
HP	177	68.4	177	61.6	67	70.1	179	53.1	293	65.9	2903	77.4	727	77.9	H/	
MQ	107	45.8	280	66.4	H/		88	58.0	375	75.7	H/		1835	90.6	1502	72.5
NW	9315	86.1	403	70.2	184	81.0	358	78.5	118	85.6	448	78.8	556	84.5	555	73.0
OH	298	76.8	48	56.2	64	87.5	53	60.4	1170	77.4	H/		H/		1289	77.5
OO	H/		H/		H/		919	76.7	H/		175	73.1	3933	89.9	H/	
RU	227	74.9	4657	70.9	H/		6580	70.4	29	79.3	H/		H/		134	78.4
TZ	H/		104	70.2	90	84.4	H/		H/		141	77.3	199	76.9	274	76.6
UA	237	82.7	466	77.3	238	79.8	326	69.6	347	82.7	1017	78.4	2911	87.0	590	77.8
US	100	75.0	335	64.2	755	77.6	201	62.7	H/		304	64.8	296	64.5	1432	80.3
WN	423	85.1	H/		1091	86.2	158	75.9	H/		5642	78.6	3294	83.6	H/	
TOTAL	11974	84.1	12952	71.8	5778	82.5	16579	74.6	7809	82.3	13183	77.2	18997	84.5	10537	75.8

* See Appendix at the end of this section for list of airport and carrier codes.

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TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	957	85.3	132	87.1	3352	86.5	397	79.6	7320	75.8	207	79.7	596	76.2	408	77.0
AS	60	61.7	H/		30	83.3	H/		120	58.3	1089	76.2	H/		298	56.4
B6	406	89.9	H/		H/		H/		H/		H/		H/		30	93.3
CO	496	84.9	112	84.8	317	85.5	154	83.8	428	68.0	103	69.9	175	60.0	358	77.9
DH	481	87.9	H/		H/		H/		320	59.4	H/		H/		H/	
DL	1316	83.5	148	79.7	350	74.9	350	81.1	542	64.2	264	87.1	606	70.6	319	81.2
EV	H/		H/		H/		H/		H/		H/		H/		120	70.8
FL	843	84.8	234	78.6	115	74.8	148	80.4	H/		H/		479	72.7	H/	
HA	H/		H/		H/		H/		H/		49	57.1	H/		30	83.3
HP	90	68.9	H/		60	75.0	191	72.8	267	65.9	182	73.1	178	71.9	5353	79.0
MQ	24	95.8	80	62.5	268	74.3	83	74.7	6744	72.4	H/		128	73.4	H/	
NW	566	83.4	335	82.1	192	82.3	8963	88.8	603	74.5	149	85.2	426	75.8	361	77.0
OH	390	80.8	77	90.9	60	75.0	179	84.9	158	67.7	H/		120	81.7	H/	
OO	H/		H/		H/		H/		2057	74.7	640	75.6	H/		391	83.9
RU	26	100.0	123	79.7	8	100.0	215	70.7	216	70.8	H/		132	66.7	25	56.0
TZ	194	81.4	1997	82.4	50	92.0	152	86.8	H/		H/		104	85.6	123	72.4
UA	627	85.3	H/		180	76.1	529	83.2	9365	81.4	686	86.0	600	79.3	563	78.3
US	909	78.4	H/		291	85.6	153	73.2	537	66.1	H/		6688	74.4	229	69.4
WN	2284	88.3	4031	82.8	H/		H/		H/		977	77.7	1196	80.9	5332	78.8
TOTAL	9669	84.8	7269	82.4	5273	84.1	11514	86.8	28677	75.8	4346	78.6	11428	75.0	13940	78.2

* See Appendix at the end of this section for list of airport and carrier codes.

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AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*														
	PIT		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	116	88.8	581	80.6	520	81.7	984	86.1	204	82.8	1477	86.7	588	85.2
AS	H/		340	73.5	3857	71.7	381	73.2	H/		H/		H/	
B6	H/		59	88.1	30	83.3	H/		60	93.3	H/		244	92.6
CO	32	78.1	238	75.2	319	79.9	363	79.3	88	80.7	48	77.1	378	83.1
DH	238	83.2	H/		H/		H/		H/		1	100.0	426	87.1
DL	208	63.9	466	81.5	493	82.6	600	81.5	2711	87.7	227	81.1	964	78.6
EV	59	59.3	H/		H/		H/		78	80.8	H/		300	91.3
FL	177	81.4	H/		H/		52	61.5	H/		H/		444	81.1
HA	H/		30	80.0	53	52.8	30	73.3	H/		H/		H/	
HP	30	70.0	328	75.0	296	74.7	413	74.8	111	82.9	88	63.6	90	62.2
MQ	208	79.8	891	90.1	H/		168	73.8	H/		205	68.3	H/	
NW	174	88.5	178	82.0	329	83.6	269	78.4	90	76.7	375	78.7	319	80.3
OH	261	84.7	H/		H/		30	90.0	388	92.5	329	81.2	30	76.7
OO	H/		669	89.2	370	80.3	2807	76.6	6101	84.7	28	82.1	H/	
RU	279	77.8	H/		H/		H/		48	68.8	325	76.3	H/	
TZ	79	87.3	H/		117	90.6	223	81.6	H/		H/		H/	
UA	237	84.4	672	87.9	846	84.9	3529	86.7	266	81.2	234	90.6	358	85.2
US	2445	83.6	151	72.2	148	69.6	292	78.8	H/		110	77.3	690	79.6
WN	H/		2453	80.5	1033	78.8	H/		1082	79.7	1727	82.8	1783	85.2
TOTAL	4543	82.1	7056	82.5	8411	76.6	10141	81.4	11227	84.9	5174	82.3	6614	83.3

* See Appendix at the end of this section for list of airport and carrier codes.

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AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	83.2	78.8	85.0	88.3	88.1	100.0	85.3	84.8	100.0	85.2	68.6	83.7	85.7	93.1	89.5	J/	65.9	95.1
700 - 759 AM	84.3	90.5	96.0	91.5	89.4	86.9	90.9	85.2	88.2	85.0	86.3	89.6	89.5	90.3	93.8	90.5	94.9	92.8
800 - 859 AM	76.6	87.9	93.8	83.9	91.1	87.6	90.8	81.9	90.3	88.8	88.5	72.0	92.2	88.6	94.2	89.1	96.6	93.2
900 - 959 AM	77.0	87.5	93.5	83.6	88.9	92.0	87.5	83.1	88.7	91.8	91.1	80.9	94.0	85.4	89.6	87.0	94.4	91.7
1000 - 1059 AM	76.0	86.3	94.4	81.4	90.0	86.3	83.4	79.9	89.1	88.9	90.5	78.3	88.1	83.7	86.5	85.0	91.3	90.4
1100 - 1159 AM	78.6	86.9	90.4	87.3	85.7	85.8	85.3	80.1	84.0	82.5	90.0	77.5	93.7	80.3	84.4	81.6	90.8	84.7
1200 - 1259 PM	76.8	86.0	89.4	82.3	85.2	86.3	84.3	79.9	89.7	82.6	85.0	79.3	88.0	79.3	85.0	79.6	87.5	86.7
100 - 159 PM	77.7	85.0	87.4	87.6	81.1	86.3	85.4	79.0	90.5	85.0	82.9	73.2	85.7	76.2	84.7	77.8	87.5	85.7
200 - 259 PM	72.8	83.1	90.3	83.6	84.7	86.5	85.5	76.6	87.7	74.5	83.7	75.0	84.8	76.5	85.9	77.9	84.7	89.4
300 - 359 PM	65.2	78.4	86.8	88.0	79.9	82.6	76.0	79.7	84.8	72.2	77.0	74.8	82.6	73.0	86.1	77.3	85.1	82.0
400 - 459 PM	50.0	78.4	83.5	83.0	76.8	84.8	82.8	78.0	85.0	68.7	81.9	73.3	76.7	72.3	83.8	78.2	87.5	75.9
500 - 559 PM	61.0	78.0	79.1	78.0	80.0	84.8	84.7	75.1	77.8	69.1	87.0	72.6	78.8	73.7	83.6	70.8	82.4	81.2
600 - 659 PM	61.3	76.5	78.7	78.1	72.8	81.6	83.8	73.9	79.9	57.1	75.4	72.3	77.9	76.2	81.8	61.9	75.2	73.9
700 - 759 PM	61.4	72.8	78.0	76.3	75.1	77.6	82.2	72.6	78.5	46.5	79.7	71.8	77.5	68.9	83.3	65.7	81.1	72.0
800 - 859 PM	56.9	73.1	75.1	76.9	76.6	79.2	79.8	74.2	76.8	53.4	79.9	65.8	80.3	72.7	78.8	62.7	82.7	74.4
900 - 959 PM	56.0	74.0	78.4	75.7	76.1	75.1	80.5	78.1	78.0	66.4	73.5	71.4	77.3	74.8	79.7	70.7	83.5	71.7
1000 - 1059 PM	64.2	69.8	74.4	74.0	73.4	79.7	78.3	73.6	78.3	68.0	74.2	72.8	79.3	69.5	72.8	68.7	77.9	82.6
1100 - 559 AM	72.7	77.1	75.6	80.9	84.7	70.5	75.8	73.5	80.0	69.2	77.5	70.6	82.1	75.1	83.0	71.2	75.2	79.8
TOTAL, ALL ARRIVALS, BY AIRPORT	68.3	80.0	84.1	82.8	81.5	83.4	84.1	78.0	84.1	71.8	82.5	74.6	82.3	77.2	84.5	75.8	84.8	82.4

* See Appendix at the end of this section for list of airport codes.

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AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*														
<u>SCHEDULED ARRIVAL TIME</u>	<u>MIA</u>	<u>MSP</u>	<u>ORD</u>	<u>PDX</u>	<u>PHL</u>	<u>PHX</u>	<u>PIT</u>	<u>SAN</u>	<u>SEA</u>	<u>SFO</u>	<u>SLC</u>	<u>STL</u>	<u>TPA</u>	<u>TOTAL</u>
600 - 659 AM	76.7	88.8	88.6	J/	85.8	J/	93.2	93.3	72.7	87.8	70.0	J/	95.0	85.3
700 - 759 AM	J/	91.8	89.3	75.6	86.3	88.0	89.6	92.9	72.5	89.4	88.6	93.8	J/	88.7
800 - 859 AM	93.8	90.4	86.5	83.6	80.9	91.1	88.7	90.7	83.6	88.0	87.0	91.3	94.3	85.0
900 - 959 AM	93.4	87.8	83.0	89.5	78.6	84.3	88.1	84.8	86.3	79.3	90.0	94.3	92.9	85.9
1000 - 1059 AM	90.9	88.2	84.8	83.9	85.8	77.5	89.6	86.5	83.5	78.5	87.5	91.1	91.4	84.6
1100 - 1159 AM	85.2	86.4	82.0	84.6	84.4	82.7	81.1	87.9	86.0	75.1	85.5	78.2	89.3	83.5
1200 - 1259 PM	85.6	91.2	82.2	83.1	80.1	86.7	84.0	82.8	80.5	74.5	82.1	90.0	88.8	82.9
100 - 159 PM	85.1	88.8	75.9	82.7	78.6	81.9	89.5	86.0	77.4	79.7	82.8	85.8	86.9	81.5
200 - 259 PM	87.7	87.5	74.1	71.8	77.2	79.0	84.4	78.6	77.1	83.9	85.4	79.6	89.7	80.4
300 - 359 PM	79.6	86.2	71.3	86.9	74.7	76.5	84.0	84.4	80.3	80.7	85.6	83.6	85.0	78.8
400 - 459 PM	82.3	81.7	67.2	82.5	70.9	76.0	84.7	81.9	77.7	81.2	81.4	81.9	79.8	74.7
500 - 559 PM	81.2	88.0	66.8	67.9	70.5	75.1	83.0	80.3	76.3	83.5	84.7	79.9	84.2	76.8
600 - 659 PM	73.1	82.8	64.6	81.9	69.4	77.4	77.6	79.0	70.4	82.5	81.2	81.7	78.2	73.2
700 - 759 PM	79.2	86.2	64.2	76.8	67.0	71.8	76.4	80.7	71.6	81.6	84.2	72.5	81.7	73.2
800 - 859 PM	74.3	86.4	65.9	81.2	67.1	71.5	66.7	75.9	67.9	83.7	82.2	70.5	73.3	71.3
900 - 959 PM	80.2	79.8	68.2	72.1	67.5	75.4	74.7	78.5	71.0	83.1	83.5	74.1	77.4	74.3
1000 - 1059 PM	76.4	79.0	69.5	74.9	72.6	74.1	80.1	76.5	73.9	86.6	79.3	74.5	72.8	73.0
1100 - 559 AM	80.3	78.9	86.4	63.3	75.8	72.3	68.4	81.6	69.6	81.8	84.5	81.9	69.4	76.5
TOTAL, ALL ARRIVALS, BY AIRPORT	84.1	86.8	75.8	78.7	75.0	78.2	82.1	82.5	76.6	81.4	84.9	82.3	83.3	79.1

* See Appendix at the end of this section for list of airport codes.

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AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	92.2	94.4	94.1	96.9	91.8	95.0	94.8	93.6	94.1	96.0	96.9	91.9	93.4	96.1	95.7	96.2	91.5	93.8
700 - 759 AM	90.7	90.0	93.4	89.9	88.5	95.1	92.8	90.2	92.5	94.2	95.6	93.4	93.8	93.1	92.1	93.8	95.3	93.0
800 - 859 AM	87.0	87.8	94.1	88.6	92.5	91.3	91.6	85.7	90.9	91.7	94.5	86.3	95.0	92.1	92.3	91.9	93.9	96.0
900 - 959 AM	77.6	87.2	93.1	81.0	92.1	90.6	93.3	83.2	91.3	91.7	91.4	87.3	91.2	87.0	90.3	90.8	94.7	89.0
1000 - 1059 AM	79.1	90.4	88.3	86.4	87.5	88.8	86.9	85.0	89.1	89.0	93.2	86.6	92.7	80.7	84.6	90.4	91.5	89.3
1100 - 1159 AM	76.0	87.2	89.8	89.4	81.7	90.2	83.9	79.4	86.5	88.6	87.2	81.5	90.7	77.2	83.4	88.4	90.2	86.7
1200 - 1259 PM	76.2	87.9	85.9	85.5	88.5	89.0	82.8	78.9	87.1	87.3	87.3	87.8	91.1	78.2	82.8	88.4	90.9	83.2
100 - 159 PM	77.0	84.8	80.2	75.6	84.0	87.2	80.1	78.2	85.9	84.4	81.8	86.4	77.9	74.8	84.8	83.4	83.4	80.4
200 - 259 PM	76.8	84.8	85.8	84.1	84.3	88.2	84.4	75.4	84.1	84.7	77.2	76.2	86.0	70.9	82.1	84.6	81.1	80.2
300 - 359 PM	69.0	81.5	80.6	75.0	78.8	82.2	85.9	74.6	82.2	79.1	81.7	77.5	79.6	71.0	84.1	80.5	80.6	81.0
400 - 459 PM	67.3	81.0	72.0	82.3	80.6	82.5	78.4	75.3	77.5	75.0	81.8	86.4	86.6	72.0	83.9	80.2	84.0	73.4
500 - 559 PM	59.9	76.6	79.1	78.8	71.8	84.8	79.9	77.3	87.7	72.4	79.7	76.2	82.7	65.6	81.7	78.0	83.2	71.1
600 - 659 PM	64.2	75.0	76.8	77.7	77.5	86.8	85.2	75.4	70.9	66.9	81.1	78.4	79.5	68.8	85.5	73.9	80.0	57.8
700 - 759 PM	64.6	79.7	77.3	70.4	79.1	84.1	77.1	72.5	80.7	60.5	74.7	78.7	82.2	62.3	83.5	75.6	81.8	68.8
800 - 859 PM	62.0	79.4	78.5	78.3	82.2	85.2	82.1	75.5	83.6	56.3	77.7	79.1	78.5	62.0	80.8	72.7	79.6	69.7
900 - 959 PM	58.7	83.8	69.9	77.6	82.3	77.9	85.3	77.8	85.5	57.1	82.0	78.2	80.8	67.7	81.1	68.8	84.0	71.6
1000 - 1059 PM	60.5	73.1	71.1	81.4	74.2	95.8	J/	85.5	85.1	J/	77.4	81.4	78.7	77.7	90.6	J/	83.3	88.0
1100 - 559 AM	68.4	93.5	96.7	J/	80.8	J/	87.3	94.9	93.3	95.2	100.0	3.3	86.4	79.1	88.1	98.1	100.0	96.6
TOTAL, ALL DEPARTURES, BY AIRPORT	71.6	84.8	84.5	82.8	83.3	87.9	85.3	79.3	86.1	81.6	85.9	82.7	86.3	76.9	86.4	84.7	87.3	81.2

* See Appendix at the end of this section for list of airport codes.

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AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

DEPARTURE AIRPORT*														
<u>SCHEDULED DEPARTURE TIME</u>	<u>MIA</u>	<u>MSP</u>	<u>ORD</u>	<u>PDX</u>	<u>PHL</u>	<u>PHX</u>	<u>PIT</u>	<u>SAN</u>	<u>SEA</u>	<u>SFO</u>	<u>SLC</u>	<u>STL</u>	<u>TPA</u>	<u>TOTAL</u>
600 - 659 AM	94.1	95.0	93.9	94.2	92.9	98.7	94.7	96.1	90.7	92.7	94.4	92.9	95.5	94.2
700 - 759 AM	92.3	94.6	89.7	87.7	86.7	95.7	89.2	93.8	84.4	92.5	90.3	93.6	93.8	92.1
800 - 859 AM	92.7	89.4	89.8	86.4	83.3	91.0	86.8	91.4	87.8	92.6	90.3	92.1	92.9	90.0
900 - 959 AM	91.3	92.2	87.8	87.3	74.7	84.5	91.5	87.2	82.2	91.1	85.0	91.3	93.6	87.4
1000 - 1059 AM	88.5	91.6	85.9	88.1	77.4	80.2	88.5	87.5	74.8	87.7	91.0	88.4	91.3	86.1
1100 - 1159 AM	90.9	91.3	85.7	80.2	84.5	76.7	86.6	82.2	73.7	80.6	86.7	95.4	89.5	83.4
1200 - 1259 PM	87.2	87.7	85.8	75.2	79.8	81.3	84.6	83.4	78.5	76.9	81.9	82.6	85.6	83.3
100 - 159 PM	88.6	90.3	83.4	75.2	80.3	78.9	84.6	79.1	77.7	82.6	85.1	87.8	84.5	82.5
200 - 259 PM	73.0	86.4	74.7	74.6	69.8	78.3	90.8	77.6	66.3	81.1	86.4	85.4	83.5	79.6
300 - 359 PM	79.5	86.6	74.0	79.1	65.8	74.4	80.9	80.7	75.2	81.2	89.6	76.4	84.9	78.2
400 - 459 PM	81.7	80.0	70.8	87.5	75.3	71.3	80.9	82.5	68.5	87.0	84.6	74.7	74.9	77.6
500 - 559 PM	78.7	84.7	68.1	69.0	62.3	74.9	80.8	80.5	67.5	79.1	78.9	75.6	78.2	74.4
600 - 659 PM	84.5	86.6	66.9	71.2	63.1	63.4	76.7	76.7	64.0	86.4	84.1	80.1	81.8	75.3
700 - 759 PM	79.2	88.9	67.7	78.9	66.2	72.5	79.3	78.2	61.3	85.7	76.3	76.7	78.0	74.1
800 - 859 PM	81.6	78.0	65.2	70.6	66.4	71.7	78.3	78.9	61.6	86.4	88.1	54.8	81.7	74.0
900 - 959 PM	100.0	89.3	66.5	90.0	64.5	66.6	J/	84.3	66.3	95.2	82.5	79.2	84.9	74.4
1000 - 1059 PM	J/	94.2	70.0	92.9	65.4	76.0	97.1	91.3	79.8	92.5	87.4	81.1	J/	78.3
1100 - 559 AM	82.8	93.3	90.0	87.6	100.0	91.4	92.7	98.4	81.4	93.7	91.3	90.0	85.6	83.9
TOTAL, ALL DEPARTURES, BY AIRPORT	85.9	89.2	78.2	81.7	74.3	78.5	85.1	85.1	76.7	86.5	87.0	84.1	86.3	81.8

* See Appendix at the end of this section for list of airport codes.

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS // ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER*	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF AVERAGE	MIN LATE MEDIAN
EV	4710	FNT-ATL	1905	30	96.67	76	64
RU	3337	IAH-PSP	1750	29	86.21	44	28
EV	4616	IAD-ATL	1500	30	83.33	47	28
DL	768	MEM-ATL	1356	30	83.33	36	27
RU	3257	ROC-EWR	1745	23	82.61	72	59
RU	2011	CVG-EWR	1728	25	80.00	76	38
OH	5369	ROC-ATL	1726	30	80.00	51	39
HP	302	LAX-JFK	1215	30	80.00	23	20

* See Appendix at the end of this section for list of carrier codes.

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AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ALASKA	435	5	1.1
EXPRESSJET	1,142	12	1.1
ATLANTIC SOUTHEAST	816	8	1.0
COMAIR	1,095	6	0.5
AMERICA WEST	542	2	0.4
INDEPENDENCE *	622	2	0.3
US AIRWAYS	1,271	4	0.3
CONTINENTAL	875	2	0.2
AIRTRAN	472	1	0.2
DELTA	1,931	3	0.2
SOUTHWEST	2,900	4	0.1
NORTHWEST	1,429	1	0.1
UNITED	1,469	1	0.1
AMERICAN	1,907	1	0.1
AMERICAN EAGLE	1,430	0	0.0
SKYWEST	1,363	0	0.0
JETBLUE	258	0	0.0
ATA	196	0	0.0
HAWAIIAN	125	0	0.0
TOTAL	20,278	52	0.3

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* Formerly Atlantic Coast Airlines

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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	66.9	81.0	251	252
AGUADILLA PR (BQN)	88.3	100.0	60	60
AKRON/CANTON OH (CAK)	76.5	76.5	801	801
ALBANY NY (ALB)	78.6	85.5	1,494	1,494
ALBUQUERQUE NM (ABQ)	79.8	83.6	2,897	2,899
ALLENTOWN PA (ABE)	78.5	80.0	498	511
AMARILLO TX (AMA)	68.9	78.0	646	656
ANCHORAGE AK (ANC)	55.8	68.5	1,427	1,426
ASHEVILLE NC (AVL)	62.8	70.2	261	235
ATLANTA GA (ATL)	68.3	71.6	34,206	34,422
AUSTIN TX (AUS)	75.6	81.1	3,339	3,342
BAKERSFIELD CA (BFL)	87.9	89.3	298	298
BALTIMORE MD (BWI)	84.1	84.5	8,589	8,572
BANGOR ME (BGR)	81.0	86.5	394	394
BARROW AK (BRW)	71.4	53.1	49	49
BATON ROUGE LA (BTR)	73.3	78.3	703	706
BEAUMONT/PORT ARTHUR TX (BPT)	78.8	82.4	255	255
BETHEL AK (BET)	52.2	39.1	92	92
BILLINGS MT (BIL)	84.0	92.0	388	388
BINGHAMTON NY (BGM)	86.5	87.6	89	89
BIRMINGHAM AL (BHM)	79.0	84.2	1,826	1,825
BISMARCK ND (BIS)	84.3	93.4	198	198
BLOOMINGTON IL (BMI)	74.5	78.5	235	237
BOISE ID (BOI)	74.6	80.6	1,251	1,255
BOSTON MA (BOS)	80.0	84.8	10,747	10,741
BOZEMAN MT (BZN)	90.3	94.3	383	385
BRISTOL TN (TRI)	73.3	73.6	326	326
BROWNSVILLE TX (BRO)	69.1	82.4	136	136
BUFFALO NY (BUF)	77.6	83.7	2,396	2,377
BURBANK CA (BUR)	77.8	79.4	2,129	2,129
BURLINGTON VT (BTV)	80.4	86.0	664	664
CEDAR RAPIDS/IOWA CTY IA (CID)	80.2	84.2	525	526
CHAMPAIGN IL (CMI)	72.4	83.4	294	295
CHARLESTON SC (CHS)	83.0	84.1	1,344	1,346
CHARLESTON WV (CRW)	77.4	81.0	531	531
CHARLOTTE NC (CLT)	82.8	82.8	9,204	9,198
CHATTANOOGA TN (CHA)	70.3	76.6	397	397
CHICAGO IL (MDW)	82.4	81.2	7,269	7,263
CHICAGO IL (ORD)	75.8	78.2	28,677	28,677
CINCINNATI OH (CVG)	81.5	83.3	16,802	16,745
CLEVELAND OH (CLE)	81.4	87.2	7,591	7,589
COLLEGE STATION TX (CLL)	73.7	84.3	331	331
COLORADO SPRINGS CO (COS)	78.2	85.1	1,220	1,223

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	78.8	78.7	1,114	1,133
COLUMBUS OH (CMH)	80.7	87.4	3,356	3,357
CORDOVA AK (CDV)	63.8	72.4	58	58
CORPUS CHRISTI TX (CRP)	73.1	78.5	691	699
DALLAS/FT. WORTH TX (DAL)	78.6	76.3	3,497	3,498
DALLAS/FT. WORTH TX (DFW)	78.0	79.3	27,498	27,532
DAYTON OH (DAY)	77.9	83.4	1,487	1,489
DAYTONA BEACH FL (DAB)	62.3	67.9	308	308
DEADHORSE AK (SCC)	48.0	60.0	25	25
DENVER CO (DEN)	84.1	85.3	12,101	12,104
DES MOINES IA (DSM)	75.4	81.4	930	932
DETROIT MI (DTW)	84.1	86.1	11,974	11,965
DILLINGHAM AK (DLG)	38.5	61.5	13	13
DUBUQUE IA (DBQ)	70.0	82.0	110	111
DULUTH MN (DLH)	89.0	93.9	82	82
DURANGO CO (DRO)	80.6	96.8	31	31
EAGLE CO (EGE)	71.4	42.9	7	7
EL PASO TX (ELP)	78.1	82.3	1,656	1,655
ERIE PA (ERI)	87.8	92.2	90	90
EUGENE OR (EUG)	76.7	77.4	463	468
EVANSVILLE IN (EVV)	73.1	77.9	409	407
FAIRBANKS AK (FAI)	60.0	68.5	365	365
FARGO ND (FAR)	81.4	88.2	306	306
FAYETTEVILLE AR (XNA)	73.7	76.9	1,269	1,252
FAYETTEVILLE NC (FAY)	70.3	66.2	145	145
FLINT MI (FNT)	81.1	85.9	610	610
FRESNO CA (FAT)	82.0	81.8	1,084	1,091
FT. LAUDERDALE FL (FLL)	82.5	85.9	5,778	5,776
FT. MYERS FL (RSW)	83.5	87.9	1,958	1,954
FT. SMITH AR (FSM)	61.5	72.8	169	169
FT. WAYNE IN (FWA)	77.0	80.5	522	522
GRAND FORKS ND (GFK)	95.0	93.3	60	60
GRAND RAPIDS MI (GRR)	79.5	84.6	1,374	1,364
GREAT FALLS MT (GTF)	90.6	93.3	330	330
GREEN BAY WI (GRB)	81.8	86.8	521	521
GREENSBORO/HIGH PT. NC (GSO)	80.4	83.7	1,713	1,713
GREENVILLE/SPARTBG. SC (GSP)	78.8	81.0	1,450	1,451
GULFPORT/BILOXI MS (GPT)	70.3	78.2	546	546
HARLINGEN TX (HRL)	71.0	79.7	462	462
HARRISBURG PA (MDT)	78.8	82.1	676	677
HARTFORD CT/SPGFLD MA (BDL)	83.2	89.6	2,992	2,995
HELENA MT (HLN)	91.3	95.2	206	207
HILO HAWAII HI (ITO)	96.6	96.1	206	206

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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HONOLULU OAHU HI (HNL)	91.3	94.4	2,954	2,953
HOUSTON TX (HOU)	75.6	72.1	4,669	4,645
HOUSTON TX (IAH)	74.6	82.7	16,579	16,563
HUNTSVILLE/DECATUR AL (HSV)	79.2	81.2	1,232	1,232
INDIANAPOLIS IN (IND)	82.3	87.2	3,527	3,527
INDIO/PALM SPRINGS CA (PSP)	81.2	85.3	1,095	1,092
ISLIP/LONG IS. NY (ISP)	83.0	87.5	961	944
JACKSON WY (JAC)	81.3	86.1	208	209
JACKSON/VICKSBURG MS (JAN)	75.6	80.9	1,008	1,007
JACKSONVILLE FL (JAX)	81.3	82.7	2,489	2,480
JUNEAU AK (JNU)	74.1	74.7	293	293
KAHULUI (OGG)	91.6	93.4	1,057	1,056
KALAMAZOO MI (AZO)	78.6	83.5	426	425
KALISPELL MT (FCA)	88.8	95.2	269	270
KANSAS CITY MO (MCI)	79.1	81.2	4,550	4,560
KETCHIKAN AK (KTN)	68.2	76.1	176	176
KEY WEST FL (EYW)	69.0	52.8	58	53
KING SALMON AK (AKN)	73.7	68.4	19	19
KNOXVILLE TN (TYS)	77.7	82.0	1,239	1,257
KODIAK AK (ADQ)	70.7	62.1	58	58
KONA HAWAII HI (KOA)	93.6	96.3	486	486
KOTZEBUE AK (OTZ)	55.2	50.6	87	87
LA CROSSE WI (LSE)	75.9	87.9	116	116
LAFAYETTE LA (LFT)	70.8	78.6	332	332
LANSING MI (LAN)	83.3	86.0	634	634
LAREDO TX (LRD)	67.1	81.0	210	210
LAS VEGAS NV (LAS)	77.2	76.9	13,183	13,193
LAWTON OK (LAW)	88.1	92.1	177	177
LEXINGTON/FRKFT KY (LEX)	75.8	79.9	778	778
LIHUE KAUAI HI (LIH)	94.9	96.3	567	567
LINCOLN NE (LNK)	82.7	83.3	150	150
LITTLE ROCK AR (LIT)	72.2	78.3	1,438	1,437
LONG BEACH CA (LGB)	84.2	90.8	885	885
LONGVIEW TX (GGG)	75.3	88.8	89	89
LOS ANGELES CA (LAX)	84.5	86.4	18,997	18,993
LOUISVILLE KY (SDF)	76.9	82.3	1,956	1,955
LUBBOCK TX (LBB)	68.9	78.8	769	769
MADISON WI (MSN)	82.0	86.6	763	763
MANCHESTER NH (MHT)	81.6	88.0	2,201	2,200
MARQUETTE MI (MQT)	73.3	83.7	86	86
MEDFORD OR (MFR)	82.1	80.4	386	387
MELBOURNE FL (MLB)	71.4	76.5	217	217
MEMPHIS TN (MEM)	78.6	81.6	4,188	4,187

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIAMI FL (MIA)	84.1	85.9	5,273	5,273
MIDLAND/ODESSA TX (MAF)	69.1	78.9	635	635
MILWAUKEE WI (MKE)	76.5	85.6	1,782	1,781
MINNEAPLS/ST.P MN (MSP)	86.8	89.2	11,514	11,505
MINOT ND (MOT)	94.4	97.8	89	89
MISSION/MCALLEN TX (MFE)	68.1	85.7	251	251
MISSOULA MT (MSO)	84.8	92.4	369	370
MOBILE AL./PASCAGOULA MS (MOB)	75.6	71.6	356	394
MOLINE IL (MLI)	79.6	84.1	358	358
MONROE LA (MLU)	79.9	81.9	269	271
MONTEREY CA (MRJ)	88.0	84.8	576	578
MONTROSE CO (MTJ)	84.7	85.5	144	145
MYRTLE BEACH SC (MYR)	78.6	82.0	602	604
NAPLES FL (APF)	71.4	77.1	49	48
NASHVILLE TN (BNA)	81.0	83.0	4,957	4,960
NEW ORLEANS LA (MSY)	79.2	83.0	4,402	4,393
NEW YORK NY (JFK)	82.3	86.3	7,809	7,801
NEW YORK NY (LGA)	75.8	84.7	10,537	10,530
NEWARK NJ (EWR)	71.8	81.6	12,952	12,949
NEWBURGH NY (SWF)	69.6	78.8	382	382
NOME AK (OME)	51.7	46.0	87	87
NORFOLK/VA. BEACH VA (ORF)	78.0	84.3	1,950	1,944
OKLAHOMA CITY OK (OKC)	74.3	81.2	1,741	1,741
OMAHA NE (OMA)	81.5	87.2	1,884	1,866
ONTARIO CA (ONT)	80.9	83.8	2,943	2,925
ORANGE COUNTY CA (SNA)	84.7	84.0	3,929	3,927
ORLANDO FL (MCO)	84.8	87.3	9,669	9,671
PASCO WA (PSC)	82.4	85.5	330	331
PENSACOLA FL (PNS)	73.2	77.7	582	583
PEORIA IL (PIA)	68.9	78.7	395	394
PETERSBURG AK (PSG)	69.0	70.7	58	58
PHILADELPHIA PA (PHL)	75.0	74.3	11,428	11,431
PHOENIX AZ (PHX)	78.2	78.5	13,940	13,942
PITTSBURGH PA (PIT)	82.1	85.1	4,543	4,541
PORTLAND ME (PWM)	81.2	84.6	778	778
PORTLAND OR (PDX)	78.6	81.7	4,346	4,338
PROVIDENCE RI (PVD)	80.7	85.3	2,735	2,737
RALEIGH/DURHAM NC (RDU)	79.9	83.4	5,519	5,517
RAPID CITY SD (RAP)	86.5	92.9	296	296
RENO NV (RNO)	78.9	79.5	2,416	2,420
RICHMOND VA (RIC)	79.0	83.9	1,463	1,462
ROANOKE VA (ROA)	77.3	74.8	282	262
ROCHESTER MN (RST)	83.7	90.0	239	240

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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ROCHESTER NY (ROC)	80.0	81.8	1,630	1,630
SACRAMENTO CA (SMF)	80.8	79.2	3,912	3,912
SAGINAW MI (MBS)	82.8	88.8	320	321
SALT LAKE CITY UT (SLC)	84.9	87.0	11,227	11,236
SAN ANGELO TX (SJT)	65.0	78.3	217	221
SAN ANTONIO TX (SAT)	74.0	80.4	3,007	2,986
SAN DIEGO CA (SAN)	82.5	85.1	7,056	7,058
SAN FRANCISCO CA (OAK)	83.6	82.2	5,814	5,813
SAN FRANCISCO CA (SFO)	81.4	86.5	10,141	10,126
SAN JOSE CA (SJC)	82.7	82.1	5,008	5,009
SAN JUAN PR (SJU)	82.7	89.5	2,062	2,059
SAN LUIS OBISPO CA (SBP)	87.9	86.4	438	442
SANTA BARBARA CA (SBA)	90.4	90.0	1,034	1,032
SARASOTA/BRAD. FL (SRQ)	79.2	83.6	451	451
SAVANNAH GA (SAV)	79.3	82.1	1,133	1,131
SCRANTON/WILKES-BARRE PA (AVP)	74.3	77.7	241	242
SEATTLE WA (SEA)	76.6	76.7	8,411	8,419
SHREVEPORT LA (SHV)	69.2	76.1	733	733
SIOUX FALLS SD (FSD)	85.5	87.6	476	476
SITKA AK (SIT)	72.7	85.2	88	88
SOUTH BEND IN (SBN)	70.8	74.6	329	311
SPOKANE WA (GEG)	76.3	82.5	1,168	1,170
SPRINGFIELD MO (SGF)	72.3	78.9	625	625
ST. CROIX VI (STX)	88.2	85.3	34	34
ST. LOUIS MO (STL)	82.3	84.1	5,174	5,177
ST. THOMAS VI (STT)	80.2	92.2	283	283
SYRACUSE NY (SYR)	77.5	84.9	1,248	1,248
TALLAHASSEE FL (TLH)	77.0	77.2	404	381
TAMPA FL (TPA)	83.3	86.3	6,614	6,600
TEXARKANA AR (TXK)	71.0	79.0	162	162
TOLEDO OH (TOL)	75.3	79.5	430	430
TRAVERSE CITY MI (TVC)	80.6	81.8	191	192
TUCSON AZ (TUS)	74.9	84.4	1,516	1,516
TULSA OK (TUL)	74.3	81.5	1,695	1,694
TYLER TX (TYR)	79.5	85.3	312	312
VALPARAISO FL (VPS)	67.2	77.2	549	549
WACO TX (ACT)	80.2	86.7	278	279
WASHINGTON DC (IAD)	80.6	80.7	13,376	13,374
WASHINGTON DC (DCA)	83.4	87.9	7,729	7,730
WEST PALM BEACH FL (PBI)	82.1	87.9	2,328	2,326
WHITE PLAINS NY (HPN)	80.5	83.2	662	665
WICHITA FALLS TX (SPS)	83.0	89.8	176	177
WICHITA KS (ICT)	74.1	79.8	904	905

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WILMINGTON NC (ILM)	71.0	76.3	255	236
WRANGELL AK (WRG)	67.2	70.7	58	58
YAKUTAT AK (YAK)	63.8	70.7	58	58

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TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS
BY CARRIER

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	23	23,084	862	3.7	104	40,839	1,568	3.8
ATLANTIC SOUTHEAST	13	12,902	401	3.1	108	24,163	764	3.2
SKYWEST	13	21,212	484	2.3	119	39,864	1,077	2.7
ALASKA	14	7,614	117	1.5	45	12,949	284	2.2
AMERICA WEST	27	13,399	194	1.4	52	16,101	246	1.5
EXPRESSJET	23	14,442	248	1.7	109	30,346	455	1.5
COMAIR	24	18,998	231	1.2	111	32,440	434	1.3
INDEPENDENCE *	12	3,403	57	1.7	62	18,378	190	1.0
US AIRWAYS	26	28,787	262	0.9	62	36,544	335	0.9
DELTA	31	43,603	378	0.9	99	55,940	481	0.9
UNITED	30	34,003	279	0.8	78	43,060	337	0.8
AIRTRAN	19	10,726	66	0.6	41	13,976	96	0.7
AMERICAN	30	43,722	300	0.7	81	55,140	368	0.7
NORTHWEST	31	27,859	167	0.6	112	41,680	231	0.6
SOUTHWEST	16	37,189	141	0.4	60	81,460	430	0.5
HAWAIIAN	7	311	1	0.3	13	3,796	9	0.2
CONTINENTAL	30	19,200	20	0.1	76	24,555	27	0.1
ATA	19	4,436	4	0.1	26	5,508	4	0.1
JETBLUE	12	5,181	1	0.0	27	7,871	1	0.0
Total		370,071	4,213	1.1	Total	584,610	7,337	1.2

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* Formerly Atlantic Coast Airlines

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TABLE 9. CAUSES OF DELAY*, BY CARRIER**

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	55140	44586	80.86%	368	0.67%	88	0.16%	2092	3.79%	687	1.25%	4581	8.31%	51	0.09%	2687	4.87%
AS	12949	9083	70.14%	284	2.19%	50	0.39%	1205	9.31%	47	0.36%	781	6.03%	35	0.27%	1464	11.31%
B6	7871	6884	87.46%	1	0.01%	13	0.17%	263	3.35%	10	0.13%	400	5.08%	31	0.39%	269	3.41%
CO	24555	19101	77.79%	27	0.11%	66	0.27%	785	3.20%	214	0.87%	3294	13.42%	20	0.08%	1047	4.26%
DH	18378	14973	81.47%	190	1.03%	19	0.10%	478	2.60%	15	0.08%	934	5.08%	14	0.08%	1755	9.55%
DL	55940	42834	76.57%	481	0.86%	76	0.14%	2734	4.89%	231	0.41%	6358	11.37%	12	0.02%	3213	5.74%
EV	24163	16453	68.09%	764	3.16%	41	0.17%	1968	8.14%	1404	5.81%	2627	10.87%	15	0.06%	891	3.69%
FL	13976	10843	77.58%	96	0.69%	23	0.16%	425	3.04%	6	0.04%	1335	9.55%	0	0.00%	1249	8.93%
HA	3796	3546	93.41%	9	0.24%	0	0.00%	157	4.12%	5	0.13%	1	0.03%	3	0.07%	76	2.00%
HP	16101	12073	74.98%	246	1.53%	24	0.15%	1165	7.24%	32	0.20%	1541	9.57%	28	0.17%	993	6.17%
MQ	40839	30397	74.43%	1568	3.84%	100	0.24%	2125	5.20%	374	0.92%	3169	7.76%	5	0.01%	3100	7.59%
NW	41680	35100	84.21%	231	0.55%	41	0.10%	2054	4.93%	364	0.87%	3085	7.40%	19	0.05%	785	1.88%
OH	32440	25993	80.13%	434	1.34%	49	0.15%	2817	8.68%	1230	3.79%	1794	5.53%	11	0.04%	111	0.34%
OO	39864	32860	82.43%	1077	2.70%	94	0.24%	3007	7.54%	525	1.32%	1088	2.73%	24	0.06%	1189	2.98%
RU	30346	22548	74.30%	455	1.50%	127	0.42%	1035	3.41%	290	0.96%	3857	12.71%	27	0.09%	2006	6.61%
TZ	5508	4522	82.10%	4	0.07%	2	0.04%	220	4.00%	3	0.06%	528	9.59%	21	0.38%	207	3.76%
UA	43060	35967	83.53%	337	0.78%	44	0.10%	1589	3.69%	89	0.21%	3227	7.49%	0	0.00%	1807	4.20%
US	36544	28767	78.72%	335	0.92%	50	0.14%	2078	5.69%	49	0.13%	2813	7.70%	0	0.00%	2452	6.71%
WN	81460	65993	81.01%	430	0.53%	132	0.16%	3190	3.92%	320	0.39%	2732	3.35%	73	0.09%	8589	10.54%
TOTAL	584610	462523		7337		1039		29387		5895		44147		391		33891	
			79.12%		1.26%		0.18%		5.03%		1.01%		7.55%		0.07%		5.80%

***Causes of Delay:**

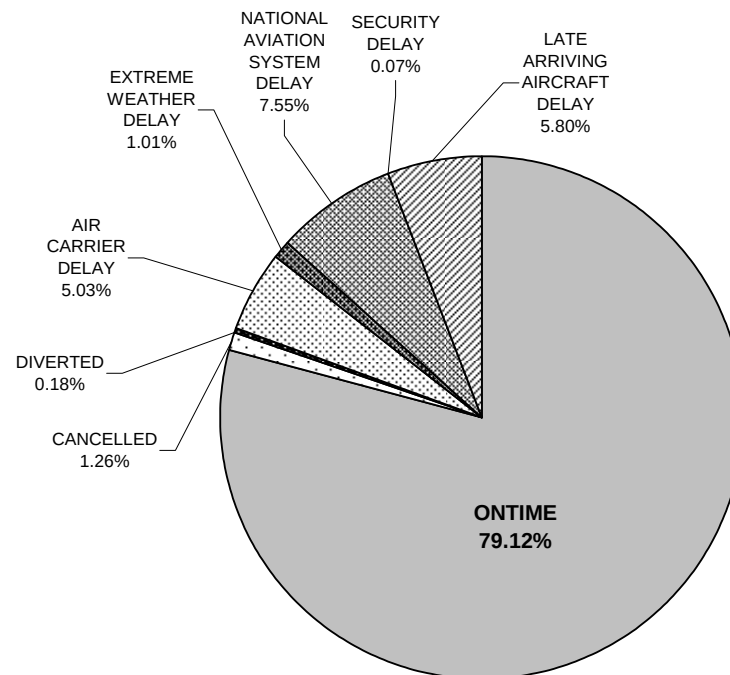
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

****See Appendix at the end of this section for list of carrier codes.**

Note: For additional airline-specific information, visit <http://www.bts.gov>

NOVEMBER 2004
 AIR TRAVEL CONSUMER REPORT
 TABLE 10. OVERALL CAUSES OF DELAY*



***Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

Note: For additional airline-specific information, visit <http://www.bts.gov>

FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 31 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

Airports Covered by the Rule (14 CFR PART 234)

Atlanta: Hartsfield	ATL
Baltimore/Washington: International	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Cincinnati: Greater Cincinnati	CVG
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Pittsburgh: Greater International	PIT
Portland: International	PDX
St. Louis: Lambert	STL
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Reagan National	DCA

Air Carriers Required to Report Data to DOT and to CRS Vendors

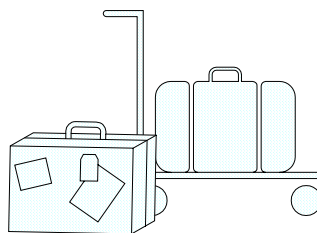
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Independence Air
	(formerly Atlantic Coast Airlines)
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

HA	Hawaiian Airlines
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MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues, plus any other airline that voluntarily submits the data. See 14 CFR Part 234.



NOVEMBER
MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	NOVEMBER 2004			NOVEMBER 2003		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,505	1,148,230	2.18	2,350	1,000,819	2.35
2	JETBLUE AIRWAYS	2,601	1,066,609	2.44	1,785	782,048	2.28
3	HAWAIIAN AIRLINES	1,084	441,357	2.46	1,527	479,683	3.18
4	ALASKA AIRLINES	3,393	1,168,611	2.90	2,793	1,091,415	2.56
5	INDEPENDENCE AIR **	1,532	500,660	3.06	5,515	658,744	8.37
6	ATA AIRLINES	2,134	687,281	3.10	2,032	723,972	2.81
7	UNITED AIRLINES	15,812	4,838,455	3.27	15,667	4,646,265	3.37
8	SOUTHWEST AIRLINES	23,012	6,788,589	3.39	17,479	6,173,754	2.83
9	NORTHWEST AIRLINES	13,359	3,884,965	3.44	10,261	3,509,181	2.92
10	CONTINENTAL AIRLINES	10,373	2,781,366	3.73	7,816	2,657,974	2.94
11	AMERICA WEST AIRLINES	6,725	1,703,119	3.95	4,302	1,551,745	2.77
12	AMERICAN AIRLINES	24,647	6,083,767	4.05	21,576	5,731,709	3.76
13	DELTA AIR LINES	37,124	6,814,516	5.45	19,572	6,427,868	3.04
14	US AIRWAYS	18,580	3,186,095	5.83	7,819	3,101,586	2.52
15	EXPRESSJET AIRLINES	6,845	1,083,632	6.32	4,279	941,853	4.54
16	AMERICAN EAGLE AIRLINES	9,582	1,274,530	7.52	7,891	1,073,145	7.35
17	SKYWEST AIRLINES	10,253	1,201,714	8.53	8,579	1,001,043	8.57
18	COMAIR	10,348	1,139,457	9.08	*	*	*
19	ATLANTIC SOUTHEAST AIRLINES	11,920	949,268	12.56	8,559	773,764	11.06
TOTALS		211,829	46,742,221	4.53	149,802	42,326,568	3.54

For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by Hawaiian (voluntary) effective November 2003. Reporting by Comair effective January 2004. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections of this report.

** Formerly Atlantic Coast Airlines

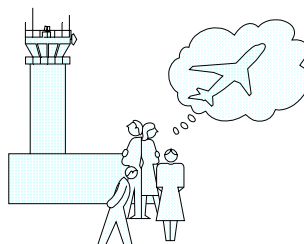
OVERSALES

This section provides data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues *and* operate aircraft with a passenger capacity of more than 60 seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are three exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; and 3) aircraft of smaller capacity is substituted. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include "shuttle" service on which reservations are not offered, nor do they include inbound international service, since the rule does not apply to these flights.



JULY-SEPTEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JULY-SEPTEMBER 2004				JULY-SEPTEMBER 2003			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	HAWAIIAN AIRLINES	833	4	1,458,091	0.03	*	*	*	*
2	JETBLUE AIRWAYS	8	9	3,033,338	0.03	5	0	2,413,505	0.00
3	AIRTRAN AIRWAYS	2,875	16	3,300,618	0.05	3,183	66	3,105,241	0.21
4	SKYWEST AIRLINES	570	1	174,451	0.06	*	*	*	*
5	UNITED AIRLINES	23,963	473	17,716,757	0.27	22,606	850	16,078,649	0.53
6	AMERICAN AIRLINES	12,804	786	21,090,205	0.37	20,545	1,022	21,442,000	0.48
7	AMERICA WEST AIRLINES	8,904	227	5,556,933	0.41	11,097	206	5,412,827	0.38
8	AMERICAN EAGLE AIRLINES	263	23	527,061	0.44	156	11	248,425	0.44
9	NORTHWEST AIRLINES	18,222	593	13,294,734	0.45	20,161	952	12,533,091	0.76
10	US AIRWAYS	15,183	531	10,115,003	0.52	19,483	143	10,027,355	0.14
11	SOUTHWEST AIRLINES	14,568	1,311	21,102,752	0.62	21,439	1,512	19,708,171	0.77
12	DELTA AIR LINES	27,605	1,658	21,171,870	0.78	24,072	2,512	20,871,135	1.20
13	ALASKA AIRLINES	6,224	412	4,299,920	0.96	5,093	361	4,273,840	0.84
14	COMAIR	828	100	675,987	1.48	*	*	*	*
15	CONTINENTAL AIRLINES	12,023	1,433	9,189,561	1.56	11,273	572	9,023,913	0.63
16	ATLANTIC SOUTHEAST AIRLINES	1,248	192	1,002,197	1.92	1,950	490	775,190	6.32
17	ATA AIRLINES	1,048	707	2,684,190	2.63	730	286	2,472,201	1.16
	TOTALS	147,169	8,476	136,393,668	0.62	161,793	8,983	128,385,543	0.70

For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of more than 60 seats. Hawaiian Airlines was ranked in this section for the first time with the 4th quarter 2003. Comair and SkyWest were ranked in this table for the first time with the first quarter 2004. With the exception of Atlantic Coast Airlines and ExpressJet Airlines (both of whose fleets consist of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and " Mishandled Baggage" sections of this report.

JANUARY- SEPTEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JANUARY-SEPTEMBER 2004				JANUARY-SEPTEMBER 2003			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	20	17	8,604,108	0.02	15	0	6,634,042	0.00
2	SKYWEST AIRLINES	987	3	281,742	0.11	*	*	*	*
3	HAWAIIAN AIRLINES	2,420	110	4,269,530	0.26	*	*	*	*
4	AIRTRAN AIRWAYS	18,916	327	9,673,635	0.34	14,776	1,562	8,604,934	1.82
5	AMERICAN EAGLE AIRLINES	1,317	60	1,422,014	0.42	512	33	652,682	0.51
6	AMERICAN AIRLINES	53,264	2,919	62,099,673	0.47	72,913	3,689	61,549,873	0.60
7	UNITED AIRLINES	82,070	2,438	49,158,295	0.50	81,174	2,809	45,594,056	0.62
8	US AIRWAYS	59,216	1,833	29,902,550	0.61	65,374	1,072	29,046,378	0.37
9	AMERICA WEST AIRLINES	28,301	973	15,410,654	0.63	39,570	659	15,387,627	0.43
10	NORTHWEST AIRLINES	60,067	2,710	37,405,443	0.72	64,216	2,731	35,243,951	0.77
11	SOUTHWEST AIRLINES	71,415	6,414	60,921,204	1.05	70,322	6,152	56,324,276	1.09
12	DELTA AIR LINES	102,665	7,207	62,375,866	1.16	83,436	7,996	59,388,126	1.35
13	ALASKA AIRLINES	18,707	1,540	11,508,018	1.34	13,165	745	11,318,695	0.66
14	CONTINENTAL AIRLINES	35,631	4,220	26,657,713	1.58	37,118	2,423	25,768,580	0.94
15	ATA AIRLINES	4,170	1,402	7,846,054	1.79	2,520	683	7,052,084	0.97
16	ATLANTIC SOUTHEAST AIRLINES	3,860	579	2,687,783	2.15	5,659	1,909	2,219,673	8.60
17	COMAIR	3,400	474	1,795,140	2.64	*	*	*	*
	TOTALS	546,426	33,226	392,019,422	0.85	550,770	32,463	364,784,977	0.89

For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of more than 60 seats. Hawaiian Airlines was ranked in this section for the first time with the 4th quarter 2003. Comair and SkyWest were ranked in this table for the first time with the first quarter 2004. With the exception of Atlantic Coast Airlines and ExpressJet Airlines (both of whose fleets consist of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and " Mishandled Baggage" sections of this report.

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

Summary - Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

Complaint Categories - Table 2 ranks the categories of complaints (baggage, refunds, etc.). Beginning with the October 2000 report, “Animals” was added as a new category. A detailed explanation of each category appears at the end of the report.

U.S. Airlines - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Table 4 data is not included in YTD reports).

Companies Other Than U.S. Airlines - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

Airline Rankings - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	NOVEMBER 2004				NOVEMBER 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	323	46	3	41	298	75	1	33
FOREIGN AIRLINES	91	3	0	10	62	6	0	4
TRAVEL AGENTS	13	1	0	1	14	0	0	2
TOUR OPERATORS	3	0	0	0	1	0	0	0
MISCELLANEOUS	1	5	0	29	5	17	0	44
INDUSTRY TOTALS	431	55	3	81	380	98	1	83

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	NOVEMBER 2004			NOVEMBER 2003		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	80		1	74	
DELAYS			35			21
CANCELLATIONS			20			27
MISCONNECTIONS			13			13
BAGGAGE	2	78		3	56	
CUSTOMER SERVICE	3	61		5	46	
REFUNDS	4	57		6	29	
RES/TKTG/BOARDING	5	56		2	58	
FARES	6	31		9	16	
DISABILITY	7	24		4	46	
OVERSALES	8	19		7	25	
OTHER	9	13		8	22	
FREQUENT FLYER			7			20
ADVERTISING	10	7		11	4	
DISCRIMINATION	11	5		10	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		431			380	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

NOVEMBER 2004

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	1	2	2	0	0	1	1	0	0	0	0	0	7
ALASKA AIRLINES	2	0	1	1	1	2	3	0	0	0	0	0	10
AMERICA WEST AIRLINES	2	1	2	1	1	0	1	2	0	0	0	0	10
AMERICAN AIRLINES	11	0	8	2	5	14	7	3	0	1	0	2	53
AMERICAN EAGLE AIRLINES	3	0	1	0	0	0	1	0	0	0	0	0	5
ATA AIRLINES	1	0	0	2	2	3	2	0	0	0	0	0	10
COMAIR	5	2	1	0	0	0	0	0	0	0	0	0	8
CONTINENTAL AIRLINES	3	0	2	3	5	3	6	0	1	0	0	0	23
DELTA AIR LINES	4	0	4	5	6	4	2	5	1	1	0	2	34
FRONTIER AIRLINES	3	0	0	0	2	1	0	0	0	0	0	0	6
MESA AIRLINES	3	0	0	0	0	2	3	0	0	0	0	1	9
NORTHWEST AIRLINES	2	1	5	2	4	1	4	0	1	0	0	2	22
SOUTHWEST AIRLINES	1	0	1	0	0	1	3	3	0	0	0	0	9
UNITED AIRLINES	7	1	5	3	4	3	7	3	0	2	0	2	37
US AIRWAYS	5	1	0	1	2	10	4	2	1	0	0	0	26
OTHER U.S. AIRLINES	21	4	9	1	6	7	2	3	0	1	0	0	54
TOTAL NOVEMBER 2004	74	12	41	21	38	52	46	21	4	5	0	9	323
% OF TOTAL COMPLAINTS	22.9	3.7	12.7	6.5	11.8	16.1	14.2	6.5	1.2	1.5	0.0	2.8	
TOTAL NOVEMBER 2003	59	22	41	11	20	37	39	41	3	4	0	21	298
% OF TOTAL COMPLAINTS	19.8	7.4	13.8	3.7	6.7	12.4	13.1	13.8	1.0	1.3	0.0	7.0	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

Table 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE
NOVEMBER 2004

U.S. AIRLINES*	COMPS RECD IN NOV	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	7	2	28.6	4	57.1	1	14.3	0	0.0
ALASKA AIRLINES	10	6	60.0	0	0.0	2	20.0	2	20.0
AMERICA WEST AIRLINES	10	6	60.0	4	40.0	0	0.0	0	0.0
AMERICAN AIRLINES	53	16	30.2	10	18.9	14	26.4	13	24.5
AMERICAN EAGLE AIRLINES	5	1	20.0	4	80.0	0	0.0	0	0.0
ATA AIRLINES	10	3	30.0	1	10.0	4	40.0	2	20.0
COMAIR	8	5	62.5	1	12.5	1	12.5	1	12.5
CONTINENTAL AIRLINES	23	3	13.0	5	21.7	14	60.9	1	4.3
DELTA AIR LINES	34	12	35.3	7	20.6	7	20.6	8	23.5
FRONTIER AIRLINES	6	2	33.3	2	33.3	0	0.0	2	33.3
MESA AIRLINES	9	5	55.6	2	22.2	1	11.1	1	11.1
NORTHWEST AIRLINES	22	9	40.9	5	22.7	5	22.7	3	13.6
SOUTHWEST AIRLINES	9	2	22.2	3	33.3	3	33.3	1	11.1
UNITED AIRLINES	37	14	37.8	5	13.5	13	35.1	5	13.5
US AIRWAYS	26	9	34.6	3	11.5	8	30.8	6	23.1
OTHER U.S. AIRLINES	54	18	33.3	12	22.2	16	29.6	8	14.8
TOTALS	323	113	35.0	68	21.1	89	27.6	53	16.4
PREVIOUS YEAR'S TOTALS	298	93	31.2	87	29.2	86	28.9	32	10.7

*AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

Table 5

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES*
BY COMPLAINT CATEGORY**

NOVEMBER 2004

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR INDIA	0	0	1	0	1	2	1	0	0	0	0	0	5
AIR JAMAICA	1	0	1	0	1	2	0	0	0	0	0	0	5
ALITALIA AIRLINES	1	0	1	0	0	2	0	1	0	0	0	0	5
BRITISH AIRWAYS	0	0	1	1	2	3	1	0	0	0	0	0	8
KLM	1	2	0	0	0	0	3	0	0	0	0	0	6
LUFTHANSA	0	1	1	1	1	2	3	0	0	0	0	0	9
VIRGIN ATLANTIC	0	0	0	1	1	2	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	3	4	7	5	10	11	4	2	1	0	0	1	48
TOTALS	6	7	12	8	16	24	13	3	1	0	0	1	91
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	3	2	3	1	1	0	2	0	0	1	13
TOTALS	0	0	3	2	3	1	1	0	2	0	0	1	13
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	1	0	0	0	0	2	3
TOTALS	0	0	0	0	0	0	1	0	0	0	0	2	3
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	0	1	0	0	0	0	0	0	1
TOTALS	0	0	0	0	0	1	0	0	0	0	0	0	1

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

TABLE 6

NOVEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	NOVEMBER 2004			NOVEMBER 2003		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HAWAIIAN AIRLINES	0	439,012	0.00	4	466,347	0.86
2	SOUTHWEST AIRLINES	9	6,640,672	0.14	9	6,016,021	0.15
3	ATLANTIC SOUTHEAST AIRLINES	2	956,475	0.21	6	772,104	0.78
4	SKYWEST AIRLINES	3	1,170,307	0.26	5	964,326	0.52
5	EXPRESSJET AIRLINES	3	1,168,252	0.26	4	980,628	0.41
6	JETBLUE AIRWAYS	3	1,045,903	0.29	2	760,035	0.26
7	AIRTRAN AIRWAYS	4	1,119,875	0.36	10	972,850	1.03
8	AMERICAN EAGLE AIRLINES	5	1,259,094	0.40	4	1,031,943	0.39
9	DELTA AIR LINES	34	7,113,644	0.48	39	6,751,739	0.58
10	NORTHWEST AIRLINES	22	4,493,948	0.49	18	4,047,944	0.44
11	AMERICA WEST AIRLINES	10	1,740,110	0.57	11	1,564,644	0.70
12	INDEPENDENCE AIR **	3	500,744	0.60	4	679,051	0.59
13	UNITED AIRLINES	37	5,444,155	0.68	31	5,238,755	0.59
14	CONTINENTAL AIRLINES	23	3,313,595	0.69	20	3,113,306	0.64
15	COMAIR	8	1,133,874	0.71	*	*	*
16	AMERICAN AIRLINES	53	7,263,308	0.73	49	6,788,201	0.72
17	ALASKA AIRLINES	10	1,320,165	0.76	8	1,211,579	0.66
18	US AIRWAYS	26	3,355,942	0.77	37	3,398,878	1.09
19	ATA AIRLINES	10	697,692	1.43	2	750,042	0.27
TOTAL		265	50,176,767	0.53	263	45,508,393	0.58

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections. November 2003 was the first ranking of Hawaiian Airlines (voluntary reporting of flight delay and mishandled baggage data). January 2004 was the first ranking of Comair.

** Formerly Atlantic Coast Airlines

COMPLAINT CATEGORIES

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether or not the airline complied with DOT oversale regulations.

Reservations, Ticketing, Boarding: Airline or travel agent mistakes made in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets; problems boarding the aircraft (except oversales).

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

Baggage: Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

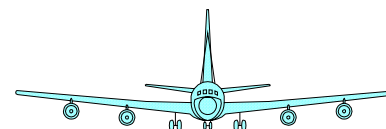
Disability: Civil rights complaints by air travelers with disabilities.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

Discrimination: Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

Animals: Loss, injury or death of an animal during air transport provided by an air carrier.

Other: Frequent flyer, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.



Customer Service Reports to the Department of Homeland Security for the Month of November 2004 as provided by the Transportation Security Administration^a

The Transportation Security Administration protects approximately 50 million airline passengers and screens their 59 million checked bags every month as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of November.^b

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. TSA data represent the entire universe of feedback provided to the TSA Contact Center, which is easily accessible to the traveling public. By contrast, complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report.

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public ^c	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
218	.000436%	652	.001304%	42	.000084%	678	.00136%

In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data for checked baggage claims below includes claims for which TSA and/or the airlines may be liable.

Number of Damage Claims Received			
Checkpoint (TSA)	% of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	% of Total Checked Bags Screened
432	.000732	1368	.00231

NOTES

^a Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the Department of Homeland Security (DHS), through its Transportation Security Administration (TSA), has provided this customer service report on passenger and baggage screening complaints and incidents to the Department of Transportation.

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available Monday through Friday, 8:00 AM to 10:00 PM (EST), and Saturdays, Sundays and Holidays, 10:00 AM to 6:00 PM (EST).

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of November.

Courtesy complaints decreased between October and November due to an internal reclassification of complaints regarding the limited upper-torso pat down procedure. Starting on November 1, all complaints about this procedure are captured in the Screening Procedure category, which includes other complaints about the screening process in addition to those regarding the pat down procedure. Prior to that, some of these complaints were captured in the Courtesy category.