



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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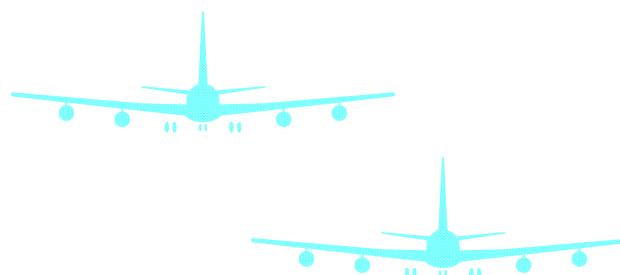
Flight Delays*	December 2003 12 Months Ending December 2003
Mishandled Baggage*	December 2003 January-December 2003
Oversales*	4th Quarter 2003 January-December 2003
Consumer Complaints** (Includes Disability and Discrimination Complaints)	December 2003 January-December 2003

* 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 four sections. 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. 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 16 U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, plus 2 other carriers that report 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 18 reporting air carriers, 11 (America West, American, Atlantic Coast, Continental, Delta, ExpressJet, Hawaiian, JetBlue, Northwest, United and US Airways) use ACARS exclusively; 3 (AirTran, Atlantic Southeast and Southwest) record arrival times manually; and 4 (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

	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER A/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/V/	7	59.0	16	88.3
SOUTHWEST AIRLINES S/	15	83.0	59	83.5
JETBLUE AIRWAYS S/V/	10	81.6	22	81.5
ATLANTIC SOUTHEAST AIRLINES S/	16	79.3	97	79.6
AMERICA WEST AIRLINES S/	27	79.4	50	79.4
US AIRWAYS S/	25	78.2	59	78.5
ATA AIRLINES S/	19	75.3	28	77.1
CONTINENTAL AIRLINES S/	30	76.0	81	76.7
NORTHWEST AIRLINES S/	31	76.0	111	76.1
SKYWEST AIRLINES S/	13	74.6	103	75.4
UNITED AIRLINES S/	30	74.9	81	75.0
DELTA AIR LINES S/	31	74.8	108	74.9
AMERICAN AIRLINES S/	30	73.5	87	74.1
ALASKA AIRLINES S/	14	74.6	46	72.9
EXPRESSJET AIRLINES S/	22	71.6	104	72.6
AIRTRAN AIRWAYS S/	16	70.1	37	70.1
ATLANTIC COAST AIRLINES S/	12	64.2	81	68.5
AMERICAN EAGLE AIRLINES S/	20	68.7	102	68.5
TOTAL		75.4		76.0

- 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 AirTran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest effective January 2003. Reporting by Hawaiian (voluntary) effective November 2003. 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.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		OCT -03		NOV -03		DEC-03		12 MONTHS ENDING DEC 2003		DATABASE TO DATE SEPT 1987-DEC 2003	
	01-03 2003		04-06 2003		07-09 2003		10-12-2003											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	77.3	(12)	81.2	(14)	75.3	(16)	78.8	(13)	84.3	(14)	82.0	(8)	70.1	(16)	78.1	(15)	--	(--)
ALASKA	80.7	(8)	85.4	(7)	81.4	(8)	76.5	(15)	80.6	(17)	75.9	(14)	72.9	(14)	81.0	(10)	76.3	(8)
AMERICA WEST	76.7	(13)	86.5	(4)	83.0	(6)	81.8	(6)	84.2	(15)	82.0	(9)	79.4	(5)	82.0	(8)	78.8	(5)
AMERICAN	84.4	(4)	83.8	(12)	78.6	(12)	80.0	(11)	88.2	(5)	77.2	(12)	74.1	(13)	81.7	(9)	79.3	(3)
AMERICAN EAGLE	77.7	(10)	83.0	(13)	79.0	(11)	74.9	(17)	85.0	(12)	71.1	(18)	68.5	(18)	78.6	(14)	76.2	(9)
ATA	73.4	(15)	83.8	(11)	81.9	(7)	80.2	(10)	88.8	(2)	74.7	(16)	77.1	(7)	80.0	(11)	--	(--)
ATLANTIC COAST	66.6	(17)	78.9	(16)	78.4	(13)	75.5	(16)	84.4	(13)	73.4	(17)	68.5	(17)	74.8	(17)	--	(--)
ATLANTIC SOUTHEAST	73.0	(16)	75.0	(17)	71.5	(17)	82.0	(5)	82.9	(16)	83.6	(7)	79.6	(4)	75.4	(16)	--	(--)
CONTINENTAL	82.1	(5)	85.4	(6)	79.5	(10)	81.1	(9)	88.2	(6)	78.7	(11)	76.7	(8)	82.0	(7)	78.9	(4)
DELTA	82.1	(6)	85.1	(9)	81.0	(9)	81.3	(8)	85.4	(11)	83.6	(6)	74.9	(12)	82.3	(6)	77.9	(7)
EXPRESSJET	77.4	(11)	84.5	(10)	77.7	(14)	78.4	(14)	85.4	(10)	77.2	(13)	72.6	(15)	79.5	(13)	--	(--)
HAWAIIAN	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	93.3	(1)	88.3	(1)	--	(--)	--	(--)
JETBLUE	76.3	(14)	87.5	(3)	86.2	(3)	86.7	(1)	90.4	(1)	88.8	(2)	81.5	(3)	84.3	(3)	--	(--)
NORTHWEST	81.6	(7)	85.2	(8)	83.4	(4)	81.4	(7)	88.2	(4)	79.8	(10)	76.1	(9)	82.9	(5)	80.0	(2)
SKYWEST	86.1	(1)	90.6	(1)	91.2	(1)	82.8	(4)	88.8	(3)	84.4	(5)	75.4	(10)	87.6	(1)	--	(--)
SOUTHWEST	84.7	(3)	88.8	(2)	86.5	(2)	85.2	(2)	86.7	(8)	85.5	(3)	83.5	(2)	86.3	(2)	82.7	(1)
UNITED	85.4	(2)	85.9	(5)	83.3	(5)	78.8	(12)	86.4	(9)	74.7	(15)	75.0	(11)	83.3	(4)	76.1	(10)
US AIRWAYS	78.9	(9)	80.8	(15)	75.8	(15)	83.3	(3)	86.9	(7)	84.6	(4)	78.5	(6)	79.7	(12)	78.6	(6)
Total	81.0		84.7		81.4		80.8		86.4		80.2		76.0		82.0		78.9	

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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*																
	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	699	69.4	1418	66.7	524	77.9	211	80.6	H/		825	73.8	732	77.9	13939	82.7
AS	H/		31	67.7	H/		H/		H/		31	74.2	182	80.2	H/	
B6	6	100.0	H/		H/		H/		H/		H/		31	77.4	H/	
CO	385	63.6	548	68.4	261	83.9	14	71.4	H/		401	83.3	338	81.7	312	76.0
DH	H/		755	71.7	H/		279	77.4	2692	77.1	31	67.7	H/		H/	
DL	16879	75.5	1494	70.3	426	67.8	215	80.5	4567	79.6	951	75.6	524	76.1	1698	82.8
EV	7506	77.2	31	58.1	H/		31	83.9	63	76.2	124	76.6	31	90.3	3919	85.3
FL	4661	71.0	453	66.2	865	69.9	H/		H/		153	83.0	105	54.3	245	67.8
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	152	78.9	214	69.6	155	75.5	H/		H/		91	73.6	332	82.8	298	78.5
MQ	H/		1702	61.8	190	56.8	88	65.9	328	66.2	692	70.2	H/		5860	85.8
NW	384	72.7	460	62.2	351	68.9	212	69.3	55	78.2	590	75.8	392	72.4	406	74.6
OO	H/		H/		H/		H/		H/		H/		2445	75.8	1579	85.2
RU	168	63.7	23	60.9	126	54.8	391	68.8	245	67.8	214	66.8	45	73.3	178	84.3
TZ	H/		99	58.6	H/		105	81.0	H/		107	71.0	119	77.3	135	82.2
UA	394	70.8	783	72.3	474	75.9	233	75.5	92	54.3	366	77.3	7110	85.2	514	78.2
US	200	69.0	1593	73.0	455	76.5	7231	84.9	H/		2054	84.1	273	81.0	286	79.4
WN	H/		H/		4721	84.5	H/		H/		H/		H/		H/	
TOTAL	31434	74.8	9604	68.1	8548	79.0	9010	82.9	8042	77.5	6630	77.8	12659	81.5	29369	83.4

* 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	500	80.0	798	63.0	796	73.9	482	79.5	1221	70.9	770	76.6	2499	75.3	1982	58.5
AS	H/		62	79.0	H/		H/		H/		376	77.7	688	77.5	H/	
B6	H/		H/		578	79.2	H/		2661	81.8	161	84.5	H/		H/	
CO	234	82.1	4811	66.6	436	76.4	7342	84.8	31	71.0	479	75.2	561	79.3	327	64.2
DH	151	72.2	170	70.0	H/		H/		455	73.2	H/		H/		178	70.8
DL	213	76.5	663	59.6	973	71.1	279	72.4	914	68.5	801	76.9	1223	74.4	1885	63.0
EV	62	77.4	H/		H/		93	79.6	156	50.6	1	0.0	H/		H/	
FL	H/		121	61.2	388	71.6	H/		H/		H/		H/		423	56.0
HA	H/		H/		H/		H/		H/		29	89.7	93	49.5	H/	
HP	154	76.6	184	79.9	66	59.1	150	70.0	303	71.3	2432	75.4	672	75.6	H/	
MQ	119	65.5	269	46.8	16	31.2	H/		293	56.3	H/		2048	83.9	1364	56.7
NW	9204	80.8	456	59.9	217	67.7	400	75.8	91	64.8	363	69.7	501	69.3	557	52.2
OO	H/		H/		H/		957	83.8	H/		184	72.3	4169	84.6	H/	
RU	168	61.3	4298	59.9	H/		6327	81.3	28	71.4	H/		H/		150	55.3
TZ	H/		217	56.2	103	76.7	H/		H/		198	84.3	263	76.0	300	54.7
UA	337	79.5	604	70.2	141	75.9	340	71.5	348	78.2	916	73.0	3138	79.9	614	65.8
US	89	80.9	322	68.3	612	72.1	286	78.3	H/		302	65.9	321	65.1	1281	71.3
WN	483	84.1	H/		1068	82.7	156	88.5	H/		5421	81.8	3276	82.5	H/	
TOTAL	11714	80.2	12975	63.5	5394	75.1	16812	82.3	6501	74.4	12433	78.1	19452	79.9	9061	61.2

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

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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	970	78.1	208	76.9	3606	76.7	561	66.3	8576	59.9	217	70.0	656	72.4	545	76.3
AS	62	58.1	H/		31	41.9	H/		31	58.1	1290	77.2	H/		306	78.8
B6	246	78.9	H/		H/		H/		H/		H/		H/		H/	
CO	489	76.7	136	65.4	349	78.2	192	71.4	435	52.9	108	71.3	177	68.9	335	81.8
DH	H/		58	82.8	H/		H/		4142	50.4	H/		363	68.3	H/	
DL	1407	79.0	155	71.6	369	70.5	327	70.0	503	53.9	341	72.7	442	69.0	306	77.5
EV	H/		H/		1	0.0	H/		147	63.9	H/		31	80.6	H/	
FL	767	75.2	245	66.5	122	68.0	152	53.9	H/		H/		485	75.7	H/	
HA	H/		H/		H/		H/		H/		62	62.9	H/		31	71.0
HP	93	79.6	H/		92	80.4	143	74.1	241	54.4	152	77.6	184	76.6	5507	86.0
MQ	16	87.5	H/		28	50.0	H/		6780	54.7	H/		251	57.0	H/	
NW	535	74.0	337	73.6	217	77.0	9467	79.5	622	55.0	181	63.5	405	67.2	367	62.1
OO	H/		H/		H/		93	58.1	205	51.7	594	76.4	H/		557	78.1
RU	H/		127	75.6	4	75.0	213	67.6	175	54.3	H/		113	65.5	28	53.6
TZ	233	79.0	2386	80.0	71	74.6	158	76.6	H/		H/		97	75.3	127	83.5
UA	535	79.1	H/		310	76.5	541	70.8	10326	69.2	771	75.0	633	71.7	574	75.6
US	848	76.1	H/		308	72.1	183	76.5	513	54.0	H/		5242	74.1	241	80.9
WN	1929	85.0	3820	84.5	H/		H/		H/		1022	79.8	H/		5243	83.8
TOTAL	8130	79.0	7472	81.0	5508	75.6	12030	77.2	32696	60.1	4738	75.8	9079	72.5	14167	82.8

* 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*														
	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	155	80.6	610	65.7	515	74.4	974	66.6	234	62.0	1596	85.1	617	79.9
AS	H/		332	76.2	3739	73.9	391	64.2	H/		H/		H/	
B6	H/		93	88.2	31	90.3	H/		62	87.1	H/		186	80.1
CO	66	86.4	239	76.6	364	72.5	457	63.5	92	56.5	80	87.5	403	81.6
DH	217	79.7	H/		H/		H/		H/		H/		H/	
DL	216	75.0	455	78.7	492	77.8	582	72.2	3457	76.6	240	76.2	979	78.8
EV	31	80.6	H/		H/		H/		93	74.2	H/		H/	
FL	148	73.0	H/		H/		H/		H/		H/		404	71.5
HA	H/		31	25.8	62	67.7	31	54.8	H/		H/		H/	
HP	49	73.5	333	77.8	277	78.7	389	63.2	92	76.1	123	88.6	93	62.4
MQ	208	52.4	1016	81.2	H/		157	55.4	H/		92	59.8	H/	
NW	220	78.2	186	55.4	383	72.8	291	59.5	78	67.9	350	80.9	380	71.8
OO	H/		626	84.3	390	75.1	2851	59.5	5204	69.1	H/		H/	
RU	226	69.5	H/		H/		H/		55	81.8	301	77.7	H/	
TZ	99	80.8	H/		84	67.9	310	60.6	H/		H/		H/	
UA	186	73.7	648	71.5	1071	79.0	3949	70.3	309	62.1	269	82.9	313	74.1
US	3467	83.6	163	72.4	141	66.0	263	59.7	H/		H/		664	77.9
WN	H/		2416	78.7	1142	84.8	H/		1133	76.7	1657	82.9	1729	85.4
TOTAL	5288	80.1	7148	76.7	8691	76.1	10645	65.3	10809	72.1	4708	82.6	5768	79.5

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

DECEMBER 2003

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	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	87.6	75.5	88.2	93.8	93.5	J/	J/	92.0	83.0	72.3	71.0	93.3	86.7	89.7	83.3	56.7	74.2	92.5
700 - 759 AM	88.7	75.5	89.4	89.0	82.0	83.0	85.2	89.9	80.9	81.2	68.0	93.4	83.5	95.8	90.0	77.0	89.4	88.1
800 - 859 AM	78.2	77.1	81.6	81.8	85.5	83.4	86.3	85.8	86.5	80.8	86.8	85.9	86.7	90.6	86.3	67.8	88.6	90.6
900 - 959 AM	77.1	75.0	83.8	84.7	81.6	85.1	86.9	89.9	83.6	84.9	92.2	90.0	82.0	89.8	84.9	71.3	84.6	80.4
1000 - 1059 AM	79.1	74.8	84.2	79.3	83.0	78.7	82.2	87.9	80.3	79.9	80.6	87.7	84.8	81.5	80.1	71.3	84.6	87.1
1100 - 1159 AM	83.3	71.1	80.0	89.2	81.9	83.1	84.3	87.9	81.4	74.5	78.3	81.9	76.6	83.0	77.6	68.0	78.5	82.6
1200 - 1259 PM	78.0	73.7	84.5	90.7	76.2	77.4	81.2	86.4	86.5	72.4	79.9	86.6	80.1	77.5	80.0	64.6	81.3	86.8
100 - 159 PM	82.1	75.4	84.7	84.6	80.1	79.4	82.5	87.4	81.5	73.1	74.9	82.9	75.4	78.2	78.7	62.9	80.6	82.4
200 - 259 PM	74.3	71.6	78.4	85.7	74.4	81.5	83.3	84.3	80.3	64.3	74.0	86.6	74.0	76.2	79.9	60.4	80.8	83.3
300 - 359 PM	75.5	68.7	80.8	83.4	74.8	79.4	80.0	82.2	80.0	60.7	79.2	85.7	76.4	80.0	78.3	62.6	83.7	81.7
400 - 459 PM	66.7	63.4	78.4	79.8	77.4	74.9	82.0	83.2	81.3	60.2	76.1	79.3	70.3	74.4	79.3	60.0	80.8	78.0
500 - 559 PM	72.6	66.0	81.1	80.6	76.3	74.9	79.4	82.2	80.7	57.8	75.4	78.3	67.3	71.0	80.0	53.6	78.4	76.8
600 - 659 PM	70.3	62.2	75.0	78.2	75.9	79.0	79.4	77.3	75.8	47.8	64.3	80.0	65.9	73.6	77.5	54.9	76.6	74.9
700 - 759 PM	70.7	66.3	73.0	77.0	68.5	75.3	75.7	76.9	77.4	41.9	70.5	70.0	65.6	73.9	77.1	56.0	75.7	74.2
800 - 859 PM	64.1	57.2	74.8	75.9	60.8	74.0	76.0	76.3	73.7	44.4	73.0	75.9	66.5	72.4	76.6	51.7	75.5	70.6
900 - 959 PM	68.6	60.5	73.3	79.1	77.9	75.3	78.5	74.2	71.1	59.3	71.8	79.0	66.6	72.2	79.3	55.4	70.0	79.1
1000 - 1059 PM	69.9	63.8	74.0	73.5	75.8	70.5	72.3	74.4	77.5	60.2	70.6	74.0	77.3	72.0	73.9	57.8	71.2	79.8
1100 - 559 AM	77.7	67.8	77.9	74.2	79.6	73.4	83.3	82.8	81.2	71.1	73.6	82.6	82.5	75.6	79.5	59.2	76.8	84.1
TOTAL, ALL ARRIVALS, BY AIRPORT	74.8	68.1	79.0	82.9	77.5	77.8	81.5	83.4	80.2	63.5	75.1	82.3	74.4	78.1	79.9	61.2	79.0	81.0

* 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	84.2	90.1	82.0	J/	84.3	J/	90.6	100.0	74.2	83.7	J/	96.7	72.0	85.4
700 - 759 AM	87.1	83.6	79.9	88.3	85.3	93.3	J/	78.1	92.4	84.3	78.2	97.1	98.8	85.6
800 - 859 AM	J/	77.9	79.2	95.9	75.3	87.9	85.4	82.0	88.1	83.1	84.9	89.0	100.0	83.0
900 - 959 AM	84.7	81.7	70.5	89.0	73.1	89.2	78.7	82.2	91.0	66.5	80.1	90.7	82.7	82.0
1000 - 1059 AM	75.0	78.2	74.1	88.4	81.0	84.3	85.6	81.1	85.1	63.3	72.2	79.3	85.6	80.1
1100 - 1159 AM	73.3	79.3	68.1	80.6	77.8	86.3	81.5	82.4	83.7	61.0	79.8	86.4	84.0	79.7
1200 - 1259 PM	81.3	84.8	67.5	81.6	79.3	87.4	85.2	81.0	77.3	54.3	68.0	85.5	85.6	79.2
100 - 159 PM	70.4	80.3	63.3	78.6	75.0	86.4	78.1	69.7	77.9	60.2	69.3	90.0	79.9	78.1
200 - 259 PM	73.7	78.5	59.6	77.9	76.3	84.9	87.0	75.5	74.0	65.8	69.5	87.5	81.0	76.1
300 - 359 PM	75.3	82.0	55.7	73.4	70.5	81.3	83.8	78.9	78.5	62.2	71.2	86.0	82.6	74.6
400 - 459 PM	64.2	73.9	50.5	74.0	73.5	80.8	80.2	75.8	74.0	66.1	68.5	80.4	81.7	72.6
500 - 559 PM	72.8	77.7	46.5	74.7	70.4	82.7	77.0	73.4	71.4	60.0	70.5	82.8	78.4	71.8
600 - 659 PM	77.0	74.7	40.1	77.1	66.5	82.5	68.3	80.3	71.0	66.6	69.4	73.2	75.2	68.1
700 - 759 PM	72.9	72.1	37.3	66.8	57.0	80.5	78.6	70.6	75.7	66.1	69.8	79.6	72.1	68.2
800 - 859 PM	66.5	58.2	43.2	66.5	65.5	83.2	69.8	75.1	69.1	62.6	70.6	76.6	74.5	67.7
900 - 959 PM	75.6	71.0	63.7	62.4	71.4	74.7	73.2	73.2	68.4	63.3	68.1	75.4	72.7	70.7
1000 - 1059 PM	75.6	73.4	69.2	67.1	73.7	71.2	70.3	72.4	70.9	66.8	74.6	79.8	73.2	71.0
1100 - 559 AM	69.9	84.2	89.0	69.2	73.7	71.3	82.1	71.6	70.6	75.3	71.3	72.5	76.8	76.4
TOTAL, ALL ARRIVALS, BY AIRPORT	75.6	77.2	60.1	75.8	72.5	82.8	80.1	76.7	76.1	65.3	72.1	82.6	79.5	75.4

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

DECEMBER 2003

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)

<u>SCHEDULED DEPARTURE TIME</u>	DEPARTURE AIRPORT*																	
	<u>ATL</u>	<u>BOS</u>	<u>BWI</u>	<u>CLT</u>	<u>CVG</u>	<u>DCA</u>	<u>DEN</u>	<u>DFW</u>	<u>DTW</u>	<u>EWR</u>	<u>FLL</u>	<u>IAH</u>	<u>JFK</u>	<u>LAS</u>	<u>LAX</u>	<u>LGA</u>	<u>MCO</u>	<u>MDW</u>
600 - 659 AM	90.8	79.7	92.4	94.4	92.1	88.8	95.0	91.1	89.8	86.2	97.6	95.6	85.7	95.6	93.2	88.5	95.7	87.3
700 - 759 AM	91.1	76.7	92.0	93.5	90.0	91.9	95.0	91.6	92.0	89.2	97.7	95.5	81.6	94.4	92.4	86.9	95.0	88.5
800 - 859 AM	89.1	72.6	84.4	91.9	88.1	90.4	92.3	89.2	89.7	83.3	92.4	95.5	84.2	91.9	90.6	81.8	93.2	88.7
900 - 959 AM	81.0	72.5	82.1	84.4	87.3	90.0	87.3	86.5	86.2	83.1	94.0	93.4	82.3	89.7	87.4	82.2	93.7	82.7
1000 - 1059 AM	82.7	75.9	78.6	89.4	82.1	91.4	86.9	89.1	83.9	84.3	87.0	92.6	86.5	84.6	82.4	78.4	88.5	83.9
1100 - 1159 AM	81.5	75.3	83.3	84.6	80.3	87.3	80.9	86.2	83.4	78.9	81.9	90.9	82.1	80.4	80.8	76.2	84.6	84.7
1200 - 1259 PM	79.8	74.4	77.8	89.4	85.4	84.7	83.8	81.7	81.7	80.7	80.0	86.5	72.1	80.1	79.3	70.5	83.4	83.7
100 - 159 PM	80.0	73.0	80.8	59.3	78.3	84.6	77.1	82.1	83.3	73.9	79.6	91.4	63.3	76.8	83.3	73.3	82.8	81.5
200 - 259 PM	80.2	72.1	79.2	86.4	75.1	83.6	82.6	79.3	84.3	70.8	67.2	85.7	72.3	75.8	76.8	65.8	81.3	73.3
300 - 359 PM	73.7	68.2	70.8	80.0	81.7	80.4	80.8	78.2	80.8	67.1	73.2	88.6	70.2	74.0	83.6	65.8	80.2	76.1
400 - 459 PM	75.2	66.0	76.3	81.4	71.9	75.9	85.0	78.4	75.3	63.5	67.6	87.8	76.3	73.4	79.3	67.8	79.0	70.0
500 - 559 PM	68.9	61.3	72.6	78.8	70.8	78.6	84.7	80.2	81.5	63.2	78.6	83.0	59.5	72.8	79.3	66.0	76.2	70.4
600 - 659 PM	70.1	64.1	72.6	81.4	69.8	82.3	81.8	73.5	75.4	57.9	76.9	84.4	73.5	73.9	83.0	63.0	80.5	72.5
700 - 759 PM	68.6	62.6	69.8	74.0	78.0	81.9	79.5	75.1	78.8	55.1	67.6	88.8	58.6	71.7	75.1	61.6	81.2	63.4
800 - 859 PM	70.4	68.6	71.4	83.5	75.2	83.2	78.7	75.6	77.0	51.4	73.2	81.9	69.4	72.0	82.2	61.6	78.8	73.4
900 - 959 PM	69.5	63.7	71.6	81.0	79.7	87.8	86.0	77.5	83.2	64.3	69.8	83.9	70.4	70.0	79.3	56.7	84.3	69.3
1000 - 1059 PM	73.0	53.6	76.4	87.5	70.4	J/	J/	77.7	86.7	J/	90.3	91.5	70.6	76.0	86.9	72.0	92.0	86.2
1100 - 559 AM	76.0	88.3	93.3	J/	78.7	J/	79.0	93.3	92.6	90.3	93.9	96.8	57.1	81.0	89.6	93.5	96.9	88.9
TOTAL, ALL DEPARTURES, BY AIRPORT	77.3	70.8	78.8	85.5	79.5	85.1	84.2	82.0	82.8	72.9	81.3	89.1	74.1	80.3	83.9	73.1	85.0	78.8

* 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	95.7	91.0	90.7	93.8	87.1	95.6	93.4	91.6	92.1	92.3	87.2	94.9	95.4	91.0
700 - 759 AM	93.1	89.7	87.8	89.6	87.3	94.4	89.8	91.9	91.6	91.2	83.9	94.4	92.6	90.5
800 - 859 AM	90.2	88.5	83.6	91.5	83.2	90.7	89.9	83.4	88.5	87.4	83.7	95.5	97.2	87.9
900 - 959 AM	94.9	88.3	81.0	91.1	71.8	85.9	89.2	82.3	87.8	88.3	75.8	91.6	93.1	85.3
1000 - 1059 AM	85.2	82.1	79.4	89.1	76.9	81.9	87.8	78.2	86.6	78.2	75.2	94.3	92.6	83.8
1100 - 1159 AM	83.9	85.5	74.2	80.4	81.6	80.3	85.5	82.3	80.8	68.8	69.4	83.8	87.8	80.7
1200 - 1259 PM	74.9	80.9	76.5	80.1	76.6	83.3	81.2	80.6	79.8	68.6	81.8	88.6	86.6	80.5
100 - 159 PM	83.1	86.2	71.5	77.9	79.0	76.2	87.9	77.5	77.8	64.6	71.8	85.6	86.1	79.5
200 - 259 PM	80.4	81.1	63.1	81.0	77.0	80.4	82.9	70.5	74.9	71.2	73.1	88.3	83.4	77.1
300 - 359 PM	75.2	81.1	61.5	70.5	68.4	76.9	79.6	76.9	71.2	66.9	70.6	79.9	81.4	75.1
400 - 459 PM	72.5	78.1	59.7	83.0	70.4	72.5	83.2	76.2	80.5	73.6	69.1	77.9	81.6	73.4
500 - 559 PM	73.0	83.4	52.3	71.4	63.2	79.4	75.7	70.9	68.6	72.8	51.6	77.7	79.3	72.0
600 - 659 PM	78.7	76.4	52.9	76.8	65.0	75.4	75.2	80.9	67.3	68.5	70.0	76.6	79.8	72.0
700 - 759 PM	84.2	80.5	48.3	78.9	66.1	75.6	75.1	76.1	68.7	69.2	67.8	76.7	79.1	70.7
800 - 859 PM	67.6	75.4	47.7	65.6	63.8	77.5	81.5	79.1	63.8	74.2	71.0	82.2	82.5	71.5
900 - 959 PM	33.3	75.3	54.0	75.0	67.9	75.8	J/	84.1	77.8	83.9	71.0	67.3	84.1	74.4
1000 - 1059 PM	100.0	87.9	77.5	64.9	81.3	81.9	85.5	89.8	81.0	79.0	75.8	83.3	60.7	79.5
1100 - 559 AM	87.8	96.8	75.0	90.9	83.9	90.0	93.5	96.7	88.3	92.1	87.2	J/	J/	85.6
TOTAL, ALL DEPARTURES, BY AIRPORT	83.1	83.1	67.2	82.9	73.6	81.0	84.4	81.2	80.9	76.6	74.0	85.7	86.7	79.2

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

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AIR TRAVEL CONSUMER REPORT

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 MIN LATE AVERAGE	MEDIAN
DH	7839	BTU-ORD	1730	17	100.00	61	48
DH	7649	BDL-ORD	1443	31	96.77	64	40
DH	7524	ORD-FWA	1830	17	94.12	63	53
DH	7514	ORD-LAN	1750	17	94.12	62	56
DH	7535	LEX-ORD	1720	17	94.12	60	63
OO	6893	CID-DEN	1825	17	94.12	53	46
DH	7573	BTU-ORD	1446	31	93.55	51	44
MQ	4394	CMH-ORD	1846	29	93.10	88	78
RU	2764	RIC-EWR	1730	25	92.00	58	41
DH	7341	MSY-ORD	1447	31	90.32	60	40
DH	7663	MLI-ORD	1610	31	90.32	55	52
UA	759	PHL-ORD	1600	20	90.00	54	29
DH	7708	ORD-AZO	1755	17	88.24	59	55
DH	7444	ORD-SAV	1755	17	88.24	58	54
CO	1412	EWR-MYR	935	16	87.50	31	26
DH	7379	BNA-ORD	1523	31	87.10	51	43
DH	7491	BHM-ORD	1645	31	87.10	46	34
RU	2383	BTU-EWR	1730	22	86.36	56	40
MQ	4066	BUF-ORD	1829	28	85.71	48	42
AA	425	CLE-ORD	1832	27	85.19	55	51
MQ	4349	ORD-MSN	1810	25	84.00	40	32
DH	7461	TYS-ORD	1750	31	83.87	64	52
US	1470	PHL-SJU	930	31	83.87	60	36
AA	1415	ORD-MSP	1827	30	83.33	53	35
RU	2286	EWR-DAY	1930	24	83.33	48	33
MQ	4347	ORD-MKE	2049	30	83.33	46	37
RU	2899	MSN-EWR	1740	24	83.33	43	31
AS	21	DUT-ANC	1232	30	83.33	34	22
MQ	4336	MDT-ORD	1852	29	82.76	47	44
AA	2252	JAC-ORD	1401	17	82.35	123	39

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

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AIR TRAVEL CONSUMER REPORT

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 MIN LATE AVERAGE	MEDIAN
DH	7717	ORD-LNK	1940	17	82.35	71	60
DH	7657	ORD-LNK	1650	17	82.35	65	33
DH	7373	LAN-ORD	1555	17	82.35	47	34
DH	7376	ORD-ORF	2045	17	82.35	42	44
AA	1935	FLL-DFW	1412	17	82.35	41	36
DL	525	EWR-ATL	2030	27	81.48	48	40
RU	2097	EWR-CHS	1910	16	81.25	41	22
NW	149	ORD-MSP	1900	16	81.25	24	20
NW	261	DTW-PHX	1926	16	81.25	23	21
DH	7523	FWA-ORD	1905	31	80.65	68	55
DH	7545	CAK-ORD	1755	31	80.65	51	46
DH	7748	OKC-ORD	1745	31	80.65	48	32
DL	869	CVG-ORD	1850	31	80.65	40	40
DH	7488	ORD-BHM	1415	31	80.65	39	31
DH	7659	LNK-ORD	1335	31	80.65	39	23
MQ	4367	ORD-GRB	1716	31	80.65	37	27
MQ	4212	IND-ORD	1114	31	80.65	30	25
MQ	4161	ORD-ORF	2004	30	80.00	57	52
MQ	4207	CID-ORD	1843	25	80.00	50	36
MQ	4240	DSM-ORD	1844	25	80.00	48	30
MQ	4380	CVG-ORD	2015	20	80.00	40	34
MQ	3956	EVV-ORD	1859	25	80.00	38	35
MQ	4350	MSN-ORD	1929	25	80.00	38	33
MQ	4338	BNA-ORD	1751	30	80.00	37	31
CO	176	IAH-PHL	1330	15	80.00	29	20

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

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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
ATLANTIC COAST	790	52	6.6
AMERICAN EAGLE	1,301	57	4.4
EXPRESSJET	960	17	1.8
HAWAIIAN	125	2	1.6
AMERICAN	2,002	30	1.5
CONTINENTAL	836	11	1.3
ALASKA	440	4	0.9
SKYWEST	1,195	9	0.8
ATA	220	1	0.5
DELTA	1,892	8	0.4
NORTHWEST	1,800	7	0.4
UNITED	1,510	5	0.3
US AIRWAYS	1,123	3	0.3
AIRTRAN	410	1	0.2
AMERICA WEST	505	1	0.2
SOUTHWEST	2,804	0	0.0
ATLANTIC SOUTHEAST	746	0	0.0
JETBLUE	206	0	0.0
TOTAL	18,865	208	1.1

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.

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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)	75.5	89.3	261	261
AGUADILLA PR (BQN)	50.0	79.2	24	24
AKRON/CANTON OH (CAK)	69.4	73.1	369	368
ALBANY NY (ALB)	67.9	75.3	1,328	1,331
ALBUQUERQUE NM (ABQ)	82.6	85.6	3,071	3,075
ALLENTOWN PA (ABE)	79.1	88.3	282	283
AMARILLO TX (AMA)	78.7	88.1	690	690
ANCHORAGE AK (ANC)	67.6	74.3	1,576	1,575
ASHEVILLE NC (AVL)	78.7	81.8	329	329
ATLANTA GA (ATL)	74.8	77.3	31,434	31,441
AUSTIN TX (AUS)	82.5	88.6	3,312	3,310
BAKERSFIELD CA (BFL)	90.1	83.9	242	242
BALTIMORE MD (BWI)	79.0	78.8	8,548	8,546
BANGOR ME (BGR)	63.1	68.9	293	293
BARROW AK (BRW)	84.7	72.9	59	59
BATON ROUGE LA (BTR)	80.9	84.6	640	641
BEAUMONT/PORT ARTHUR TX (BPT)	78.7	91.2	136	136
BETHEL AK (BET)	55.8	62.1	95	95
BILLINGS MT (BIL)	69.3	81.5	411	411
BINGHAMTON NY (BGM)	80.6	83.9	93	93
BIRMINGHAM AL (BHM)	80.1	84.9	1,656	1,653
BISMARCK ND (BIS)	80.2	92.3	182	182
BLOOMINGTON IL (BMI)	66.5	80.1	185	186
BOISE ID (BOI)	71.3	80.0	1,281	1,282
BOSTON MA (BOS)	68.1	70.8	9,604	9,601
BOZEMAN MT (BZN)	66.1	83.0	372	370
BRISTOL TN (TRI)	80.6	81.7	279	279
BROWNSVILLE TX (BRO)	88.4	95.2	147	147
BUFFALO NY (BUF)	70.7	79.1	1,786	1,783
BURBANK CA (BUR)	77.7	78.0	2,229	2,231
BURLINGTON VT (BTV)	61.8	64.5	613	612
CEDAR RAPIDS/IOWA CTY IA (CID)	65.4	76.8	575	577
CHAMPAIGN IL (CMI)	52.2	66.7	203	204
CHARLESTON SC (CHS)	72.9	79.1	816	817
CHARLESTON WV (CRW)	78.0	85.3	354	354
CHARLOTTE NC (CLT)	82.9	85.5	9,010	9,013
CHATTANOOGA TN (CHA)	75.4	78.0	337	337
CHICAGO IL (ORD)	60.1	67.2	32,696	32,696
CHICAGO IL (MDW)	81.0	78.8	7,472	7,468
CINCINNATI OH (CVG)	77.5	79.5	8,042	8,037
CLEVELAND OH (CLE)	73.7	82.8	7,462	7,470
COLLEGE STATION TX (CLL)	87.8	91.3	344	345
COLORADO SPRINGS CO (COS)	82.4	92.1	900	900

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	72.5	77.9	856	857
COLUMBUS OH (CMH)	74.2	83.3	2,935	2,934
CORDOVA AK (CDV)	51.7	58.3	60	60
CORPUS CHRISTI TX (CRP)	84.5	88.8	714	714
DALLAS/FT. WORTH TX (DAL)	88.3	86.3	3,740	3,734
DALLAS/FT. WORTH TX (DFW)	83.4	82.0	29,369	29,373
DAYTON OH (DAY)	68.4	81.4	1,161	1,161
DAYTONA BEACH FL (DAB)	71.5	74.2	298	298
DEADHORSE AK (SCC)	66.7	73.3	30	30
DENVER CO (DEN)	81.5	84.2	12,659	12,657
DES MOINES IA (DSM)	69.2	77.9	668	670
DETROIT MI (DTW)	80.2	82.8	11,714	11,717
DILLINGHAM AK (DLG)	42.9	42.9	14	14
DUBUQUE IA (DBQ)	50.5	73.1	93	93
DULUTH MN (DLH)	77.1	90.1	70	71
DURANGO CO (DRO)	73.7	67.1	76	76
DUTCH HARBOR AK (DUT)	34.0	18.9	53	53
EAGLE CO (EGE)	76.9	84.4	169	167
EL PASO TX (ELP)	82.8	88.4	1,676	1,676
ERIE PA (ERI)	58.1	100.0	31	31
EUGENE OR (EUG)	71.1	69.9	363	366
EVANSVILLE IN (EVV)	65.8	73.7	392	392
FAIRBANKS AK (FAI)	73.8	74.6	397	397
FARGO ND (FAR)	69.8	82.0	334	334
FAYETTEVILLE ARKANSAS REG (XNA)	77.6	80.0	885	885
FAYETTEVILLE NC (FAY)	77.3	82.0	150	150
FLINT MI (FNT)	67.9	75.7	280	280
FRESNO CA (FAT)	78.3	78.6	1,140	1,145
FT. LAUDERDALE FL (FLL)	75.1	81.3	5,394	5,394
FT. MYERS FL (RSW)	76.8	87.2	1,846	1,845
FT. SMITH AR (FSM)	77.6	86.4	147	147
FT. WAYNE IN (FWA)	65.6	77.5	526	525
GRAND FORKS ND (GFK)	70.0	86.7	60	60
GRAND RAPIDS MI (GRR)	72.0	80.5	1,083	1,082
GREAT FALLS MT (GTF)	69.7	82.8	234	232
GREEN BAY WI (GRB)	65.2	84.5	420	420
GREENSBORO/HIGH PT. NC (GSO)	75.4	79.8	1,219	1,220
GREENVILLE/SPARTBG. SC (GSP)	70.9	79.8	1,000	1,000
GULFPORT/BILOXI MS (GPT)	83.0	83.0	476	476
GUNNISON CO (GUC)	85.7	76.2	21	21
HARLINGEN TX (HRL)	89.7	92.3	478	478
HARRISBURG PA (MDT)	69.8	79.4	703	704
HARTFORD CT./SPGFLD MA (BDL)	73.4	80.8	2,760	2,760

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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.
HELENA MT (HLN)	73.6	85.2	121	122
HILO HAWAII HI (ITO)	94.0	94.5	182	182
HONOLULU OAHU HI (HNL)	86.2	92.3	2,908	2,906
HOUSTON TX (HOU)	84.1	80.9	4,857	4,856
HOUSTON TX (IAH)	82.3	89.1	16,812	16,813
HUNTSVILLE/DECATUR AL (HSV)	77.6	82.4	586	586
INDIANAPOLIS IN (IND)	78.5	83.3	3,531	3,533
INDIO/PALM SPRINGS CA (PSP)	79.2	81.1	1,139	1,138
ISLIP/LONG IS. NY (ISP)	76.6	77.1	858	859
JACKSON WY (JAC)	67.2	69.1	308	307
JACKSON/VICKSBURG MS (JAN)	83.1	88.2	893	893
JACKSONVILLE FL (JAX)	77.8	84.4	2,242	2,243
JUNEAU AK (JNU)	70.9	69.8	306	305
KAHULUI (OGG)	88.3	92.6	1,118	1,118
KALAMAZOO MI (AZO)	64.6	79.5	302	302
KALISPELL MT (FCA)	67.0	80.5	185	185
KANSAS CITY MO (MCI)	80.2	85.1	4,864	4,863
KETCHIKAN AK (KTN)	66.7	79.3	183	184
KEY WEST FL (EYW)	71.4	66.1	63	62
KILLEEN TX (ILE)	81.9	86.5	376	378
KING SALMON AK (AKN)	52.6	68.4	19	19
KNOXVILLE TN (TYS)	71.1	80.3	939	939
KODIAK AK (ADQ)	66.7	60.0	60	60
KONA HAWAII HI (KOA)	88.7	92.7	478	479
KOTZEBUE AK (OTZ)	60.0	62.2	90	90
LA CROSSE WI (LSE)	58.2	73.7	134	133
LAFAYETTE LA (LFT)	78.5	90.6	298	297
LANSING MI (LAN)	72.9	81.3	443	443
LAREDO TX (LRD)	83.2	89.8	196	196
LAS VEGAS NV (LAS)	78.1	80.3	12,433	12,429
LAWTON OK (LAW)	94.0	95.1	182	182
LEXINGTON/FRKFT KY (LEX)	69.0	76.0	578	579
LIHUE KAUAI HI (LIH)	89.4	93.4	625	625
LINCOLN NE (LNK)	66.6	83.4	338	338
LITTLE ROCK AR (LIT)	81.1	88.8	1,375	1,377
LONG BEACH CA (LGB)	80.6	88.0	954	953
LONGVIEW TX (GGG)	91.4	97.8	93	93
LOS ANGELES CA (LAX)	79.9	83.9	19,452	19,441
LOUISVILLE KY (SDF)	77.4	82.7	1,645	1,645
LUBBOCK TX (LBB)	86.0	90.9	837	836
MADISON WI (MSN)	68.4	80.2	697	697
MANCHESTER NH (MHT)	73.0	78.3	1,638	1,638
MARQUETTE MI (MQT)	28.0	59.3	25	27

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MEDFORD OR (MFR)	75.9	67.8	361	360
MELBOURNE FL (MLB)	82.0	84.8	200	198
MEMPHIS TN (MEM)	81.8	86.3	4,220	4,218
MIAMI FL (MIA)	75.6	83.1	5,508	5,507
MIDLAND/ODESSA TX (MAF)	83.5	89.2	678	678
MILWAUKEE WI (MKE)	74.4	84.2	1,854	1,857
MINNEAPLS/ST. P MN (MSP)	77.2	83.1	12,030	12,043
MINOT ND (MOT)	65.4	88.5	104	104
MISSION/MCALLEN TX (MFE)	84.6	95.6	272	272
MISSOULA MT (MSO)	71.8	81.6	316	316
MOBILE AL/PASCAGOULA MS (MOB)	77.6	86.6	441	440
MOLINE IL (MLI)	59.2	67.3	299	300
MONROE LA (MLU)	86.2	90.8	305	305
MONTEREY CA (MRY)	81.8	78.3	626	626
MONTROSE CO (MTJ)	75.1	75.5	245	245
MYRTLE BEACH SC (MYR)	78.8	84.3	419	420
NASHVILLE TN (BNA)	82.9	85.8	4,783	4,780
NEW ORLEANS LA(MSY)	79.6	85.7	4,548	4,550
NEW YORK NY (JFK)	74.4	74.1	6,501	6,494
NEW YORK NY (LGA)	61.2	73.1	9,061	9,064
NEWARK NJ (EWR)	63.5	72.9	12,975	12,973
NEWBURGH NY (SWF)	40.9	61.3	93	93
NOME AK (OME)	60.0	47.8	90	90
NORFOLK/VA BEACH VA (ORF)	72.4	78.1	1,847	1,847
OKLAHOMA CITY OK (OKC)	76.0	82.6	1,814	1,816
OMAHA NE (OMA)	75.6	82.6	1,650	1,651
ONTARIO CA (ONT)	80.2	82.5	2,973	2,976
ORANGE COUNTY CA (SNA)	77.5	77.6	4,045	4,048
ORLANDO FL (MCO)	79.0	85.0	8,130	8,134
PASCO WA (PSC)	74.3	82.3	311	311
PENSACOLA FL (PNS)	80.5	85.2	569	568
PEORIA IL (PIA)	64.3	73.1	361	361
PETERSBURG AK (PSG)	70.0	75.0	60	60
PHILADELPHIA PA (PHL)	72.5	73.6	9,079	9,077
PHOENIX AZ (PHX)	82.8	81.0	14,167	14,158
PITTSBURGH PA (PIT)	80.1	84.4	5,288	5,291
PORTLAND ME (PWM)	61.5	70.1	719	719
PORTLAND OR (PDX)	75.8	82.9	4,738	4,729
PROVIDENCE RI (PVD)	75.3	80.4	2,368	2,369
RALEIGH/DURHAM NC (RDU)	73.7	79.2	4,312	4,310
RAPID CITY SD (RAP)	73.6	86.3	364	366
RENO NV (RNO)	75.7	79.0	2,452	2,450
RICHMOND VA (RIC)	71.8	81.8	1,225	1,228

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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.
ROANOKE VA (ROA)	73.1	78.3	391	391
ROCHESTER MN (RST)	66.0	81.9	159	160
ROCHESTER NY (ROC)	69.3	77.7	1,203	1,202
SACRAMENTO CA (SMF)	77.9	78.6	3,990	3,987
SAGINAW MI (MBS)	65.7	85.2	318	318
SALT LAKE CITY UT (SLC)	72.1	74.0	10,809	10,785
SAN ANGELO TX (SJT)	85.5	90.5	242	242
SAN ANTONIO TX (SAT)	81.6	87.2	3,280	3,282
SAN DIEGO CA (SAN)	76.7	81.2	7,148	7,162
SAN FRANCISCO CA (SFO)	65.3	76.6	10,645	10,632
SAN FRANCISCO CA (OAK)	78.7	79.9	5,774	5,772
SAN JOSE CA (SJC)	78.0	80.3	5,355	5,356
SAN JUAN PR (SJU)	71.7	86.8	2,251	2,250
SAN LUIS OBISPO CA (SBP)	83.4	81.8	452	456
SANTA BARBARA CA (SBA)	84.4	82.8	969	967
SARASOTA/BRAD. FL (SRQ)	81.9	91.6	359	358
SAVANNAH GA (SAV)	76.9	83.2	769	767
SCRANTON/WILKES-BARRE PA (AVP)	59.7	69.4	62	62
SEATTLE WA (SEA)	76.1	80.9	8,691	8,690
SHREVEPORT LA (SHV)	83.1	88.8	680	678
SIOUX FALLS SD (FSD)	64.1	79.1	476	474
SITKA AK (SIT)	72.8	73.9	92	92
SOUTH BEND IN (SBN)	72.6	78.5	186	186
SPOKANE WA (GEG)	77.8	83.0	1,198	1,200
SPRINGFIELD MO (SGF)	75.1	73.5	453	453
ST. CROIX VI (STX)	85.7	97.1	35	35
ST. LOUIS MO (STL)	82.6	85.7	4,708	4,711
ST. THOMAS VI (STT)	68.8	83.4	308	308
STEAMBOAT SPRINGS CO (HDN)	66.7	72.0	108	107
SYRACUSE NY (SYR)	68.1	78.7	1,050	1,051
TALLAHASSEE FL (TLH)	80.0	78.1	275	274
TAMPA FL (TPA)	79.5	86.7	5,768	5,765
TEXARKANA AR (TXK)	88.6	92.0	176	175
TOLEDO OH (TOL)	72.1	80.4	337	337
TRAVERSE CITY MI (TVC)	60.0	65.2	165	164
TUCSON AZ (TUS)	80.9	86.1	1,528	1,528
TULSA OK (TUL)	79.3	85.9	1,733	1,734
TYLER TX (TYR)	90.3	94.3	299	300
VALPARAISO FL (VPS)	83.3	89.1	515	516
WACO TX (ACT)	86.8	88.1	311	310
WASHINGTON DC (IAD)	79.1	81.3	8,587	8,584
WASHINGTON DC (DCA)	77.8	85.1	6,630	6,631
WEST PALM BEACH FL (PBI)	74.3	82.8	2,366	2,365

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WHITE PLAINS NY (HPN)	63.6	72.8	698	696
WICHITA FALLS TX (SPS)	94.4	97.8	178	178
WICHITA KS (ICT)	73.1	78.2	833	832
WILMINGTON NC (ILM)	79.5	88.4	336	336
WRANGELL AK (WRG)	73.3	75.0	60	60
YAKUTAT AK (YAK)	51.7	68.3	60	60

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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	20	21,506	926	4.3	102	37,900	1,498	4.0
ATLANTIC COAST	12	9,490	423	4.5	81	24,369	932	3.8
SKYWEST	13	19,805	599	3.0	103	36,365	1,253	3.4
EXPRESSJET	22	13,612	577	4.2	104	28,935	991	3.4
ATLANTIC SOUTHEAST	15	12,331	284	2.3	96	23,063	552	2.4
DELTA	31	43,961	1,049	2.4	108	56,835	1,244	2.2
AMERICAN	30	47,437	1,134	2.4	87	60,472	1,317	2.2
US AIRWAYS	25	27,341	555	2.0	59	34,321	637	1.9
AIRTRAN	16	9,737	190	2.0	37	12,626	230	1.8
ALASKA	14	7,551	64	0.8	46	13,352	235	1.8
NORTHWEST	31	28,667	517	1.8	111	41,896	652	1.6
CONTINENTAL	30	20,399	311	1.5	81	26,150	350	1.3
ATA	19	5,212	78	1.5	28	6,369	83	1.3
UNITED	30	36,847	463	1.3	81	46,191	547	1.2
AMERICA WEST	27	12,968	164	1.3	50	15,556	181	1.2
SOUTHWEST	15	35,209	333	0.9	59	80,590	847	1.1
JETBLUE	10	4,058	39	1.0	22	6,514	56	0.9
HAWAIIAN	7	341		0.0	16	3,991	27	0.7
Total		356,472	7,706	2.2	Total	555,495	11,632	2.1

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.

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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	60,472	44,812	74.10%	1,317	2.18%	96	0.16%	3,310	5.47%	791	1.31%	6,803	11.25%	36	0.06%	3,307	5.47%
AS	13,352	9,739	72.94%	235	1.76%	44	0.33%	917	6.87%	65	0.49%	884	6.62%	33	0.24%	1,435	10.75%
B6	6,514	5,306	81.46%	56	0.86%	5	0.08%	299	4.58%	30	0.46%	474	7.28%	35	0.54%	309	4.74%
CO	26,150	20,070	76.75%	350	1.34%	59	0.23%	857	3.28%	184	0.70%	3,552	13.58%	47	0.18%	1,031	3.94%
DH	24,369	16,700	68.53%	932	3.82%	32	0.13%	1,178	4.84%	180	0.74%	2,405	9.87%	5	0.02%	2,937	12.05%
DL	56,835	42,577	74.91%	1,244	2.19%	79	0.14%	3,076	5.41%	393	0.69%	6,507	11.45%	22	0.04%	2,937	5.17%
EV	23,063	18,360	79.61%	552	2.39%	27	0.12%	1,521	6.59%	381	1.65%	1,514	6.56%	24	0.10%	684	2.97%
FL	12,626	8,854	70.13%	230	1.82%	20	0.16%	557	4.41%	16	0.12%	1,616	12.80%	0	0.00%	1,333	10.56%
HA	3,991	3,525	88.32%	27	0.68%	1	0.03%	305	7.65%	5	0.13%	8	0.21%	4	0.09%	115	2.89%
HP	15,556	12,345	79.36%	181	1.16%	21	0.13%	1,128	7.25%	46	0.30%	1,205	7.75%	20	0.13%	609	3.92%
MQ	37,900	25,965	68.51%	1,498	3.95%	32	0.08%	2,255	5.95%	243	0.64%	3,898	10.28%	12	0.03%	3,998	10.55%
NW	41,896	31,895	76.13%	652	1.56%	52	0.12%	2,608	6.23%	338	0.81%	5,160	12.32%	42	0.10%	1,149	2.74%
OO	36,365	27,420	75.40%	1,253	3.45%	68	0.19%	3,752	10.32%	870	2.39%	1,685	4.63%	63	0.17%	1,254	3.45%
RU	28,935	21,021	72.65%	991	3.42%	57	0.20%	1,208	4.18%	176	0.61%	3,811	13.17%	44	0.15%	1,627	5.62%
TZ	6,369	4,912	77.12%	83	1.30%	2	0.03%	291	4.57%	4	0.06%	638	10.02%	25	0.39%	414	6.50%
UA	46,191	34,623	74.96%	547	1.18%	55	0.12%	2,536	5.49%	166	0.36%	5,376	11.64%	0	0.00%	2,887	6.25%
US	34,321	26,959	78.55%	637	1.86%	55	0.16%	1,408	4.10%	78	0.23%	3,062	8.92%	0	0.00%	2,122	6.18%
WN	80,590	67,294	83.50%	847	1.05%	113	0.14%	2,949	3.66%	235	0.29%	2,141	2.66%	56	0.07%	6,956	8.63%
Total	555,495	422,377	76.04%	11,632	2.09%	818	0.15%	30,155	5.43%	4,201	0.76%	50,741	9.13%	467	0.08%	35,104	6.32%

***Causes of Delay:**

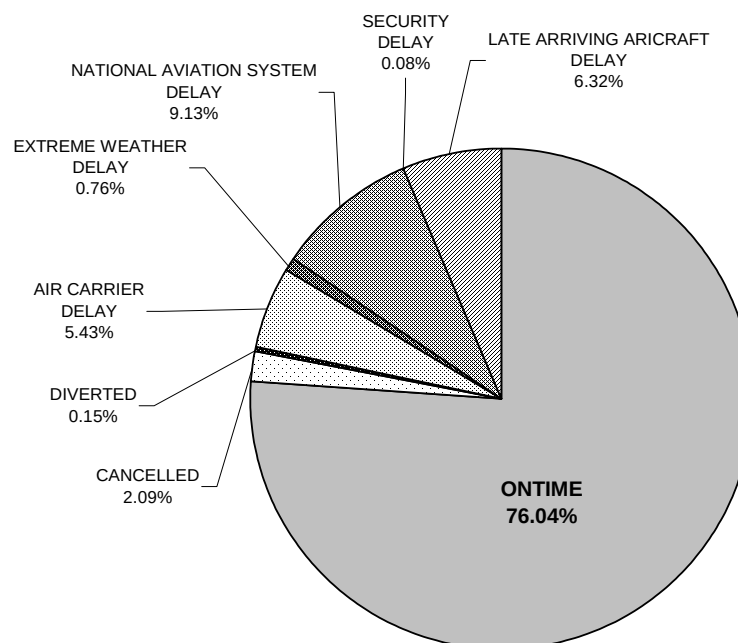
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the 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>

**DECEMBER 2003
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.
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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

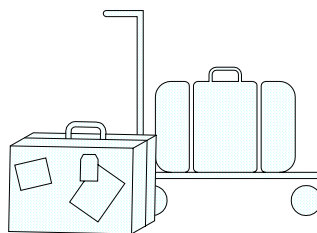
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest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

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

B6	JetBlue Airways
HA	Hawaiian Airlines

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.



Office of Aviation Enforcement and Proceedings
U.S. Department of Transportation

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

RANK	AIRLINE	DECEMBER 2003			DECEMBER 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	JETBLUE AIRWAYS	2,529	847,411	2.98	*	*	*
2	ALASKA AIRLINES	4,042	1,184,591	3.41	2,878	1,081,609	2.66
3	SOUTHWEST AIRLINES	23,233	6,286,225	3.70	27,199	6,275,542	4.33
4	AIRTRAN AIRWAYS	4,004	1,057,638	3.79	*	*	*
5	CONTINENTAL AIRLINES	11,193	2,837,095	3.95	13,912	2,834,491	4.91
6	US AIRWAYS	12,485	3,142,759	3.97	9,535	3,274,369	2.91
7	HAWAIIAN AIRLINES	1,982	495,716	4.00	*	*	*
8	AMERICA WEST AIRLINES	6,675	1,621,544	4.12	8,416	1,634,882	5.15
9	ATA AIRLINES	3,288	796,082	4.13	*	*	*
10	NORTHWEST AIRLINES	16,729	3,833,144	4.36	19,927	3,874,013	5.14
11	UNITED AIRLINES	28,098	5,009,815	5.61	32,059	5,411,308	5.92
12	AMERICAN AIRLINES	35,238	6,178,389	5.70	37,662	6,759,911	5.57
13	EXPRESSJET AIRLINES	5,797	972,591	5.96	*	*	*
14	DELTA AIR LINES	42,079	6,702,006	6.28	30,953	7,422,839	4.17
15	AMERICAN EAGLE AIRLINES	11,760	1,121,382	10.49	11,675	981,918	11.89
16	ATLANTIC COAST AIRLINES	10,737	679,656	15.80	*	*	*
17	ATLANTIC SOUTHEAST AIRLINES	14,133	796,547	17.74	*	*	*
18	SKYWEST AIRLINES	19,888	1,043,615	19.06	*	*	*
TOTALS		253,890	44,606,206	5.69	194,216	39,550,882	4.91

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 AirTran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest became effective January 2003. Reporting by Hawaiian (voluntary) effective November 2003. 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.

Office of Aviation Enforcement and Proceedings
U.S. Department of Transportation

JANUARY - DECEMBER
MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	JANUARY - DECEMBER 2003			JANUARY - DECEMBER 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	34,629	13,532,918	2.56	32,373	12,301,820	2.63
2	AIRTRAN AIRWAYS	34,137	12,006,938	2.84	*	*	*
3	CONTINENTAL AIRLINES	102,661	32,971,051	3.11	106,880	34,063,710	3.14
4	JETBLUE AIRWAYS	29,536	9,209,721	3.21	*	*	*
5	AMERICA WEST AIRLINES	65,680	19,926,189	3.30	69,649	19,610,425	3.55
6	SOUTHWEST AIRLINES	258,006	77,031,918	3.35	263,203	74,858,494	3.52
7	NORTHWEST AIRLINES	153,394	44,819,309	3.42	203,944	45,088,596	4.52
8	US AIRWAYS	134,196	37,803,152	3.55	130,484	44,223,000	2.95
9	DELTA AIR LINES	308,679	80,349,180	3.84	306,025	85,813,774	3.57
10	UNITED AIRLINES	234,820	59,791,284	3.93	235,921	62,731,394	3.76
11	ATA AIRLINES	37,872	9,317,526	4.06	*	*	*
12	AMERICAN AIRLINES	336,680	75,682,558	4.45	345,853	80,979,779	4.27
13	EXPRESSJET AIRLINES	49,605	11,009,492	4.51	*	*	*
14	AMERICAN EAGLE AIRLINES	104,604	12,426,086	8.42	114,645	11,680,596	9.81
15	SKYWEST AIRLINES	94,965	11,023,146	8.62	*	*	*
16	ATLANTIC COAST AIRLINES	77,488	8,398,073	9.23	*	*	*
17	ATLANTIC SOUTHEAST AIRLINES	141,982	9,216,497	15.41	*	*	*
--	HAWAIIAN AIRLINES	*	*	*	*	*	*
TOTALS		2,198,934	524,515,038	4.19	1,808,977	471,351,588	3.84

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 AirTran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest became effective January 2003. Reporting by Hawaiian (voluntary) effective November 2003. 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.

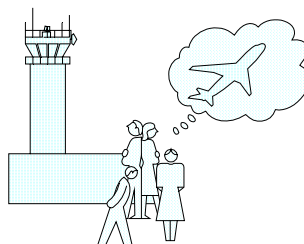
OVERSALES

This section furnishes 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 C.F.R. 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.



OCTOBER - DECEMBER 2003**PASSENGERS DENIED BOARDING****BY U.S. AIRLINES***

RANK	AIRLINE	OCTOBER - DECEMBER 2003				OCTOBER - DECEMBER 2002			
		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	4	0	2,377,510	0.00	*	*	*	*
2	AMERICAN EAGLE AIRLINES	245	5	352,336	0.14	217	9	272,877	0.33
3	US AIRWAYS	21,677	258	10,042,023	0.26	25,647	630	9,615,161	0.66
4	AMERICA WEST AIRLINES	9,845	161	4,967,920	0.32	14,663	80	4,975,675	0.16
5	AIRTRAN AIRWAYS	4,568	115	2,996,398	0.38	*	*	*	*
6	NORTHWEST AIRLINES	17,476	567	11,599,304	0.49	16,224	911	11,163,224	0.82
7	AMERICAN AIRLINES	17,175	1,126	19,693,148	0.57	30,682	1,184	21,069,812	0.56
8	ATA AIRLINES	998	151	2,323,876	0.65	*	*	*	*
9	UNITED AIRLINES	26,415	1,120	14,976,922	0.75	39,021	1,334	16,400,686	0.81
10	HAWAIIAN AIRLINES	284	109	1,416,878	0.77	*	*	*	*
11	SOUTHWEST AIRLINES	14,504	1,470	18,395,064	0.80	22,530	2,111	17,763,447	1.19
12	DELTA AIR LINES	43,603	2,346	20,208,431	1.16	49,703	3,799	21,267,637	1.79
13	ALASKA AIRLINES	6,443	478	3,704,804	1.29	4,919	318	3,361,246	0.95
14	CONTINENTAL AIRLINES	11,139	1,203	8,569,822	1.40	10,706	552	8,431,318	0.65
15	ATLANTIC SOUTHEAST AIRLINES	1,998	469	804,734	5.83	*	*	*	*
	TOTALS	176,374	9,578	122,429,170	0.78	214,312	10,928	114,321,083	0.96

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. AirTran, ATA (formerly American Trans Air), Atlantic Southeast, and JetBlue were ranked in this section for the first time effective with the 1st quarter 2003. Hawaiian Airlines was ranked in this section for the first time with the 4th quarter 2003. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay", " Mishandled Baggage" and "Consumer Complaint" sections of this report (with the exception of Atlantic Coast, ExpressJet, and SkyWest whose fleet of aircraft all have 60 seats or less).

JANUARY - DECEMBER 2003**PASSENGERS DENIED BOARDING****BY U.S. AIRLINES***

RANK	AIRLINE	JANUARY - DECEMBER 2003				JANUARY - DECEMBER 2002			
		<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	JETBLUE AIRWAYS	19	0	9,011,552	0.00	*	*	*	*
2	US AIRWAYS	87,051	1,330	39,088,401	0.34	101,084	1,526	43,978,481	0.35
3	AMERICAN EAGLE AIRLINES	757	38	1,005,018	0.38	1,103	19	1,001,798	0.19
4	AMERICA WEST AIRLINES	49,415	820	20,355,547	0.40	52,593	385	19,711,035	0.20
5	AMERICAN AIRLINES	90,088	4,815	81,243,021	0.59	135,989	2,650	86,792,674	0.31
6	UNITED AIRLINES	107,589	3,929	60,570,978	0.65	112,673	4,395	65,530,209	0.69
7	NORTHWEST AIRLINES	81,692	3,298	46,843,255	0.70	76,878	2,809	46,993,514	0.60
8	ALASKA AIRLINES	19,608	1,223	15,023,499	0.81	24,921	1,657	14,132,047	1.17
9	ATA AIRLINES	3,518	834	9,375,960	0.89	*	*	*	*
10	SOUTHWEST AIRLINES	84,826	7,622	74,719,340	1.02	87,486	7,928	72,462,123	1.09
11	CONTINENTAL AIRLINES	48,257	3,626	34,338,402	1.06	46,771	3,051	35,215,605	0.87
12	DELTA AIR LINES	127,039	10,342	79,596,557	1.30	163,846	9,222	83,386,595	1.11
13	AIRTRAN AIRWAYS	19,344	1,677	11,601,332	1.45	*	*	*	*
14	ATLANTIC SOUTHEAST AIRLINES	7,657	2,378	3,024,407	7.86	*	*	*	*
--	HAWAIIAN AIRLINES	*	*	*	*	*	*	*	*
	TOTALS	726,860	41,932	485,797,269	0.86	803,344	33,642	467,204,981	0.72

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. AirTran, ATA (formerly American Trans Air), Atlantic Southeast, and JetBlue were ranked in this table for the first time effective with the 1st quarter 2003. Hawaiian Airlines ranked in the "Passengers Denied Boarding" section for the first time with the 4th quarter 2003. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay", " Mishandled Baggage" and "Consumer Complaint" sections of this report (with the exception of Atlantic Coast, ExpressJet, and SkyWest whose fleet of aircraft all have 60 seats or less).

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

	DECEMBER 2003				DECEMBER 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	304	76	0	53	409	55	1	69
FOREIGN AIRLINES	133	2	0	8	88	1	0	5
TRAVEL AGENTS	21	0	0	0	16	2	0	0
TOUR OPERATORS	0	0	0	0	2	0	0	0
MISCELLANEOUS	9	2	0	34	7	9	0	24
INDUSTRY TOTALS	467	80	0	95	522	67	1	98

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	DECEMBER 2003			DECEMBER 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	131		1	108	
CANCELLATIONS			54			31
DELAYS			38			25
MISCONNECTIONS			20			17
BAGGAGE	2	76		2	100	
REFUNDS	3	74		5	56	
RES/TKTG/BOARDING	4	56		4	72	
CUSTOMER SERVICE	5	53		3	81	
DISABILITY	6	27		8	25	
FARES	7	16		6	28	
OTHER	8	15		9	17	
FREQUENT FLYER			13			8
OVERSALES	9	14		7	26	
DISCRIMINATION	10	5		10	8	
ANIMALS	11	0		12	0	
ADVERTISING	12	0		11	1	
COMPLAINT TOTAL		467			522	

* 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*

DECEMBER 2003

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													
AIRTRAN AIRWAYS	6	1	3	1	0	5	2	1	0	0	0	0	19
ALASKA AIRLINES	1	0	1	1	1	1	1	0	0	0	0	0	6
AMERICA WEST AIRLINES	2	0	0	0	1	0	1	1	0	1	0	0	6
AMERICAN AIRLINES	12	1	5	2	2	13	7	1	0	2	0	1	46
ATA AIRLINES	4	0	0	0	0	2	0	0	0	0	0	0	6
ATLANTIC COAST AIRLINES	3	0	1	0	0	1	1	0	0	0	0	0	6
CONTINENTAL AIRLINES	4	1	3	1	1	7	6	1	0	0	0	4	28
DELTA AIR LINES	10	1	3	2	2	9	4	3	0	0	0	1	35
HAWAIIAN AIRLINES	1	1	1	0	0	0	1	0	0	1	0	0	5
MESA AIRLINES	3	0	1	0	0	0	1	0	0	0	0	0	5
NORTHWEST AIRLINES	8	2	3	0	2	3	3	1	0	0	0	1	23
SOUTHWEST AIRLINES	2	0	0	1	0	1	1	2	0	0	0	0	7
UNITED AIRLINES	3	0	4	3	5	4	4	3	0	0	0	2	28
US AIRWAYS	3	0	2	0	2	3	6	6	0	0	0	3	25
OTHER U.S. AIRLINES	26	3	5	0	3	10	7	4	0	0	0	1	59
TOTAL DECEMBER 2003	88	10	32	11	19	59	45	23	0	4	0	13	304
% OF TOTAL COMPLAINTS	28.9	3.3	10.5	3.6	6.2	19.4	14.8	7.6	0.0	1.3	0.0	4.3	
TOTAL DECEMBER 2002	93	22	51	22	41	70	66	21	1	7	0	15	409
% OF TOTAL COMPLAINTS	22.7	5.4	12.5	5.4	10.0	17.1	16.1	5.1	0.2	1.7	0.0	3.7	

* 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

DECEMBER 2003

U.S. AIRLINES*	COMPS RECD IN DEC.	INCI- DENTS IN DEC.	PERCENT	INCI- DENTS IN NOV.	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	19	9	47.4	5	26.3	4	21.1	1	5.3
ALASKA AIRLINES	6	3	50.0	0	0.0	0	0.0	3	50.0
AMERICA WEST AIRLINES	6	4	66.7	0	0.0	1	16.7	1	16.7
AMERICAN AIRLINES	46	20	43.5	12	26.1	10	21.7	4	8.7
AMERICAN TRANS AIR(ATA)	6	5	83.3	1	16.7	0	0.0	0	0.0
ATLANTIC COAST AIRLINES	6	3	50.0	1	16.7	1	16.7	1	16.7
CONTINENTAL AIRLINES	28	11	39.3	7	25.0	7	25.0	3	10.7
DELTA AIR LINES	35	18	51.4	6	17.1	8	22.9	3	8.6
HAWAIIAN AIRLINES	5	0	0.0	1	20.0	4	80.0	0	0.0
MESA AIRLINES	5	2	40.0	0	0.0	3	60.0	0	0.0
NORTHWEST AIRLINES	23	10	43.5	5	21.7	4	17.4	4	17.4
SOUTHWEST AIRLINES	7	3	42.9	2	28.6	1	14.3	1	14.3
UNITED AIRLINES	28	10	35.7	6	21.4	9	32.1	3	10.7
US AIRWAYS	25	3	12.0	7	28.0	10	40.0	5	20.0
OTHER U.S. AIRLINES	59	33	55.9	20	33.9	6	10.2	0	0.0
TOTALS	304	134	44.1	73	24.0	68	22.4	29	9.5
PREVIOUS YEAR'S TOTALS	409	169	41.3	95	23.2	100	24.4	45	11.0

*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**

DECEMBER 2003

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMAR	15	0	0	0	32	1	0	0	0	0	0	0	48
AIR FRANCE	3	0	0	0	0	2	1	2	0	0	0	1	9
AIR INDIA	1	2	0	0	1	1	1	0	0	0	0	0	6
ALITALIA AIRLINES	2	0	0	0	0	2	1	0	0	0	0	0	5
BRITISH AIRWAYS	1	0	3	0	1	0	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	17	2	9	1	14	10	3	2	0	1	0	1	60
TOTALS	39	4	12	1	48	16	6	4	0	1	0	2	133
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	10	4	6	0	1	0	0	0	0	0	21
TOTALS	0	0	10	4	6	0	1	0	0	0	0	0	21
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	4	0	2	0	1	1	1	0	0	0	0	0	9
TOTALS	4	0	2	0	1	1	1	0	0	0	0	0	9

* 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

DECEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	DECEMBER 2003			DECEMBER 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	7	6,119,544	0.11	7	6,110,355	0.11
2	JETBLUE AIRWAYS	1	826,983	0.12	*	*	*
3	ATLANTIC SOUTHEAST AIRLINES	1	795,910	0.13	*	*	*
4	EXPRESSJET AIRLINES	3	1,025,937	0.29	*	*	*
5	AMERICA WEST AIRLINES	6	1,651,772	0.36	18	1,650,598	1.09
6	AMERICAN EAGLE AIRLINES	4	1,077,092	0.37	2	945,813	0.21
7	SKYWEST AIRLINES	4	1,015,432	0.39	*	*	*
8	ALASKA AIRLINES	6	1,317,024	0.46	9	1,256,485	0.72
9	DELTA AIR LINES	35	7,058,947	0.50	71	7,776,803	0.91
10	UNITED AIRLINES	28	5,639,589	0.50	54	5,964,816	0.91
11	NORTHWEST AIRLINES	23	4,406,788	0.52	42	4,482,966	0.94
12	AMERICAN AIRLINES	46	7,435,113	0.62	69	7,910,911	0.87
13	US AIRWAYS	25	3,452,314	0.72	31	3,532,745	0.88
14	ATA AIRLINES	6	825,698	0.73	*	*	*
15	CONTINENTAL AIRLINES	28	3,362,869	0.83	38	3,319,976	1.14
16	ATLANTIC COAST AIRLINES	6	679,656	0.88	*	*	*
17	HAWAIIAN AIRLINES	5	483,957	1.03	*	*	*
18	AIRTRAN AIRWAYS	19	1,030,331	1.84	*	*	*
TOTAL		253	48,204,956	0.52	341	42,951,468	0.79

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. The April 2003 ATCR included the first ranking of AirTran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest. The January 2004 ATCR included the first ranking of Hawaiian Airlines (voluntary reporting of flight delay and mishandled baggage data).

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY - DECEMBER 2003				JANUARY - DECEMBER 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	4,600	775	22	624	7,697	781	44	647
FOREIGN AIRLINES	988	18	0	57	1,285	10	1	49
TRAVEL AGENTS	253	9	0	15	317	12	1	9
TOUR OPERATORS	37	1	0	7	66	0	0	2
MISCELLANEOUS	102	95	1	599	101	158	5	180
INDUSTRY TOTALS	5,980	898	23	1,302	9,466	961	51	887

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - DECEMBER 2003			JANUARY - DECEMBER 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,259		1	2,031	
DELAYS			418			662
CANCELLATIONS			416			572
MISCONNECTIONS			208			321
BAGGAGE	2	1,078		3	1,422	
RES/TKTG/BOARDING	3	880		4	1,160	
REFUNDS	4	720		5	1,107	
CUSTOMER SERVICE	5	695		2	1,713	
DISABILITY	6	373		7	476	
FARES	7	305		6	523	
OVERSALES	8	288		8	455	
OTHER	9	257		9	317	
FREQUENT FLYER			201			164
DISCRIMINATION	10	86		10	194	
ADVERTISING	11	37		11	68	
ANIMALS	12	2		12	0	
COMPLAINT TOTAL		5,980			9,466	

* 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*
JANUARY - DECEMBER 2003

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	21	1	2	0	0	5	2	3	0	0	0	1	35
AIRTRAN AIRWAYS	33	12	15	4	3	11	11	6	0	2	0	0	97
ALASKA AIRLINES	22	3	11	1	3	15	10	6	0	2	0	5	78
ALLEGHENY AIRLINES	9	0	0	0	0	2	2	1	0	0	0	0	14
ALOHA AIRLINES	5	2	2	2	1	4	0	2	0	0	0	1	19
AMERICA WEST AIRLINES	63	17	21	3	11	24	14	10	0	2	0	3	168
AMERICAN AIRLINES	175	19	129	44	78	137	103	42	0	18	0	36	781
AMERICAN EAGLE AIRLINES	30	6	3	0	0	7	12	2	0	0	0	1	61
ATA AIRLINES	22	3	8	3	3	13	6	7	0	0	0	0	65
ATLANTIC COAST AIRLINES	26	4	8	0	0	14	8	3	0	1	0	1	65
ATLANTIC SOUTHEAST AIRLINES	25	8	3	0	0	12	4	3	0	0	0	0	55
CHAUTAUQUA AIRLINES	6	2	0	0	0	1	2	0	0	0	0	0	11
COMAIR	20	6	2	0	1	10	7	2	0	1	0	1	50
CONTINENTAL AIRLINES	58	16	73	28	33	58	60	20	1	2	0	22	371
DELTA AIR LINES	113	25	96	50	71	124	59	50	1	11	0	56	656
DELTA CONNECTION	5	0	1	0	0	5	1	2	0	0	0	0	14
EXPRESSJET AIRLINES	10	0	5	1	2	2	4	0	0	0	0	0	24
FRONTIER AIRLINES	7	1	6	1	3	6	4	3	0	1	1	0	33
HAWAIIAN AIRLINES	7	2	11	4	5	1	8	4	0	1	0	3	46
HORIZON AIRLINES	6	0	2	0	0	1	1	2	0	0	0	0	12
JETBLUE AIRWAYS	2	0	3	1	2	8	8	3	0	0	0	1	28
MESA AIRLINES	22	1	1	0	0	2	5	1	0	0	0	0	32
MESABA AVIATION	12	6	5	0	0	3	1	1	0	0	0	0	28
MIDWEST EXPRESS AIRLINES	4	2	4	0	0	2	0	2	0	1	0	0	15
NORTH AMERICAN AIRLINES	4	1	1	0	1	1	1	2	0	0	0	0	11
NORTHWEST AIRLINES	68	32	71	32	92	69	64	29	2	9	0	24	492
PAN AM	3	0	2	0	3	2	0	0	0	0	0	0	10
PINNACLE AIRLINES	5	2	2	0	0	3	2	6	0	0	0	0	20
PSA AIRLINES	3	2	1	0	0	1	2	1	0	1	0	0	11
SKYWEST AIRLINES	13	4	4	0	0	5	4	4	0	0	0	0	34
SONG	4	0	2	0	1	1	0	3	0	0	0	0	11
SOUTHEAST AIRLINES	9	0	3	0	2	7	2	4	0	0	0	1	28
SOUTHWEST AIRLINES	17	1	11	2	1	30	26	13	2	3	0	0	106
SPIRIT AIRLINES	6	3	3	4	1	5	5	2	0	1	0	0	30
TRANSMERIDIAN AIRLINES	4	0	2	0	2	1	0	0	1	0	0	0	10
UNITED AIRLINES	85	23	66	29	53	106	91	42	4	11	0	38	548
UNITED EXPRESS	8	2	1	0	0	2	0	1	0	0	0	1	15
US AIRWAYS	57	9	49	33	43	80	45	33	1	5	1	17	373
US AIRWAYS EXPRESS	8	0	1	0	1	1	2	1	0	0	0	0	14
OTHER U.S. AIRLINES	52	8	13	1	12	20	8	7	1	1	0	6	129
TOTAL JANUARY 2003	1,049	223	643	243	428	801	584	323	13	73	2	218	4,600
% OF TOTAL COMPLAINTS	22.8	4.8	14	5.3	9.3	17.4	12.7	7.0	0.3	1.6	0.0	4.7	
TOTAL JANUARY 2002	1,808	364	898	436	737	1,082	1,478	420	43	176	0	255	7,697
% OF TOTAL COMPLAINTS	23.5	4.7	11.7	5.7	9.6	14.1	19.2	5.5	0.6	2.3	0.0	3.3	

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

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 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
COMPANIES OTHER THAN U.S. AIRLINES*, BY COMPLAINT CATEGORY**
JANUARY - DECEMBER 2003

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	2	1	2	0	1	2	2	1	1	0	0	0	12
AEROCALIFORNIA	4	0	3	0	3	5	3	1	0	0	0	2	21
AEROFLOT	1	2	3	0	0	3	1	0	0	0	0	0	10
AEROMAR	17	1	0	0	32	3	0	0	0	0	0	0	53
AEROMEXICO	3	1	2	2	2	0	0	0	0	0	0	0	10
AIR CANADA	7	1	5	0	6	11	4	1	1	0	0	0	36
AIR FRANCE	16	8	8	0	11	30	10	12	1	2	0	4	102
AIR INDIA	4	6	4	1	3	11	3	1	0	0	0	0	33
AIR JAMAICA	10	3	5	0	1	13	4	1	0	1	0	2	40
ALITALIA AIRLINES	9	8	8	3	1	29	5	1	0	1	0	0	65
ALLEGRO AIRLINES	3	0	2	0	0	4	1	0	0	0	0	0	10
AUSTRIAN AIRLINES	0	2	2	0	2	7	0	0	0	1	0	0	14
BRITISH AIRWAYS	17	1	13	4	19	28	14	7	1	2	0	4	110
CATHAY PACIFIC AIRWAYS	3	0	5	2	4	0	0	0	0	0	0	3	17
EVA AIRWAYS	2	0	3	0	2	2	1	0	0	0	0	0	10
IBERIA AIRLINES	5	3	0	2	5	4	1	1	0	0	0	1	22
KLM	3	3	4	1	1	6	3	0	0	1	0	2	24
LAN CHILE AIRLINES	1	1	1	1	1	4	1	0	0	0	0	1	11
LOT POLISH AIRLINES	2	0	4	1	1	2	1	0	0	0	0	0	11
LUFTHANSA	6	0	8	3	6	8	10	5	0	1	0	0	47
MEXICANA	2	6	4	2	4	1	1	5	1	1	0	2	29
TACA AIRLINES	0	2	2	1	13	8	3	1	0	1	0	0	31
VIRGIN ATLANTIC	8	2	3	0	2	3	5	2	0	1	0	1	27
OTHER FOREIGN AIRLINES	44	14	34	7	36	68	20	8	5	1	0	6	243
TOTALS	169	65	125	30	156	252	93	47	10	13	0	28	988
<u>TRAVEL AGENTS</u>													
CHEAP TICKETS	0	0	7	2	9	0	1	0	1	0	0	0	20
EXPEDIA.COM	1	0	16	4	16	0	1	0	0	0	0	0	38
ORBITZ.COM	1	0	10	7	8	0	0	0	2	0	0	0	28
PRICELINE.COM	1	0	10	4	14	0	1	0	0	0	0	0	30
TRAVELOCITY.COM	1	0	8	0	10	0	0	0	1	0	0	0	20
OTHER TRAVEL AGENTS	4	0	38	10	57	0	3	0	5	0	0	0	117
TOTALS	8	0	89	27	114	0	6	0	9	0	0	0	253
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	9	0	3	1	11	2	2	0	4	0	0	5	37
TOTALS	9	0	3	1	11	2	2	0	4	0	0	5	37
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	24	0	20	4	11	23	10	3	1	0	0	6	102
TOTALS	24	0	20	4	11	23	10	3	1	0	0	6	102

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 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 5

JANUARY - DECEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JANUARY - DECEMBER 2003			JANUARY - DECEMBER 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	106	74,788,501	0.14	236	72,541,238	0.33
2	EXPRESSJET AIRLINES	24	11,376,605	0.21	*	*	*
3	SKYWEST AIRLINES	34	11,421,158	0.30	*	*	*
4	JETBLUE AIRWAYS	28	8,973,449	0.31	*	*	*
5	AMERICAN EAGLE AIRLINES	61	11,925,053	0.51	71	11,840,772	0.60
6	ALASKA AIRLINES	78	15,047,033	0.52	129	14,153,286	0.91
7	ATLANTIC SOUTHEAST AIRLINES	55	9,293,833	0.59	*	*	*
8	ATA AIRLINES	65	9,847,846	0.66	*	*	*
9	ATLANTIC COAST AIRLINES	65	8,598,599	0.76	*	*	*
10	DELTA AIR LINES	656	84,250,319	0.78	1,234	89,866,513	1.37
11	UNITED AIRLINES	548	66,153,078	0.83	1,173	68,639,794	1.71
12	AIRTRAN AIRWAYS	97	11,654,706	0.83	*	*	*
13	AMERICA WEST AIRLINES	168	20,050,292	0.84	318	19,453,645	1.63
14	AMERICAN AIRLINES	781	88,798,446	0.88	1,211	94,084,633	1.29
15	US AIRWAYS	373	41,264,286	0.90	532	47,167,570	1.13
16	NORTHWEST AIRLINES	492	51,975,656	0.95	764	52,752,116	1.45
17	CONTINENTAL AIRLINES	371	38,936,200	0.95	562	39,995,273	1.41
--	HAWAIIAN AIRLINES	*	*	*	*	*	*
TOTAL		4,002	564,355,060	0.71	6,230	510,494,840	1.22

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. The April 2003 ATCR included the first ranking of AirTran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest. The January 2004 ATCR included the first ranking of Hawaiian Airlines (voluntary reporting of flight delay and mishandled baggage data).

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.

