



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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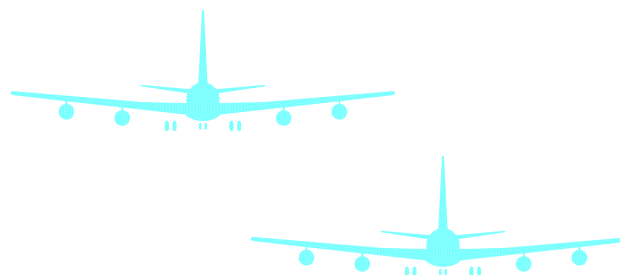
Flight Delays*	April 2004 12 Months Ending April 2004
Mishandled Baggage*	April 2004
Oversales*	1 st Quarter 2004
Consumer Complaints** (Includes Disability and Discrimination Complaints)	April 2004

* 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 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 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, 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/I/	7	79.6	15	94.9
ATA AIRLINES S/	19	86.9	27	87.6
SKYWEST AIRLINES S/	12	86.5	103	87.1
JETBLUE AIRWAYS S/	10	85.5	23	86.9
AIRTRAN AIRWAYS S/	17	86.2	38	86.3
ATLANTIC SOUTHEAST AIRLINES S/	15	86.0	94	86.1
COMAIR S/	25	85.1	113	85.3
UNITED AIRLINES S/	30	85.3	81	85.1
ALASKA AIRLINES S/	14	85.0	45	84.9
NORTHWEST AIRLINES S/	31	84.6	108	84.8
US AIRWAYS S/	25	84.2	60	84.2
DELTA AIRLINES S/	31	82.9	101	83.0
AMERICAN AIRLINES S/	30	82.5	85	82.9
SOUTHWEST AIRLINES S/	15	82.3	59	82.0
ATLANTIC COAST AIRLINES S/	13	78.2	76	79.7
EXPRESSJET AIRLINES S/	23	77.9	108	79.5
AMERICAN EAGLE AIRLINES S/	23	79.4	106	78.7
CONTINENTAL AIRLINES S/	29	78.8	84	78.6
AMERICA WEST AIRLINES S/	27	77.4	50	76.9
TOTAL		82.9		83.0

- 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 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.

APRIL 2004

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	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		FEB-04		MAR-04		APR-04		12 MONTHS ENDING APR 2004		DATABASE TO DATE SEP 1987- APR 2004	
	04-06 2003		07-09 2003		10-12 2003		01-03 2004											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	81.3	(14)	75.3	(16)	78.8	(13)	75.0	(15)	65.7	(19)	85.3	(4)	86.3	(5)	77.6	(15)	--	(--)
ALASKA	85.4	(7)	81.4	(8)	76.5	(15)	75.5	(14)	78.6	(9)	80.2	(12)	84.9	(9)	79.6	(11)	76.3	(8)
AMERICA WEST	86.5	(4)	83.0	(6)	81.8	(6)	74.3	(16)	71.7	(17)	74.8	(17)	76.9	(19)	80.4	(10)	78.7	(5)
AMERICAN	83.8	(12)	78.6	(12)	80.0	(11)	74.3	(17)	75.0	(13)	79.0	(15)	82.9	(13)	78.9	(13)	79.2	(3)
AMERICAN EAGLE	83.0	(13)	79.0	(11)	74.9	(17)	70.9	(18)	74.4	(14)	72.8	(19)	78.7	(17)	76.4	(16)	75.7	(10)
ATA	83.8	(11)	81.9	(7)	80.2	(10)	76.1	(13)	79.4	(8)	80.4	(11)	87.6	(2)	80.7	(6)	--	(--)
ATLANTIC COAST	78.9	(16)	78.4	(13)	75.5	(16)	70.6	(19)	73.0	(16)	74.0	(18)	79.7	(15)	76.0	(17)	--	(--)
ATLANTIC SOUTHEAST	75.0	(17)	71.5	(17)	82.0	(5)	81.0	(5)	73.1	(15)	87.8	(2)	86.1	(6)	78.0	(14)	--	(--)
COMAIR	--	(--)	--	(--)	--	(--)	78.1	(9)	77.2	(12)	84.4	(6)	85.3	(7)	--	(--)	--	(--)
CONTINENTAL	85.4	(6)	79.5	(10)	81.1	(9)	79.9	(6)	79.9	(7)	79.9	(13)	78.6	(18)	80.7	(7)	78.9	(4)
DELTA	85.1	(9)	81.0	(9)	81.3	(8)	77.2	(11)	70.9	(18)	83.7	(9)	83.0	(12)	80.6	(9)	77.8	(7)
EXPRESSJET	84.5	(10)	77.7	(14)	78.4	(14)	78.6	(8)	80.4	(6)	78.4	(16)	79.5	(16)	79.2	(12)	--	(--)
HAWAIIAN	--	(--)	--	(--)	--	(--)	89.5	(1)	89.6	(1)	91.7	(1)	94.9	(1)	--	(--)	--	(--)
JETBLUE	87.5	(3)	86.2	(3)	86.7	(1)	83.8	(2)	88.2	(2)	85.0	(5)	86.9	(4)	85.9	(1)	--	(--)
NORTHWEST	85.2	(8)	83.4	(4)	81.4	(7)	76.8	(12)	77.4	(11)	79.2	(14)	84.8	(10)	81.6	(4)	80.0	(2)
SKYWEST	90.6	(1)	91.2	(1)	82.8	(4)	79.7	(7)	78.1	(10)	87.1	(3)	87.1	(3)	85.6	(2)	--	(--)
SOUTHWEST	88.8	(2)	86.5	(2)	85.2	(2)	83.2	(3)	82.2	(4)	83.9	(8)	82.0	(14)	85.2	(3)	82.7	(1)
UNITED	85.9	(5)	83.3	(5)	78.8	(12)	78.0	(10)	81.9	(5)	80.8	(10)	85.1	(8)	81.3	(5)	76.2	(9)
US AIRWAYS	80.8	(15)	75.8	(15)	83.3	(3)	82.5	(4)	83.5	(3)	84.1	(7)	84.2	(11)	80.6	(8)	78.6	(6)
Total	84.7		81.4		80.8		77.9		77.5		81.3		83.0		80.8		78.8	

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APRIL 2004

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	691	79.3	1559	82.3	499	86.6	172	89.0	H/		882	84.1	711	84.1	13257	87.7
AS	H/		37	70.3	H/		H/		H/		30	90.0	206	85.0	H/	
B6	H/		354	92.7	H/		H/		H/		H/		60	95.0	H/	
CO	390	76.4	555	78.0	260	81.9	H/		H/		372	83.6	333	77.2	322	82.3
DH	H/		734	83.0	H/		270	84.8	2699	84.6	30	90.0	H/		H/	
DL	17298	81.4	1537	87.2	449	84.2	240	70.0	4664	89.2	1011	87.5	564	85.1	1736	86.6
EV	6581	84.0	30	90.0	H/		30	96.7	60	86.7	120	84.2	128	83.6	4497	89.4
FL	4695	86.4	443	89.4	862	87.5	H/		H/		150	91.3	94	89.4	330	89.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	150	74.7	249	57.4	150	61.3	H/		H/		90	71.1	300	71.7	292	69.5
MQ	H/		1800	77.9	200	75.5	151	80.1	322	76.7	782	77.7	H/		5944	91.1
NW	433	78.5	432	82.9	396	82.8	202	83.2	54	92.6	576	82.1	459	83.4	399	82.2
OH	3090	81.5	368	92.9	120	85.8	82	86.6	9120	87.0	784	88.0	H/		38	89.5
OO	H/		H/		H/		H/		H/		H/		2213	87.0	686	89.2
RU	186	75.3	21	90.5	128	69.5	415	77.3	261	73.2	259	73.4	58	91.4	189	85.2
TZ	H/		107	82.2	H/		107	87.9	H/		108	88.9	139	92.8	133	94.0
UA	325	77.5	898	82.3	506	85.0	240	80.4	60	73.3	399	86.2	6994	90.1	494	82.8
US	187	80.7	1691	86.8	442	84.4	6944	88.6	H/		2098	91.2	267	86.1	276	82.6
WN	H/		H/		4678	82.8	H/		H/		H/		H/		H/	
TOTAL	34026	82.4	10815	83.2	8690	83.1	8853	87.0	17240	86.8	7691	85.9	12526	87.8	28593	88.2

* 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	86.0	733	71.9	785	80.9	382	75.1	1281	78.6	773	82.9	2596	85.0	1935	73.0
AS	H/		60	81.7	H/		H/		H/		407	83.5	672	85.9	H/	
B6	H/		H/		711	85.0	H/		2823	81.8	210	94.3	H/		H/	
CO	195	82.6	4978	74.4	446	72.2	6941	84.3	30	73.3	496	74.8	524	74.4	313	71.6
DH	148	83.8	198	74.7	H/		H/		442	84.8	H/		H/		214	70.6
DL	291	78.4	674	74.8	1020	76.2	270	65.6	1093	75.5	697	85.5	1206	84.9	1963	80.9
EV	60	91.7	H/		H/		149	85.9	180	76.1	H/		H/		H/	
FL	H/		150	78.7	412	84.2	H/		H/		60	96.7	H/		386	79.0
HA	H/		H/		H/		H/		H/		30	83.3	94	77.7	H/	
HP	150	63.3	180	52.2	64	57.8	146	70.5	330	58.2	2687	77.1	682	74.0	H/	
MQ	114	69.3	285	72.3	16	93.8	91	73.6	346	74.9	H/		1899	88.7	1609	70.4
NW	9605	87.3	384	71.1	215	72.6	328	69.2	89	73.0	435	80.5	543	83.4	572	72.2
OH	289	83.0	63	58.7	124	84.7	142	82.4	246	76.4	H/		H/		1284	78.7
OO	H/		H/		H/		909	83.8	H/		178	71.3	3772	89.8	H/	
RU	214	75.7	4543	71.6	H/		6536	82.8	30	93.3	H/		H/		149	76.5
TZ	H/		137	70.1	120	88.3	H/		H/		178	86.0	251	85.7	279	73.5
UA	325	80.6	611	72.5	226	79.2	330	72.1	354	77.7	987	82.4	3098	91.1	621	79.1
US	56	92.9	227	67.4	659	72.2	279	79.2	H/		326	74.8	314	81.2	1371	85.6
WN	447	79.6	H/		1109	72.3	163	74.2	H/		5416	82.8	3303	83.8	H/	
TOTAL	12394	85.8	13223	72.6	5907	77.2	16666	82.3	7244	78.5	12880	81.3	18954	86.3	10696	76.9

* 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	913	83.4	142	86.6	3488	85.3	430	73.0	8294	74.6	210	82.9	647	78.7	509	81.5
AS	60	93.3	H/		30	70.0	H/		41	75.6	1223	87.0	H/		314	82.2
B6	435	90.1	H/		H/		H/		H/		H/		H/		H/	
CO	527	78.4	159	79.9	326	78.2	191	72.8	438	63.5	90	82.2	139	71.2	346	82.1
DH	H/		30	93.3	H/		H/		3884	71.5	H/		322	75.8	H/	
DL	1494	79.5	150	80.7	360	76.1	360	77.5	539	66.4	300	90.3	501	71.3	328	92.4
EV	H/		H/		H/		60	91.7	111	86.5	H/		H/		90	78.9
FL	725	85.0	240	82.9	138	86.2	180	89.4	H/		H/		543	83.4	H/	
HA	H/		H/		H/		H/		H/		53	81.1	H/		30	76.7
HP	90	57.8	H/		60	73.3	180	53.9	236	59.3	210	69.0	180	68.9	5479	85.9
MQ	16	93.8	60	88.3	118	89.0	113	77.9	6792	69.2	H/		260	71.9	H/	
NW	538	81.2	335	83.9	226	84.5	9229	87.3	641	70.2	147	83.0	432	75.0	392	83.2
OH	478	85.6	48	81.2	60	75.0	240	90.4	165	65.5	H/		23	87.0	4	75.0
OO	H/		H/		H/		H/		381	66.1	636	92.8	H/		420	86.4
RU	26	100.0	129	78.3	35	91.4	211	85.8	198	63.6	H/		185	60.5	30	100.0
TZ	236	88.1	2430	87.7	85	98.8	154	90.3	H/		H/		124	81.5	127	93.7
UA	591	85.8	H/		300	85.3	606	82.0	9889	81.8	738	90.1	676	76.3	572	82.9
US	878	78.1	H/		308	76.9	149	87.9	482	70.3	H/		5017	79.5	240	82.5
WN	1946	77.4	3865	82.7	H/		H/		H/		1005	82.6	H/		5237	83.7
TOTAL	8953	81.2	7588	84.4	5534	83.8	12103	85.6	32091	74.6	4612	86.3	9049	77.8	14118	84.7

* 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	149	83.2	615	82.1	531	88.3	1002	86.5	239	79.5	1567	89.0	600	85.5
AS	H/		321	86.3	3890	84.8	384	84.4	H/		H/		H/	
B6	H/		89	95.5	30	96.7	H/		60	96.7	H/		240	92.5
CO	12	75.0	233	70.8	329	81.5	421	74.8	90	62.2	49	85.7	421	83.1
DH	223	84.3	H/		H/		H/		H/		30	80.0	H/	
DL	210	74.8	415	89.2	475	86.1	649	85.5	2777	88.8	237	83.1	988	87.6
EV	30	90.0	H/		H/		H/		90	75.6	H/		H/	
FL	150	90.7	H/		H/		H/		H/		H/		439	87.9
HA	H/		30	63.3	81	86.4	30	80.0	H/		H/		H/	
HP	30	63.3	326	81.6	270	77.4	484	73.8	90	70.0	120	79.2	66	63.6
MQ	206	77.2	920	85.9	H/		166	78.3	H/		90	91.1	H/	
NW	250	86.0	180	77.8	330	82.4	272	82.4	92	67.4	408	85.0	364	78.8
OH	157	86.0	H/		30	83.3	H/		420	91.4	270	85.6	30	96.7
OO	H/		606	89.9	382	90.8	2978	83.9	5772	86.1	H/		H/	
RU	253	71.5	H/		H/		H/		57	89.5	335	83.9	H/	
TZ	86	95.3	H/		116	84.5	262	88.2	H/		H/		H/	
UA	180	84.4	662	88.1	1029	90.3	3847	89.4	270	81.9	236	84.7	338	83.7
US	3329	86.3	146	84.2	120	81.7	262	83.6	H/		H/		681	80.0
WN	H/		2414	82.9	1040	84.5	H/		1115	78.4	1700	85.2	1698	81.2
TOTAL	5265	84.7	6957	84.4	8653	85.5	10757	85.4	11072	85.5	5042	86.1	5865	83.5

* 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	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	95.5	88.7	79.1	84.2	91.4	J/	100.0	93.8	78.6	85.9	75.6	94.3	80.2	88.5	90.9	69.0	79.0	95.7
700 - 759 AM	92.2	90.3	97.5	96.7	90.9	90.6	92.3	93.7	90.9	92.0	90.3	89.4	82.3	94.7	94.9	90.3	90.6	96.2
800 - 859 AM	80.7	89.8	92.4	82.8	93.2	92.1	95.1	88.5	92.5	89.7	84.0	89.6	90.0	93.7	91.9	87.1	96.9	94.1
900 - 959 AM	86.1	90.6	93.3	85.9	91.2	93.6	91.0	90.7	90.2	93.4	88.9	88.7	88.7	92.3	90.4	89.8	89.7	89.2
1000 - 1059 AM	89.4	86.5	92.8	89.2	89.8	87.6	89.9	88.7	91.7	91.0	80.9	89.8	87.3	84.2	89.9	87.7	85.7	90.6
1100 - 1159 AM	90.4	88.4	89.8	90.3	89.9	88.4	88.7	90.5	89.9	90.4	84.5	85.7	88.5	84.0	88.2	81.7	85.1	86.5
1200 - 1259 PM	91.1	88.1	91.2	93.4	90.1	85.4	88.7	91.0	89.9	92.0	77.4	83.6	87.1	85.1	87.4	81.4	85.9	87.9
100 - 159 PM	90.4	87.9	88.1	90.1	87.0	91.0	91.5	89.7	91.5	83.8	80.9	79.0	87.9	84.2	87.4	81.0	81.8	87.2
200 - 259 PM	85.4	86.2	86.9	89.8	86.3	89.3	88.7	89.4	89.3	73.8	78.5	81.2	78.6	83.4	85.7	76.1	84.4	90.2
300 - 359 PM	78.4	88.0	84.0	89.3	86.6	85.3	86.1	87.8	78.3	70.0	82.0	84.2	77.9	80.0	84.9	71.8	81.8	87.8
400 - 459 PM	71.0	82.2	80.0	89.8	87.9	86.9	86.5	87.4	85.0	68.4	76.3	79.5	73.9	74.1	83.1	75.6	85.3	81.4
500 - 559 PM	75.7	78.6	81.4	85.4	87.1	84.5	82.9	88.4	82.4	70.5	75.8	79.3	74.3	78.3	85.8	73.7	76.8	80.0
600 - 659 PM	81.9	77.1	76.5	82.8	84.5	81.3	88.6	86.8	82.6	59.1	70.5	78.1	77.5	76.8	86.9	68.4	74.6	77.0
700 - 759 PM	76.3	78.9	73.6	78.9	79.4	83.6	87.0	86.1	82.0	46.1	69.3	76.1	73.8	80.1	84.3	71.2	76.9	73.4
800 - 859 PM	76.4	75.0	75.8	78.9	77.9	78.9	80.2	84.1	81.4	60.4	63.8	76.3	72.8	71.6	79.8	66.9	70.5	75.6
900 - 959 PM	77.5	75.6	76.5	82.8	85.0	86.1	77.7	83.8	77.5	59.7	73.1	70.0	69.4	76.8	82.3	71.8	76.9	78.5
1000 - 1059 PM	81.8	80.4	71.1	79.3	83.7	78.0	85.7	76.6	80.5	66.3	74.8	74.5	76.8	72.9	77.9	66.8	74.8	78.1
1100 - 559 AM	81.7	81.3	80.9	79.1	82.8	82.6	84.5	85.1	79.8	71.4	82.5	78.3	80.9	78.1	87.1	74.4	81.1	82.7
TOTAL, ALL ARRIVALS, BY AIRPORT	82.4	83.2	83.1	87.0	86.8	85.9	87.8	88.2	85.8	72.6	77.2	82.3	78.5	81.3	86.3	76.9	81.2	84.4

* 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	96.7	91.3	94.7	J/	92.8	92.5	86.8	92.3	92.2	89.7	J/	J/	71.7	90.1
700 - 759 AM	96.8	92.2	92.9	97.6	88.1	92.4	92.1	87.9	99.0	98.0	93.6	100.0	94.4	92.8
800 - 859 AM	76.3	94.6	90.0	100.0	83.0	93.2	93.9	91.7	92.3	95.6	91.2	94.6	92.1	89.4
900 - 959 AM	90.3	89.1	87.4	93.3	85.4	87.3	91.9	92.8	95.7	84.5	90.4	93.4	94.0	89.5
1000 - 1059 AM	82.7	89.9	87.5	89.4	88.2	89.9	93.3	88.9	92.9	81.5	89.5	93.8	91.0	88.6
1100 - 1159 AM	87.4	86.5	87.0	96.4	89.8	90.1	88.6	89.8	92.1	77.6	89.9	88.9	88.5	88.2
1200 - 1259 PM	89.7	89.0	78.6	88.4	83.0	87.1	87.9	89.5	87.6	72.3	86.4	90.5	86.6	86.5
100 - 159 PM	84.2	86.5	77.1	87.8	87.0	87.6	91.3	86.3	85.8	89.2	85.4	90.3	88.6	86.1
200 - 259 PM	89.3	88.5	76.6	88.7	84.1	86.0	88.0	86.4	87.9	87.8	90.6	84.9	87.4	85.0
300 - 359 PM	81.5	86.4	70.0	83.0	80.4	80.6	89.5	85.2	82.3	88.4	86.3	88.3	85.5	81.9
400 - 459 PM	78.3	82.9	66.8	88.3	75.5	82.9	83.7	81.6	84.3	85.1	83.3	84.5	85.2	79.2
500 - 559 PM	78.4	86.6	62.7	80.3	74.8	83.3	88.0	81.9	84.3	87.1	88.8	83.9	80.6	79.9
600 - 659 PM	80.9	82.9	55.2	85.6	68.0	81.2	85.7	82.8	84.1	90.4	81.7	84.3	80.1	77.1
700 - 759 PM	80.5	80.6	53.5	79.6	64.1	78.5	75.1	77.7	80.6	85.5	76.2	81.7	76.3	75.4
800 - 859 PM	75.6	74.5	57.7	82.6	68.7	77.3	67.1	77.9	80.7	84.0	70.0	79.4	74.2	75.2
900 - 959 PM	81.8	77.9	64.9	81.2	69.0	75.9	73.2	79.8	81.0	83.3	82.9	78.3	75.1	77.4
1000 - 1059 PM	83.9	77.8	76.6	78.9	74.8	79.1	79.4	75.9	77.5	87.3	83.4	78.6	76.2	77.6
1100 - 559 AM	81.3	83.8	90.1	80.4	80.4	72.3	83.4	82.9	81.1	89.5	76.4	81.0	81.4	81.6
TOTAL, ALL ARRIVALS, BY AIRPORT	83.8	85.6	74.6	86.3	77.8	84.7	84.7	84.4	85.5	85.4	85.5	86.1	83.5	82.9

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

APRIL 2004

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>EWB</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	94.7	94.1	96.2	95.0	95.0	95.3	96.8	93.1	93.9	96.2	96.7	96.1	93.3	95.6	95.8	96.3	96.4	93.8
700 - 759 AM	94.1	93.9	95.2	98.4	92.5	95.3	93.8	93.0	94.5	94.8	98.3	95.2	93.3	95.3	95.0	93.4	97.1	94.6
800 - 859 AM	92.7	91.8	92.0	92.3	93.0	94.2	92.8	91.1	92.0	95.2	93.2	94.0	92.5	91.9	93.5	93.9	93.1	93.3
900 - 959 AM	86.5	91.5	88.3	90.2	93.5	96.5	95.4	90.5	92.6	94.3	93.6	94.5	92.1	91.5	90.4	91.9	95.4	91.1
1000 - 1059 AM	90.0	89.5	89.0	88.8	90.7	93.6	90.5	87.3	90.2	92.5	85.9	92.9	91.2	86.2	88.5	92.9	88.2	92.0
1100 - 1159 AM	91.1	89.7	90.1	93.1	85.8	94.0	89.7	88.0	91.2	94.9	85.0	93.6	87.7	81.9	88.3	93.5	87.6	86.1
1200 - 1259 PM	89.7	88.1	84.1	89.8	88.4	91.5	90.9	86.9	88.5	92.8	81.5	93.0	94.1	79.2	86.4	84.2	87.2	85.9
100 - 159 PM	91.1	85.0	85.2	80.8	90.5	90.6	89.8	87.5	86.3	87.9	80.4	89.3	88.1	78.3	88.3	87.4	83.9	77.7
200 - 259 PM	89.0	85.7	79.6	89.2	87.4	89.3	86.8	86.2	85.1	82.1	73.9	83.4	87.9	81.2	82.0	82.6	78.2	82.2
300 - 359 PM	81.7	84.8	72.8	92.1	86.0	87.3	90.2	88.1	85.4	78.8	76.3	84.4	77.3	76.1	87.1	78.0	78.6	81.5
400 - 459 PM	82.7	84.0	76.0	83.2	84.1	84.4	86.6	84.8	72.2	71.7	72.8	88.5	86.3	76.7	85.8	80.3	76.4	82.4
500 - 559 PM	75.3	78.2	71.5	81.8	80.1	84.8	84.7	85.7	84.7	71.6	70.3	81.9	72.1	72.4	82.7	80.4	80.7	74.5
600 - 659 PM	76.0	77.8	70.1	80.7	80.2	87.2	89.4	84.8	79.5	69.5	77.8	79.0	79.6	78.4	86.7	75.4	82.6	69.1
700 - 759 PM	81.2	78.1	68.7	80.2	86.6	81.4	87.9	85.2	83.3	60.3	73.9	89.8	77.0	74.3	80.1	71.9	80.8	72.0
800 - 859 PM	80.4	80.2	70.5	82.9	82.7	88.8	91.4	83.2	83.7	60.2	66.1	84.1	75.2	77.0	86.8	74.0	71.6	71.8
900 - 959 PM	80.4	80.5	62.0	86.8	81.8	89.4	85.9	84.9	90.2	61.8	77.0	91.6	72.2	67.7	75.9	70.3	75.1	76.9
1000 - 1059 PM	83.3	71.2	68.4	85.8	82.4	100.0	J/	90.7	93.3	61.5	86.1	86.4	80.8	81.9	91.8	J/	79.3	92.2
1100 - 559 AM	88.5	95.1	93.3	J/	87.1	J/	93.0	96.7	92.6	95.6	98.9	93.3	90.0	85.0	92.8	96.9	98.2	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	85.3	86.4	81.3	87.0	87.0	90.3	90.1	87.5	87.5	82.6	82.5	88.8	84.2	82.2	88.3	85.2	85.3	83.1

* 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 *														
<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	92.9	95.2	95.2	96.0	95.0	97.3	94.5	94.0	96.6	96.2	95.0	97.0	97.6	95.4
700 - 759 AM	93.1	92.1	89.8	95.3	90.7	94.9	93.4	91.5	96.1	95.4	94.6	95.7	95.5	94.0
800 - 859 AM	95.8	93.1	91.3	91.9	92.7	90.8	92.3	89.7	92.7	95.2	94.6	97.2	94.6	92.8
900 - 959 AM	90.8	92.9	90.9	94.6	82.8	86.9	94.1	89.5	91.9	95.0	88.3	90.6	95.8	91.3
1000 - 1059 AM	89.0	92.6	89.9	91.2	86.3	83.2	98.4	86.2	86.0	88.7	93.6	94.3	91.3	89.7
1100 - 1159 AM	90.1	93.0	87.3	88.5	90.2	85.3	93.7	88.2	91.6	89.2	91.7	91.6	91.8	89.4
1200 - 1259 PM	91.1	89.6	88.0	91.5	85.2	82.0	91.9	86.7	89.6	81.2	89.0	91.0	89.2	87.7
100 - 159 PM	88.7	89.8	83.4	84.8	84.7	82.1	90.1	79.1	91.7	85.6	93.6	87.6	86.0	86.6
200 - 259 PM	84.7	86.3	77.8	89.7	81.6	79.5	83.9	82.0	82.8	90.8	89.2	85.5	79.4	84.3
300 - 359 PM	83.2	85.6	74.7	79.9	77.4	74.2	84.3	83.7	80.1	88.0	93.4	77.8	80.6	82.3
400 - 459 PM	74.4	82.3	74.6	85.6	77.4	74.7	86.1	82.6	74.3	91.2	87.1	80.5	81.8	81.3
500 - 559 PM	76.4	82.3	67.8	85.3	67.8	69.8	81.2	82.1	78.7	90.2	89.1	79.7	81.1	77.9
600 - 659 PM	86.3	85.5	64.7	73.9	68.0	77.2	83.8	81.5	80.3	90.5	93.8	80.2	79.2	79.4
700 - 759 PM	82.7	80.4	60.8	87.7	69.5	76.7	85.2	75.6	76.4	83.9	83.3	84.1	85.2	78.0
800 - 859 PM	68.2	75.0	57.8	77.3	67.7	71.7	77.2	80.2	82.6	95.0	82.6	78.3	80.7	77.6
900 - 959 PM	100.0	86.9	64.7	85.6	62.3	78.0	J/	75.0	83.0	91.4	81.5	78.4	69.4	79.7
1000 - 1059 PM	J/	89.1	75.0	91.4	74.4	85.1	88.8	92.3	92.2	94.3	94.0	80.8	48.1	87.0
1100 - 559 AM	90.2	91.7	100.0	94.3	100.0	93.5	93.9	96.6	94.3	97.5	97.4	86.7	95.2	90.4
TOTAL, ALL DEPARTURES, BY AIRPORT	86.5	88.4	78.5	89.0	79.8	82.2	88.4	85.7	87.9	91.0	90.9	87.4	87.3	85.7

* 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
US	1614	PIT-EWR	1730	24	83.33	50	46
RU	2657	EWR-BUF	1545	30	83.33	39	33
RU	2383	BTV-EWR	1730	26	80.77	43	35

* 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
EXPRESSJET	1,110	12	1.1
ATLANTIC COAST	784	3	0.4
SKYWEST	1,199	2	0.2
CONTINENTAL	890	1	0.1
SOUTHWEST	2,808	3	0.1
DELTA	1,932	2	0.1
COMAIR	1,016	1	0.1
US AIRWAYS	1,151	1	0.1
AMERICAN EAGLE	1,352	1	0.1
AMERICAN	1,991	0	0.0
UNITED	1,532	0	0.0
NORTHWEST	1,429	0	0.0
ATLANTIC SOUTHEAST	749	0	0.0
AMERICA WEST	539	0	0.0
ALASKA	445	0	0.0
AIRTRAN	431	0	0.0
JETBLUE	248	0	0.0
ATA	225	0	0.0
HAWAIIAN	128	0	0.0
TOTAL	19,959	26	0.1

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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AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	86.8	91.9	257	258
AGUADILLA PR (BQN)	53.3	83.3	30	30
AKRON/CANTON OH (CAK)	84.8	85.8	742	742
ALBANY NY (ALB)	76.8	87.1	1,446	1,447
ALBUQUERQUE NM (ABQ)	82.6	85.1	2,978	2,977
ALLENTOWN PA (ABE)	82.3	88.4	655	654
AMARILLO TX (AMA)	80.9	87.4	681	681
ANCHORAGE AK (ANC)	83.0	86.2	1,435	1,436
ASHEVILLE NC (AVL)	83.5	85.4	412	412
ATLANTA GA (ATL)	82.4	85.3	34,026	34,075
AUSTIN TX (AUS)	81.9	87.7	3,186	3,186
BAKERSFIELD CA (BFL)	91.6	93.8	275	274
BALTIMORE MD (BWI)	83.1	81.3	8,690	8,689
BANGOR ME (BGR)	73.4	80.7	421	420
BARROW AK (BRW)	93.3	83.3	60	60
BATON ROUGE LA (BTR)	84.6	84.9	628	634
BEAUMONT/PORT ARTHUR TX (BPT)	85.2	93.3	135	135
BETHEL AK (BET)	94.7	93.7	95	95
BILLINGS MT (BIL)	88.1	93.9	478	478
BINGHAMTON NY (BGM)	87.8	90.0	180	180
BIRMINGHAM AL (BHM)	82.2	84.9	1,943	1,943
BISMARCK ND (BIS)	88.7	96.6	203	203
BLOOMINGTON IL (BMI)	84.8	87.6	217	217
BOISE ID (BOI)	85.7	91.0	1,280	1,281
BOSTON MA (BOS)	83.2	86.4	10,815	10,812
BOZEMAN MT (BZN)	90.0	96.4	301	302
BRISTOL TN (TRI)	87.0	88.5	330	330
BROWNSVILLE TX (BRO)	89.8	91.8	147	147
BUFFALO NY (BUF)	77.2	83.4	2,186	2,184
BURBANK CA (BUR)	84.4	83.9	2,223	2,223
BURLINGTON VT (BTV)	79.2	84.5	625	626
CEDAR RAPIDS/IOWA CTY IA (CID)	75.4	81.8	516	517
CHAMPAIGN IL (CMI)	65.8	85.6	202	202
CHARLESTON SC (CHS)	83.4	87.2	1,138	1,150
CHARLESTON WV (CRW)	79.2	85.8	438	438
CHARLOTTE NC (CLT)	87.0	87.0	8,853	8,854
CHATTANOOGA TN (CHA)	84.2	86.2	412	412
CHICAGO IL (MDW)	84.4	83.1	7,588	7,588
CHICAGO IL (ORD)	74.6	78.5	32,091	32,085
CINCINNATI OH (CVG)	86.8	87.0	17,240	17,237
CLEVELAND OH (CLE)	82.2	89.7	7,887	7,888
COLLEGE STATION TX (CLL)	87.7	92.5	333	332
COLORADO SPRINGS CO (COS)	87.5	93.2	965	966

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	81.9	83.6	1,017	1,024
COLUMBUS OH (CMH)	79.0	87.0	3,166	3,170
CORDOVA AK (CDV)	71.7	76.7	60	60
CORPUS CHRISTI TX (CRP)	83.5	86.2	717	717
DALLAS/FT. WORTH TX (DAL)	81.9	79.2	3,772	3,772
DALLAS/FT. WORTH TX (DFW)	88.2	87.5	28,593	28,604
DAYTON OH (DAY)	79.5	88.4	1,287	1,287
DAYTONA BEACH FL (DAB)	83.1	79.4	344	345
DEADHORSE AK (SCC)	83.3	90.0	30	30
DENVER CO (DEN)	87.8	90.1	12,526	12,526
DES MOINES IA (DSM)	78.4	86.7	855	854
DETROIT MI (DTW)	85.8	87.5	12,394	12,393
DILLINGHAM AK (DLG)	93.8	87.5	16	16
DUBUQUE IA (DBQ)	66.7	93.3	90	90
DULUTH MN (DLH)	81.7	85.8	169	169
DURANGO CO (DRO)	82.2	87.8	90	90
EAGLE CO (EGE)	81.8	88.6	33	35
EL PASO TX (ELP)	81.7	86.3	1,923	1,917
ERIE PA (ERI)	86.7	91.1	90	90
EUGENE OR (EUG)	89.7	86.3	439	439
EVANSVILLE IN (EVV)	75.6	81.8	472	472
FAIRBANKS AK (FAI)	86.8	91.1	395	395
FARGO ND (FAR)	81.7	88.8	322	322
FAYETTEVILLE AR (XNA)	84.1	86.7	1,081	1,080
FAYETTEVILLE NC (FAY)	88.4	83.6	146	146
FLINT MI (FNT)	84.1	87.2	546	548
FRESNO CA (FAT)	89.3	88.2	1,126	1,127
FT. LAUDERDALE FL (FLL)	77.2	82.5	5,907	5,906
FT. MYERS FL (RSW)	83.7	90.2	2,159	2,162
FT. SMITH AR (FSM)	87.7	93.8	146	146
FT. WAYNE IN (FWA)	76.8	82.0	596	596
GRAND FORKS ND (GFK)	89.4	93.8	113	113
GRAND RAPIDS MI (GRR)	81.3	86.2	1,350	1,349
GREAT FALLS MT (GTF)	90.3	91.5	330	330
GREEN BAY WI (GRB)	82.1	89.9	504	504
GREENSBORO/HIGH PT. NC (GSO)	81.5	85.2	1,498	1,497
GREENVILLE/SPARTBG. SC (GSP)	81.2	85.7	1,221	1,220
GULFPORT/BILOXI MS (GPT)	85.4	86.6	438	433
GUNNISON CO (GUC)	100.0	100.0	5	5
HARLINGEN TX (HRL)	83.7	86.8	491	491
HARRISBURG PA (MDT)	83.1	85.6	986	986
HARTFORD CT/SPGFLD MA (BDL)	81.6	88.1	2,778	2,778
HELENA MT (HLN)	90.7	92.4	236	236

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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.
HILO HAWAII HI (ITO)	97.1	96.6	206	206
HONOLULU OAHU HI (HNL)	91.6	95.5	2,886	2,881
HOUSTON TX (HOU)	81.4	77.4	4,905	4,905
HOUSTON TX (IAH)	82.3	88.8	16,666	16,662
HUNTSVILLE/DECATUR AL (HSV)	83.0	86.0	955	955
INDIANAPOLIS IN (IND)	82.9	88.8	3,391	3,391
INDIO/PALM SPRINGS CA (PSP)	85.7	85.6	1,209	1,213
ISLIP/LONG IS. NY (ISP)	77.6	81.1	1,027	1,027
JACKSON WY (JAC)	90.6	89.6	160	163
JACKSON/VICKSBURG MS (JAN)	86.1	88.6	921	921
JACKSONVILLE FL (JAX)	82.5	86.5	2,463	2,464
JUNEAU AK (JNU)	83.7	85.5	312	311
KAHULUI (OGG)	92.9	95.1	1,110	1,112
KALAMAZOO MI (AZO)	74.2	84.8	462	461
KALISPELL MT (FCA)	88.4	94.8	268	267
KANSAS CITY MO (MCI)	83.9	86.8	4,807	4,809
KETCHIKAN AK (KTN)	87.2	86.7	180	180
KEY WEST FL (EYW)	73.3	51.7	60	60
KILLEEN TX (ILE)	86.7	91.9	429	430
KING SALMON AK (AKN)	84.0	84.0	25	25
KNOXVILLE TN (TYS)	81.8	87.2	1,111	1,090
KODIAK AK (ADQ)	73.3	75.0	60	60
KONA HAWAII HI (KOA)	95.0	98.0	537	537
KOTZEBUE AK (OTZ)	77.6	73.7	76	76
LA CROSSE WI (LSE)	78.6	86.8	168	167
LAFAYETTE LA (LFT)	82.3	88.1	311	311
LANSING MI (LAN)	81.8	87.4	444	444
LAREDO TX (LRD)	87.2	94.2	172	172
LAS VEGAS NV (LAS)	81.3	82.2	12,880	12,882
LAWTON OK (LAW)	83.8	94.4	179	178
LEXINGTON/FRKFT KY (LEX)	78.4	83.5	834	834
LIHUE KAUAI HI (LIH)	95.9	98.2	612	612
LINCOLN NE (LNK)	83.9	83.9	180	180
LITTLE ROCK AR (LIT)	80.8	87.6	1,460	1,460
LONG BEACH CA (LGB)	92.5	95.2	920	920
LONGVIEW TX (GGG)	95.6	97.8	90	90
LOS ANGELES CA (LAX)	86.3	88.3	18,954	18,950
LOUISVILLE KY (SDF)	82.4	88.1	1,867	1,867
LUBBOCK TX (LBB)	82.3	88.7	778	778
MADISON WI (MSN)	79.8	87.4	733	733
MANCHESTER NH (MHT)	81.5	88.8	1,782	1,782
MARQUETTE MI (MQT)	60.7	87.5	56	56
MEDFORD OR (MFR)	89.7	89.2	409	409

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MELBOURNE FL (MLB)	85.9	83.7	220	221
MEMPHIS TN (MEM)	87.2	88.4	3,889	3,892
MIAMI FL (MIA)	83.8	86.5	5,534	5,535
MIDLAND/ODESSA TX (MAF)	83.0	89.8	669	669
MILWAUKEE WI (MKE)	81.9	90.2	1,848	1,849
MINNEAPLS/ST.P MN (MSP)	85.6	88.4	12,103	12,096
MINOT ND (MOT)	85.6	92.2	90	90
MISSION/MCALLEEN TX (MFE)	84.6	89.8	266	265
MISSOULA MT (MSO)	92.4	95.0	301	301
MOBILE AL/PASCAGOULA MS (MOB)	82.5	87.2	439	439
MOLINE IL (MLI)	78.3	86.6	276	277
MONROE LA (MLU)	81.4	86.2	296	290
MONTEREY CA (MRY)	90.2	91.8	610	611
MONTROSE CO (MTJ)	81.4	86.2	167	167
MYRTLE BEACH SC (MYR)	88.7	89.4	646	642
NASHVILLE TN (BNA)	82.6	84.9	4,813	4,809
NEW ORLEANS LA (MSY)	81.8	84.6	4,432	4,432
NEW YORK NY (JFK)	78.5	84.2	7,244	7,254
NEW YORK NY (LGA)	76.9	85.2	10,696	10,685
NEWARK NJ (EWR)	72.6	82.6	13,223	13,228
NEWBURGH NY (SWF)	77.8	88.8	207	206
NOME AK (OME)	77.2	68.4	79	79
NORFOLK/VA. BEACH VA (ORF)	79.2	85.5	1,925	1,925
OKLAHOMA CITY OK (OKC)	79.8	86.0	1,913	1,915
OMAHA NE (OMA)	83.5	89.7	1,724	1,724
ONTARIO CA (ONT)	84.6	85.9	2,990	2,994
ORANGE COUNTY CA (SNA)	87.5	88.1	3,925	3,891
ORLANDO FL (MCO)	81.2	85.3	8,953	8,955
PASCO WA (PSC)	92.7	94.9	357	356
PENSACOLA FL (PNS)	83.1	87.8	573	574
PEORIA IL (PIA)	75.9	77.7	323	323
PETERSBURG AK (PSG)	91.7	88.3	60	60
PHILADELPHIA PA (PHL)	77.8	79.8	9,049	9,046
PHOENIX AZ (PHX)	84.7	82.2	14,118	14,119
PITTSBURGH PA (PIT)	84.7	88.4	5,265	5,264
PORTLAND ME (PWM)	76.4	86.3	806	805
PORTLAND OR (PDX)	86.3	89.0	4,612	4,612
PROVIDENCE RI (PVD)	80.2	87.9	2,202	2,202
RALEIGH/DURHAM NC (RDU)	80.3	84.5	4,702	4,701
RAPID CITY SD (RAP)	85.6	91.0	354	354
RENO NV (RNO)	84.6	88.4	2,475	2,476
RICHMOND VA (RIC)	79.5	85.8	1,498	1,497
ROANOKE VA (ROA)	82.2	81.5	467	453

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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 MN (RST)	78.2	87.8	197	197
ROCHESTER NY (ROC)	78.9	83.9	1,554	1,554
SACRAMENTO CA (SMF)	84.4	83.4	3,869	3,871
SAGINAW MI (MBS)	80.4	85.2	317	318
SALT LAKE CITY UT (SLC)	85.5	90.9	11,072	11,062
SAN ANGELO TX (SJT)	85.7	91.5	224	224
SAN ANTONIO TX (SAT)	79.7	85.1	3,264	3,265
SAN DIEGO CA (SAN)	84.4	85.7	6,957	6,962
SAN FRANCISCO CA (OAK)	86.1	86.3	5,668	5,669
SAN FRANCISCO CA (SFO)	85.4	91.0	10,757	10,752
SAN JOSE CA (SJC)	86.0	87.9	5,200	5,202
SAN JUAN PR (SJU)	81.2	87.6	2,325	2,325
SAN LUIS OBISPO CA (SBP)	89.7	88.6	503	502
SANTA BARBARA CA (SBA)	92.7	92.6	876	876
SARASOTA/BRAD. FL (SRQ)	85.8	89.6	654	656
SAVANNAH GA (SAV)	82.9	87.4	1,007	1,006
SCRANTON/WILKES-BARRE PA (AVP)	80.8	86.5	266	266
SEATTLE WA (SEA)	85.5	87.9	8,653	8,656
SHREVEPORT LA (SHV)	84.9	88.1	749	749
SIOUX FALLS SD (FSD)	80.7	86.0	316	315
SITKA AK (SIT)	84.4	89.6	96	96
SOUTH BEND IN (SBN)	79.7	84.8	448	448
SPOKANE WA (GEG)	82.9	90.6	1,143	1,144
SPRINGFIELD MO (SGF)	80.3	87.8	436	435
ST. CROIX VI (STX)	88.2	85.3	34	34
ST. LOUIS MO (STL)	86.1	87.4	5,042	5,042
ST. THOMAS VI (STT)	82.0	91.0	333	333
STEAMBOAT SPRINGS CO (HDN)	100.0	90.0	19	20
SYRACUSE NY (SYR)	76.2	84.0	1,214	1,216
TALLAHASSEE FL (TLH)	86.8	84.1	395	396
TAMPA FL (TPA)	83.5	87.3	5,865	5,860
TEXARKANA AR (TXK)	90.1	93.0	172	172
TOLEDO OH (TOL)	83.2	85.2	446	446
TRAVERSE CITY MI (TVC)	74.2	79.7	236	236
TUCSON AZ (TUS)	82.9	86.7	1,522	1,524
TULSA OK (TUL)	82.1	88.0	1,813	1,813
TYLER TX (TYR)	89.6	93.6	280	280
VALPARAISO FL (VPS)	85.8	86.9	556	556
WACO TX (ACT)	90.9	94.1	307	307
WASHINGTON DC (IAD)	83.8	87.1	8,734	8,732
WASHINGTON DC (DCA)	85.9	90.3	7,691	7,693
WEST PALM BEACH FL (PBI)	80.9	87.5	2,565	2,567
WHITE PLAINS NY (HPN)	76.5	84.7	790	790

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WICHITA FALLS TX (SPS)	88.8	92.6	188	188
WICHITA KS (ICT)	80.0	86.3	802	801
WILMINGTON NC (ILM)	87.8	88.9	287	287
WRANGELL AK (WRG)	90.0	90.0	60	60
YAKUTAT AK (YAK)	71.7	80.0	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	23	22,293	416	1.9	106	38,982	755	1.9
AMERICA WEST	27	13,289	235	1.8	50	16,095	294	1.8
ATLANTIC COAST	13	9,226	161	1.7	76	23,214	352	1.5
ALASKA	14	7,674	82	1.1	45	13,318	166	1.2
ATLANTIC SOUTHEAST	16	12,288	129	1.0	94	22,410	248	1.1
COMAIR	25	17,677	182	1.0	113	30,313	324	1.1
SKYWEST	12	18,914	156	0.8	103	35,277	343	1.0
NORTHWEST	31	28,954	264	0.9	108	41,903	357	0.9
EXPRESSJET	23	14,450	119	0.8	108	30,563	214	0.7
DELTA	31	44,493	268	0.6	101	57,197	350	0.6
AMERICAN	30	46,081	281	0.6	85	58,537	331	0.6
SOUTHWEST	15	35,135	105	0.3	59	80,174	369	0.5
US AIRWAYS	25	26,751	109	0.4	60	33,388	127	0.4
UNITED	30	36,398	142	0.4	81	45,309	162	0.4
ATA	19	5,177	17	0.3	27	6,400	19	0.3
HAWAIIAN	7	351	0	0.0	15	3,918	8	0.2
AIRTRAN	17	9,997	17	0.2	38	12,919	22	0.2
CONTINENTAL	29	19,926	36	0.2	84	25,625	41	0.2
JETBLUE	10	5,010	2	0.0	23	7,428	3	0.0
Total		374,084	2,721	0.7	Total	582,970	4,485	0.8

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**

								CAUSES OF DELAY									
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	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	58537	48535	82.91%	331	0.57%	80	0.14%	2026	3.46%	512	0.87%	4763	8.14%	13	0.02%	2278	3.89%
AS	13318	11313	84.95%	166	1.25%	29	0.22%	643	4.83%	11	0.08%	396	2.98%	16	0.12%	743	5.58%
B6	7428	6455	86.90%	3	0.04%	5	0.07%	238	3.20%	4	0.06%	460	6.19%	16	0.22%	247	3.33%
CO	25625	20140	78.60%	41	0.16%	51	0.20%	943	3.68%	115	0.45%	3266	12.75%	19	0.07%	1050	4.10%
DH	23214	18499	79.69%	352	1.52%	21	0.09%	858	3.70%	33	0.14%	1505	6.48%	1	0.00%	1945	8.38%
DL	57197	47501	83.05%	350	0.61%	51	0.09%	1856	3.25%	90	0.16%	5598	9.79%	21	0.04%	1730	3.02%
EV	22410	19301	86.13%	248	1.11%	16	0.07%	968	4.32%	408	1.82%	1220	5.44%	8	0.04%	241	1.07%
FL	12919	11153	86.33%	22	0.17%	10	0.08%	341	2.64%	12	0.09%	737	5.71%	0	0.00%	643	4.98%
HA	3918	3717	94.87%	8	0.20%	1	0.03%	144	3.67%	1	0.03%	3	0.07%	1	0.03%	43	1.11%
HP	16095	12374	76.88%	294	1.83%	17	0.11%	1051	6.53%	26	0.16%	1630	10.13%	32	0.20%	672	4.18%
MQ	38982	30679	78.70%	755	1.94%	30	0.08%	1943	4.98%	138	0.35%	2848	7.31%	5	0.01%	2584	6.63%
NW	41903	35530	84.79%	357	0.85%	67	0.16%	1973	4.71%	342	0.82%	2934	7.00%	18	0.04%	682	1.63%
OH	30313	25848	85.27%	324	1.07%	39	0.13%	1906	6.29%	716	2.36%	1370	4.52%	6	0.02%	105	0.35%
OO	35277	30740	87.14%	343	0.97%	24	0.07%	2285	6.48%	291	0.82%	794	2.25%	30	0.09%	770	2.18%
RU	30563	24311	79.54%	214	0.70%	53	0.17%	765	2.50%	129	0.42%	3630	11.88%	15	0.05%	1446	4.73%
TZ	6400	5606	87.59%	19	0.30%	0	0.00%	158	2.46%	2	0.04%	425	6.65%	3	0.04%	187	2.92%
UA	45309	38552	85.09%	162	0.36%	52	0.11%	1231	2.72%	36	0.08%	3620	7.99%	0	0.00%	1655	3.65%
US	33388	28103	84.17%	127	0.38%	24	0.07%	1139	3.41%	39	0.12%	2223	6.66%	0	0.00%	1732	5.19%
WN	80174	65726	81.98%	369	0.46%	78	0.10%	3219	4.01%	223	0.28%	2550	3.18%	58	0.07%	7951	9.92%
TOTAL	582,970	484,083		4,485		648		23,687		3,129		39,974		260		26,704	
			83.04%		0.77%		0.11%		4.06%		0.54%		6.86%		0.04%		4.58%

***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.

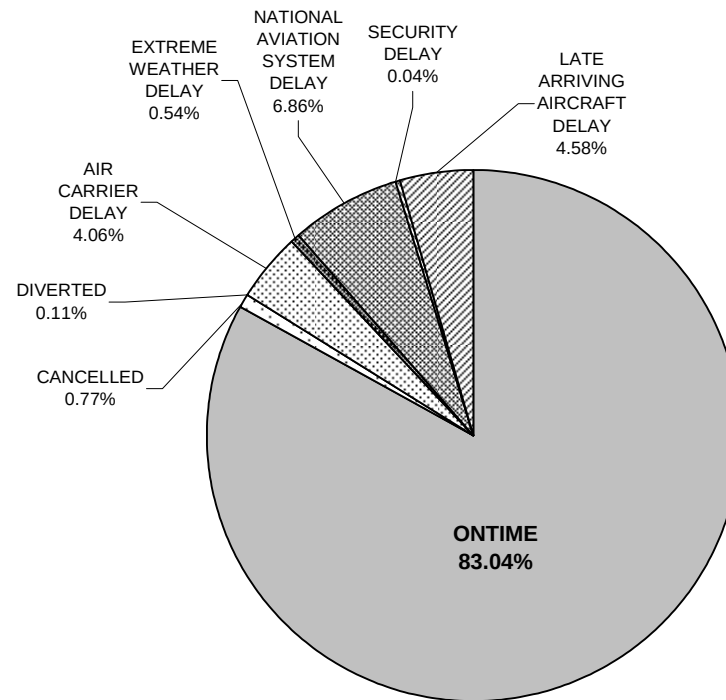
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

**APRIL 2004
AIR TRAVEL CONSUMER REPORT**

TABLE 10. OVERALL 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

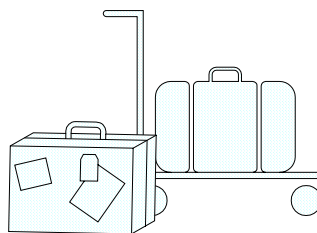
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines
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.



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

RANK	AIRLINE	APRIL 2004			APRIL 2003		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	JETBLUE AIRWAYS	2,551	1,017,890	2.51	2,303	763,512	3.02
2	ALASKA AIRLINES	3,196	1,171,681	2.73	2,160	989,798	2.18
3	AIRTRAN AIRWAYS	3,237	1,175,902	2.75	2,330	984,895	2.37
4	CONTINENTAL AIRLINES	8,453	2,922,376	2.89	6,618	2,684,936	2.46
5	HAWAIIAN AIRLINES	1,350	466,457	2.89	*	*	*
6	UNITED AIRLINES	15,638	5,288,871	2.96	16,216	4,790,120	3.39
7	SOUTHWEST AIRLINES	21,695	7,282,937	2.98	19,102	6,311,322	3.03
8	DELTA AIR LINES	22,322	7,327,161	3.05	19,115	6,356,175	3.01
9	AMERICA WEST AIRLINES	5,256	1,710,963	3.07	4,184	1,653,136	2.53
10	NORTHWEST AIRLINES	12,547	3,963,057	3.17	10,882	3,624,673	3.00
11	ATA AIRLINES	2,901	904,757	3.21	2,795	770,006	3.63
12	AMERICAN AIRLINES	22,732	6,504,842	3.49	23,725	6,172,247	3.84
13	US AIRWAYS	13,731	3,423,482	4.01	10,042	3,242,894	3.10
14	EXPRESSJET AIRLINES	4,690	1,058,242	4.43	3,256	866,514	3.76
15	AMERICAN EAGLE AIRLINES	8,095	1,234,451	6.56	7,602	988,549	7.69
16	COMAIR	8,403	1,065,745	7.88	*	*	*
17	SKYWEST AIRLINES	8,127	1,020,096	7.97	4,724	804,781	5.87
18	ATLANTIC COAST AIRLINES	6,838	696,841	9.81	5,471	695,113	7.87
19	ATLANTIC SOUTHEAST AIRLINES	8,462	824,329	10.27	10,432	770,633	13.54
TOTALS		180,224	49,060,080	3.67	150,957	42,469,304	3.55

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.

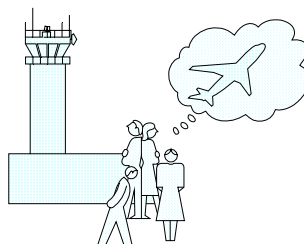
OVERSALES

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 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.



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

RANK	AIRLINE	JANUARY – MARCH 2004				JANUARY – MARCH 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	SKYWEST AIRLINES	188	0	14,893	0.00	*	*	*	*
2	JETBLUE AIRWAYS	12	2	2,650,073	0.01	4	0	2,010,617	0.00
3	AMERICAN EAGLE AIRLINES	572	15	399,270	0.38	191	4	180,430	0.22
4	HAWAIIAN AIRLINES	897	68	1,399,228	0.49	*	*	*	*
5	US AIRWAYS	22,751	494	9,211,456	0.54	17,191	394	8,648,573	0.46
6	AMERICAN AIRLINES	23,373	1,122	19,689,387	0.57	23,730	1,186	19,256,485	0.62
7	AMERICA WEST AIRLINES	11,888	363	4,967,978	0.73	15,157	240	4,712,876	0.51
8	UNITED AIRLINES	30,340	1,189	14,482,375	0.82	23,074	763	14,324,159	0.53
9	AIRTRAN AIRWAYS	9,782	254	2,961,286	0.86	4,339	857	2,550,184	3.36
10	NORTHWEST AIRLINES	19,978	963	11,175,103	0.86	19,879	765	10,972,653	0.70
11	CONTINENTAL AIRLINES	11,914	953	8,238,969	1.16	11,362	661	7,934,128	0.83
12	ATA AIRLINES	1,638	290	2,442,387	1.19	710	162	2,122,329	0.76
13	SOUTHWEST AIRLINES	31,275	2,674	18,190,404	1.47	23,791	2,216	17,169,572	1.29
14	DELTA AIR LINES	46,243	3,218	19,485,644	1.65	29,367	2,222	19,153,925	1.16
15	ALASKA AIRLINES	8,519	803	3,587,830	2.24	5,031	206	3,252,531	0.63
16	ATLANTIC SOUTHEAST AIRLINES	1,425	247	772,227	3.20	1,498	498	663,052	7.51
17	COMAIR	1,368	234	510,630	4.58	*	*	*	*
	TOTALS	222,163	12,889	120,179,140	1.07	175,324	10,174	112,951,514	0.90

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 are ranked in this table for the first time with this report. 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

	APRIL 2004				APRIL 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	447	59	0	61	369	48	2	55
FOREIGN AIRLINES	77	0	0	4	73	1	0	4
TRAVEL AGENTS	16	0	0	4	23	2	0	2
TOUR OPERATORS	1	1	0	0	6	0	0	0
MISCELLANEOUS	15	9	0	65	5	6	0	14
INDUSTRY TOTALS	556	69	0	134	476	57	2	75

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	APRIL 2004			APRIL 2003		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	124		2	88	
CANCELLATIONS			43			38
DELAYS			32			24
MISCONNECTIONS			18			11
BAGGAGE	2	97		1	92	
RES/TKTG/BOARDING	3	75		4	70	
CUSTOMER SERVICE	4	70		5	48	
DISABILITY	5	42		7	25	
REFUNDS	6	39		3	70	
OVERSALES	6	39		8	22	
OTHER	8	37		9	19	
FREQUENT FLYER			24			16
FARES	9	18		6	33	
ADVERTISING	10	8		12	0	
DISCRIMINATION	11	7		10	9	
ANIMALS	12	0		11	0	
COMPLAINT TOTAL		556			476	

* 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*

APRIL 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	6	0	0	0	0	3	3	2	0	0	0	0	14
AIRTRAN AIRWAYS	5	3	1	0	0	4	3	0	0	0	0	0	16
ALASKA AIRLINES	1	0	0	0	0	1	1	1	1	1	0	0	6
AMERICA WEST AIRLINES	5	6	3	1	0	2	3	1	0	0	0	0	21
AMERICAN AIRLINES	13	2	10	3	2	15	6	1	2	1	0	5	60
AMERICAN EAGLE AIRLINES	3	0	0	0	0	1	1	0	0	0	0	0	5
ATA AIRLINES	1	0	1	0	0	1	1	1	0	0	0	1	6
ATLANTIC COAST AIRLINES	5	0	0	0	0	1	0	2	0	0	0	0	8
COMAIR	2	2	0	0	0	1	3	2	0	0	0	1	11
CONTINENTAL AIRLINES	6	2	4	3	1	6	3	2	0	0	0	5	32
DELTA AIR LINES	9	6	7	4	4	11	3	2	0	1	0	2	49
MESA AIRLINES	11	2	0	0	0	0	2	2	0	0	0	1	18
NORTHWEST AIRLINES	7	0	5	4	1	6	7	7	0	0	0	4	41
SKYWEST AIRLINES	1	1	1	0	0	3	0	0	0	0	0	0	6
SOUTHWEST AIRLINES	4	0	4	0	0	3	3	1	0	0	0	0	15
UNITED AIRLINES	8	1	6	1	3	6	9	7	1	2	0	5	49
US AIRWAYS	8	4	6	0	4	2	8	4	0	1	0	4	41
OTHER U.S. AIRLINES	14	2	5	1	3	7	8	5	1	0	0	3	49
TOTAL APRIL 2004	109	31	53	17	18	73	64	40	5	6	0	31	447
% OF TOTAL COMPLAINTS	24.4	6.9	11.9	3.8	4.0	16.3	14.3	8.9	1.1	1.3	0.0	6.9	
TOTAL APRIL 2003	77	20	54	28	35	69	41	21	0	8	0	16	369
% OF TOTAL COMPLAINTS	20.9	5.4	14.6	7.6	9.5	18.7	11.1	5.7	0.0	2.2	0.0	4.3	

* 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

APRIL 2004

U.S. AIRLINES*	COMPS RECD IN APRIL	INCI- DENTS IN APRIL	PERCENT	INCI- DENTS IN MARCH	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	14	2	14.3	7	50.0	4	28.6	1	7.1
AIRTRAN AIRWAYS	16	9	56.2	3	18.8	2	12.5	2	12.5
ALASKA AIRLINES	6	2	33.3	3	50.0	1	16.7	0	0.0
AMERICA WEST AIRLINES	21	9	42.9	10	47.6	2	9.5	0	0.0
AMERICAN AIRLINES	60	27	45.0	12	20.0	15	25.0	6	10.0
AMERICAN EAGLE AIRLINES	5	1	20.0	2	40.0	2	40.0	0	0.0
ATA AIRLINES	6	3	50.0	2	33.3	0	0.0	1	16.7
ATLANTIC COAST AIRLINES	8	3	37.5	1	12.5	4	50.0	0	0.0
COMAIR	11	4	36.4	2	18.2	5	45.5	0	0.0
CONTINENTAL AIRLINES	32	11	34.4	5	15.6	12	37.5	4	12.5
DELTA AIR LINES	49	20	40.8	14	28.6	7	14.3	8	16.3
MESA AIRLINES	18	8	44.4	5	27.8	4	22.2	1	5.6
NORTHWEST AIRLINES	41	12	29.3	14	34.1	11	26.8	4	9.8
SKYWEST AIRLINES	6	2	33.3	4	66.7	0	0.0	0	0.0
SOUTHWEST AIRLINES	15	8	53.3	4	26.7	2	13.3	1	6.7
UNITED AIRLINES	49	11	22.4	15	30.6	16	32.7	7	14.3
US AIRWAYS	41	16	39.0	12	29.3	7	17.1	6	14.6
OTHER U.S. AIRLINES	49	24	49.0	6	12.2	11	22.4	8	16.3
TOTALS	447	172	38.5	121	27.1	105	23.5	49	11.0
PREVIOUS YEAR'S TOTALS	369	129	35.0	98	26.6	105	28.5	37	10.0

*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**
 APRIL 2004

	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>													
AIR FRANCE	0	1	3	0	3	3	1	0	0	0	0	1	12
ALITALIA AIRLINES	1	1	0	0	2	1	0	1	0	1	0	0	7
BRITISH AIRWAYS	0	1	1	0	3	0	0	1	1	0	0	1	8
EL AL AIRLINES	0	2	1	0	0	2	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	11	2	5	1	7	13	4	0	1	0	0	1	45
TOTALS	12	7	10	1	15	19	5	2	2	1	0	3	77
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	10	0	5	0	0	0	0	0	0	0	16
TOTALS	1	0	10	0	5	0	0	0	0	0	0	0	16
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTALS	0	0	0	0	0	0	0	0	0	0	0	1	1
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	2	1	2	0	1	5	1	0	1	0	0	2	15
TOTALS	2	1	2	0	1	5	1	0	1	0	0	2	15

* 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

APRIL

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

RANK	AIRLINE	APRIL 2004			APRIL 2003		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>JETBLUE AIRWAYS</i>	0	989,971	0.00	2	744,240	0.27
2	<i>EXPRESSJET AIRLINES</i>	1	1,122,815	0.09	0	879,634	0.00
3	<i>ATLANTIC SOUTHEAST AIRLINES</i>	1	817,466	0.12	4	765,085	0.52
4	<i>SOUTHWEST AIRLINES</i>	15	7,122,146	0.21	5	6,137,086	0.08
5	<i>AMERICAN EAGLE AIRLINES</i>	5	1,204,268	0.42	4	950,998	0.42
6	<i>HAWAIIAN AIRLINES</i>	2	466,457	0.43	*	*	*
7	<i>ALASKA AIRLINES</i>	6	1,290,566	0.46	3	1,159,906	0.26
8	<i>SKYWEST AIRLINES</i>	6	981,777	0.61	1	883,189	0.11
9	<i>ATA AIRLINES</i>	6	927,197	0.65	8	831,050	0.96
10	<i>DELTA AIR LINES</i>	49	7,324,615	0.67	63	6,617,404	0.95
11	<i>AMERICAN AIRLINES</i>	60	7,733,056	0.78	60	7,109,233	0.84
12	<i>UNITED AIRLINES</i>	49	5,878,403	0.83	45	5,140,226	0.88
13	<i>NORTHWEST AIRLINES</i>	41	4,565,464	0.90	57	4,083,436	1.40
14	<i>CONTINENTAL AIRLINES</i>	32	3,493,343	0.92	26	3,137,038	0.83
15	<i>COMAIR</i>	11	1,056,456	1.04	*	*	*
16	<i>US AIRWAYS</i>	41	3,815,938	1.07	24	3,537,569	0.68
17	<i>ATLANTIC COAST AIRLINES</i>	8	719,013	1.11	2	695,133	0.29
18	<i>AMERICA WEST AIRLINES</i>	21	1,735,841	1.21	14	1,664,179	0.84
19	<i>AIRTRAN AIRWAYS</i>	16	1,156,263	1.38	10	964,667	1.04
TOTAL		370	52,401,055	0.71	328	45,300,073	0.72

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.

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.

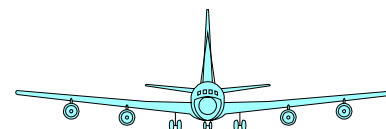
Disability: Civil rights complaints by air travelers with disabilities.

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 April 2004^a

The Transportation Security Administration **screens approximately 50 million airline passengers and approximately 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 we encourage customers to contact the TSA. The TSA started collecting this data voluntarily in order to provide feedback on security operations. In addition to the TSA Contact Center, TSA collects information from passengers at airports via customer service surveys and compliment and complaint cards. Given the significant differences between a security operation and airline operations, it is difficult to compare airline customer service with TSA security data presented in this report. Below is a summary of complaints to TSA provided either by e-mail, phone, or written correspondence for the month of April.^b

Courtesy		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
85	0.00017%	59	0.00012%	24	0.00005%	442	0.00088%

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
486	0.00095%	1179	0.00200%

NOTES

^a 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 April.