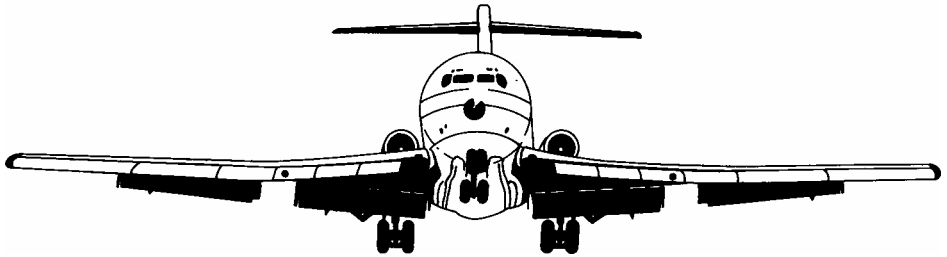
U.S. Department
of Transportation



Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

Issued: August 2004

Flight Delays*	June 2004 12 Months Ending June 2004
Mishandled Baggage*	June 2004 January - June 2004
Oversales*	2nd Quarter 2004 January - June 2004
Consumer Complaints** (Includes Disability and Discrimination Complaints)	June 2004 January - June 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.

JUNE 2004

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	86.9	15	95.3
JETBLUE AIRWAYS S/	11	82.4	26	82.5
SKYWEST AIRLINES S/	12	82.7	113	82.2
ATA AIRLINES S/	19	77.7	27	79.2
UNITED AIRLINES S/	30	76.8	79	76.6
ALASKA AIRLINES S/	14	75.6	46	76.3
US AIRWAYS S/	25	76.1	59	76.1
COMAIR S/	24	75.0	109	75.4
SOUTHWEST AIRLINES S/	16	76.0	60	74.6
NORTHWEST AIRLINES S/	31	74.5	114	74.2
AMERICA WEST AIRLINES S/	27	72.2	52	73.0
ATLANTIC COAST AIRLINES S/	14	70.6	79	71.8
AIRTRAN AIRWAYS S/	17	71.6	40	71.8
AMERICAN AIRLINES S/	30	70.9	84	70.5
EXPRESSJET AIRLINES S/	24	66.9	116	69.4
CONTINENTAL AIRLINES S/	29	68.2	79	68.1
DELTA AIRLINES S/	31	68.8	98	68.1
AMERICAN EAGLE AIRLINES S/	23	68.3	105	65.9
ATLANTIC SOUTHEAST AIRLINES S/	15	66.9	106	65.7
TOTAL		73.0		73.0

- **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.**

JUNE 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	3rd QUARTER 07 - 09 2003		4th QUARTER 10 - 12 2003		1st QUARTER 01 - 03 2004		2nd QUARTER 04 - 06 2004		APR-04		MAY-04		JUN-04		12 MONTHS ENDING JUN 2004		DATABASE T0 DATE 09 1985- JUN 2004	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.3	(16)	78.8	(13)	75.0	(15)	79.4	(8)	86.3	(5)	80.2	(8)	71.8	(13)	77.1	(15)	--	(--)
ALASKA	81.4	(8)	76.5	(15)	75.5	(14)	80.8	(5)	84.9	(9)	81.7	(4)	76.3	(6)	78.7	(11)	76.4	(8)
AMERICA WEST	83.0	(6)	81.8	(6)	74.3	(16)	76.7	(14)	76.9	(19)	80.3	(6)	73.0	(11)	78.9	(8)	78.7	(5)
AMERICAN	78.6	(12)	80.0	(11)	74.3	(17)	76.9	(13)	82.9	(13)	77.2	(12)	70.5	(14)	77.5	(13)	79.2	(3)
AMERICAN EAGLE	79.0	(11)	74.9	(17)	70.9	(18)	71.3	(19)	78.7	(17)	69.5	(18)	65.9	(18)	73.9	(17)	75.3	(10)
ATA	81.9	(7)	80.2	(10)	76.1	(13)	81.9	(4)	87.6	(2)	79.0	(10)	79.2	(4)	80.0	(6)	--	(--)
ATLANTIC COAST	78.4	(13)	75.5	(16)	70.6	(19)	73.7	(18)	79.7	(15)	69.4	(19)	71.8	(12)	74.6	(16)	--	(--)
ATLANTIC SOUTHEAST	71.5	(17)	82.0	(5)	81.0	(5)	77.3	(12)	86.1	(6)	80.1	(9)	65.7	(19)	78.0	(12)	--	(--)
COMAIR	--	(--)	--	(--)	78.1	(9)	79.6	(7)	85.3	(7)	78.0	(11)	75.4	(8)	--	(--)	--	(--)
CONTINENTAL	79.5	(10)	81.1	(9)	79.9	(6)	74.3	(16)	78.6	(18)	76.0	(14)	68.1	(16)	78.7	(10)	78.9	(4)
DELTA	81.0	(9)	81.3	(8)	77.2	(11)	75.5	(15)	83.0	(12)	75.6	(15)	68.1	(17)	78.7	(9)	77.8	(7)
EXPRESSJET	77.7	(14)	78.4	(14)	78.6	(8)	74.3	(17)	79.5	(16)	74.0	(17)	69.4	(15)	77.2	(14)	--	(--)
HAWAIIAN	--	(--)	--	(--)	89.5	(1)	95.1	(1)	94.9	(1)	95.2	(1)	95.3	(1)	--	(--)	--	(--)
JETBLUE	86.2	(3)	86.7	(1)	83.8	(2)	84.3	(3)	86.9	(4)	83.4	(3)	82.5	(2)	85.1	(1)	--	(--)
NORTHWEST	83.4	(4)	81.4	(7)	76.8	(12)	78.5	(11)	84.8	(10)	76.8	(13)	74.2	(10)	80.0	(5)	79.9	(2)
SKYWEST	91.2	(1)	82.8	(4)	79.7	(7)	85.3	(2)	87.1	(3)	86.8	(2)	82.2	(3)	84.7	(2)	--	(--)
SOUTHWEST	86.5	(2)	85.2	(2)	83.2	(3)	78.9	(9)	82.0	(14)	80.2	(7)	74.6	(9)	83.4	(3)	82.6	(1)
UNITED	83.3	(5)	78.8	(12)	78.0	(10)	78.6	(10)	85.1	(8)	74.3	(16)	76.6	(5)	79.7	(7)	76.1	(9)
US AIRWAYS	75.8	(15)	83.3	(3)	82.5	(4)	80.7	(6)	84.2	(11)	81.7	(5)	76.1	(7)	80.6	(4)	78.6	(6)
Total	**81.4**		**80.8**		**77.9**		**77.9**		**83.0**		**77.6**		**73.0**		**79.4**		**78.8**	

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JUNE 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	662	53.6	1437	75.7	552	74.3	140	70.0	H/		852	73.2	682	69.9	13413	69.8
AS	H/		60	81.7	H/		H/		H/		79	89.9	235	72.8	H/	
B6	H/		390	89.7	H/		H/		H/		H/		90	56.7	H/	
CO	372	50.3	557	72.9	262	74.0	H/		H/		371	70.4	334	58.7	332	59.9
DH	136	63.2	900	68.4	H/		270	69.6	2722	76.8	30	83.3	H/		H/	
DL	17542	64.2	1594	79.9	446	65.9	240	64.6	4686	81.3	1022	73.6	570	56.5	1609	65.8
EV	6802	63.8	30	80.0	H/		30	86.7	61	60.7	150	58.0	128	71.1	4271	72.4
FL	4663	66.8	554	80.0	864	80.0	H/		H/		150	75.3	94	64.9	332	72.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	150	74.0	301	69.8	150	74.7	H/		H/		120	77.5	287	70.7	297	60.9
MQ	60	35.0	1892	69.6	226	63.3	247	64.0	321	53.6	797	71.8	H/		6054	67.7
NW	436	55.0	474	72.4	402	74.4	190	75.3	54	77.8	577	73.1	498	57.2	389	56.0
OH	2729	63.3	368	85.1	120	68.3	82	74.4	9255	77.6	767	80.4	H/		38	71.1
OO	H/		H/		H/		H/		H/		H/		2477	81.2	541	71.2
RU	183	63.4	17	88.2	131	56.5	414	63.3	260	58.8	259	69.9	68	79.4	170	72.9
TZ	H/		111	84.7	H/		108	75.0	H/		112	80.4	141	70.2	168	60.7
UA	338	58.3	918	78.3	538	83.3	240	71.2	60	75.0	392	73.5	7480	79.0	525	66.1
US	223	40.8	1673	75.7	473	76.1	6693	81.8	H/		1937	83.4	319	75.2	287	73.2
WN	H/		H/		4718	78.9	H/		H/		H/		H/		H/	
TOTAL	34296	63.7	11276	75.6	8882	76.9	8654	78.8	17419	77.7	7615	76.3	13403	75.9	28426	69.1

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

JUNE 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*															
	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	466	73.8	754	73.6	726	74.2	442	58.8	1289	78.4	765	68.2	2763	71.3	1891	69.1
AS	H/		60	81.7	H/		H/		H/		364	75.3	715	81.7	H/	
B6	H/		H/		479	83.1	H/		2677	83.0	210	80.0	1	0.0	H/	
CO	189	71.4	4635	74.4	363	70.8	7027	67.6	30	73.3	475	64.6	581	59.6	299	63.9
DH	120	69.2	360	71.7	H/		H/		445	69.9	H/		H/		216	62.5
DL	296	56.4	585	65.3	960	74.8	270	53.0	1204	72.9	750	67.5	1196	66.2	1977	78.1
EV	59	69.5	H/		H/		138	52.2	90	68.9	1	100.0	H/		H/	
FL	H/		150	66.7	302	78.1	H/		H/		72	84.7	H/		400	71.5
HA	H/		H/		H/		H/		H/		30	86.7	90	85.6	H/	
HP	150	70.7	181	77.3	60	61.7	150	63.3	360	60.0	2756	67.3	806	61.8	H/	
MQ	147	68.0	286	65.7	16	81.2	90	42.2	414	65.9	H/		1800	89.3	1612	69.9
NW	9587	79.2	382	67.3	172	79.1	360	59.4	111	64.9	420	66.0	584	66.8	589	67.6
OH	284	72.9	64	56.2	123	69.1	142	51.4	510	70.8	H/		H/		1289	77.7
OO	H/		H/		H/		915	69.6	H/		172	70.3	3530	88.9	H/	
RU	211	68.2	4650	70.3	H/		6517	64.3	48	50.0	H/		H/		144	79.2
TZ	H/		138	68.8	120	80.0	H/		H/		174	70.7	234	70.9	336	75.0
UA	326	73.6	622	76.4	211	78.2	330	55.2	386	86.8	990	80.6	3265	78.2	610	78.9
US	53	73.6	268	65.3	474	75.5	309	58.3	H/		355	46.5	349	55.9	1375	82.5
WN	445	73.0	H/		1112	71.2	162	52.5	H/		5555	76.8	3326	77.1	H/	
TOTAL	12333	77.2	13135	71.8	5118	74.8	16852	64.8	7564	76.5	13089	72.4	19240	77.3	10738	74.2

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

JUNE 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*															
	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	986	75.4	139	70.5	3367	75.6	430	72.6	8241	68.6	252	57.5	614	69.2	454	63.4
AS	60	81.7	H/		31	48.4	H/		90	65.6	1221	80.3	H/		244	75.8
B6	374	80.2	H/		H/		H/		H/		H/		H/		H/	
CO	458	70.7	125	78.4	288	74.0	189	66.1	421	60.1	129	57.4	133	55.6	340	71.2
DH	H/		30	76.7	H/		H/		1751	64.7	H/		352	61.4	H/	
DL	1356	69.5	150	56.0	358	53.9	356	66.6	553	57.5	270	64.4	629	61.2	300	73.7
EV	H/		H/		H/		60	75.0	H/		H/		H/		104	54.8
FL	757	73.6	240	65.0	120	75.8	180	80.0	H/		H/		513	75.8	H/	
HA	H/		H/		H/		H/		H/		43	86.0	H/		30	90.0
HP	90	60.0	H/		61	63.9	180	72.8	241	57.3	210	71.4	181	75.7	5519	79.4
MQ	16	87.5	90	65.6	207	62.3	90	58.9	7026	62.6	H/		264	60.6	H/	
NW	492	71.5	351	63.2	167	73.1	9759	78.9	600	56.5	192	62.5	392	65.8	360	56.1
OH	480	75.0	48	54.2	60	75.0	209	83.3	158	64.6	H/		52	76.9	H/	
OO	H/		H/		H/		H/		1152	66.7	665	94.3	H/		363	84.3
RU	18	94.4	130	73.1	37	97.3	217	70.5	243	58.8	H/		189	60.3	30	83.3
TZ	300	88.3	2442	78.3	60	85.0	156	78.2	H/		H/		138	79.7	122	77.0
UA	582	78.4	H/		300	76.7	601	70.0	10297	75.9	770	73.8	667	71.1	542	77.5
US	835	66.0	H/		278	82.7	166	75.3	525	63.4	H/		5357	73.9	261	66.7
WN	2031	73.2	4022	72.4	H/		H/		H/		1009	78.6	417	78.7	5295	77.5
TOTAL	8835	73.3	7767	73.2	5334	73.8	12593	77.4	31298	68.5	4761	77.0	9898	71.4	13964	76.8

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

JUNE 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*													
	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	120	67.5	624	70.8	631	70.8	1089	72.5	240	58.8	1590	80.4	613	73.9
AS	H/		385	71.2	4478	74.1	382	71.2	H/		H/		H/	
B6	H/		90	83.3	30	60.0	H/		60	78.3	H/		240	80.0
CO	18	77.8	248	62.1	381	62.2	388	57.7	111	36.9	52	63.5	346	75.7
DH	149	74.5	H/		H/		H/		H/		30	83.3	H/	
DL	210	55.2	418	69.9	537	65.0	594	64.0	2877	76.5	236	67.4	985	69.5
EV	30	63.3	H/		H/		H/		69	76.8	H/		H/	
FL	164	76.2	H/		H/		H/		H/		H/		390	78.7
HA	H/		50	96.0	56	82.1	30	83.3	H/		H/		H/	
HP	30	83.3	326	72.7	270	67.4	506	67.8	85	67.1	121	69.4	60	60.0
MQ	209	55.0	838	86.6	H/		157	82.8	H/		H/		H/	
NW	182	71.4	201	55.7	444	66.9	312	63.5	141	60.3	428	76.2	320	68.8
OH	202	79.2	H/		H/		30	76.7	420	86.7	271	77.1	30	90.0
OO	H/		632	91.1	411	93.9	2923	76.2	6332	86.0	H/		H/	
RU	244	63.5	H/		H/		H/		51	82.4	325	70.5	31	83.9
TZ	82	81.7	H/		126	80.2	268	83.2	H/		H/		H/	
UA	207	70.0	737	81.3	1211	76.1	4055	79.6	298	63.1	240	72.1	358	77.1
US	3433	79.6	175	58.9	225	62.2	323	68.4	H/		H/		614	73.9
WN	H/		2408	76.7	1047	77.4	H/		1118	72.3	1694	75.3	1719	76.1
TOTAL	5280	75.7	7132	76.9	9847	73.7	11057	74.9	11802	80.3	4987	76.1	5706	74.4

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

JUNE 2004

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	86.7	81.6	84.4	90.4	93.3	83.3	78.8	84.5	J/	76.5	65.0	86.7	79.4	92.3	93.9	84.6	66.7	78.9
700 - 759 AM	91.4	88.7	99.1	93.2	89.1	91.3	86.4	85.1	87.9	92.0	90.4	83.1	85.2	95.0	95.5	90.0	95.3	90.8
800 - 859 AM	74.3	90.5	94.6	76.4	89.7	93.1	88.9	82.0	88.9	88.1	90.4	78.8	86.3	92.3	90.7	85.0	94.5	92.2
900 - 959 AM	80.8	90.0	92.9	87.1	87.5	91.5	85.8	83.2	84.7	88.5	89.9	81.8	90.9	86.3	86.4	91.9	94.1	84.8
1000 - 1059 AM	87.1	86.8	93.4	86.2	86.3	86.9	78.6	80.3	85.7	88.1	84.0	78.8	83.4	80.6	80.7	89.4	87.5	82.2
1100 - 1159 AM	83.9	87.3	92.7	88.7	85.1	82.1	82.6	79.8	82.8	84.9	89.6	75.8	86.5	79.3	81.6	86.7	89.3	77.3
1200 - 1259 PM	84.8	84.9	89.4	82.9	86.1	84.2	79.0	79.8	83.2	89.6	87.6	72.3	91.3	78.6	80.3	89.1	85.8	83.5
100 - 159 PM	78.4	86.9	88.1	86.6	83.0	87.2	81.7	72.2	80.8	84.0	87.5	65.1	77.7	77.7	82.9	85.3	79.8	83.3
200 - 259 PM	73.7	85.4	86.0	85.4	75.9	86.1	75.7	67.8	80.1	83.4	83.1	64.3	84.4	74.5	80.9	89.3	80.9	75.7
300 - 359 PM	58.3	80.1	85.6	83.5	73.2	84.5	74.0	67.3	81.9	78.1	79.5	61.3	81.4	70.2	79.9	81.0	79.5	68.0
400 - 459 PM	47.0	75.6	73.1	80.9	73.5	74.8	68.9	61.2	76.9	70.4	78.9	57.8	73.0	66.9	75.8	72.6	70.2	76.6
500 - 559 PM	44.0	72.6	70.2	68.5	72.9	68.1	72.9	61.6	68.7	68.8	76.8	53.9	76.2	64.5	76.7	68.1	66.1	66.4
600 - 659 PM	48.4	63.4	70.6	63.6	73.5	63.1	73.3	57.3	69.7	58.3	68.2	44.6	63.3	69.5	72.3	60.0	68.4	55.4
700 - 759 PM	46.0	61.8	58.9	65.0	65.8	62.8	67.7	57.0	70.4	45.4	62.7	51.2	72.1	65.5	69.8	55.3	59.4	54.1
800 - 859 PM	41.9	55.5	57.5	64.7	66.8	62.5	66.4	53.5	63.6	51.6	58.2	48.5	68.8	61.7	65.1	51.2	56.9	55.4
900 - 959 PM	36.8	56.7	64.2	67.3	67.5	68.4	68.3	53.5	66.5	56.6	51.9	51.6	66.4	63.8	66.3	58.0	57.4	63.5
1000 - 1059 PM	48.4	64.3	60.1	50.0	68.6	60.0	58.8	51.5	63.8	59.6	56.9	49.7	64.5	51.1	58.8	51.5	58.3	67.8
1100 - 559 AM	66.3	74.2	66.9	58.6	76.7	64.4	68.1	63.0	75.0	68.6	62.0	63.5	78.0	58.7	70.5	62.7	57.4	75.1
TOTAL, ALL ARRIVALS, BY AIRPORT	63.7	75.6	76.9	78.8	77.7	76.3	75.9	69.1	77.2	71.8	74.8	64.8	76.5	72.4	77.3	74.2	73.3	73.2

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

JUNE 2004

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	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	56.5	87.3	87.3	J/	89.4	90.8	85.4	100.0	85.4	94.8	86.7	J/	59.6	85.0
700 - 759 AM	86.9	88.8	85.6	98.4	85.0	91.4	89.5	93.2	95.4	95.3	94.4	93.2	96.9	89.8
800 - 859 AM	93.8	85.2	83.7	96.6	76.2	90.1	91.2	93.5	94.9	96.3	94.4	91.3	98.9	85.2
900 - 959 AM	93.8	81.8	81.7	93.5	81.3	77.9	87.3	90.1	86.0	75.3	84.8	89.1	94.4	85.1
1000 - 1059 AM	86.7	80.1	77.9	85.9	86.1	87.5	86.8	80.6	78.7	71.8	82.1	87.2	90.5	83.0
1100 - 1159 AM	78.6	86.3	75.1	86.6	83.2	85.9	84.4	83.4	83.8	69.7	85.5	83.9	89.3	82.6
1200 - 1259 PM	84.0	87.4	77.3	80.9	85.9	80.7	83.6	78.4	81.1	70.2	84.4	89.3	88.3	81.9
100 - 159 PM	81.7	83.6	73.8	86.4	83.6	81.3	71.5	81.5	78.9	77.7	79.5	84.3	86.3	79.7
200 - 259 PM	77.4	85.8	71.2	75.3	84.6	77.0	86.9	80.0	78.0	77.6	80.4	87.1	83.8	77.4
300 - 359 PM	72.8	75.6	66.2	79.0	74.3	78.9	87.4	81.0	75.3	72.3	83.4	73.2	87.3	74.5
400 - 459 PM	76.1	73.1	63.8	84.5	74.1	71.8	73.7	77.7	67.8	76.7	79.6	72.8	72.6	67.8
500 - 559 PM	59.5	74.7	56.3	71.0	65.4	72.5	64.9	71.1	66.4	77.1	80.5	74.2	72.3	66.6
600 - 659 PM	67.3	62.0	49.6	72.3	60.2	67.9	63.8	72.3	69.3	74.4	68.9	68.9	59.0	62.0
700 - 759 PM	68.8	66.2	46.8	69.5	50.9	71.0	68.4	70.6	68.4	73.9	72.7	69.1	59.1	60.7
800 - 859 PM	54.5	65.8	50.8	68.5	57.5	62.1	62.5	65.3	64.7	69.0	66.3	64.3	62.7	57.3
900 - 959 PM	64.4	70.6	59.7	59.3	54.8	60.2	59.6	67.3	65.5	70.5	76.5	64.9	57.4	61.1
1000 - 1059 PM	51.7	58.5	65.5	62.0	60.8	56.4	64.9	68.2	65.5	62.4	62.5	58.2	54.8	58.4
1100 - 559 AM	65.8	71.2	80.0	62.5	65.6	68.1	52.4	73.5	62.0	75.3	68.2	61.4	56.5	67.8
TOTAL, ALL ARRIVALS, BY AIRPORT	73.8	77.4	68.5	77.0	71.4	76.8	75.7	76.9	73.7	74.9	80.3	76.1	74.4	73.0

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

JUNE 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)

	DEPARTURE AIRPORT*																	
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	91.1	92.7	95.4	91.7	90.4	96.7	94.2	91.4	91.6	95.8	96.1	88.2	90.2	94.3	94.9	94.0	95.8	97.7
700 - 759 AM	88.3	88.3	91.5	87.5	89.1	93.3	93.1	89.4	90.5	92.7	95.9	89.6	86.8	93.6	92.1	92.4	94.1	90.5
800 - 859 AM	91.0	90.6	92.7	89.4	89.4	93.9	87.2	84.6	87.5	93.0	95.5	85.6	88.3	91.6	91.5	90.5	88.3	91.1
900 - 959 AM	78.5	91.9	90.3	86.8	89.8	92.6	89.8	80.8	87.9	92.8	93.5	89.0	91.3	86.6	87.5	91.9	93.2	85.8
1000 - 1059 AM	86.5	88.1	88.8	88.7	87.6	92.5	82.4	81.7	83.6	91.8	92.1	87.0	92.7	81.5	84.4	93.8	91.5	86.0
1100 - 1159 AM	85.3	89.4	88.4	85.6	83.4	91.9	81.8	82.1	84.1	91.3	87.5	82.5	90.4	74.5	78.8	88.6	87.7	76.0
1200 - 1259 PM	83.5	85.8	84.3	87.7	83.9	86.0	86.2	75.0	81.8	91.0	86.1	85.1	88.4	74.1	79.9	86.2	91.0	81.5
100 - 159 PM	81.6	83.7	78.8	84.6	85.2	87.6	76.9	68.7	80.8	84.4	90.2	77.7	87.1	70.1	83.5	90.2	79.3	75.2
200 - 259 PM	78.3	80.8	74.7	82.8	75.9	85.8	80.2	68.6	70.5	78.8	78.0	70.0	83.0	67.4	73.7	80.7	77.4	64.5
300 - 359 PM	66.4	76.9	77.0	68.7	74.4	85.4	72.1	64.2	72.4	76.6	74.6	66.8	79.6	66.7	79.1	82.6	73.0	66.6
400 - 459 PM	62.3	75.2	70.4	77.1	71.3	77.4	70.1	61.6	65.3	71.2	74.7	70.6	83.1	60.5	80.8	75.3	61.4	65.5
500 - 559 PM	49.9	69.8	65.6	64.7	61.2	73.4	73.3	57.9	72.4	65.4	73.0	63.8	65.5	62.7	75.5	73.1	66.6	61.0
600 - 659 PM	47.6	70.4	62.3	66.0	69.5	65.9	75.3	56.9	60.5	61.9	69.5	57.0	71.8	60.4	79.1	64.2	57.7	50.7
700 - 759 PM	50.7	64.4	57.0	60.8	71.4	66.2	74.8	54.4	65.5	55.1	59.8	64.7	66.1	58.3	69.7	64.3	62.9	51.4
800 - 859 PM	51.9	70.8	51.4	69.1	70.2	67.5	77.3	52.6	67.5	56.4	59.9	61.1	70.4	59.3	76.4	59.1	52.8	48.3
900 - 959 PM	45.0	58.3	48.1	60.8	70.1	69.8	71.6	51.6	68.8	61.0	70.0	66.4	68.4	58.9	67.3	53.1	65.3	55.7
1000 - 1059 PM	47.3	56.4	60.3	70.4	69.3	J/	100.0	49.3	74.4	65.4	80.0	66.7	72.8	69.1	86.2	J/	60.3	73.2
1100 - 559 AM	56.7	95.7	90.0	J/	76.8	J/	80.9	91.7	69.2	92.3	98.3	93.3	88.9	67.1	79.5	100.0	100.0	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	68.5	81.0	76.7	78.2	77.8	84.1	80.2	69.2	77.2	79.6	82.8	74.8	80.3	72.7	82.3	81.7	78.9	72.7

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

JUNE 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)

	DEPARTURE AIRPORT*													
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	90.8	93.4	90.8	95.5	92.5	93.0	90.6	96.9	93.5	94.4	94.5	98.0	96.0	93.7
700 - 759 AM	91.8	89.4	82.2	93.5	86.0	92.3	86.6	96.0	90.0	93.9	91.1	95.0	94.8	90.6
800 - 859 AM	87.9	87.9	85.4	96.1	85.4	81.0	81.5	94.2	85.8	93.0	92.2	93.5	92.2	89.3
900 - 959 AM	85.4	87.2	83.6	85.5	76.7	80.9	91.2	89.4	85.9	93.4	84.4	91.9	92.2	86.5
1000 - 1059 AM	85.9	88.8	83.0	91.9	77.7	80.7	89.3	84.9	80.5	82.8	88.8	82.8	93.7	85.6
1100 - 1159 AM	84.6	85.9	76.9	90.4	83.2	82.4	91.2	82.1	70.3	78.2	89.1	86.7	89.8	83.4
1200 - 1259 PM	83.5	81.0	78.1	84.8	83.5	76.4	84.6	83.3	74.2	72.1	82.1	84.7	87.3	81.8
100 - 159 PM	79.3	87.0	74.5	80.9	83.1	73.7	86.7	77.1	74.1	78.9	88.8	86.8	84.1	79.3
200 - 259 PM	65.5	79.4	67.2	73.8	68.4	67.0	71.0	75.9	65.5	81.9	75.4	83.5	74.7	74.8
300 - 359 PM	63.7	80.1	65.1	70.3	68.7	64.0	76.6	81.0	73.2	81.8	84.4	69.1	75.6	72.0
400 - 459 PM	58.1	73.6	62.5	87.5	63.3	71.0	78.3	82.1	63.7	81.4	82.7	72.8	73.3	70.9
500 - 559 PM	59.4	73.3	57.2	81.4	53.8	53.2	64.9	72.0	68.4	78.9	83.9	65.8	57.3	63.5
600 - 659 PM	52.1	69.3	56.4	72.3	56.4	63.2	64.4	79.8	67.4	85.4	86.7	64.6	59.1	64.6
700 - 759 PM	71.7	71.7	54.5	80.3	51.3	68.6	66.7	73.5	66.2	79.2	76.3	60.4	56.6	61.6
800 - 859 PM	61.9	68.1	51.3	69.8	48.4	59.6	63.0	69.8	59.8	84.3	80.4	69.0	52.7	61.7
900 - 959 PM	J/	75.3	54.6	92.3	50.0	73.2	J/	76.0	68.6	83.1	75.0	68.8	64.9	61.4
1000 - 1059 PM	J/	79.0	70.2	80.0	61.9	82.9	74.3	83.4	73.0	84.6	80.7	75.0	47.7	69.5
1100 - 559 AM	86.7	85.3	100.0	76.3	100.0	89.2	94.3	98.3	71.3	91.9	92.8	86.7	98.2	77.1
TOTAL, ALL DEPARTURES, BY AIRPORT	74.2	81.2	70.1	85.1	70.7	75.2	79.0	83.7	75.6	84.5	85.7	80.7	80.2	76.5

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

JUNE 2004

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-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
NW	816	MEM-ATL	1855	21	95.24	40	38
NW	275	DTW-SAN	1925	21	95.24	31	25
WN	2130	ABQ-PHX	1705	18	94.44	48	38
WN	993	MCI-OKC	2045	16	93.75	56	39
WN	1097	DAL-IAH	2000	16	93.75	45	34
DL	1447	ATL-PNS	2206	26	92.31	78	59
DL	1569	ATL-SDF	1530	30	90.00	48	38
US	1232	PHL-BOS	1800	19	89.47	52	41
WN	2130	PHX-LAX	1730	18	88.89	52	43
WN	993	MDW-MCI	1900	18	88.89	52	34
RU	3311	IAH-ATL	1720	26	88.46	77	52
WN	764	MDW-OMA	1925	16	87.50	59	35
CO	678	IAH-SLC	1738	15	86.67	59	55
DL	240	IAH-ATL	1314	30	86.67	59	32
HP	730	JFK-LAS	2035	30	86.67	52	33
HP	406	SFO-JFK	1210	30	86.67	32	27
US	1127	CLT-ATL	1955	22	86.36	56	41
NW	1249	DTW-ORD	1901	21	85.71	49	46
NW	331	DTW-LAX	1930	21	85.71	48	39
WN	700	MSY-DAL	1645	28	85.71	35	23
MQ	4341	ORD-CLE	2004	27	85.19	64	43
RU	2292	EWR-GSO	1855	27	85.19	47	35
DL	1447	EWR-ATL	1848	26	84.62	96	78
US	27	PHL-CLT	1730	25	84.00	68	64
MQ	4295	ORD-CID	2017	30	83.33	61	45
DL	1523	PHL-ATL	1840	30	83.33	61	44
EV	4512	DFW-BTR	1930	30	83.33	59	32
EV	4393	ATL-BTR	1805	30	83.33	56	34
DL	1810	IAH-ATL	1934	30	83.33	53	38
DL	768	MEM-ATL	1355	30	83.33	50	32

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

JUNE 2004

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-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
MQ	4445	ATL-ORD	1953	18	83.33	47	18
EV	4693	ATL-MYR	1819	30	83.33	42	29
WN	1059	SLC-SEA	1440	18	83.33	35	30
HP	898	PHL-LAS	2045	30	83.33	33	25
WN	1059	LAS-SLC	1200	18	83.33	31	25
WN	790	PHX-LAX	1700	18	83.33	25	23
HP	58	LAS-JFK	2251	30	83.33	25	22
CO	522	IAH-SAT	1420	17	82.35	50	23
WN	48	DAL-LBB	1850	28	82.14	60	50
MQ	4517	EWR-BOS	2025	22	81.82	75	46
WN	1036	BWI-SDF	1920	16	81.25	43	20
WN	1089	BHM-BNA	1915	16	81.25	37	30
WN	1089	BNA-MCI	2030	16	81.25	36	30
WN	2070	TUS-ABQ	1510	16	81.25	25	20
WN	2070	SAN-TUS	1335	16	81.25	25	18
AA	1479	ATL-DFW	1709	21	80.95	74	77
AA	1479	DFW-SAT	1912	21	80.95	60	51
NW	695	DTW-DFW	1907	21	80.95	49	44
MQ	4444	ORD-ATL	1610	21	80.95	49	32
US	1627	ATL-PIT	1945	26	80.77	78	49
RU	2933	AGS-EWR	1705	26	80.77	77	49
RU	2084	HSV-EWR	1555	26	80.77	70	32
CO	1924	EWR-SLC	1825	26	80.77	56	24
WN	70	HOU-DAL	1615	26	80.77	45	33
DL	473	ATL-PHL	1440	26	80.77	32	23
AA	1832	MCO-LGA	1840	30	80.00	118	54
FL	1723	ATL-MEM	2100	15	80.00	101	79
CO	1155	EWR-ATL	1815	30	80.00	87	69
US	1484	MCO-PHL	1855	30	80.00	69	42
DL	1568	ATL-PHL	1840	30	80.00	68	47

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

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

CARRIER*	FLIGHT NUMBER	ORGIN-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
MQ	4347	ORD-MKE	2009	30	80.00	67	37
DL	1297	ATL-DFW	2158	30	80.00	61	48
EV	4406	IAH-DFW	1920	30	80.00	58	33
EV	4550	MGM-ATL	1529	30	80.00	58	45
DL	932	MIA-ATL	1848	30	80.00	54	35
EV	4696	DFW-PBI	1950	30	80.00	52	25
HP	407	BOS-LAX	2030	30	80.00	50	31
EV	4693	MYR-ATL	2000	30	80.00	50	23
US	657	PHL-LAS	2020	30	80.00	50	39
DL	1171	ATL-DEN	2200	30	80.00	49	34
DL	181	ATL-LAX	2205	30	80.00	46	28
AA	1410	IAH-MIA	1346	30	80.00	43	31
WN	49	DAL-HOU	1830	30	80.00	39	30
DL	1569	VPS-ATL	1240	30	80.00	36	22
DL	301	ATL-DEN	1751	30	80.00	34	24
WN	1541	MDW-MCO	1630	30	80.00	34	26
HP	116	LAS-LAX	2357	30	80.00	33	26
DL	1400	MCO-ATL	700	30	80.00	30	27

*** 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 I/ 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
AIRTRAN	458	22	4.8
DELTA	1,938	82	4.2
ATLANTIC SOUTHEAST	759	24	3.2
AMERICA WEST	554	16	2.9
US AIRWAYS	1,159	31	2.7
AMERICAN EAGLE	1,382	33	2.4
SOUTHWEST	2,813	64	2.3
EXPRESSJET	1,113	22	2.0
CONTINENTAL	868	17	2.0
AMERICAN	1,991	34	1.7
ATLANTIC COAST	637	10	1.6
NORTHWEST	1,474	20	1.4
COMAIR	1,010	12	1.2
ATA	224	2	0.9
SKYWEST	1,269	3	0.2
ALASKA	501	1	0.2
UNITED	1,607	2	0.1
JETBLUE	242	0	0.0
HAWAIIAN	144	0	0.0
TOTAL	20,143	395	2.0

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.

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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)	63.6	78.2	258	257
AGUADILLA PR (BQN)	78.3	93.3	60	60
AKRON/CANTON OH (CAK)	70.6	72.4	762	762
ALBANY NY (ALB)	72.2	83.0	1,509	1,509
ALBUQUERQUE NM (ABQ)	72.3	78.7	3,125	3,124
ALLENTOWN PA (ABE)	73.2	78.0	508	509
AMARILLO TX (AMA)	59.5	74.7	647	673
ANCHORAGE AK (ANC)	76.4	80.7	2,164	2,158
ASHEVILLE NC (AVL)	63.9	65.9	352	352
ATLANTA GA (ATL)	63.7	68.5	34,296	34,410
AUSTIN TX (AUS)	67.3	76.1	3,255	3,255
BAKERSFIELD CA (BFL)	89.3	88.2	271	272
BALTIMORE MD (BWI)	76.9	76.7	8,882	8,881
BANGOR ME (BGR)	66.4	79.3	420	420
BARROW AK (BRW)	80.0	70.0	60	60
BATON ROUGE LA (BTR)	55.2	68.6	600	618
BEAUMONT/PORT ARTHUR TX (BPT)	69.4	74.0	242	242
BETHEL AK (BET)	79.6	74.2	93	93
BILLINGS MT (BIL)	77.2	88.7	504	504
BINGHAMTON NY (BGM)	84.6	84.8	91	92
BIRMINGHAM AL (BHM)	69.3	76.9	1,843	1,869
BISMARCK ND (BIS)	80.4	90.9	209	209
BLOOMINGTON IL (BMI)	66.5	74.4	239	238
BOISE ID (BOI)	75.4	83.3	1,321	1,320
BOSTON MA (BOS)	75.6	81.0	11,276	11,281
BOZEMAN MT (BZN)	81.7	94.7	438	437
BRISTOL TN (TRI)	69.1	70.3	330	330
BROWNSVILLE TX (BRO)	69.5	84.4	141	141
BUFFALO NY (BUF)	73.1	79.4	2,281	2,277
BURBANK CA (BUR)	78.4	81.6	2,255	2,255
BURLINGTON VT (BTV)	73.8	81.7	640	638
CEDAR RAPIDS/IOWA CTY IA (CID)	58.7	71.8	547	550
CHAMPAIGN IL (CMI)	61.6	78.8	292	292
CHARLESTON SC (CHS)	72.1	77.8	1,185	1,196
CHARLESTON WV (CRW)	68.3	67.8	356	357
CHARLOTTE NC (CLT)	78.8	78.2	8,654	8,660
CHATTANOOGA TN (CHA)	70.8	76.1	415	418
CHICAGO IL (MDW)	73.2	72.7	7,767	7,767
CHICAGO IL (ORD)	68.5	70.1	31,298	31,286
CINCINNATI OH (CVG)	77.7	77.8	17,419	17,419
CLEVELAND OH (CLE)	78.5	84.9	7,906	7,912
COLLEGE STATION TX (CLL)	71.2	75.0	299	300
COLORADO SPRINGS CO (COS)	66.8	77.1	997	997
COLUMBIA SC (CAE)	66.5	73.2	1,026	1,037
COLUMBUS OH (CMH)	70.5	79.5	3,159	3,159
CORDOVA AK (CDV)	68.3	70.0	60	60
CORPUS CHRISTI TX (CRP)	58.4	68.0	702	704
DALLAS/FT. WORTH TX (DAL)	65.7	64.7	3,782	3,781
DALLAS/FT. WORTH TX (DFW)	69.1	69.2	28,426	28,561
DAYTON OH (DAY)	67.5	78.5	1,192	1,193
DAYTONA BEACH FL (DAB)	66.6	75.4	338	337
DEADHORSE AK (SCC)	90.0	93.3	30	30
DENVER CO (DEN)	75.9	80.2	13,403	13,402
DES MOINES IA (DSM)	69.7	77.5	1,020	1,020
DETROIT MI (DTW)	77.2	77.2	12,333	12,335
DILLINGHAM AK (DLG)	69.7	60.6	33	33
DUBUQUE IA (DBQ)	63.3	83.3	90	90
DULUTH MN (DLH)	75.4	86.5	171	171
DURANGO CO (DRO)	75.0	75.0	4	4
EAGLE CO (EGE)	67.3	95.8	49	48
EL PASO TX (ELP)	70.8	79.0	1,787	1,788
ERIE PA (ERI)	78.9	85.6	90	90
EUGENE OR (EUG)	85.1	83.2	462	464
EVANSVILLE IN (EVV)	68.0	73.1	472	472
FAIRBANKS AK (FAI)	75.0	84.7	560	557
FARGO ND (FAR)	84.1	87.0	314	315
FAYETTEVILLE AR (XNA)	66.4	71.4	1,140	1,134
FAYETTEVILLE NC (FAY)	57.4	63.7	148	146
FLINT MI (FNT)	71.1	76.2	530	530
FRESNO CA (FAT)	84.9	86.4	1,168	1,168
FT. LAUDERDALE FL (FLL)	74.8	82.8	5,118	5,123
FT. MYERS FL (RSW)	76.5	85.5	1,484	1,486
FT. SMITH AR (FSM)	53.3	74.0	150	150
FT. WAYNE IN (FWA)	65.1	72.5	596	593
GRAND FORKS ND (GFK)	74.0	93.2	73	74
GRAND RAPIDS MI (GRR)	68.0	78.9	1,293	1,294
GREAT FALLS MT (GTF)	81.3	92.7	289	288
GREEN BAY WI (GRB)	71.0	80.8	414	411
GREENSBORO/HIGH PT. NC (GSO)	70.8	78.5	1,483	1,485
GREENVILLE/SPARTBG. SC (GSP)	69.6	76.1	1,204	1,205
GULFPORT/BILOXI MS (GPT)	73.9	71.5	501	499
GUSTAVUS AK (GST)	84.0	96.0	25	25
HARLINGEN TX (HRL)	66.1	72.3	487	487
HARRISBURG PA (MDT)	70.7	79.6	916	916
HARTFORD CT/SPGFLD MA (BDL)	76.8	84.8	2,867	2,868
HELENA MT (HLN)	83.7	93.7	239	239

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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)	98.5	97.6	206	206
HONOLULU OAHU HI (HNL)	86.8	95.5	3,034	3,035
HOUSTON TX (HOU)	66.0	60.8	4,912	4,910
HOUSTON TX (IAH)	64.8	74.8	16,852	16,830
HUNTSVILLE/DECATUR AL (HSV)	67.3	71.8	932	921
INDIANAPOLIS IN (IND)	74.0	82.0	3,288	3,280
INDIO/PALM SPRINGS CA (PSP)	82.1	86.7	764	765
ISLIP/LONG IS. NY (ISP)	80.3	82.3	1,029	1,029
JACKSON WY (JAC)	78.1	85.2	334	331
JACKSON/VICKSBURG MS (JAN)	64.4	70.9	926	929
JACKSONVILLE FL (JAX)	67.9	75.1	2,476	2,470
JUNEAU AK (JNU)	80.8	80.5	516	517
KAHULUI (OGG)	88.8	93.9	1,239	1,237
KALAMAZOO MI (AZO)	67.5	77.5	323	325
KALISPELL MT (FCA)	86.0	93.0	300	300
KANSAS CITY MO (MCI)	72.4	77.2	4,956	4,958
KETCHIKAN AK (KTN)	76.3	82.4	257	256
KEY WEST FL (EYW)	76.7	50.9	60	57
KILLEEN TX (ILE)	69.2	75.4	409	410
KING SALMON AK (AKN)	68.9	65.9	45	44
KNOXVILLE TN (TYS)	63.6	76.0	1,052	1,052
KODIAK AK (ADQ)	70.0	58.3	60	60
KONA HAWAII HI (KOA)	91.8	95.1	549	549
KOTZEBUE AK (OTZ)	73.3	72.2	90	90
LA CROSSE WI (LSE)	60.8	80.6	130	129
LAFAYETTE LA (LFT)	61.9	75.8	318	335
LANSING MI (LAN)	70.3	83.7	367	367
LAREDO TX (LRD)	52.9	73.3	172	172
LAS VEGAS NV (LAS)	72.4	72.7	13,089	13,097
LAWTON OK (LAW)	73.6	83.7	178	178
LEXINGTON/FRKFT KY (LEX)	67.0	72.0	833	847
LIHUE KAUAI HI (LIH)	93.4	96.3	650	650
LINCOLN NE (LNK)	79.2	82.2	236	236
LITTLE ROCK AR (LIT)	59.9	68.3	1,474	1,475
LONG BEACH CA (LGB)	80.6	91.0	981	981
LONGVIEW TX (GGG)	65.6	82.2	90	90
LOS ANGELES CA (LAX)	77.3	82.3	19,240	19,244
LOUISVILLE KY (SDF)	66.7	73.2	1,815	1,816
LUBBOCK TX (LBB)	62.8	75.5	751	777
MADISON WI (MSN)	70.5	80.7	679	679
MANCHESTER NH (MHT)	79.8	85.9	1,875	1,877
MARQUETTE MI (MQT)	41.1	76.8	56	56
MEDFORD OR (MFR)	87.5	84.8	407	407
MELBOURNE FL (MLB)	64.8	75.5	216	216
MEMPHIS TN (MEM)	72.0	75.5	3,921	3,924
MIAMI FL (MIA)	73.8	74.2	5,334	5,329
MIDLAND/ODESSA TX (MAF)	63.8	77.7	638	638
MILWAUKEE WI (MKE)	70.0	82.1	1,805	1,807
MINNEAPLS/ST.P MN (MSP)	77.4	81.2	12,593	12,604
MINOT ND (MOT)	80.0	91.1	90	90
MISSION/MCALLEN TX (MFE)	59.5	80.2	257	257
MISSOULA MT (MSO)	81.6	89.4	434	434
MOBILE AL./PASCAGOULA MS (MOB)	65.9	66.0	428	406
MOLINE IL (MLI)	69.0	78.3	342	341
MONROE LA (MLU)	61.5	70.2	296	299
MONTEREY CA (MRY)	88.1	87.9	613	612
MONTROSE CO (MTJ)	80.2	84.0	212	212
MYRTLE BEACH SC (MYR)	73.2	75.7	740	741
NASHVILLE TN (BNA)	72.1	76.7	4,937	4,939
NEW ORLEANS LA (MSY)	68.2	74.6	4,270	4,238
NEW YORK NY (JFK)	76.5	80.3	7,564	7,537
NEW YORK NY (LGA)	74.2	81.7	10,738	10,728
NEWARK NJ (EWR)	71.8	79.6	13,135	13,137
NEWBURGH NY (SWF)	64.3	81.9	210	210
NOME AK (OME)	72.2	80.0	90	90
NORFOLK/VA. BEACH VA (ORF)	69.0	73.6	1,989	1,988
OKLAHOMA CITY OK (OKC)	60.5	72.3	1,723	1,726
OMAHA NE (OMA)	69.2	79.3	1,740	1,741
ONTARIO CA (ONT)	76.9	83.0	3,049	3,015
ORANGE COUNTY CA (SNA)	78.2	82.5	3,935	3,906
ORLANDO FL (MCO)	73.3	78.9	8,835	8,836
PASCO WA (PSC)	84.4	91.1	360	359
PENSACOLA FL (PNS)	62.9	70.1	579	578
PEORIA IL (PIA)	57.7	65.1	272	272
PETERSBURG AK (PSG)	70.0	71.7	60	60
PHILADELPHIA PA (PHL)	71.4	70.7	9,898	9,891
PHOENIX AZ (PHX)	76.8	75.2	13,964	13,950
PITTSBURGH PA (PIT)	75.7	79.0	5,280	5,283
PORTLAND ME (PWM)	66.5	79.9	940	938
PORTLAND OR (PDX)	77.0	85.1	4,761	4,760
PROVIDENCE RI (PVD)	77.1	83.6	2,430	2,432
RALEIGH/DURHAM NC (RDU)	71.3	78.4	5,036	5,017
RAPID CITY SD (RAP)	81.0	90.2	327	327
RENO NV (RNO)	75.7	80.2	2,528	2,527
RICHMOND VA (RIC)	69.8	78.1	1,399	1,398
ROANOKE VA (ROA)	65.1	66.1	381	383

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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)	66.0	79.2	206	207
ROCHESTER NY (ROC)	70.1	78.2	1,477	1,477
SACRAMENTO CA (SMF)	75.6	76.9	4,090	4,085
SAGINAW MI (MBS)	71.9	81.2	292	293
SALT LAKE CITY UT (SLC)	80.3	85.7	11,802	11,803
SAN ANGELO TX (SJT)	65.3	78.0	222	223
SAN ANTONIO TX (SAT)	64.7	73.1	3,260	3,264
SAN DIEGO CA (SAN)	76.9	83.7	7,132	7,135
SAN FRANCISCO CA (OAK)	78.4	81.1	5,922	5,920
SAN FRANCISCO CA (SFO)	74.9	84.5	11,057	11,061
SAN JOSE CA (SJC)	79.1	82.3	5,195	5,192
SAN JUAN PR (SJU)	78.9	90.6	2,284	2,286
SAN LUIS OBISPO CA (SBP)	87.3	86.5	473	474
SANTA BARBARA CA (SBA)	89.4	91.2	905	909
SARASOTA/BRAD. FL (SRQ)	70.2	81.4	453	452
SAVANNAH GA (SAV)	68.9	76.0	1,070	1,069
SCRANTON/WILKES-BARRE PA (AVP)	60.9	70.3	266	266
SEATTLE WA (SEA)	73.7	75.6	9,847	9,848
SHREVEPORT LA (SHV)	62.3	72.1	755	755
SIOUX FALLS SD (FSD)	69.5	84.0	446	445
SITKA AK (SIT)	80.0	84.8	145	145
SOUTH BEND IN (SBN)	63.6	69.6	420	411
SPOKANE WA (GEG)	75.8	87.9	1,187	1,187
SPRINGFIELD MO (SGF)	66.5	74.8	553	551
ST. CROIX VI (STX)	91.2	88.2	34	34
ST. LOUIS MO (STL)	76.1	80.7	4,987	4,984
ST. THOMAS VI (STT)	78.4	89.6	241	241
STEAMBOAT SPRINGS CO (HDN)	71.4	100.0	21	20
SYRACUSE NY (SYR)	69.5	81.3	1,159	1,160
TALLAHASSEE FL (TLH)	63.1	67.9	447	420
TAMPA FL (TPA)	74.4	80.2	5,706	5,707
TEXARKANA AR (TXK)	66.9	73.7	166	167
TOLEDO OH (TOL)	71.0	75.4	472	472
TRAVERSE CITY MI (TVC)	65.6	69.0	270	268
TUCSON AZ (TUS)	69.1	84.3	1,355	1,306
TULSA OK (TUL)	64.2	73.5	1,858	1,857
TYLER TX (TYR)	78.6	86.3	271	270
VALPARAISO FL (VPS)	62.2	70.1	556	546
WACO TX (ACT)	73.7	80.0	270	270
WASHINGTON DC (IAD)	76.1	78.1	9,055	9,052
WASHINGTON DC (DCA)	76.3	84.1	7,615	7,608
WEST PALM BEACH FL (PBI)	74.6	85.4	2,046	2,046
WHITE PLAINS NY (HPN)	76.0	84.2	555	557
WICHITA FALLS TX (SPS)	72.8	83.3	180	180
WICHITA KS (ICT)	60.0	67.3	767	767
WILMINGTON NC (ILM)	74.3	75.9	288	291
WRANGELL AK (WRG)	73.3	80.0	60	60
YAKUTAT AK (YAK)	73.3	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	22,855	921	4.0	105	39,879	1,580	4.0
ATLANTIC SOUTHEAST	15	12,232	450	3.7	105	22,577	840	3.7
ATLANTIC COAST	14	7,500	319	4.3	78	18,960	637	3.4
COMAIR	24	17,733	407	2.3	109	30,128	714	2.4
ALASKA	14	8,414	141	1.7	46	14,880	302	2.0
EXPRESSJET	24	14,591	330	2.3	115	30,891	564	1.8
AMERICA WEST	27	13,651	216	1.6	52	16,560	262	1.6
SKYWEST	12	20,092	244	1.2	113	37,547	510	1.4
US AIRWAYS	25	26,979	335	1.2	59	33,464	394	1.2
UNITED	30	38,106	473	1.2	79	47,663	549	1.2
NORTHWEST	31	29,574	354	1.2	114	42,930	481	1.1
AMERICAN	30	46,215	536	1.2	84	58,312	644	1.1
DELTA	31	44,772	447	1.0	98	57,640	560	1.0
AIRTRAN	17	9,948	67	0.7	38	13,016	86	0.7
SOUTHWEST	16	36,078	120	0.3	60	81,495	536	0.7
CONTINENTAL	29	19,449	86	0.4	79	24,928	114	0.5
ATA	19	5,338	16	0.3	27	6,486	18	0.3
HAWAIIAN	7	329	0	0.0	15	4,162	5	0.1
JETBLUE	10	4,641	0	0.0	25	7,274	0	0.0
Total		378,497	5,462	1.4	Total	588,792	8,796	1.5

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.

JUNE 2004
AIR TRAVEL CONSUMER REPORT
TABLE 9. CAUSES OF DELAY*, BY CARRIER**

								CAUSES OF DELAY									
CRRAIER	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	58312	41086	70.46%	644	1.10%	253	0.43%	3214	5.51%	1569	2.69%	6979	11.97%	32	0.06%	4535	7.78%
AS	14880	11357	76.32%	302	2.03%	33	0.22%	1179	7.93%	13	0.09%	590	3.96%	34	0.23%	1372	9.22%
B6	7274	6002	82.51%	0	0.00%	13	0.18%	231	3.18%	45	0.62%	522	7.18%	29	0.40%	431	5.92%
CO	24928	16975	68.10%	114	0.46%	168	0.67%	1168	4.68%	372	1.49%	4380	17.57%	39	0.16%	1713	6.87%
DH	18960	13613	71.80%	637	3.36%	42	0.22%	795	4.19%	75	0.40%	1176	6.21%	1	0.01%	2620	13.82%
DL	57640	39226	68.05%	560	0.97%	170	0.29%	3706	6.43%	399	0.69%	9032	15.67%	8	0.01%	4540	7.88%
EV	22577	14826	65.67%	840	3.72%	61	0.27%	1692	7.50%	1703	7.54%	2941	13.03%	15	0.07%	498	2.21%
FL	13016	9342	71.77%	86	0.66%	49	0.38%	495	3.80%	27	0.21%	1610	12.37%	0	0.00%	1407	10.81%
HA	4162	3965	95.27%	5	0.12%	0	0.00%	128	3.09%	0	0.00%	2	0.06%	8	0.18%	54	1.29%
HP	16560	12083	72.96%	262	1.58%	23	0.14%	1537	9.28%	21	0.13%	1615	9.75%	28	0.17%	991	5.99%
MQ	39879	26297	65.94%	1580	3.96%	110	0.28%	2785	6.98%	655	1.64%	3889	9.75%	10	0.02%	4553	11.42%
NW	42930	31852	74.20%	481	1.12%	113	0.26%	3573	8.32%	621	1.45%	4676	10.89%	35	0.08%	1579	3.68%
OH	30128	22716	75.40%	714	2.37%	71	0.24%	2505	8.32%	1910	6.34%	2018	6.70%	8	0.03%	186	0.62%
OO	37547	30859	82.19%	510	1.36%	54	0.14%	2959	7.88%	503	1.34%	1361	3.62%	31	0.08%	1270	3.38%
RU	30891	21423	69.35%	564	1.83%	205	0.66%	1296	4.20%	356	1.15%	4692	15.19%	45	0.14%	2310	7.48%
TZ	6486	5138	79.22%	18	0.28%	1	0.02%	198	3.05%	8	0.12%	716	11.03%	10	0.15%	398	6.14%
UA	47663	36532	76.65%	549	1.15%	94	0.20%	2492	5.23%	214	0.45%	4761	9.99%	0	0.00%	3021	6.34%
US	33464	25469	76.11%	394	1.18%	103	0.31%	1692	5.06%	313	0.94%	3015	9.01%	0	0.00%	2477	7.40%
WN	81495	60784	74.59%	536	0.66%	162	0.20%	4053	4.97%	535	0.66%	3506	4.30%	92	0.11%	11828	14.51%
TOTAL	**588,792**	**429,545**		**8,796**		**1,725**		**35,700**		**9,339**		**57,483**		**422**		**45,783**	
			72.95%		**1.49%**		**0.29%**		**6.06%**		**1.59%**		**9.76%**		**0.07%**		**7.78%**

***Causes of Delay:**

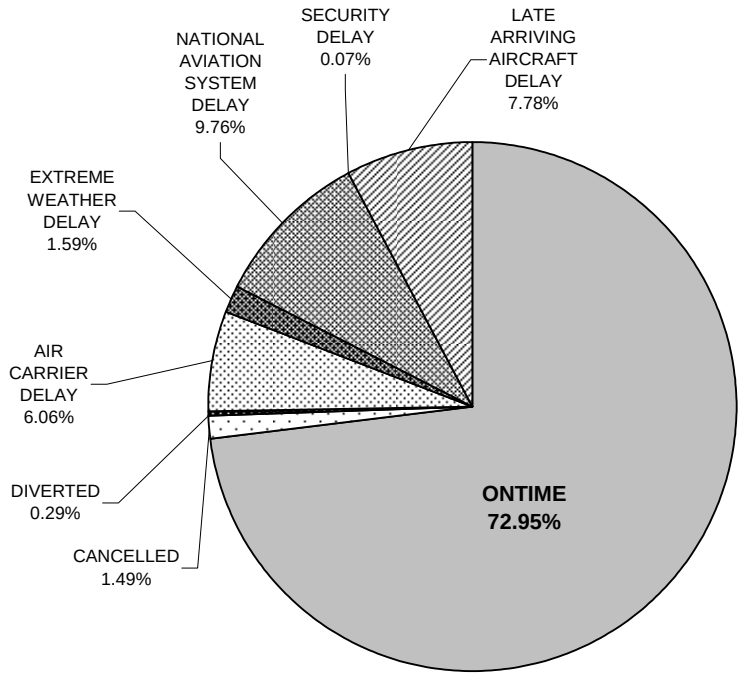
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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



***Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
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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

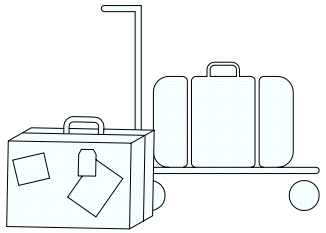
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines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

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

JUNE

MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

U.S. AIRLINES*

		JUNE 2004			JUNE 2003		
RANK	**AIRLINE**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**
1	JETBLUE AIRWAYS	2,849	998,461	**2.85**	2,925	753,871	**3.88**
2	AIRTRAN AIRWAYS	4,039	1,205,065	**3.35**	3,045	1,062,706	**2.87**
3	SOUTHWEST AIRLINES	26,155	7,588,235	**3.45**	25,606	7,001,082	**3.66**
4	HAWAIIAN AIRLINES	1,697	492,016	**3.45**	*	*	*****
5	ATA AIRLINES	3,501	958,883	**3.65**	3,502	877,984	**3.99**
6	UNITED AIRLINES	21,892	5,888,419	**3.72**	19,931	5,339,720	**3.73**
7	AMERICA WEST AIRLINES	7,880	1,857,717	**4.24**	5,551	1,778,903	**3.12**
8	ALASKA AIRLINES	6,089	1,418,244	**4.29**	3,548	1,307,524	**2.71**
9	DELTA AIR LINES	34,447	7,970,005	**4.32**	23,153	7,074,937	**3.27**
10	CONTINENTAL AIRLINES	13,037	3,005,463	**4.34**	10,254	2,985,376	**3.43**
11	NORTHWEST AIRLINES	20,670	4,414,537	**4.68**	12,383	4,003,745	**3.09**
12	US AIRWAYS	17,172	3,467,230	**4.95**	17,595	3,316,189	**5.31**
13	AMERICAN AIRLINES	36,980	6,861,572	**5.39**	32,336	6,869,615	**4.71**
14	EXPRESSJET AIRLINES	7,664	1,163,500	**6.59**	4,895	1,034,168	**4.73**
15	SKYWEST AIRLINES	11,261	1,189,704	**9.47**	6,829	961,806	**7.10**
16	AMERICAN EAGLE AIRLINES	13,684	1,347,303	**10.16**	8,917	1,102,567	**8.09**
17	COMAIR	12,284	1,152,716	**10.66**	*	*	*****
18	ATLANTIC COAST AIRLINES	9,050	590,428	**15.33**	6,082	762,020	**7.98**
19	ATLANTIC SOUTHEAST AIRLINES	14,746	926,577	**15.91**	12,083	819,422	**14.75**
	TOTALS	265,097	52,496,075	**5.05**	198,635	47,051,635	**4.22**

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.

JANUARY - JUNE

MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

U.S. AIRLINES*

		JANUARY - JUNE 2004			JANUARY - JUNE 2003		
RANK	**AIRLINE**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**
1	JETBLUE AIRWAYS	16,038	5,697,985	**2.81**	15,345	4,309,015	**3.56**
2	AIRTRAN AIRWAYS	19,860	6,571,086	**3.02**	16,636	5,703,866	**2.92**
3	SOUTHWEST AIRLINES	129,473	40,911,007	**3.16**	133,016	37,752,289	**3.52**
4	HAWAIIAN AIRLINES	8,994	2,827,719	**3.18**	*	*	*****
5	ALASKA AIRLINES	23,342	7,039,979	**3.32**	14,109	6,166,150	**2.29**
6	CONTINENTAL AIRLINES	55,078	16,564,937	**3.32**	48,612	16,138,154	**3.01**
7	AMERICA WEST AIRLINES	35,923	10,126,306	**3.55**	33,178	9,777,698	**3.39**
8	NORTHWEST AIRLINES **	87,314	23,006,798	**3.80**	76,267	21,787,538	**3.50**
9	ATA AIRLINES	19,404	5,112,270	**3.80**	20,713	4,525,382	**4.58**
10	UNITED AIRLINES	117,825	30,781,642	**3.83**	117,825	29,280,857	**4.02**
11	US AIRWAYS	77,589	18,914,184	**4.10**	71,211	18,825,455	**3.78**
12	DELTA AIR LINES	179,431	42,407,825	**4.23**	150,707	39,714,563	**3.79**
13	AMERICAN AIRLINES	177,104	38,003,126	**4.66**	165,696	37,563,573	**4.41**
14	EXPRESSJET AIRLINES	31,856	6,016,886	**5.29**	21,624	5,088,839	**4.25**
15	AMERICAN EAGLE AIRLINES	64,165	7,129,782	**9.00**	52,801	5,860,620	**9.01**
16	COMAIR	63,391	6,206,661	**10.21**	*	*	*****
17	SKYWEST AIRLINES	67,143	6,269,841	**10.71**	37,844	5,006,308	**7.56**
18	ATLANTIC COAST AIRLINES	51,513	3,839,035	**13.42**	37,107	4,129,529	**8.99**
19	ATLANTIC SOUTHEAST AIRLINES	68,014	4,867,713	**13.97**	75,328	4,523,674	**16.65**
	TOTALS	1,293,457	282,294,782	**4.58**	1,088,019	256,153,511	**4.25**

* 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.

** Northwest Airlines incorrectly reported to DOT its mishandled baggage data for May 2004. The January-June 2004 data in this table reflect a correction of the Northwest data for May.

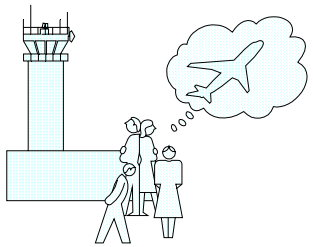
OVERSALES

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.



APRIL - JUNE

PASSENGERS DENIED BOARDING

BY U.S. AIRLINES*

		APRIL - JUNE 2004				APRIL - JUNE 2003			
		DENIED BOARDINGS (DB'S)				DENIED BOARDINGS (DB'S)			
RANK	AIRLINE	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs
1	***JETBLUE AIRWAYS***	0	6	2,920,697	**0.02**	6	0	2,209,920	**0.00**
2	***AIRTRAN AIRWAYS***	6,259	57	3,411,731	**0.17**	7,254	639	2,949,509	**2.17**
3	***SKYWEST AIRLINES***	229	2	92,398	**0.22**	*	*	*	*
4	***HAWAIIAN AIRLINES***	690	38	1,412,211	**0.27**	*	*	*	*
5	***AMERICAN EAGLE AIRLINES***	482	22	495,683	**0.44**	165	18	223,827	**0.80**
6	***UNITED AIRLINES***	27,767	776	16,959,163	**0.46**	35,494	1,196	15,191,248	**0.79**
7	***AMERICAN AIRLINES***	17,087	1,011	21,320,081	**0.47**	28,638	1,481	20,851,388	**0.71**
8	***US AIRWAYS***	21,282	808	10,576,091	**0.76**	28,700	535	10,370,450	**0.52**
9	***AMERICA WEST AIRLINES***	7,509	383	4,885,743	**0.78**	13,316	213	5,261,924	**0.40**
10	***NORTHWEST AIRLINES***	21,867	1,154	12,935,606	**0.89**	24,176	1,014	11,738,207	**0.86**
11	***ALASKA AIRLINES***	3,964	325	3,620,268	**0.90**	3,041	178	3,792,324	**0.47**
12	***DELTA AIR LINES***	28,817	2,331	21,718,352	**1.07**	29,997	3,262	19,363,066	**1.68**
13	***SOUTHWEST AIRLINES***	25,572	2,429	21,628,048	**1.12**	25,092	2,424	19,446,533	**1.25**
14	***ATA AIRLINES***	1,484	405	2,719,477	**1.49**	1,080	235	2,457,554	**0.96**
15	***ATLANTIC SOUTHEAST AIRLINES***	1,187	140	913,359	**1.53**	2,211	921	781,431	**11.79**
16	***CONTINENTAL AIRLINES***	11,694	1,834	9,229,183	**1.99**	14,483	1,190	8,810,539	**1.35**
17	***COMAIR***	1,204	140	608,523	**2.30**	*	*	*	*
	TOTALS	177,094	11,861	135,446,614	**0.88**	213,653	13,306	123,447,920	**1.08**

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

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

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

JANUARY- JUNE

PASSENGERS DENIED BOARDING

BY U.S. AIRLINES*

		JANUARY - JUNE 2004				JANUARY - JUNE 2003			
		DENIED BOARDINGS (DB'S)				DENIED BOARDINGS (DB'S)			
RANK	AIRLINE	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs
1	***JETBLUE AIRWAYS***	12	8	5,570,770	**0.01**	10	0	4,220,537	**0.00**
2	***SKYWEST AIRLINES***	417	2	107,291	**0.19**	*	*	*	*
3	***HAWAIIAN AIRLINES***	1,587	106	2,811,439	**0.38**	*	*	*	*
4	***AMERICAN EAGLE AIRLINES***	1,054	37	894,953	**0.41**	356	22	404,257	**0.54**
5	***AIRTRAN AIRWAYS***	16,041	311	6,373,017	**0.49**	11,593	1,496	5,499,693	**2.72**
6	***AMERICAN AIRLINES***	40,460	2,133	41,009,468	**0.52**	52,368	2,667	40,107,873	**0.66**
7	***UNITED AIRLINES***	58,107	1,965	31,441,538	**0.62**	58,568	1,959	29,515,407	**0.66**
8	***US AIRWAYS***	44,033	1,302	19,787,547	**0.66**	45,891	929	19,019,023	**0.49**
9	***AMERICA WEST AIRLINES***	19,397	746	9,853,721	**0.76**	28,473	453	9,974,800	**0.45**
10	***NORTHWEST AIRLINES***	41,845	2,117	24,110,709	**0.88**	44,055	1,779	22,710,860	**0.78**
11	***SOUTHWEST AIRLINES***	56,847	5,103	39,818,452	**1.28**	48,883	4,640	36,616,105	**1.27**
12	***ATA AIRLINES***	3,122	695	5,161,864	**1.35**	1,790	397	4,579,883	**0.87**
13	***DELTA AIR LINES***	75,060	5,549	41,203,996	**1.35**	59,364	5,484	38,516,991	**1.42**
14	***ALASKA AIRLINES***	12,483	1,128	7,208,098	**1.56**	8,072	384	7,044,855	**0.55**
15	***CONTINENTAL AIRLINES***	23,608	2,787	17,468,152	**1.60**	25,845	1,851	16,744,667	**1.11**
16	***ATLANTIC SOUTHEAST AIRLINES***	2,612	387	1,685,586	**2.30**	3,709	1,419	1,444,483	**9.82**
17	***COMAIR***	2,572	374	1,119,153	**3.34**	*	*	*	*
	TOTALS	399,257	24,750	255,625,754	**0.97**	388,977	23,480	236,399,435	**0.99**

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

SUMMARY

	JUNE 2004				JUNE 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	447	85	5	64	381	66	2	66
FOREIGN AIRLINES	80	4	0	8	79	1	0	7
TRAVEL AGENTS	19	0	0	1	36	0	0	0
TOUR OPERATORS	3	0	0	0	5	0	0	0
MISCELLANEOUS	12	14	0	53	5	9	0	80
INDUSTRY TOTALS	561	103	5	126	506	76	2	153

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	JUNE 2004			JUNE 2003		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	141		3	80	
CANCELLATIONS			48			26
DELAYS			36			26
MISCONNECTIONS			26			15
BAGGAGE	2	94		1	101	
RES/TKTG/BOARDING	3	93		2	89	
CUSTOMER SERVICE	4	74		5	65	
REFUNDS	5	44		4	73	
DISABILITY	6	38		6	30	
OVERSALES	7	30		9	14	
OTHER	8	23		8	16	
FREQUENT FLYER			17			14
FARES	9	14		7	29	
DISCRIMINATION	10	5		10	7	
ADVERTISING	11	4		11	2	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		561			506	

* 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*

JUNE 2004

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	6	1	2	0	0	1	2	1	0	0	0	0	13
AIRTRAN AIRWAYS	2	0	2	0	0	3	1	0	0	0	0	0	8
ALASKA AIRLINES	3	0	0	1	0	1	0	0	0	0	0	0	5
AMERICA WEST AIRLINES	9	1	4	1	0	2	3	0	0	1	0	0	21
AMERICAN AIRLINES	8	2	9	1	3	8	8	1	0	0	0	2	42
AMERICAN EAGLE AIRLINES	5	1	2	0	1	0	1	0	0	0	0	0	10
ATLANTIC COAST AIRLINES	3	0	0	0	0	0	0	3	0	0	0	0	6
ATLANTIC SOUTHEAST AIRLINES	3	0	0	0	0	0	1	1	0	0	0	0	5
COMAIR	6	2	0	0	0	1	3	0	0	0	0	0	12
CONTINENTAL AIRLINES	4	2	5	1	2	6	5	1	0	1	1	2	30
DELTA AIR LINES	12	3	10	2	6	13	3	3	1	1	0	6	60
FRONTIER AIRLINES	5	0	0	0	0	1	2	0	0	0	0	0	8
MESA AIRLINES	11	0	2	0	0	0	4	2	0	0	0	0	19
MESABA AVIATION	3	0	0	0	0	1	1	0	0	0	0	0	5
NORTHWEST AIRLINES	9	5	9	1	5	3	8	4	0	0	0	4	48
SKYWEST AIRLINES	5	0	1	0	0	1	0	0	0	0	0	0	7
SOUTHWEST AIRLINES	4	0	1	0	1	2	3	4	0	1	0	0	16
UNITED AIRLINES	11	2	6	2	2	8	10	10	0	0	0	1	52
US AIRWAYS	5	2	7	1	1	10	6	3	1	0	0	2	38
USA3000	1	1	0	0	0	3	0	0	0	0	0	0	5
OTHER U.S. AIRLINES	8	1	3	1	0	9	9	4	0	1	0	1	37
TOTAL JUNE 2004	123	23	63	11	21	73	70	37	2	5	1	18	447
% OF TOTAL COMPLAINTS	27.5	5.1	14.1	2.5	4.7	16.3	15.7	8.3	0.4	1.1	0.2	4.0	
TOTAL JUNE 2003	68	11	55	22	42	78	58	25	1	6	0	15	381
% OF TOTAL COMPLAINTS	17.8	2.9	14.4	5.8	11.0	20.5	15.2	6.6	0.3	1.6	0.0	3.9	

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

** AIRLINES ARE LISTED INDIVIDUALY 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

JUNE 2004

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN JUNE	INCI-DENTS IN JUNE	PERCENT	INCI-DENTS IN MAY	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
AIR WISCONSIN	13	7	53.8	5	38.5	1	7.7	0	0.0
AIRTRAN AIRWAYS	8	6	75.0	0	0.0	2	25.0	0	0.0
ALASKA AIRLINES	5	4	80.0	0	0.0	0	0.0	1	20.0
AMERICA WEST AIRLINES	21	13	61.9	3	14.3	4	19.0	1	4.8
AMERICAN AIRLINES	42	14	33.3	11	26.2	10	23.8	7	16.7
AMERICAN EAGLE AIRLINES	10	7	70.0	3	30.0	0	0.0	0	0.0
ATLANTIC COAST AIRLINES	6	1	16.7	0	0.0	4	66.7	1	16.7
ATLANTIC SOUTHEAST AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
COMAIR	12	8	66.7	2	16.7	2	16.7	0	0.0
CONTINENTAL AIRLINES	30	12	40.0	5	16.7	8	26.7	5	16.7
DELTA AIR LINES	60	19	31.7	11	18.3	14	23.3	16	26.7
FRONTIER AIRLINES	8	6	75.0	0	0.0	0	0.0	2	25.0
MESA AIRLINES	19	10	52.6	5	26.3	2	10.5	2	10.5
MESABA AVIATION	5	2	40.0	3	60.0	0	0.0	0	0.0
NORTHWEST AIRLINES	48	15	31.2	11	22.9	9	18.8	13	27.1
SKYWEST AIRLINES	7	5	71.4	2	28.6	0	0.0	0	0.0
SOUTHWEST AIRLINES	16	5	31.2	2	12.5	6	37.5	3	18.8
UNITED AIRLINES	52	30	57.7	7	13.5	7	13.5	8	15.4
US AIRWAYS	38	20	52.6	9	23.7	4	10.5	5	13.2
USA3000	5	4	80.0	0	0.0	1	20.0	0	0.0
OTHER U.S. AIRLINES	37	15	40.5	9	24.3	11	29.7	2	5.4
TOTALS	447	207	46.3	88	19.7	86	19.2	66	14.8
PREVIOUS YEAR'S TOTALS	381	155	40.7	89	23.4	93	24.4	44	11.5

*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**

JUNE 2004

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR FRANCE	0	0	2	0	1	2	1	0	0	0	0	0	6
BRITISH AIRWAYS	0	0	3	0	2	3	0	0	0	0	0	0	8
LUFTHANSA	1	0	1	0	2	1	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	9	6	13	1	11	15	3	0	0	0	0	3	61
TOTALS	10	6	19	1	16	21	4	0	0	0	0	3	80
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	1	1	8	2	6	0	0	0	1	0	0	0	19
TOTALS	1	1	8	2	6	0	0	0	1	0	0	0	19
TOUR OPERATORS													
OTHER TOUR OPERATORS	2	0	0	0	0	0	0	0	1	0	0	0	3
TOTALS	2	0	0	0	0	0	0	0	1	0	0	0	3
MISCELLANEOUS													
OTHER MISCELLANEOUS	5	0	3	0	1	0	0	1	0	0	0	2	12
TOTALS	5	0	3	0	1	0	0	1	0	0	0	2	12

* 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.

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

TABLE 6

JUNE

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

		JUNE 2004			JUNE 2003		
RANK	***AIRLINE***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***
1	***EXPRESSJET AIRLINES***	0	1,246,186	**0.00**	1	1,063,037	**0.09**
1	***JETBLUE AIRWAYS***	0	967,670	**0.00**	6	731,331	**0.82**
3	***ATA AIRLINES***	1	975,926	**0.10**	3	914,695	**0.33**
4	***SOUTHWEST AIRLINES***	16	7,380,453	**0.22**	8	6,781,967	**0.12**
5	***ALASKA AIRLINES***	5	1,514,215	**0.33**	10	1,395,513	**0.72**
6	***AMERICAN AIRLINES***	42	8,183,757	**0.51**	70	7,998,746	**0.88**
7	***ATLANTIC SOUTHEAST AIRLINES***	5	915,408	**0.55**	3	837,860	**0.36**
8	***SKYWEST AIRLINES***	7	1,150,210	**0.61**	3	1,055,804	**0.28**
9	***HAWAIIAN AIRLINES***	3	492,016	**0.61**	*	*	*****
10	***AIRTRAN AIRWAYS***	8	1,164,380	**0.69**	2	1,033,280	**0.19**
11	***DELTA AIR LINES***	60	7,968,953	**0.75**	45	7,423,544	**0.61**
12	***AMERICAN EAGLE AIRLINES***	10	1,322,468	**0.76**	4	1,055,780	**0.38**
13	***UNITED AIRLINES***	52	6,569,155	**0.79**	54	5,860,039	**0.92**
14	***CONTINENTAL AIRLINES***	30	3,694,513	**0.81**	33	3,528,691	**0.94**
15	***NORTHWEST AIRLINES***	48	5,127,050	**0.94**	42	4,586,605	**0.92**
16	***ATLANTIC COAST AIRLINES***	6	597,610	**1.00**	4	783,537	**0.51**
17	***US AIRWAYS***	38	3,709,743	**1.02**	43	3,695,501	**1.16**
18	***COMAIR***	12	1,146,049	**1.05**	*	*	*****
19	***AMERICA WEST AIRLINES***	21	1,859,682	**1.13**	11	1,789,159	**0.61**
	TOTAL	**364**	**55,985,444**	**0.65**	**342**	**50,535,089**	**0.68**

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.

Table 1

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

SUMMARY

	JANUARY - JUNE 2004				JANUARY - JUNE 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	2,800	493	13	378	2,402	329	15	307
FOREIGN AIRLINES	545	12	2	41	516	8	0	26
TRAVEL AGENTS	126	11	0	11	151	6	0	4
TOUR OPERATORS	37	1	0	2	27	1	0	4
MISCELLANEOUS	42	38	0	505	47	63	1	161
INDUSTRY TOTALS	3,550	555	15	937	3,143	407	16	502

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	JANUARY - JUNE 2004			JANUARY - JUNE 2003		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	904		1	614	
CANCELLATIONS			258			194
DELAYS			236			191
MISCONNECTIONS			161			101
BAGGAGE	2	606		2	566	
RES/TKTG/BOARDING	3	495		3	486	
CUSTOMER SERVICE	4	455		5	388	
REFUNDS	5	276		4	390	
DISABILITY	6	269		8	149	
OVERSALES	7	185		7	160	
OTHER	8	183		9	135	
FREQUENT FLYER			145			97
FARES	9	90		6	193	
DISCRIMINATION	10	50		10	42	
ADVERTISING	11	33		11	19	
ANIMALS	12	4		12	1	
COMPLAINT TOTAL		3,550			3,143	

* 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 - JUNE 2004

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	44	3	4	1	0	13	10	4	0	0	0	0	79
AIRTRAN AIRWAYS	20	8	8	0	2	14	12	7	0	0	0	2	73
ALASKA AIRLINES	12	1	3	2	0	12	9	4	2	3	0	3	51
ALOHA AIRLINES	7	0	0	1	3	3	5	1	0	0	0	1	21
AMERICA WEST AIRLINES	43	18	10	5	3	14	9	5	1	3	0	1	112
AMERICAN AIRLINES	92	12	52	10	20	79	61	22	4	5	0	27	384
AMERICAN EAGLE AIRLINES	20	3	7	0	1	1	4	3	0	0	0	0	39
ATA AIRLINES	16	1	5	0	0	6	4	4	0	0	0	1	37
ATLANTIC COAST AIRLINES	26	2	3	0	0	6	3	6	0	1	0	0	47
ATLANTIC SOUTHEAST AIRLINES	10	0	2	0	1	1	1	2	0	0	0	0	17
COMAIR	21	10	2	0	0	5	10	6	0	0	0	2	56
CONTINENTAL AIRLINES	22	8	26	6	14	25	24	14	0	2	1	19	161
DELTA AIR LINES	62	20	60	15	26	77	34	25	2	3	2	38	364
EXECUTIVE AIRLINES	4	0	2	0	0	3	1	1	0	0	0	0	11
FRONTIER AIRLINES	8	1	1	1	1	2	2	1	0	0	0	0	17
HAWAIIAN AIRLINES	3	1	4	0	3	3	2	0	0	0	0	0	16
HORIZON AIRLINES	5	1	1	1	0	0	0	2	1	0	0	0	11
JETBLUE AIRWAYS	4	0	2	0	0	4	3	0	0	1	0	0	14
MESA AIRLINES	38	2	4	0	0	5	8	4	0	1	0	1	63
MESABA AVIATION	11	5	3	1	0	1	4	0	0	0	0	1	26
NORTH AMERICAN AIRLINES	2	2	0	0	0	5	3	2	0	0	0	0	14
NORTHWEST AIRLINES	51	16	31	14	21	35	36	37	1	3	0	23	268
PAN AM AIRWAYS	4	0	0	0	3	0	3	0	1	0	0	0	11
PINNACLE AIRLINES	3	2	1	0	0	1	4	0	0	0	0	0	11
PSA AIRLINES	10	0	0	0	0	2	1	0	0	0	0	0	13
PIEDMONT AIRLINES	3	1	1	0	1	4	0	1	0	0	0	0	11
RYAN INTERNATIONAL AIRLINES	10	0	0	0	0	1	1	1	0	0	0	1	14
SKYWEST AIRLINES	12	1	4	0	0	14	2	1	0	1	0	0	35
SOUTHEAST AIRLINES	3	0	2	0	1	4	0	5	0	0	0	0	15
SOUTHWEST AIRLINES	17	1	8	0	2	14	14	12	2	6	0	0	76
SPIRIT AIRLINES	1	2	2	2	2	3	8	1	0	0	0	1	22
UNITED AIRLINES	68	16	41	7	16	53	61	33	2	9	0	19	325
UNITED EXPRESS	6	0	0	0	0	5	1	2	0	0	0	0	14
US AIRWAYS	31	10	28	6	16	35	29	22	3	3	0	10	193
USA3000	11	1	4	1	0	4	1	0	0	0	0	1	23
WORLD AIRWAYS	38	0	0	0	0	0	3	0	0	0	0	0	41
OTHER U.S. AIRLINES	38	6	10	0	9	15	21	12	0	2	0	2	115
TOTAL JANUARY-JUNE 2004	776	154	331	73	145	469	394	240	19	43	3	153	2,800
% OF TOTAL COMPLAINTS	27.7	5.5	11.8	2.6	5.2	16.8	14.1	8.6	0.7	1.5	0.1	5.5	
TOTAL JANUARY-JUNE 2003	519	126	358	153	234	411	322	127	6	36	1	109	2,402
% OF TOTAL COMPLAINTS	21.6	5.2	14.9	6.4	9.7	17.1	13.4	5.3	0.2	1.5	0.0	4.5	

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

** AIRLINES ARE LISTED INDIVIDUALY 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 - JUNE 2004

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	4	1	1	0	2	2	3	0	0	1	0	0	14
AEROMAR	3	0	3	0	10	1	0	0	0	0	0	0	17
AEROMEXICO	1	0	0	0	1	6	0	2	0	0	0	0	10
AIR CANADA	5	4	1	0	1	1	5	0	0	0	0	0	17
AIR FRANCE	2	1	6	1	6	17	4	6	0	0	0	3	46
AIR INDIA	2	1	4	0	0	3	6	0	0	0	0	0	16
AIR JAMAICA	1	1	2	0	2	6	1	0	0	0	0	1	14
ALITALIA AIRLINES	8	2	2	0	2	3	2	1	0	1	0	0	21
ALLEGRO AIRLINES	5	0	2	0	17	0	0	0	0	0	0	0	24
BRITISH AIRWAYS	6	1	10	3	11	10	3	5	1	1	0	4	55
CATHAY PACIFIC AIRWAYS	2	1	4	0	0	1	2	2	1	1	0	1	15
EL AL ISRAEL	0	3	2	0	1	5	0	1	0	0	0	0	12
IBERIA AIRLINES	3	3	1	0	1	4	2	0	0	0	0	0	14
KLM	7	2	3	0	1	3	2	0	0	0	0	0	18
LUFTHANSA	5	1	5	0	3	4	3	3	1	0	0	2	27
MEXICANA	2	0	2	0	1	2	1	1	0	0	0	1	10
TACA AIRLINES	4	1	2	0	0	7	0	0	0	0	0	0	14
OTHER FOREIGN AIRLINES	26	7	47	4	26	47	22	7	1	3	1	10	201
TOTALS	86	29	97	8	85	122	56	28	4	7	1	22	545
TRAVEL AGENTS													
EXPEDIA.COM	0	0	7	1	2	0	1	0	1	0	0	0	12
ORBITZ.COM	0	0	8	2	3	0	0	0	1	0	0	0	14
TRAVELOCITY.COM	0	0	7	1	4	0	1	0	0	0	0	0	13
OTHER TRAVEL AGENTS	5	1	38	5	31	0	1	0	5	0	0	1	87
TOTALS	5	1	60	9	40	0	3	0	7	0	0	1	126
TOUR OPERATORS													
RITETIME AVIATION & TRAVEL	15	0	0	0	0	0	0	0	0	0	0	0	15
OTHER TOUR OPERATORS	6	0	3	0	2	7	0	0	2	0	0	2	22
TOTALS	21	0	3	0	2	7	0	0	2	0	0	2	37
MISCELLANEOUS													
OTHER MISCELLANEOUS	16	1	4	0	4	8	2	1	1	0	0	5	42
TOTALS	16	1	4	0	4	8	2	1	1	0	0	5	42

* 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 6

JANUARY - JUNE
CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

		JANUARY - JUNE 2004			JANUARY - JUNE 2003		
RANK	***AIRLINE***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***
1	***EXPRESSJET AIRLINES***	7	6,397,181	**0.11**	4	5,199,987	**0.08**
2	***SOUTHWEST AIRLINES***	76	39,855,954	**0.19**	55	36,646,655	**0.15**
3	***JETBLUE AIRWAYS***	14	5,532,021	**0.25**	18	4,209,730	**0.43**
4	***ATLANTIC SOUTHEAST AIRLINES***	17	4,871,785	**0.35**	27	4,579,003	**0.59**
5	***AMERICAN EAGLE AIRLINES***	39	6,952,718	**0.56**	36	5,628,552	**0.64**
6	***HAWAIIAN AIRLINES***	16	2,827,719	**0.57**	*	*	*
7	***SKYWEST AIRLINES***	35	6,050,980	**0.58**	18	5,513,647	**0.33**
8	***ALASKA AIRLINES***	51	7,707,304	**0.66**	37	7,055,086	**0.52**
9	***ATA AIRLINES***	37	5,244,549	**0.71**	36	4,885,367	**0.74**
10	***CONTINENTAL AIRLINES***	161	19,972,792	**0.81**	197	18,990,495	**1.04**
11	***DELTA AIR LINES***	364	42,947,851	**0.85**	367	41,430,351	**0.89**
12	***AMERICAN AIRLINES***	384	45,248,145	**0.85**	411	43,589,997	**0.94**
13	***COMAIR***	56	6,157,826	**0.91**	*	*	*
14	***US AIRWAYS***	193	20,992,618	**0.92**	174	20,289,880	**0.86**
15	***UNITED AIRLINES***	325	34,411,559	**0.94**	276	32,069,608	**0.86**
16	***NORTHWEST AIRLINES***	268	26,840,052	**1.00**	278	25,145,929	**1.11**
17	***AMERICA WEST AIRLINES***	112	10,240,675	**1.09**	101	9,840,152	**1.03**
18	***AIRTRAN AIRWAYS***	73	6,409,024	**1.14**	40	5,525,053	**0.72**
19	***ATLANTIC COAST AIRLINES***	47	3,946,066	**1.19**	32	4,199,833	**0.76**
	TOTAL	**2,275**	**302,606,819**	**0.75**	**2,107**	**274,799,325**	**0.77**

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 June 2004 as provided by the Transportation Security Administration [a]

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

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

Courtesy [c]		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public[c]	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
100	.00020%	139	.00028%	78	.00016%	875	.00175%

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
355	.00071%	2028	.00344%

NOTES

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

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

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