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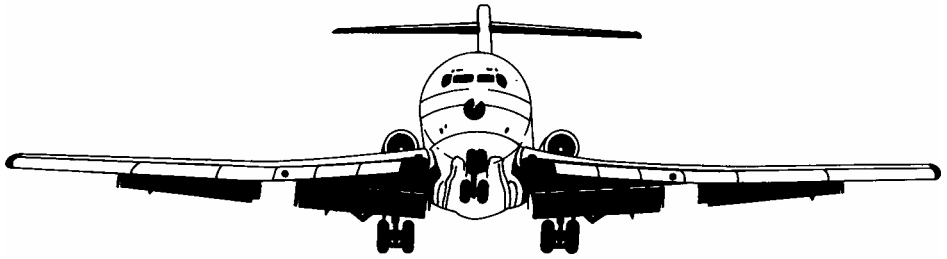

Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

Issued: October 2004

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

	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	90.2	17	95.5
SKYWEST AIRLINES S/	13	86.3	125	86.2
CONTINENTAL AIRLINES S/	29	81.0	76	81.3
NORTHWEST AIRLINES S/	31	81.1	112	81.2
ATA AIRLINES S/	19	79.9	27	80.7
AIRTRAN AIRWAYS S/	18	79.8	43	80.7
ATLANTIC SOUTHEAST AIRLINES S/	12	81.4	102	80.6
UNITED AIRLINES S/	30	80.5	79	80.1
EXPRESSJET AIRLINES S/	24	78.5	117	79.3
COMAIR S/	24	79.1	104	79.2
ATLANTIC COAST AIRLINES S/	13	78.7	69	77.7
SOUTHWEST AIRLINES S/	16	76.2	60	77.4
ALASKA AIRLINES S/	14	77.4	46	77.2
DELTA AIRLINES S/	31	76.3	99	76.2
US AIRWAYS S/	26	75.7	60	75.6
JETBLUE AIRWAYS S/	10	74.1	25	75.4
AMERICA WEST AIRLINES S/	27	74.7	51	74.9
AMERICAN EAGLE AIRLINES S/	23	74.8	107	74.0
AMERICAN AIRLINES S/	30	73.4	84	73.5
TOTAL		77.9		78.3

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	3rd QUARTER 07- 09 2003		4th QUARTER 10- 12 2003		1st QUARTER 01- 03 2004		2nd QUARTER 04- 06 2004		JUN-04		JUL-04		AUG-04		12 MONTHS ENDING AUG 2004		DATABASE T0 DATE 09 1987- 08 2004	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.3	(16)	78.8	(13)	75.0	(15)	79.4	(8)	71.8	(13)	77.6	(5)	80.7	(6)	78.6	(9)	--	(--)
ALASKA	81.4	(8)	76.5	(15)	75.5	(14)	80.8	(5)	76.3	(6)	78.8	(3)	77.2	(13)	78.5	(11)	76.4	(8)
AMERICA WEST	83.0	(6)	81.8	(6)	74.3	(16)	76.7	(14)	73.0	(11)	76.4	(11)	74.9	(17)	77.9	(13)	78.6	(5)
AMERICAN	78.6	(12)	80.0	(11)	74.3	(17)	76.9	(13)	70.5	(14)	74.7	(12)	73.5	(19)	77.3	(14)	79.1	(3)
AMERICAN EAGLE	79.0	(11)	74.9	(17)	70.9	(18)	71.3	(19)	65.9	(18)	69.7	(19)	74.0	(18)	73.0	(17)	75.1	(10)
ATA	81.9	(7)	80.2	(10)	76.1	(13)	81.9	(4)	79.2	(4)	73.7	(15)	80.7	(5)	79.7	(6)	--	(--)
ATLANTIC COAST	78.4	(13)	75.5	(16)	70.6	(19)	73.7	(18)	71.8	(12)	70.0	(18)	77.7	(11)	74.3	(16)	--	(--)
ATLANTIC SOUTHEAST	71.5	(17)	82.0	(5)	81.0	(5)	77.3	(12)	65.7	(19)	74.5	(14)	80.6	(7)	79.8	(5)	--	(--)
COMAIR	--	(--)	--	(--)	78.1	(9)	79.6	(7)	75.4	(8)	73.3	(16)	79.2	(10)	--	(--)	--	(--)
CONTINENTAL	79.5	(10)	81.1	(9)	79.9	(6)	74.3	(16)	68.1	(16)	76.5	(10)	81.3	(3)	78.5	(10)	78.9	(4)
DELTA	81.0	(9)	81.3	(8)	77.2	(11)	75.5	(15)	68.1	(17)	72.9	(17)	76.2	(14)	78.0	(12)	77.8	(7)
EXPRESSJET	77.7	(14)	78.4	(14)	78.6	(8)	74.3	(17)	69.4	(15)	74.7	(13)	79.3	(9)	77.1	(15)	--	(--)
HAWAIIAN	--	(--)	--	(--)	89.5	(1)	95.1	(1)	95.3	(1)	97.0	(1)	95.5	(1)	--	(--)	--	(--)
JETBLUE	86.2	(3)	86.7	(1)	83.8	(2)	84.3	(3)	82.5	(2)	78.4	(4)	75.4	(16)	83.8	(2)	--	(--)
NORTHWEST	83.4	(4)	81.4	(7)	76.8	(12)	78.5	(11)	74.2	(10)	77.2	(7)	81.2	(4)	79.6	(7)	79.9	(2)
SKYWEST	91.2	(1)	82.8	(4)	79.7	(7)	85.3	(2)	82.2	(3)	84.4	(2)	86.2	(2)	83.9	(1)	--	(--)
SOUTHWEST	86.5	(2)	85.2	(2)	83.2	(3)	78.9	(9)	74.6	(9)	77.1	(8)	77.4	(12)	82.1	(3)	82.6	(1)
UNITED	83.3	(5)	78.8	(12)	78.0	(10)	78.6	(10)	76.6	(5)	77.5	(6)	80.1	(8)	79.3	(8)	76.2	(9)
US AIRWAYS	75.8	(15)	83.3	(3)	82.5	(4)	80.7	(6)	76.1	(7)	76.9	(9)	75.6	(15)	81.2	(4)	78.6	(6)
Total	81.4		80.8		77.9		77.9		73.0		75.9		78.3		79.0		78.8	

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- **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.**

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AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*															
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	666	69.7	1523	73.3	580	76.9	142	71.1	H/		819	73.0	705	73.2	13849	77.4
AS	H/		62	77.4	H/		H/		H/		93	82.8	248	80.2	H/	
B6	H/		404	84.4	H/		H/		H/		H/		93	69.9	H/	
CO	380	74.5	578	80.1	262	84.4	H/		H/		389	85.3	337	73.0	341	80.1
DH	472	74.2	504	68.1	H/		155	76.8	3427	85.2	H/		H/		H/	
DL	18003	76.6	1618	79.8	461	73.1	236	78.0	4671	83.9	1044	82.1	585	67.2	1624	75.9
EV	7390	78.5	H/		H/		31	93.5	62	80.6	128	78.1	108	85.2	4568	85.6
FL	5358	80.7	660	78.8	933	81.7	H/		H/		155	83.9	93	82.8	407	83.0
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	155	75.5	310	64.5	156	73.1	H/		H/		124	76.6	302	70.5	305	75.1
MQ	89	69.7	2012	70.2	207	67.1	257	75.9	333	69.1	848	71.2	H/		6382	79.4
NW	451	75.6	505	73.5	411	76.2	203	76.8	53	69.8	572	77.1	522	72.6	394	72.3
OH	2571	77.1	1001	79.3	124	70.2	53	90.6	8825	81.6	837	79.7	H/		40	87.5
OO	H/		H/		H/		H/		H/		H/		2661	87.9	558	85.7
RU	185	70.8	17	76.5	136	56.6	424	75.9	266	66.9	264	65.9	71	90.1	174	85.6
TZ	H/		116	77.6	H/		111	82.9	H/		117	82.1	151	80.8	172	73.3
UA	344	74.7	1016	79.3	560	83.0	248	83.1	62	85.5	447	76.5	7854	84.7	549	82.0
US	297	51.2	1727	77.3	518	73.2	6962	83.4	H/		2203	82.9	341	73.0	298	72.5
WN	H/		H/		4897	81.0	H/		H/		H/		H/		H/	
TOTAL	36361	77.2	12053	75.9	9245	79.0	8822	82.3	17699	82.4	8040	78.9	14071	82.5	29661	79.3

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

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AIR TRAVEL CONSUMER REPORT

TABLE 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	447	82.6	823	68.0	721	74.8	456	73.2	1343	66.3	797	66.2	2927	70.1	1967	66.5
AS	H/		62	85.5	H/		H/		H/		372	74.2	742	84.1	H/	
B6	H/		H/		527	70.4	H/		2900	73.5	217	81.1	H/		H/	
CO	195	88.2	4800	76.4	379	78.4	7132	87.9	27	96.3	489	75.5	605	78.2	307	78.5
DH	78	82.1	500	64.0	H/		H/		535	77.4	H/		H/		20	15.0
DL	302	75.5	602	70.3	965	67.8	302	68.9	1249	66.3	761	72.4	1231	73.4	2035	78.2
EV	H/		H/		H/		155	87.7	11	54.5	H/		H/		H/	
FL	H/		155	73.5	248	72.2	H/		H/		79	91.1	62	85.5	430	75.1
HA	H/		H/		H/		H/		H/		31	93.5	95	93.7	H/	
HP	155	76.8	186	74.2	62	69.4	155	72.9	372	62.9	2674	73.0	803	69.7	H/	
MQ	124	62.1	292	66.4	17	82.4	93	61.3	440	65.5	H/		1882	88.8	1624	68.7
NW	10110	85.6	396	69.4	190	78.9	372	83.1	123	61.0	433	68.8	642	71.3	585	69.4
OH	336	77.1	52	55.8	97	76.3	83	75.9	1209	71.0	H/		H/		1337	75.8
OO	H/		H/		H/		946	88.8	H/		178	80.3	4017	90.0	H/	
RU	203	60.1	5039	69.5	H/		6964	87.4	58	60.3	H/		H/		145	76.6
TZ	H/		143	76.2	124	75.0	H/		H/		182	81.3	244	74.6	346	73.7
UA	337	77.4	637	75.2	248	80.6	344	75.6	399	80.2	1018	80.0	3406	80.9	640	76.2
US	57	84.2	374	69.0	486	70.0	325	62.8	H/		391	54.5	367	64.3	1418	79.9
WN	461	80.0	H/		1183	71.9	164	76.8	H/		5892	77.4	3488	76.8	H/	
TOTAL	12805	83.9	14061	72.0	5247	72.5	17491	85.8	8666	70.5	13514	74.9	20511	79.7	10854	73.6

*** 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	1058	69.2	142	73.9	3511	70.3	413	70.7	8237	74.0	279	63.8	632	67.1	430	69.1
AS	62	79.0	H/		31	74.2	H/		93	71.0	1265	82.1	H/		248	73.8
B6	437	69.6	H/		H/		H/		H/		H/		H/		H/	
CO	483	75.8	123	74.8	291	77.7	196	84.2	434	71.2	141	66.7	138	76.1	320	79.7
DH	H/		31	90.3	H/		H/		408	62.5	H/		3	33.3	H/	
DL	1388	69.2	155	76.1	368	66.6	363	76.3	561	68.6	275	76.0	643	68.4	296	78.0
EV	H/		H/		H/		62	85.5	H/		H/		H/		124	87.1
FL	846	77.2	247	78.5	102	87.3	155	85.2	H/		H/		545	71.2	H/	
HA	H/		H/		H/		H/		H/		44	88.6	H/		32	87.5
HP	93	64.5	H/		62	87.1	159	67.9	248	66.1	217	76.0	186	68.3	5580	79.7
MQ	18	77.8	84	63.1	216	69.9	155	70.3	7381	71.2	H/		253	65.6	H/	
NW	527	75.0	364	74.5	163	82.2	10287	84.7	599	70.5	216	76.4	408	67.4	372	65.1
OH	465	74.6	49	71.4	62	77.4	155	81.3	159	68.6	H/		124	71.8	H/	
OO	H/		H/		H/		H/		2422	76.5	657	93.2	H/		341	80.9
RU	27	92.6	131	82.4	40	90.0	225	76.9	260	78.1	H/		194	60.3	31	93.5
TZ	301	80.7	2557	82.7	62	72.6	160	74.4	H/		H/		147	73.5	130	75.4
UA	686	74.1	H/		310	80.3	625	79.8	11055	80.4	859	78.1	694	71.5	553	76.5
US	868	60.8	H/		287	71.1	174	68.4	541	66.0	H/		5811	71.6	271	66.4
WN	2097	72.9	4192	76.6	H/		H/		H/		1045	73.2	868	77.3	5563	76.1
TOTAL	9356	71.8	8075	78.4	5505	72.2	13129	82.9	32398	75.2	4998	78.8	10646	71.1	14291	77.2

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

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AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*													
	PIT		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	125	72.8	647	72.0	682	73.3	1149	69.5	247	68.8	1636	80.1	618	73.1
AS	H/		403	73.9	4696	75.7	389	76.3	H/		H/		H/	
B6	H/		93	80.6	31	51.6	H/		62	79.0	H/		249	74.7
CO	14	78.6	247	77.3	400	75.8	402	72.4	125	79.2	54	79.6	352	78.1
DH	221	82.4	H/		H/		H/		H/		26	84.6	H/	
DL	217	66.8	487	76.0	548	70.1	602	70.1	2930	83.0	240	72.9	989	72.2
EV	31	71.0	H/		H/		H/		93	87.1	H/		H/	
FL	155	86.5	H/		H/		H/		H/		H/		403	79.4
HA	H/		62	91.9	62	82.3	31	93.5	H/		H/		H/	
HP	31	64.5	337	77.4	279	70.3	523	65.0	84	64.3	93	83.9	62	66.1
MQ	217	72.4	897	88.1	H/		167	77.8	H/		H/		H/	
NW	177	82.5	216	69.9	494	77.1	341	61.6	155	76.8	426	77.9	340	77.1
OH	124	79.0	H/		H/		31	77.4	434	91.0	310	79.4	31	74.2
OO	H/		698	91.5	426	88.5	2921	75.3	6493	90.6	1	0.0	H/	
RU	256	73.8	H/		H/		H/		52	94.2	331	77.0	32	87.5
TZ	84	84.5	H/		150	82.0	276	78.6	H/		H/		H/	
UA	217	75.1	776	80.4	1290	81.3	4280	80.0	309	74.4	248	79.0	372	75.3
US	3807	79.9	181	63.0	268	64.9	340	67.9	H/		68	50.0	637	67.7
WN	H/		2486	73.0	1082	71.7	H/		1155	70.2	1743	77.6	1796	74.4
TOTAL	5676	78.8	7530	77.7	10408	75.8	11452	75.2	12139	85.5	5176	78.1	5881	74.0

*** 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	89.8	78.7	84.9	94.8	94.7	72.7	94.3	84.9	J/	81.2	69.4	93.6	71.7	98.1	92.0	80.8	70.0	80.6
700 - 759 AM	91.8	86.8	98.9	90.3	92.0	90.5	92.4	85.2	90.2	86.0	86.8	96.7	76.1	94.3	94.8	84.9	95.5	95.1
800 - 859 AM	80.6	90.1	92.1	83.9	90.6	90.2	90.0	83.3	92.6	87.3	88.1	94.0	82.5	93.6	91.3	89.0	87.2	90.6
900 - 959 AM	85.0	86.8	92.0	82.8	86.1	92.1	88.9	82.5	90.8	90.7	87.6	94.8	89.0	87.9	86.0	87.9	86.8	87.2
1000 - 1059 AM	88.4	84.7	91.6	84.8	87.5	83.9	86.7	81.2	88.3	88.7	83.7	89.8	86.0	83.2	84.1	85.3	80.1	85.0
1100 - 1159 AM	89.9	84.8	89.1	86.0	86.2	86.3	87.9	81.8	88.3	85.8	77.9	89.1	84.0	84.7	81.1	84.3	81.6	83.8
1200 - 1259 PM	89.7	84.4	88.8	84.9	86.7	82.2	83.3	83.2	88.5	85.2	77.3	93.5	81.1	81.1	82.6	83.8	80.9	88.8
100 - 159 PM	89.1	86.6	83.5	87.2	85.2	85.3	88.2	82.1	82.6	83.9	79.4	82.7	77.0	79.6	81.7	82.4	79.3	82.4
200 - 259 PM	84.7	81.6	88.5	85.3	84.2	82.5	87.0	79.6	86.0	79.1	81.2	86.2	72.2	77.5	81.1	82.2	76.3	82.8
300 - 359 PM	79.4	81.5	86.9	86.4	79.6	81.2	83.5	79.8	84.3	76.7	76.3	87.6	79.0	73.2	81.5	75.0	69.5	83.1
400 - 459 PM	67.1	79.6	80.5	81.4	82.8	77.8	80.3	78.7	86.5	71.6	76.0	79.8	67.6	69.4	82.8	73.2	64.3	81.8
500 - 559 PM	65.5	71.3	76.7	81.0	80.8	78.2	79.2	73.4	81.0	71.6	68.9	79.5	69.8	65.5	79.6	69.4	63.2	72.2
600 - 659 PM	68.0	66.0	66.1	74.8	80.1	69.6	76.5	76.7	78.6	60.5	63.5	83.7	58.5	69.3	75.8	64.0	66.6	61.1
700 - 759 PM	68.3	62.7	65.6	76.8	73.2	72.4	71.7	76.6	80.3	46.7	62.1	79.6	69.5	68.4	73.4	59.6	66.2	63.2
800 - 859 PM	61.0	58.2	58.7	72.9	76.1	64.9	72.1	73.2	73.9	52.1	62.7	77.3	58.2	62.4	68.3	56.3	63.6	68.5
900 - 959 PM	58.4	64.0	72.0	75.4	74.6	75.0	76.1	70.8	76.4	54.5	57.5	75.7	57.2	64.6	69.5	61.3	65.0	68.4
1000 - 1059 PM	73.1	66.4	69.3	70.6	75.0	67.4	70.6	70.9	70.7	64.9	66.5	62.2	62.7	58.4	68.6	54.5	62.5	71.2
1100 - 559 AM	77.2	73.4	71.7	69.7	83.9	73.3	69.2	75.0	78.8	71.3	64.1	82.2	69.2	59.0	74.4	63.5	64.8	76.0
TOTAL, ALL ARRIVALS, BY AIRPORT	77.2	75.9	79.0	82.3	82.4	78.9	82.5	79.3	83.9	72.0	72.5	85.8	70.5	74.9	79.7	73.6	71.8	78.4

*** 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*													
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	79.6	91.9	88.1	J/	90.0	93.7	81.1	100.0	85.5	91.4	87.1	J/	69.8	86.4
700 - 759 AM	83.9	91.5	86.5	98.1	84.3	92.5	92.1	90.1	93.5	92.4	96.0	88.6	90.6	90.7
800 - 859 AM	83.4	90.7	83.4	95.5	74.8	92.3	88.3	88.7	94.8	93.9	94.2	90.6	92.8	87.4
900 - 959 AM	83.2	87.1	81.5	94.9	81.8	82.0	85.8	88.8	92.3	73.1	91.0	86.1	89.4	86.2
1000 - 1059 AM	80.8	85.1	78.5	86.4	87.8	86.8	85.5	86.6	82.1	63.1	92.3	88.1	83.3	84.4
1100 - 1159 AM	82.9	90.5	80.7	85.8	86.3	91.0	85.8	80.0	85.3	64.9	88.5	81.4	85.4	84.3
1200 - 1259 PM	74.9	89.5	79.8	82.1	87.2	82.1	85.6	82.0	80.6	73.7	89.0	88.5	80.9	84.5
100 - 159 PM	81.1	87.4	80.0	90.3	79.6	81.1	85.9	79.7	79.5	76.9	87.5	86.0	79.1	83.6
200 - 259 PM	74.1	85.0	77.5	71.9	81.0	78.4	90.4	82.5	79.6	82.9	87.2	81.8	78.7	81.8
300 - 359 PM	71.2	83.1	74.2	71.4	76.1	76.6	85.5	83.2	77.2	78.0	87.7	81.8	76.4	79.6
400 - 459 PM	69.7	81.7	73.8	83.7	70.4	70.2	77.6	78.2	74.1	83.4	79.2	82.2	74.0	75.8
500 - 559 PM	56.3	82.2	71.0	75.3	64.8	71.4	70.4	77.6	72.2	76.2	82.1	74.8	74.7	73.8
600 - 659 PM	60.8	77.2	66.3	75.1	61.5	68.0	74.1	72.8	71.1	78.2	65.6	74.7	61.3	70.7
700 - 759 PM	67.1	74.2	61.9	75.6	53.0	64.9	68.8	67.1	68.1	76.2	82.1	70.3	67.5	69.5
800 - 859 PM	65.7	71.8	61.2	71.9	55.3	63.9	66.5	67.1	64.4	70.9	72.4	66.7	69.7	65.6
900 - 959 PM	61.2	76.5	60.5	68.6	50.4	62.9	65.4	67.9	69.4	71.0	81.8	68.1	60.8	66.9
1000 - 1059 PM	66.9	64.0	68.2	62.5	63.2	56.1	78.6	70.8	63.4	68.0	68.8	59.6	64.4	67.1
1100 - 559 AM	69.7	75.8	82.0	72.0	68.0	66.9	61.8	70.3	68.4	74.9	70.9	73.6	65.1	71.4
TOTAL, ALL ARRIVALS, BY AIRPORT	72.2	82.9	75.2	78.8	71.1	77.2	78.8	77.7	75.8	75.2	85.5	78.1	74.0	77.9

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

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AIR TRAVEL CONSUMER REPORT

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

	DEPARTURE AIRPORT*																	
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	93.5	92.8	94.1	97.0	93.3	94.3	92.5	88.0	90.9	94.6	95.9	93.8	87.0	95.3	92.7	92.9	91.1	89.8
700 - 759 AM	94.3	87.0	93.2	89.8	92.3	92.5	94.7	83.4	91.0	92.3	93.4	95.8	87.9	94.0	90.7	89.5	89.8	89.7
800 - 859 AM	91.0	87.0	93.1	87.3	91.4	90.3	91.5	82.5	90.4	90.6	93.0	93.0	87.6	89.8	91.3	87.9	85.3	93.1
900 - 959 AM	85.4	86.9	90.4	86.5	91.7	88.0	92.8	83.7	87.4	91.9	92.0	95.8	85.0	86.5	87.5	85.9	88.7	85.1
1000 - 1059 AM	88.7	87.0	88.2	85.1	90.2	89.7	87.7	80.1	87.0	87.9	87.1	94.6	89.6	81.2	84.8	91.2	83.7	86.1
1100 - 1159 AM	88.4	88.5	88.5	90.5	83.1	88.9	87.0	83.3	88.0	91.8	84.1	90.9	84.7	79.3	80.1	86.8	81.8	81.9
1200 - 1259 PM	88.7	89.9	81.7	84.6	84.2	87.2	88.7	78.9	87.6	86.8	83.8	90.3	81.1	72.3	81.6	80.8	83.5	84.4
100 - 159 PM	88.2	84.0	77.6	77.8	83.0	84.1	86.0	80.7	85.2	83.0	78.5	92.4	70.6	71.1	83.6	85.9	75.0	79.1
200 - 259 PM	85.9	79.8	79.4	84.5	80.5	84.6	87.5	76.6	73.6	79.5	73.5	85.1	79.3	71.6	76.1	80.6	74.8	69.6
300 - 359 PM	78.7	78.4	81.4	80.6	78.8	83.2	82.4	78.9	78.0	75.7	74.2	86.2	65.5	73.1	83.1	78.1	65.9	75.2
400 - 459 PM	75.2	75.2	74.0	78.6	75.9	79.3	81.9	75.2	71.7	74.5	70.9	87.5	72.4	65.6	81.1	76.1	53.9	75.4
500 - 559 PM	67.9	71.2	73.3	79.6	70.1	75.9	79.3	74.8	79.4	71.0	72.1	83.3	59.4	64.8	79.1	74.7	56.1	66.0
600 - 659 PM	66.6	67.4	67.5	78.7	70.6	75.6	78.1	72.7	78.0	67.6	75.5	82.0	61.5	63.0	81.6	66.3	54.5	56.8
700 - 759 PM	67.2	67.2	60.6	70.3	77.4	72.0	77.8	73.1	75.3	49.9	63.7	87.1	56.1	57.7	77.9	68.2	63.7	54.1
800 - 859 PM	67.2	67.1	60.8	73.3	72.9	72.3	75.2	70.5	77.7	54.3	60.6	84.9	60.2	61.3	76.5	66.0	57.3	56.7
900 - 959 PM	60.7	63.4	55.4	79.0	75.6	77.4	73.3	75.6	83.1	46.3	69.3	90.2	61.1	54.9	75.0	56.5	67.5	64.9
1000 - 1059 PM	67.9	65.7	75.0	75.8	72.0	77.4	J/	69.8	78.0	63.0	51.6	91.4	63.3	70.3	85.9	100.0	54.0	71.8
1100 - 559 AM	74.5	96.0	80.6	J/	80.3	J/	84.0	91.9	88.9	94.7	98.4	93.5	81.7	73.2	80.5	95.5	91.4	96.8
TOTAL, ALL DEPARTURES, BY AIRPORT	78.7	80.3	79.4	81.5	81.1	84.2	84.7	78.6	83.0	79.2	80.7	89.6	73.8	74.7	83.6	80.5	74.4	76.0

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

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AIR TRAVEL CONSUMER REPORT

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

	DEPARTURE AIRPORT*													
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	91.9	91.5	90.6	96.2	89.8	95.1	86.9	95.2	92.3	93.9	94.5	91.0	92.7	92.6
700 - 759 AM	88.5	92.6	86.0	93.9	81.5	91.4	88.4	95.0	87.9	94.4	93.4	91.9	91.5	90.3
800 - 859 AM	84.7	86.6	87.7	91.7	80.8	86.2	84.4	91.0	87.4	92.3	94.9	90.2	89.3	89.3
900 - 959 AM	89.2	88.1	84.4	90.6	76.5	85.6	88.5	87.4	83.6	93.9	86.5	88.4	87.7	87.7
1000 - 1059 AM	81.0	92.3	84.0	88.2	74.6	83.8	91.5	83.1	82.9	76.9	91.6	87.1	87.3	86.1
1100 - 1159 AM	80.3	89.7	80.5	87.8	85.6	83.6	88.3	86.2	77.8	74.1	91.7	89.8	84.0	84.9
1200 - 1259 PM	79.4	86.8	80.8	85.4	83.7	78.9	81.5	81.4	76.9	75.7	89.4	87.1	82.9	83.1
100 - 159 PM	70.3	88.3	80.4	80.4	83.3	74.2	89.2	78.7	78.2	84.2	91.9	87.8	76.2	82.7
200 - 259 PM	66.9	84.6	75.4	69.3	75.5	73.4	86.2	74.7	67.9	81.5	82.6	84.9	73.5	79.4
300 - 359 PM	62.4	81.9	72.5	61.9	64.6	66.5	74.6	80.1	70.1	83.2	88.7	77.4	69.6	77.1
400 - 459 PM	62.0	79.7	70.3	83.9	73.5	69.9	82.4	81.3	63.2	86.6	83.7	79.7	71.3	75.4
500 - 559 PM	61.2	81.2	69.3	74.6	55.5	60.2	69.5	67.1	68.5	81.0	83.3	73.8	66.8	71.5
600 - 659 PM	55.1	80.2	68.6	79.7	57.0	64.9	78.4	81.2	70.9	88.4	85.5	71.1	66.7	71.5
700 - 759 PM	72.0	80.4	68.1	76.5	55.8	68.5	70.7	65.3	66.3	87.2	76.7	65.1	63.5	69.8
800 - 859 PM	58.8	75.9	60.8	67.8	55.1	59.1	67.1	64.7	56.9	81.9	87.7	71.6	69.4	68.1
900 - 959 PM	J/	76.4	65.2	95.2	61.8	70.2	J/	75.2	69.9	81.2	89.7	53.4	60.0	70.7
1000 - 1059 PM	J/	84.9	63.9	88.7	57.9	87.2	64.8	82.1	76.9	87.8	88.5	81.0	46.3	75.5
1100 - 559 AM	83.9	86.7	J/	88.1	96.8	85.7	93.5	95.2	73.6	93.9	92.2	100.0	94.7	81.5
TOTAL, ALL DEPARTURES, BY AIRPORT	72.1	85.3	76.3	84.2	71.1	77.2	80.0	82.2	76.9	85.4	88.9	82.6	78.8	80.2

*** See Appendix at the end of this section for list of airport 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
RU	3431	IAD-EWR	1750	31	93.55	81	78
WN	1165	MDW-ABQ	1940	27	92.59	71	44
OH	5044	MCO-RDU	2055	31	90.32	44	36
RU	2383	BTV-EWR	1730	27	88.89	53	45
DL	1178	JFK-SEA	1740	31	87.10	63	45
WN	2220	PHX-LAX	1730	31	87.10	48	36
WN	1059	SLC-SEA	1440	31	87.10	36	35
RU	2154	IAD-EWR	1850	27	85.19	63	49
WN	2220	ABQ-PHX	1705	31	83.87	45	39
OH	5803	IAD-CVG	1805	31	83.87	45	20
US	1484	MCO-PHL	1855	31	83.87	43	31
RU	3333	EWR-IAD	1000	27	81.48	37	32
US	1685	PHL-ATL	1555	21	80.95	39	26
US	197	PHL-SFO	1730	31	80.65	57	54
WN	308	MCI-PDX	2040	31	80.65	52	33
US	353	PHL-ORF	2040	31	80.65	50	35
HP	58	LAS-JFK	2251	31	80.65	36	25
WN	1731	SAN-SMF	2020	31	80.65	35	33
WN	1718	SEA-OAK	1600	31	80.65	33	33
WN	1718	OAK-SAN	1830	31	80.65	32	30
WN	1059	LAS-SLC	1200	31	80.65	28	23

*** 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
US AIRWAYS	1,214	16	1.3
EXPRESSJET	1,169	15	1.3
SOUTHWEST	2,886	35	1.2
AMERICAN	1,971	15	0.8
DELTA	1,937	12	0.6
AMERICA WEST	534	3	0.6
ATLANTIC COAST	754	4	0.5
AIRTRAN	474	1	0.2
COMAIR	1,012	2	0.2
ATLANTIC SOUTHEAST	794	1	0.1
SKYWEST	1,371	1	0.1
AMERICAN EAGLE	1,399	1	0.1
UNITED	1,652	0	0.0
NORTHWEST	1,473	0	0.0
CONTINENTAL	861	0	0.0
ALASKA	502	0	0.0
JETBLUE	252	0	0.0
ATA	225	0	0.0
HAWAIIAN	141	0	0.0
TOTAL	20,621	106	0.5

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.

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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)	76.2	88.9	261	261
AGUADILLA PR (BQN)	71.0	91.9	62	62
AKRON/CANTON OH (CAK)	77.1	79.8	824	823
ALBANY NY (ALB)	74.6	83.2	1,696	1,694
ALBUQUERQUE NM (ABQ)	77.0	79.9	3,249	3,248
ALLENTOWN PA (ABE)	80.6	84.2	608	606
AMARILLO TX (AMA)	78.2	88.7	702	702
ANCHORAGE AK (ANC)	76.9	81.6	2,332	2,328
ASHEVILLE NC (AVL)	69.8	72.5	364	364
ATLANTA GA (ATL)	77.2	78.7	36,361	36,528
AUSTIN TX (AUS)	81.0	86.4	3,376	3,377
BAKERSFIELD CA (BFL)	93.0	89.8	313	313
BALTIMORE MD (BWI)	79.0	79.4	9,245	9,249
BANGOR ME (BGR)	76.4	81.9	496	496
BARROW AK (BRW)	74.2	56.5	62	62
BATON ROUGE LA (BTR)	77.0	83.1	636	644
BEAUMONT/PORT ARTHUR TX (BPT)	84.8	88.9	244	243
BETHEL AK (BET)	68.0	58.8	97	97
BILLINGS MT (BIL)	84.9	91.6	558	558
BINGHAMTON NY (BGM)	82.0	84.3	89	89
BIRMINGHAM AL (BHM)	79.7	84.0	2,010	2,009
BISMARCK ND (BIS)	79.3	94.0	217	217
BLOOMINGTON IL (BMI)	77.1	83.1	271	272
BOISE ID (BOI)	75.6	82.0	1,369	1,369
BOSTON MA (BOS)	75.9	80.3	12,053	12,051
BOZEMAN MT (BZN)	88.0	94.3	467	470
BRISTOL TN (TRI)	80.1	85.5	337	337
BROWNSVILLE TX (BRO)	87.7	95.2	146	146
BUFFALO NY (BUF)	75.9	83.5	2,515	2,493
BURBANK CA (BUR)	77.4	79.5	2,250	2,249
BURLINGTON VT (BTV)	75.8	81.1	723	723
CEDAR RAPIDS/IOWA CTY IA (CID)	75.2	81.2	463	463
CHAMPAIGN IL (CMI)	67.3	82.0	306	305
CHARLESTON SC (CHS)	75.3	81.0	1,292	1,275
CHARLESTON WV (CRW)	80.4	80.4	516	515
CHARLOTTE NC (CLT)	82.3	81.5	8,822	8,825
CHATTANOOGA TN (CHA)	83.9	84.8	440	440
CHICAGO IL (MDW)	78.4	76.0	8,075	8,076
CHICAGO IL (ORD)	75.2	76.3	32,398	32,400
CINCINNATI OH (CVG)	82.4	81.1	17,699	17,703
CLEVELAND OH (CLE)	81.1	86.3	8,322	8,318
COLLEGE STATION TX (CLL)	84.0	88.2	338	338
COLORADO SPRINGS CO (COS)	81.7	86.8	1,249	1,248
COLUMBIA SC (CAE)	77.3	80.3	1,055	1,056
COLUMBUS OH (CMH)	76.3	84.1	3,232	3,229
CORDOVA AK (CDV)	64.5	66.1	62	62
CORPUS CHRISTI TX (CRP)	81.0	86.3	732	732
DALLAS/FT. WORTH TX (DAL)	83.2	80.4	3,902	3,905
DALLAS/FT. WORTH TX (DFW)	79.3	78.6	29,661	29,809
DAYTON OH (DAY)	77.2	85.9	1,471	1,468
DAYTONA BEACH FL (DAB)	72.6	75.5	336	319
DEADHORSE AK (SCC)	80.6	90.3	31	31
DENVER CO (DEN)	82.5	84.7	14,071	14,093
DES MOINES IA (DSM)	74.8	82.8	1,029	1,030
DETROIT MI (DTW)	83.9	83.0	12,805	12,802
DILLINGHAM AK (DLG)	88.6	68.6	35	35
DUBUQUE IA (DBQ)	72.0	80.6	93	93
DULUTH MN (DLH)	78.1	85.9	178	177
DURANGO CO (DRO)	80.6	93.5	31	31
EAGLE CO (EGE)	71.0	90.3	62	62
EL PASO TX (ELP)	79.1	83.8	1,841	1,842
ERIE PA (ERI)	80.6	87.1	93	93
EUGENE OR (EUG)	87.7	85.0	479	481
EVANSVILLE IN (EVV)	80.4	81.5	474	455
FAIRBANKS AK (FAI)	74.9	82.9	602	603
FARGO ND (FAR)	82.9	88.4	397	397
FAYETTEVILLE AR (XNA)	78.6	81.6	1,115	1,115
FAYETTEVILLE NC (FAY)	72.8	76.7	151	150
FLINT MI (FNT)	80.4	88.3	593	592
FRESNO CA (FAT)	86.4	86.9	1,188	1,188
FT. LAUDERDALE FL (FLL)	72.5	80.7	5,247	5,245
FT. MYERS FL (RSW)	75.5	82.0	1,475	1,476
FT. SMITH AR (FSM)	76.8	82.6	155	155
FT. WAYNE IN (FWA)	75.0	80.6	611	612
GRAND FORKS ND (GFK)	79.7	91.2	59	57
GRAND RAPIDS MI (GRR)	79.1	87.2	1,378	1,378
GREAT FALLS MT (GTF)	85.7	94.3	279	279
GREEN BAY WI (GRB)	77.6	81.1	518	519
GREENSBORO/HIGH PT. NC (GSO)	76.8	83.6	1,812	1,810
GREENVILLE/SPARTBG. SC (GSP)	78.7	83.7	1,324	1,323
GULFPORT/BILOXI MS (GPT)	82.5	84.9	536	537
GUSTAVUS AK (GST)	87.1	90.3	31	31
HARLINGEN TX (HRL)	85.7	89.5	505	505
HARRISBURG PA (MDT)	77.7	83.1	816	815
HARTFORD CT/SPGFLD MA (BDL)	77.0	83.9	2,969	2,969
HELENA MT (HLN)	88.3	94.0	248	248

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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)	97.5	96.3	243	243
HONOLULU OAHU HI (HNL)	90.0	95.2	3,266	3,267
HOUSTON TX (HOU)	82.2	78.5	5,100	5,101
HOUSTON TX (IAH)	85.8	89.6	17,491	17,479
HUNTSVILLE/DECATUR AL (HSV)	76.8	81.8	954	953
INDIANAPOLIS IN (IND)	80.2	86.8	3,448	3,448
INDIO/PALM SPRINGS CA (PSP)	86.8	91.1	707	706
ISLIP/LONG IS. NY (ISP)	77.8	75.4	1,093	1,092
JACKSON WY (JAC)	78.4	86.6	407	409
JACKSON/VICKSBURG MS (JAN)	78.3	85.4	958	956
JACKSONVILLE FL (JAX)	75.6	81.3	2,562	2,555
JUNEAU AK (JNU)	78.3	79.4	563	567
KAHULUI (OGG)	90.8	92.7	1,336	1,336
KALAMAZOO MI (AZO)	78.7	86.6	343	343
KALISPELL MT (FCA)	85.8	96.1	310	310
KANSAS CITY MO (MCI)	76.4	82.8	5,244	5,251
KETCHIKAN AK (KTN)	78.5	85.1	275	276
KEY WEST FL (EYW)	80.0	72.6	65	62
KILLEEN TX (ILE)	30.8	42.9	13	14
KING SALMON AK (AKN)	63.3	61.7	49	47
KNOXVILLE TN (TYS)	76.5	84.0	1,207	1,206
KODIAK AK (ADQ)	66.1	50.0	62	62
KONA HAWAII. HI (KOA)	94.0	94.2	605	605
KOTZEBUE AK (OTZ)	83.9	79.6	93	93
LA CROSSE WI (LSE)	70.5	83.2	149	149
LAFAYETTE LA (LFT)	85.5	90.8	346	346
LANSING MI (LAN)	81.7	86.5	678	679
LAREDO TX (LRD)	72.3	86.4	177	177
LAS VEGAS NV (LAS)	74.9	74.7	13,514	13,515
LAWTON OK (LAW)	77.4	88.7	186	186
LEXINGTON/FRKFT KY (LEX)	78.5	84.3	921	917
LIHUE KAUAI HI (LIH)	94.5	95.5	692	693
LINCOLN NE (LNK)	67.5	80.7	160	161
LITTLE ROCK AR (LIT)	77.3	81.5	1,446	1,441
LONG BEACH CA (LGB)	80.3	88.7	1,012	1,013
LONGVIEW TX (GGG)	81.7	86.0	93	93
LOS ANGELES CA (LAX)	79.7	83.6	20,511	20,511
LOUISVILLE KY (SDF)	75.0	80.2	1,973	1,971
LUBBOCK TX (LBB)	81.2	86.1	802	772
MADISON WI (MSN)	75.3	86.5	679	679
MANCHESTER NH (MHT)	79.2	85.0	2,197	2,198
MARQUETTE MI (MQT)	70.8	84.1	89	88
MEDFORD OR (MFR)	89.1	87.5	393	392

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MELBOURNE FL (MLB)	77.2	81.3	224	224
MEMPHIS TN (MEM)	84.1	86.4	3,963	3,957
MIAMI FL (MIA)	72.2	72.1	5,505	5,504
MIDLAND/ODESSA TX (MAF)	78.4	87.3	657	656
MILWAUKEE WI (MKE)	77.9	87.4	1,809	1,807
MINNEAPLS/ST.P MN (MSP)	82.9	85.3	13,129	13,119
MINOT ND (MOT)	88.2	95.7	93	93
MISSION/MCALLEN TX (MFE)	83.1	91.4	266	266
MISSOULA MT (MSO)	87.1	92.0	464	465
MOBILE AL./PASCAGOULA MS (MOB)	83.4	90.6	427	394
MOLINE IL (MLI)	78.1	85.5	407	406
MONROE LA (MLU)	80.6	85.8	310	310
MONTEREY CA (MRY)	91.3	86.9	609	613
MONTROSE CO (MTJ)	86.6	87.6	186	186
MYRTLE BEACH SC (MYR)	77.2	78.1	785	790
NASHVILLE TN (BNA)	79.3	82.8	5,311	5,312
NEW ORLEANS LA (MSY)	80.6	84.7	4,405	4,388
NEW YORK NY (JFK)	70.5	73.8	8,666	8,659
NEW YORK NY (LGA)	73.6	80.5	10,854	10,855
NEWARK NJ (EWR)	72.0	79.2	14,061	14,040
NEWBURGH NY (SWF)	72.4	81.6	217	217
NOME AK (OME)	79.6	74.2	93	93
NORFOLK/VA. BEACH VA (ORF)	74.8	81.4	2,055	2,057
OKLAHOMA CITY OK (OKC)	76.5	83.8	1,869	1,868
OMAHA NE (OMA)	75.4	85.3	1,830	1,829
ONTARIO CA (ONT)	78.4	83.1	3,168	3,180
ORANGE COUNTY CA (SNA)	81.1	83.5	4,104	4,089
ORLANDO FL (MCO)	71.8	74.4	9,356	9,357
PASCO WA (PSC)	86.4	92.2	374	374
PENSACOLA FL (PNS)	83.2	86.9	668	659
PEORIA IL (PIA)	71.0	79.8	404	405
PETERSBURG AK (PSG)	71.0	69.4	62	62
PHILADELPHIA PA (PHL)	71.1	71.1	10,646	10,645
PHOENIX AZ (PHX)	77.2	77.2	14,291	14,296
PITTSBURGH PA (PIT)	78.8	80.0	5,676	5,677
PORTLAND ME (PWM)	69.7	71.5	1,137	1,140
PORTLAND OR (PDX)	78.8	84.2	4,998	5,002
PROVIDENCE RI (PVD)	77.3	81.5	2,683	2,682
RALEIGH/DURHAM NC (RDU)	75.3	79.4	5,587	5,609
RAPID CITY SD (RAP)	89.5	93.8	438	437
RENO NV (RNO)	76.1	81.3	2,613	2,612
RICHMOND VA (RIC)	75.1	83.1	1,376	1,375
ROANOKE VA (ROA)	77.9	81.1	367	339

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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)	73.7	80.9	209	209
ROCHESTER NY (ROC)	74.6	80.8	1,766	1,765
SACRAMENTO CA (SMF)	77.0	78.4	4,327	4,323
SAGINAW MI (MBS)	76.7	85.3	361	360
SALT LAKE CITY UT (SLC)	85.5	88.9	12,139	12,141
SAN ANGELO TX (SJT)	84.0	89.6	231	231
SAN ANTONIO TX (SAT)	81.3	87.2	3,311	3,313
SAN DIEGO CA (SAN)	77.7	82.2	7,530	7,529
SAN FRANCISCO CA (OAK)	78.2	78.5	6,171	6,170
SAN FRANCISCO CA (SFO)	75.2	85.4	11,452	11,440
SAN JOSE CA (SJC)	79.1	81.6	5,537	5,537
SAN JUAN PR (SJU)	70.8	83.1	2,341	2,341
SAN LUIS OBISPO CA (SBP)	90.5	89.2	465	465
SANTA BARBARA CA (SBA)	88.6	89.0	1,019	1,018
SARASOTA/BRAD. FL (SRQ)	78.4	84.3	459	459
SAVANNAH GA (SAV)	78.3	81.8	1,274	1,251
SCRANTON/WILKES-BARRE PA (AVP)	73.1	83.2	275	274
SEATTLE WA (SEA)	75.8	76.9	10,408	10,413
SHREVEPORT LA (SHV)	81.9	86.3	777	775
SIOUX FALLS SD (FSD)	82.4	85.6	541	541
SITKA AK (SIT)	87.7	92.3	155	155
SOUTH BEND IN (SBN)	75.5	81.8	396	396
SPOKANE WA (GEG)	74.5	84.2	1,251	1,251
SPRINGFIELD MO (SGF)	78.6	85.6	618	616
ST. CROIX VI (STX)	60.0	65.7	35	35
ST. LOUIS MO (STL)	78.1	82.6	5,176	5,176
ST. THOMAS VI (STT)	75.6	83.6	250	250
STEAMBOAT SPRINGS CO (HDN)	71.0	100.0	31	31
SYRACUSE NY (SYR)	73.5	81.0	1,396	1,397
TALLAHASSEE FL (TLH)	79.7	82.5	527	497
TAMPA FL (TPA)	74.0	78.8	5,881	5,882
TEXARKANA AR (TXK)	88.4	93.3	164	164
TOLEDO OH (TOL)	80.2	83.5	486	486
TRAVERSE CITY MI (TVC)	77.0	81.3	408	411
TUCSON AZ (TUS)	76.5	84.8	1,395	1,392
TULSA OK (TUL)	80.2	87.1	1,829	1,828
TYLER TX (TYR)	84.3	90.3	319	319
VALPARAISO FL (VPS)	83.2	84.8	571	546
WACO TX (ACT)	83.2	89.9	303	306
WASHINGTON DC (IAD)	73.8	78.0	13,546	13,529
WASHINGTON DC (DCA)	78.9	84.2	8,040	8,040
WEST PALM BEACH FL (PBI)	72.3	84.7	2,106	2,107
WHITE PLAINS NY (HPN)	76.8	83.6	671	651
WICHITA FALLS TX (SPS)	82.8	88.2	186	186
WICHITA KS (ICT)	79.3	82.5	940	910
WILMINGTON NC (ILM)	77.6	77.9	281	281
WRANGELL AK (WRG)	75.8	73.8	62	61
YAKUTAT AK (YAK)	69.4	67.7	62	62

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	23	23,978	865	3.6	107	42,016	1,465	3.5
ATLANTIC COAST	13	6,375	245	3.8	69	23,278	775	3.3
US AIRWAYS	26	29,020	721	2.5	60	36,109	874	2.4
COMAIR	24	18,506	436	2.4	104	31,116	752	2.4
AMERICAN	30	47,573	1,036	2.2	84	59,954	1,233	2.1
ATLANTIC SOUTHEAST	11	13,075	225	1.7	100	24,339	443	1.8
EXPRESSJET	24	15,521	273	1.8	117	32,810	460	1.4
AIRTRAN	18	11,035	161	1.5	43	14,700	201	1.4
ALASKA	14	8,769	90	1.0	46	15,584	210	1.3
DELTA	31	45,766	646	1.4	99	58,784	785	1.3
UNITED	30	40,382	564	1.4	79	50,837	666	1.3
SKYWEST	13	22,309	230	1.0	125	42,074	517	1.2
AMERICA WEST	27	13,714	169	1.2	51	16,456	198	1.2
NORTHWEST	31	31,043	370	1.2	112	44,892	490	1.1
SOUTHWEST	16	38,113	371	1.0	60	85,627	806	0.9
ATA	19	5,573	35	0.6	27	6,742	60	0.9
JETBLUE	10	5,014	46	0.9	25	7,799	50	0.6
CONTINENTAL	29	19,939	127	0.6	76	25,521	159	0.6
HAWAIIAN	7	356	1	0.3	17	4,469	19	0.4
Total		396,061	6,611	1.7	Total	623,107	10,163	1.6

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	59954	44077	73.52%	1233	2.06%	137	0.23%	3521	5.87%	1269	2.12%	4997	8.33%	38	0.06%	4681	7.81%
AS	15584	12024	77.16%	210	1.35%	22	0.14%	1173	7.53%	42	0.27%	634	4.07%	40	0.26%	1438	9.23%
B6	7799	5884	75.45%	50	0.64%	0	0.00%	389	4.99%	48	0.61%	682	8.74%	29	0.37%	717	9.19%
CO	25521	20745	81.29%	159	0.62%	47	0.18%	853	3.34%	126	0.49%	2720	10.66%	26	0.10%	845	3.31%
DH	23278	18076	77.65%	775	3.33%	38	0.16%	506	2.17%	77	0.33%	1314	5.64%	1	0.00%	2491	10.70%
DL	58784	44787	76.19%	785	1.34%	121	0.21%	3143	5.35%	221	0.38%	6644	11.30%	10	0.02%	3072	5.23%
EV	24339	19619	80.61%	443	1.82%	44	0.18%	1397	5.74%	739	3.04%	1679	6.90%	9	0.04%	408	1.68%
FL	14700	11857	80.66%	201	1.37%	26	0.18%	408	2.77%	46	0.31%	1153	7.84%	0	0.00%	1009	6.87%
HA	4469	4266	95.46%	19	0.43%	2	0.04%	105	2.36%	9	0.20%	2	0.05%	3	0.07%	63	1.40%
HP	16456	12324	74.89%	198	1.20%	38	0.23%	1330	8.08%	60	0.36%	1605	9.75%	31	0.19%	871	5.29%
MQ	42016	31110	74.04%	1465	3.49%	64	0.15%	2544	6.05%	320	0.76%	3008	7.16%	18	0.04%	3486	8.30%
NW	44892	36430	81.15%	490	1.09%	95	0.21%	2710	6.04%	496	1.10%	3501	7.80%	20	0.04%	1151	2.56%
OH	31116	24629	79.15%	752	2.42%	49	0.16%	2325	7.47%	1480	4.76%	1766	5.67%	9	0.03%	106	0.34%
OO	42074	36263	86.19%	517	1.23%	62	0.15%	2578	6.13%	392	0.93%	1202	2.86%	35	0.08%	1025	2.44%
RU	32810	26015	79.29%	460	1.40%	74	0.23%	986	3.01%	150	0.46%	3389	10.33%	12	0.04%	1724	5.25%
TZ	6742	5439	80.67%	60	0.89%	1	0.01%	218	3.24%	6	0.09%	662	9.81%	4	0.06%	352	5.22%
UA	50837	40729	80.12%	666	1.31%	122	0.24%	2211	4.35%	264	0.52%	4217	8.30%	0	0.00%	2628	5.17%
US	36109	27296	75.59%	874	2.42%	96	0.27%	2078	5.75%	357	0.99%	2835	7.85%	0	0.00%	2573	7.13%
WN	85627	66268	77.39%	806	0.94%	184	0.21%	3786	4.42%	471	0.55%	3368	3.93%	85	0.10%	10658	12.45%
TOTAL	**623107**	**487838**		**10163**		**1222**		**32262**		**6574**		**45378**		**371**		**39299**	
			78.29%		**1.63%**		**0.20%**		**5.18%**		**1.06%**		**7.28%**		**0.06%**		**6.31%**

***Causes of Delay:**

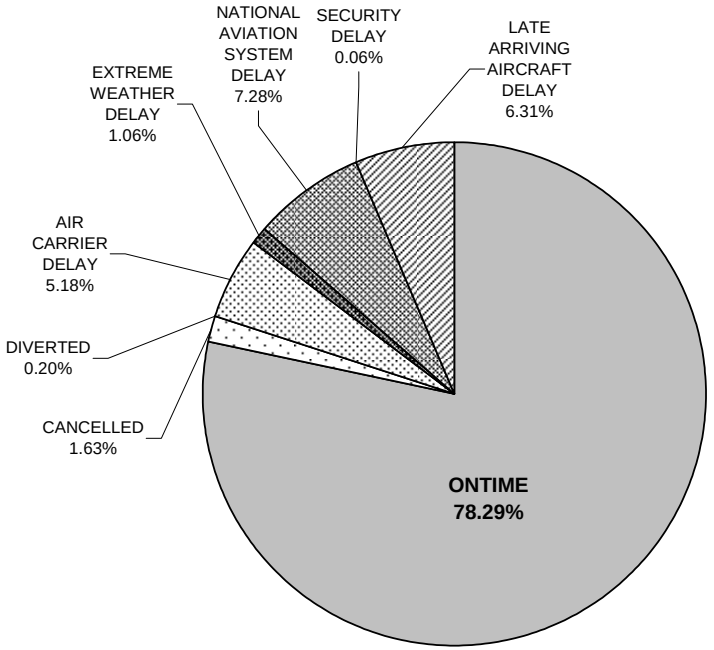
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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



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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

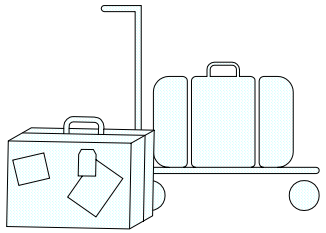
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines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

AUGUST

MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

U.S. AIRLINES*

		AUGUST 2004			AUGUST 2003		
RANK	**AIRLINE**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**
1	HAWAIIAN AIRLINES	1,259	521,848	**2.41**	*	*	*****
2	AIRTRAN AIRWAYS	3,884	1,244,370	**3.12**	3,698	1,144,645	**3.23**
3	CONTINENTAL AIRLINES	10,025	2,968,220	**3.38**	10,654	3,005,486	**3.54**
4	SOUTHWEST AIRLINES	25,793	7,561,540	**3.41**	22,682	7,055,081	**3.21**
5	NORTHWEST AIRLINES	17,806	4,425,074	**4.02**	16,529	4,192,888	**3.94**
6	ATA AIRLINES	3,950	954,096	**4.14**	3,741	873,197	**4.28**
7	UNITED AIRLINES	25,510	6,137,271	**4.16**	22,584	5,564,276	**4.06**
8	US AIRWAYS	13,906	3,300,836	**4.21**	13,092	3,390,610	**3.86**
9	ALASKA AIRLINES	6,647	1,546,499	**4.30**	4,714	1,463,424	**3.22**
10	JETBLUE	4,873	1,120,014	**4.35**	3,402	882,378	**3.86**
11	AMERICA WEST AIRLINES	8,970	1,885,278	**4.76**	6,637	1,849,356	**3.59**
12	AMERICAN AIRLINES	34,092	6,730,911	**5.06**	40,069	7,020,444	**5.71**
13	DELTA AIR LINES	36,827	7,249,504	**5.08**	30,939	7,235,749	**4.28**
14	EXPRESSJET AIRLINES	6,417	1,171,977	**5.48**	5,044	995,573	**5.07**
15	ATLANTIC COAST AIRLINES	4,121	536,595	**7.68**	7,745	744,586	**10.40**
16	SKYWEST AIRLINES	11,328	1,333,507	**8.49**	8,044	1,043,493	**7.71**
17	AMERICAN EAGLE AIRLINES	12,732	1,339,264	**9.51**	10,359	1,115,977	**9.28**
18	COMAIR	11,104	1,128,740	**9.84**	*	*	*****
19	ATLANTIC SOUTHEAST AIRLINES	11,241	928,636	**12.10**	12,909	761,844	**16.94**
	TOTALS	250,485	52,084,180	**4.81**	222,842	48,339,007	**4.61**

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.

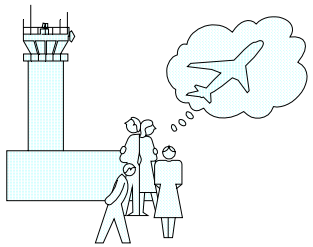
OVERSALES

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.



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.

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

	AUGUST 2004				AUGUST 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	615	96	3	81	425	83	1	56
FOREIGN AIRLINES	155	3	1	10	69	1	0	4
TRAVEL AGENTS	7	1	0	0	12	1	0	1
TOUR OPERATORS	3	0	0	0	0	0	0	2
MISCELLANEOUS	11	15	0	45	12	3	0	78
INDUSTRY TOTALS	791	115	4	136	518	88	1	141

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	AUGUST 2004			AUGUST 2003		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	240		1	107	
CANCELLATIONS			108			36
DELAYS			56			48
MISCONNECTIONS			43			17
BAGGAGE	2	167		2	87	
CUSTOMER SERVICE	3	98		5	52	
RES/TKTG/BOARDING	4	98		3	79	
DISABILITY	5	50		6	40	
REFUNDS	6	46		4	57	
OVERSALES	7	43		9	24	
FARES	8	19		8	28	
OTHER	9	17		7	34	
FREQUENT FLYER			17			31
DISCRIMINATION	10	8		10	8	
ADVERTISING	11	5		11	2	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		791			518	

* 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*

AUGUST 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	7	1	3	0	0	10	4	1	0	0	0	0	26
AIRTRAN AIRWAYS	0	1	2	0	1	1	0	0	0	0	0	0	5
ALASKA AIRLINES	2	0	2	1	1	0	0	0	0	0	0	0	6
ALOHA AIRLINES	0	0	2	2	0	1	1	1	0	2	0	0	9
AMERICA WEST AIRLINES	10	0	2	0	3	5	3	4	0	0	0	0	27
AMERICAN AIRLINES	49	1	14	3	2	26	19	5	1	1	0	4	125
AMERICAN EAGLE AIRLINES	1	4	0	0	0	1	1	2	0	2	0	0	11
ATA AIRLINES	3	0	0	0	2	1	0	1	0	0	0	0	7
ATLANTIC SOUTHEAST AIRLINES	3	0	1	0	0	0	1	0	0	0	0	0	5
COMAIR	6	0	0	0	0	1	3	0	0	0	0	0	10
CONTINENTAL AIRLINES	6	7	1	1	2	5	9	2	0	0	0	2	35
DELTA AIR LINES	7	4	8	5	5	16	11	2	0	0	0	7	65
MESA AIRLINES	16	1	2	0	1	1	1	0	0	0	0	0	22
NORTHWEST AIRLINES	12	2	5	3	7	4	3	4	0	0	0	2	42
SKYWEST AIRLINES	4	3	1	0	0	2	0	0	0	0	0	0	10
SOUTHWEST AIRLINES	1	0	3	0	0	4	3	8	0	1	0	0	20
UNITED AIRLINES	16	3	13	0	2	26	9	6	0	1	0	1	77
US AIRWAYS	9	2	9	2	3	9	8	4	0	0	0	1	47
OTHER U.S. AIRLINES	31	3	4	1	5	10	5	6	0	1	0	0	66
TOTAL AUGUST 2004	183	32	72	18	34	123	81	46	1	8	0	17	615
% OF TOTAL COMPLAINTS	29.8	5.2	11.7	2.9	5.5	20.0	13.2	7.5	0.2	1.3	0.0	2.8	
TOTAL AUGUST 2003	90	18	62	24	46	64	45	36	0	8	0	32	425
% OF TOTAL COMPLAINTS	21.2	4.2	14.6	5.6	10.8	15.1	10.6	8.5	0.0	1.9	0.0	7.5	

* 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

AUGUST 2004

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN AUG	INCI-DENTS IN AUG	PERCENT	INCI-DENTS IN JULY	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
AIR WISCONSIN	26	10	38.5	9	34.6	5	19.2	2	7.7
AIRTRAN AIRWAYS	5	1	20.0	1	20.0	3	60.0	0	0.0
ALASKA AIRLINES	6	4	66.7	0	0.0	1	16.7	1	16.7
ALOHA AIRLINES	9	4	44.4	1	11.1	2	22.2	2	22.2
AMERICA WEST AIRLINES	27	6	22.2	8	29.6	10	37.0	3	11.1
AMERICAN AIRLINES	125	57	45.6	37	29.6	23	18.4	8	6.4
AMERICAN EAGLE AIRLINES	11	5	45.5	4	36.4	2	18.2	0	0.0
ATA AIRLINES	7	2	28.6	2	28.6	3	42.9	0	0.0
ATLANTIC SOUTHEAST AIRLINES	5	1	20.0	1	20.0	3	60.0	0	0.0
COMAIR	10	5	50.0	5	50.0	0	0.0	0	0.0
CONTINENTAL AIRLINES	35	14	40.0	7	20.0	10	28.6	4	11.4
DELTA AIR LINES	65	21	32.3	21	32.3	16	24.6	7	10.8
MESA AIRLINES	22	10	45.5	8	36.4	4	18.2	0	0.0
NORTHWEST AIRLINES	42	6	14.3	17	40.5	13	31.0	6	14.3
SKYWEST AIRLINES	10	4	40.0	5	50.0	0	0.0	1	10.0
SOUTHWEST AIRLINES	20	8	40.0	5	25.0	6	30.0	1	5.0
UNITED AIRLINES	77	22	28.6	22	28.6	20	26.0	13	16.9
US AIRWAYS	47	15	31.9	15	31.9	10	21.3	7	14.9
OTHER U.S. AIRLINES	66	20	30.3	28	42.4	10	15.2	8	12.1
TOTALS	615	215	35.0	196	31.9	141	22.9	63	10.2
PREVIOUS YEAR'S TOTALS	425	163	38.4	132	31.1	87	20.5	43	10.1

*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**

AUGUST 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	2	2	0	0	3	1	2	2	2	0	0	0	14
ALITALIA AIRLINES	0	0	0	0	0	4	1	0	0	0	0	0	5
BRITISH AIRWAYS	0	1	1	0	0	14	0	1	0	0	0	0	17
GHANA AIRWAYS	36	0	0	0	0	0	0	0	0	0	0	0	36
KLM	2	0	0	0	0	1	2	0	0	0	0	0	5
LUFTHANSA	1	0	1	0	1	1	2	0	1	0	0	0	7
TACA AIRLINES	0	1	2	0	2	2	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	13	7	15	0	3	16	8	1	1	0	0	0	64
TOTALS	54	11	19	0	9	39	15	4	4	0	0	0	155
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	6	0	1	0	0	0	0	0	0	0	7
TOTALS	0	0	6	0	1	0	0	0	0	0	0	0	7
TOUR OPERATORS													
OTHER TOUR OPERATORS	2	0	0	0	0	1	0	0	0	0	0	0	3
TOTALS	2	0	0	0	0	1	0	0	0	0	0	0	3
MISCELLANEOUS													
OTHER MISCELLANEOUS	1	0	1	1	2	4	2	0	0	0	0	0	11
TOTALS	1	0	1	1	2	4	2	0	0	0	0	0	11

* 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

AUGUST

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

		AUGUST 2004			AUGUST 2003		
RANK	***AIRLINE***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***
1	***EXPRESSJET AIRLINES***	3	1,267,948	**0.24**	5	1,033,945	**0.48**
2	***SOUTHWEST AIRLINES***	20	7,364,638	**0.27**	9	6,838,508	**0.13**
3	***JETBLUE AIRWAYS***	3	1,087,945	**0.28**	2	859,648	**0.23**
4	***ALASKA AIRLINES***	6	1,655,938	**0.36**	15	1,584,156	**0.95**
5	***HAWAIIAN AIRLINES***	2	512,770	**0.39**	*	*	*
6	***AIRTRAN AIRWAYS***	5	1,197,035	**0.42**	9	1,116,519	**0.81**
7	***ATLANTIC SOUTHEAST AIRLINES***	5	919,890	**0.54**	5	762,249	**0.66**
8	***ATA AIRLINES***	7	976,670	**0.72**	6	907,094	**0.66**
9	***ATLANTIC COAST AIRLINES***	4	538,851	**0.74**	7	775,389	**0.90**
10	***SKYWEST AIRLINES***	10	1,298,095	**0.77**	0	1,003,189	**0.00**
11	***NORTHWEST AIRLINES***	42	5,178,964	**0.81**	45	4,914,386	**0.92**
12	***AMERICAN EAGLE AIRLINES***	11	1,326,113	**0.83**	1	1,070,008	**0.09**
13	***DELTA AIR LINES***	65	7,747,068	**0.84**	58	7,663,178	**0.76**
14	***COMAIR***	10	1,128,952	**0.89**	*	*	*
15	***CONTINENTAL AIRLINES***	35	3,717,649	**0.94**	31	3,649,307	**0.85**
16	***UNITED AIRLINES***	77	6,816,312	**1.13**	68	6,179,160	**1.10**
17	***US AIRWAYS***	47	3,768,980	**1.25**	37	3,804,456	**0.97**
18	***AMERICA WEST AIRLINES***	27	1,909,221	**1.41**	13	1,864,917	**0.70**
19	***AMERICAN AIRLINES***	125	8,331,312	**1.50**	77	8,433,340	**0.91**
	TOTAL	**504**	**56,744,351**	**0.89**	**388**	**52,459,449**	**0.74**

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 AUGUST 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 August.[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
137	.00027%	83	.00017%	25	.0005%	524	.0011%

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
319	.00064%	1472	.0025%

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 August.