



U.S. Department
of Transportation



Air Travel Consumer Report

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



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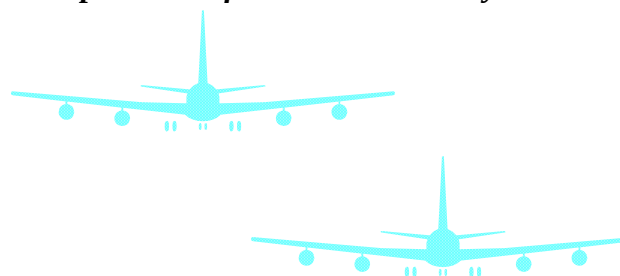
Flight Delays*	October 2004 12 Months Ending October 2004
Mishandled Baggage*	October 2004
Oversales*	3rd Quarter 2004 January - September 2004
Consumer Complaints** (Includes Disability and Discrimination Complaints)	October 2004

* 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.

OCTOBER 2004

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/V/	7	82.1	13	95.3
CONTINENTAL AIRLINES S/	29	87.4	75	87.7
JETBLUE AIRWAYS S/	12	89.3	27	86.8
ATA AIRLINES S/	19	85.9	26	86.6
EXPRESSJET AIRLINES S/	24	83.2	114	84.2
SKYWEST AIRLINES S/	16	83.9	130	84.0
UNITED AIRLINES S/	30	84.0	79	83.9
AMERICAN AIRLINES S/	30	82.2	80	82.1
NORTHWEST AIRLINES S/	31	82.1	116	81.8
AIRTRAN AIRWAYS S/	19	80.9	41	81.3
US AIRWAYS S/	26	80.7	62	80.9
SOUTHWEST AIRLINES S/	16	80.6	60	80.0
DELTA AIR LINES S/	31	79.6	98	79.5
ATLANTIC COAST AIRLINES S/	11	78.6	61	79.1
ALASKA AIRLINES S/	14	81.6	45	78.9
COMAIR S/	24	77.9	105	78.2
AMERICAN EAGLE AIRLINES S/	24	79.3	107	78.2
AMERICA WEST AIRLINES S/	27	76.7	52	76.7
ATLANTIC SOUTHEAST AIRLINES S/	12	71.3	103	71.5
TOTAL		81.3		81.0

- 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.

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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	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		AUG-04		SEP-04		OCT-04		12 MONTHS ENDING OCT 2004		DATABASE TO DATE SEP 1987- OCT 2004	
	10 - 12 2003		01 - 03 2004		04 - 06 2004		07 - 09 2004											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	78.8	(13)	75.0	(15)	79.4	(8)	78.3	(10)	80.7	(6)	76.6	(19)	81.3	(10)	77.7	(13)	--	(--)
ALASKA	76.5	(15)	75.5	(14)	80.8	(5)	78.2	(11)	77.2	(13)	78.8	(16)	78.9	(15)	77.7	(12)	76.4	(8)
AMERICA WEST	81.8	(6)	74.3	(16)	76.7	(14)	77.8	(15)	74.9	(17)	82.2	(13)	76.7	(18)	77.0	(14)	78.6	(5)
AMERICAN	80.0	(11)	74.3	(17)	76.9	(13)	77.8	(14)	73.5	(19)	86.0	(6)	82.1	(8)	76.7	(16)	79.2	(3)
AMERICAN EAGLE	74.9	(17)	70.9	(18)	71.3	(19)	76.0	(18)	74.0	(18)	84.5	(10)	78.2	(17)	72.8	(18)	75.4	(10)
ATA	80.2	(10)	76.1	(13)	81.9	(4)	80.6	(6)	80.7	(5)	88.6	(3)	86.6	(4)	79.5	(6)	--	(--)
ATLANTIC COAST	75.5	(16)	70.6	(19)	73.7	(18)	76.8	(17)	77.7	(11)	82.5	(12)	79.1	(14)	73.7	(17)	--	(--)
ATLANTIC SOUTHEAST	82.0	(5)	81.0	(5)	77.3	(12)	77.6	(16)	80.6	(7)	77.8	(17)	71.5	(19)	78.4	(10)	--	(--)
COMAIR	--	(--)	78.1	(9)	79.6	(7)	78.1	(12)	79.2	(10)	82.0	(14)	78.2	(16)	--	(--)	--	(--)
CONTINENTAL	81.1	(9)	79.9	(6)	74.3	(16)	81.1	(4)	81.3	(3)	85.9	(7)	87.7	(2)	79.0	(8)	78.9	(4)
DELTA	81.3	(8)	77.2	(11)	75.5	(15)	75.3	(19)	76.2	(14)	77.0	(18)	79.5	(13)	76.8	(15)	77.8	(7)
EXPRESSJET	78.4	(14)	78.6	(8)	74.3	(17)	79.9	(8)	79.3	(9)	86.3	(5)	84.2	(5)	77.7	(11)	--	(--)
HAWAIIAN	--	(--)	89.5	(1)	95.1	(1)	96.4	(1)	95.5	(1)	96.7	(1)	95.3	(1)	93.4	(1)	--	(--)
JETBLUE	86.7	(1)	83.8	(2)	84.3	(3)	79.1	(9)	75.4	(16)	83.8	(11)	86.8	(3)	83.1	(3)	--	(--)
NORTHWEST	81.4	(7)	76.8	(12)	78.5	(11)	81.1	(5)	81.2	(4)	85.4	(9)	81.8	(9)	78.9	(9)	80.0	(2)
SKYWEST	82.8	(4)	79.7	(7)	85.3	(2)	86.5	(2)	86.2	(2)	88.8	(2)	84.0	(6)	83.3	(2)	--	(--)
SOUTHWEST	85.2	(2)	83.2	(3)	78.9	(9)	79.9	(7)	77.4	(12)	85.4	(8)	80.0	(12)	81.2	(4)	82.6	(1)
UNITED	78.8	(12)	78.0	(10)	78.6	(10)	81.7	(3)	80.1	(8)	87.9	(4)	83.9	(7)	79.1	(7)	76.3	(9)
US AIRWAYS	83.3	(3)	82.5	(4)	80.7	(6)	78.1	(13)	75.6	(15)	81.6	(15)	80.9	(11)	80.6	(5)	78.6	(6)
Total	80.8		77.9		77.9		79.3		78.3		83.9		81.0		78.6		78.8	

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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	644	69.9	1385	81.9	566	85.3	145	86.2	H/		794	82.9	652	81.7	13263	83.3
AS	H/		60	73.3	H/		H/		H/		93	87.1	186	89.2	H/	
B6	H/		451	93.8	H/		H/		H/		H/		93	82.8	H/	
CO	379	74.1	563	87.0	252	90.5	H/		H/		382	91.9	310	85.5	342	88.3
DH	410	61.0	496	72.6	H/		274	81.8	2509	84.3	H/		H/		H/	
DL	17813	76.5	1580	83.0	465	77.2	233	76.0	4645	84.0	1030	85.7	579	80.7	1617	77.3
EV	7599	66.2	H/		H/		31	90.3	62	72.6	129	73.6	134	77.6	4405	79.5
FL	5088	76.8	635	85.5	996	91.7	H/		H/		150	86.0	93	67.7	367	83.4
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	155	78.1	246	69.9	155	69.0	H/		H/		124	77.4	297	81.1	304	78.9
MQ	88	60.2	1948	79.3	198	76.3	240	81.7	331	71.3	845	83.8	H/		6487	79.0
NW	417	71.7	499	79.4	331	84.0	155	78.7	26	84.6	563	84.0	392	74.7	326	66.6
OH	2292	72.5	1000	83.8	123	82.1	176	79.5	9362	77.3	824	83.4	H/		41	80.5
OO	H/		H/		H/		1	0.0	H/		H/		2794	89.7	558	78.0
RU	185	76.2	20	85.0	159	81.1	405	84.2	257	77.8	237	82.7	27	96.3	167	89.2
TZ	H/		83	89.2	H/		114	86.0	H/		119	89.1	124	92.7	200	81.0
UA	336	76.8	896	83.8	518	88.2	248	84.3	61	86.9	431	87.5	7083	89.5	510	82.0
US	317	52.1	1696	81.5	463	80.6	7375	87.6	H/		2493	88.2	335	86.6	359	67.4
WN	H/		H/		4912	89.0	H/		H/		H/		H/		H/	
TOTAL	35723	73.5	11558	82.0	9138	87.0	9397	86.4	17253	80.1	8214	85.7	13099	87.7	28946	80.9

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

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

ARRIVAL AIRPORT*																
	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	435	84.8	687	77.4	743	84.5	442	83.5	1165	84.3	774	73.9	2718	77.2	1899	76.8
AS	H/		62	82.3	H/		H/		H/		395	78.2	712	83.8	H/	
B6	H/		H/		716	88.7	H/		2673	90.0	217	78.8	H/		217	86.2
CO	198	88.4	4738	82.9	388	89.4	6932	93.1	27	100.0	493	74.8	537	82.1	302	79.5
DH	238	72.7	455	68.1	H/		H/		517	81.0	H/		H/		H/	
DL	305	74.8	584	73.6	963	84.6	300	80.3	1256	80.8	715	76.9	1205	77.3	1993	83.8
EV	H/		H/		H/		145	73.1	31	64.5	H/		H/		H/	
FL	H/		150	72.7	388	84.5	H/		H/		63	73.0	62	58.1	390	79.7
HA	H/		H/		H/		H/		H/		31	93.5	91	86.8	H/	
HP	169	75.7	185	74.6	67	82.1	170	81.2	339	69.6	2816	76.6	744	73.9	H/	
MQ	140	60.7	286	68.9	20	90.0	93	74.2	387	78.3	H/		1889	88.3	1586	77.7
NW	9574	86.4	389	77.4	191	82.7	367	89.4	124	66.1	435	65.1	544	64.3	574	75.4
OH	337	76.6	47	66.0	97	84.5	82	76.8	1212	74.8	H/		H/		1335	80.5
OO	2	100.0	H/		H/		937	91.4	H/		176	75.0	4127	84.9	H/	
RU	214	84.1	4888	78.3	H/		6612	87.0	31	54.8	H/		H/		145	88.3
TZ	H/		138	78.3	93	89.2	H/		H/		213	82.2	265	78.5	321	73.8
UA	248	81.0	543	79.2	248	83.5	341	80.1	372	85.2	1070	77.7	3158	80.3	613	82.4
US	53	77.4	358	64.2	600	85.7	242	66.9	H/		367	67.6	332	57.2	1382	84.9
WN	450	81.3	H/		1249	86.8	166	75.3	H/		5827	75.1	3358	75.2	H/	
TOTAL	12363	84.8	13510	78.6	5763	86.0	16829	88.8	8134	82.8	13592	75.4	19742	79.6	10757	80.4

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

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

ARRIVAL AIRPORT*																
	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	1018	86.0	135	83.7	3291	88.7	434	79.7	7860	82.9	242	81.8	600	76.3	450	67.6
AS	62	75.8	H/		32	93.8	H/		94	79.8	1157	83.7	H/		271	80.4
B6	403	92.8	H/		H/		H/		H/		H/		H/		31	90.3
CO	474	90.7	118	93.2	271	92.6	187	87.7	438	85.8	93	87.1	139	78.4	346	78.0
DH	76	94.7	H/		H/		H/		362	71.0	H/		H/		H/	
DL	1331	86.8	155	81.3	362	77.1	362	76.8	559	69.4	275	90.5	635	69.6	322	80.7
EV	H/		H/		H/		61	77.0	H/		H/		H/		114	75.4
FL	798	88.1	243	81.9	103	93.2	150	84.7	H/		H/		514	78.8	H/	
HA	H/		H/		H/		H/		H/		45	66.7	H/		31	96.8
HP	93	76.3	H/		62	75.8	171	71.3	249	67.5	217	72.4	186	73.1	5592	78.8
MQ	20	90.0	82	67.1	267	84.3	93	69.9	7271	77.9	H/		248	70.2	H/	
NW	550	85.8	356	80.6	171	87.7	9216	84.2	646	74.8	155	76.1	415	70.6	367	56.9
OH	463	87.5	78	82.1	62	77.4	155	80.6	165	66.1	H/		124	76.6	H/	
OO	H/		H/		H/		25	92.0	2176	81.7	641	85.3	H/		403	82.9
RU	27	92.6	126	92.9	40	92.5	207	83.6	239	82.4	H/		183	64.5	27	77.8
TZ	216	88.4	2287	89.5	60	95.0	163	85.3	H/		H/		113	69.9	131	91.6
UA	643	86.8	H/		276	82.2	559	84.6	10141	85.7	740	82.3	631	79.2	556	73.4
US	894	80.9	H/		247	82.6	176	80.1	544	72.8	H/		6643	75.0	247	62.8
WN	2259	89.5	4167	84.6	H/		H/		H/		1029	75.7	887	84.7	5563	76.6
TOTAL	9327	87.3	7747	85.7	5244	87.1	11959	83.5	30744	81.6	4594	81.3	11318	75.5	14451	76.9

* 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	119	80.7	600	72.7	568	84.3	1060	76.1	207	77.8	1589	86.6	548	89.2
AS	H/		367	76.6	4152	81.1	367	81.7	H/		H/		H/	
B6	H/		62	58.1	31	74.2	H/		62	93.5	H/		248	91.9
CO	22	86.4	240	78.3	322	90.4	367	77.7	93	81.7	52	94.2	357	92.4
DH	393	81.7	H/		H/		H/		H/		26	88.5	H/	
DL	217	65.0	488	76.0	513	85.6	624	78.2	2820	88.5	238	77.3	987	81.3
EV	12	83.3	H/		H/		H/		93	74.2	H/		H/	
FL	177	89.3	H/		H/		54	64.8	H/		H/		426	84.3
HA	H/		31	90.3	48	58.3	31	93.5	H/		H/		H/	
HP	31	83.9	333	76.6	280	81.4	489	70.1	84	72.6	93	76.3	63	77.8
MQ	217	82.9	904	87.5	H/		170	70.0	H/		186	79.6	H/	
NW	172	86.0	186	56.5	370	86.8	279	57.3	123	77.2	357	80.7	278	84.5
OH	150	78.7	H/		H/		31	74.2	403	86.4	310	79.0	31	80.6
OO	H/		697	84.6	382	86.4	2908	70.2	6370	87.0	33	97.0	H/	
RU	284	81.3	H/		H/		H/		49	95.9	330	87.0	27	88.9
TZ	83	84.3	H/		124	87.9	252	80.6	H/		H/		H/	
UA	272	85.7	697	77.9	1052	85.5	4004	78.0	309	82.2	217	88.9	372	88.2
US	3330	83.4	179	60.9	180	73.9	336	65.5	H/		93	75.3	664	83.3
WN	H/		2540	71.8	1073	80.8	H/		1138	75.3	1799	83.0	1860	88.1
TOTAL	5479	82.6	7324	75.9	9095	82.6	10972	74.5	11751	85.7	5323	83.8	5861	86.4

* 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*																		
<u>SCHEDULED ARRIVAL TIME</u>	<u>ATL</u>	<u>BOS</u>	<u>BWI</u>	<u>CLT</u>	<u>CVG</u>	<u>DCA</u>	<u>DEN</u>	<u>DFW</u>	<u>DTW</u>	<u>EWR</u>	<u>FLL</u>	<u>IAH</u>	<u>JFK</u>	<u>LAS</u>	<u>LAX</u>	<u>LGA</u>	<u>MCO</u>	<u>MDW</u>
600 - 659 AM	84.0	82.6	86.8	95.0	89.9	95.3	85.3	90.1	100.0	85.0	76.9	96.8	89.5	96.2	84.8	84.6	81.9	J/
700 - 759 AM	89.7	90.8	96.9	91.5	86.6	88.6	93.6	88.7	88.8	90.1	95.5	94.3	93.1	90.9	91.8	89.8	97.6	94.1
800 - 859 AM	77.0	91.5	97.2	91.7	87.4	92.7	93.5	82.2	92.3	92.2	95.7	90.1	92.9	90.3	89.2	88.5	96.7	95.2
900 - 959 AM	81.6	88.4	95.0	87.7	80.2	93.9	91.3	86.5	90.3	91.0	93.4	91.5	94.2	85.6	87.8	87.3	94.5	91.9
1000 - 1059 AM	85.6	86.7	96.8	86.5	83.3	85.8	89.1	84.1	85.1	91.1	91.1	91.4	86.1	81.4	81.6	81.8	93.2	90.9
1100 - 1159 AM	84.9	85.8	91.0	91.2	82.0	83.7	92.9	86.7	83.5	87.7	89.8	88.7	86.8	73.2	78.2	84.6	92.5	89.4
1200 - 1259 PM	83.5	88.6	90.6	88.2	79.5	86.8	87.5	85.5	86.9	87.1	93.1	94.3	90.2	76.4	81.8	87.3	90.8	93.7
100 - 159 PM	83.4	87.1	91.3	87.8	78.4	85.3	90.3	84.9	83.4	88.7	86.7	88.9	88.8	71.7	81.8	84.8	89.3	91.1
200 - 259 PM	78.6	85.8	90.4	88.4	81.2	89.0	89.7	79.2	86.1	82.8	91.4	90.2	87.0	77.3	80.1	81.0	88.1	88.5
300 - 359 PM	69.2	86.4	90.0	89.9	76.3	87.3	84.6	82.6	87.8	81.2	92.4	88.9	84.0	70.4	82.3	81.2	90.0	84.3
400 - 459 PM	51.7	81.9	87.7	88.3	76.3	87.6	84.6	78.1	85.0	78.6	87.3	87.0	75.4	71.5	79.2	80.9	89.0	81.8
500 - 559 PM	59.9	78.8	86.7	83.6	82.6	85.7	84.9	78.2	82.3	77.0	81.9	87.9	78.6	68.4	77.2	79.6	83.6	81.9
600 - 659 PM	67.0	72.9	79.8	78.8	75.5	83.3	85.8	76.1	80.4	70.3	76.4	82.9	74.1	71.6	77.9	75.4	85.3	76.7
700 - 759 PM	66.6	69.7	78.4	80.2	75.9	81.6	83.1	76.7	82.4	54.1	79.5	85.9	81.5	72.8	73.2	72.0	79.2	75.8
800 - 859 PM	63.8	72.1	77.7	81.1	78.2	81.1	84.2	71.7	82.8	60.7	78.8	83.5	80.4	66.8	73.1	72.0	82.3	80.9
900 - 959 PM	62.2	77.8	79.5	81.7	80.8	83.2	82.0	76.6	79.5	74.5	79.1	81.9	77.0	74.4	74.1	77.6	83.5	78.6
1000 - 1059 PM	77.1	79.6	84.4	87.2	78.0	81.3	78.6	75.0	78.6	82.8	82.6	80.5	84.4	68.2	67.3	71.2	83.7	83.7
1100 - 559 AM	80.5	83.2	82.9	79.5	89.5	79.5	79.5	81.4	82.2	78.7	83.1	86.2	81.2	75.3	79.3	76.5	79.9	84.1
TOTAL, ALL ARRIVALS, BY AIRPORT	73.5	82.0	87.0	86.4	80.1	85.7	87.7	80.9	84.8	78.6	86.0	88.8	82.8	75.4	79.6	80.4	87.3	85.7

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*														
<u>SCHEDULED ARRIVAL TIME</u>	<u>MIA</u>	<u>MSP</u>	<u>ORD</u>	<u>PDX</u>	<u>PHL</u>	<u>PHX</u>	<u>PIT</u>	<u>SAN</u>	<u>SEA</u>	<u>SFO</u>	<u>SLC</u>	<u>STL</u>	<u>TPA</u>	<u>TOTAL</u>
600 - 659 AM	79.4	93.4	94.4	J/	92.8	94.0	93.1	90.3	88.7	86.2	90.3	J/	65.5	89.8
700 - 759 AM	83.3	87.8	91.9	86.7	86.6	91.0	92.4	89.7	87.0	89.2	93.8	91.5	97.6	90.5
800 - 859 AM	91.7	90.4	86.3	85.8	82.7	85.8	89.0	86.9	87.2	92.2	86.5	95.7	96.7	87.1
900 - 959 AM	93.2	88.1	85.2	95.2	75.6	73.9	79.4	79.9	90.7	75.7	92.3	88.2	95.1	86.5
1000 - 1059 AM	94.3	86.6	84.9	88.6	86.7	84.2	82.9	80.7	87.4	66.3	89.4	89.2	95.1	85.9
1100 - 1159 AM	90.2	85.3	86.8	91.3	85.5	83.1	87.2	79.1	87.8	60.9	91.0	88.3	91.6	84.5
1200 - 1259 PM	90.2	85.9	85.7	82.0	83.2	76.4	84.9	75.5	82.6	62.2	85.2	86.5	91.6	85.0
100 - 159 PM	85.6	86.1	82.9	84.1	82.2	79.8	90.6	69.9	88.8	71.6	85.0	88.5	89.0	84.3
200 - 259 PM	92.3	85.4	80.8	71.3	79.3	76.6	89.6	74.2	80.6	73.4	82.1	84.5	91.4	82.9
300 - 359 PM	87.1	80.7	79.6	76.3	77.9	75.9	81.2	78.2	79.2	71.2	85.8	84.3	87.6	80.6
400 - 459 PM	88.4	75.2	79.2	71.0	70.5	71.4	86.2	73.3	84.5	77.3	81.6	83.1	85.5	77.7
500 - 559 PM	83.6	83.9	77.9	75.0	70.9	73.2	75.3	74.4	81.0	76.1	86.4	82.9	85.4	78.7
600 - 659 PM	84.7	85.1	73.8	83.6	64.2	68.4	77.1	76.7	79.8	80.9	79.7	80.7	84.3	75.5
700 - 759 PM	86.5	78.4	72.6	77.4	60.7	74.3	76.3	74.1	79.8	76.0	81.6	78.8	79.1	75.4
800 - 859 PM	69.4	75.8	76.0	80.8	70.3	72.8	73.1	69.1	78.7	79.3	79.3	75.9	82.3	74.1
900 - 959 PM	83.6	78.0	75.5	76.4	69.2	66.9	73.5	74.2	76.6	75.5	87.8	77.8	79.7	76.3
1000 - 1059 PM	81.0	79.2	74.1	77.1	73.7	72.5	85.4	69.4	77.4	80.8	77.5	77.3	80.7	77.3
1100 - 559 AM	78.9	84.8	87.7	79.1	83.2	76.4	79.6	77.7	83.8	79.5	74.2	78.8	79.3	80.9
TOTAL, ALL ARRIVALS, BY AIRPORT	87.1	83.5	81.6	81.4	75.5	76.9	82.6	75.9	82.6	74.5	85.7	83.8	86.4	81.3

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	94.8	96.9	95.6	95.6	90.9	96.3	96.6	92.9	94.8	95.7	97.5	93.7	96.0	93.6	93.5	96.1	95.9	94.0
700 - 759 AM	92.5	93.1	94.3	93.7	90.8	95.1	97.9	89.8	92.7	95.1	98.0	96.1	95.8	94.0	92.4	96.4	96.3	94.2
800 - 859 AM	90.9	91.6	94.9	91.7	89.5	90.9	95.1	87.2	89.6	95.6	97.1	95.3	94.0	92.0	93.1	93.5	93.9	90.2
900 - 959 AM	82.3	90.6	94.6	87.8	86.4	89.6	94.5	85.7	91.5	94.0	96.1	95.6	93.4	86.8	90.2	92.5	95.6	90.8
1000 - 1059 AM	84.9	90.5	91.3	93.2	83.9	92.5	90.9	87.0	90.1	92.6	92.1	93.6	93.2	80.0	86.5	91.1	94.0	91.3
1100 - 1159 AM	88.0	89.9	93.6	91.6	79.6	90.9	90.9	85.1	88.0	92.3	89.6	91.9	92.7	76.0	81.7	91.1	93.6	85.6
1200 - 1259 PM	85.0	90.6	87.5	92.1	82.5	89.9	93.2	85.0	87.2	91.5	87.5	92.1	91.7	70.6	80.0	88.3	91.9	89.5
100 - 159 PM	84.8	88.2	87.9	84.1	80.7	87.8	89.0	83.0	85.9	88.2	92.5	93.6	79.4	67.9	85.1	90.1	87.7	86.4
200 - 259 PM	83.0	83.5	84.8	88.1	80.3	87.8	88.1	83.0	82.4	88.0	84.1	89.8	89.2	68.3	80.6	88.6	83.1	82.8
300 - 359 PM	76.1	85.9	83.3	90.3	79.3	87.6	87.7	78.4	83.5	85.4	87.1	90.7	86.4	71.2	80.5	85.7	87.9	80.8
400 - 459 PM	72.8	87.1	80.0	82.5	79.0	87.1	85.9	80.4	81.3	84.4	87.6	91.0	92.2	67.9	80.1	82.8	82.1	78.2
500 - 559 PM	63.0	79.0	86.6	85.1	75.9	87.4	82.4	77.5	85.7	78.3	78.5	88.1	81.5	68.3	82.0	86.0	85.9	75.1
600 - 659 PM	65.5	78.3	83.6	84.3	78.1	87.8	87.6	77.1	80.1	76.0	79.4	91.6	79.2	69.6	84.3	81.3	82.1	62.3
700 - 759 PM	70.7	75.8	79.2	82.9	80.7	83.5	88.8	71.5	84.9	67.3	75.7	91.6	81.8	67.1	82.0	83.1	85.5	74.3
800 - 859 PM	71.0	74.5	74.8	83.1	81.7	87.0	85.2	75.9	82.7	65.2	76.0	93.0	83.0	66.1	81.6	81.3	80.4	76.0
900 - 959 PM	67.8	75.7	72.9	87.0	84.1	90.0	89.8	73.1	87.3	71.2	89.2	94.3	85.2	65.0	76.7	77.3	85.9	83.7
1000 - 1059 PM	71.1	76.8	81.0	84.4	78.8	96.7	J/	71.5	87.7	J/	87.5	89.5	86.7	77.9	88.9	J/	91.1	82.5
1100 - 559 AM	81.8	97.8	90.3	J/	85.2	J/	96.6	98.4	93.5	95.7	95.4	93.5	94.6	82.1	89.4	96.4	94.7	96.8
TOTAL, ALL DEPARTURES, BY AIRPORT	78.2	86.5	87.1	87.8	82.2	89.7	89.9	81.6	87.0	86.1	88.2	92.6	88.4	76.3	85.4	88.5	89.4	83.5

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*														
<u>SCHEDULED DEPARTURE TIME</u>	<u>MIA</u>	<u>MSP</u>	<u>ORD</u>	<u>PDX</u>	<u>PHL</u>	<u>PHX</u>	<u>PIT</u>	<u>SAN</u>	<u>SEA</u>	<u>SFO</u>	<u>SLC</u>	<u>STL</u>	<u>TPA</u>	<u>TOTAL</u>
600 - 659 AM	95.8	94.1	92.8	96.1	92.6	96.8	93.4	94.8	92.7	95.9	93.5	93.3	96.1	94.7
700 - 759 AM	90.9	93.7	91.5	91.3	90.2	93.0	84.9	94.6	93.9	94.8	95.3	95.2	94.2	93.4
800 - 859 AM	95.2	90.7	91.5	92.7	84.4	86.6	91.7	92.6	88.5	93.5	93.9	93.3	98.2	91.8
900 - 959 AM	92.3	92.4	88.9	94.8	83.4	84.8	92.1	85.8	86.5	91.0	87.6	87.0	94.0	89.3
1000 - 1059 AM	90.4	91.8	87.7	88.7	80.8	77.6	85.0	81.1	87.2	82.8	92.3	89.5	95.4	88.0
1100 - 1159 AM	92.9	91.8	86.8	91.4	85.7	82.4	89.9	80.0	84.9	76.7	89.3	94.6	93.4	87.0
1200 - 1259 PM	93.3	84.6	87.1	87.6	84.9	79.7	83.6	75.0	84.1	69.7	89.3	89.3	93.2	85.3
100 - 159 PM	89.6	91.3	86.0	83.0	79.8	74.7	84.1	73.8	84.9	71.2	89.5	86.5	91.4	84.8
200 - 259 PM	81.8	85.5	80.6	83.9	73.7	76.6	85.9	70.7	81.3	76.7	79.6	87.9	80.2	82.9
300 - 359 PM	78.5	87.3	80.6	69.0	66.3	72.3	84.3	76.5	77.8	75.4	89.2	75.1	89.7	81.3
400 - 459 PM	86.2	83.4	78.4	82.3	68.0	71.8	82.3	70.5	78.3	82.8	86.0	78.6	87.3	80.3
500 - 559 PM	82.3	86.3	77.9	78.1	63.6	63.8	77.7	75.3	82.3	87.0	84.8	78.2	81.0	77.7
600 - 659 PM	84.7	87.7	76.8	71.3	65.5	67.6	71.9	78.1	74.5	84.8	89.1	81.1	83.6	79.0
700 - 759 PM	85.1	88.4	75.3	83.9	66.7	71.4	79.3	69.8	77.5	78.9	77.4	79.3	85.9	77.6
800 - 859 PM	84.3	81.5	74.3	72.9	63.1	65.8	77.0	76.5	79.8	86.9	86.5	74.6	84.7	77.7
900 - 959 PM	J/	84.3	80.8	87.5	84.5	73.7	J/	74.2	82.0	88.0	91.2	70.7	77.4	79.1
1000 - 1059 PM	J/	86.0	84.5	100.0	67.1	86.5	82.5	85.7	92.0	90.6	92.4	100.0	70.9	82.1
1100 - 559 AM	96.8	90.7	100.0	95.7	96.8	94.2	100.0	100.0	92.5	94.8	95.3	83.9	100.0	88.8
TOTAL, ALL DEPARTURES, BY AIRPORT	88.1	89.0	83.2	86.9	76.0	78.5	84.5	81.0	85.2	84.1	89.1	86.0	90.1	84.5

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
RU	3346	IAD-EWR	1750	25	100.00	66	65

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
AIRTRAN	466	3	0.6
ATLANTIC SOUTHEAST	801	5	0.6
US AIRWAYS	1,286	6	0.5
ALASKA	445	2	0.4
EXPRESSJET	1,122	3	0.3
DELTA	1,927	4	0.2
SOUTHWEST	2,922	5	0.2
ATLANTIC COAST	798	1	0.1
AMERICAN	1,898	2	0.1
SKYWEST	1,366	1	0.1
UNITED	1,548	0	0.0
AMERICAN EAGLE	1,433	0	0.0
NORTHWEST	1,383	0	0.0
COMAIR	1,030	0	0.0
CONTINENTAL	834	0	0.0
AMERICA WEST	523	0	0.0
JETBLUE	256	0	0.0
ATA	211	0	0.0
HAWAIIAN	129	0	0.0
TOTAL	20,378	32	0.2

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

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AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	78.3	88.2	254	254
AGUADILLA PR (BQN)	89.8	95.9	49	49
AKRON/CANTON OH (CAK)	80.5	81.3	821	791
ALBANY NY (ALB)	77.8	87.1	1,570	1,571
ALBUQUERQUE NM (ABQ)	79.5	81.3	3,224	3,223
ALLENTOWN PA (ABE)	80.5	83.3	635	636
AMARILLO TX (AMA)	75.7	83.8	691	692
ANCHORAGE AK (ANC)	68.1	79.0	1,569	1,570
ASHEVILLE NC (AVL)	70.4	71.5	361	361
ATLANTA GA (ATL)	73.5	78.2	35,723	35,843
AUSTIN TX (AUS)	81.3	85.5	3,544	3,543
BAKERSFIELD CA (BFL)	91.2	90.5	306	306
BALTIMORE MD (BWI)	87.0	87.1	9,138	9,139
BANGOR ME (BGR)	79.9	84.8	408	408
BARROW AK (BRW)	75.8	62.9	62	62
BATON ROUGE LA (BTR)	76.1	80.8	670	667
BEAUMONT/PORT ARTHUR TX (BPT)	84.1	91.7	252	252
BETHEL AK (BET)	51.5	48.5	97	97
BILLINGS MT (BIL)	87.7	92.8	430	431
BINGHAMTON NY (BGM)	82.8	87.1	93	93
BIRMINGHAM AL (BHM)	81.1	85.7	2,037	2,033
BISMARCK ND (BIS)	85.8	94.3	212	212
BLOOMINGTON IL (BMI)	80.6	81.1	237	238
BOISE ID (BOI)	77.6	87.6	1,325	1,324
BOSTON MA (BOS)	82.0	86.5	11,558	11,558
BOZEMAN MT (BZN)	84.7	92.6	406	406
BRISTOL TN (TRI)	75.0	77.1	336	336
BROWNSVILLE TX (BRO)	89.4	97.9	142	142
BUFFALO NY (BUF)	78.7	85.8	2,603	2,606
BURBANK CA (BUR)	74.3	76.8	2,270	2,270
BURLINGTON VT (BTV)	81.7	86.9	754	755
CEDAR RAPIDS/IOWA CTY IA (CID)	77.9	83.8	475	475
CHAMPAIGN IL (CMI)	78.4	88.5	305	305
CHARLESTON SC (CHS)	79.6	82.2	1,292	1,292
CHARLESTON WV (CRW)	75.2	77.2	545	545
CHARLOTTE NC (CLT)	86.4	87.8	9,397	9,395
CHATTANOOGA TN (CHA)	74.4	75.9	399	399
CHICAGO IL (MDW)	85.7	83.5	7,747	7,746
CHICAGO IL (ORD)	81.6	83.2	30,744	30,767
CINCINNATI OH (CVG)	80.1	82.2	17,253	17,282
CLEVELAND OH (CLE)	85.3	90.9	7,901	7,900
COLLEGE STATION TX (CLL)	87.3	92.6	338	339
COLORADO SPRINGS CO (COS)	83.6	90.1	1,229	1,227

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	81.1	82.4	1,083	1,083
COLUMBUS OH (CMH)	82.3	88.3	3,450	3,447
CORDOVA AK (CDV)	75.8	75.8	62	62
CORPUS CHRISTI TX (CRP)	76.2	84.6	727	727
DALLAS/FT. WORTH TX (DAL)	78.2	75.1	3,854	3,854
DALLAS/FT. WORTH TX (DFW)	80.9	81.6	28,946	29,290
DAYTON OH (DAY)	82.3	87.5	1,532	1,531
DAYTONA BEACH FL (DAB)	75.3	75.9	352	352
DEADHORSE AK (SCC)	73.3	83.3	30	30
DENVER CO (DEN)	87.7	89.9	13,099	13,069
DES MOINES IA (DSM)	77.9	84.7	1,007	1,006
DETROIT MI (DTW)	84.8	87.0	12,363	12,362
DILLINGHAM AK (DLG)	53.8	53.8	13	13
DUBUQUE IA (DBQ)	74.1	82.5	112	114
DULUTH MN (DLH)	77.0	85.0	113	113
DURANGO CO (DRO)	92.5	87.5	40	40
EL PASO TX (ELP)	79.8	84.0	1,821	1,821
ERIE PA (ERI)	81.7	93.5	93	93
EUGENE OR (EUG)	78.9	78.3	479	480
EVANSVILLE IN (EVV)	77.6	77.1	424	424
FAIRBANKS AK (FAI)	81.0	82.0	432	433
FARGO ND (FAR)	81.5	85.9	297	297
FAYETTEVILLE AR (XNA)	76.4	79.1	1,154	1,129
FAYETTEVILLE NC (FAY)	66.0	65.3	150	150
FLINT MI (FNT)	83.1	87.1	605	605
FRESNO CA (FAT)	85.2	83.0	1,139	1,136
FT. LAUDERDALE FL (FLL)	86.0	88.2	5,763	5,764
FT. MYERS FL (RSW)	85.7	91.3	1,631	1,630
FT. SMITH AR (FSM)	73.3	86.0	150	150
FT. WAYNE IN (FWA)	77.2	80.5	456	457
GRAND FORKS ND (GFK)	88.7	91.9	62	62
GRAND RAPIDS MI (GRR)	80.1	86.4	1,391	1,395
GREAT FALLS MT (GTF)	89.2	92.1	342	341
GREEN BAY WI (GRB)	80.5	85.8	513	513
GREENSBORO/HIGH PT. NC (GSO)	78.9	84.8	1,826	1,802
GREENVILLE/SPARTBG. SC (GSP)	79.6	84.2	1,338	1,338
GULFPORT/BLOXI MS (GPT)	82.5	83.8	502	501
HARLINGEN TX (HRL)	78.8	84.2	499	499
HARRISBURG PA (MDT)	80.1	85.3	727	727
HARTFORD CT/SPGFLD MA (BDL)	82.2	88.2	3,055	3,055
HELENA MT (HLN)	83.9	89.9	218	217
HILO HAWAII HI (ITO)	97.2	98.1	212	212
HONOLULU OAHU HI (HNL)	91.0	95.9	2,972	2,971

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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.
HOUSTON TX (HOU)	80.3	75.2	5,104	5,104
HOUSTON TX (IAH)	88.8	92.6	16,829	16,829
HUNTSVILLE/DECATUR AL (HSV)	79.2	80.9	1,122	1,068
INDIANAPOLIS IN (IND)	83.3	89.1	3,740	3,742
INDIO/PALM SPRINGS CA (PSP)	78.8	86.0	918	915
ISLIP/LONG IS. NY (ISP)	83.6	87.9	1,119	1,121
JACKSON WY (JAC)	84.8	87.6	224	226
JACKSON/VICKSBURG MS (JAN)	78.9	84.9	1,004	1,004
JACKSONVILLE FL (JAX)	82.1	85.4	2,581	2,576
JUNEAU AK (JNU)	72.4	80.4	340	341
KAHULUI (OGG)	92.3	95.3	1,002	1,003
KALAMAZOO MI (AZO)	81.7	87.6	372	371
KALISPELL MT (FCA)	84.6	92.9	280	280
KANSAS CITY MO (MCI)	81.0	85.2	5,126	5,127
KETCHIKAN AK (KTN)	73.7	78.0	186	186
KEY WEST FL (EYW)	85.9	73.1	92	93
KING SALMON AK (AKN)	34.8	43.5	23	23
KNOXVILLE TN (TYS)	79.9	83.6	1,188	1,162
KODIAK AK (ADQ)	64.5	64.5	62	62
KONA HAWAII HI (KOA)	93.8	96.0	498	498
KOTZEBUE AK (OTZ)	54.8	50.5	93	93
LA CROSSE WI (LSE)	75.8	88.7	124	124
LAFAYETTE LA (LFT)	77.6	83.4	344	344
LANSING MI (LAN)	82.2	87.4	641	641
LAREDO TX (LRD)	81.4	90.0	220	220
LAS VEGAS NV (LAS)	75.4	76.3	13,592	13,594
LAWTON OK (LAW)	85.8	88.0	183	183
LEXINGTON/FRKFT KY (LEX)	81.5	80.7	941	908
LIHUE KAUAI HI (LIH)	95.9	96.0	603	603
LINCOLN NE (LNK)	85.1	92.6	94	94
LITTLE ROCK AR (LIT)	77.2	82.8	1,480	1,472
LONG BEACH CA (LGB)	75.5	89.2	987	987
LONGVIEW TX (GGG)	87.1	92.5	93	93
LOS ANGELES CA (LAX)	79.6	85.4	19,742	19,736
LOUISVILLE KY (SDF)	79.4	84.6	2,131	2,134
LUBBOCK TX (LBB)	77.3	84.5	797	798
MADISON WI (MSN)	79.4	86.9	719	718
MANCHESTER NH (MHT)	80.8	86.8	2,311	2,314
MARQUETTE MI (MQT)	74.7	84.1	87	88
MEDFORD OR (MFR)	84.1	77.4	389	389
MELBOURNE FL (MLB)	75.8	79.7	227	227
MEMPHIS TN (MEM)	82.2	86.1	4,025	4,007
MIAMI FL (MIA)	87.1	88.1	5,244	5,241

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIDLAND/ODESSA TX (MAF)	76.5	83.2	680	680
MILWAUKEE WI (MKE)	80.4	88.2	1,846	1,846
MINNEAPLS/ST.P MN (MSP)	83.5	89.0	11,959	11,966
MINOT ND (MOT)	77.4	89.2	93	93
MISSION/MCALLEEN TX (MFE)	89.7	94.3	261	261
MISSOULA MT (MSO)	89.9	94.3	405	407
MOBILE AL./PASCAGOULA MS (MOB)	77.6	80.0	437	411
MOLINE IL (MLI)	79.4	80.9	345	346
MONROE LA (MLU)	82.2	84.7	304	281
MONTEREY CA (MRY)	86.1	80.7	595	601
MONTEREY CO (MTJ)	87.2	83.5	164	164
MYRTLE BEACH SC (MYR)	78.3	83.7	734	734
NASHVILLE TN (BNA)	83.0	86.0	5,245	5,219
NEW ORLEANS LA (MSY)	83.9	86.3	4,721	4,686
NEW YORK NY (JFK)	82.8	88.4	8,134	8,129
NEW YORK NY (LGA)	80.4	88.5	10,757	10,757
NEWARK NJ (EWR)	78.6	86.1	13,510	13,515
NEWBURGH NY (SWF)	69.2	79.7	403	403
NOME AK (OME)	57.0	47.3	93	93
NORFOLK/VA. BEACH VA (ORF)	79.5	87.2	2,069	2,070
OKLAHOMA CITY OK (OKC)	76.9	84.3	1,906	1,905
OMAHA NE (OMA)	80.6	86.6	1,737	1,736
ONTARIO CA (ONT)	76.0	79.1	3,092	3,079
ORANGE COUNTY CA (SNA)	79.5	82.9	4,031	4,056
ORLANDO FL (MCO)	87.3	89.4	9,327	9,327
PASCO WA (PSC)	89.6	93.6	347	344
PENSACOLA FL (PNS)	84.8	86.1	591	591
PEORIA IL (PIA)	78.1	80.6	338	340
PETERSBURG AK (PSG)	51.6	51.6	62	62
PHILADELPHIA PA (PHL)	75.5	76.0	11,318	11,316
PHOENIX AZ (PHX)	76.9	78.5	14,451	14,420
PITTSBURGH PA (PIT)	82.6	84.5	5,479	5,463
PORTLAND ME (PWM)	78.4	85.8	983	986
PORTLAND OR (PDX)	81.3	86.9	4,594	4,590
PROVIDENCE RI (PVD)	82.7	89.2	2,991	2,992
RALEIGH/DURHAM NC (RDU)	82.0	85.3	5,882	5,853
RAPID CITY SD (RAP)	87.3	92.8	385	387
RENO NV (RNO)	78.1	83.5	2,564	2,564
RICHMOND VA (RIC)	82.4	86.9	1,501	1,501
ROANOKE VA (ROA)	71.4	74.6	297	280
ROCHESTER MN (RST)	79.9	89.5	239	238
ROCHESTER NY (ROC)	81.6	84.4	1,705	1,706
SACRAMENTO CA (SMF)	76.5	76.8	4,191	4,187

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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.
SAGINAW MI (MBS)	78.3	92.0	337	337
SALT LAKE CITY UT (SLC)	85.7	89.1	11,751	11,715
SAN ANGELO TX (SJT)	81.1	88.5	228	227
SAN ANTONIO TX (SAT)	78.7	83.1	3,258	3,257
SAN DIEGO CA (SAN)	75.9	81.0	7,324	7,326
SAN FRANCISCO CA (OAK)	77.6	78.7	6,109	6,109
SAN FRANCISCO CA (SFO)	74.5	84.1	10,972	10,963
SAN JOSE CA (SJC)	78.5	82.1	5,235	5,236
SAN JUAN PR (SJU)	89.7	93.0	1,861	1,863
SAN LUIS OBISPO CA (SBP)	83.0	82.2	458	460
SANTA BARBARA CA (SBA)	88.6	88.8	1,077	1,076
SARASOTA/BRAD. FL (SRQ)	82.7	88.5	468	468
SAVANNAH GA (SAV)	82.6	83.2	1,265	1,264
SCRANTON/WILKES-BARRE PA (AVP)	77.7	79.9	274	274
SEATTLE WA (SEA)	82.6	85.2	9,095	9,101
SHREVEPORT LA (SHV)	78.1	83.7	778	779
SIoux FALLS SD (FSD)	80.1	85.1	492	490
SITKA AK (SIT)	80.6	87.1	93	93
SOUTH BEND IN (SBN)	76.3	74.2	417	418
SPOKANE WA (GEG)	79.5	86.8	1,244	1,247
SPRINGFIELD MO (SGF)	76.9	84.6	737	736
ST. CROIX VI (STX)	88.9	91.7	36	36
ST. LOUIS MO (STL)	83.8	86.0	5,323	5,321
ST. THOMAS VI (STT)	89.2	93.6	203	203
SYRACUSE NY (SYR)	78.5	87.5	1,312	1,311
TALLAHASSEE FL (TLH)	82.5	83.2	458	465
TAMPA FL (TPA)	86.4	90.1	5,861	5,862
TEXARKANA AR (TXK)	86.0	89.6	164	164
TOLEDO OH (TOL)	79.1	79.8	450	450
TRAVERSE CITY MI (TVC)	77.9	84.3	231	230
TUCSON AZ (TUS)	76.0	85.4	1,555	1,553
TULSA OK (TUL)	77.2	84.0	1,777	1,771
TYLER TX (TYR)	81.6	87.9	321	322
VALPARAISO FL (VPS)	75.1	79.4	578	578
WACO TX (ACT)	79.8	85.6	277	278
WASHINGTON DC (IAD)	79.1	79.3	14,766	14,770
WASHINGTON DC (DCA)	85.7	89.7	8,214	8,215
WEST PALM BEACH FL (PBI)	85.3	91.9	2,117	2,119
WHITE PLAINS NY (HPN)	75.0	82.9	661	661
WICHITA FALLS TX (SPS)	79.6	86.0	186	186
WICHITA KS (ICT)	81.3	82.9	868	868
WILMINGTON NC (ILM)	73.9	75.1	238	233
WRANGELL AK (WRG)	50.0	62.9	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
YAKUTAT AK (YAK)	71.0	71.0	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
ATLANTIC SOUTHEAST	11	13,224	341	2.6	101	24,572	639	2.6
AMERICAN EAGLE	24	23,983	594	2.5	107	42,381	1,090	2.6
ATLANTIC COAST	11	5,755	184	3.2	61	24,317	593	2.4
SKYWEST	16	22,205	373	1.7	130	41,665	820	2.0
ALASKA	14	8,006	100	1.2	45	13,753	260	1.9
COMAIR	24	18,929	288	1.5	105	31,597	517	1.6
US AIRWAYS	26	29,906	404	1.4	62	38,102	504	1.3
AMERICA WEST	27	13,712	170	1.2	52	16,553	203	1.2
UNITED	30	37,148	320	0.9	79	47,012	386	0.8
SOUTHWEST	16	38,280	196	0.5	60	85,621	614	0.7
AMERICAN	30	45,028	302	0.7	80	56,526	358	0.6
DELTA	31	45,166	243	0.5	98	57,967	310	0.5
NORTHWEST	31	28,552	132	0.5	116	41,897	209	0.5
AIRTRAN	19	10,847	53	0.5	41	14,106	70	0.5
ATA	19	5,096	20	0.4	26	6,234	22	0.4
EXPRESSJET	24	14,889	44	0.3	114	31,487	77	0.2
HAWAIIAN	7	309		0.0	13	3,856	5	0.1
CONTINENTAL	29	19,361	9	0.0	76	24,530	14	0.1
JETBLUE	12	5,205		0.0	27	7,861	4	0.1
Total		385,601	3,773	1.0	Total	610,037	6,695	1.1

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	56526	46414	82.11%	358	0.63%	97	0.17%	1960	3.47%	653	1.16%	4533	8.02%	16	0.03%	2494	4.41%
AS	13753	10847	78.87%	260	1.89%	29	0.21%	837	6.09%	33	0.24%	629	4.57%	34	0.25%	1084	7.88%
B6	7861	6821	86.77%	4	0.05%	21	0.27%	219	2.78%	14	0.18%	531	6.75%	20	0.25%	231	2.94%
CO	24530	21511	87.69%	14	0.06%	20	0.08%	520	2.12%	38	0.16%	1979	8.07%	19	0.08%	430	1.75%
DH	24317	19226	79.06%	593	2.44%	55	0.23%	531	2.18%	37	0.15%	1314	5.40%	10	0.04%	2551	10.49%
DL	57967	46106	79.54%	310	0.53%	45	0.08%	2627	4.53%	101	0.18%	6226	10.74%	5	0.01%	2547	4.39%
EV	24572	17564	71.48%	639	2.60%	35	0.14%	1780	7.24%	1059	4.31%	2759	11.23%	14	0.06%	721	2.94%
FL	14106	11468	81.30%	70	0.50%	24	0.17%	351	2.49%	9	0.06%	1233	8.74%	0	0.00%	951	6.75%
HA	3856	3676	95.33%	5	0.13%	0	0.00%	121	3.13%	1	0.03%	0	0.00%	8	0.21%	45	1.17%
HP	16553	12696	76.70%	203	1.23%	22	0.13%	1115	6.73%	31	0.19%	1579	9.54%	31	0.19%	877	5.30%
MQ	42381	33132	78.18%	1090	2.57%	66	0.16%	1930	4.55%	329	0.78%	2897	6.83%	4	0.01%	2934	6.92%
NW	41897	34270	81.80%	209	0.50%	61	0.15%	2195	5.24%	254	0.61%	4027	9.61%	20	0.05%	862	2.06%
OH	31597	24705	78.19%	517	1.64%	55	0.17%	2496	7.90%	1793	5.67%	1885	5.97%	25	0.08%	120	0.38%
OO	41665	35006	84.02%	820	1.97%	82	0.20%	3063	7.35%	338	0.81%	1005	2.41%	20	0.05%	1331	3.19%
RU	31487	26512	84.20%	77	0.24%	42	0.13%	757	2.40%	60	0.19%	2783	8.84%	18	0.06%	1239	3.94%
TZ	6234	5398	86.59%	22	0.35%	0	0.00%	185	2.97%	2	0.04%	436	7.00%	6	0.09%	185	2.96%
UA	47012	39435	83.88%	386	0.82%	58	0.12%	1573	3.35%	80	0.17%	3603	7.66%	0	0.00%	1877	3.99%
US	38102	30825	80.90%	504	1.32%	49	0.13%	1886	4.95%	83	0.22%	2720	7.14%	0	0.00%	2034	5.34%
WN	85621	68525	80.03%	614	0.72%	103	0.12%	3388	3.96%	228	0.27%	3119	3.64%	73	0.08%	9571	11.18%
TOTAL	610037	494137		6695		864		27532		5146		43257		321		32084	
			81.00%		1.10%		0.14%		4.51%		0.84%		7.09%		0.05%		5.26%

***Causes of Delay:**

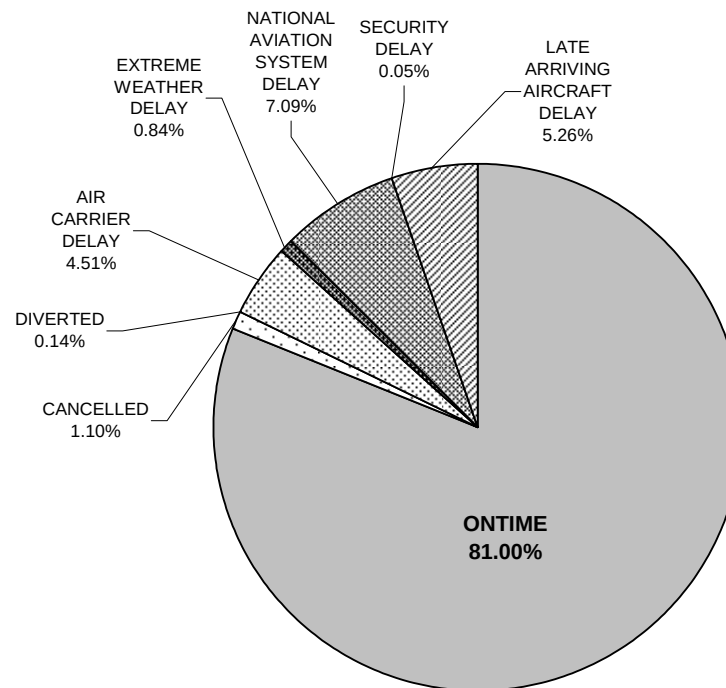
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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

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

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

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



***Causes of Delay:**

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

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

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

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

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

APPENDIX

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

Airports Covered by the Rule (14 CFR PART 234)

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

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

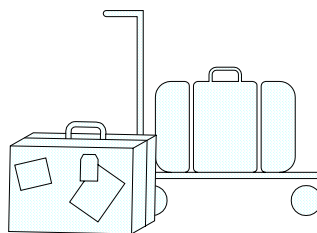
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines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

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

HA	Hawaiian Airlines
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MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	OCTOBER 2004			OCTOBER 2003		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,084	1,148,779	1.81	2,350	1,036,080	2.27
2	JETBLUE AIRWAYS	2,295	1,057,510	2.17	2,066	801,443	2.58
3	ALASKA AIRLINES	2,761	1,187,218	2.33	2,171	1,099,423	1.97
4	HAWAIIAN AIRLINES	1,176	447,347	2.63	*	*	*
5	CONTINENTAL AIRLINES	7,895	2,817,585	2.80	6,876	2,712,193	2.54
6	SOUTHWEST AIRLINES	20,546	7,055,089	2.91	19,749	6,472,963	3.05
7	ATA AIRLINES	2,383	796,985	2.99	2,501	800,412	3.12
8	NORTHWEST AIRLINES	13,140	4,011,732	3.28	10,005	3,775,966	2.65
9	UNITED AIRLINES	17,736	5,386,126	3.29	13,621	5,000,238	2.72
10	AMERICA WEST AIRLINES	6,519	1,805,233	3.61	4,622	1,670,684	2.77
11	AMERICAN AIRLINES	23,014	6,330,306	3.64	18,972	6,298,816	3.01
12	US AIRWAYS	13,270	3,364,332	3.94	7,888	3,243,752	2.43
13	EXPRESSJET AIRLINES	4,990	1,167,859	4.27	3,665	1,017,074	3.60
14	DELTA AIR LINES	34,723	6,968,525	4.98	21,344	6,875,579	3.10
15	ATLANTIC COAST AIRLINES	3,387	634,484	5.34	5,185	747,390	6.94
16	AMERICAN EAGLE AIRLINES	9,444	1,393,881	6.78	6,378	1,113,240	5.73
17	SKYWEST AIRLINES	9,654	1,277,911	7.55	7,063	1,046,238	6.75
18	COMAIR	9,801	1,138,921	8.61	*	*	*
19	ATLANTIC SOUTHEAST AIRLINES	12,029	984,815	12.21	9,532	824,226	11.56
TOTALS		196,847	48,974,638	4.02	143,988	44,535,717	3.23

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.

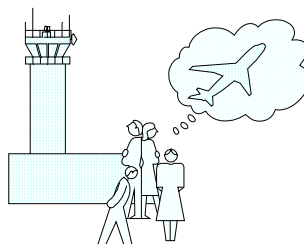
OVERSALES

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

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

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

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



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

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

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

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

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

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	OCTOBER 2004				OCTOBER 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	353	44	2	60	316	81	0	50
FOREIGN AIRLINES	110	2	0	13	55	0	0	4
TRAVEL AGENTS	7	1	0	3	17	1	0	2
TOUR OPERATORS	4	0	0	0	1	0	0	0
MISCELLANEOUS	6	11	0	31	9	4	0	69
INDUSTRY TOTALS	480	58	2	107	398	86	0	125

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	OCTOBER 2004			OCTOBER 2003		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	100		1	84	
CANCELLATIONS			44			31
DELAYS			24			14
MISCONNECTIONS			9			18
REFUNDS	2	94		5	43	
BAGGAGE	3	81		3	63	
CUSTOMER SERVICE	4	63		4	46	
RES/TKTG/BOARDING	5	43		2	70	
DISABILITY	6	39		6	34	
OVERSALES	7	18		7	21	
OTHER	7	18		9	13	
FREQUENT FLYER			13			11
FARES	9	11		8	15	
DISCRIMINATION	10	7		10	6	
ADVERTISING	11	6		11	3	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		480			398	

* 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*

OCTOBER 2004

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	3	0	0	0	0	0	1	3	0	0	0	0	7
AIRTRAN AIRWAYS	1	0	0	0	0	2	2	0	0	0	0	0	5
ALASKA AIRLINES	1	0	1	0	2	2	1	0	0	0	0	0	7
AMERICA WEST AIRLINES	1	0	3	0	0	2	5	1	0	0	0	0	12
AMERICAN AIRLINES	10	1	4	1	10	8	6	1	0	1	0	3	45
AMERICAN EAGLE AIRLINES	3	0	0	0	0	1	2	0	0	0	0	0	6
ATA AIRLINES	2	0	0	0	0	0	2	1	0	0	0	0	5
COMAIR	3	1	0	0	0	2	1	0	0	0	0	0	7
CONTINENTAL AIRLINES	2	0	2	4	4	3	2	4	0	1	0	2	24
DELTA AIR LINES	7	4	3	1	8	12	8	4	1	2	0	4	54
HAWAIIAN AIRLINES	0	0	0	0	0	1	2	0	1	0	0	1	5
MESA AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
MESABA AVIATION	1	1	0	0	0	1	1	2	0	0	0	0	6
NORTHWEST AIRLINES	9	3	3	1	6	5	4	4	0	0	0	1	36
PINNACLE AIRLINES	3	0	0	0	0	1	1	0	0	0	0	0	5
SOUTHWEST AIRLINES	1	0	1	2	0	0	2	5	0	1	0	0	12
UNITED AIRLINES	5	0	4	0	6	4	4	2	0	0	0	2	27
UNITED EXPRESS	2	0	0	0	0	2	1	3	0	0	0	0	8
US AIRWAYS	6	1	4	1	4	7	1	4	1	0	0	1	30
USA3000	2	0	3	0	0	1	1	0	0	0	0	0	7
OTHER U.S. AIRLINES	18	1	5	0	5	3	6	1	1	0	0	0	40
TOTAL OCTOBER 2004	85	12	33	10	45	57	53	35	4	5	0	14	353
% OF TOTAL COMPLAINTS	24.1	3.4	9.3	2.8	12.7	16.1	15.0	9.9	1.1	1.4	0.0	4.0	
TOTAL OCTOBER 2003	72	15	53	10	26	49	39	33	2	5	0	12	316
% OF TOTAL COMPLAINTS	22.8	4.7	16.8	3.2	8.2	15.5	12.3	10.4	0.6	1.6	0.0	3.8	

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

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

Table 4

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

OCTOBER 2004

U.S. AIRLINES*	COMPS RECD IN OCT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	7	3	42.9	3	42.9	1	14.3	0	0.0
AIRTRAN AIRWAYS	5	1	20.0	3	60.0	1	20.0	0	0.0
ALASKA AIRLINES	7	1	14.3	2	28.6	3	42.9	1	14.3
AMERICA WEST AIRLINES	12	9	75.0	2	16.7	0	0.0	1	8.3
AMERICAN AIRLINES	45	10	22.2	11	24.4	21	46.7	3	6.7
AMERICAN EAGLE AIRLINES	6	2	33.3	3	50.0	1	16.7	0	0.0
ATA AIRLINES	5	1	20.0	2	40.0	2	40.0	0	0.0
COMAIR	7	1	14.3	3	42.9	3	42.9	0	0.0
CONTINENTAL AIRLINES	24	8	33.3	4	16.7	9	37.5	3	12.5
DELTA AIR LINES	54	15	27.8	15	27.8	20	37.0	4	7.4
HAWAIIAN AIRLINES	5	0	0.0	2	40.0	1	20.0	2	40.0
MESA AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
MESABA AVIATION	6	4	66.7	1	16.7	1	16.7	0	0.0
NORTHWEST AIRLINES	36	9	25.0	11	30.6	15	41.7	1	2.8
PINNACLE AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
SOUTHWEST AIRLINES	12	5	41.7	4	33.3	3	25.0	0	0.0
UNITED AIRLINES	27	6	22.2	7	25.9	9	33.3	5	18.5
UNITED EXPRESS	8	6	75.0	2	25.0	0	0.0	0	0.0
US AIRWAYS	30	12	40.0	7	23.3	11	36.7	0	0.0
USA3000	7	5	71.4	1	14.3	1	14.3	0	0.0
OTHER U.S. AIRLINES	40	13	32.5	14	35.0	9	22.5	4	10.0
TOTALS	353	118	33.4	100	28.3	111	31.4	24	6.8
PREVIOUS YEAR'S TOTALS	316	94	29.7	81	25.6	126	39.9	15	4.7

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

Table 5

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

OCTOBER 2004

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMAR	0	0	0	0	22	0	0	0	0	0	0	0	22
AIR FRANCE	1	1	1	0	1	3	1	1	0	1	0	0	10
ALITALIA AIRLINES	0	0	0	0	3	4	0	1	0	0	0	1	9
BRITISH AIRWAYS	1	0	0	0	0	5	1	0	0	0	0	1	8
GHANA AIRWAYS	8	0	0	0	2	0	0	0	0	0	0	0	10
OTHER FOREIGN AIRLINES	4	5	8	1	12	11	6	2	0	1	0	1	51
TOTALS	14	6	9	1	40	23	8	4	0	2	0	3	110
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	0	0	3	1	0	0	1	0	0	1	7
TOTALS	1	0	0	0	3	1	0	0	1	0	0	1	7
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	1	0	3	0	0	0	0	0	0	0	4
TOTALS	0	0	1	0	3	0	0	0	0	0	0	0	4
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	3	0	2	0	1	0	0	0	6
TOTALS	0	0	0	0	3	0	2	0	1	0	0	0	6

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

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

TABLE 6

OCTOBER

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

RANK	AIRLINE	OCTOBER 2004			OCTOBER 2003		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>EXPRESSJET AIRLINES</i>	0	1,246,687	0.00	4	1,056,496	0.38
2	<i>SKYWEST AIRLINES</i>	1	1,242,238	0.08	2	1,008,489	0.20
3	<i>JETBLUE AIRWAYS</i>	1	1,024,143	0.10	0	777,213	0.00
4	<i>SOUTHWEST AIRLINES</i>	12	6,902,393	0.17	5	6,282,362	0.08
5	<i>ATLANTIC SOUTHEAST AIRLINES</i>	4	976,657	0.41	4	824,493	0.49
6	<i>AMERICAN EAGLE AIRLINES</i>	6	1,382,274	0.43	3	1,068,487	0.28
7	<i>AIRTRAN AIRWAYS</i>	5	1,115,827	0.45	3	1,005,194	0.30
8	<i>UNITED AIRLINES</i>	27	5,988,100	0.45	41	5,569,723	0.74
9	<i>ATLANTIC COAST AIRLINES</i>	3	637,044	0.47	3	774,124	0.39
10	<i>ALASKA AIRLINES</i>	7	1,270,740	0.55	2	1,183,255	0.17
11	<i>AMERICAN AIRLINES</i>	45	7,502,480	0.60	50	7,279,879	0.69
12	<i>COMAIR</i>	7	1,139,068	0.61	*	*	*
13	<i>ATA AIRLINES</i>	5	806,076	0.62	5	827,766	0.60
14	<i>AMERICA WEST AIRLINES</i>	12	1,822,167	0.66	13	1,671,913	0.78
15	<i>CONTINENTAL AIRLINES</i>	24	3,378,038	0.71	22	3,143,923	0.70
16	<i>DELTA AIR LINES</i>	54	7,360,069	0.73	44	7,217,480	0.61
17	<i>NORTHWEST AIRLINES</i>	36	4,696,988	0.77	44	4,385,090	1.00
18	<i>US AIRWAYS</i>	30	3,527,594	0.85	28	3,536,762	0.79
19	<i>HAWAIIAN AIRLINES</i>	5	441,927	1.13	*	*	*
TOTAL		284	52,460,510	0.54	273	47,612,649	0.57

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.

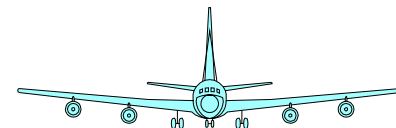
Disability: Civil rights complaints by air travelers with disabilities.

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 OCTOBER 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 October.^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
690	.00138%	385	.00077%	70	.00014%	809	.001618%

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
438	.000876	1,505	.0026

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 October.