



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: JANUARY 2003

Includes data for the following periods:

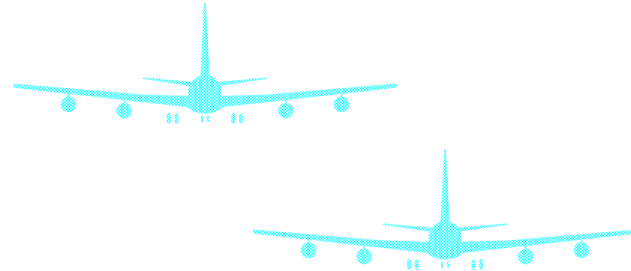
Flight Delays	November 2002 12 Months Ending November 2002
Mishandled Baggage	November 2002
Oversales	3rd Quarter 2002 January-September 2002
Consumer Complaints (Includes Disability and Other Discrimination Complaints)	November 2002

Office of Aviation Enforcement and Proceedings

<http://airconsumer.ost.dot.gov/>

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>2		
<i>Flight Delays</i>			
Explanation3	<i>Mishandled Baggage</i>	
Table 14	Explanation17
Overall Percentage of Reported Flight Operations		Ranking18
Arriving On Time, by Carrier			
Table 1A5	<i>Oversales</i>	
Overall Percentage of Reported Flight		Explanation19
Operations Arriving On Time and Carrier Rank,		Ranking--Quarter20
by Month, Quarter, and Data Base to Date		Ranking--YTD21
Table 26		
Number of Reported Flight Arrivals and Per-		<i>Consumer Complaints</i>	
centage Arriving On Time, by Carrier and Airport		Explanation22
Table 38	Complaint Tables 1-523
Percentage of All Carriers' Reported Flight		Summary, Complaint Categories, U.S. Airlines,	
Operations Arriving On Time, by Airport and		Incident Date, and Companies Other Than	
Time of Day		U.S. Airlines	
Table 49	Rankings, Table 628
Percentage of All Carriers' Reported Flight		Complaint Categories29
Operations Departing On Time, by Airport and			
Time of Day			
Table 510		
List of Regularly Scheduled Flights			
Arriving Late 80% of the Time or More			
Table 611		
Number and Percentage of Regularly			
Scheduled Flights Arriving Late 70% of the			
Time or More			
Table 712		
On-Time Arrival and Departure			
Percentage, by Airport			
Table 814		
Overall Number and Percentage of Flight Cancellations, by Carrier			
Footnotes15		
Appendix16		



INTRODUCTION

The Air Travel Consumer Report is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings. 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. These sections deal with flight delays, mishandled baggage, oversales and consumer complaints. 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/>

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.



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 ten U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues. (Aloha Airlines reported data voluntarily for the period October 2000 through October 2001; TWA ceased operating in December 2001.)

The rule requires carriers to currently report on operations to and from the 32 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. Cancelled and diverted operations are counted as late.

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 10 reporting air carriers, 5 (American, Continental, Northwest, United and US Airways) use ACARS exclusively; 1 (Southwest) relies solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 4 (Alaska, America West, American Eagle, and Delta) 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 32 "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.

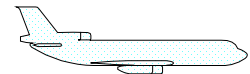
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage 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.

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/>. Computer tapes containing data for all reported flight operations are available for purchase from the Transportation Systems Center in Cambridge, Massachusetts. The Department cannot respond to inquiries about the performance of individual flights.

However, 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.



NOVEMBER 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/ -----	AT 32 REPORTABLE AIRPORTS B/ -----		AT ALL REPORTED AIRPORTS C/ -----	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----
US AIRWAYS S/	27	88.2	65	88.7
UNITED S/	31	87.9	82	87.9
AMERICAN S/	31	86.8	88	87.6
NORTHWEST S/	32	85.7	110	86.3
SOUTHWEST S/	15	85.2	59	85.9
CONTINENTAL S/	30	83.4	76	83.6
DELTA S/	32	82.9	108	83.0
AMERICA WEST S/	27	80.5	52	80.6
ALASKA S/	14	79.9	42	80.2
AMERICAN EAGLE S/	18	79.9	99	79.3
TOTAL		85.0		85.2

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.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues.

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.

NOVEMBER 2002

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 10-12 2001		1ST QUARTER 01-03 2002		2ND QUARTER 04-06 2002		3RD QUARTER 07-09 2002		09 2002		10 2002		11 2002		12 MONTHS ENDING 11 2002		DATABASE TO DATE 09 1987 - 11 2002	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	73.7	(11)	75.3	(10)	79.1	(8)	79.2	(10)	85.1	(9)	80.2	(8)	80.2	(9)	77.6	(10)	75.9	(8)
ALOHA	79.9	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
AMERICA WEST	85.2	(3)	86.4	(1)	84.2	(2)	81.7	(8)	83.9	(10)	82.4	(6)	80.6	(8)	83.8	(3)	78.6	(5)
AMERICAN	81.8	(8)	83.2	(4)	82.6	(3)	84.3	(3)	89.7	(3)	87.5	(3)	87.6	(3)	84.0	(1)	79.1	(3)
AMERICAN EAGLE	81.6	(9)	79.8	(7)	78.8	(10)	80.4	(9)	85.6	(8)	79.6	(9)	79.3	(10)	79.7	(9)	74.9	(10)
CONTINENTAL	85.8	(2)	85.1	(2)	85.2	(1)	84.0	(4)	86.2	(7)	78.4	(10)	83.6	(6)	84.0	(2)	78.8	(4)
DELTA	86.2	(1)	77.4	(8)	78.8	(9)	83.0	(5)	86.2	(6)	82.1	(7)	83.0	(7)	80.4	(8)	77.6	(7)
NORTHWEST	82.3	(7)	76.9	(9)	79.6	(7)	82.0	(7)	87.0	(5)	86.4	(4)	86.3	(4)	80.6	(7)	79.8	(2)
SOUTHWEST	84.4	(5)	83.8	(3)	82.1	(5)	82.6	(6)	88.6	(4)	82.6	(5)	85.9	(5)	82.8	(6)	82.4	(1)
TWA	84.0	(6)	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
UNITED	79.9	(10)	82.2	(5)	82.5	(4)	85.0	(2)	89.8	(2)	88.0	(1)	87.9	(2)	83.7	(4)	75.7	(9)
US AIRWAYS	84.6	(4)	81.3	(6)	81.0	(6)	86.6	(1)	90.9	(1)	87.9	(2)	88.7	(1)	83.5	(5)	78.5	(6)
TOTAL	83.2		81.3		81.3		83.3		88.0		84.2		85.2		82.3		78.6	

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.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Aloha Airlines reported data voluntarily each month from October 2000 through October 2001. American Eagle reporting effective January 2001. Trans World ceased operating December 2001.

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.

The ranking columns in this table that include September 2001 data (12 months ending November 2002, and Database to Date) reflect data submitted by the carriers to BTS for the entire month of September. The flight delay data for the period September 1-10 only was the basis for the September rankings in the ATCR's issued in November and December 2001 and January 2002.

NOVEMBER 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT															
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# 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	739	82.9	1388	84.4	577	88.2	170	95.9		H/	942	88.6	686	92.4	12018	90.9
AS		H/	29	82.8		H/		H/		H/	29	93.1	89	74.2		H/
CO	367	74.1	541	85.2	241	91.3		H/		H/	351	91.5	326	85.0	356	87.9
DL	15677	80.9	1630	90.9	402	87.8	169	84.0	4406	85.9	1031	89.5	522	82.6	2575	84.2
HP	145	86.2	145	71.7	146	80.1		H/		H/	86	70.9	286	75.9	217	86.6
MQ		H/	1964	73.2	303	68.6	115	80.0	302	77.8	769	74.8		H/	6015	89.1
NW	472	79.2	406	80.8	327	84.7	223	82.5	31	77.4	566	86.6	371	85.4	448	87.3
UA	369	86.4	859	87.7	409	85.8	121	86.0	140	86.4	371	88.7	6646	93.7	570	90.9
US	522	81.2	1635	90.7	442	91.0	7303	89.3		H/	1860	91.1	294	89.5	311	88.1
WN		H/		H/	3848	88.4		H/		H/		H/		H/		H/
TOTAL	18291	81.0	8597	84.2	6695	87.2	8101	89.0	4879	85.3	6005	87.5	9220	91.5	22510	89.5

CARRIER	ARRIVAL AIRPORT															
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# 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	567	89.6	913	82.0	623	84.6	452	90.7	598	89.5	1254	82.5	779	88.6	2707	82.7
AS		H/	30	93.3		H/	59	89.8		H/		H/	342	77.2	539	79.4
CO	267	82.4	4486	79.0	382	80.1	75	93.3	7318	87.8	51	90.2	467	86.1	544	78.9
DL	230	86.5	667	83.2	1224	78.8	457	87.3	232	75.9	1032	87.2	596	75.5	1041	79.3
HP	146	74.7	169	72.8	59	78.0		H/	140	79.3	233	76.4	2157	77.9	491	74.7
MQ	141	53.9	282	68.4		H/	227	78.4		H/	1051	74.7		H/	2192	83.3
NW	8923	88.5	538	75.5	150	75.3	204	84.8	382	84.8	90	75.6	359	82.2	466	75.8
UA	313	89.5	651	82.9	90	82.2	1832	88.3	315	87.9	462	93.1	841	85.6	3021	88.9
US	227	89.0	325	76.3	362	84.0	138	93.5	269	91.1		H/	179	83.8	311	80.4
WN	471	82.4		H/	993	87.4		H/	154	83.1		H/	4932	83.4	3323	82.4
TOTAL	11285	87.5	8061	79.2	3883	82.5	3444	88.0	9408	87.4	4173	82.5	10652	82.3	14635	83.0

NOVEMBER 2002
AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# 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	2040	76.8	978	88.3	210	81.9	3042	82.7	696	86.6	8330	82.6	234	84.6	793	87.1
AS	H/		H/		H/		10	90.0	H/		29	62.1	1238	80.8	H/	
CO	325	78.2	440	80.5	96	79.2	318	73.9	215	82.3	466	77.5	89	77.5	134	90.3
DL	1943	83.3	1578	84.0	115	76.5	298	80.9	316	78.8	545	79.1	386	83.7	456	84.9
HP	H/		118	88.1	H/		59	79.7	157	72.6	228	79.8	174	74.7	171	79.5
MQ	1078	64.6	H/		H/		H/		H/		5097	77.6	H/		275	66.5
NW	600	73.7	390	78.2	359	85.8	180	78.9	9324	88.3	734	77.4	149	83.9	466	83.3
UA	593	78.2	527	89.0	H/		396	86.4	563	84.9	10437	85.0	684	90.1	579	84.3
US	1316	87.0	671	82.6	H/		306	79.1	229	89.1	573	80.5	H/		5677	87.4
WN	H/		1720	90.1	3606	86.9	H/		H/		H/		971	87.0	H/	
TOTAL	7895	78.4	6422	86.0	4386	86.1	4609	81.9	11500	87.5	26439	82.2	3925	84.2	8551	86.0

CARRIER	ARRIVAL AIRPORT															
	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# 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	550	90.2	112	91.1	741	88.0	541	87.1	1074	82.2	236	89.4	6665	91.6	625	89.9
AS	351	82.3	H/		301	83.1	3363	79.2	463	79.7	H/		H/		H/	
CO	309	80.9	49	91.8	227	74.9	289	78.5	374	77.5	59	84.7	23	73.9	349	84.0
DL	386	75.9	169	90.5	432	76.2	500	82.6	553	74.9	3506	86.5	172	86.6	1015	80.8
HP	6078	83.4	58	84.5	267	78.7	260	67.3	315	80.0	142	81.7	58	87.9	88	87.5
MQ	266	81.6	252	72.6	767	87.9	H/		144	74.3	H/		H/		H/	
NW	329	81.5	143	84.6	208	72.1	389	81.7	321	75.1	89	93.3	321	86.0	270	81.9
UA	568	85.6	170	81.8	649	86.0	979	89.4	4156	88.5	376	88.8	207	89.9	289	86.9
US	182	81.9	4551	91.3	149	85.2	171	85.4	279	79.9	H/		118	89.8	533	83.7
WN	5124	83.4	H/		2312	83.0	1120	87.4	H/		1120	85.6	2020	83.6	1664	86.9
TOTAL	14143	83.4	5504	89.9	6053	83.3	7612	82.3	7679	84.1	5528	86.5	9584	89.5	4833	85.2

NOVEMBER 2002

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)

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT																	
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	91.7	85.4	93.3	90.3	96.7	J/	77.8	95.2	87.8	94.1	93.3	81.7	95.9	85.6	91.3	89.7	J/	J/
700 - 759 AM	93.0	89.2	88.3	91.1	96.0	85.8	92.2	92.5	93.0	87.0	91.7	92.3	96.3	80.5	98.2	92.0	80.4	95.1
800 - 859 AM	81.9	87.4	90.4	84.0	84.7	81.7	95.1	91.9	93.2	91.7	97.7	92.7	90.3	100.0	92.9	84.4	77.0	92.1
900 - 959 AM	81.8	88.7	94.2	79.5	93.2	88.7	94.8	90.6	91.6	92.2	91.1	89.5	93.1	89.2	92.6	85.7	89.7	90.0
1000 - 1059 AM	85.3	85.5	92.2	96.6	95.5	85.4	91.8	91.2	89.8	92.2	86.1	94.9	91.7	85.6	80.0	85.0	81.3	85.6
1100 - 1159 AM	87.0	89.0	89.9	93.5	76.5	91.7	95.7	91.4	88.9	93.8	86.8	94.5	81.7	96.7	78.5	82.4	81.2	90.6
1200 - 1259 PM	83.5	88.2	90.7	95.9	83.3	84.6	91.4	92.1	91.3	92.7	85.0	90.3	91.0	72.4	84.1	80.0	80.3	85.8
100 - 159 PM	86.7	87.0	92.2	92.4	90.8	90.6	93.0	91.1	92.1	87.9	85.3	96.6	83.7	90.7	81.8	85.8	81.7	87.4
200 - 259 PM	86.3	84.4	91.5	92.4	85.9	91.1	91.1	89.2	91.0	84.0	84.1	89.9	88.5	84.1	83.3	81.5	75.3	84.7
300 - 359 PM	78.0	81.9	87.8	92.9	88.5	83.0	90.8	90.3	86.7	82.1	83.3	85.7	93.3	91.0	81.7	85.1	75.8	88.4
400 - 459 PM	70.3	83.5	89.0	89.8	87.4	88.7	91.9	91.7	85.9	66.9	80.7	83.7	84.9	82.3	81.3	82.8	73.8	86.3
500 - 559 PM	75.4	79.9	85.9	89.7	84.7	90.5	88.5	86.8	86.7	68.2	89.6	85.0	86.4	76.0	76.5	82.9	76.8	86.7
600 - 659 PM	78.1	76.7	82.9	83.7	81.8	88.9	89.7	87.1	79.5	65.2	74.5	92.3	83.8	79.9	78.5	81.2	72.3	82.4
700 - 759 PM	75.1	80.3	80.9	88.9	79.9	85.2	89.5	86.4	83.2	63.7	84.1	89.0	84.5	77.8	84.5	82.7	72.9	84.4
800 - 859 PM	79.6	83.2	82.1	88.4	73.4	85.0	87.4	83.0	81.9	70.8	73.9	87.8	89.5	76.1	75.3	79.1	71.0	80.7
900 - 959 PM	69.9	82.7	83.9	89.0	86.6	89.3	84.9	86.0	88.6	78.0	75.1	85.4	82.6	85.4	80.1	80.8	78.8	81.6
1000 - 1059 PM	83.6	87.1	84.9	85.2	81.1	84.4	92.9	82.6	76.1	80.5	76.1	78.0	84.9	84.3	77.1	76.0	80.3	83.2
1100 - 559 AM	90.0	86.7	82.8	93.5	86.2	89.5	89.8	91.5	87.9	86.6	77.8	89.7	85.6	83.4	84.5	87.9	86.4	88.6

TOTAL, ALL ARRIVALS,
BY AIRPORT

81.0	84.2	87.2	89.0	85.3	87.5	91.5	89.5	87.5	79.2	82.5	88.0	87.4	82.5	82.3	83.0	78.4	86.0
------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
600 - 659 AM	96.4	88.4	94.2	90.5	J/	90.6	J/	91.9	96.0	88.2	96.7	J/	95.2	95.8	91.5	
700 - 759 AM	95.6	J/	93.6	92.7	100.0	93.1	92.7	94.8	91.5	96.0	93.3	91.5	96.3	93.7	92.0	
800 - 859 AM	94.1	96.7	91.3	89.9	94.1	85.8	92.2	92.4	95.7	91.9	92.2	90.0	93.8	95.8	89.8	
900 - 959 AM	93.1	81.8	88.5	90.5	91.2	86.4	89.7	89.7	87.4	91.2	84.7	90.7	93.6	94.2	89.0	
1000 - 1059 AM	95.8	86.5	90.3	89.2	92.4	91.7	78.9	93.9	84.6	91.2	85.9	88.0	87.0	85.4	87.6	
1100 - 1159 AM	95.2	86.0	88.5	87.7	86.2	88.9	86.3	91.6	84.5	91.0	81.0	88.1	91.9	88.2	87.9	
1200 - 1259 PM	87.2	83.7	91.7	85.0	89.0	91.0	88.4	92.1	84.0	87.6	77.5	87.4	89.9	88.3	87.5	
100 - 159 PM	91.1	80.0	92.6	81.6	86.7	87.5	83.1	82.4	83.9	83.8	86.3	86.4	94.7	91.7	87.4	
200 - 259 PM	82.0	86.8	85.5	79.5	85.0	88.6	84.1	92.2	81.1	86.2	84.8	89.5	91.4	82.0	86.0	
300 - 359 PM	87.0	79.4	89.6	76.8	82.4	90.0	82.4	92.5	87.1	87.8	86.8	86.4	89.6	86.4	84.7	
400 - 459 PM	81.6	86.0	87.3	79.7	86.0	84.5	84.0	90.6	81.7	83.3	83.2	86.4	86.0	87.0	83.4	
500 - 559 PM	85.6	83.6	85.2	75.1	76.9	80.4	84.6	92.5	79.8	75.2	84.5	81.7	88.2	86.1	82.1	
600 - 659 PM	77.9	77.0	85.0	73.7	84.1	84.5	79.5	83.8	74.0	76.5	84.0	93.5	86.3	78.4	80.5	
700 - 759 PM	72.5	77.4	83.4	74.9	83.5	76.6	79.5	87.9	81.9	70.8	85.5	87.8	89.1	77.6	81.2	
800 - 859 PM	77.4	72.6	72.7	76.2	80.0	84.8	80.7	84.8	79.8	79.9	82.9	84.5	83.6	85.7	80.2	
900 - 959 PM	82.5	82.2	88.4	78.2	78.7	82.7	78.0	86.0	79.4	74.9	79.6	80.2	85.9	84.5	81.7	
1000 - 1059 PM	84.8	81.1	84.8	88.0	79.3	85.4	80.0	83.3	82.5	77.0	79.6	85.6	86.4	79.1	81.4	
1100 - 559 AM	84.1	79.9	87.1	92.0	75.1	88.7	81.7	85.5	91.1	80.4	87.8	74.3	87.3	81.9	86.1	

TOTAL, ALL ARRIVALS,
BY AIRPORT

86.1	81.9	87.5	82.2	84.2	86.0	83.4	89.9	83.3	82.3	84.1	86.5	89.5	85.2	85.0
------	------	------	------	------	------	------	------	------	------	------	------	------	------	------

NOVEMBER 2002

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)

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT																	
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	94.9	96.3	94.9	98.0	96.6	96.0	98.4	95.7	94.7	96.8	97.6	94.3	96.4	87.4	97.3	93.8	94.7	99.1
700 - 759 AM	94.4	92.7	93.9	92.0	93.8	95.8	95.7	94.1	93.4	95.7	96.5	96.0	97.8	91.9	94.2	93.5	91.6	97.5
800 - 859 AM	94.6	89.1	92.3	91.2	91.7	92.8	93.3	92.5	92.8	96.0	94.8	95.0	95.2	95.9	93.1	92.5	90.5	96.4
900 - 959 AM	88.1	87.8	89.7	96.9	94.1	90.2	95.3	92.2	93.0	94.9	96.4	94.8	94.5	93.2	89.0	87.0	89.9	93.8
1000 - 1059 AM	90.6	92.9	89.7	87.4	93.3	90.8	94.2	91.9	91.3	93.8	89.6	96.4	93.1	93.7	83.5	87.6	92.8	95.6
1100 - 1159 AM	89.1	88.8	90.5	96.5	92.3	93.0	92.8	91.5	92.5	94.4	86.3	98.3	90.3	96.5	81.6	86.6	88.0	88.1
1200 - 1259 PM	90.4	89.6	82.0	93.4	88.1	94.2	94.1	90.8	88.8	93.1	87.4	94.5	94.3	88.8	82.2	83.9	88.0	92.9
100 - 159 PM	88.6	86.3	89.0	85.2	93.1	91.4	90.6	90.4	86.9	94.1	86.8	90.6	94.1	80.0	84.6	82.8	87.5	91.2
200 - 259 PM	89.5	84.9	84.0	91.7	85.2	94.4	91.4	88.3	84.6	89.0	84.9	92.0	89.8	85.5	81.9	85.0	86.1	82.5
300 - 359 PM	86.5	84.6	78.0	J/	90.5	88.6	90.8	90.7	85.8	90.8	80.6	87.9	90.8	85.0	81.3	85.0	85.4	88.0
400 - 459 PM	83.0	84.9	83.0	90.1	86.2	86.4	91.4	86.1	82.3	84.4	80.0	81.4	95.1	85.8	79.1	83.4	84.3	87.5
500 - 559 PM	80.6	80.5	80.9	88.8	88.1	89.4	92.8	89.7	87.5	75.0	80.8	90.4	87.3	82.0	78.6	84.6	80.7	86.9
600 - 659 PM	80.8	79.1	78.8	91.2	81.2	92.6	91.2	86.4	79.4	79.8	82.6	88.8	91.2	86.6	76.4	85.3	81.1	88.8
700 - 759 PM	80.2	82.8	72.2	87.5	85.1	87.1	93.6	86.7	83.1	67.5	74.7	85.6	91.4	77.5	77.8	80.6	77.0	88.0
800 - 859 PM	85.0	79.8	78.9	86.9	82.9	86.7	91.4	89.2	85.5	81.6	86.1	88.7	89.0	84.3	79.3	79.6	75.3	86.8
900 - 959 PM	81.2	84.6	72.2	92.2	85.3	93.4	83.9	89.5	88.7	100.0	73.9	91.9	92.8	84.7	76.4	81.9	78.8	86.7
1000 - 1059 PM	83.2	68.0	75.7	94.6	90.0	J/	J/	88.2	J/	J/	J/	J/	100.0	83.8	89.8	91.1	82.8	J/
1100 - 559 AM	87.4	94.4	96.0	J/	J/	J/	J/	94.5	J/	97.1	95.8	J/	J/	J/	87.7	94.5	100.0	93.3
TOTAL, ALL DEPARTURES, BY AIRPORT	87.0	86.9	85.0	90.7	88.2	91.4	93.0	90.3	88.3	89.1	87.1	92.1	92.2	86.8	84.4	87.0	86.6	90.9

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.9	95.0	92.9	94.6	95.8	94.5	94.7	96.3	96.9	92.1	94.0	95.7	97.2	96.7	95.3
700 - 759 AM	96.2	94.7	92.6	92.1	96.0	91.3	97.0	94.9	97.0	91.7	96.2	96.6	96.8	96.4	94.5
800 - 859 AM	94.0	95.8	92.9	93.3	94.9	91.6	93.5	94.7	91.6	91.8	93.7	94.4	96.4	93.7	93.2
900 - 959 AM	85.6	93.8	93.2	91.6	91.0	86.7	86.2	94.7	93.2	90.2	91.7	91.6	96.6	94.2	91.5
1000 - 1059 AM	90.4	86.2	88.0	92.3	91.4	85.1	87.2	94.6	85.4	89.1	89.5	94.0	95.0	95.9	90.8
1100 - 1159 AM	89.8	91.6	91.6	90.1	88.9	95.3	84.5	93.2	85.1	89.4	89.6	90.8	89.5	86.3	89.5
1200 - 1259 PM	89.5	91.3	90.6	87.6	90.2	92.5	84.9	89.9	85.3	89.5	86.5	94.4	93.6	91.5	89.3
100 - 159 PM	83.8	84.7	90.9	88.7	86.0	89.8	84.2	92.5	84.3	85.3	84.2	84.3	92.2	88.6	88.2
200 - 259 PM	65.9	86.3	89.8	83.2	89.8	89.7	83.4	78.6	80.6	81.8	87.8	89.7	93.5	87.0	86.7
300 - 359 PM	73.2	83.9	85.6	81.2	82.8	88.2	80.4	92.5	79.8	84.5	85.1	90.7	93.3	81.4	86.1
400 - 459 PM	78.6	81.3	89.2	80.8	88.3	88.6	77.5	91.5	81.2	84.3	88.7	89.6	90.6	89.2	84.9
500 - 559 PM	72.6	77.1	90.2	81.2	81.3	82.4	79.8	91.9	82.6	74.4	88.5	89.7	85.6	84.5	84.2
600 - 659 PM	74.6	89.9	90.9	78.6	77.1	84.3	80.9	84.3	81.9	74.0	90.6	90.1	90.5	78.9	84.2
700 - 759 PM	62.8	83.6	90.8	80.0	82.2	84.3	80.6	84.8	66.2	73.9	89.1	88.7	90.5	88.7	82.6
800 - 859 PM	61.4	81.0	89.9	76.5	69.5	79.9	79.6	91.6	77.7	76.7	82.8	89.3	87.7	91.9	83.5
900 - 959 PM	68.1	J/	91.3	80.7	77.7	90.4	82.1	90.9	83.5	74.4	84.4	86.0	89.0	77.6	85.0
1000 - 1059 PM	J/	J/	93.4	86.3	85.0	87.3	82.6	94.4	97.2	84.1	91.1	91.9	87.0	82.6	89.8
1100 - 559 AM	J/	J/	100.0	80.0	94.3	100.0	97.1	96.6	100.0	94.9	94.9	96.7	J/	95.7	92.3
TOTAL, ALL DEPARTURES, BY AIRPORT	81.4	87.5	90.7	85.7	88.4	88.0	84.6	92.7	86.2	86.1	90.0	91.2	92.6	89.5	88.3

NOVEMBER 2002

AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS 1 / 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/	NO. OF MIN. LATE AVERAGE	MEDI AN
---------	------------------	----------------------------	-----------------------------	-------------------------------------	---	-----------------------------	---------

NONE

NOVEMBER 2002

AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS 1/
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 -----
ALASKA	426	1	0.2
DELTA	1,988	1	0.1
SOUTHWEST	2,776	1	0.0
AMERICAN	2,313	0	0.0
UNITED	1,597	0	0.0
NORTHWEST	1,452	0	0.0
AMERICAN EAGLE	1,279	0	0.0
US AIRWAYS	1,274	0	0.0
CONTINENTAL	917	0	0.0
AMERICA WEST	554	0	0.0
TOTAL	14,576	3	0.0

NOVEMBER 2002

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	86.7	91.8	195	196	EL PASO TX (ELP)	86.7	89.0	1,674	1,674
AGUADILLA P. R. (BQN)	76.5	82.4	17	17	EUGENE OR (EUG)	86.4	90.9	88	88
AKRON/CANTON OH. (CAK)	89.3	82.1	28	28	EVANSVILLE IN. (EVV)	76.8	83.1	142	142
ALBANY N. Y. (ALB)	87.8	89.8	1,157	1,154	FAIRBANKS AK (FAI)	82.2	90.2	377	377
ALBUQUERQUE N. M. (ABQ)	86.6	89.8	2,805	2,805	FARGO N. D. (FAR)	85.3	93.5	218	217
ALLENTOWN PA (ABE)	86.5	95.2	148	147	FAYETTEVILLE ARKANSAS REG (XNA)	83.9	88.5	391	391
AMARILLO TX (AMA)	82.4	88.7	550	549	FLINT MI. (FNT)	87.4	93.3	119	119
ANCHORAGE AK (ANC)	80.5	85.4	1,397	1,396	FRESNO CA (FAT)	78.6	82.1	280	279
ATLANTA GA (ATL)	81.0	87.0	18,279	18,291	FT. LAUDERDALE FL. (FLL)	82.5	87.1	3,881	3,883
AUSTIN TX (AUS)	87.1	92.0	3,124	3,124	FT. MYERS FL. (RSW)	80.5	88.7	962	966
BALTIMORE MD (BWI)	87.2	85.0	6,694	6,695	FT. SMITH AR (FSM)	87.4	95.0	222	222
BANGOR ME (BGR)	76.2	80.3	214	213	FT. WAYNE IN (FWA)	82.0	88.0	200	200
BARROW AK (BRW)	94.8	93.1	58	58	GRAND FORKS N. D. (GFK)	94.1	100.0	85	84
BATON ROUGE LA. (BTR)	87.4	90.3	277	277	GRAND RAPIDS MI. (GRR)	83.1	91.2	723	724
BETHEL AK. (BET)	80.4	79.5	112	112	GREAT FALLS MT. (GTF)	92.7	95.0	179	179
BILLINGS MT. (BIL)	89.1	93.7	238	238	GREEN BAY WI (GRB)	85.0	92.2	359	357
BIRMINGHAM AL (BHM)	88.0	91.3	1,371	1,369	GREENSBORO/HIGH PT. N. C. (GSO)	82.9	88.7	744	742
BISMARCK N. D. (BIS)	92.3	96.6	117	117	GREENVILLE/SPARTBG. S. C. (GSP)	84.0	90.7	376	376
BOISE ID (BOI)	88.9	92.4	911	910	GULFPORT/BILOXI MS. (GPT)	87.4	94.3	87	87
BOSTON MA (BOS)	84.2	86.9	8,599	8,597	HARLINGEN TX (HRL)	87.0	87.7	332	332
BOZEMAN MT. (BZN)	92.4	90.7	118	118	HARRISBURG PA (MDT)	86.1	90.8	469	467
BUFFALO N. Y. (BUF)	87.6	92.4	1,186	1,188	HARTFORD CT./SPGFLD MA. (BDL)	88.8	90.5	2,580	2,577
BURBANK CA (BUR)	83.9	83.5	2,075	2,075	HELENA MT. (HLM)	95.2	92.8	84	83
BURLINGTON VT (BTV)	90.3	88.4	259	259	HONOLULU OAHU HI (HNL)	83.8	93.3	910	911
CEDAR RAPIDS/IOWA CTY IA. (CID)	84.2	90.3	392	390	HOUSTON TX (HOU)	87.2	83.1	4,399	4,398
CHAMPAIGN (CMI)	78.6	87.1	140	140	HOUSTON TX (IAH)	87.4	92.2	9,410	9,408
CHARLESTON S. C. (CHS)	89.5	93.3	344	344	HUNTSVILLE/DECATUR AL. (HSV)	89.9	87.6	277	274
CHARLOTTE N. C. (CLT)	89.0	90.7	8,101	8,101	INDIANAPOLIS IN. (IND)	86.2	90.6	2,553	2,552
CHATTANOOGA TN. (CHA)	84.6	82.7	52	52	INDIO/PALM SPRINGS CA (PSP)	85.7	88.6	524	527
CHICAGO IL (ORD)	82.2	85.7	26,427	26,439	ISLIP/LONG IS. N. Y. (ISP)	87.2	89.1	881	880
CHICAGO IL. (MDW)	86.1	81.4	4,387	4,386	JACKSON/VICKSBURG MS. (JAN)	84.6	89.4	578	576
CINCINNATI OH (CVG)	85.3	88.2	4,879	4,879	JACKSONVILLE FL. (JAX)	87.3	90.1	1,832	1,830
CLEVELAND OH (CLE)	85.6	89.7	3,398	3,399	JUNEAU AK. (JNU)	77.1	74.7	292	292
COLLEGE STATION TX (CLL)	88.8	97.0	169	169	KAHULUI (OGG)	88.2	94.7	304	304
COLORADO SPRINGS CO. (COS)	88.5	94.5	548	547	KALAMAZOO MI. (AZO)	76.0	87.7	146	146
COLUMBIA S. C. (CAE)	87.4	83.8	111	111	KALISPELL MT (FCA)	90.8	94.2	120	120
COLUMBUS OH (CMH)	84.1	87.9	2,546	2,547	KANSAS CITY MO (MCI)	89.4	92.3	4,664	4,665
CORDOVA AK (CDV)	79.3	79.3	58	58	KETCHIKAN AK (KTN)	78.9	83.4	175	175
CORPUS CHRISTI TX. (CRP)	79.6	89.0	373	372	KILLEEN TX. (ILE)	87.8	95.8	287	287
DALLAS/FT. WORTH TX. (DAL)	86.2	82.7	3,418	3,420	KING SALMON AK. (AKN)	100.0	100.0	11	11
DALLAS/FT. WORTH TX. (DFW)	89.5	90.3	22,506	22,510	KNOXVILLE TN. (TYS)	82.2	85.4	309	308
DAYTON OH (DAY)	85.1	87.2	591	588	KODIAK AK (ADQ)	72.4	75.9	58	58
DAYTONA BEACH FL (DAB)	83.3	93.3	90	89	KONA HAWAII HI. (KOA)	86.7	96.7	150	150
DEADHORSE AK. (SCC)	72.4	72.4	29	29	KOTZEBUE AK. (OTZ)	88.5	85.1	87	87
DENVER CO (DEN)	91.4	93.0	9,187	9,220	LA CROSSE WI. (LSE)	82.6	94.7	190	189
DES MOINES IA (DSM)	86.6	90.6	651	651	LAFAYETTE LA. (LFT)	91.7	83.3	24	24
DETROIT MI. (DTW)	87.5	88.3	11,279	11,285	LANSING MI. (LAN)	83.0	96.3	218	218
DILLINGHAM AK. (DLG)	100.0	100.0	11	11	LAREDO TX. (LRD)	75.4	86.2	122	123
DUBUQUE IA. (DBQ)	79.5	89.2	83	83	LAS VEGAS NV. (LAS)	82.3	84.4	10,647	10,652
DULUTH MN (DLH)	80.6	87.3	165	165	LAWTON OK. (LAW)	87.2	95.3	172	172
DUTCH HARBOR AK. (DUT)	66.7	52.9	51	51	LEXINGTON/FRKFT KY. (LEX)	82.1	86.5	112	111
EAGLE CO. (EGE)	100.0	100.0	4	4	LIHUE KAUAI HI. (LIH)	89.9	94.9	99	99

NOVEMBER 2002

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LITTLE ROCK AR. (LIT)	85.5	91.5	1,086	1,085	SAGINAW MI. (MBS)	87.8	98.3	115	116
LONG BEACH CA. (LGB)	84.7	88.5	339	338	SALT LAKE CITY UT (SLC)	86.5	91.2	5,521	5,528
LONGVIEW TX. (GGG)	85.8	95.6	113	113	SAN ANGELO TX. (SJT)	83.0	93.6	171	171
LOS ANGELES CA. (LAX)	82.9	87.1	14,631	14,635	SAN ANTONIO TX. (SAT)	87.0	91.7	3,026	3,024
LOUISVILLE KY (SDF)	85.8	89.1	1,271	1,272	SAN DIEGO CA (SAN)	83.3	86.2	6,053	6,053
LUBBOCK TX. (LBB)	85.5	92.3	636	636	SAN FRANCISCO CA (SFO)	84.1	89.9	7,709	7,679
MADISON WI. (MSN)	83.1	91.9	455	455	SAN FRANCISCO CA. (OAK)	81.2	81.6	5,067	5,066
MANCHESTER N. H. (MHT)	85.8	85.4	1,251	1,251	SAN JOSE CA. (SJC)	84.8	86.2	4,809	4,810
MARQUETTE MI (MOT)	52.4	95.2	21	21	SAN JUAN P. R (SJU)	83.3	92.8	1,767	1,767
MEDFORD OR (MFR)	88.6	87.5	88	88	SAN LUIS OBISPO CA. (SBP)	84.7	90.1	203	203
MELBOURNE FL (MLB)	86.4	93.2	88	88	SANTA BARBARA CA. (SBA)	88.2	90.4	280	280
MEMPHIS TN (MEM)	88.2	90.0	3,967	3,968	SARASOTA/BRAD. FL (SRO)	87.7	88.0	235	234
MIAMI FL (MIA)	81.9	87.5	4,610	4,609	SAVANNAH GA. (SAV)	90.3	93.2	351	351
MI DLAND/ODESSA TX (MAF)	85.4	89.9	582	582	SCRANTON/WILKES-BARRE PA. (AVP)	89.5	96.5	86	86
MILWAUKEE WI (MKE)	83.7	92.5	1,227	1,227	SEATTLE WA (SEA)	82.3	86.1	7,614	7,612
MINNEAPLS/ST. P MN(MSP)	87.5	90.7	11,492	11,500	SHREVEPORT LA (SHV)	88.9	95.1	371	370
MINOT N. D (MOT)	93.3	95.6	90	90	SHOUBUTTEY LA (SHV)	88.4	95.3	172	172
MISSISSIPPI/CAJON TX. (MFE)	89.9	96.6	238	238	SITKA AK. (SIT)	76.1	84.1	88	88
MISSOULA MT (MSO)	85.8	92.6	148	148	SOUTH BEND IN (SBN)	76.5	82.4	34	34
MOBILE AL./PASCAGOULA MS. (MOB)	83.1	84.4	136	135	SPOKANE WA (GEG)	84.8	89.1	973	973
MONTEREY CA. (MRY)	88.1	87.4	160	159	SPRINGFIELD MO (SGF)	91.0	93.7	365	365
MYRTLE BEACH S. C (MYR)	90.7	95.9	172	172	ST. CROIX V. I (STX)	88.3	91.7	60	60
NASHVILLE TN. (BNA)	87.6	87.8	3,857	3,856	ST. LOUIS MO (STL)	89.5	92.6	9,587	9,584
NEW ORLEANS LA (MSY)	85.7	90.0	4,019	4,021	ST. THOMAS V. I. (STT)	83.5	85.3	272	272
NEW YORK N. Y (JFK)	82.5	86.8	4,167	4,173	SYRACUSE N. Y (SYR)	85.7	89.4	727	726
NEW YORK N. Y. (LGA)	78.4	86.6	7,903	7,895	TALLAHASSEE FL (TLH)	82.1	93.1	145	144
NEWARK N. J. (EWR)	79.2	89.1	8,070	8,061	TAMPA FL (TPA)	85.1	89.6	4,828	4,833
NEWBURGH N. Y. (SWF)	81.0	86.6	142	142	TEXARKANA AR(TXX)	92.4	96.2	105	104
NOME AK. (OME)	87.4	81.6	87	87	TOLEDO OH. (TOL)	77.2	82.1	145	145
NORFOLK/VA. BEACH VA (ORF)	85.0	89.8	1,354	1,353	TRAVERSE CITY MI. (TVC)	85.8	98.3	120	120
OKLAHOMA CITY OK (OKC)	86.1	90.5	1,618	1,616	TUCSON AZ. (TUS)	84.4	90.5	1,340	1,341
OMAHA NE (OMA)	88.0	92.5	1,439	1,438	TULSA OK. (TUL)	86.6	91.1	1,610	1,609
ONTARIO CA (ONT)	85.5	86.9	2,621	2,618	TYLER TX. (TYR)	85.6	96.1	229	229
ORANGE COUNTY CA. (SNA)	84.1	85.2	3,503	3,495	VALPARAISO FL. (VPS)	84.4	91.7	205	204
ORLANDO FL (MCO)	86.0	90.9	6,414	6,422	WACO TX. (ACT)	86.5	97.0	200	200
PASCO WA. (PSC)	84.7	93.2	59	59	WASHINGTON D. C (IAD)	88.0	92.1	3,445	3,444
PENSACOLA FL (PNS)	83.5	90.8	315	315	WASHINGTON DC(DCA)	87.5	91.4	6,002	6,005
PEORIA IL. (PIA)	74.8	84.3	115	115	WEST PALM BEACH FL. (PBI)	79.2	87.0	1,704	1,707
PETERSBURG AK (PSG)	75.9	74.1	58	58	WHITE PLAINS N. Y (HPN)	79.3	83.0	396	394
PHILADELPHIA PA (PHL)	85.9	88.1	8,491	8,551	WICHITA FALLS TX. (SPS)	87.1	92.3	170	169
PHOENIX AZ (PHX)	83.4	84.6	14,141	14,143	WICHITA KS. (ICT)	92.6	94.1	405	404
PITTSBURGH PA (PIT)	90.0	92.6	5,565	5,504	WILMINGTON N. C (ILM)	93.3	94.1	119	119
PORTLAND ME (PWM)	84.6	83.0	487	487	WRANGELL AK. (WRG)	81.0	81.0	58	58
PORTLAND OR (PDX)	84.2	88.4	3,925	3,925	YAKUTAT AK. (YAK)	72.4	79.3	58	58
PROVIDENCE R. I. (PVD)	90.1	90.1	2,185	2,185					
RALEIGH/DURHAM N. C. (RDU)	84.2	87.9	3,566	3,565					
RAPID CITY S. D. (RAP)	91.0	95.5	89	89					
RENO NV. (RNO)	85.3	87.7	1,939	1,938					
RICHMOND VA (RIC)	87.6	88.9	1,057	1,056					
ROCHESTER MN. (RST)	89.7	93.3	194	194					
ROCHESTER N. Y (ROC)	87.6	91.9	723	719					
SACRAMENTO CA (SMF)	83.3	83.1	3,138	3,137					

NOVEMBER 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/				AT ALL REPORTED 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
ALASKA	14	6,872	158	2.3	42	12,110	340	2.8
AMERICAN EAGLE	18	21,223	556	2.6	99	35,601	921	2.6
SOUTHWEST	15	33,378	357	1.1	59	77,607	835	1.1
AMERICA WEST	27	12,590	86	0.7	52	15,948	122	0.8
NORTHWEST	32	28,216	235	0.8	110	41,776	316	0.8
DELTA	32	44,244	305	0.7	108	57,432	391	0.7
AMERICAN	31	51,274	331	0.6	89	66,162	387	0.6
US AIRWAYS	27	28,932	119	0.4	65	37,016	150	0.4
UNITED	31	38,180	146	0.4	82	46,172	170	0.4
CONTINENTAL	30	19,535	30	0.2	76	25,200	43	0.2
TOTAL		284,444	2,323	0.8		415,024	3,675	0.9

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.

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 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 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 32 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

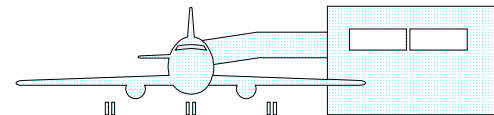
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements 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. Dulles International	IAD
Washington. Reagan National	DCA

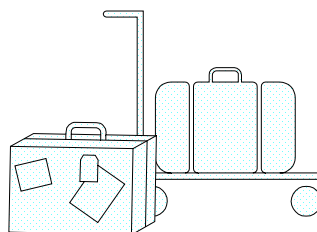
Air Carriers Required to Report Data to DOT and to CRS Vendors

AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
CO	Continental Airlines
DL	Delta Air Lines
NW	Northwest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways



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. See 14 CFR Part 234.



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

RANK	AIRLINE	NOVEMBER 2002			NOVEMBER 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,018	897,241	2.25	2,625	936,336	2.80
2	CONTINENTAL AIRLINES	6,382	2,579,816	2.47	9,848	2,766,375	3.56
3	NORTHWEST AIRLINES	9,500	3,441,206	2.76	11,448	3,311,311	3.46
4	SOUTHWEST AIRLINES	16,670	5,783,947	2.88	22,514	5,863,537	3.84
5	US AIRWAYS	8,870	3,066,605	2.89	12,056	3,705,748	3.25
6	DELTA AIR LINES	20,686	6,845,808	3.02	19,478	6,380,477	3.05
7	UNITED AIRLINES	14,672	4,718,178	3.11	20,289	4,607,250	4.40
8	AMERICA WEST AIRLINES	4,960	1,574,233	3.15	4,483	1,361,573	3.29
9	AMERICAN AIRLINES	22,040	6,130,402	3.60	18,761	4,735,945	3.96
10	AMERICAN EAGLE AIRLINES	7,810	927,242	8.42	7,953	864,972	9.19
TOTALS**		113,608	35,964,678	3.16	129,455	34,533,524	3.75

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.

** Trans World Airlines (TWA) ceased operating December 2001. Effective January 2002, TWA is no longer ranked in this table. Totals for November 2001 reflect the deletion of TWA's data for that month.

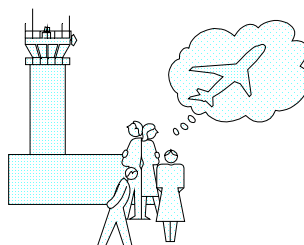
OVERSALES

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 (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 C.F.R. 250.10.

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

The enplanement 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 2002				JULY-SEPTEMBER 2001			
		<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	AMERICAN EAGLE AIRLINES	145	0	199,565	0.00	265	37	410,087	0.90
2	AMERICA WEST AIRLINES	11,118	38	5,265,565	0.07	10,586	109	5,140,026	0.21
3	US AIRWAYS	16,036	103	11,114,308	0.09	18,038	229	13,400,761	0.17
4	AMERICAN AIRLINES	29,223	474	22,834,621	0.21	30,515	664	18,076,630	0.37
5	NORTHWEST AIRLINES	19,973	500	12,868,660	0.39	13,057	320	12,837,481	0.25
6	CONTINENTAL AIRLINES	10,014	400	8,956,306	0.45	15,394	531	9,548,608	0.56
7	UNITED AIRLINES	25,618	875	17,163,520	0.51	35,377	1,532	17,933,795	0.85
8	ALASKA AIRLINES	5,690	314	3,972,522	0.79	8,787	490	3,740,709	1.31
9	SOUTHWEST AIRLINES	20,729	1,530	18,781,696	0.81	19,871	2,694	18,564,869	1.45
10	DELTA AIR LINES	29,669	1,839	21,324,234	0.86	29,534	1,420	21,724,341	0.65
	TOTALS**	168,215	6,073	122,480,997	0.50	181,424	8,026	121,377,307	0.66

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues.

** Trans World Airlines (TWA) ceased operating December 2001. Totals for July-September 2001 reflect the deletion of TWA's data for that 3-month period.

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

RANK	AIRLINE	JANUARY-SEPTEMBER 2002				JANUARY-SEPTEMBER 2001			
		<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	AMERICAN EAGLE AIRLINES **	886	10	728,921	0.14	1,369	69	1,383,825	0.50
2	AMERICA WEST AIRLINES	37,930	305	14,735,360	0.21	40,010	604	15,622,332	0.39
3	AMERICAN AIRLINES	105,307	1,466	65,722,862	0.22	103,966	1,937	55,466,583	0.35
4	US AIRWAYS	75,437	896	34,363,320	0.26	65,589	1,357	43,258,363	0.31
5	NORTHWEST AIRLINES	60,654	1,898	35,830,290	0.53	58,054	1,557	38,495,416	0.40
6	UNITED AIRLINES	73,652	3,061	47,129,523	0.65	120,191	5,499	54,721,034	1.00
7	DELTA AIR LINES	114,143	5,423	62,118,958	0.87	135,690	4,544	69,750,219	0.65
8	CONTINENTAL AIRLINES	36,065	2,499	26,784,287	0.93	54,383	2,599	29,749,486	0.87
9	SOUTHWEST AIRLINES	64,956	5,817	54,698,676	1.06	63,289	9,215	56,439,110	1.63
10	ALASKA AIRLINES	20,002	1,339	10,771,701	1.24	25,922	1,567	10,624,014	1.47
	TOTALS ***	589,032	22,714	352,883,898	0.64	668,463	28,948	375,510,382	0.77

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues.

** American Eagle Airlines incorrectly reported to DOT its oversales data for the first quarter of calendar year 2001. Therefore, this report reflects a correction of the American Eagle 2001 data.

*** Trans World Airlines (TWA) ceased operating December 2001. Totals for January-September 2001 reflect the deletion of TWA's data for that 9-month period.

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. 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 are 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) 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

	NOVEMBER 2002				NOVEMBER 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	431	44	2	83	377	17	0	24
FOREIGN AIRLINES	65	2	0	4	77	0	0	4
TRAVEL AGENTS	20	1	0	1	41	0	0	0
TOUR OPERATORS	2	0	0	0	3	0	0	0
MISCELLANEOUS	1	6	0	21	19	14	0	14
INDUSTRY TOTALS	519	53	2	109	517	31	0	42

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	NOVEMBER 2002			NOVEMBER 2001		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	97		2	75	
CANCELLATIONS			33			29
DELAYS			24			13
MISCONNECTIONS			22			8
BAGGAGE	2	96		3	70	
RES/TKTG/BOARDING	3	74		5	60	
CUSTOMER SERVICE	4	69		4	69	
REFUNDS	5	67		1	154	
FARES	6	37		6	29	
DISABILITY	7	31		9	12	
OVERSALES	8	26		10	11	
OTHER	9	13		8	14	
FREQUENT FLYER			10			2
DISCRIMINATION	10	5		7	18	
ADVERTISING	11	4		11	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		519			517	

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

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY COMPLAINT CATEGORY*

NOVEMBER 2002

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRI-MINATION	ANI MALS	OTHER	TOTAL
ALASKA AIRLINES	1	0	2	0	0	0	3	0	0	0	0	0	6
AMERICA WEST AIRLINES	5	0	3	2	0	3	0	1	0	0	0	0	14
AMERICAN AIRLINES	19	5	6	6	2	16	9	2	0	2	0	2	69
AMERICAN EAGLE AIRLINES	3	0	1	0	1	0	2	1	0	0	0	0	8
AMERICAN TRANS AIR	2	0	2	1	0	2	1	2	0	0	0	0	10
ATLANTIC SOUTHEAST AIRLINES	3	0	0	0	0	1	1	0	0	0	0	0	5
CONTINENTAL AIRLINES	6	3	6	3	7	7	10	2	0	0	0	2	46
DELTA AIR LINES	14	4	17	8	6	16	8	7	0	0	0	1	81
HAWAIIAN AIRLINES	1	0	0	1	0	2	1	1	0	0	0	0	6
NATIONAL AIRLINES	1	0	1	0	21	3	0	0	0	0	0	0	26
NORTHWEST AIRLINES	7	2	4	2	4	5	4	6	1	0	0	1	36
SOUTHWEST AIRLINES	1	0	4	0	0	0	2	1	0	1	0	0	9
UNITED AIRLINES	12	0	10	6	5	7	11	5	0	1	0	1	58
US AIRWAYS	2	0	0	6	0	5	4	2	0	1	0	3	23
OTHER U. S. AIRLINES	8	5	3	1	5	5	6	0	1	0	0	0	34
TOTAL NOVEMBER 2002	85	19	59	36	51	72	62	30	2	5	0	10	431
% OF TOTAL COMPLAINTS	19.7	4.4	13.7	8.4	11.8	16.7	14.4	7	0.5	1.2	0	2.3	
TOTAL NOVEMBER 2001	59	11	41	21	96	53	62	6	2	18	0	8	377
% OF TOTAL COMPLAINTS	15.6	2.9	10.9	5.6	25.5	14.1	16.4	1.6	0.5	4.8	0	2.1	

* 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
 NOVEMBER 2002

U. S. AIRLINES*	COMPS RECD IN NOV.	INCI - DENTS IN NOV.	PERCENT	INCI - DENTS IN OCT.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
ALASKA AIRLINES	6	3	50.0	3	50.0	0	0.0	0	0.0
AMERICA WEST AIRLINES	14	6	42.9	3	21.4	4	28.6	1	7.1
AMERICAN AIRLINES	69	30	43.5	17	24.6	14	20.3	8	11.6
AMERICAN EAGLE AIRLINES	8	5	62.5	1	12.5	2	25.0	0	0.0
AMERICAN TRANS AIR	10	7	70.0	3	30.0	0	0.0	0	0.0
ATLANTIC SOUTHEAST AIRLINES	5	0	0.0	4	80.0	1	20.0	0	0.0
CONTINENTAL AIRLINES	46	13	28.3	6	13.0	21	45.7	6	13.0
DELTA AIRLINES	81	24	29.6	26	32.1	23	28.4	8	9.9
HAWAIIAN AIRLINES	6	0	0.0	1	16.7	4	66.7	1	16.7
NATIONAL AIRLINES	26	19	73.1	2	7.7	2	7.7	3	11.5
NORTHWEST AIRLINES	36	8	22.2	11	30.6	14	38.9	3	8.3
SOUTHWEST AIRLINES	9	3	33.3	4	44.4	1	11.1	1	11.1
UNITED AIRLINES	58	15	25.9	16	27.6	20	34.5	7	12.1
US AIRWAYS	23	5	21.7	4	17.4	8	34.8	6	26.1
OTHER U. S. AIRLINES	34	9	26.5	7	20.6	15	44.1	3	8.8
TOTALS	431	147	34.1	108	25.1	129	29.9	47	10.9
PREVIOUS YEAR'S TOTALS	377	194	51.5	50	13.3	87	23.1	46	12.2

*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**

NOVEMBER 2002

	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	1	2	2	0	3	6	1	1	0	0	0	0	16
BRITISH AIRWAYS	0	0	0	0	1	6	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	8	5	6	1	3	11	5	0	1	0	0	2	42
TOTALS	9	7	8	1	7	23	6	1	1	0	0	2	65
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	2	0	7	0	8	1	1	0	1	0	0	0	20
TOTALS	2	0	7	0	8	1	1	0	1	0	0	0	20
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	1	2
TOTALS	0	0	0	0	1	0	0	0	0	0	0	1	2
MI SCELLANEOUS													
OTHER MI SCELLANEOUS	1	0	0	0	0	0	0	0	0	0	0	0	1
TOTALS	1	0	0	0	0	0	0	0	0	0	0	0	1

* 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

NOVEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	NOVEMBER 2002			NOVEMBER 2001		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	9	5,602,805	0.16	10	5,710,792	0.18
2	<i>ALASKA AIRLINES</i>	6	1,055,274	0.57	7	1,030,152	0.68
3	<i>US AIRWAYS</i>	23	3,314,919	0.69	28	3,876,394	0.72
4	<i>AMERICA WEST AIRLINES</i>	14	1,568,628	0.89	22	1,347,523	1.63
5	<i>AMERICAN EAGLE AIRLINES</i>	8	888,853	0.90	3	898,224	0.33
6	<i>NORTHWEST AIRLINES</i>	36	3,997,614	0.90	30	3,742,290	0.80
7	<i>AMERICAN AIRLINES</i>	69	7,091,201	0.97	51	5,574,693	0.91
8	<i>UNITED AIRLINES</i>	58	5,169,499	1.12	81	5,021,463	1.61
9	<i>DELTA AIR LINES</i>	81	7,144,727	1.13	50	6,600,384	0.76
10	<i>CONTINENTAL AIRLINES</i>	46	2,993,226	1.54	35	3,111,902	1.12
TOTAL **		350	38,826,746	0.90	317	36,913,817	.86

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.

** Trans World Airlines (TWA) ceased operating December 2001. Effective January 2002, TWA is no longer ranked in this table. Totals for November 2001 reflect the deletion of TWA's data for that month.

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 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, credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

***Note:** Effective with the *Air Travel Consumer Report* issued in May 2002, “Discrimination” has been added as a new category. Complaints about “Tours or Charters,” which formerly was a separate category, are now included in the “Other” category.

