



U.S. Department  
of Transportation



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# *Air Travel Consumer Report*

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**Issued: FEBRUARY 2003**

Includes data for the following periods:

Flight Delays	December 2002 12 Months Ending December 2002
Mishandled Baggage	December 2002 12 Months Ending December 2002
Oversales	4th Quarter 2002 January-December 2002
Consumer Complaints (Includes Disability and Other Discrimination Complaints)	December 2002 12 Months Ending December 2002

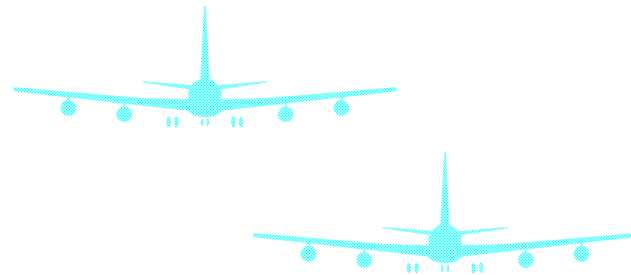
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**Office of Aviation Enforcement and Proceedings**

<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. 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.

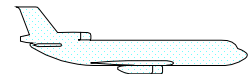
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



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## 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/ -----
UNITED S/	31	82.5	86	82.2
AMERICAN S/	31	80.5	92	80.9
NORTHWEST S/	32	80.1	115	79.9
US AIRWAYS S/	27	78.0	65	78.0
SOUTHWEST S/	15	78.5	59	78.0
DELTA S/	32	77.3	110	77.6
CONTINENTAL S/	30	76.2	82	76.4
AMERICA WEST S/	28	75.7	55	75.7
ALASKA S/	14	73.2	42	73.8
AMERICAN EAGLE S/	18	73.7	99	73.1
TOTAL		78.6		78.3

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

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

#### 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.

DECEMBER 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*	1ST QUARTER 01-03 2002		2ND QUARTER 04-06 2002		3RD QUARTER 07-09 2002		4TH QUARTER 10-12 2002		10 2002		11 2002		12 2002		12 MONTHS ENDING 12 2002		DATA BASE TO DATE 09 1987 - 12 2002	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	75.3	(10)	79.1	(8)	79.2	(10)	78.0	(9)	80.2	(8)	80.2	(9)	73.8	(9)	78.0	(10)	75.9	(8)
AMERICA WEST	86.4	(1)	84.2	(2)	81.7	(8)	79.6	(7)	82.4	(6)	80.6	(8)	75.7	(8)	82.9	(5)	78.6	(5)
AMERICAN	83.2	(4)	82.6	(3)	84.3	(3)	85.3	(2)	87.5	(3)	87.6	(3)	80.9	(2)	83.8	(2)	79.1	(3)
AMERICAN EAGLE	79.8	(7)	78.8	(10)	80.4	(9)	77.4	(10)	79.6	(9)	79.3	(10)	73.1	(10)	79.1	(9)	74.8	(10)
CONTINENTAL	85.1	(2)	85.2	(1)	84.0	(4)	79.4	(8)	78.4	(10)	83.6	(6)	76.4	(7)	83.5	(3)	78.8	(4)
DELTA	77.4	(8)	78.8	(9)	83.0	(5)	80.9	(6)	82.1	(7)	83.0	(7)	77.6	(6)	80.0	(8)	77.6	(7)
NORTHWEST	76.9	(9)	79.6	(7)	82.0	(7)	84.2	(4)	86.4	(4)	86.3	(4)	79.9	(3)	80.8	(7)	79.8	(2)
SOUTHWEST	83.8	(3)	82.1	(5)	82.6	(6)	82.1	(5)	82.6	(5)	85.9	(5)	78.0	(4)	82.6	(6)	82.4	(1)
UNITED	82.2	(5)	82.5	(4)	85.0	(2)	86.0	(1)	88.0	(1)	87.9	(2)	82.2	(1)	84.0	(1)	75.7	(9)
US AIRWAYS	81.3	(6)	81.0	(6)	86.6	(1)	85.0	(3)	87.9	(2)	88.7	(1)	78.0	(5)	83.4	(4)	78.5	(6)
Total	81.3		81.3		83.3		82.6		84.2		85.2		78.3		82.1		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.

#### 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.

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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)

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	761	70.0	1445	79.7	611	81.7	195	84.1		H/	979	82.5	738	85.5	12747	83.2
AS		H/	31	71.0		H/		H/		H/	31	87.1	93	73.1		H/
CO	363	66.9	555	78.4	252	83.7		H/		H/	363	83.5	353	78.5	373	76.4
DL	16156	72.4	1621	84.8	419	76.1	208	69.7	4649	82.2	1012	83.4	578	82.7	2588	80.5
HP	142	79.6	146	73.3	149	70.5		H/		H/	90	66.7	299	74.9	236	81.8
MQ	0	0.0	2048	64.1	277	63.2	92	64.1	281	64.8	777	63.6		H/	6127	79.8
NW	483	68.7	428	73.1	334	74.3	224	73.2	28	82.1	556	82.2	384	81.8	445	79.1
UA	393	74.6	876	85.6	430	83.3	125	76.0	151	84.1	358	84.6	7095	89.9	564	84.8
US	498	66.3	1580	83.5	439	77.4	7103	79.6	0	0.0	1839	87.4	310	76.1	288	67.7
WN		H/		H/	4121	79.5		H/		H/		H/		H/		H/
TOTAL	18796	72.0	8730	77.7	7032	78.6	7947	79.0	5109	81.3	6005	81.6	9850	87.4	23368	81.7

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	603	82.4	949	75.3	684	80.7	476	86.8	559	80.9	1300	77.0	822	87.1	2652	81.3
AS		H/	31	93.5		H/	60	90.0		H/		H/	356	74.7	582	77.0
CO	282	78.4	4640	74.0	433	71.4	79	77.2	7673	79.7	38	81.6	424	80.4	573	73.6
DL	239	81.2	680	77.8	1236	74.8	458	74.9	239	74.5	1064	78.5	642	79.9	1077	81.3
HP	146	71.2	175	70.3	57	80.7	66	84.8	149	79.2	227	71.4	2127	73.7	493	71.8
MQ	145	60.0	291	58.8		H/	229	72.1		H/	1031	66.6		H/	2195	85.2
NW	8907	80.8	512	68.2	211	65.4	198	74.7	417	73.1	93	62.4	344	79.9	513	72.3
UA	329	83.0	650	77.4	93	74.2	1903	85.1	336	78.6	494	89.3	819	84.0	3226	84.8
US	233	80.7	317	74.4	394	63.5	140	80.7	257	74.7		H/	147	72.8	313	62.3
WN	488	76.2		H/	1060	76.6		H/	162	72.8		H/	5094	78.6	3462	79.9
TOTAL	11372	80.3	8245	73.8	4168	74.4	3609	82.4	9792	79.1	4247	75.7	10775	78.7	15086	80.8

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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	2090	73.0	1039	83.3	209	83.3	3255	76.7	714	85.3	8604	78.1	246	79.3	806	79.2
AS		H/		H/		H/	31	80.6		H/	31	71.0	1295	73.2		H/
CO	344	62.8	464	78.2	86	73.3	337	71.5	235	76.6	451	71.2	113	65.5	156	80.1
DL	1864	77.4	1590	77.2	124	79.0	307	67.1	322	77.3	523	71.3	336	81.0	479	79.3
HP		H/	127	77.2		H/	67	76.1	165	67.9	227	75.3	180	61.7	149	67.8
MQ	1073	63.7		H/		H/		H/		H/	5153	71.5		H/	284	60.2
NW	567	64.7	435	75.2	360	80.3	207	68.1	9645	85.6	633	76.5	179	76.0	461	75.1
UA	606	76.6	565	84.6		H/	434	79.3	533	86.1	10818	81.9	714	83.3	606	75.9
US	1273	81.0	661	66.9		H/	303	64.4	233	75.5	550	69.1		H/	5709	76.6
WN		H/	1830	81.6	3733	80.1		H/		H/		H/	1006	81.3		H/
TOTAL	7817	73.3	6711	78.9	4512	80.1	4941	74.8	11847	84.8	26990	77.9	4069	77.4	8650	76.3

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	577	84.7	99	85.9	687	81.7	550	85.1	1057	66.8	248	81.5	6665	82.7	661	84.1
AS	366	69.4		H/	314	74.8	3550	73.9	485	59.4		H/		H/		H/
CO	325	69.8	52	65.4	236	67.4	301	77.7	384	54.9	63	82.5	26	69.2	387	77.5
DL	368	80.4	207	78.7	455	77.6	492	84.1	568	68.5	3665	85.4	174	77.0	1074	78.7
HP	6197	78.7	60	85.0	277	78.0	269	69.1	318	56.3	149	70.5	61	82.0	86	81.4
MQ	125	81.6	238	66.4	754	90.6		H/	147	59.2		H/		H/		H/
NW	388	74.2	140	73.6	217	80.2	428	79.4	325	59.1	105	77.1	305	79.7	334	73.7
UA	608	76.2	184	79.9	681	79.0	1061	82.8	4427	72.0	399	83.2	216	80.6	299	81.3
US	181	69.1	4549	82.3	150	78.0	151	73.5	250	56.4		H/	109	84.4	544	66.7
WN	5300	76.9		H/	2362	76.3	1155	81.7		H/	1157	77.9	2092	75.8	1751	76.2
TOTAL	14435	77.6	5529	81.2	6133	78.9	7957	77.9	7961	67.6	5786	83.0	9648	80.9	5136	77.1



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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	79.0	81.9	83.9	81.8	96.8	J/	66.7	86.1	79.7	83.7	90.3	77.9	95.3	87.3	100.0	93.2	J/	90.0
700 - 759 AM	85.7	76.4	88.5	84.2	79.0	84.9	95.4	86.0	85.3	85.0	89.4	80.6	94.9	76.5	95.2	93.7	75.3	92.8
800 - 859 AM	75.0	77.1	82.7	84.7	78.0	83.5	88.9	87.4	87.3	80.3	94.7	84.5	83.8	100.0	94.9	90.5	73.9	90.7
900 - 959 AM	68.9	85.6	84.0	72.4	90.8	86.1	91.3	85.6	85.6	84.8	96.8	84.5	85.9	79.3	92.0	90.1	87.0	86.0
1000 - 1059 AM	76.8	76.5	84.8	96.9	89.3	82.1	88.2	83.4	82.6	85.1	80.4	87.8	82.1	81.6	77.7	88.2	81.2	85.0
1100 - 1159 AM	79.6	83.2	82.6	82.7	82.2	79.9	92.9	84.4	80.2	81.9	75.9	87.1	70.6	96.3	78.6	82.6	78.5	83.2
1200 - 1259 PM	76.2	81.9	79.1	89.0	68.8	81.2	87.2	83.5	84.9	85.7	71.8	84.3	86.8	64.5	82.5	77.3	72.4	78.0
100 - 159 PM	77.5	78.4	83.1	82.0	82.9	87.2	87.8	84.2	86.4	83.7	77.7	83.6	75.8	84.9	84.8	86.6	78.4	85.8
200 - 259 PM	76.7	81.6	83.1	88.0	84.2	83.3	86.2	79.4	80.6	81.1	78.8	85.7	79.4	78.0	76.4	77.1	73.3	81.7
300 - 359 PM	72.0	78.4	78.2	81.0	83.7	80.8	85.4	83.2	83.5	76.5	75.7	85.2	84.6	78.2	76.1	79.0	74.3	84.8
400 - 459 PM	65.5	80.3	81.9	79.8	75.3	78.9	88.2	82.4	78.9	70.1	70.0	82.5	76.8	77.6	78.5	79.9	73.1	77.5
500 - 559 PM	69.9	74.8	73.9	78.8	84.4	82.5	85.8	80.8	78.8	72.3	79.9	83.1	79.5	75.2	70.8	76.0	69.8	78.6
600 - 659 PM	67.1	70.4	75.8	74.6	81.8	83.3	85.3	78.5	70.6	59.4	68.5	83.7	73.4	73.4	74.7	74.0	66.6	69.7
700 - 759 PM	65.2	71.1	72.7	74.1	75.2	79.3	85.3	76.7	78.8	59.6	70.0	79.5	73.2	67.0	77.7	79.0	66.3	75.5
800 - 859 PM	65.0	71.3	72.0	75.4	75.3	80.8	83.8	74.1	74.1	64.5	73.1	77.6	74.8	66.9	72.5	73.3	64.3	74.6
900 - 959 PM	64.5	79.2	73.9	71.8	79.8	79.9	82.2	75.5	78.7	73.3	67.7	83.9	71.5	78.1	71.5	79.8	68.0	70.4
1000 - 1059 PM	67.1	78.5	76.4	72.4	69.7	73.9	85.7	73.4	71.9	67.3	67.7	73.8	79.8	74.6	70.6	71.2	71.6	71.4
1100 - 559 AM	82.4	78.6	78.7	83.1	74.4	80.6	80.1	86.2	83.1	78.1	64.5	84.2	75.0	74.5	76.0	83.5	76.1	76.0

TOTAL, ALL ARRIVALS, BY AIRPORT 72.0 77.7 78.6 79.0 81.3 81.6 87.4 81.7 80.3 73.8 74.4 82.4 79.1 75.7 78.7 80.8 73.3 78.9

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
600 - 659 AM	100.0	79.6	93.9	85.6	J/	91.4	J/	83.7	96.2	82.4	96.0	J/	92.7	88.9	88.0
700 - 759 AM	89.2	J/	85.4	85.7	93.5	86.2	90.4	83.5	91.8	93.5	81.0	84.6	92.7	85.9	86.1
800 - 859 AM	87.2	93.8	87.3	84.5	89.3	75.8	91.1	81.4	92.0	89.0	84.9	82.6	83.9	89.2	84.4
900 - 959 AM	88.4	77.1	87.0	81.7	95.4	71.5	86.9	85.4	85.0	91.6	70.5	91.2	82.5	85.1	83.8
1000 - 1059 AM	88.3	82.0	85.1	80.5	87.1	77.6	70.4	85.4	86.9	92.5	71.9	87.7	76.4	86.1	82.0
1100 - 1159 AM	86.6	79.0	88.2	78.7	83.7	80.1	82.4	81.6	84.3	85.6	59.8	87.0	81.9	80.9	81.4
1200 - 1259 PM	84.6	72.6	88.2	80.1	78.0	81.7	84.6	86.0	78.8	83.3	57.6	82.3	84.7	82.9	81.0
100 - 159 PM	84.3	70.1	87.0	76.1	78.8	79.6	75.8	80.7	80.0	79.4	67.4	81.1	83.9	84.9	81.0
200 - 259 PM	78.5	78.1	87.4	77.9	75.4	81.6	79.2	87.3	77.6	78.8	63.0	85.7	81.4	82.8	79.7
300 - 359 PM	77.3	77.0	85.2	75.3	79.1	81.6	79.1	84.3	79.8	80.1	60.3	80.8	82.7	78.8	79.2
400 - 459 PM	78.0	76.4	80.9	76.1	78.5	77.7	75.8	80.3	74.1	72.5	65.3	77.8	74.4	77.0	77.1
500 - 559 PM	81.0	64.0	83.0	73.8	64.3	71.6	77.4	83.3	77.1	70.6	63.8	84.9	78.4	74.9	76.2
600 - 659 PM	72.6	72.4	84.0	72.1	79.2	69.7	71.7	74.8	70.3	74.5	71.0	80.6	77.9	70.0	73.7
700 - 759 PM	66.9	76.3	81.6	73.6	70.7	69.3	72.8	77.9	74.2	68.3	64.8	85.6	79.8	73.1	74.1
800 - 859 PM	69.5	70.9	75.5	73.8	73.9	73.7	77.1	72.4	72.5	71.9	70.5	80.3	77.3	70.9	72.9
900 - 959 PM	77.9	74.6	85.8	72.8	68.2	71.8	72.2	79.0	72.0	72.8	67.2	78.3	76.1	71.9	74.5
1000 - 1059 PM	79.2	76.6	84.7	83.5	69.5	73.9	70.3	71.2	78.7	70.9	59.9	79.3	79.1	66.1	72.7
1100 - 559 AM	71.5	66.4	84.0	89.7	74.7	74.6	73.1	76.6	80.9	75.5	80.4	54.0	81.9	70.7	78.5

TOTAL, ALL ARRIVALS, BY AIRPORT 80.1 74.8 84.8 77.9 77.4 76.3 77.6 81.2 78.9 77.9 67.6 83.0 80.9 77.1 78.6

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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	91.4	89.2	88.4	90.8	100.0	87.9	97.3	89.7	82.9	89.9	93.6	87.9	96.2	81.3	95.8	91.4	89.0	92.4
700 - 759 AM	90.1	81.3	85.6	88.5	93.1	87.6	96.0	88.7	85.3	92.2	96.6	83.6	94.7	84.1	93.7	93.3	87.5	95.4
800 - 859 AM	87.1	79.9	81.6	81.8	88.1	89.7	93.4	87.8	85.7	91.4	91.8	86.7	91.8	89.0	91.4	91.9	86.7	92.0
900 - 959 AM	78.6	75.9	78.4	93.5	83.3	86.4	93.1	86.2	84.7	85.6	94.8	85.8	91.5	86.7	91.4	89.4	85.9	91.5
1000 - 1059 AM	84.0	83.0	79.7	75.0	86.1	87.1	90.6	86.6	80.2	82.1	88.0	82.1	90.4	85.7	80.9	84.3	87.2	90.6
1100 - 1159 AM	79.7	79.9	78.1	93.9	87.1	85.4	89.0	85.9	79.7	82.2	83.4	83.3	89.3	82.9	80.9	83.2	83.6	85.0
1200 - 1259 PM	81.9	78.6	72.9	81.2	85.6	83.7	90.8	82.2	76.8	82.3	79.8	86.5	87.8	82.6	73.2	82.5	80.9	84.1
100 - 159 PM	82.9	83.8	78.2	75.0	74.5	85.6	86.6	80.5	77.3	82.5	76.7	76.7	87.4	71.9	79.4	80.3	79.3	86.5
200 - 259 PM	80.1	78.2	75.1	81.3	82.2	87.7	84.3	80.0	80.5	82.4	73.5	80.9	80.1	75.4	79.2	81.7	80.2	85.5
300 - 359 PM	79.6	74.9	68.8	75.0	83.6	85.4	87.5	82.5	75.8	82.0	79.0	84.8	80.9	79.9	71.3	78.0	74.6	81.6
400 - 459 PM	74.1	75.5	68.5	80.0	83.0	78.8	84.9	79.1	76.8	76.8	74.7	75.9	85.7	82.1	71.9	79.1	76.3	78.7
500 - 559 PM	72.5	74.6	67.6	74.4	75.0	81.2	87.7	79.7	80.0	73.0	71.6	85.5	78.4	69.4	67.8	77.7	72.1	81.0
600 - 659 PM	70.0	70.2	66.9	80.0	76.4	85.9	86.3	79.0	80.1	74.1	76.4	83.0	83.3	75.8	73.3	78.2	71.2	81.0
700 - 759 PM	67.1	70.5	65.3	71.9	85.7	82.4	85.5	78.7	75.5	63.2	65.9	75.6	78.2	68.3	67.1	76.3	70.7	79.5
800 - 859 PM	69.1	69.2	64.8	70.8	79.1	83.2	86.3	78.9	68.8	70.1	74.8	75.0	77.3	75.3	71.7	72.5	72.0	72.6
900 - 959 PM	68.4	77.9	56.9	77.3	81.7	83.2	88.5	78.8	78.9	J/	87.5	84.2	83.1	70.1	65.2	78.9	71.8	78.3
1000 - 1059 PM	65.2	71.4	53.4	70.7	74.2	J/	J/	81.1	74.1	J/	J/	J/	87.7	76.9	76.8	87.3	56.7	100.0
1100 - 559 AM	55.6	86.5	76.7	J/	J/	J/	96.8	97.7	92.0	94.2	98.1	94.4	J/	J/	80.8	88.8	96.7	96.8
TOTAL, ALL DEPARTURES, BY AIRPORT	77.2	78.0	74.1	78.4	83.8	85.1	89.2	82.6	78.6	81.7	81.6	84.0	85.3	78.1	79.2	83.9	80.1	85.5

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														
	MDW	MI A	MSP	ORD	PDX	PHL	PHX	PI T	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	93.8	93.9	94.0	92.3	91.3	84.9	92.7	91.7	94.2	93.6	92.7	98.3	92.0	94.5	91.3
700 - 759 AM	91.0	91.7	89.1	90.1	88.4	82.6	95.9	86.2	93.8	89.1	92.7	95.5	94.0	93.9	90.3
800 - 859 AM	83.2	87.0	89.8	89.4	89.7	80.8	89.8	87.4	90.8	89.6	91.6	92.1	90.6	91.3	88.2
900 - 959 AM	80.2	94.8	87.5	87.0	84.9	71.0	80.0	77.1	89.5	84.9	84.6	90.8	89.6	87.8	85.2
1000 - 1059 AM	83.9	85.4	84.5	84.7	91.2	67.6	84.0	88.7	85.3	89.1	73.2	89.3	87.7	92.3	84.5
1100 - 1159 AM	81.3	84.6	85.6	83.4	79.5	72.8	72.3	81.9	77.0	86.1	70.8	87.8	80.8	86.1	82.3
1200 - 1259 PM	73.1	85.1	84.5	80.2	75.0	84.0	77.9	83.8	82.0	77.7	67.3	85.8	87.4	78.5	80.8
100 - 159 PM	74.3	84.6	88.1	80.6	71.0	77.6	78.4	83.2	77.1	79.7	66.4	79.2	84.9	86.1	80.9
200 - 259 PM	57.6	67.9	83.4	75.9	80.0	72.7	72.9	79.7	73.0	74.6	75.7	86.3	78.7	81.0	78.8
300 - 359 PM	63.6	82.4	82.5	75.4	76.2	73.3	70.7	83.5	75.9	74.9	62.6	84.4	81.7	75.4	78.0
400 - 459 PM	61.9	80.0	82.5	75.3	84.3	75.5	68.1	75.1	77.2	74.6	71.3	83.1	77.9	76.3	76.7
500 - 559 PM	67.5	76.1	85.1	72.8	68.7	67.3	70.8	81.2	73.2	69.2	64.4	74.3	71.6	78.6	75.5
600 - 659 PM	62.3	82.7	82.0	73.8	80.9	66.2	70.9	80.6	72.7	65.3	73.2	81.8	82.2	70.2	76.0
700 - 759 PM	56.3	84.5	86.6	74.0	69.1	59.8	64.2	72.8	66.0	62.0	66.2	83.1	81.9	75.8	74.2
800 - 859 PM	57.9	77.0	83.8	74.9	59.0	66.3	69.5	77.4	70.2	67.9	58.9	83.0	74.1	75.8	73.2
900 - 959 PM	64.4	J/	85.1	75.4	60.5	75.6	69.7	J/	78.1	73.1	58.2	76.0	82.9	78.0	75.9
1000 - 1059 PM	J/	J/	91.2	83.9	77.3	80.8	80.5	83.1	85.7	80.0	82.5	87.5	74.2	56.0	80.5
1100 - 559 AM	J/	J/	92.3	100.0	94.4	83.3	91.9	92.3	96.8	91.3	92.1	93.5	J/	90.3	87.5
TOTAL, ALL DEPARTURES, BY AIRPORT	72.6	84.9	85.8	80.0	80.1	73.6	76.9	81.4	81.5	81.0	76.8	86.6	84.1	83.3	81.0

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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	NO. OF AVERAGE	MIN. LATE	MEDI AN
CO	522	IAH-SFO	1428	17	82.35	44		36

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## 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	430	1	0.2
CONTINENTAL	870	2	0.2
SOUTHWEST	2786	3	0.1
AMERICAN EAGLE	1249	1	0.1
AMERICAN	2244	0	0.0
DELTA	1993	0	0.0
UNITED	1569	0	0.0
NORTHWEST	1345	0	0.0
US AIRWAYS	1240	0	0.0
AMERICA WEST	540	0	0.0
TOTAL	14266	7	0.0

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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)	81.5	86.2	205	203	EUGENE OR (EUG)	64.5	71.0	93	93
AGUADILLA P. R. (BON)	57.7	100.0	26	26	EVANSVILLE IN. (EVV)	74.3	80.0	140	140
ALBANY N. Y. (ALB)	74.0	80.5	1,168	1,167	FAIRBANKS AK (FAI)	78.0	85.4	391	391
ALBUQUERQUE N. M. (ABQ)	80.5	81.4	2,876	2,874	FARGO N. D. (FAR)	79.4	92.1	228	229
ALLENTOWN PA (ABE)	79.3	90.1	121	121	FAYETTEVILLE ARKANSAS REG (XNA)	73.6	77.1	364	363
AMARILLO TX (AMA)	72.2	77.4	550	549	FLINT MI. (FNT)	72.1	84.8	111	112
ANCHORAGE AK (ANC)	77.8	82.5	1,497	1,500	FRESNO CA (FAT)	77.2	81.4	294	291
ATLANTA GA (ATL)	72.1	77.2	18,831	18,796	FT. LAUDERDALE FL. (FLL)	74.4	81.6	4,171	4,168
AUSTIN TX (AUS)	80.2	84.6	3,184	3,185	FT. MYERS FL. (RSW)	74.8	87.1	1,197	1,201
BALTIMORE MD (BWI)	78.6	74.2	7,029	7,032	FT. SMITH AR (FSM)	86.8	93.2	235	236
BANGOR ME (BGR)	65.9	74.1	223	224	FT. WAYNE IN (FWA)	68.4	79.4	209	209
BARROW AK (BRW)	81.4	74.6	59	59	GRAND FORKS N. D. (GFK)	82.6	90.8	86	87
BATON ROUGE LA. (BTR)	78.8	82.4	255	255	GRAND RAPIDS MI. (GRR)	73.2	81.1	768	768
BETHEL AK. (BET)	71.9	69.3	114	114	GREAT FALLS MT. (GTF)	83.4	89.9	157	158
BILLINGS MT. (BIL)	82.5	91.7	251	252	GREEN BAY WI (GRB)	72.8	86.2	375	377
BIRMINGHAM AL (BHM)	81.3	83.8	1,428	1,428	GREENSBORO/HIGH PT. N. C. (GSO)	73.3	81.6	705	706
BISMARCK N. D. (BIS)	82.1	91.1	123	123	GREENVILLE/SPARTANBURG S. C. (GSP)	74.2	82.3	403	402
BOISE ID (BOI)	77.9	84.3	927	926	GULFPORT/BILOXI MS. (GPT)	84.3	95.0	102	101
BOSTON MA (BOS)	77.7	78.0	8,731	8,730	GUNNISON CO (GUC)	75.0	87.5	24	24
BOZEMAN MT. (BZN)	85.3	94.7	150	151	HARLINGEN TX (HRL)	70.5	72.5	342	342
BUFFALO N. Y. (BUF)	75.4	80.6	1,200	1,204	HARRISBURG PA (MDT)	77.0	84.5	470	470
BURBANK CA (BUR)	74.2	73.8	2,169	2,170	HARTFORD CT./SPGFLD MA. (BDL)	77.4	79.9	2,673	2,674
BURLINGTON VT (BTV)	83.1	85.3	278	278	HELENA MT. (HLN)	82.4	87.0	91	92
CEDAR RAPIDS/IOWA CTY IA. (CID)	78.4	83.8	384	383	HONOLULU OAHU HI (HNL)	60.9	90.0	951	951
CHAMPAIGN (CMI)	66.9	75.9	142	141	HOUSTON TX (IAH)	79.1	85.3	9,781	9,792
CHARLESTON S. C (CHS)	84.0	86.7	344	345	HOUSTON TX (HOU)	77.0	70.0	4,540	4,543
CHARLOTTE N. C. (CLT)	79.0	78.4	7,940	7,947	HUNTSVILLE/DECATUR AL. (HSV)	78.7	84.5	287	290
CHATTANOOGA TN. (CHA)	65.5	84.5	58	58	INDIANAPOLIS IN. (IND)	79.7	83.9	2,634	2,634
CHICAGO IL (ORD)	77.9	80.0	26,986	26,990	INDIO/PALM SPRINGS CA (PSP)	79.8	84.7	609	606
CHICAGO IL (MDW)	80.1	72.6	4,512	4,512	ISLIP/LONG IS. N. Y. (ISP)	80.0	78.8	915	916
CINCINNATI OH (CVG)	81.3	83.8	5,111	5,109	JACKSON WY. (JAC)	77.5	79.9	151	154
CLEVELAND OH (CLE)	78.2	84.1	3,695	3,694	JACKSON/VICKSBURG MS. (JAN)	79.5	84.0	649	650
COLLEGE STATION TX (CLL)	85.2	94.0	149	149	JACKSONVILLE FL. (JAX)	77.4	79.8	1,883	1,885
COLORADO SPRINGS CO. (COS)	85.5	88.9	627	630	JUNEAU AK. (JNU)	62.8	57.6	304	304
COLUMBIA S. C (CAE)	89.8	78.7	88	89	KAHALUI (OGG)	64.6	87.4	333	333
COLUMBUS OH (CMH)	77.6	83.8	2,629	2,631	KALAMAZOO MI. (AZO)	73.0	80.5	174	174
CORDOVA AK (CDV)	68.3	75.0	60	60	KALISPELL MT (FCA)	79.8	91.1	124	124
CORPUS CHRISTI TX. (CRP)	71.1	76.3	343	342	KANSAS CITY MO (MCI)	82.1	85.0	4,759	4,754
DALLAS/FT. WORTH TX. (DFW)	81.7	82.6	23,369	23,368	KETCHIKAN AK (KTN)	73.0	77.7	185	184
DALLAS/FT. WORTH TX. (DAL)	74.5	71.0	3,534	3,540	KILLEEN TX. (ILE)	85.5	91.8	269	268
DAYTON OH (DAY)	77.5	79.6	510	511	KING SALMON AK. (AKN)	100.0	84.6	13	13
DAYTONA BEACH FL (DAB)	77.3	82.6	154	155	KNOXVILLE TN. (TYS)	69.7	77.3	294	295
DEADHORSE AK. (SCC)	76.7	80.0	30	30	KODIAK AK (ADQ)	78.3	80.0	60	60
DENVER CO (DEN)	87.3	89.2	9,824	9,850	KONA HAWAII. HI. (KOA)	65.2	92.4	158	158
DES MOINES IA (DSM)	83.3	87.0	617	616	KOTZEBUE AK. (OTZ)	70.5	62.5	88	88
DETROIT MI. (DTW)	80.4	78.6	11,390	11,372	LA CROSSE WI. (LSE)	76.0	83.2	183	184
DILLINGHAM AK. (DLG)	84.6	76.9	13	13	LAFAYETTE LA. (LFT)	90.0	80.0	10	10
DUBUQUE IA. (DBQ)	70.5	79.3	88	87	LANSING MI. (LAN)	68.1	90.1	232	232
DULUTH MN (DLH)	81.8	90.8	110	109	LAREDO TX. (LRD)	74.8	78.6	131	131
DUTCH HARBOR AK. (DUT)	77.8	61.1	54	54	LAS VEGAS NV. (LAS)	78.7	79.2	10,768	10,775
EAGLE CO. (EGE)	79.3	88.8	150	152	LAWTON OK. (LAW)	87.2	93.3	180	180
EL PASO TX (ELP)	78.0	79.9	1,694	1,693	LEXINGTON/FRKFT KY. (LEX)	82.9	85.6	117	118

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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.
LIHUE KAUAI HI. (LIH)	58.8	94.1	102	102	ROCHESTER N.Y. (ROC)	78.3	83.9	691	691
LITTLE ROCK AR. (LIT)	76.3	80.6	1,131	1,128	SACRAMENTO CA. (SMF)	79.1	78.9	3,230	3,230
LONG BEACH CA. (LGB)	78.1	83.1	265	266	SAGINAW MI. (MBS)	78.0	88.9	118	117
LONGVIEW TX. (GGG)	89.7	95.7	117	117	SALT LAKE CITY UT. (SLC)	83.0	86.6	5,792	5,786
LOS ANGELES CA. (LAX)	80.8	83.9	15,088	15,086	SAN ANGELO TX. (SJT)	80.4	93.3	179	179
LOUISVILLE KY. (SDF)	78.8	82.3	1,301	1,305	SAN ANTONIO TX. (SAT)	79.4	83.5	3,120	3,121
LUBBOCK TX. (LBB)	72.5	79.6	658	658	SAN DIEGO CA. (SAN)	78.9	81.5	6,131	6,133
MADISON WI. (MSN)	73.7	84.6	479	479	SAN FRANCISCO CA. (SFO)	67.7	76.7	7,991	7,961
MANCHESTER N.H. (MHT)	74.9	74.7	1,301	1,300	SAN FRANCISCO CA. (OAK)	73.1	71.8	5,227	5,228
MARQUETTE MI. (MOT)	53.8	84.6	26	26	SAN JOSE CA. (SJC)	77.9	78.6	4,916	4,913
MEDFORD OR. (MFR)	55.6	61.1	90	90	SAN JUAN P.R. (SJU)	77.2	88.1	2,002	2,000
MELBOURNE FL. (MLB)	77.4	86.0	93	93	SAN LUIS OBISPO CA. (SBP)	79.8	91.7	183	181
MEMPHIS TN. (MEM)	83.0	82.6	4,214	4,208	SANTA BARBARA CA. (SBA)	89.6	92.0	289	286
MIAMI FL. (MIA)	74.8	84.9	4,939	4,941	SARASOTA/BRAD. FL. (SRQ)	72.6	84.4	274	276
MIDLAND/ODESSA TX. (MAF)	75.6	83.7	577	575	SAVANNAH GA. (SAV)	82.0	84.8	328	329
MILWAUKEE WI. (MKE)	76.0	87.0	1,251	1,251	SCRANTON/WILKES-BARRE PA. (AVP)	85.6	92.2	90	90
MINNEAPLS./ST. P. MN. (MSP)	84.8	85.8	11,859	11,847	SEATTLE WA. (SEA)	77.9	81.0	7,959	7,957
MINOT N.D. (MOT)	83.9	87.1	93	93	SHREVEPORT LA. (SHV)	81.1	91.8	380	380
MISSION/MCALLEN TX. (MFE)	81.8	91.7	264	264	SILOUX FALLS S.D. (FSD)	86.3	94.0	168	167
MISSOULA MT. (MSO)	81.2	88.6	165	166	SITKA AK. (SIT)	63.0	71.0	92	93
MOBILE AL./PASCAGOULA MS. (MOB)	82.6	78.7	167	169	SOUTH BEND IN. (SBN)	75.0	75.0	4	4
MONTEREY CA. (MRY)	88.1	88.1	168	168	SPOKANE WA. (GEG)	79.7	84.5	995	995
MONTROSE CO. (MTJ)	77.5	87.5	40	40	SPRINGFIELD MO. (SGF)	85.1	81.7	242	240
MYRTLE BEACH S.C. (MYR)	77.3	89.3	150	150	ST. CROIX V.I. (STX)	85.5	85.5	62	62
NASHVILLE TN. (BNA)	82.2	81.6	3,988	3,991	ST. LOUIS MO. (STL)	80.9	84.1	9,656	9,648
NEW ORLEANS LA. (MSY)	79.4	84.1	4,067	4,062	ST. THOMAS V.I. (STT)	78.1	84.1	315	315
NEW YORK N.Y. (JFK)	75.7	78.1	4,242	4,247	STEAMBOAT SPRINGS CO. (HDN)	81.4	88.3	102	103
NEW YORK N.Y. (LGA)	73.3	80.1	7,808	7,817	SYRACUSE N.Y. (SYR)	75.3	80.8	713	714
NEWARK N.J. (EWR)	73.9	81.7	8,250	8,245	TALLAHASSEE FL. (TLH)	80.3	78.9	142	142
NEWBURGH N.Y. (SWF)	77.1	80.6	144	144	TAMPA FL. (TPA)	77.1	83.3	5,133	5,136
NOME AK. (OME)	80.7	78.4	88	88	TEXARKANA AR. (TXK)	89.0	92.3	91	91
NORFOLK/VA. BEACH VA. (ORF)	76.2	82.9	1,366	1,367	TOLEDO OH. (TOL)	74.3	81.8	148	148
OKLAHOMA CITY OK. (OKC)	77.4	82.6	1,667	1,668	TRAVERSE CITY MI. (TVC)	62.1	83.1	66	65
OMAHA NE. (OMA)	83.5	89.2	1,489	1,488	TUCSON AZ. (TUS)	79.4	86.9	1,298	1,295
ONTARIO CA. (ONT)	78.4	82.1	2,715	2,716	TULSA OK. (TUL)	77.0	81.7	1,628	1,628
ORANGE COUNTY CA. (SNA)	81.1	83.0	3,622	3,628	TYLER TX. (TYR)	89.5	95.3	237	235
ORLANDO FL. (MCO)	78.9	85.5	6,720	6,711	VALPARAISO FL. (VPS)	77.7	82.0	188	189
PASCO WA. (PSC)	87.7	91.2	57	57	WACO TX. (ACT)	90.9	94.2	208	208
PENSACOLA FL. (PNS)	76.7	87.6	313	315	WASHINGTON D.C. (IAD)	82.4	84.0	3,608	3,609
PEORIA IL. (PIA)	75.2	86.3	117	117	WASHINGTON DC. (DCA)	81.6	85.1	6,005	6,005
PETERSBURG AK. (PSG)	61.7	61.7	60	60	WEST PALM BEACH FL. (PBI)	71.4	81.7	1,962	1,963
PHILADELPHIA PA. (PHL)	76.1	73.7	8,605	8,650	WHITE PLAINS N.Y. (HPN)	64.3	66.5	378	376
PHOENIX AZ. (PHX)	77.5	76.9	14,425	14,435	WICHITA FALLS TX. (SPS)	89.9	95.0	179	179
PITTSBURGH PA. (PIT)	81.3	81.3	5,559	5,529	WICHITA KS. (ICT)	82.3	83.3	424	426
PORTLAND ME. (PWM)	72.5	73.9	505	505	WILMINGTON N.C. (ILM)	81.5	88.7	124	124
PORTLAND OR. (PDX)	77.4	80.1	4,065	4,069	WRANGELL AK. (WRG)	70.0	73.3	60	60
PROVIDENCE R.I. (PVD)	81.8	80.0	2,235	2,234	YAKUTAT AK. (YAK)	70.0	73.3	60	60
RALEIGH/DURHAM N.C. (RDU)	74.1	78.0	3,646	3,645					
RAPID CITY S.D. (RAP)	80.8	95.9	73	73					
RENO NV. (RNO)	77.0	77.6	1,964	1,966					
RICHARMOND VA. (RIC)	77.1	81.3	1,012	1,013					
ROCHESTER MN. (RST)	85.5	89.8	186	187					

DECEMBER 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
AMERICAN EAGLE	18	21,234	916	4.3	99	35,979	1,509	4.2
ALASKA	14	7,257	108	1.5	42	12,745	286	2.2
US AIRWAYS	27	28,522	632	2.2	65	36,580	810	2.2
DELTA	32	45,442	915	2.0	110	58,991	1,174	2.0
AMERICAN	31	53,045	831	1.6	91	68,460	1,025	1.5
NORTHWEST	32	28,827	450	1.6	115	42,773	622	1.5
SOUTHWEST	15	34,768	470	1.4	59	80,540	1,154	1.4
AMERICA WEST	28	12,830	131	1.0	55	16,139	166	1.0
CONTINENTAL	30	20,355	191	0.9	82	26,443	232	0.9
UNITED	31	39,998	329	0.8	86	48,475	378	0.8
TOTAL		292,278	4,973	1.7		427,125	7,356	1.7

**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**

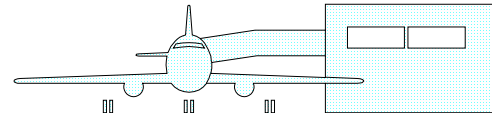
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

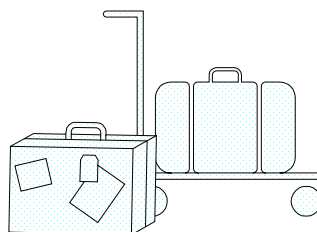
**Air Carriers Required to Report Data to DOT and to CRS Vendors**

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.



**DECEMBER**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	DECEMBER 2002			DECEMBER 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,878	1,081,609	2.66	3,114	915,614	3.40
2	US AIRWAYS	9,535	3,274,369	2.91	10,886	3,554,993	3.06
3	DELTA AIR LINES	30,953	7,422,839	4.17	28,535	6,550,444	4.36
4	SOUTHWEST AIRLINES	27,199	6,275,542	4.33	28,514	5,766,560	4.94
5	CONTINENTAL AIRLINES	13,912	2,834,491	4.91	12,480	2,793,501	4.47
6	NORTHWEST AIRLINES	19,927	3,874,013	5.14	19,823	3,455,941	5.74
7	AMERICA WEST AIRLINES	8,416	1,634,882	5.15	5,760	1,373,350	4.19
8	AMERICAN AIRLINES	37,662	6,759,911	5.57	26,359	4,932,231	5.34
9	UNITED AIRLINES	32,059	5,411,308	5.92	25,223	4,548,013	5.55
10	AMERICAN EAGLE AIRLINES	11,675	981,918	11.89	11,510	850,038	13.54
TOTALS **		194,216	39,550,882	4.91	172,204	34,740,685	4.96

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 December 2001 reflect the deletion of TWA's data for that month.

**JANUARY TO DECEMBER**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - DECEMBER 2002			JANUARY - DECEMBER 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	32,373	12,301,820	2.63	34,988	11,677,193	3.00
2	US AIRWAYS	130,484	44,223,000	2.95	200,896	51,990,955	3.86
3	CONTINENTAL AIRLINES	106,880	34,063,710	3.14	155,127	36,146,307	4.29
4	SOUTHWEST AIRLINES	263,203	74,858,494	3.52	350,712	73,494,713	4.77
5	AMERICA WEST AIRLINES	69,649	19,610,425	3.55	81,254	19,272,838	4.22
6	DELTA AIR LINES	306,025	85,813,774	3.57	357,429	86,927,813	4.11
7	UNITED AIRLINES	235,921	62,731,394	3.76	343,485	67,722,438	5.07
8	AMERICAN AIRLINES	345,853	80,979,779	4.27	294,110	63,987,895	4.60
9	NORTHWEST AIRLINES	203,944	45,088,596	4.52	190,139	45,403,924	4.19
10	AMERICAN EAGLE AIRLINES**	114,645	11,680,596	9.81	132,810	11,308,947	11.74
TOTALS ***		1,808,977	471,351,588	3.84	2,140,950	467,933,023	4.58

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.

\*\* American Eagle Airlines incorrectly reported to DOT its mishandled baggage data for January, February, March, April, May, June, July, August and September 2001. Therefore, the data in this report reflect a correction of the American Eagle data for January-December 2001.

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

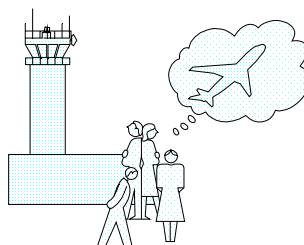
## **OVERSALES**

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.



**OCTOBER-DECEMBER**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	OCTOBER-DECEMBER 2002				OCTOBER-DECEMBER 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	<i>AMERICA WEST AIRLINES</i>	14,663	80	4,975,675	<b>0.16</b>	11,741	148	4,212,736	<b>0.35</b>
2	<i>AMERICAN EAGLE AIRLINES</i>	217	9	272,877	<b>0.33</b>	228	4	300,951	<b>0.13</b>
3	<i>AMERICAN AIRLINES</i>	30,682	1,184	21,069,812	<b>0.56</b>	24,591	619	15,361,153	<b>0.40</b>
4	<i>CONTINENTAL AIRLINES</i>	10,706	552	8,431,318	<b>0.65</b>	21,404	3,167	8,403,431	<b>3.77</b>
5	<i>US AIRWAYS</i>	25,647	630	9,615,161	<b>0.66</b>	24,113	497	10,798,123	<b>0.46</b>
6	<i>UNITED AIRLINES</i>	39,021	1,334	16,400,686	<b>0.81</b>	30,167	867	14,202,740	<b>0.61</b>
7	<i>NORTHWEST AIRLINES</i>	16,224	911	11,163,224	<b>0.82</b>	17,630	653	10,344,479	<b>0.63</b>
8	<i>ALASKA AIRLINES</i>	4,919	318	3,361,246	<b>0.95</b>	5,749	289	3,014,471	<b>0.96</b>
9	<i>SOUTHWEST AIRLINES</i>	22,530	2,111	17,763,447	<b>1.19</b>	13,920	1,840	17,186,342	<b>1.07</b>
10	<i>DELTA AIR LINES</i>	49,703	3,799	21,267,637	<b>1.79</b>	42,710	2,245	18,635,456	<b>1.20</b>
	<b>TOTALS**</b>	214,312	10,928	114,321,083	<b>0.96</b>	192,253	10,329	102,459,882	<b>1.01</b>

\* 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 October-December 2001 reflect the deletion of TWA's data for that 3-month period.

**JANUARY-DECEMBER**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	JANUARY-DECEMBER 2002				JANUARY-DECEMBER 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	<b>AMERICAN EAGLE AIRLINES</b> **	1,103	19	1,001,798	0.19	1,597	73	1,684,776	0.43
2	<b>AMERICA WEST AIRLINES</b>	52,593	385	19,711,035	0.20	51,751	752	19,835,068	0.38
3	<b>AMERICAN AIRLINES</b>	135,989	2,650	86,792,674	0.31	128,557	2,556	70,827,736	0.36
4	<b>US AIRWAYS</b>	101,084	1,526	43,978,481	0.35	89,702	1,854	54,056,486	0.34
5	<b>NORTHWEST AIRLINES</b>	76,878	2,809	46,993,514	0.60	75,684	2,210	48,839,895	0.45
6	<b>UNITED AIRLINES</b>	112,673	4,395	65,530,209	0.69	150,358	6,366	68,923,774	0.92
7	<b>CONTINENTAL AIRLINES</b>	46,771	3,051	35,215,605	0.87	75,787	5,766	38,152,917	1.51
8	<b>SOUTHWEST AIRLINES</b>	87,486	7,928	72,462,123	1.09	77,209	11,055	73,625,452	1.50
9	<b>DELTA AIR LINES</b>	163,846	9,222	83,386,595	1.11	178,400	6,789	88,385,675	0.77
10	<b>ALASKA AIRLINES</b>	24,921	1,657	14,132,047	1.17	31,671	1,856	13,638,485	1.36
	<b>TOTALS</b> ***	803,344	33,642	467,204,981	0.72	860,716	39,277	477,970,264	0.82

\* 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 2nd quarter of 2002. Therefore, the January-December data reflect a correction of that quarter's data.

\*\*\* Trans World Airlines (TWA) ceased operating December 2001. Totals for January-December 2001 reflect the deletion of TWA's data for that 12-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 or security complaints, which are handled by the Federal Aviation Administration and Transportation Security Administration, respectively. 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

	DECEMBER 2002				DECEMBER 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	403	55	1	70	429	28	1	30
FOREIGN AIRLINES	88	1	0	5	79	0	0	1
TRAVEL AGENTS	15	2	0	0	29	0	0	0
TOUR OPERATORS	2	0	0	0	7	0	0	0
MISCELLANEOUS	9	9	0	24	10	2	0	4
<b>INDUSTRY TOTALS</b>	<b>517</b>	<b>67</b>	<b>1</b>	<b>99</b>	<b>554</b>	<b>30</b>	<b>1</b>	<b>35</b>

TABLE 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

<u>COMPLAINT CATEGORY</u>	DECEMBER 2002			DECEMBER 2001		
	<u>RANKING</u>	<u>COMPLAINTS**</u>	<u>SUB-CATEGORY</u>	<u>RANKING</u>	<u>COMPLAINTS**</u>	<u>SUB-CATEGORY</u>
FLIGHT PROBLEMS	1	108		1	116	
CANCELLATIONS			32			48
DELAYS			24			29
MISCONNECTIONS			17			7
BAGGAGE	2	99		4	86	
CUSTOMER SERVICE	3	79		2	87	
RES/TKTG/BOARDING	4	72		5	58	
REFUNDS	5	55		3	87	
FARES	6	28		6	34	
OVERSALES	7	25		8	21	
DISABILITY	8	24		9	19	
OTHER	9	18		10	9	
FREQUENT FLYER			8			4
DISCRIMINATION	10	8		7	28	
ADVERTISING	11	1		11	8	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		517			554	

\* 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\*

DECEMBER 2002

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	1	1	1	0	1	1	0	0	0	0	0	0	5
ALASKA AIRLINES	5	0	0	0	0	2	1	1	0	0	0	0	9
AMERICAN WEST AIRLINES	3	1	1	1	1	6	3	2	0	0	0	0	18
AMERICAN AIRLINES	15	4	9	2	4	18	12	2	0	0	0	3	69
AMERICAN TRANS AIR	1	1	3	0	1	0	0	0	0	0	0	0	6
ATLANTIC SOUTHEAST AIRLINES	4	2	2	0	0	0	2	0	0	0	0	0	10
CONTINENTAL AIRLINES	4	1	6	4	6	7	6	1	0	1	0	2	38
DELTA AIRLINES	17	3	9	3	7	12	11	3	1	1	0	1	68
HAWAIIAN AIRLINES	2	0	2	2	0	0	1	1	0	0	0	1	9
NATIONAL AIRLINES	0	0	0	0	3	1	1	0	0	0	0	0	5
NORTHWEST AIRLINES	11	1	9	1	4	5	5	1	0	0	0	5	42
SOUTHWEST AIRLINES	1	3	0	1	0	0	1	1	0	0	0	0	7
UNITED AIRLINES	11	1	7	5	4	6	12	2	0	2	0	1	51
US AIRWAYS	12	1	0	3	1	4	3	4	0	1	0	2	31
OTHER U. S. AIRLINES	6	2	2	0	8	7	6	1	0	2	0	1	35
TOTAL DECEMBER 2002	93	21	51	22	40	69	64	19	1	7	0	16	403
% OF TOTAL COMPLAINTS	23.1	5.2	12.7	5.5	9.9	17.1	15.9	4.7	0.2	1.7	0	4.0	
TOTAL DECEMBER 2001	98	18	43	30	47	65	73	19	6	26	1	3	429
% OF TOTAL COMPLAINTS	22.8	4.2	10.0	7.0	11.0	15.2	17.0	4.4	1.4	6.1	0.2	0.7	

\* 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

DECEMBER 2002

U. S. AIRLINES*	COMPS RECD IN DEC.	INCI - DENTS IN DEC.	PERCENT	INCI - DENTS IN NOV.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	5	2	40.0	0	0.0	2	40.0	1	20.0
ALASKA AIRLINES	9	3	33.3	1	11.1	5	55.6	0	0.0
AMERICA WEST AIRLINES	18	4	22.2	8	44.4	4	22.2	2	11.1
AMERICAN AIRLINES	69	19	27.5	20	29.0	23	33.3	7	10.1
AMERICAN TRANS AIR	6	3	50.0	1	16.7	1	16.7	1	16.7
ATLANTIC SOUTHEAST AIRLINES	10	2	20.0	4	40.0	3	30.0	1	10.0
CONTINENTAL AIRLINES	38	16	42.1	8	21.1	11	28.9	3	7.9
DELTA AIR LINES	68	30	44.1	19	27.9	11	16.2	8	11.8
HAWAIIAN AIRLINES	9	0	0.0	4	44.4	4	44.4	1	11.1
NATIONAL AIRLINES	5	1	20.0	2	40.0	1	20.0	1	20.0
NORTHWEST AIRLINES	42	24	57.1	5	11.9	7	16.7	6	14.3
SOUTHWEST AIRLINES	7	5	71.4	2	28.6	0	0.0	0	0.0
UNITED AIRLINES	51	28	54.9	7	13.7	10	19.6	6	11.8
US AIRWAYS	31	15	48.4	7	22.6	7	22.6	2	6.5
OTHER U. S. AIRLINES	35	14	40.0	7	20.0	11	31.4	3	8.6
<b>TOTALS</b>	<b>403</b>	<b>166</b>	<b>41.2</b>	<b>95</b>	<b>23.6</b>	<b>100</b>	<b>24.8</b>	<b>42</b>	<b>10.4</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>429</b>	<b>186</b>	<b>43.4</b>	<b>77</b>	<b>17.9</b>	<b>100</b>	<b>23.3</b>	<b>66</b>	<b>15.4</b>

\* 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\*\*  
 DECEMBER 2002

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>													
AIR FRANCE	1	0	3	1	0	8	1	0	0	0	0	0	14
AIR JAMAICA	5	0	1	2	1	0	0	1	0	0	0	0	10
ALITALIA AIRLINES	0	0	0	0	0	4	1	0	0	0	0	0	5
BRITISH AIRWAYS	1	0	2	1	1	2	1	0	0	1	0	1	10
MEXICANA	1	0	0	1	2	1	0	0	0	0	0	0	5
TACA AIRLINES	0	1	2	0	1	1	2	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	5	3	6	0	3	12	5	3	0	0	0	0	37
<b>TOTALS</b>	<b>13</b>	<b>4</b>	<b>14</b>	<b>5</b>	<b>8</b>	<b>28</b>	<b>10</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>88</b>
<b>TRAVEL AGENTS</b>													
TRAVELOCITY.COM	0	0	4	0	2	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	0	0	2	1	4	0	2	0	0	0	0	0	9
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>
<b>TOUR OPERATORS</b>													
OTHER TOUR OPERATORS	1	0	0	0	1	0	0	0	0	0	0	0	2
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>MISCELLANEOUS</b>													
OTHER MISCELLANEOUS	1	0	1	0	0	2	3	1	0	0	0	1	9
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>9</b>

\* 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

DECEMBER  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	DECEMBER 2002			DECEMBER 2001		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	7	6,110,355	<b>0.11</b>	19	5,611,494	<b>0.34</b>
2	<i>AMERICAN EAGLE AIRLINES</i>	2	945,813	<b>0.21</b>	4	893,446	<b>0.45</b>
3	<i>ALASKA AIRLINES</i>	9	1,256,485	<b>0.72</b>	3	1,071,228	<b>0.28</b>
4	<i>UNITED AIRLINES</i>	51	5,964,816	<b>0.86</b>	81	5,060,274	<b>1.60</b>
5	<i>AMERICAN AIRLINES</i>	69	7,910,911	<b>0.87</b>	54	5,950,325	<b>0.91</b>
6	<i>DELTA AIR LINES</i>	68	7,776,803	<b>0.87</b>	68	6,829,169	<b>1.00</b>
7	<i>US AIRWAYS</i>	31	3,532,745	<b>0.88</b>	39	3,737,497	<b>1.04</b>
8	<i>NORTHWEST AIRLINES</i>	42	4,482,966	<b>0.94</b>	41	3,981,633	<b>1.03</b>
9	<i>AMERICA WEST AIRLINES</i>	18	1,650,598	<b>1.09</b>	22	1,367,084	<b>1.61</b>
10	<i>CONTINENTAL AIRLINES</i>	38	3,319,976	<b>1.14</b>	19	3,210,826	<b>0.59</b>
	<b>TOTAL **</b>	<b>335</b>	<b>42,951,468</b>	<b>0.78</b>	<b>350</b>	<b>37,712,976</b>	<b>0.93</b>

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 December 2001 reflect the deletion of TWA's data for that month.

TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - DECEMBER 2002				JANUARY - DECEMBER 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	7,698	781	44	645	14,076	1,054	75	537
FOREIGN AIRLINES	1,285	10	1	48	1,782	27	4	57
TRAVEL AGENTS	317	12	1	8	319	2	0	8
TOUR OPERATORS	66	0	0	1	125	2	0	8
MISCELLANEOUS	105	158	5	179	206	216	0	215
<b>INDUSTRY TOTALS</b>	<b>9,471</b>	<b>961</b>	<b>51</b>	<b>881</b>	<b>16,508</b>	<b>1,301</b>	<b>79</b>	<b>825</b>

TABLE 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY 2002 TO DECEMBER 2002			JANUARY TO DECEMBER 2001		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,031		1	5480	
DELAYS			661			1679
CANCELLATIONS			573			1953
MISCONNECTIONS			321			619
CUSTOMER SERVICE	2	1,715		2	2860	
BAGGAGE	3	1,421		3	2490	
RES/TKTG/BOARDING	4	1,159		4	1611	
REFUNDS	5	1,106		5	1347	
FARES	6	523		6	666	
DISABILITY	7	477		9	508	
OVERSALES	8	454		8	638	
OTHER	9	322		7	650	
FREQUENT FLYER			163			212
DISCRIMINATION	10	195		10	191	
ADVERTISING	11	68		11	61	
ANIMALS	12	0		12	6	
COMPLAINT TOTAL		9,471			16,508	

\* 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\*  
JANUARY TO DECEMBER 2002

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	69	17	21	5	7	44	45	10	0	0	0	3	221
ALASKA AIRLINES	33	7	13	6	6	14	33	9	0	4	0	4	129
ALOHA AIRLINES	8	0	2	1	1	4	5	0	0	1	0	1	23
AMERICA WEST AIRLINES	83	17	33	14	26	44	67	14	1	11	0	8	318
AMERICAN AIRLINES	251	59	149	60	102	209	248	63	2	25	0	44	1,212
AMERICAN EAGLE AIRLINES	21	11	7	0	1	8	16	4	0	2	0	1	71
AMERICAN TRANS AIR	68	9	18	6	14	29	39	13	1	1	0	3	201
ATLANTIC COAST AIRLINES	4	4	1	0	0	3	5	1	0	0	0	1	19
ATLANTIC SOUTHEAST AIRLINES	32	8	6	2	1	13	15	1	0	1	0	1	80
CHAMPION AIR	8	0	1	0	0	4	4	0	0	0	0	0	17
COMAIR	15	5	3	1	3	6	7	0	0	1	0	2	43
CONTINENTAL AIRLINES	96	30	72	29	64	68	134	22	5	16	0	27	563
CONTINENTAL EXPRESS	4	2	0	1	0	1	2	1	0	0	0	0	11
DELTA AIRLINES	276	57	182	99	111	159	205	73	5	21	0	43	1,231
DELTA CONNECTION	16	2	5	0	1	10	8	0	0	0	0	0	42
FRONTIER AIRLINES	6	2	24	2	2	6	9	2	1	0	0	0	54
GREAT LAKES AVIATION	6	2	1	0	0	3	1	1	0	1	0	0	15
HAWAIIAN AIRLINES	23	5	7	5	6	4	12	7	1	1	0	3	74
HORIZON AIRLINES	7	1	2	1	3	3	6	1	0	0	0	1	25
JETBLUE	4	0	3	1	7	5	6	1	1	0	0	0	28
MESA AIRLINES	4	2	0	0	0	3	3	0	0	1	0	0	13
MIDWAY AIRLINES	9	0	7	2	11	3	0	0	0	0	0	1	33
MIDWEST EXPRESS AIRLINES	5	1	3	0	1	0	10	3	0	0	0	1	24
NATIONAL AIRLINES	12	1	6	4	29	9	11	3	1	0	0	1	77
NORTHWEST AIRLINES	178	34	104	45	73	97	116	53	8	16	0	41	765
OMNI AIR INT'L	7	0	2	0	0	1	1	0	0	0	0	0	11
PAN AM	13	2	4	0	7	4	1	1	0	0	0	0	32
RYAN INTERNATIONAL AIRLINES	10	0	0	0	1	2	10	1	0	0	0	0	24
SKY WEST AIRLINES	10	3	3	1	0	3	9	2	0	1	0	1	33
SOUTHWEST AIRLINES	23	6	31	11	10	36	73	17	6	20	0	3	236
SPIRIT AIRLINES	10	5	6	2	13	13	11	1	1	2	0	0	64
SUN AIR LINES	3	0	0	0	5	1	2	0	0	0	0	0	11
SUN COUNTRY AIRLINES	6	0	0	1	41	2	0	0	1	1	0	2	54
TRANS WORLD AIRLINES	1	0	5	1	5	2	3	1	0	1	0	2	21
UNITED AIRLINES	271	52	118	77	98	182	236	56	6	32	0	44	1,172
UNITED EXPRESS	18	3	2	0	2	8	4	2	0	0	0	0	39
US AIRWAYS	147	11	36	58	34	58	99	52	3	15	0	19	532
US AIRWAYS EXPRESS	1	1	3	0	0	0	6	0	0	0	0	0	11
VANGUARD AIRLINES	18	1	10	0	44	5	6	0	0	0	0	1	85
OTHER U. S. AIRLINES	32	3	7	1	7	15	13	5	0	0	0	1	84
TOTAL JANUARY 2002	1,808	363	897	436	736	1,081	1,481	420	43	174	0	259	7,698
% OF TOTAL COMPLAINTS	23.5	4.7	11.7	5.7	9.6	14.0	19.2	5.5	0.6	2.3	0	3.4	
TOTAL JANUARY 2001	5,048	539	1,310	568	942	1,965	2,531	457	42	164	6	504	14,076
% OF TOTAL COMPLAINTS	35.9	3.8	9.3	4.0	6.7	14.0	18.0	3.2	0.3	1.2	0	3.6	

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

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

TABLE 4

AIR TRAVEL CONSUMER REPORT  
 COMPANIES OTHER THAN U. S. AIRLINES\*  
 BY COMPLAINT CATEGORY\*\*  
 JANUARY TO DECEMBER 2002

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANI MALS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>													
AER LINGUS	7	2	1	0	4	3	5	0	0	0	0	1	23
AEROFLOT	5	0	3	1	0	4	1	0	0	0	0	0	14
AEROMEXICO	1	1	1	2	1	2	2	0	0	0	0	1	11
AIR CANADA	12	10	7	3	6	6	6	0	0	0	0	0	50
AIR FRANCE	12	12	16	5	18	71	27	11	0	2	0	1	175
AIR INDIA	4	2	3	0	1	4	5	0	0	0	0	1	20
AIR JAMAICA	22	6	4	4	3	6	9	1	0	0	0	3	58
ALITALIA AIRLINES	10	6	5	0	4	34	12	3	0	0	0	1	75
ALLEGRO AIRLINES	9	0	0	0	0	3	3	0	0	0	0	1	16
AUSTRIAN AIRLINES	2	3	0	0	6	8	4	0	0	0	0	0	23
BRI TISH AIRWAYS	13	0	23	8	20	28	19	9	3	2	0	2	127
BWIA	1	2	2	1	4	3	0	0	0	0	0	1	14
CATHAY PACIFIC AIRWAYS	1	1	2	0	2	0	3	0	0	0	0	1	10
EL AL	0	0	0	0	0	8	4	0	0	1	0	1	14
EVA AIRWAYS	0	0	5	3	4	7	0	0	0	0	0	0	19
GHANA AIRWAYS	3	0	0	0	2	7	2	0	0	0	0	0	14
IBERIA AIRLINES	5	3	2	0	2	5	4	2	0	0	0	1	24
KLM	8	5	2	1	1	10	6	3	0	0	0	1	37
KOREAN AIR LINES	4	0	6	0	1	2	4	0	0	0	0	0	17
KUWAIT AIRWAYS	2	0	1	0	0	3	1	0	0	1	0	2	10
LUFTHANSA	8	2	4	3	7	4	12	4	0	0	0	2	46
MEXICANA	3	3	3	3	6	9	3	0	1	0	0	0	31
PAKISTAN INT'L AIRLINES	0	1	4	1	1	5	0	0	0	0	0	0	12
QANTAS AIRWAYS	2	0	0	0	3	3	2	2	0	0	0	1	13
ROYAL AIR MAROC	1	0	0	0	0	6	3	0	0	0	0	0	10
SAS	2	2	3	0	0	1	0	2	0	0	0	1	11
SWISSAIR	3	0	2	0	6	4	1	1	0	0	0	0	17
TACA AIRLINES	3	4	9	4	8	9	8	2	1	2	0	1	51
VIRGIN ATLANTIC	9	4	7	0	3	7	11	1	0	1	0	1	44
OTHER FOREIGN AIRLINES	39	20	42	13	63	61	28	13	4	6	0	10	299
<b>TOTALS</b>	<b>191</b>	<b>89</b>	<b>157</b>	<b>52</b>	<b>176</b>	<b>323</b>	<b>185</b>	<b>54</b>	<b>9</b>	<b>15</b>	<b>0</b>	<b>34</b>	<b>1,285</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 4

AIR TRAVEL CONSUMER REPORT  
 COMPANIES OTHER THAN U. S. AIRLINES\*  
 BY COMPLAINT CATEGORY\*\*  
 JANUARY TO DECEMBER 2002

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-I NATION	ANI MALS	OTHER	TOTAL
<b><u>TRAVEL AGENTS</u></b>													
CHEAP TICKETS	3	0	16	1	13	0	1	0	0	0	0	0	34
EXPEDIA. COM	1	0	10	2	24	0	3	0	0	0	0	0	40
HOTWIRE. COM	0	0	4	1	5	0	1	0	1	0	0	0	12
ORBITZ. COM	0	0	11	4	9	1	1	0	2	0	0	0	28
PRI CELINE. COM	1	1	13	5	23	0	2	0	1	0	0	0	46
TRAVELOCITY. COM	3	0	16	1	18	0	4	0	2	0	0	1	45
OTHER TRAVEL AGENTS	2	0	16	7	64	0	7	0	8	1	0	7	112
<b>TOTALS</b>	<b>10</b>	<b>1</b>	<b>86</b>	<b>21</b>	<b>156</b>	<b>1</b>	<b>19</b>	<b>0</b>	<b>14</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>317</b>
<b><u>TOUR OPERATORS</u></b>													
FUN JET INCORPORATED	3	0	0	3	0	1	3	1	0	0	0	3	14
OTHER TOUR OPERATORS	9	0	4	1	25	0	7	0	0	0	0	6	52
<b>TOTALS</b>	<b>12</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>25</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>66</b>
<b><u>MI SCELLANEOUS</u></b>													
OTHER MI SCELLANEOUS	10	1	15	10	12	15	20	2	2	5	0	13	105
<b>TOTALS</b>	<b>10</b>	<b>1</b>	<b>15</b>	<b>10</b>	<b>12</b>	<b>15</b>	<b>20</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>13</b>	<b>105</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 5

JANUARY-DECEMBER  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JANUARY - DECEMBER 2002			JANUARY - DECEMBER 2001		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	236	72,541,238	<b>0.33</b>	281	73,742,867	<b>0.38</b>
2	<i>AMERICAN EAGLE AIRLINES</i>	71	11,840,772	<b>0.60</b>	204	11,973,856	<b>1.70</b>
3	<i>ALASKA AIRLINES</i>	129	14,153,286	<b>0.91</b>	174	13,667,526	<b>1.27</b>
4	<i>US AIRWAYS</i>	532	47,167,570	<b>1.13</b>	1,050	56,146,174	<b>1.87</b>
5	<i>AMERICAN AIRLINES</i>	1,212	94,084,633	<b>1.29</b>	1,963	78,115,155	<b>2.51</b>
6	<i>DELTA AIR LINES</i>	1,231	89,866,513	<b>1.37</b>	2,023	93,386,645	<b>2.17</b>
7	<i>CONTINENTAL AIRLINES</i>	563	39,995,273	<b>1.41</b>	952	42,779,867	<b>2.23</b>
8	<i>NORTHWEST AIRLINES</i>	765	52,752,116	<b>1.45</b>	1,065	54,171,658	<b>1.97</b>
9	<i>AMERICA WEST AIRLINES</i>	318	19,453,645	<b>1.63</b>	731	19,576,031	<b>3.73</b>
10	<i>UNITED AIRLINES</i>	1,172	68,639,794	<b>1.71</b>	2,448	75,453,979	<b>3.24</b>
	<b>TOTAL **</b>	<b>6,229</b>	<b>510,494,840</b>	<b>1.22</b>	<b>10,891</b>	<b>519,013,758</b>	<b>2.10</b>

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 January-December 2001 reflect the deletion of TWA's data for that year.

## 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.

