



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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



**Issued: March 2003**

<b>Flight Delays*</b>	January 2003 12 Months Ending January 2003
<b>Mishandled Baggage*</b>	January 2003
<b>Oversales*</b>	4th Quarter 2002 January-December 2002
<b>Consumer Complaints**</b> (Includes Disability and Discrimination Complaints)	January 2003

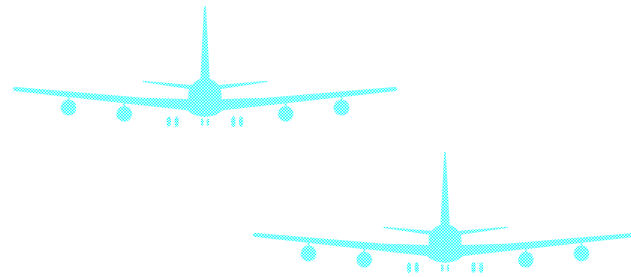
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\* Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov/>

\*\*Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

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## **INTRODUCTION**

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings (OAEP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into four sections. The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the first week of each month. The report is available via the Internet at <http://airconsumer.ost.dot.gov/>

### **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.

The rule requires carriers to currently report on operations to and from the 31 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times. 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, 6 (America West, 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 3 (Alaska, 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 31 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

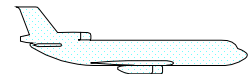
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



JANUARY 2003  
AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL 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/	30	88.1	86	88.0
SOUTHWEST S/	15	87.0	59	87.5
AMERICAN S/	30	85.9	90	86.3
CONTINENTAL S/	30	85.4	79	85.4
NORTHWEST S/	31	84.7	111	84.9
DELTA S/	31	84.8	110	84.9
US AIRWAYS S/	26	82.1	65	82.1
ALASKA S/	13	82.6	42	81.6
AMERICAN EAGLE S/	16	79.3	97	78.6
AMERICA WEST S/	27	78.2	54	77.8
TOTAL		84.7		84.9

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.

\* 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.

## JANUARY 2003

## 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		11 2002		12 2002		01 2003		12 MONTHS ENDING 01 2003		DATA BASE TO DATE 09 1987 - 01 2003	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	75.3	(10)	79.1	(8)	79.2	(10)	78.0	(9)	80.2	(9)	73.8	(9)	81.6	(8)	78.5	(10)	75.9	(8)
AMERICA WEST	86.4	(1)	84.2	(2)	81.7	(8)	79.6	(7)	80.6	(8)	75.7	(8)	77.8	(10)	82.2	(6)	78.6	(5)
AMERICAN	83.2	(4)	82.6	(3)	84.3	(3)	85.3	(2)	87.6	(3)	80.9	(2)	86.3	(3)	84.1	(2)	79.2	(3)
AMERICAN EAGLE	79.8	(7)	78.8	(10)	80.4	(9)	77.4	(10)	79.3	(10)	73.1	(10)	78.6	(9)	78.9	(9)	75.0	(10)
CONTINENTAL	85.1	(2)	85.2	(1)	84.0	(4)	79.4	(8)	83.6	(6)	76.4	(7)	85.4	(4)	83.6	(3)	78.8	(4)
DELTA	77.4	(8)	78.8	(9)	83.0	(5)	80.9	(6)	83.0	(7)	77.6	(6)	84.9	(5)	80.9	(8)	77.6	(7)
NORTHWEST	76.9	(9)	79.6	(7)	82.0	(7)	84.2	(4)	86.3	(4)	79.9	(3)	84.9	(6)	81.2	(7)	79.8	(2)
SOUTHWEST	83.8	(3)	82.1	(5)	82.6	(6)	82.1	(5)	85.9	(5)	78.0	(4)	87.5	(2)	82.9	(5)	82.4	(1)
UNITED	82.2	(5)	82.5	(4)	85.0	(2)	86.0	(1)	87.9	(2)	82.2	(1)	88.0	(1)	84.6	(1)	75.8	(9)
US AIRWAYS	81.3	(6)	81.0	(6)	86.6	(1)	85.0	(3)	88.7	(1)	78.0	(5)	82.1	(7)	83.5	(4)	78.5	(6)
Total	81.3		81.3		83.3		82.6		85.2		78.3		84.9		82.4		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	764	81.4	1414	84.4	615	86.7	205	89.8	H/		994	86.2	753	89.5	12510	89.1
AS	H/		31	83.9	H/		H/		H/		31	96.8	93	91.4	H/	
CO	359	78.0	551	85.5	238	89.5	20	95.0	H/		332	86.7	340	85.9	387	87.9
DL	16457	82.3	1699	89.6	419	85.2	209	80.4	4708	83.7	1065	89.5	581	84.3	2619	89.8
HP	155	70.3	130	63.8	155	64.5	H/		H/		93	62.4	277	67.9	269	76.2
MQ	H/		1944	72.8	311	70.4	94	79.8	269	76.6	822	73.8	H/		6267	85.8
NW	471	81.7	405	80.2	307	79.8	228	86.0	31	90.3	562	82.0	352	84.1	464	89.4
UA	388	83.2	881	89.0	387	84.0	124	84.7	153	85.6	374	90.4	7059	92.4	568	91.9
US	481	72.6	1585	85.9	403	76.9	6677	84.9	H/		1933	89.3	307	81.8	292	82.2
WN	H/		H/		4342	86.4	H/		H/		H/		H/		H/	
TOTAL	19075	81.9	8640	83.1	7177	84.4	7557	84.9	5161	83.4	6206	85.7	9762	90.1	23376	88.1

CARRIER	ARRIVAL AIRPORT															
	DTW		EWR		FLL		IAH		JFK		LAS		LAX		LGA	
	# 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	596	87.6	879	80.1	740	87.6	541	90.9	1279	80.5	818	91.2	2476	88.8	2014	77.9
AS	H/		31	93.5	H/		H/		H/		349	88.8	544	84.4	H/	
CO	261	87.4	4364	80.1	403	82.6	7322	90.8	31	80.6	416	86.8	542	85.8	346	71.1
DL	244	82.8	686	83.5	1208	84.9	243	89.7	979	84.0	649	89.5	1083	89.6	1961	85.8
HP	155	57.4	186	63.4	65	69.2	151	61.6	217	66.8	2359	81.8	496	82.7	H/	
MQ	112	59.8	282	69.5	H/		H/		932	73.4	H/		2214	90.4	1194	67.2
NW	8520	85.7	525	84.2	156	71.2	381	91.3	93	81.7	310	82.6	473	84.6	534	70.2
UA	310	89.0	655	83.4	93	88.2	337	92.9	448	89.1	891	90.0	3157	93.3	622	85.5
US	215	78.1	276	80.8	506	77.3	266	84.6	H/		151	83.4	296	74.3	1361	85.4
WN	487	81.7	H/		1095	88.8	167	83.2	H/		5107	88.5	3445	88.9	H/	
TOTAL	10900	84.9	7884	80.3	4266	84.6	9408	90.1	3979	79.9	11050	87.2	14726	89.2	8032	79.3

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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															
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# 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	1036	87.2	216	84.7	3321	88.0	676	85.1	8404	80.0	238	84.0	771	80.4	577	88.4
AS	H/		H/		31	83.9	H/		31	87.1	1226	85.3	H/		357	77.3
CO	455	85.9	79	81.0	313	81.8	214	79.4	413	77.7	98	73.5	165	80.0	324	85.5
DL	1491	86.6	124	87.9	310	85.5	329	79.3	543	75.7	340	77.1	493	81.7	368	85.6
HP	155	74.8	H/		93	79.6	165	54.5	244	63.5	186	76.9	154	59.1	6104	82.6
MQ	H/		H/		H/		H/		5265	73.8	H/		299	69.9	H/	
NW	388	82.2	331	85.5	212	84.0	9627	87.2	739	78.5	138	68.1	494	77.1	343	84.3
UA	495	93.5	H/		414	89.1	562	88.4	10521	84.6	715	86.6	603	79.6	626	87.9
US	648	76.1	H/		340	68.5	237	76.8	539	77.4	H/		5477	79.0	209	73.7
WN	1935	91.1	3770	85.3	H/		H/		H/		1031	89.2	H/		5315	84.2
TOTAL	6603	86.9	4520	85.3	5034	85.9	11810	86.1	26699	80.2	3972	84.5	8456	78.5	14223	83.6

CARRIER	ARRIVAL AIRPORT													
	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
AA	85	80.0	596	89.9	528	83.9	1017	80.3	247	92.3	6512	89.1	647	90.3
AS	H/		314	79.0	3537	82.0	461	76.1	H/		H/		H/	
CO	73	75.3	215	89.8	273	76.2	329	78.1	62	79.0	5	80.0	336	88.1
DL	213	88.7	462	91.1	496	74.4	579	79.1	3707	90.2	180	87.2	1096	85.4
HP	62	69.4	279	76.3	279	71.7	337	73.9	151	80.8	62	61.3	93	79.6
MQ	238	79.8	801	94.4	H/		150	73.3	H/		H/		H/	
NW	146	80.8	199	87.4	389	71.2	289	80.6	72	80.6	297	84.5	309	79.3
UA	183	84.7	681	90.6	995	85.5	4185	87.0	371	87.6	215	89.8	284	90.1
US	4330	84.0	151	76.8	151	59.6	256	72.3	H/		95	86.3	580	78.8
WN	H/		2386	86.3	1156	91.3	H/		1154	84.4	2123	84.5	1760	90.7
TOTAL	5330	83.6	6084	87.7	7804	81.9	7603	82.8	5764	88.4	9489	87.7	5105	87.1



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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT																	
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	88.7	80.1	83.3	100.0	87.1	J/	100.0	93.2	84.7	86.9	93.5	95.3	88.3	100.0	95.2	J/	91.2	90.6
700 - 759 AM	90.2	80.4	91.0	89.8	73.7	87.2	92.4	89.7	88.5	88.8	84.9	95.7	77.7	97.9	94.6	74.1	94.4	93.1
800 - 859 AM	84.7	81.0	88.0	96.2	84.6	82.6	93.6	90.4	89.9	90.1	90.5	91.9	82.0	93.1	91.0	72.7	80.0	89.4
900 - 959 AM	81.7	83.8	94.1	74.5	89.4	91.3	93.9	91.3	88.9	86.4	92.9	90.6	88.2	94.4	90.0	84.7	89.7	90.5
000 - 1059 AM	85.7	84.2	89.1	96.3	90.1	88.0	88.9	91.1	83.9	87.8	85.6	89.8	90.5	85.2	86.9	82.3	87.3	92.5
100 - 1159 AM	89.6	85.9	88.4	88.2	84.7	88.9	94.1	90.6	85.0	91.3	86.4	90.7	100.0	88.2	89.1	82.6	86.3	91.8
200 - 1259 PM	85.6	89.0	88.2	88.4	93.5	83.8	87.2	89.9	89.6	84.2	80.4	93.9	67.7	89.0	89.0	84.7	88.6	88.5
100 - 159 PM	88.0	86.0	89.6	87.5	83.9	87.9	92.7	88.2	88.9	87.1	81.0	90.8	93.3	89.2	90.6	85.9	88.2	92.2
200 - 259 PM	86.8	86.3	90.3	87.1	88.0	89.5	88.4	90.0	88.9	87.7	86.1	92.4	79.7	86.9	88.8	83.4	88.1	87.9
300 - 359 PM	83.3	85.7	86.5	90.5	82.6	84.7	89.2	85.7	83.1	83.5	86.3	92.5	86.7	84.8	90.3	81.8	90.1	86.2
400 - 459 PM	79.0	85.6	84.6	90.0	76.1	81.4	92.5	86.1	83.1	77.8	85.8	87.0	80.6	87.8	91.2	84.4	88.4	80.6
500 - 559 PM	78.3	82.5	82.6	84.2	85.7	90.3	89.9	84.9	84.6	78.8	88.2	89.9	79.8	85.0	90.4	77.0	88.2	80.1
600 - 659 PM	76.9	77.7	80.0	84.3	80.5	85.4	87.2	85.4	77.1	74.6	83.4	88.5	74.4	88.3	86.9	74.1	86.2	77.0
700 - 759 PM	74.3	81.5	74.8	79.8	79.1	83.4	88.1	85.7	84.6	65.3	86.5	87.4	74.9	86.7	91.0	70.1	86.8	77.6
800 - 859 PM	74.4	80.1	79.8	83.2	80.7	86.5	84.9	86.0	82.9	71.5	85.5	89.8	74.1	84.2	84.4	69.9	82.0	77.8
900 - 959 PM	71.1	79.5	77.4	79.9	84.5	82.9	87.0	83.1	79.7	76.4	80.7	89.4	79.9	83.4	88.5	77.8	80.5	87.6
000 - 1059 PM	83.3	82.3	79.8	82.8	88.9	77.1	91.1	86.9	82.7	78.2	81.3	80.3	79.8	81.5	85.5	76.4	86.4	84.0
100 - 559 AM	87.3	82.6	82.5	85.0	72.1	84.2	85.1	90.7	81.7	82.6	79.6	86.4	78.6	87.4	90.9	82.4	84.5	79.5
TOTAL, ALL ARRIVALS, BY AIRPORT	81.9	83.1	84.4	84.9	83.4	85.7	90.1	88.1	84.9	80.3	84.6	90.1	79.9	87.2	89.2	79.3	86.9	85.3

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT													
	MI A	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	87.1	94.1	83.7	J/	90.4	J/	90.2	100.0	92.6	100.0	J/	90.6	96.2	90.0
700 - 759 AM	J/	89.6	82.4	98.0	91.2	89.1	86.0	89.5	96.1	95.8	93.4	95.5	95.6	88.3
800 - 859 AM	100.0	86.1	85.5	89.3	81.2	85.9	84.1	88.8	91.0	93.2	89.4	90.2	96.3	87.6
900 - 959 AM	88.4	89.0	83.4	94.4	79.0	83.8	86.2	87.2	93.8	77.3	92.6	91.4	94.1	87.2
1000 - 1059 AM	89.5	83.0	85.8	86.8	87.5	79.3	85.5	91.6	87.1	84.9	88.4	88.1	88.4	86.5
1100 - 1159 AM	83.4	88.1	87.0	85.8	85.1	85.6	86.8	92.3	83.2	76.7	88.9	89.5	90.8	87.8
1200 - 1259 PM	85.4	85.6	84.2	82.9	87.4	85.0	87.8	84.5	85.1	73.6	85.5	87.9	87.1	86.7
100 - 159 PM	90.3	89.7	82.4	83.3	84.0	83.3	88.9	91.5	81.0	82.0	88.4	89.7	93.5	87.2
200 - 259 PM	86.2	86.0	79.2	90.5	85.2	83.6	87.4	89.1	85.9	86.2	91.3	87.2	86.2	86.9
300 - 359 PM	90.6	88.6	77.7	88.3	85.0	82.2	84.7	90.2	88.0	80.6	90.1	89.6	88.7	85.5
400 - 459 PM	87.0	87.3	78.0	81.8	77.9	84.3	84.7	89.9	87.4	88.8	82.7	85.7	89.1	84.2
500 - 559 PM	86.6	83.8	74.6	79.6	73.0	85.5	78.0	89.6	78.8	86.7	85.8	87.2	90.8	83.2
600 - 659 PM	83.0	87.8	73.9	89.6	71.2	82.1	83.2	84.3	79.3	82.3	86.0	86.9	81.9	81.1
700 - 759 PM	81.7	83.7	72.6	77.0	62.3	80.5	80.8	86.9	75.0	84.5	92.3	84.7	84.7	80.8
800 - 859 PM	80.2	80.6	77.9	83.8	73.1	84.6	79.4	83.9	76.3	82.3	89.9	84.0	81.9	80.7
900 - 959 PM	86.1	88.5	77.7	78.9	72.0	83.8	77.7	79.2	73.8	78.3	87.6	83.1	81.6	81.1
1000 - 1059 PM	86.5	85.5	84.0	76.2	75.1	87.5	74.7	84.2	77.5	81.3	76.6	83.1	84.0	82.1
1100 - 559 AM	80.6	84.4	90.7	87.2	78.4	83.8	84.5	89.4	80.8	90.9	66.1	85.2	84.0	84.8
TOTAL, ALL ARRIVALS, BY AIRPORT	85.9	86.1	80.2	84.5	78.5	83.6	83.6	87.7	81.9	82.8	88.4	87.7	87.1	84.7

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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	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	94.5	92.2	95.1	88.5	88.9	96.4	96.8	94.2	90.5	93.6	95.8	95.3	85.2	96.9	94.7	91.2	94.9	94.9
700 - 759 AM	96.2	87.8	93.7	95.0	97.3	94.0	95.8	93.3	91.7	93.2	95.5	96.9	89.2	94.0	94.2	91.4	95.6	91.2
800 - 859 AM	91.3	84.4	90.0	85.6	85.4	94.1	94.7	91.5	90.1	94.9	97.3	95.7	95.0	96.3	93.0	92.1	95.7	88.0
900 - 959 AM	88.4	84.9	89.1	88.5	88.6	92.2	94.4	91.4	90.7	90.4	93.5	95.1	89.9	90.7	91.6	89.0	94.3	86.0
000 - 1059 AM	90.9	86.1	89.2	81.7	93.4	95.3	93.9	91.7	88.4	88.7	89.7	93.7	90.4	88.4	87.3	91.3	92.1	87.7
100 - 1159 AM	91.4	89.5	87.2	96.2	91.4	93.4	90.8	91.2	86.8	89.9	88.0	92.0	88.6	84.7	85.3	86.0	90.5	87.5
200 - 1259 PM	92.2	87.0	88.8	89.2	88.6	93.7	92.9	89.8	86.3	90.8	86.7	94.1	88.4	82.4	88.3	91.0	92.1	88.9
100 - 159 PM	89.8	90.0	88.6	70.0	88.2	89.0	88.8	89.6	85.4	91.8	83.8	93.5	81.3	84.1	87.4	88.3	91.5	81.8
200 - 259 PM	91.2	84.8	85.1	88.1	87.3	92.0	88.7	84.2	84.2	90.9	81.4	91.5	81.6	83.5	88.0	86.7	88.6	75.2
300 - 359 PM	89.4	80.3	83.1	87.1	88.6	89.7	89.3	87.0	85.0	89.1	87.2	91.4	82.5	82.6	88.4	88.8	88.3	77.0
400 - 459 PM	86.9	87.8	83.5	86.1	88.0	84.1	94.1	82.3	80.2	84.4	84.4	92.8	87.1	79.8	89.0	84.8	85.6	74.5
500 - 559 PM	84.1	82.7	78.6	84.0	86.0	87.3	92.0	85.5	85.8	80.1	82.6	87.8	78.4	80.3	85.9	84.7	87.8	67.6
600 - 659 PM	79.4	80.8	78.3	85.1	84.0	91.2	92.3	83.5	79.5	82.3	83.7	89.9	86.3	81.9	89.0	81.8	90.6	68.0
700 - 759 PM	77.7	80.8	69.8	76.2	88.9	89.1	94.7	84.7	82.5	78.7	80.9	93.6	73.3	79.4	88.5	82.9	91.6	68.7
800 - 859 PM	80.8	76.9	78.4	80.6	85.3	87.1	93.7	85.0	81.1	76.5	89.0	93.6	68.1	82.9	83.9	80.0	85.7	70.9
900 - 959 PM	80.8	85.5	75.5	100.0	87.0	93.4	88.7	89.0	86.5	J/	88.9	95.0	87.4	84.2	87.2	85.4	89.1	69.6
000 - 1059 PM	81.3	80.2	70.5	87.5	90.3	J/	J/	89.6	91.7	J/	J/	78.6	81.3	83.9	92.2	76.7	J/	J/
100 - 559 AM	J/	93.7	89.7	J/	J/	J/	100.0	100.0	92.6	95.0	96.2	J/	J/	85.1	95.5	93.5	93.5	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	87.1	85.4	84.9	85.3	88.5	91.3	92.5	88.3	86.2	88.2	87.9	92.8	84.4	85.7	89.7	87.4	91.0	80.3

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT													TOTAL
	MI A	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
600 - 659 AM	93.3	88.6	93.0	94.8	92.9	93.0	87.2	93.6	94.8	96.8	92.9	93.9	95.7	93.8
700 - 759 AM	91.5	87.8	90.1	96.2	91.8	95.2	91.6	94.6	88.1	96.9	91.1	93.6	96.2	92.9
800 - 859 AM	91.7	91.1	90.1	90.3	89.4	90.2	89.7	91.2	89.0	95.6	92.3	94.9	96.3	91.4
900 - 959 AM	92.0	86.5	90.0	86.2	79.5	81.8	89.2	89.1	81.6	93.7	93.8	90.7	91.2	89.4
1000 - 1059 AM	91.2	86.3	90.3	92.6	85.4	82.9	94.0	89.5	88.8	86.7	92.1	88.5	90.5	89.3
1100 - 1159 AM	88.7	87.4	88.4	89.0	89.5	81.3	88.7	84.6	88.3	87.1	89.8	91.2	90.1	88.5
1200 - 1259 PM	91.4	89.1	88.4	85.6	86.7	82.2	89.5	86.7	85.1	86.9	92.3	91.1	90.5	88.6
100 - 159 PM	89.8	89.5	87.8	86.0	87.3	81.6	91.6	86.6	89.7	86.4	88.4	92.2	91.6	88.3
200 - 259 PM	83.9	88.1	82.9	92.2	81.9	82.8	87.7	87.7	85.3	89.4	88.6	86.1	90.3	86.6
300 - 359 PM	86.5	87.2	79.4	89.6	82.5	73.8	85.5	88.4	83.7	86.6	91.2	90.5	87.2	85.6
400 - 459 PM	85.5	86.4	79.6	90.4	81.7	75.2	85.7	87.0	86.5	92.6	90.9	88.0	88.3	84.7
500 - 559 PM	79.6	90.3	78.5	85.5	75.6	78.0	87.7	88.5	81.0	82.4	80.6	84.2	89.0	83.4
600 - 659 PM	85.9	89.2	76.7	90.1	74.7	81.2	79.8	85.4	82.0	92.7	86.8	92.5	86.8	83.9
700 - 759 PM	86.6	89.5	76.0	86.7	71.6	77.1	79.2	80.1	79.6	88.4	84.0	90.5	87.7	82.4
800 - 859 PM	76.7	89.4	76.3	83.3	69.8	79.5	82.6	83.6	76.5	86.9	89.2	81.1	86.1	82.0
900 - 959 PM	J/	90.4	78.1	82.5	75.7	82.6	J/	90.6	78.7	73.5	90.6	90.7	81.0	85.1
1000 - 1059 PM	J/	95.7	89.8	95.7	83.3	86.1	88.0	89.4	86.2	92.0	92.4	86.1	86.2	88.3
1100 - 559 AM	100.0	97.1	75.0	96.0	100.0	97.5	92.6	96.8	84.1	95.7	93.5	J/	96.7	90.6
TOTAL, ALL DEPARTURES, BY AIRPORT	88.0	88.6	83.9	89.6	82.4	82.2	87.8	88.7	86.0	90.6	90.4	90.4	90.9	87.4

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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 D/	NO. OF MIN. LATE AVERAGE	MEDIAN
NW	927	SEA-HNL	1440	31	80.65	47	37

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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 -----
AMERICA WEST	534	1	0.2
NORTHWEST	1366	1	0.1
SOUTHWEST	2790	2	0.1
AMERICAN	2228	0	0.0
DELTA	1991	0	0.0
UNITED	1539	0	0.0
AMERICAN EAGLE	1246	0	0.0
US AIRWAYS	1169	0	0.0
CONTINENTAL	853	0	0.0
ALASKA	422	0	0.0
Total	14,138	4	0.0

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	86.3	91.1	204	203	EUGENE OR (EUG)	88.9	100.0	18	17
AGUADILLA P. R. (BQN)	47.8	91.3	23	23	EVANSVILLE IN. (EVV)	73.8	82.8	145	145
ALBANY N. Y. (ALB)	80.8	85.3	1,173	1,173	FAIRBANKS AK (FAI)	82.6	88.2	407	407
ALBUQUERQUE N. M. (ABQ)	88.5	91.0	2,833	2,835	FARGO N. D. (FAR)	87.1	94.3	210	210
ALLENTOWN PA (ABE)	81.2	88.2	69	68	FAYETTEVILLE ARKANSAS REG (XNA)	73.6	78.8	421	420
AMARILLO TX (AMA)	83.4	90.0	559	559	FLINT MI. (FNT)	79.1	93.3	91	90
ANCHORAGE AK (ANC)	79.4	85.0	1,485	1,483	FRESNO CA (FAT)	86.5	85.9	296	291
ATLANTA GA (ATL)	81.9	87.1	19,063	19,075	FT. LAUDERDALE FL. (FLL)	84.6	88.0	4,261	4,266
AUSTIN TX (AUS)	89.3	92.8	3,206	3,208	FT. MYERS FL. (RSW)	83.7	89.7	1,358	1,355
BALTIMORE MD (BWI)	84.4	84.9	7,180	7,177	FT. SMITH AR (FSM)	90.5	93.0	242	242
BANGOR ME (BGR)	73.4	78.4	229	231	FT. WAYNE IN (FWA)	78.5	85.6	181	180
BARROW AK (BRW)	87.1	90.3	62	62	GRAND FORKS N. D. (GFK)	86.4	93.2	88	88
BATON ROUGE LA. (BTR)	88.5	90.4	260	260	GRAND RAPIDS MI. (GRR)	77.5	88.3	768	766
BETHEL AK. (BET)	81.1	75.5	106	106	GREAT FALLS MT. (GTF)	82.3	89.7	175	174
BILLINGS MT. (BIL)	85.5	94.0	249	249	GREEN BAY WI (GRB)	79.2	90.8	379	379
BIRMINGHAM AL (BHM)	88.9	91.6	1,408	1,410	GREENSBORO/HIGH PT. N. C. (GSO)	81.5	87.7	658	657
BISMARCK N. D. (BIS)	83.9	94.4	124	124	GREENVILLE/SPARTANBURG S. C. (GSP)	86.6	88.8	417	418
BOISE ID (BOI)	85.4	89.7	918	918	GULFPORT/BILOXI MS. (GPT)	93.5	94.4	107	108
BOSTON MA (BOS)	83.1	85.4	8,646	8,640	GUNNISON CO (GUC)	92.3	97.4	39	39
BOZEMAN MT. (BZN)	85.7	91.3	161	161	HARLINGEN TX (HRL)	87.3	89.5	353	353
BUFFALO N. Y (BUF)	82.8	89.1	1,148	1,146	HARRISBURG PA (MDT)	83.8	88.6	433	431
BURBANK CA (BUR)	87.2	87.0	2,154	2,153	HARTFORD CT./SPGFLD MA. (BDL)	84.5	87.8	2,622	2,619
BURLINGTON VT (BTV)	77.4	82.5	252	251	HELENA MT. (HLN)	85.9	91.3	92	92
CEDAR RAPIDS/IOWA CTY I.A. (CID)	80.3	85.4	274	274	HONOLULU OAHU HI (HNL)	59.3	90.5	939	939
CHAMPAIGN (CMI)	70.3	80.7	145	145	HOUSTON TX (HOU)	89.6	86.9	4,620	4,617
CHARLESTON S. C (CHS)	89.2	89.2	297	296	HOUSTON TX (IAH)	90.1	92.8	9,408	9,408
CHARLOTTE N. C. (CLT)	84.9	85.3	7,559	7,557	HUNTSVILLE/DECATUR AL. (HSV)	89.4	91.4	293	292
CHATTANOOGA TN. (CHA)	75.4	86.9	61	61	INDIANAPOLIS IN. (IND)	81.7	88.4	2,579	2,580
CHICAGO IL (ORD)	80.2	83.9	26,686	26,699	INDIO/PALM SPRINGS CA (PSP)	88.8	88.4	660	662
CHICAGO IL. (MDW)	85.3	80.3	4,521	4,520	ISLIP/LONG IS. N. Y. (ISP)	83.1	86.0	864	864
CINCINNATI OH (CVG)	83.4	88.5	5,167	5,161	JACKSON WY. (JAC)	89.7	86.9	223	222
CLEVELAND OH (CLE)	79.0	86.2	3,642	3,644	JACKSON/VICKSBURG MS. (JAN)	85.6	90.9	639	639
COLLEGE STATION TX (CLL)	84.4	92.9	154	154	JACKSONVILLE FL. (JAX)	86.7	90.2	1,785	1,783
COLORADO SPRINGS CO. (COS)	87.0	91.8	562	561	JUNEAU AK. (JNU)	71.6	70.0	310	310
COLUMBIA S. C (CAE)	93.5	86.8	92	91	KAHULUI (OGG)	68.6	86.1	303	303
COLUMBUS OH (CMH)	80.1	88.8	2,669	2,668	KALAMAZOO MI. (AZO)	75.0	84.5	156	155
CORDOVA AK (CDV)	69.4	75.8	62	62	KALISPELL MT (FCA)	86.3	87.1	124	124
CORPUS CHRISTI TX. (CRP)	86.4	87.9	331	331	KANSAS CITY MO (MCI)	87.4	90.7	4,707	4,706
DALLAS/FT. WORTH TX. (DAL)	89.9	87.4	3,637	3,629	KETCHIKAN AK (KTN)	73.7	78.0	186	186
DALLAS/FT. WORTH TX. (DFW)	88.1	88.3	23,363	23,376	KILLEEN TX. (ILE)	83.7	87.3	252	252
DAYTON OH (DAY)	81.9	87.2	508	508	KING SALMON AK. (AKN)	76.9	76.9	13	13
DAYTONA BEACH FL (DAB)	88.4	83.2	155	155	KNOXVILLE TN. (TYS)	83.1	85.7	301	301
DEADHORSE AK. (SCC)	76.9	76.9	39	39	KODIAK AK (ADQ)	62.9	69.4	62	62
DENVER CO (DEN)	90.1	92.5	9,729	9,762	KONA HAWAII. HI. (KOA)	77.6	91.0	134	134
DES MOINES IA (DSM)	85.8	91.1	621	621	KOTZEBUE AK. (OTZ)	88.2	82.9	76	76
DETROIT MI. (DTW)	84.9	86.2	10,890	10,900	LA CROSSE WI. (LSE)	84.0	91.4	175	175
DILLINGHAM AK. (DLG)	76.9	76.9	13	13	LAFAYETTE LA. (LFT)	87.0	91.3	23	23
DUBUQUE IA. (DBQ)	78.7	88.8	89	89	LANSING MI. (LAN)	85.8	95.7	233	233
DULUTH MN (DLH)	84.0	88.3	119	120	LAREDO TX. (LRD)	83.5	82.7	133	133
DUTCH HARBOR AK. (DUT)	57.1	53.2	77	77	LAS VEGAS NV. (LAS)	87.2	85.7	11,056	11,050
EAGLE CO. (EGE)	84.3	90.3	268	268	LAWTON OK. (LAW)	86.2	93.4	181	181
EL PASO TX (ELP)	89.1	89.9	1,610	1,611	LEXINGTON/FRKFT KY. (LEX)	85.8	90.8	120	120

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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)	69.3	97.0	101	101	ROCHESTER N. Y (ROC)	81.2	86.4	618	617
LITTLE ROCK AR. (LIT)	87.3	90.0	1,138	1,140	SACRAMENTO CA (SMF)	85.0	86.0	3,277	3,278
LONG BEACH CA. (LGB)	85.3	88.8	266	267	SAGINAW MI. (MBS)	82.9	92.2	140	141
LONGVIEW TX. (GGG)	90.0	95.0	120	120	SALT LAKE CITY UT (SLC)	88.4	90.4	5,766	5,764
LOS ANGELES CA. (LAX)	89.2	89.7	14,709	14,726	SAN ANGELO TX. (SJT)	89.5	93.4	181	181
LOUISVILLE KY (SDF)	85.5	89.4	1,280	1,277	SAN ANTONIO TX. (SAT)	88.3	91.2	3,103	3,104
LUBBOCK TX. (LBB)	86.8	90.0	682	680	SAN DIEGO CA (SAN)	87.7	88.7	6,087	6,084
MADISON WI. (MSN)	81.0	88.9	485	485	SAN FRANCISCO CA (SFO)	82.9	90.6	7,621	7,603
MANCHESTER N. H. (MHT)	82.2	84.6	1,300	1,301	SAN FRANCISCO CA. (OAK)	85.9	85.9	5,199	5,198
MARQUETTE MI (MQT)	48.1	81.5	27	27	SAN JOSE CA. (SJC)	87.6	87.5	4,792	4,791
MEDFORD OR (MFR)	88.9	88.2	18	17	SAN JUAN P. R (SJU)	82.0	86.7	2,079	2,083
MELBOURNE FL (MLB)	87.1	88.2	93	93	SAN LUIS OBISPO CA. (SBP)	93.4	90.4	182	178
MEMPHIS TN (MEM)	90.0	90.7	4,189	4,193	SANTA BARBARA CA. (SBA)	94.8	94.1	291	290
MIAMI FL (MIA)	85.9	88.0	5,038	5,034	SARASOTA/BRAD. FL (SRQ)	87.2	89.4	312	311
MIDLAND/ODESSA TX (MAF)	88.9	91.9	576	577	SAVANNAH GA. (SAV)	90.4	92.8	322	321
MILWAUKEE WI (MKE)	80.3	89.8	1,269	1,270	SCRANTON/WILKES-BARRE PA. (AVP)	81.8	77.8	11	9
MINEAPOLIS/ST. P. MN(MSP)	86.1	88.6	11,802	11,810	SEATTLE WA (SEA)	81.9	86.0	7,803	7,804
MINOT N. D. (MOT)	75.3	89.2	93	93	SHREVEPORT LA (SHV)	93.5	96.1	382	381
MISSION/MCALLEN TX. (MFE)	90.8	95.2	272	272	SHOULDS FALLS S.D. (FSD)	86.2	93.5	167	168
MISSOULA MT (MSO)	78.8	92.5	160	159	SITKA AK. (SIT)	77.4	77.4	93	93
MOBILE AL./PASCAGOULA MS. (MOB)	87.9	86.1	174	173	SPOKANE WA (GEG)	86.3	91.5	1,008	1,006
MONTEREY CA. (MRY)	95.2	95.2	168	166	SPRINGFIELD MO (SGF)	87.2	91.7	242	242
MONTROSE CO (MTJ)	87.2	91.0	78	78	ST. CROIX V.I. (STX)	82.3	85.5	62	62
MYRTLE BEACH S. C (MYR)	90.5	95.2	126	126	ST. LOUIS MO (STL)	87.7	90.4	9,487	9,489
NASHVILLE TN. (BNA)	86.6	88.9	3,987	3,988	ST. THOMAS V.I. (STT)	80.1	83.4	327	326
NEW ORLEANS LA (MSY)	87.8	91.6	4,160	4,161	STEAMBOAT SPRINGS CO. (HDN)	83.8	89.8	167	167
NEW YORK N.Y. (JFK)	79.9	84.4	3,979	3,979	SYRACUSE N. Y. (SYR)	78.0	84.7	605	603
NEW YORK N.Y. (LGA)	79.3	87.4	8,039	8,032	TALLAHASSEE FL (TLH)	88.7	88.7	150	151
NEWARK N. J. (EWR)	80.2	88.2	7,865	7,884	TAMPA FL (TPA)	87.1	90.9	5,109	5,105
NEWBURGH N. Y. (SWF)	69.2	80.8	146	146	TEXARKANA AR(TXK)	91.4	93.5	93	93
NOME AK. (OME)	89.5	85.5	76	76	TOLEDO OH. (TOL)	68.8	77.1	144	144
NORFOLK/VA. BEACH VA (ORF)	82.3	89.8	1,311	1,310	TRAVERSE CITY MI. (TVC)	67.9	74.7	84	83
OKLAHOMA CITY OK (OKC)	86.9	90.7	1,705	1,702	TUCSON AZ. (TUS)	87.6	91.2	1,320	1,323
OMAHA NE (OMA)	85.6	90.8	1,510	1,511	TULSA OK. (TUL)	88.7	90.8	1,595	1,595
ONTARIO CA (ONT)	86.8	87.6	2,708	2,712	TYLER TX. (TYR)	88.2	96.2	238	239
ORANGE COUNTY CA. (SNA)	86.8	86.9	3,676	3,677	VALPARAISO FL. (VPS)	88.5	91.9	209	209
ORLANDO FL (MCO)	86.9	91.0	6,603	6,603	WACO TX. (ACT)	87.9	91.6	215	215
PASCO WA. (PSC)	94.8	93.1	58	58	WASHINGTON D.C (IAD)	85.0	90.2	3,584	3,581
PENSACOLA FL (PNS)	87.1	94.4	303	301	WASHINGTON DC(DCA)	85.7	91.3	6,208	6,206
PEORIA IL. (PIA)	77.5	86.6	120	119	WEST PALM BEACH FL. (PBI)	83.2	87.7	2,056	2,057
PETERSBURG AK (PSG)	66.1	72.6	62	62	WHITE PLAINS N. Y (HPN)	74.5	73.5	212	211
PHILADELPHIA PA (PHL)	78.5	82.4	8,454	8,456	WICHITA FALLS TX. (SPS)	86.3	92.0	175	174
PHOENIX AZ (PHX)	83.6	82.2	14,238	14,223	WICHITA KS. (ICT)	87.0	91.0	422	420
PITTSBURGH PA (PIT)	83.6	87.8	5,330	5,330	WILMINGTON N. C (ILM)	85.1	97.0	67	67
PORTLAND ME (PWM)	72.2	79.9	490	488	WRANGELL AK. (WRG)	74.2	77.4	62	62
PORTLAND OR (PDX)	84.5	89.6	3,974	3,972	YAKUTAT AK. (YAK)	67.7	75.8	62	62
PROVIDENCE R. I. (PVD)	85.7	88.9	2,136	2,137					
RALEIGH/DURHAM N. C. (RDU)	80.8	85.9	3,522	3,520					
RAPID CITY S. D (RAP)	89.8	96.6	88	88					
RENO NV. (RNO)	86.5	87.2	1,910	1,908					
RICHMOND VA (RIC)	84.1	88.8	977	973					
ROCHESTER MN. (RST)	87.7	94.9	179	178					

JANUARY 2003  
AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 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	13	7036	150	2.1	42	12610	393	3.1
AMERICAN EAGLE	16	21174	536	2.5	98	36476	994	2.7
AMERICA WEST	27	13077	300	2.3	54	16505	403	2.4
AMERICAN	30	51448	772	1.5	90	66788	955	1.4
SOUTHWEST	15	35278	445	1.3	59	81593	1034	1.3
DELTA	31	45544	501	1.1	110	59724	671	1.1
US AIRWAYS	26	27756	249	0.9	65	35303	317	0.9
NORTHWEST	31	27772	190	0.7	111	41888	281	0.7
CONTINENTAL	30	19263	63	0.3	79	25095	83	0.3
UNITED	30	37293	113	0.3	86	47285	144	0.3
Total		285,641	3,319	1.2		423,267	5,275	1.2

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

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



**APPENDIX**

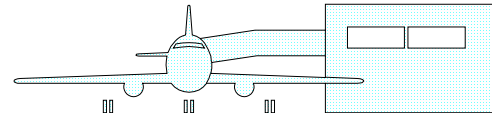
**NOTE:** The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

**Airports Covered by the Rule (14 CFR PART 234)**

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

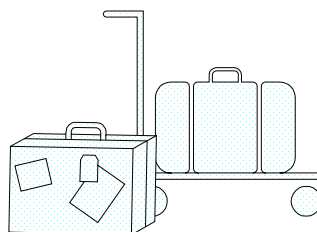
**Air Carriers Required to Report Data to DOT and to CRS Vendors**

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.



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

RANK	AIRLINE	JANUARY 2003			JANUARY 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,047	876,593	2.34	2,020	814,507	2.48
2	CONTINENTAL AIRLINES	7,771	2,459,069	3.16	8,755	2,622,511	3.34
3	SOUTHWEST AIRLINES	22,316	5,655,710	3.95	21,821	5,344,846	4.08
4	US AIRWAYS	10,509	2,659,514	3.95	10,734	3,276,382	3.28
5	NORTHWEST AIRLINES	13,877	3,231,507	4.29	12,492	3,021,604	4.13
6	AMERICA WEST AIRLINES	6,604	1,468,172	4.50	4,828	1,313,480	3.68
7	AMERICAN AIRLINES	27,440	5,947,429	4.61	34,750	6,024,768	5.77
8	DELTA AIR LINES	30,845	6,475,904	4.76	34,979	6,193,080	5.65
9	UNITED AIRLINES	23,550	4,687,430	5.02	18,369	4,383,497	4.19
10	AMERICAN EAGLE AIRLINES	10,463	875,646	11.95	9,702	823,147	11.79
TOTALS		155,422	34,336,974	4.53	158,450	33,817,822	4.69

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.

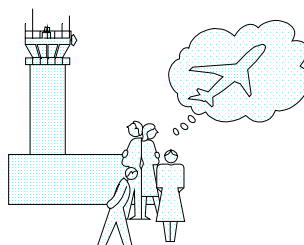
## **OVERSALES**

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

\* 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			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	AMERICAN EAGLE AIRLINES**	1,103	19	1,001,798	0.19	1,597	73	1,684,776	0.43
2	AMERICA WEST AIRLINES	52,593	385	19,711,035	0.20	51,751	752	19,835,068	0.38
3	AMERICAN AIRLINES	135,989	2,650	86,792,674	0.31	128,557	2,556	70,827,736	0.36
4	US AIRWAYS	101,084	1,526	43,978,481	0.35	89,702	1,854	54,056,486	0.34
5	NORTHWEST AIRLINES	76,878	2,809	46,993,514	0.60	75,684	2,210	48,839,895	0.45
6	UNITED AIRLINES	112,673	4,395	65,530,209	0.69	150,358	6,366	68,923,774	0.92
7	CONTINENTAL AIRLINES	46,771	3,051	35,215,605	0.87	75,787	5,766	38,152,917	1.51
8	SOUTHWEST AIRLINES	87,486	7,928	72,462,123	1.09	77,209	11,055	73,625,452	1.50
9	DELTA AIR LINES	163,846	9,222	83,386,595	1.11	178,400	6,789	88,385,675	0.77
10	ALASKA AIRLINES	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 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

	JANUARY 2003				JANUARY 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	532	64	3	54	844	55	8	25
FOREIGN AIRLINES	125	1	0	3	151	0	0	3
TRAVEL AGENTS	21	0	0	0	44	0	0	0
TOUR OPERATORS	2	1	0	1	11	0	0	0
MISCELLANEOUS	12	13	0	21	15	16	1	2
INDUSTRY TOTALS	692	79	3	79	1,065	71	9	30



TABLE 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY 2003			JANUARY 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	141		1	230	
DELAYS			46			101
CANCELLATIONS			40			55
MISCONNECTIONS			18			27
BAGGAGE	2	128		4	169	
CUSTOMER SERVICE	3	108		2	197	
RES/TKTG/BOARDING	4	89		6	66	
REFUNDS	5	71		3	197	
FARES	6	44		5	70	
OVERSALES	7	41		7	42	
DISABILITY	8	29		10	25	
OTHER	9	23		9	29	
FREQUENT FLYER			17			10
DISCRIMINATION	10	14		8	33	
ADVERTISING	11	4		11	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		692			1,065	

\* 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 2003

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
ALPHABETICAL													
AI RTRAN AIRWAYS	1	2	2	0	0	0	0	0	0	1	0	0	6
ALLEGHENY AIRLINES	3	0	0	0	0	1	1	0	0	0	0	0	5
AMERICA WEST AIRLINES	10	4	2	0	0	1	3	0	0	0	0	1	21
AMERICAN AIRLINES	20	4	15	9	8	16	23	1	0	2	0	2	100
AMERICAN EAGLE AIRLINES	8	1	2	0	0	1	2	0	0	0	0	0	14
AMERICAN TRANS AIR	2	1	2	0	2	0	1	3	0	0	0	0	11
ATLANTIC COAST AIRLINES	5	0	2	0	0	2	1	0	0	0	0	0	10
CONTINENTAL AIRLINES	4	0	12	5	4	7	6	3	0	1	0	2	44
DELTA AIR LINES	10	5	12	7	12	16	10	7	0	2	0	6	87
HAWAIIAN AIRLINES	2	0	1	0	0	0	3	0	0	0	0	0	6
NORTHWEST AIRLINES	7	4	5	3	3	10	9	1	0	2	0	2	46
SKYWEST AIRLINES	4	1	1	0	0	0	1	0	0	0	0	0	7
SOUTHWEST AIRLINES	2	0	0	1	0	5	4	2	0	2	0	0	16
SPIRIT AIRLINES	3	0	0	0	0	1	2	1	0	0	0	0	7
UNITED AIRLINES	7	2	7	0	3	10	13	1	0	1	0	2	46
US AIRWAYS	6	1	1	8	2	6	4	4	1	1	0	1	35
OTHER U. S. AIRLINES	28	4	8	0	8	9	7	4	0	2	0	1	71
TOTAL JANUARY 2003	122	29	72	33	42	85	90	27	1	14	0	17	532
% OF TOTAL COMPLAINTS	22.9	5.5	13.5	6.2	7.9	16.0	16.9	5.1	0.2	2.6	0	3.2	
TOTAL JANUARY 2002	202	33	51	58	135	122	165	25	6	29	0	18	844
% OF TOTAL COMPLAINTS	23.9	3.9	6.0	6.9	16.0	14.5	19.5	3.0	0.7	3.4	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

JANUARY 2003

U. S. AIRLINES*	COMPS RECD IN JAN.	INCI - DENTS IN JAN.	PERCENT	INCI - DENTS IN DEC.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	6	2	33.3	2	33.3	2	33.3	0	0.0
ALLEGHENY AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
AMERICA WEST AIRLINES	21	12	57.1	7	33.3	2	9.5	0	0.0
AMERICAN AIRLINES	100	26	26.0	41	41.0	23	23.0	10	10.0
AMERICAN EAGLE AIRLINES	14	3	21.4	7	50.0	4	28.6	0	0.0
AMERICAN TRANS AIR	11	7	63.6	1	9.1	3	27.3	0	0.0
ATLANTIC COAST AIRLINES	10	5	50.0	3	30.0	2	20.0	0	0.0
CONTINENTAL AIRLINES	44	11	25.0	14	31.8	12	27.3	7	15.9
DELTA AIRLINES	87	15	17.2	41	47.1	20	23.0	11	12.6
HAWAIIAN AIRLINES	6	2	33.3	0	0.0	4	66.7	0	0.0
NORTHWEST AIRLINES	46	13	28.3	19	41.3	10	21.7	4	8.7
SKYWEST AIRLINES	7	2	28.6	3	42.9	1	14.3	1	14.3
SOUTHWEST AIRLINES	16	6	37.5	6	37.5	2	12.5	2	12.5
SPIRIT AIRLINES	7	2	28.6	2	28.6	3	42.9	0	0.0
UNITED AIRLINES	46	22	47.8	14	30.4	7	15.2	3	6.5
US AIRWAYS	35	6	17.1	14	40.0	11	31.4	4	11.4
OTHER U. S. AIRLINES	71	15	21.1	34	47.9	16	22.5	6	8.5
<b>TOTALS</b>	532	153	28.8	209	39.3	122	22.9	48	9.0
<b>PREVIOUS YEAR'S TOTALS</b>	844	184	21.8	204	24.2	376	44.5	80	9.5

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

TABLE 5

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

JANUARY 2003

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROCALIFORNIA	0	0	2	0	2	2	1	0	0	0	0	1	8
AIR CANADA	0	1	0	0	0	3	1	0	0	0	0	0	5
AIR FRANCE	2	0	1	0	0	0	1	1	0	0	0	0	5
AIR JAMAICA	3	1	1	0	0	4	1	0	0	0	0	0	10
BRITISH AIRWAYS	5	0	1	0	1	6	3	1	1	0	0	0	18
LUFTHANSA	1	0	1	0	0	1	2	0	0	0	0	0	5
MEXICANA	0	5	2	2	0	0	1	0	0	0	0	0	10
TACA	0	1	1	1	2	3	0	0	0	0	0	0	8
VIRGIN ATLANTIC	1	1	0	0	1	0	3	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	5	3	2	5	6	21	3	0	0	0	0	5	50
<b>TOTALS</b>	<b>17</b>	<b>12</b>	<b>11</b>	<b>8</b>	<b>12</b>	<b>40</b>	<b>16</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>125</b>
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	0	0	2	0	3	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	2	3	9	0	1	0	0	0	0	0	16
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>12</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>21</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	1	0	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</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>2</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	1	0	2	0	3	3	1	0	1	0	0	1	12
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>12</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

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

RANK	AIRLINE	JANUARY 2003			JANUARY 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	16	5,490,506	<b>0.29</b>	26	5,178,322	<b>0.50</b>
2	<i>ALASKA AIRLINES</i>	4	1,049,016	<b>0.38</b>	12	963,917	<b>1.24</b>
3	<i>UNITED AIRLINES</i>	46	5,214,354	<b>0.88</b>	132	4,849,828	<b>2.72</b>
4	<i>NORTHWEST AIRLINES</i>	46	3,849,662	<b>1.19</b>	72	3,581,490	<b>2.01</b>
5	<i>US AIRWAYS</i>	35	2,904,629	<b>1.20</b>	66	3,470,196	<b>1.90</b>
6	<i>DELTA AIR LINES</i>	87	6,779,411	<b>1.28</b>	139	6,473,273	<b>2.15</b>
7	<i>AMERICA WEST AIRLINES</i>	21	1,475,951	<b>1.42</b>	30	1,301,711	<b>2.30</b>
8	<i>AMERICAN AIRLINES</i>	100	7,022,626	<b>1.42</b>	105	7,040,426	<b>1.49</b>
9	<i>CONTINENTAL AIRLINES</i>	44	2,928,645	<b>1.50</b>	66	3,065,539	<b>2.15</b>
10	<i>AMERICAN EAGLE AIRLINES</i>	14	838,584	<b>1.67</b>	5	853,198	<b>0.59</b>
	<b>TOTAL</b>	<b>413</b>	<b>37,553,384</b>	<b>1.10</b>	<b>653</b>	<b>36,777,900</b>	<b>1.78</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.

## 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.

