



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: May 2003*

<b>Flight Delays*</b>	March 2003 12 Months Ending March 2003
<b>Mishandled Baggage*</b>	March 2003 January-March 2003
<b>Oversales*</b>	1st Quarter 2003
<b>Consumer Complaints**</b> (Includes Disability and Discrimination Complaints)	March 2003 January-March 2003

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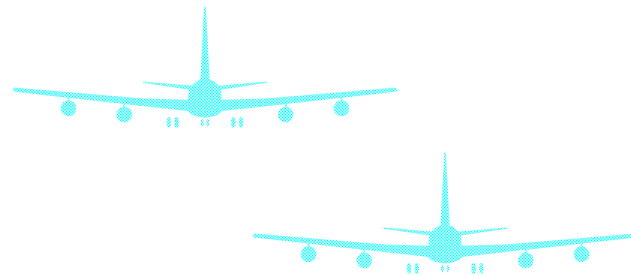
\* Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov/>

\*\*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 16 U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily.

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

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times. 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 17 reporting air carriers, 9 (America West, American, Atlantic Coast, Continental, ExpressJet, JetBlue, Northwest, United and US Airways) use ACARS exclusively; 3 (AirTran, Atlantic Southeast and Southwest) record arrival times manually; and 5 (Alaska, American Eagle, ATA, Delta and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 31 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 31 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system.

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.

MARCH 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 REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
SKYWEST AIRLINES S/	13	89.0	96	89.2
AMERICAN AIRLINES S/	30	86.2	88	86.9
SOUTHWEST AIRLINES S/	15	85.8	59	86.0
UNITED AIRLINES S/	30	84.1	81	84.0
DELTA AIR LINES S/	31	83.4	109	83.5
CONTINENTAL AIRLINES S/	30	82.5	80	82.7
US AIRWAYS S/	25	82.5	60	82.5
AMERICAN EAGLE AIRLINES S/	16	82.9	95	82.1
ALASKA AIRLINES S/	13	82.5	42	82.1
NORTHWEST AIRLINES S/	31	81.8	108	81.7
EXPRESSJET AIRLINES S/	18	76.7	97	79.8
AMERICA WEST AIRLINES S/	27	79.5	54	79.5
JETBLUE AIRWAYS S/ V/	8	75.3	20	76.9
AIRTRAN AIRWAYS S/	14	76.3	37	76.4
ATA AIRLINES S/	18	73.9	26	74.7
ATLANTIC COAST AIRLINES S/	13	70.8	81	71.8
ATLANTIC SOUTHEAST AIRLINES S/	11	73.8	103	71.5
<b>TOTAL</b>		<b>82.6</b>		<b>82.6</b>

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by AirTran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest became effective January 2003. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

**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.

## MARCH 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	2 <sup>nd</sup> QUARTER		3 <sup>rd</sup> QUARTER		4 <sup>th</sup> QUARTER		1 <sup>st</sup> QUARTER		JAN-03		FEB-03		MAR-03		12 MONTHS ENDING MAR 2003		DATABASE TO DATE 09 1985- 03 2003	
	04-06 2002		07-09 2002		10-12 2002		01-03 2003		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	--	(--)	--	(--)	--	(--)	77.3	(12)	82.0	(09)	73.1	(09)	76.4	(14)	77.3	(--)	77.2	(--)
ALASKA	79.1	(08)	79.2	(10)	78.0	(09)	80.7	(08)	81.6	(10)	78.0	(05)	82.1	(08)	79.2	(09)	76.0	(08)
AMERICA WEST	84.2	(02)	81.7	(08)	79.6	(07)	76.7	(13)	77.8	(14)	72.2	(11)	79.5	(12)	80.6	(08)	78.5	(06)
AMERICAN	82.6	(03)	84.3	(03)	85.3	(02)	84.4	(04)	86.3	(03)	79.6	(04)	86.9	(02)	84.1	(02)	79.2	(03)
AMERICAN EAGLE	78.8	(10)	80.4	(09)	77.4	(10)	77.7	(10)	78.6	(13)	71.6	(12)	82.1	(09)	78.6	(10)	75.1	(10)
ATA	--	(--)	--	(--)	--	(--)	73.4	(15)	75.0	(16)	70.2	(15)	74.7	(15)	73.4	(--)	73.4	(--)
ATLANTIC COAST	--	(--)	--	(--)	--	(--)	66.6	(17)	70.1	(17)	57.0	(17)	71.8	(16)	66.6	(--)	66.6	(--)
ATLANTIC SOUTHEAST	--	(--)	--	(--)	--	(--)	73.0	(16)	77.7	(15)	69.3	(16)	71.5	(17)	73.0	(--)	72.9	(--)
CONTINENTAL	85.2	(01)	84.0	(04)	79.4	(08)	82.1	(06)	85.4	(04)	77.8	(07)	82.7	(06)	82.7	(05)	78.8	(04)
DELTA	78.8	(09)	83.0	(05)	80.9	(06)	82.1	(05)	84.9	(06)	77.3	(08)	83.5	(05)	81.2	(07)	77.7	(07)
EXPRESSJET	--	(--)	--	(--)	--	(--)	77.4	(11)	79.2	(12)	72.7	(10)	79.8	(11)	77.4	(--)	77.4	(--)
JETBLUE	--	(--)	--	(--)	--	(--)	76.3	(14)	80.4	(11)	71.5	(13)	76.9	(13)	76.3	(--)	76.3	(--)
NORTHWEST	79.6	(07)	82.0	(07)	84.2	(04)	81.6	(07)	84.9	(05)	78.0	(06)	81.7	(10)	81.9	(06)	79.8	(02)
SKYWEST	--	(--)	--	(--)	--	(--)	86.1	(01)	83.9	(07)	85.4	(01)	89.2	(01)	86.1	(--)	86.1	(--)
SOUTHWEST	82.1	(05)	82.6	(06)	82.1	(05)	84.7	(03)	87.5	(02)	80.1	(03)	86.0	(03)	82.9	(04)	82.4	(01)
UNITED	82.5	(04)	85.0	(02)	86.0	(01)	85.4	(02)	88.0	(01)	84.3	(02)	84.0	(04)	84.7	(01)	75.8	(09)
US AIRWAYS	81.0	(06)	86.6	(01)	85.0	(03)	78.9	(09)	82.1	(08)	71.4	(14)	82.5	(07)	83.0	(03)	78.5	(05)
<b>TOTAL</b>	<b>81.3</b>		<b>83.3</b>		<b>82.6</b>		<b>81.0</b>		<b>83.4</b>		<b>76.6</b>		<b>82.6</b>		<b>82.0</b>		<b>78.6</b>	

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**NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA**

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MARCH 2003

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																
CARRIER*	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	759	77.9	1388	84.6	600	85.3	202	91.1	H/		984	86.9	740	83.8	12577	90.7
AS	H/		31	93.5	H/		H/		H/		31	77.4	93	75.3	H/	
B6	H/		H/		H/		H/		H/		H/		31	74.2	H/	
CO	385	73.2	593	84.1	266	80.1	9	77.8	H/		345	87.5	395	78.0	351	84.6
DH	H/		868	80.1	H/		155	69.0	2529	76.6	31	83.9	H/		H/	
DL	15963	79.5	1688	84.5	419	83.5	150	78.0	4621	87.4	1074	87.2	584	82.9	2607	89.5
EV	8577	69.8	31	87.1	62	82.3	52	69.2	H/		124	68.5	H/		2981	84.9
FL	4649	76.0	310	80.0	775	82.8	H/		H/		H/		H/		155	67.7
HP	155	49.7	124	72.6	155	60.6	H/		H/		93	67.7	305	65.9	269	73.2
MQ	H/		2011	77.8	337	76.6	98	72.4	263	78.3	813	81.3	H/		6056	90.9
NW	491	75.8	409	80.4	363	77.4	233	77.7	31	80.6	590	79.7	409	69.7	476	83.4
OO	H/		H/		H/		H/		H/		H/		1654	82.0	1309	84.9
RU	125	71.2	20	95.0	134	72.4	405	81.2	311	80.7	254	78.7	H/		139	77.0
TZ	H/		83	67.5	H/		113	79.6	H/		83	77.1	115	78.3	114	71.1
UA	397	75.3	887	84.9	383	83.6	124	80.6	93	84.9	403	83.1	7271	83.2	573	86.6
US	488	70.1	1560	85.4	427	83.4	7158	84.3	H/		2006	88.4	305	74.8	268	86.2
WN	H/		H/		4405	85.9	H/		H/		H/		H/		H/	
<b>TOTAL</b>	<b>31989</b>	<b>75.8</b>	<b>10003</b>	<b>82.4</b>	<b>8326</b>	<b>83.6</b>	<b>8699</b>	<b>83.4</b>	<b>7848</b>	<b>83.3</b>	<b>6831</b>	<b>84.8</b>	<b>11902</b>	<b>81.7</b>	<b>27875</b>	<b>89.0</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																
CARRIER	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	584	89.7	883	82.1	774	85.5	529	86.4	1240	81.9	840	88.0	2511	88.4	1982	80.7
AS	H/		31	87.1	H/		H/		H/		367	84.2	578	85.1	H/	
B6	H/		H/		500	68.4	H/		2322	78.0	214	77.6	H/		H/	
CO	254	88.6	4871	78.2	472	75.4	7570	86.1	31	67.7	466	83.9	568	85.7	326	84.4
DH	155	78.1	321	67.3	H/		H/		436	79.8	H/		H/		229	67.2
DL	238	83.2	651	81.0	1200	79.4	235	81.7	989	82.4	587	86.9	996	90.1	1979	84.9
EV	H/		H/		33	66.7	124	70.2	186	80.1	H/		H/		H/	
FL	H/		124	75.8	402	73.9	H/		H/		H/		H/		330	81.2
HP	155	66.5	186	62.9	67	67.2	150	58.0	217	71.0	2558	81.3	557	82.0	H/	
MQ	117	74.4	274	73.0	H/		H/		904	78.5	H/		2108	92.2	1183	79.6
NW	9531	84.8	549	76.7	248	66.1	398	82.4	93	81.7	372	75.0	517	84.3	585	74.5
OO	H/		H/		H/		95	82.1	H/		228	78.9	4286	92.2	H/	
RU	197	75.1	4024	77.1	H/		5703	75.8	31	87.1	H/		H/		156	82.7
TZ	H/		88	60.2	120	68.3	H/		H/		170	71.8	252	79.4	208	71.2
UA	326	83.7	667	81.7	94	86.2	336	78.3	411	90.3	965	85.0	3191	90.2	642	83.2
US	203	85.2	301	80.7	600	69.7	265	80.0	H/		243	85.6	293	79.9	1343	84.5
WN	477	83.0	H/		1102	78.7	166	76.5	H/		5113	85.8	3362	88.5	H/	
<b>TOTAL</b>	<b>12237</b>	<b>84.4</b>	<b>12970</b>	<b>77.7</b>	<b>5612</b>	<b>76.4</b>	<b>15571</b>	<b>81.3</b>	<b>6860</b>	<b>80.1</b>	<b>12123</b>	<b>84.0</b>	<b>19219</b>	<b>89.4</b>	<b>8963</b>	<b>81.5</b>



MARCH 2003

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																
CARRIER	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	1061	86.8	218	87.6	3347	82.9	663	82.8	8034	79.9	233	86.3	761	83.6	568	90.8
AS	H/		H/		31	80.6	H/		31	80.6	1235	85.9	H/		375	83.2
B6	248	68.1	H/		H/		H/		H/		H/		H/		H/	
CO	541	82.6	69	84.1	354	76.6	222	78.4	449	75.7	93	79.6	169	81.1	329	82.7
DH	H/		31	74.2	H/		H/		4480	65.1	H/		300	71.7	H/	
DL	1490	81.2	124	83.9	310	72.9	320	82.2	502	73.1	340	86.8	459	80.6	367	86.1
EV	1	0.0	H/		H/		H/		H/		H/		H/		H/	
FL	730	70.0	279	71.7	217	75.6	124	77.4	H/		H/		347	75.5	H/	
HP	155	78.1	H/		93	68.8	181	61.9	243	63.0	186	78.0	186	72.0	6042	85.1
MQ	H/		H/		H/		H/		5526	74.3	H/		300	78.3	H/	
NW	496	73.8	332	77.4	299	63.2	10257	84.5	772	74.5	124	71.8	492	76.6	372	77.2
OO	H/		H/		H/		31	87.1	H/		632	94.1	H/		429	90.4
RU	H/		130	79.2	H/		104	78.8	195	68.7	H/		78	79.5	H/	
TZ	216	73.1	2129	74.9	93	65.6	161	81.4	H/		H/		78	71.8	136	72.8
UA	578	83.6	H/		418	84.7	611	79.1	10383	82.1	717	83.7	572	80.1	625	86.2
US	699	70.8	H/		402	66.2	240	78.3	527	76.7	H/		5502	81.5	246	76.8
WN	2014	83.2	3787	84.4	H/		H/		H/		1030	88.8	H/		5250	86.4
<b>TOTAL</b>	<b>8229</b>	<b>79.7</b>	<b>7099</b>	<b>80.7</b>	<b>5564</b>	<b>79.0</b>	<b>12914</b>	<b>83.4</b>	<b>31142</b>	<b>77.0</b>	<b>4590</b>	<b>86.6</b>	<b>9244</b>	<b>80.3</b>	<b>14739</b>	<b>85.5</b>

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT														
	PIT		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	83	90.4	582	91.4	528	86.0	995	85.7	272	93.8	6303	89.0	631	89.2
AS	H/		331	86.1	3572	80.6	403	80.9	H/		H/		H/	
B6	H/		H/		30	86.7	H/		62	69.4	H/		159	66.7
CO	94	91.5	241	81.7	267	81.3	352	79.5	98	89.8	1	100.0	435	85.7
DH	155	78.1	H/		H/		H/		H/		124	51.6	H/	
DL	207	90.8	460	86.7	496	84.5	577	87.0	3649	90.5	169	83.4	1106	81.6
EV	62	80.6	H/		H/		H/		H/		H/		H/	
FL	155	77.4	H/		H/		H/		H/		H/		493	81.1
HP	62	71.0	310	83.9	279	61.6	398	79.6	150	84.0	62	79.0	93	78.5
MQ	238	77.7	802	94.1	H/		145	82.1	H/		H/		H/	
NW	119	76.5	217	77.4	367	74.9	305	75.4	124	71.8	326	80.1	465	72.3
OO	H/		807	94.5	425	91.1	2476	84.6	5010	90.6	31	77.4	H/	
RU	174	81.6	H/		H/		H/		H/		326	75.5	H/	
TZ	H/		H/		72	52.8	194	75.8	H/		H/		H/	
UA	181	86.7	677	86.6	1013	82.3	4263	88.2	377	78.5	217	80.6	307	83.7
US	4197	87.3	150	88.0	150	68.7	260	77.3	H/		H/		630	70.8
WN	H/		2359	87.5	1134	91.4	H/		1129	86.9	2084	83.2	1753	85.1
<b>TOTAL</b>	<b>5727</b>	<b>86.0</b>	<b>6936</b>	<b>88.6</b>	<b>8333</b>	<b>82.1</b>	<b>10368</b>	<b>85.2</b>	<b>10871</b>	<b>89.4</b>	<b>9643</b>	<b>86.1</b>	<b>6072</b>	<b>81.5</b>

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600 - 0659 AM	81.1	88.2	77.4	81.3	90.3	100.0	J/	93.4	81.9	87.7	87.1	97.8	82.4	95.2	88.5	J/	90.3	81.0
0700 - 0759 AM	86.2	87.5	95.5	88.7	78.9	92.5	87.1	89.9	85.6	92.6	86.5	83.7	88.2	99.7	92.3	88.0	89.5	83.6
0800 - 0859 AM	79.6	90.8	94.5	73.8	89.4	86.6	86.7	87.4	89.9	87.9	99.1	73.1	91.9	94.6	90.5	87.3	100.0	81.1
0900 - 0959 AM	75.0	88.2	94.9	74.1	89.1	89.0	85.2	89.2	84.0	88.5	78.6	87.4	94.1	93.9	92.2	90.2	88.3	85.2
1000 - 1059 AM	82.2	86.2	90.5	92.9	89.4	85.3	81.1	92.4	87.4	90.1	83.5	85.6	93.0	85.3	91.5	86.6	82.0	83.0
1100 - 1159 AM	83.7	88.6	89.5	90.4	86.7	87.6	85.6	91.4	83.1	86.8	82.1	79.6	80.6	83.6	90.0	88.4	84.3	88.0
1200 - 1259 PM	82.0	87.8	90.4	84.4	84.7	83.8	77.7	88.8	86.3	87.2	80.1	85.6	85.8	83.4	88.2	87.9	81.7	85.6
0100 - 0159 PM	82.8	87.2	92.4	85.6	81.6	88.1	80.7	90.9	87.1	84.9	80.3	81.5	83.1	84.3	89.8	86.7	83.7	90.3
0200 - 0259 PM	83.0	85.6	87.0	90.2	83.8	90.5	80.0	90.0	86.5	80.3	81.5	87.9	79.6	86.8	89.4	85.1	82.5	83.2
0300 - 0359 PM	75.1	82.1	81.2	85.7	85.2	85.5	78.4	91.4	88.3	77.6	77.4	87.0	85.5	81.4	90.6	83.2	80.5	87.0
0400 - 0459 PM	70.7	82.5	81.0	82.6	82.4	84.0	79.9	90.7	83.1	74.1	77.5	81.0	78.5	81.8	90.0	84.9	82.4	84.5
0500 - 0559 PM	71.7	78.9	82.5	83.9	83.0	85.6	80.8	90.6	84.8	74.2	76.5	83.2	79.0	79.6	87.5	77.4	74.2	79.8
0600 - 0659 PM	71.7	76.7	74.9	84.3	81.2	81.1	81.8	87.8	81.8	68.7	64.8	79.1	71.5	80.8	88.6	74.2	72.4	72.5
0700 - 0759 PM	65.9	75.2	77.2	84.2	78.3	79.5	80.1	86.4	83.7	60.3	67.4	75.8	73.7	82.3	88.9	73.1	78.3	68.8
0800 - 0859 PM	70.1	76.2	76.5	79.4	79.7	83.8	78.9	85.1	79.6	70.4	74.7	84.0	71.1	79.4	86.4	72.0	74.8	70.1
0900 - 0959 PM	63.9	78.8	76.1	82.5	81.5	80.9	84.1	82.5	81.3	75.2	71.5	82.3	77.8	82.9	89.2	77.0	73.6	77.4
1000 - 1059 PM	70.8	74.8	74.5	72.1	76.4	84.5	82.4	81.0	79.4	73.8	73.0	82.1	72.9	79.5	84.5	73.1	78.2	83.1
1100 - 0559 AM	78.6	81.0	82.6	80.5	79.0	72.1	76.1	88.6	85.6	78.0	68.6	77.2	81.4	80.8	89.8	78.7	75.5	76.5
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>75.8</b>	<b>82.4</b>	<b>83.6</b>	<b>83.4</b>	<b>83.3</b>	<b>84.8</b>	<b>81.7</b>	<b>89.0</b>	<b>84.4</b>	<b>77.7</b>	<b>76.4</b>	<b>81.3</b>	<b>80.1</b>	<b>84.0</b>	<b>89.4</b>	<b>81.5</b>	<b>79.7</b>	<b>80.7</b>

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT														
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
0600 - 0659 AM	96.8	89.0	81.2	J/	93.9	J/	91.2	100.0	91.0	92.5	J/	91.1	86.5	88.6
0700 - 0759 AM	77.4	85.5	86.4	92.3	91.9	95.0	90.3	90.7	93.9	93.5	91.3	94.0	95.7	88.6
0800 - 0859 AM	100.0	86.1	82.5	98.2	88.4	94.7	92.2	93.7	88.3	89.4	92.9	87.8	97.0	86.1
0900 - 0959 AM	90.0	82.9	79.2	94.1	82.5	90.7	93.0	92.3	90.0	82.6	93.8	89.2	90.6	86.0
1000 - 1059 AM	83.2	82.9	80.1	89.8	86.0	84.4	90.1	91.9	89.3	83.5	90.5	78.8	88.8	85.8
1100 - 1159 AM	81.5	86.4	81.8	89.0	86.3	87.6	81.5	91.8	88.2	79.8	92.4	85.4	82.7	86.0
1200 - 1259 PM	83.0	87.3	82.5	88.8	89.8	91.2	89.6	88.7	84.6	79.9	88.0	87.3	84.1	85.8
0100 - 0159 PM	69.4	84.2	79.6	88.8	83.4	85.5	86.5	88.2	83.1	84.8	87.7	80.7	84.1	84.8
0200 - 0259 PM	81.6	85.8	76.0	88.2	84.3	86.5	86.1	89.5	83.7	89.0	90.8	89.4	81.8	85.2
0300 - 0359 PM	78.0	86.3	73.6	86.2	82.0	83.3	84.6	88.7	87.9	89.0	91.4	85.9	81.2	83.0
0400 - 0459 PM	81.6	85.0	75.2	85.8	77.3	80.2	86.4	90.6	83.6	85.1	88.2	86.5	81.6	81.0
0500 - 0559 PM	73.7	80.3	71.9	84.4	77.0	87.0	85.1	84.5	81.3	87.8	88.2	87.4	81.2	80.7
0600 - 0659 PM	72.9	83.6	69.3	85.9	70.8	82.9	82.1	89.1	75.3	85.3	88.2	86.9	76.3	78.6
0700 - 0759 PM	69.2	82.6	70.9	80.1	61.9	80.9	83.6	83.9	74.2	85.5	89.5	82.2	75.9	77.3
0800 - 0859 PM	72.4	75.0	70.5	81.2	74.5	86.9	85.5	89.0	74.7	82.5	89.8	85.3	77.4	78.1
0900 - 0959 PM	78.6	83.4	71.8	81.1	79.7	82.4	81.2	80.2	75.5	82.7	86.2	76.4	77.6	78.9
1000 - 1059 PM	75.8	78.3	76.6	83.4	77.3	86.0	76.1	86.7	76.3	84.9	85.2	80.7	78.6	78.0
1100 - 0559 AM	73.9	78.3	89.8	85.5	81.9	79.3	83.6	88.1	81.2	88.3	81.7	79.5	78.0	81.5
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>79.0</b>	<b>83.4</b>	<b>77.0</b>	<b>86.6</b>	<b>80.3</b>	<b>85.5</b>	<b>86.0</b>	<b>88.6</b>	<b>82.1</b>	<b>85.2</b>	<b>89.4</b>	<b>86.1</b>	<b>81.5</b>	<b>82.6</b>

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600 - 0659 AM	94.6	91.9	95.5	93.9	92.4	95.4	88.1	95.1	91.8	95.0	96.2	96.3	89.3	96.8	93.7	94.0	97.8	90.8
0700 - 0759 AM	86.0	91.7	95.4	84.2	92.8	96.6	85.7	91.0	92.6	94.6	97.4	91.8	93.5	94.1	94.9	95.0	95.6	86.3
0800 - 0859 AM	88.3	90.1	92.9	86.7	89.2	95.9	85.9	90.1	85.6	92.2	92.8	91.0	93.4	95.5	94.7	90.6	95.6	83.9
0900 - 0959 AM	78.7	89.7	94.1	88.5	91.6	91.1	85.9	88.2	87.2	91.6	95.8	88.9	91.3	91.3	92.8	89.0	94.4	81.4
1000 - 1059 AM	81.1	89.4	92.5	80.6	85.6	93.0	82.9	92.2	85.2	86.8	80.8	90.0	92.3	88.7	90.4	91.9	90.6	81.9
1100 - 1159 AM	84.5	88.3	89.9	88.9	88.3	90.4	81.3	92.1	87.4	91.0	87.4	89.0	93.4	84.3	93.0	88.7	86.3	85.3
1200 - 1259 PM	85.7	90.3	87.2	89.0	91.8	91.5	85.9	89.9	82.8	89.6	82.1	90.0	89.4	84.3	89.4	91.2	85.5	87.1
0100 - 0159 PM	83.8	86.8	90.3	92.3	85.9	87.3	81.4	88.7	83.8	88.8	82.2	88.6	80.0	82.7	90.2	90.0	87.0	82.3
0200 - 0259 PM	84.5	84.7	87.0	85.7	82.5	90.1	79.5	88.1	87.0	83.9	75.6	85.4	80.7	82.1	89.7	86.0	83.6	81.4
0300 - 0359 PM	77.9	78.8	81.9	78.2	80.7	90.2	81.3	89.5	82.1	83.5	78.0	87.5	79.9	81.4	88.3	85.8	81.2	77.3
0400 - 0459 PM	74.4	79.4	77.7	81.8	83.9	86.6	78.0	86.7	83.1	78.1	76.2	91.1	83.3	79.7	88.6	84.2	77.5	79.1
0500 - 0559 PM	78.5	81.4	77.9	79.0	72.2	87.2	80.8	89.4	81.0	78.0	74.8	86.9	80.5	80.3	87.3	83.2	77.7	79.4
0600 - 0659 PM	72.5	78.4	78.6	76.6	84.6	84.6	79.4	87.4	81.9	76.0	75.5	84.9	80.0	78.9	89.1	80.4	77.9	75.2
0700 - 0759 PM	73.0	73.9	69.3	77.3	87.7	84.5	81.9	85.8	82.1	73.8	64.4	89.3	69.1	75.2	83.7	78.0	79.7	67.7
0800 - 0859 PM	72.9	70.3	73.1	79.8	83.5	85.7	82.0	86.3	81.1	74.7	76.1	86.3	77.7	77.7	89.1	76.9	80.1	63.3
0900 - 0959 PM	67.1	75.4	72.8	82.9	80.3	90.7	77.2	89.6	83.4	J/	41.9	90.2	76.7	79.9	88.1	81.5	78.9	63.3
1000 - 1059 PM	65.5	78.7	65.4	82.1	90.4	J/	J/	90.7	79.6	J/	87.5	100.0	81.7	85.3	95.1	J/	80.0	74.2
1100 - 0559 AM	76.8	91.9	87.1	J/	76.1	J/	85.5	96.8	92.3	98.4	98.1	91.9	J/	85.4	94.0	94.4	96.8	77.4
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>79.0</b>	<b>84.8</b>	<b>85.2</b>	<b>83.2</b>	<b>85.9</b>	<b>90.2</b>	<b>82.4</b>	<b>89.1</b>	<b>84.3</b>	<b>85.6</b>	<b>82.7</b>	<b>88.4</b>	<b>84.3</b>	<b>85.0</b>	<b>91.0</b>	<b>87.2</b>	<b>85.9</b>	<b>79.2</b>

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT														
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
0600 - 0659 AM	93.1	94.4	92.7	96.2	92.0	96.1	90.9	94.7	95.3	96.7	95.5	94.0	97.7	94.2
0700 - 0759 AM	93.0	88.1	88.7	96.9	93.5	96.1	94.0	96.1	92.7	93.9	97.7	92.0	95.7	92.8
0800 - 0859 AM	96.7	87.9	88.5	94.1	89.7	93.2	90.2	92.5	91.1	95.1	93.5	94.6	93.5	90.9
0900 - 0959 AM	93.6	84.9	85.6	92.8	80.6	87.3	90.4	93.1	90.6	91.4	92.6	91.8	94.4	88.2
1000 - 1059 AM	91.2	83.6	84.3	90.1	86.9	86.3	88.8	90.7	88.0	92.1	93.2	92.8	92.9	87.6
1100 - 1159 AM	90.2	83.3	84.4	89.8	89.9	87.3	92.7	88.5	90.9	90.2	91.4	89.7	89.0	87.9
1200 - 1259 PM	86.0	88.9	88.2	89.5	88.0	83.6	83.7	88.4	85.9	89.0	89.7	90.8	88.0	87.7
0100 - 0159 PM	86.2	87.9	83.4	94.1	87.3	85.5	91.0	89.2	86.7	88.8	87.3	91.0	88.1	86.8
0200 - 0259 PM	81.4	85.1	77.7	89.7	83.6	83.2	82.7	85.8	79.5	91.9	89.0	83.8	80.9	84.2
0300 - 0359 PM	82.5	85.5	74.4	84.6	83.2	78.1	85.4	87.7	86.2	92.9	93.3	88.6	77.7	83.2
0400 - 0459 PM	76.8	86.6	76.4	91.1	84.6	73.1	86.5	89.2	85.0	94.0	90.8	87.6	80.7	82.3
0500 - 0559 PM	75.9	88.1	76.6	84.7	79.5	78.5	85.1	85.9	84.6	88.3	83.8	84.0	82.8	81.5
0600 - 0659 PM	79.8	84.5	73.6	79.3	81.4	80.9	84.1	87.0	79.5	91.5	85.0	90.7	81.0	80.9
0700 - 0759 PM	75.2	87.1	73.7	83.8	69.8	81.3	81.1	79.3	78.8	90.5	84.8	92.1	82.9	79.4
0800 - 0859 PM	69.9	79.4	71.4	82.2	70.8	80.4	86.1	88.0	76.9	91.0	87.7	81.3	78.4	79.3
0900 - 0959 PM	J/	83.6	72.9	86.2	75.9	79.4	J/	84.1	79.7	83.2	96.5	91.5	83.1	80.6
1000 - 1059 PM	J/	90.3	82.1	96.2	77.4	88.7	92.5	91.7	88.1	94.2	92.2	87.2	80.8	84.5
1100 - 0559 AM	80.6	97.3	100.0	95.7	97.2	89.9	93.0	100.0	91.4	96.4	89.5	J/	96.8	89.0
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>84.9</b>	<b>86.2</b>	<b>80.5</b>	<b>90.5</b>	<b>83.4</b>	<b>84.3</b>	<b>88.6</b>	<b>89.7</b>	<b>87.2</b>	<b>92.1</b>	<b>90.7</b>	<b>90.3</b>	<b>87.3</b>	<b>85.6</b>

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
EV	4871	ATL-PFN	1605	31	93.55	47	27
EV	4847	EYW-ATL	1705	31	80.65	35	29
EV	4551	JFK-ATL	700	31	80.65	28	23

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ATA	187	2	1.1
ATLANTIC SOUTHEAST	774	8	1.0
AMERICA WEST	548	3	0.5
EXPRESSJET	978	5	0.5
US AIRWAYS	1,214	1	0.1
SOUTHWEST	2,790	2	0.1
AMERICAN	2,222	0	0.0
DELTA	1,961	0	0.0
UNITED	1,546	0	0.0
NORTHWEST	1,512	0	0.0
AMERICAN EAGLE	1,240	0	0.0
SKYWEST	1,084	0	0.0
CONTINENTAL	920	0	0.0
ATLANTIC COAST	844	0	0.0
ALASKA	426	0	0.0
AIRTRAN	392	0	0.0
JETBLUE	184	0	0.0
<b>TOTAL</b>	<b>18,822</b>	<b>21</b>	<b>0.1</b>



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	91.1	94.6	203	203
AGUADILLA P.R. (BQN)	77.4	96.8	31	31
AKRON/CANTON OH. (CAK)	71.0	78.3	397	397
ALBANY N.Y. (ALB)	82.8	88.7	1,504	1,504
ALBUQUERQUE N.M (ABQ)	86.7	88.9	3,060	3,060
ALLENTOWN PA(ABE)	79.1	85.5	373	373
AMARILLO TX (AMA)	83.4	88.9	749	749
ANCHORAGE AK (ANC)	78.4	83.9	1,482	1,481
ASHEVILLE N.C. (AVL)	61.3	74.2	271	271
ATLANTA GA (ATL)	75.8	79.0	31,989	31,988
AUSTIN TX (AUS)	85.0	90.3	3,456	3,459
BAKERSFIELD CA. (BFL)	96.2	93.2	264	263
BALTIMORE MD (BWI)	83.6	85.2	8,326	8,324
BANGOR ME (BGR)	76.7	85.5	352	351
BARROW AK (BRW)	87.1	85.5	62	62
BATON ROUGE LA. (BTR)	80.5	86.4	642	642
BEAUMONT/PORT ARTHUR T(BPT)	87.0	87.7	138	138
BETHEL AK. (BET)	79.4	78.4	97	97
BILLINGS MT. (BIL)	85.4	93.0	342	341
BINGHAMTON N.Y. (BGM)	81.5	84.7	124	124
BIRMINGHAM AL (BHM)	84.3	88.3	1,646	1,648
BISMARCK N.D. (BIS)	82.4	92.0	125	125
BLOOMINGTON IL (BMI)	60.2	73.7	186	186
BOISE ID (BOI)	87.6	93.3	1,282	1,341
BOSTON MA (BOS)	82.4	84.8	10,003	10,000
BOZEMAN MT. (BZN)	78.6	88.6	341	341
BRISTOL TN. (TRI)	73.7	81.6	217	217
BROWNSVILLE TX (BRO)	79.1	88.2	153	153
BUFFALO N.Y (BUF)	80.8	87.8	1,846	1,846
BURBANK CA (BUR)	86.4	86.0	2,154	2,154
BURLINGTON VT (BTV)	76.7	81.6	604	604
CEDAR RAPIDS/IOWA CTY IA. (CID)	68.8	82.3	378	378
CHAMPAIGN(CMI)	74.5	81.4	145	145
CHARLESTON S.C (CHS)	75.6	83.2	818	820
CHARLESTON W.V. (CRW)	77.0	80.3	569	569
CHARLOTTE N.C. (CLT)	83.4	83.2	8,699	8,698
CHATTANOOGA TN. (CHA)	64.5	81.9	282	281
CHICAGO IL (ORD)	77.0	80.5	31,142	31,173
CHICAGO IL. (MDW)	80.7	79.2	7,099	7,098
CINCINNATI OH (CVG)	83.3	85.9	7,848	7,849
CLEVELAND OH (CLE)	83.2	86.9	7,804	7,804
COLLEGE STATION TX (CLL)	91.1	95.3	257	257
COLORADO SPRINGS CO. (COS)	81.6	88.1	1,083	1,080

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA S.C (CAE)	74.2	78.5	756	757
COLUMBUS OH (CMH)	81.1	86.7	3,037	3,039
CORDOVA AK (CDV)	69.4	67.7	62	62
CORPUS CHRISTI TX. (CRP)	81.5	84.7	626	626
DALLAS/FT. WORTH TX. (DAL)	85.1	83.6	3,882	3,882
DALLAS/FT. WORTH TX. (DFW)	89.0	89.1	27,875	27,862
DAYTON OH (DAY)	78.6	85.1	1,041	1,041
DAYTONA BEACH FL (DAB)	69.4	71.6	343	342
DEADHORSE AK. (SCC)	71.8	76.9	39	39
DENVER CO (DEN)	81.7	82.4	11,902	11,880
DES MOINES IA (DSM)	80.2	84.8	900	901
DETROIT MI. (DTW)	84.4	84.3	12,237	12,237
DILLINGHAM AK.(DLG)	84.6	84.6	13	13
DUBUQUE IA. (DBQ)	68.2	80.7	88	88
DULUTH MN (DLH)	76.1	84.4	109	109
DURANGO CO (DRO)	80.5	82.7	185	185
DUTCH HARBOR AK. (DUT)	62.3	54.7	53	53
EAGLE CO. (EGE)	80.6	88.4	283	284
EL PASO TX (ELP)	87.7	91.7	1,763	1,763
EUGENE OR (EUG)	89.4	87.6	321	322
EVANSVILLE IN. (EVV)	76.5	79.8	362	362
FAIRBANKS AK (FAI)	81.3	88.9	406	406
FARGO N.D. (FAR)	75.3	87.7	413	414
FAYETTEVILLE ARKANSAS REG (XNA)	83.1	87.1	868	869
FAYETTEVILLE N.C. (FAY)	68.7	82.8	150	151
FLINT MI. (FNT)	77.4	86.4	279	279
FRESNO CA (FAT)	91.6	89.3	1,165	1,227
FT. LAUDERDALE FL. (FLL)	76.4	82.7	5,612	5,614
FT. MYERS FL. (RSW)	76.6	86.1	2,235	2,237
FT. SMITH AR (FSM)	93.4	97.5	243	243
FT. WAYNE IN (FWA)	71.7	80.5	554	553
GRAND FORKS N.D. (GFK)	79.5	86.4	88	88
GRAND RAPIDS MI. (GRR)	74.4	83.2	1,209	1,209
GREAT FALLS MT. (GTF)	77.8	87.1	248	248
GREEN BAY WI (GRB)	74.8	83.7	404	404
GREENSBORO/HIGH PT. N.C. (GSO)	78.8	87.0	1,167	1,167
GREENVILLE/SPARTBG. S.C. (GSP)	78.1	83.8	1,032	1,032
GULFPORT/BILOXI MS. (GPT)	69.5	77.5	479	476
GUNNISON CO (GUC)	85.4	92.7	41	41
HARLINGEN TX(HRL)	84.9	87.5	510	510
HARRISBURG PA (MDT)	79.5	87.4	709	709
HARTFORD CT./SPGFLD MA. (BDL)	82.3	89.4	2,941	2,943
HELENA MT. (HLN)	91.4	91.3	93	92

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HONOLULU OAHU HI (HNL)	73.9	91.3	1,032	1,032
HOUSTON TX (HOU)	85.9	82.4	4,820	4,822
HOUSTON TX (IAH)	81.3	88.4	15,571	15,578
HUNTSVILLE/DECATUR AL. (HSV)	80.2	86.7	663	663
INDIANAPOLIS IN. (IND)	82.0	88.1	3,465	3,462
INDIO/PALM SPRINGS CA (PSP)	88.6	84.0	1,481	1,483
ISLIP/LONG IS. N.Y. (ISP)	79.6	86.8	988	989
JACKSON WY. (JAC)	83.1	87.1	390	396
JACKSON/VICKSBURG MS. (JAN)	83.1	89.6	818	817
JACKSONVILLE FL. (JAX)	78.7	85.4	2,306	2,308
JUNEAU AK. (JNU)	74.8	73.9	310	310
KAHULUI(OGG)	81.1	88.0	433	433
KALAMAZOO MI. (AZO)	70.8	76.4	212	212
KALISPELL MT (FCA)	83.9	95.5	155	155
KANSAS CITY MO (MCI)	85.2	90.3	5,241	5,240
KETCHIKAN AK (KTN)	78.0	81.7	186	186
KEY WEST FL (EYW)	55.3	47.3	94	93
KILLEEN TX. (ILE)	82.4	88.3	415	419
KING SALMON AK.(AKN)	84.6	84.6	13	13
KNOXVILLE TN. (TYS)	77.3	84.6	859	858
KODIAK AK (ADQ)	79.0	75.8	62	62
KONA HAWAII. HI. (KOA)	85.6	96.9	160	160
KOTZEBUE AK. (OTZ)	76.3	76.3	93	93
LA CROSSE WI. (LSE)	73.9	83.5	176	176
LAFAYETTE LA. (LFT)	78.6	79.3	387	387
LANSING MI. (LAN)	75.6	82.9	414	414
LAREDO TX. (LRD)	80.7	89.1	202	202
LAS VEGAS NV. (LAS)	84.0	85.0	12,123	12,126
LAWTON OK. (LAW)	91.7	96.1	181	181
LEXINGTON/FRKFT KY. (LEX)	74.4	86.7	616	615
LIHUE KAUAI HI. (LIH)	87.1	93.5	124	124
LITTLE ROCK AR. (LIT)	85.4	91.3	1,390	1,390
LONG BEACH CA. (LGB)	85.0	88.8	845	845
LONGVIEW TX. (GGG)	88.2	98.3	119	119
LOS ANGELES CA. (LAX)	89.4	91.0	19,219	19,203
LOUISVILLE KY (SDF)	83.1	87.7	1,770	1,769
LUBBOCK TX. (LBB)	84.2	90.6	893	893
MADISON WI. (MSN)	78.2	88.5	646	645
MANCHESTER N.H. (MHT)	83.3	87.7	1,650	1,650
MARQUETTE MI (MQT)	50.0	76.0	26	25
MEDFORD OR (MFR)	89.8	88.9	393	423
MELBOURNE FL (MLB)	76.0	80.7	275	275
MEMPHIS TN (MEM)	85.2	87.9	4,752	4,751

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIAMI FL (MIA)	79.0	84.9	5,564	5,564
MIDLAND/ODESSA TX (MAF)	85.8	90.1	776	777
MILWAUKEE WI (MKE)	79.1	87.4	1,793	1,789
MINNEAPLS/ST.P MN(MSP)	83.4	86.2	12,914	12,915
MINOT N.D (MOT)	76.3	87.1	93	93
MISSION/MCALLEN TX. (MFE)	87.0	91.3	277	277
MISSOULA MT (MSO)	79.9	91.8	304	305
MOBILE AL./PASCAGOULA MS. (MOB)	80.5	84.7	411	411
MOLINE IL. (MLI)	62.4	76.0	229	229
MONROE LA. (MLU)	73.6	84.1	295	295
MONTEREY CA. (MRY)	94.1	92.5	676	677
MONTROSE CO (MTJ)	79.3	85.7	237	237
MYRTLE BEACH S.C (MYR)	77.9	84.7	458	457
NASHVILLE TN. (BNA)	85.1	88.5	4,731	4,733
NEW ORLEANS LA (MSY)	82.6	87.5	4,344	4,345
NEW YORK N.Y (JFK)	80.1	84.3	6,860	6,855
NEW YORK N.Y. (LGA)	81.5	87.2	8,963	8,963
NEWARK N.J. (EWR)	77.7	85.6	12,970	12,970
NEWBURGH N.Y. (SWF)	77.3	79.7	207	207
NOME AK. (OME)	83.2	74.7	95	95
NORFOLK/VA. BEACH VA (ORF)	80.3	88.1	1,927	1,927
OKLAHOMA CITY OK (OKC)	82.3	89.4	2,154	2,155
OMAHA NE (OMA)	81.6	86.9	1,787	1,787
ONTARIO CA (ONT)	87.6	89.0	3,003	3,005
ORANGE COUNTY CA. (SNA)	89.0	90.7	3,800	3,803
ORLANDO FL (MCO)	79.7	85.9	8,229	8,225
PASCO WA. (PSC)	78.9	94.3	279	279
PENSACOLA FL (PNS)	75.5	84.0	648	648
PEORIA IL. (PIA)	65.7	77.4	297	296
PETERSBURG AK (PSG)	66.1	66.1	62	62
PHILADELPHIA PA (PHL)	80.3	83.4	9,244	9,242
PHOENIX AZ (PHX)	85.5	84.3	14,739	14,737
PITTSBURGH PA (PIT)	86.0	88.6	5,727	5,726
PORTLAND ME (PWM)	76.9	82.3	813	813
PORTLAND OR (PDX)	86.6	90.5	4,590	4,561
PROVIDENCE R.I. (PVD)	84.7	87.4	2,368	2,368
RALEIGH/DURHAM N.C. (RDU)	80.5	85.5	4,540	4,543
RAPID CITY S.D (RAP)	84.3	91.9	338	310
RENO NV. (RNO)	87.9	89.0	2,329	2,327
RICHMOND VA (RIC)	82.2	86.7	1,354	1,354
ROANOKE VA. (ROA)	67.3	75.9	419	419
ROCHESTER MN. (RST)	80.7	89.2	166	166
ROCHESTER N.Y (ROC)	80.8	84.8	1,444	1,444

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SACRAMENTO CA (SMF)	86.9	88.0	3,828	3,829
SAGINAW MI. (MBS)	76.5	81.2	362	362
SALT LAKE CITY UT (SLC)	89.4	90.7	10,871	10,861
SAN ANGELO TX. (SJT)	93.0	94.8	172	172
SAN ANTONIO TX. (SAT)	84.4	88.5	3,210	3,210
SAN DIEGO CA (SAN)	88.6	89.7	6,936	6,936
SAN FRANCISCO CA (SFO)	85.2	92.1	10,368	10,361
SAN FRANCISCO CA. (OAK)	87.1	87.3	5,495	5,499
SAN JOSE CA. (SJC)	88.9	89.6	5,220	5,225
SAN JUAN P.R (SJU)	84.5	91.2	2,201	2,196
SAN LUIS OBISPO CA. (SBP)	95.1	92.1	508	508
SANTA BARBARA CA. (SBA)	93.0	90.7	1,026	965
SARASOTA/BRAD. FL (SRQ)	74.9	86.0	505	506
SAVANNAH GA. (SAV)	73.7	85.2	704	703
SCRANTON/WILKES-BARRE PA. (AVP)	53.8	71.0	93	93
SEATTLE WA (SEA)	82.1	87.2	8,333	8,330
SHREVEPORT LA (SHV)	85.5	92.2	678	680
SIOUX FALLS S.D. (FSD)	74.6	84.6	228	228
SITKA AK. (SIT)	71.0	81.7	93	93
SOUTH BEND IN (SBN)	69.2	82.4	279	279
SPOKANE WA (GEG)	87.5	92.5	1,235	1,237
SPRINGFIELD MO (SGF)	81.5	88.3	395	367
ST. CROIX V.I (STX)	90.3	91.9	62	62
ST. LOUIS MO (STL)	86.1	90.3	9,643	9,637
ST. THOMAS V.I. (STT)	84.9	87.2	344	344
STEAMBOAT SPRINGS CO. (HDN)	85.2	90.5	189	189
SYRACUSE N.Y (SYR)	77.9	84.4	1,180	1,179
TALLAHASSEE FL (TLH)	72.8	78.9	323	327
TAMPA FL (TPA)	81.5	87.3	6,072	6,072
TEXARKANA AR(TXK)	83.0	89.9	218	218
TOLEDO OH. (TOL)	72.3	78.0	419	419
TRAVERSE CITY MI. (TVC)	67.8	68.2	87	88
TUCSON AZ. (TUS)	86.6	91.7	1,786	1,781
TULSA OK. (TUL)	84.4	88.5	1,950	1,950
TYLER TX. (TYR)	92.6	96.3	242	243
VALPARAISO FL. (VPS)	70.0	86.2	434	435
WACO TX. (ACT)	94.4	96.1	178	179
WASHINGTON D.C (IAD)	81.6	82.7	9,134	9,138
WASHINGTON DC(DCA)	84.8	90.2	6,831	6,839
WEST PALM BEACH FL. (PBI)	76.1	84.2	2,652	2,653
WHITE PLAINS N.Y (HPN)	72.5	77.4	774	773
WICHITA FALLS TX. (SPS)	87.9	96.0	173	173
WICHITA KS. (ICT)	79.3	84.4	907	909

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WILMINGTON N.C (ILM)	79.8	85.0	247	247
WRANGELL AK. (WRG)	74.2	79.0	62	62
YAKUTAT AK. (YAK)	62.9	67.7	62	62

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ATLANTIC COAST	13	9,813	538	5.5	81	25,708	1,250	4.9
ATLANTIC SOUTHEAST	10	12,237	346	2.8	102	23,886	743	3.1
UNITED	30	37,701	1,126	3.0	81	47,563	1,432	3.0
ALASKA	13	7,109	129	1.8	42	12,718	347	2.7
AMERICAN EAGLE	16	21,158	516	2.4	95	36,332	943	2.6
ATA	18	4,426	119	2.7	26	5,518	128	2.3
EXPRESSJET	18	12,510	278	2.2	97	27,118	575	2.1
SKYWEST	13	17,362	277	1.6	96	32,908	625	1.9
NORTHWEST	31	30,361	441	1.5	108	45,183	595	1.3
AMERICA WEST	27	13,427	172	1.3	54	16,712	207	1.2
AMERICAN	30	50,871	652	1.3	88	65,740	777	1.2
DELTA	31	44,553	457	1.0	109	58,230	562	1.0
US AIRWAYS	25	28,463	281	1.0	60	36,091	337	0.9
SOUTHWEST	15	35,165	260	0.7	59	81,016	719	0.9
AIRTRAN	14	9,090	75	0.8	37	12,054	96	0.8
CONTINENTAL	30	20,616	176	0.9	80	26,885	206	0.8
JETBLUE	8	3,562	4	0.1	20	5,680	12	0.2
<b>TOTAL</b>		<b>358,424</b>	<b>5,847</b>	<b>1.6</b>		<b>559,342</b>	<b>9,554</b>	<b>1.7</b>

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

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

**APPENDIX**

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

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

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

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

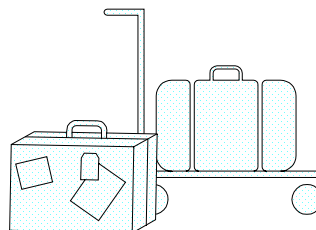
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest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

**Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors**

B6	JetBlue Airways
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## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	MARCH 2003			MARCH 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,149	998,927	2.15	2,840	1,041,432	2.73
2	AIRTRAN AIRWAYS	3,160	1,013,616	3.12	*	*	*
3	US AIRWAYS	12,021	3,652,101	3.29	14,740	4,378,294	3.37
4	CONTINENTAL AIRLINES	9,451	2,862,232	3.30	10,447	3,145,045	3.32
5	SOUTHWEST AIRLINES	22,548	6,528,819	3.45	24,491	6,554,376	3.74
6	AMERICA WEST AIRLINES	6,092	1,729,923	3.52	6,025	1,696,664	3.55
7	JETBLUE AIRWAYS	2,832	770,218	3.68	*	*	*
8	NORTHWEST AIRLINES	14,994	4,037,477	3.71	29,623	4,028,351	7.35
9	DELTA AIR LINES	28,628	7,184,339	3.98	32,629	7,761,488	4.20
10	UNITED AIRLINES	20,866	5,117,814	4.08	18,062	5,315,202	3.40
11	AMERICAN AIRLINES	29,801	6,587,564	4.52	38,473	7,189,134	5.35
12	ATA AIRLINES	3,896	800,683	4.87	*	*	*
13	EXPRESSJET AIRLINES	4,356	852,549	5.11	*	*	*
14	SKYWEST AIRLINES	6,670	860,516	7.75	*	*	*
15	ATLANTIC COAST AIRLINES	6,990	726,528	9.62	*	*	*
16	AMERICAN EAGLE AIRLINES	11,291	1,007,163	11.21	12,180	984,224	12.38
17	ATLANTIC SOUTHEAST AIRLINES	13,219	777,834	16.99	*	*	*
<b>TOTALS</b>		<b>198,964</b>	<b>45,508,303</b>	<b>4.37</b>	<b>189,510</b>	<b>42,094,210</b>	<b>4.50</b>

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by AirTran, ATA, Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest became effective January 2003. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections of this report.



Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

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

RANK	AIRLINE	JANUARY-MARCH 2003			JANUARY-MARCH 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	5,915	2,729,984	2.17	6,513	2,694,437	2.42
2	AIRTRAN AIRWAYS	8,709	2,664,699	3.27	*	*	*
3	CONTINENTAL AIRLINES	25,130	7,658,491	3.28	27,491	8,335,487	3.30
4	SOUTHWEST AIRLINES	65,435	17,703,150	3.70	64,943	17,185,150	3.78
5	US AIRWAYS	33,373	8,962,636	3.72	38,678	11,143,416	3.47
6	JETBLUE AIRWAYS	7,700	2,049,872	3.76	*	*	*
7	NORTHWEST AIRLINES	42,425	10,504,691	4.04	56,470	10,172,065	5.55
8	AMERICA WEST AIRLINES	18,815	4,617,726	4.07	15,060	4,322,085	3.48
9	DELTA AIR LINES	87,148	19,727,359	4.42	90,104	20,120,410	4.48
10	UNITED AIRLINES	65,414	14,181,816	4.61	50,524	13,998,681	3.61
11	EXPRESSJET AIRLINES	10,353	2,221,514	4.66	*	*	*
12	AMERICAN AIRLINES	84,597	18,012,782	4.70	97,773	18,987,055	5.15
13	ATA AIRLINES	11,338	2,085,684	5.44	*	*	*
14	SKYWEST AIRLINES	20,461	2,346,142	8.72	*	*	*
15	ATLANTIC COAST AIRLINES	20,372	1,941,436	10.49	*	*	*
16	AMERICAN EAGLE AIRLINES	33,628	2,718,540	12.37	29,972	2,641,746	11.35
17	ATLANTIC SOUTHEAST AIRLINES	40,687	2,118,639	19.20	*	*	*
TOTALS		581,500	122,245,161	4.76	477,528	109,600,532	4.36

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by AirTran, ATA, Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest became effective January 2003. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections of this report.

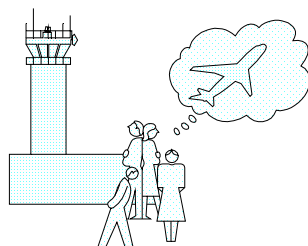
## OVERSALES

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

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



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

RANK	AIRLINE	JANUARY-MARCH 2003				JANUARY-MARCH 2002			
		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	<i>JETBLUE AIRWAYS</i>	4	0	2,010,617	<b>0.00</b>	*	*	*	*
2	<i>AMERICAN EAGLE AIRLINES</i>	191	4	180,430	<b>0.22</b>	351	5	281,429	<b>0.18</b>
3	<i>US AIRWAYS</i>	17,191	394	8,648,573	<b>0.46</b>	35,859	423	11,141,864	<b>0.38</b>
4	<i>AMERICA WEST AIRLINES</i>	15,157	240	4,712,876	<b>0.51</b>	14,166	142	4,359,877	<b>0.33</b>
5	<i>UNITED AIRLINES</i>	23,074	763	14,324,159	<b>0.53</b>	19,980	910	13,962,769	<b>0.65</b>
6	<i>AMERICAN AIRLINES</i>	23,730	1,186	19,256,485	<b>0.62</b>	42,418	561	20,320,507	<b>0.28</b>
7	<i>ALASKA AIRLINES</i>	5,031	206	3,252,531	<b>0.63</b>	8,560	704	3,187,314	<b>2.21</b>
8	<i>NORTHWEST AIRLINES</i>	19,879	765	10,972,653	<b>0.70</b>	18,784	776	10,639,379	<b>0.73</b>
9	<i>ATA AIRLINES</i>	710	162	2,122,329	<b>0.76</b>	*	*	*	*
10	<i>CONTINENTAL AIRLINES</i>	11,362	661	7,934,128	<b>0.83</b>	15,171	1,589	8,590,079	<b>1.85</b>
11	<i>DELTA AIR LINES</i>	29,367	2,222	19,153,925	<b>1.16</b>	52,039	1,730	19,530,348	<b>0.89</b>
12	<i>SOUTHWEST AIRLINES</i>	23,791	2,216	17,169,572	<b>1.29</b>	16,812	1,899	16,633,381	<b>1.14</b>
13	<i>AIRTRAN AIRWAYS</i>	4,339	857	2,550,184	<b>3.36</b>	*	*	*	*
14	<i>ATLANTIC SOUTHEAST AIRLINES</i>	1,498	498	663,052	<b>7.51</b>	*	*	*	*
	<b>TOTALS</b>	175,324	10,174	112,951,514	<b>0.90</b>	224,140	8,739	108,646,947	<b>0.80</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of more than 60 seats. AirTran, ATA, Atlantic Southeast, and JetBlue are ranked in this table for the first time effective with this report. With the exception of Atlantic Coast Airlines, ExpressJet Airlines and SkyWest Airlines (which operate aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint" and " Mishandled Baggage" sections of this report.

## **CONSUMER COMPLAINTS**

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints, which are handled by the Federal Aviation Administration. 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, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	MARCH 2003				MARCH 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	414	60	2	55	830	60	3	40
FOREIGN AIRLINES	82	2	0	5	132	0	0	4
TRAVEL AGENTS	20	3	0	2	41	1	0	0
TOUR OPERATORS	7	0	0	1	7	0	0	0
MISCELLANEOUS	16	13	1	18	9	25	1	10
<b>INDUSTRY TOTALS</b>	<b>539</b>	<b>78</b>	<b>3</b>	<b>81</b>	<b>1,019</b>	<b>86</b>	<b>4</b>	<b>54</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MARCH 2003			MARCH 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	113		1	211	
CANCELLATIONS			35			64
DELAYS			30			60
MISCONNECTIONS			22			38
BAGGAGE	2	88		3	177	
CUSTOMER SERVICE	3	73		2	198	
RES/TKTG/BOARDING	4	67		5	99	
REFUNDS	5	64		4	112	
FARES	6	43		7	52	
OTHER	7	33		10	25	
FREQUENT FLYER			17			15
OVERSALES	8	29		8	46	
DISABILITY	9	24		6	55	
DISCRIMINATION	10	3		9	34	
ADVERTISING	11	2		11	10	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>539</b>			<b>1,019</b>	

\* 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\*

MARCH 2003

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	4	1	0	1	2	0	0	2	0	0	0	0	10
ALASKA AIRLINES	1	0	1	0	0	1	1	0	0	0	0	1	5
AMERICA WEST AIRLINES	7	4	3	2	0	3	0	0	0	0	0	0	19
AMERICAN AIRLINES	15	3	13	6	8	14	11	2	0	0	0	5	77
ATA AIRLINES	1	0	0	1	0	2	1	1	0	0	0	0	6
ATLANTIC COAST AIRLINES	2	2	0	0	0	1	0	1	0	0	0	0	6
ATLANTIC SOUTHEAST AIRLINES	1	1	0	0	0	4	0	0	0	0	0	0	6
CONTINENTAL AIRLINES	8	1	6	3	4	3	5	1	0	0	0	2	33
DELTA AIRLINES	12	5	8	7	6	11	2	5	0	0	0	8	64
FRONTIER AIRLINES	2	0	1	0	2	0	1	0	0	1	0	0	7
JETBLUE AIRWAYS	0	0	0	0	0	2	2	0	0	0	0	1	5
NORTHWEST AIRLINES	7	1	3	6	4	5	13	3	0	0	0	3	45
SOUTHWEST AIRLINES	1	0	0	0	0	3	1	0	0	0	0	0	5
UNITED AIRLINES	6	1	9	5	7	11	12	3	0	1	0	2	57
US AIRWAYS	6	1	3	5	2	2	7	1	0	0	0	1	28
OTHER U. S. AIRLINES	18	3	5	1	1	3	3	2	1	0	0	4	41
TOTAL MARCH 2003	91	23	52	37	36	65	59	21	1	2	0	27	414
% OF TOTAL COMPLAINTS	22.0	5.6	12.6	8.9	8.7	15.7	14.3	5.1	0.2	0.5	0.0	6.5	
TOTAL MARCH 2002	192	37	74	38	74	137	173	47	5	30	0	23	830
% OF TOTAL COMPLAINTS	23.1	4.5	8.9	4.6	8.9	16.5	20.8	5.7	0.6	3.6	0.0	2.8	

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

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

Table 4

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

MARCH 2003

U. S. AIRLINES*	COMPS RECD IN MARCH	INCI - DENTS IN MARCH	PERCENT	INCI - DENTS IN FEB.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	10	3	30.0	5	50.0	1	10.0	1	10.0
ALASKA AIRLINES	5	2	40.0	2	40.0	1	20.0	0	0.0
AMERICA WEST AIRLINES	19	8	42.1	6	31.6	4	21.1	1	5.3
AMERICAN AIRLINES	77	19	24.7	23	29.9	28	36.4	7	9.1
ATA AIRLINES	6	6	100.0	0	0.0	0	0.0	0	0.0
ATLANTIC COAST AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
ATLANTIC SOUTHEAST AIRLINES	6	1	16.7	2	33.3	3	50.0	0	0.0
CONTINENTAL AIRLINES	33	9	27.3	11	33.3	11	33.3	2	6.1
DELTA AIRLINES	64	17	26.6	16	25.0	29	45.3	2	3.1
FRONTIER AIRLINES	7	5	71.4	2	28.6	0	0.0	0	0.0
JETBLUE AIRWAYS	5	4	80.0	0	0.0	1	20.0	0	0.0
NORTHWEST AIRLINES	45	10	22.2	20	44.4	9	20.0	6	13.3
SOUTHWEST AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
UNITED AIRLINES	57	30	52.6	11	19.3	10	17.5	6	10.5
US AIRWAYS	28	5	17.9	11	39.3	9	32.1	3	10.7
OTHER U. S. AIRLINES	41	19	46.3	14	34.1	6	14.6	2	4.9
<b>TOTALS</b>	414	146	35.3	125	30.2	113	27.3	30	7.2
<b>PREVIOUS YEAR'S TOTALS</b>	830	209	25.2	174	21.0	410	49.4	37	4.5

\*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\*\*

MARCH 2003

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERV ICE	DIS- ABI LI TY	ADVER- TI SI NG	DI SCRI M- I NATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	1	0	0	0	4	2	2	0	0	0	0	0	9
AIR INDIA	1	1	1	0	0	2	0	0	0	0	0	0	5
AIR JAMAICA	1	0	0	0	0	2	1	0	0	0	0	2	6
BRITISH AIRWAYS	2	0	1	1	3	2	3	0	0	0	0	0	12
CATHAY PACIFIC AIRWAYS	2	0	0	1	2	0	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	5	5	5	0	7	13	6	3	0	1	0	0	45
<b>TOTALS</b>	<b>12</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>16</b>	<b>21</b>	<b>12</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>82</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAP TICKETS	0	0	2	0	2	0	1	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	2	4	8	0	0	0	1	0	0	0	15
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>10</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	1	0	2	0	0	0	0	0	0	3	7
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>7</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	9	0	3	0	0	2	1	0	0	0	0	1	16
<b>TOTALS</b>	<b>9</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>16</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

## MARCH

## CONSUMER COMPLAINTS: RANKINGS

## U.S. AIRLINES \*

RANK	AIRLINE	MARCH 2003			MARCH 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>EXPRESSJET AIRLINES</i>	0	869,743	0.00	*	*	*
2	<i>SOUTHWEST AIRLINES</i>	5	6,334,231	0.08	27	6,353,869	0.42
3	<i>AMERICAN EAGLE AIRLINES</i>	2	970,078	0.21	9	1,032,958	0.87
4	<i>SKYWEST AIRLINES</i>	2	954,173	0.21	*	*	*
5	<i>ALASKA AIRLINES</i>	5	1,187,564	0.42	14	1,232,013	1.14
6	<i>JETBLUE AIRWAYS</i>	5	748,826	0.67	*	*	*
7	<i>ATA AIRLINES</i>	6	881,498	0.68	*	*	*
8	<i>ATLANTIC SOUTHEAST AIRLINES</i>	6	785,607	0.76	*	*	*
9	<i>US AIRWAYS</i>	28	3,652,101	0.77	43	4,664,731	0.92
10	<i>ATLANTIC COAST AIRLINES</i>	6	726,528	0.83	*	*	*
11	<i>DELTA AIR LINES</i>	64	7,484,042	0.86	137	8,127,256	1.69
12	<i>NORTHWEST AIRLINES</i>	45	4,661,411	0.97	76	4,692,685	1.62
13	<i>CONTINENTAL AIRLINES</i>	33	3,380,664	0.98	63	3,714,228	1.70
14	<i>UNITED AIRLINES</i>	57	5,654,810	1.01	122	5,827,216	2.09
15	<i>AMERICAN AIRLINES</i>	77	7,635,465	1.01	156	8,307,820	1.88
16	<i>AIRTRAN AIRWAYS</i>	10	989,885	1.01	*	*	*
17	<i>AMERICA WEST AIRLINES</i>	19	1,743,803	1.09	35	1,697,111	2.06
	<b>TOTAL</b>	<b>370</b>	<b>48,660,429</b>	<b>.76</b>	<b>682</b>	<b>45,649,887</b>	<b>1.49</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, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections. The April ACR included the first ranking of Airtran, ATA, Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest.

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY-MARCH 2003				JANUARY-MARCH 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,262	177	7	142	2,454	163	14	98
FOREIGN AIRLINES	296	4	0	11	414	2	0	8
TRAVEL AGENTS	65	3	0	2	106	3	0	3
TOUR OPERATORS	12	1	0	4	24	0	0	1
MISCELLANEOUS	38	36	1	58	46	54	2	16
<b>INDUSTRY TOTALS</b>	<b>1,673</b>	<b>221</b>	<b>8</b>	<b>217</b>	<b>3,044</b>	<b>222</b>	<b>16</b>	<b>126</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY-MARCH 2003			JANUARY-MARCH 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	338		1	658	
DELAYS			103			225
CANCELLATIONS			99			176
MISCONNECTIONS			56			104
BAGGAGE	2	282		3	491	
CUSTOMER SERVICE	3	238		2	549	
RES/TKTG/BOARDING	3	238		5	248	
REFUNDS	5	173		4	453	
FARES	6	111		6	178	
OVERSALES	7	99		8	130	
OTHER	8	81		10	87	
FREQUENT FLYER			54			40
DISABILITY	9	77		7	131	
DISCRIMINATION	10	22		9	97	
ADVERTISING	11	13		11	22	
ANIMALS	12	1		12	0	
<b>COMPLAINT TOTAL</b>		<b>1,673</b>			<b>3,044</b>	

\* 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-MARCH 2003

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI S- ABI LITY	ADVER- TI SI NG	DI SCRIM- I NATION	ANI MALS	OTHER	TOTAL
AI RTRAN AI RWAYS	7	3	4	1	2	0	3	3	0	1	0	0	24
ALASKA AI RLI NES	6	0	3	0	1	3	2	1	0	0	0	1	17
AMERI CA WEST AI RLI NES	23	10	8	2	2	5	5	1	0	1	0	1	58
AMERI CAN AI RLI NES	51	8	35	18	21	35	39	5	0	2	0	10	224
AMERI CAN EAGLE AI RLI NES	13	2	2	0	0	1	3	0	0	0	0	0	21
ATA AI RLI NES	5	1	5	1	2	3	2	4	0	0	0	0	23
ATLANTI C COAST AI RLI NES	7	2	2	0	0	3	2	1	0	0	0	0	17
ATLANTI C SOUTHEAST AI RLI NES	5	2	2	0	0	4	1	0	0	0	0	0	14
CONTI NENTAL AI RLI NES	15	3	27	10	9	14	14	6	0	1	0	5	104
DELTA AI R LI NES	32	13	34	17	26	31	15	15	0	4	0	19	206
FRONTI ER AI RLI NES	3	0	3	0	2	3	3	0	0	1	1	0	16
HAWAI IAN AI RLI NES	2	1	3	0	0	1	4	0	0	0	0	2	13
NORTHWEST AI RLI NES	21	10	14	11	11	21	27	5	1	1	0	8	130
SKYWEST AI RLI NES	7	2	1	0	0	0	1	0	0	0	0	0	11
SOUTHWEST AI RLI NES	5	0	3	1	0	11	6	4	1	2	0	0	33
SPI RI T AI RLI NES	3	3	0	0	0	3	2	1	0	0	0	0	12
UNI TED AI RLI NES	16	3	19	5	11	30	34	4	1	2	0	8	133
US AI RWAYS	14	2	5	19	6	9	17	9	1	1	0	4	87
OTHER U. S. AI RLI NES	48	7	13	1	10	16	11	6	1	2	0	4	119
TOTAL JANUARY-MARCH 2003	283	72	183	86	103	193	191	65	5	18	1	62	1,262
% OF TOTAL COMPLAINTS	22.4	5.7	14.5	6.8	8.2	15.3	15.1	5.2	0.4	1.4	0.1	4.9	
TOTAL JANUARY-MARCH 2002	590	101	190	141	303	378	470	115	13	87	0	66	2,454
% OF TOTAL COMPLAINTS	24.0	4.1	7.7	5.7	12.3	15.4	19.2	4.7	0.5	3.5	0.0	2.7	

\* 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-MARCH 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	3	0	2	3	1	1	0	0	0	1	11
AIR FRANCE	5	1	1	0	5	4	3	3	0	0	0	0	22
AIR JAMAICA	5	1	1	0	0	8	4	0	0	1	0	2	22
ALITALIA	0	2	1	2	1	2	2	0	0	1	0	0	11
BRITISH AIRWAYS	9	0	2	2	5	11	8	1	1	0	0	1	40
LUFTHANSA	4	0	3	1	0	2	5	1	0	0	0	0	16
MEXICANA	0	6	2	2	1	0	1	3	0	0	0	1	16
TACA	0	1	2	1	3	5	2	0	0	1	0	0	15
OTHER FOREIGN AIRLINES	16	16	14	4	17	48	15	3	1	1	0	8	143
<b>TOTALS</b>	<b>39</b>	<b>27</b>	<b>29</b>	<b>12</b>	<b>34</b>	<b>83</b>	<b>41</b>	<b>12</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>13</b>	<b>296</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAP TICKETS	0	0	5	1	4	0	1	0	0	0	0	0	11
OTHER TRAVEL AGENTS	2	0	11	10	27	0	1	0	3	0	0	0	54
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>16</b>	<b>11</b>	<b>31</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>65</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	2	0	1	0	3	1	0	0	2	0	0	3	12
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>12</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	12	0	9	2	2	5	4	0	1	0	0	3	38
<b>TOTALS</b>	<b>12</b>	<b>0</b>	<b>9</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>38</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-MARCH  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JANUARY-MARCH 2003			JANUARY-MARCH 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>EXPRESSJET AIRLINES</i>	0	2,275,331	0.00	*	*	*
2	<i>SOUTHWEST AIRLINES</i>	33	17,184,694	0.19	80	16,657,169	0.48
3	<i>JETBLUE AIRWAYS</i>	8	1,992,399	0.40	*	*	*
4	<i>SKYWEST AIRLINES</i>	11	2,595,211	0.42	*	*	*
5	<i>ALASKA AIRLINES</i>	17	3,258,004	0.52	47	3,193,017	1.47
6	<i>ATLANTIC SOUTHEAST AIRLINES</i>	14	2,142,544	0.65	*	*	*
7	<i>AMERICAN EAGLE AIRLINES</i>	21	2,612,919	0.80	19	2,753,498	0.69
8	<i>UNITED AIRLINES</i>	133	15,688,293	0.85	380	15,360,669	2.47
9	<i>ATLANTIC COAST AIRLINES</i>	17	1,972,478	0.86	*	*	*
10	<i>US AIRWAYS</i>	87	9,430,401	0.92	188	11,826,804	1.59
11	<i>AIRTRAN AIRWAYS</i>	24	2,562,150	0.94	*	*	*
12	<i>ATA AIRLINES</i>	23	2,302,783	1.00	*	*	*
13	<i>DELTA AIR LINES</i>	206	20,558,459	1.00	407	21,009,537	1.94
14	<i>NORTHWEST AIRLINES</i>	130	12,323,091	1.05	218	11,925,700	1.83
15	<i>AMERICAN AIRLINES</i>	224	21,028,853	1.07	367	22,002,850	1.67
16	<i>CONTINENTAL AIRLINES</i>	104	9,049,826	1.15	186	9,758,155	1.91
17	<i>AMERICA WEST AIRLINES</i>	58	4,655,280	1.25	104	4,302,756	2.42
	<b>TOTAL</b>	<b>1,110</b>	<b>131,632,716</b>	<b>.84</b>	<b>1,996</b>	<b>118,790,166</b>	<b>1.68</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, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections. The April ACR included the first ranking of Airtran, ATA, Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest.

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