



U.S. Department
of Transportation



Air Travel Consumer Report

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



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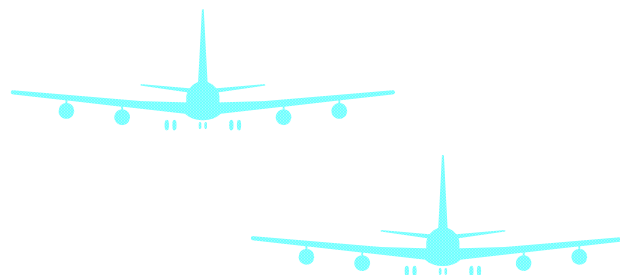
Flight Delays*	September 2003 12 Months Ending September 2003
Mishandled Baggage*	September 2003 January-September 2003
Oversales*	3rd Quarter 2003 January-September 2003
Consumer Complaints** (Includes Disability and Discrimination Complaints)	September 2003 January-September 2003

* 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/>

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>2		
<i>Flight Delays</i>			
Explanation3	<i>Mishandled Baggage</i>	
Table 14	Explanation22
Overall Percentage of Reported Flight		Ranking--Month23
Operations Arriving On Time, by Carrier		Ranking--YTD24
Table 1A5		
Overall Percentage of Reported Flight		<i>Oversales</i>	
Operations Arriving On Time and Carrier Rank,		Explanation25
by Month, Quarter, and Data Base to Date		Ranking--Quarter26
Table 26	Ranking--YTD27
Number of Reported Flight Arrivals and Per-			
centage Arriving On Time, by Carrier and Airport		<i>Consumer Complaints</i>	
Table 310	Explanation28
Percentage of All Carriers' Reported Flight		Complaint Tables 1-529
Operations Arriving On Time, by Airport and		Summary, Complaint Categories, U.S. Airlines,	
Time of Day		Incident Date, and Companies Other Than	
Table 412	U.S. Airlines	
Percentage of All Carriers' Reported Flight		Rankings, Table 6 (Month)34
Operations Departing On Time, by Airport and		Complaint Tables 1-4 (YTD)35
Time of Day		Summary, Complaint Categories, U.S. Airlines,	
Table 514	and Companies Other Than U.S. Airlines	
List of Regularly Scheduled Flights		Rankings, Table 5 (YTD)39
Arriving Late 80% of the Time or More		Complaint Categories40
Table 615		
Number and Percentage of Regularly			
Scheduled Flights Arriving Late 70% of the			
Time or More			
Table 716		
On-Time Arrival and Departure			
Percentage, by Airport			
Table 819		
Overall Number and Percentage of Flight Cancellations, by Carrier			
Footnotes20		
Appendix21		



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/>. Airline Service Quality Performance data is available for purchase as a CD product from the BTS Product Distribution Center. It can be purchased by calling 202-366-DATA (3282). The Department cannot respond to inquiries about the performance of individual flights.

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.

SEPTEMBER 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/	12	91.7	103	92.3
JETBLUE AIRWAYS S/V/	10	91.9	22	92.1
SOUTHWEST AIRLINES S/	15	90.8	59	89.7
ATA AIRLINES S/	19	88.3	28	88.8
UNITED AIRLINES S/	30	88.0	78	87.9
NORTHWEST AIRLINES S/	31	86.4	108	86.8
AMERICA WEST AIRLINES S/	27	86.4	52	86.4
ALASKA AIRLINES S/	14	87.8	46	86.2
DELTA AIR LINES S/	31	86.1	104	86.1
AIRTRAN AIRWAYS S/	15	84.9	39	85.2
AMERICAN AIRLINES S/	30	84.4	87	85.0
ATLANTIC COAST AIRLINES S/	13	82.7	83	83.3
AMERICAN EAGLE AIRLINES S/	18	83.6	95	82.5
US AIRWAYS S/	25	82.6	59	82.4
ATLANTIC SOUTHEAST AIRLINES S/	12	84.2	95	81.6
CONTINENTAL AIRLINES S/	29	76.8	82	78.1
EXPRESSJET AIRLINES S/	21	73.5	105	77.8
TOTAL		85.4		85.6

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

SEPTEMBER 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	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		JULY-03		AUGUST-03		SEPT-03		12 MONTHS ENDING SEPT 2003		DATABASE TO DATE 09 1987-09 2003	
	10-12 2002		01-03 2003		04-06 2003		07-09 2003		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	--	(--)	77.3	(12)	81.2	(14)	75.3	(16)	72.5	(16)	68.8	(16)	85.2	(10)	--	(--)	--	(--)
ALASKA	78.0	(9)	80.7	(8)	85.4	(7)	81.4	(8)	81.2	(6)	77.3	(10)	86.2	(8)	81.4	(7)	76.3	(8)
AMERICA WEST	79.6	(7)	76.7	(13)	86.5	(4)	83.0	(6)	82.0	(5)	80.8	(5)	86.4	(7)	81.4	(8)	78.7	(5)
AMERICAN	85.3	(2)	84.4	(4)	83.8	(12)	78.6	(12)	76.7	(12)	74.5	(14)	85.0	(11)	83.1	(4)	79.3	(3)
AMERICAN EAGLE	77.4	(10)	77.7	(10)	83.0	(13)	79.0	(11)	77.6	(11)	77.0	(12)	82.5	(13)	79.2	(10)	76.1	(9)
ATA	--	(--)	73.4	(15)	83.8	(11)	81.9	(7)	76.6	(13)	80.6	(6)	88.8	(4)	--	(--)	--	(--)
ATLANTIC COAST	--	(--)	66.6	(17)	78.9	(16)	78.4	(13)	75.6	(14)	76.4	(13)	83.3	(12)	--	(--)	--	(--)
ATLANTIC SOUTHEAST	--	(--)	73.0	(16)	75.0	(17)	71.5	(17)	65.1	(17)	68.1	(17)	81.6	(15)	--	(--)	--	(--)
CONTINENTAL	79.4	(8)	82.1	(5)	85.4	(6)	79.5	(10)	80.4	(8)	79.8	(7)	78.1	(16)	81.6	(6)	78.9	(4)
DELTA	80.9	(6)	82.1	(6)	85.1	(9)	81.0	(9)	79.3	(9)	77.7	(9)	86.1	(9)	82.2	(5)	77.8	(7)
EXPRESSJET	--	(--)	77.4	(11)	84.5	(10)	77.7	(14)	78.4	(10)	77.1	(11)	77.8	(17)	--	(--)	--	(--)
JETBLUE	--	(--)	76.3	(14)	87.5	(3)	86.2	(3)	88.5	(2)	78.3	(8)	92.1	(2)	--	(--)	--	(--)
NORTHWEST	84.2	(4)	81.6	(7)	85.2	(8)	83.4	(4)	82.7	(4)	81.2	(4)	86.8	(6)	83.6	(3)	80.0	(2)
SKYWEST	--	(--)	86.1	(1)	90.6	(1)	91.2	(1)	91.6	(1)	89.8	(1)	92.3	(1)	--	(--)	--	(--)
SOUTHWEST	82.1	(5)	84.7	(3)	88.8	(2)	86.5	(2)	84.0	(3)	85.8	(2)	89.7	(3)	85.5	(1)	82.7	(1)
UNITED	86.0	(1)	85.4	(2)	85.9	(5)	83.3	(5)	80.7	(7)	81.7	(3)	87.9	(5)	85.2	(2)	76.1	(10)
US AIRWAYS	85.0	(3)	78.9	(9)	80.8	(15)	75.8	(15)	73.7	(15)	71.7	(15)	82.4	(14)	80.2	(9)	78.5	(6)
Total	82.6		81.0		84.7		81.4		79.7		79.0		85.6		82.9		78.8	

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- 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, Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest 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: A power blackout during August, 2003, affected large areas in the Northeastern United States and Canada and adversely affected airline operations.

SEPTEMBER 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	749	85.2	1249	85.7	574	86.8	207	86.0	H/		938	80.7	756	89.4	12242	87.9
AS	H/		60	83.3	H/		H/		H/		30	90.0	156	87.2	H/	
B6	67	94.0	H/		H/		H/		H/		H/		30	93.3	H/	
CO	376	68.6	547	79.5	241	87.6	52	75.0	H/		370	80.0	307	84.7	327	78.6
DH	H/		820	81.2	H/		270	87.4	2485	87.8	30	73.3	H/		H/	
DL	15855	87.3	1440	88.6	408	85.3	207	86.5	4424	89.9	1011	81.7	505	85.7	1635	84.5
EV	7472	82.8	30	80.0	H/		30	93.3	60	75.0	120	68.3	H/		3345	88.9
FL	4613	86.6	386	81.1	808	84.9	H/		H/		H/		90	87.8	179	87.2
HP	150	87.3	179	60.3	150	61.3	H/		H/		91	69.2	296	85.5	290	84.5
MQ	H/		1888	78.9	201	68.7	86	75.6	282	80.1	746	77.2	H/		5767	89.3
NW	369	85.9	458	84.1	325	75.1	207	77.3	59	81.4	598	79.8	331	86.1	395	85.6
OO	H/		H/		H/		H/		H/		H/		2272	93.0	1798	91.6
RU	151	88.7	21	100.0	124	62.1	347	74.1	309	74.8	210	62.9	23	91.3	163	87.1
TZ	H/		115	90.4	H/		110	96.4	H/		81	74.1	112	92.9	140	89.3
UA	384	86.7	797	83.7	449	84.4	210	83.3	89	83.1	386	80.1	6879	94.0	488	87.5
US	191	77.5	1538	81.4	405	83.5	6748	88.6	H/		1896	84.5	319	82.8	276	77.9
WN	H/		H/		4524	88.9	H/		H/		H/		H/		H/	
TOTAL	30377	85.8	9528	82.5	8209	85.6	8474	87.3	7708	88.0	6507	80.4	12076	92.1	27045	88.1

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

SEPTEMBER 2003

AIR TRAVEL CONSUMER REPORT

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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	568	87.0	835	62.4	662	81.7	385	85.5	1143	79.0	737	83.6	2426	87.8	1855	73.4
AS	H/		60	40.0	H/		H/		H/		354	92.1	677	87.7	H/	
B6	H/		H/		436	89.4	H/		2134	91.5	180	95.6	H/		H/	
CO	217	91.2	4333	53.9	317	77.3	6770	87.5	30	96.7	479	85.0	527	85.2	293	72.0
DH	150	85.3	280	62.1	H/		H/		436	80.0	H/		H/		157	70.7
DL	205	90.7	634	67.0	917	80.6	236	80.5	859	82.5	690	80.4	1187	82.9	1927	82.8
EV	60	78.3	H/		H/		60	88.3	150	67.3	H/		H/		H/	
FL	H/		118	64.4	353	87.3	H/		H/		H/		H/		414	73.7
HP	150	72.0	180	54.4	64	89.1	148	85.1	210	61.4	2356	87.4	534	90.8	H/	
MQ	135	77.0	272	64.0	H/		78	74.4	394	77.4	H/		1870	92.7	1255	72.7
NW	8817	89.7	409	53.1	91	85.7	385	85.2	60	80.0	330	88.5	446	88.6	551	67.5
OO	H/		H/		H/		531	85.1	H/		174	83.3	3831	93.5	H/	
RU	159	69.8	4074	55.3	H/		5786	85.2	43	86.0	H/		H/		126	72.2
TZ	H/		88	46.6	115	89.6	H/		H/		178	92.1	261	87.4	301	80.1
UA	320	88.4	605	57.9	60	83.3	317	87.4	352	86.9	933	91.5	2900	93.8	586	79.4
US	81	84.0	301	64.5	548	77.0	276	79.7	H/		317	79.8	309	78.6	1306	82.0
WN	474	83.8	H/		1060	89.7	160	73.8	H/		5177	92.4	3228	92.2	H/	
TOTAL	11336	88.5	12189	56.4	4623	84.0	15132	86.0	5811	83.8	11905	89.3	18196	90.8	8771	76.8

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

SEPTEMBER 2003

AIR TRAVEL CONSUMER REPORT

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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	875	85.3	214	86.9	3007	81.3	671	81.7	7576	80.3	257	85.6	755	79.9	466	89.3
AS	30	93.3	H/		30	66.7	H/		29	82.8	1245	90.4	H/		240	89.6
B6	211	93.8	H/		H/		H/		H/		H/		H/		H/	
CO	416	82.5	89	68.5	255	73.7	176	87.5	421	73.6	93	81.7	156	69.9	309	86.7
DH	H/		56	85.7	H/		H/		3984	81.7	H/		377	78.2	H/	
DL	1168	86.6	119	89.9	327	87.5	317	82.3	488	76.2	360	82.8	433	80.8	265	80.8
EV	H/		H/		H/		H/		142	73.9	H/		30	86.7	H/	
FL	662	86.1	240	85.4	120	78.3	150	86.0	H/		H/		372	81.2	H/	
HP	90	84.4	H/		91	81.3	137	68.6	236	67.4	179	87.7	180	76.1	5523	91.9
MQ	H/		H/		24	70.8	H/		5687	81.3	H/		286	71.0	H/	
NW	361	89.2	344	88.4	162	86.4	8933	88.2	667	80.7	151	78.8	402	76.4	271	86.3
OO	H/		H/		H/		89	70.8	H/		558	92.5	H/		562	94.1
RU	H/		124	87.9	38	86.8	180	77.8	189	77.2	H/		107	66.4	25	92.0
TZ	209	92.8	2245	89.9	59	91.5	140	85.7	H/		H/		106	80.2	127	95.3
UA	461	85.9	H/		330	86.7	581	86.9	9735	85.4	772	89.0	630	79.2	475	88.4
US	765	78.8	H/		289	81.3	169	75.7	484	73.6	H/		5113	76.6	228	85.1
WN	1900	91.2	3789	91.6	H/		H/		H/		1002	94.4	H/		5173	90.2
TOTAL	7148	87.0	7220	90.2	4732	81.8	11543	86.8	29638	81.9	4617	89.8	8947	77.1	13664	90.5

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

SEPTEMBER 2003

AIR TRAVEL CONSUMER REPORT

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ARRIVAL AIRPORT *														
CARRIER*	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	90	92.2	610	90.8	580	87.8	971	85.3	259	88.4	5674	88.3	531	86.8
AS	H/		354	91.2	3928	87.4	357	84.6	H/		H/		H/	
B6	H/		88	93.2	30	86.7	H/		60	100.0	H/		150	93.3
CO	78	76.9	229	84.7	350	80.6	346	79.8	120	84.2	H/		318	81.8
DH	210	86.7	H/		H/		H/		H/		60	90.0	H/	
DL	208	90.4	445	84.0	478	84.9	532	81.8	3377	90.4	179	78.8	938	88.2
EV	H/		H/		H/		H/		90	87.8	H/		H/	
FL	143	83.9	H/		H/		H/		H/		H/		369	85.9
HP	60	90.0	330	85.5	270	85.2	358	83.2	132	87.9	60	75.0	69	79.7
MQ	180	82.2	878	93.6	H/		142	80.3	H/		H/		H/	
NW	234	86.3	181	85.1	334	87.4	272	82.4	91	84.6	331	83.1	211	82.5
OO	H/		619	94.5	364	90.9	2686	83.7	5016	95.0	H/		H/	
RU	204	67.2	H/		H/		H/		H/		304	78.9	H/	
TZ	106	90.6	H/		85	88.2	205	89.8	H/		H/		H/	
UA	179	84.4	622	92.4	1086	89.1	3765	88.8	298	89.6	235	85.1	266	83.8
US	3301	86.3	175	86.9	157	76.4	273	79.1	H/		H/		656	80.9
WN	H/		2357	91.3	1124	92.5	H/		1110	92.3	1797	87.9	1691	91.4
TOTAL	4993	85.5	6888	90.7	8786	87.8	9907	85.5	10553	92.6	8640	87.3	5199	87.2

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

SEPTEMBER 2003

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
600 - 659 AM	94.9	89.1	93.1	93.8	93.3	100.0	96.7	93.0	91.8	79.4	J/	96.8	91.8	100.0	95.7	90.0	100.0	92.6
700 - 759 AM	95.3	88.8	87.4	94.4	91.6	84.0	96.2	94.2	92.7	89.7	94.1	96.1	83.1	96.2	95.7	88.3	88.3	94.7
800 - 859 AM	86.3	89.4	92.6	88.2	90.6	86.3	97.0	92.7	94.0	86.0	95.7	88.3	96.7	95.0	93.7	87.5	100.0	94.5
900 - 959 AM	86.1	88.6	94.5	87.9	94.2	85.3	94.9	93.3	91.3	88.4	91.8	94.5	92.6	94.3	93.4	85.7	90.8	94.7
1000 - 1059 AM	91.4	86.0	94.3	79.7	88.2	81.1	94.7	90.8	91.8	85.4	83.2	90.9	87.2	91.4	90.6	77.9	90.6	94.2
1100 - 1159 AM	92.3	83.5	91.8	91.6	92.6	84.4	95.3	91.2	89.4	79.4	90.0	87.6	91.5	89.7	92.1	77.1	90.4	93.0
1200 - 1259 PM	90.1	86.0	92.2	91.2	89.7	79.1	88.7	91.1	94.0	76.9	81.7	91.0	95.5	87.6	92.4	78.5	87.4	92.6
100 - 159 PM	92.0	83.6	93.4	91.7	91.6	85.2	91.5	88.6	90.0	74.8	84.5	84.0	87.0	93.2	89.1	80.6	87.6	90.0
200 - 259 PM	87.5	87.6	89.1	88.7	89.3	85.1	94.4	87.9	91.0	55.6	83.7	85.5	89.2	90.3	91.8	75.4	88.2	92.8
300 - 359 PM	85.4	85.5	85.0	89.0	88.2	80.8	89.3	85.6	88.2	54.8	85.5	89.0	86.0	88.1	91.6	74.8	91.0	92.7
400 - 459 PM	76.2	80.9	83.8	84.8	77.1	83.5	91.5	85.7	87.9	44.9	84.2	82.8	78.3	87.9	90.1	78.9	86.8	88.2
500 - 559 PM	82.4	81.3	85.3	84.8	86.8	80.7	90.3	83.5	88.9	41.2	84.0	84.9	75.4	85.7	91.6	72.9	87.7	90.8
600 - 659 PM	82.4	79.0	81.2	83.0	86.9	79.4	88.1	83.7	85.7	39.0	70.3	83.4	80.9	87.9	88.8	75.0	86.7	87.7
700 - 759 PM	81.1	74.5	79.7	79.7	79.3	74.0	89.8	84.3	85.0	27.7	81.9	78.3	79.8	86.7	89.9	73.3	85.7	84.0
800 - 859 PM	81.1	75.0	78.2	80.2	77.5	73.9	87.7	83.9	81.5	31.7	84.5	85.2	81.4	85.0	86.7	66.2	78.1	80.2
900 - 959 PM	78.3	76.2	77.1	81.9	89.0	73.3	87.2	83.9	81.1	37.6	85.8	82.2	80.0	90.2	90.8	76.6	82.1	85.7
1000 - 1059 PM	86.0	79.2	77.7	78.3	83.9	72.0	84.5	82.9	79.0	45.5	81.5	80.8	84.0	83.0	82.5	70.7	78.5	86.7
1100 - 559 AM	91.5	82.2	82.0	86.3	100.0	79.0	89.4	90.1	85.1	67.8	85.4	94.5	85.6	90.9	89.7	81.7	87.8	91.1
TOTAL, ALL ARRIVALS, BY AIRPORT	85.8	82.5	85.6	87.3	88.0	80.4	92.1	88.1	88.5	56.4	84.0	86.0	83.8	89.3	90.8	76.8	87.0	90.2

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

SEPTEMBER 2003

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
600 - 659 AM	79.7	96.6	93.5	100.0	96.2	97.1	92.5	94.4	92.8	91.3	J/	98.0	100.0	93.3
700 - 759 AM	86.2	95.4	92.0	95.7	88.1	95.0	95.7	89.8	95.9	95.2	97.1	92.0	94.6	93.6
800 - 859 AM	93.3	93.2	94.6	96.6	78.9	94.0	86.5	93.9	96.6	94.7	97.7	90.9	98.2	90.9
900 - 959 AM	92.9	91.4	90.3	95.2	74.9	93.3	90.6	94.2	93.1	77.4	93.5	92.4	95.7	90.9
1000 - 1059 AM	87.7	89.4	89.3	91.5	86.0	94.1	86.3	93.3	92.1	77.8	91.3	90.7	92.9	89.7
1100 - 1159 AM	92.9	91.0	86.9	89.1	93.0	91.6	81.8	92.2	92.0	74.7	91.4	90.6	93.2	89.3
1200 - 1259 PM	81.7	90.3	90.5	90.8	84.8	92.9	90.0	91.6	91.0	79.3	91.0	91.2	89.3	89.3
100 - 159 PM	85.0	91.3	85.5	91.0	80.0	90.1	91.6	92.7	89.0	89.1	91.8	91.5	93.6	88.5
200 - 259 PM	82.3	87.6	81.2	94.0	77.7	85.2	88.7	90.3	89.9	91.5	93.7	87.7	90.4	86.2
300 - 359 PM	76.8	86.1	78.8	89.1	78.0	90.5	90.6	90.5	89.9	89.0	93.5	90.6	90.1	85.4
400 - 459 PM	73.4	87.6	76.1	94.1	75.7	89.1	85.7	88.3	87.5	88.6	90.6	84.8	85.9	81.6
500 - 559 PM	75.4	85.9	73.8	86.4	74.6	88.3	84.4	88.6	85.3	89.5	92.4	85.3	84.7	82.9
600 - 659 PM	72.6	87.6	71.2	87.9	68.0	89.4	82.3	89.1	83.4	89.4	95.1	79.2	84.5	80.1
700 - 759 PM	78.7	78.8	69.5	85.6	61.5	87.9	80.9	88.3	79.4	86.3	92.2	80.9	80.1	78.9
800 - 859 PM	78.6	75.6	70.5	88.2	73.0	86.0	81.2	87.1	81.3	86.4	88.4	84.5	79.9	79.4
900 - 959 PM	80.7	83.4	73.4	84.2	75.7	83.6	74.8	89.5	84.5	84.1	90.3	81.1	80.5	80.7
1000 - 1059 PM	74.5	70.8	85.9	86.8	76.6	88.3	79.9	92.9	86.9	84.7	92.7	84.9	78.0	80.3
1100 - 559 AM	81.9	87.4	92.8	89.2	86.9	94.5	89.1	93.2	87.5	91.4	92.5	84.5	87.7	87.0
TOTAL, ALL ARRIVALS, BY AIRPORT	81.8	86.8	81.9	89.8	77.1	90.5	85.5	90.7	87.8	85.5	92.6	87.3	87.2	85.4

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

SEPTEMBER 2003

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
600 - 659 AM	96.4	95.1	94.0	96.0	98.9	91.4	96.8	95.0	95.6	93.9	97.9	95.3	93.1	97.0	96.9	93.1	96.8	97.3
700 - 759 AM	91.9	91.5	91.2	96.6	95.5	91.5	98.1	92.9	95.3	93.1	96.3	96.2	95.4	96.7	95.9	92.2	97.2	90.8
800 - 859 AM	93.6	91.9	92.9	94.0	92.5	91.3	96.6	91.6	92.1	90.7	99.0	96.8	94.4	95.5	94.7	94.0	94.9	93.6
900 - 959 AM	89.5	90.5	91.8	92.7	95.1	87.9	95.6	92.1	94.3	87.6	95.5	96.0	95.2	91.5	93.5	91.0	97.5	91.6
1000 - 1059 AM	89.9	91.0	92.3	93.6	90.4	90.3	94.4	91.6	91.1	86.1	90.1	95.7	94.0	92.9	92.8	92.2	95.3	94.5
1100 - 1159 AM	92.3	89.9	93.4	69.0	93.1	88.7	93.9	90.4	91.0	86.9	91.1	95.0	94.7	90.5	92.9	88.7	92.8	90.4
1200 - 1259 PM	90.8	89.2	90.2	90.9	93.9	87.4	93.4	89.5	90.4	88.9	94.1	90.3	93.0	88.4	92.2	84.3	91.0	92.1
100 - 159 PM	88.9	88.2	89.7	62.5	89.9	86.4	88.9	86.9	88.6	81.0	84.4	93.3	94.5	88.3	92.6	88.5	91.8	86.1
200 - 259 PM	90.1	83.7	90.0	89.2	85.8	86.3	90.2	86.1	86.3	78.8	83.4	88.8	87.4	88.9	89.9	86.5	81.3	85.4
300 - 359 PM	84.1	85.4	83.7	74.3	88.7	84.7	91.3	82.6	85.4	77.0	88.2	87.6	90.2	85.6	92.6	84.1	84.4	87.3
400 - 459 PM	83.7	85.9	84.2	86.4	89.0	79.9	89.0	85.2	87.0	67.6	80.4	90.5	89.7	85.6	92.2	83.5	87.2	79.6
500 - 559 PM	83.0	79.8	82.6	80.4	79.7	79.4	89.6	84.3	87.1	65.1	83.6	86.9	84.1	87.1	90.5	81.0	83.2	82.4
600 - 659 PM	81.6	77.9	81.9	85.1	79.7	85.9	91.0	83.8	87.3	60.2	83.2	90.7	86.4	87.4	92.2	82.3	84.7	83.4
700 - 759 PM	81.9	76.4	78.3	80.6	86.6	83.1	92.6	83.8	85.8	58.4	75.6	88.6	84.1	88.8	91.0	80.0	87.5	80.8
800 - 859 PM	83.6	82.2	76.5	83.8	85.4	80.8	92.9	85.9	84.8	52.4	78.1	89.7	86.7	85.2	92.1	74.2	89.7	79.5
900 - 959 PM	84.1	72.5	75.9	88.4	84.7	86.5	87.1	86.4	88.2	39.1	85.1	89.8	90.5	88.2	94.1	68.8	86.4	82.4
1000 - 1059 PM	83.8	82.7	77.4	89.8	88.5	J/	J/	82.6	86.2	J/	96.7	81.8	89.2	93.0	95.2	J/	J/	86.7
1100 - 559 AM	87.7	97.2	87.5	J/	82.7	J/	90.0	98.3	100.0	93.3	96.0	90.4	J/	91.0	95.4	100.0	100.0	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	87.4	86.4	86.9	88.5	89.1	86.5	92.8	87.7	89.2	78.0	88.8	91.7	90.3	90.1	93.2	86.6	90.1	87.5

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

SEPTEMBER 2003

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
600 - 659 AM	93.7	96.0	95.4	97.2	90.9	96.0	93.5	98.2	96.3	98.3	94.0	97.9	96.5	95.6
700 - 759 AM	94.0	93.6	92.9	96.4	91.8	94.6	91.0	96.1	93.7	93.2	94.7	94.8	98.1	94.1
800 - 859 AM	92.2	93.5	92.2	93.7	91.5	91.1	93.4	93.7	91.2	94.3	96.2	96.9	97.0	93.5
900 - 959 AM	92.5	94.7	92.3	94.4	81.4	89.4	92.2	92.3	91.3	96.4	94.4	95.0	96.0	92.2
1000 - 1059 AM	92.4	93.4	92.8	96.1	83.4	91.3	92.4	92.3	91.9	91.4	94.0	94.8	94.7	92.3
1100 - 1159 AM	94.4	92.1	88.5	93.3	91.6	87.8	87.9	93.8	86.2	87.8	93.7	92.4	93.3	91.0
1200 - 1259 PM	92.8	92.3	91.2	91.1	89.3	87.4	83.7	92.6	90.2	86.2	95.2	94.6	90.3	90.6
100 - 159 PM	88.0	89.2	89.3	91.8	88.7	89.1	93.7	90.3	90.4	90.7	95.3	90.4	92.6	89.4
200 - 259 PM	88.7	87.0	85.8	90.6	82.7	83.4	91.7	88.5	86.9	92.3	94.1	89.2	89.6	87.4
300 - 359 PM	77.8	84.4	82.3	92.5	76.8	78.5	84.4	91.8	87.7	92.1	92.6	91.1	82.8	85.1
400 - 459 PM	82.0	84.6	78.1	89.6	75.6	87.0	91.8	91.3	90.2	94.7	93.2	89.1	85.1	85.6
500 - 559 PM	73.8	89.9	76.4	91.1	79.2	82.9	82.3	89.0	87.3	90.7	89.0	86.2	79.9	82.9
600 - 659 PM	82.6	86.6	74.9	89.9	77.1	83.5	90.2	95.3	86.0	93.8	93.5	84.3	85.3	84.1
700 - 759 PM	74.5	88.8	74.7	90.8	72.9	86.9	81.3	87.3	83.8	91.5	93.6	83.0	92.6	81.9
800 - 859 PM	84.6	82.2	75.3	89.4	75.4	89.6	83.7	89.2	82.6	93.9	93.5	82.6	89.1	83.4
900 - 959 PM	J/	86.2	77.6	95.5	77.8	92.5	100.0	88.8	90.6	92.1	91.4	89.5	69.0	85.7
1000 - 1059 PM	J/	89.1	81.6	96.2	88.0	92.6	86.8	92.7	87.8	95.1	95.1	92.3	83.8	90.0
1100 - 559 AM	100.0	92.3	100.0	95.6	96.7	96.1	J/	98.2	94.2	97.0	98.9	J/	96.7	93.0
TOTAL, ALL DEPARTURES, BY AIRPORT	85.9	89.6	84.6	93.2	82.8	88.3	88.9	92.4	89.9	92.5	94.1	90.5	90.6	88.5

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

SEPTEMBER 2003

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	NUMBER OF LATE MEDIAN
CO	1434	ORF-EWR	1737	21	90.48	64	50
RU	2845	DSM-EWR	1600	26	88.46	79	80
CO	691	GSO-EWR	1800	26	88.46	74	72
RU	2781	BDL-EWR	1815	26	88.46	55	45
RU	2899	MSN-EWR	1740	26	84.62	78	77
CO	865	BOS-EWR	1800	26	84.62	71	62
CO	1459	PIT-EWR	1708	26	84.62	54	59
RU	2358	PIT-EWR	1500	26	84.62	40	34
RU	2933	AGS-EWR	1722	25	84.00	83	82
TZ	276	MDW-EWR	1335	30	83.33	57	50
WN	2268	PHX-ELP	925	18	83.33	24	22
RU	3460	MCI-EWR	1800	23	82.61	61	52
RU	2247	CVG-EWR	1800	26	80.77	72	85
CO	1127	MDW-EWR	1815	26	80.77	66	57
CO	1089	DTW-EWR	1720	26	80.77	63	45
CO	1152	ATL-EWR	1645	26	80.77	61	69
RU	2753	IAD-EWR	1900	26	80.77	49	37
CO	1822	EWR-MYR	935	26	80.77	44	22
RU	2527	GRR-EWR	1830	25	80.00	76	89
RU	2641	DAB-EWR	1725	30	80.00	69	55
CO	80	DCA-EWR	1730	25	80.00	65	54
RU	3257	ROC-EWR	1802	25	80.00	62	71
RU	2240	BTV-EWR	1710	25	80.00	62	38
RU	3216	PWM-EWR	1738	30	80.00	62	57
DH	7302	IAD-EWR	1710	15	80.00	36	21

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

SEPTEMBER 2003

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
CONTINENTAL	838	34	4.06
EXPRESSJET	1,002	34	3.40
ATA	198	1	0.51
ATLANTIC COAST	802	3	0.37
NORTHWEST	1,339	3	0.22
AMERICAN	2,115	2	0.09
DELTA	1,839	1	0.05
SOUTHWEST	2,796	1	0.04
UNITED	1,494	0	0.00
AMERICAN EAGLE	1,238	0	0.00
SKYWEST	1,154	0	0.00
US AIRWAYS	1,135	0	0.00
ATLANTIC SOUTHEAST	728	0	0.00
AMERICA WEST	504	0	0.00
ALASKA	443	0	0.00
AIRTRAN	398	0	0.00
JETBLUE	184	0	0.00
TOTAL	18,207	79	0.43

SEPTEMBER 2003

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	82.1	88.5	251	253
AGUADILLA P.R. (BQN)	77.8	77.8	18	18
AKRON/CANTON OH. (CAK)	82.5	85.9	332	333
ALBANY N.Y. (ALB)	82.8	88.5	1,394	1,394
ALBUQUERQUE N.M (ABQ)	89.9	91.4	3,084	3,084
ALLEN TOWN PA (ABE)	88.0	90.3	359	359
AMARILLO TX (AMA)	84.4	91.2	673	674
ANCHORAGE AK (ANC)	80.7	85.9	1,775	1,776
ASHEVILLE N.C. (AVL)	69.0	82.3	323	322
ATLANTA GA (ATL)	85.8	87.4	30,377	30,394
AUSTIN TX (AUS)	86.4	91.2	3,381	3,385
BAKERSFIELD CA. (BFL)	96.1	94.6	205	205
BALTIMORE MD (BWI)	85.6	86.9	8,209	8,216
BANGOR ME (BGR)	83.1	87.5	360	360
BARROW AK (BRW)	88.3	86.7	60	60
BATON ROUGE LA. (BTR)	85.2	87.7	602	603
BEAUMONT/PORT ARTHUR T(BPT)	85.4	92.2	130	129
BETHEL AK. (BET)	72.7	74.7	99	99
BILLINGS MT. (BIL)	90.3	94.2	360	360
BINGHAMTON N.Y. (BGM)	85.6	91.1	90	90
BIRMINGHAM AL (BHM)	87.5	89.4	1,598	1,598
BISMARCK N.D. (BIS)	90.3	92.0	175	174
BLOOMINGTON IL (BMI)	85.2	84.6	149	149
BOISE ID (BOI)	90.2	94.1	1,238	1,237
BOSTON MA (BOS)	82.5	86.4	9,528	9,527
BOZEMAN MT. (BZN)	93.2	96.9	355	355
BRISTOL TN. (TRI)	80.4	85.4	240	240
BROWNSVILLE TX (BRO)	87.0	89.8	138	137
BUFFALO N.Y (BUF)	82.2	89.1	1,790	1,789
BURBANK CA (BUR)	89.0	89.8	2,191	2,191
BURLINGTON VT (BTV)	78.8	85.5	613	614
CEDAR RAPIDS/IOWA CTY IA. (CID)	82.6	89.8	483	481
CHAMPAIGN(CMI)	77.6	84.7	170	170
CHARLESTON S.C (CHS)	79.9	86.5	844	846
CHARLESTON W.V. (CRW)	78.1	84.5	439	439
CHARLOTTE N.C. (CLT)	87.3	88.5	8,474	8,475
CHATTANOOGA TN. (CHA)	74.6	89.6	355	355
CHICAGO IL (ORD)	81.9	84.6	29,638	29,643
CHICAGO IL. (MDW)	90.2	87.5	7,220	7,219
CINCINNATI OH (CVG)	88.0	89.1	7,708	7,708
CLEVELAND OH (CLE)	84.6	90.4	7,316	7,308
COLLEGE STATION TX (CLL)	90.0	91.6	249	249
COLORADO SPRINGS CO. (COS)	90.4	95.8	948	947

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA S.C (CAE)	83.1	86.7	810	812
COLUMBUS OH (CMH)	84.1	89.4	2,949	2,947
CORDOVA AK (CDV)	74.6	76.7	59	60
CORPUS CHRISTI TX. (CRP)	83.1	88.6	676	678
DALLAS/FT. WORTH TX. (DAL)	84.8	82.3	3,764	3,760
DALLAS/FT. WORTH TX. (DFW)	88.1	87.7	27,045	27,007
DAYTON OH (DAY)	83.3	89.5	1,145	1,143
DAYTONA BEACH FL (DAB)	83.8	79.0	228	229
DEADHORSE AK. (SCC)	93.3	96.7	30	30
DENVER CO (DEN)	92.1	92.8	12,076	12,081
DES MOINES IA (DSM)	83.3	89.4	707	706
DETROIT MI. (DTW)	88.5	89.2	11,336	11,333
DILLINGHAM AK.(DLG)	79.3	58.6	29	29
DUBUQUE IA. (DBQ)	75.6	85.6	90	90
DULUTH MN (DLH)	84.3	92.7	83	82
DURANGO CO (DRO)	91.0	93.3	89	89
DUTCH HARBOR AK. (DUT)	55.9	41.7	59	60
EAGLE CO. (EGE)	100.0	100.0	2	3
EL PASO TX (ELP)	88.0	90.1	1,630	1,631
EUGENE OR (EUG)	89.3	86.7	346	347
EVANSVILLE IN. (EVV)	81.2	89.7	351	351
FAIRBANKS AK (FAI)	86.8	90.2	447	450
FARGO N.D. (FAR)	86.6	92.2	322	321
FAYETTEVILLE ARKANSAS REG (XNA)	81.7	84.9	896	896
FAYETTEVILLE N.C. (FAY)	78.1	89.1	146	147
FLINT MI. (FNT)	89.0	94.5	236	236
FRESNO CO (FAT)	95.3	90.5	1,092	1,091
FT. LAUDERDALE FL. (FLL)	84.0	88.8	4,623	4,621
FT. MYERS FL. (RSW)	85.4	93.4	1,144	1,145
FT. SMITH AR (FSM)	91.2	91.9	147	148
FT. WAYNE IN (FWA)	79.0	87.0	501	500
GRAND FORKS N.D. (GFK)	93.2	96.6	59	59
GRAND RAPIDS MI. (GRR)	83.8	88.4	999	998
GREAT FALLS MT. (GTF)	87.0	93.3	208	209
GREEN BAY WI (GRB)	82.0	92.8	394	391
GREENSBORO/HIGH PT. N.C. (GSO)	80.4	88.9	1,199	1,199
GREENVILLE/SPARTBG. S.C. (GSP)	83.8	88.8	983	982
GULFPORT/BILOXI MS. (GPT)	79.8	88.4	491	490
GUNNISON CO (GUC)	88.9	90.0	9	10
GUSTAVUS AK.(GST)	100.0	100.0	6	6
HARLINGEN TX(HRL)	87.0	85.9	461	461
HARRISBURG PA (MDT)	85.5	91.4	697	697
HARTFORD CT./SPGFLD MA. (BDL)	85.6	92.0	2,674	2,676

SEPTEMBER 2003

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HELENA MT. (HLN)	90.0	96.6	120	119
HONOLULU OAHU HI(HNL)	91.0	95.4	957	959
HOUSTON TX (HOU)	84.6	83.1	4,754	4,755
HOUSTON TX (IAH)	86.0	91.7	15,132	15,123
HUNTSVILLE/DECATUR AL. (HSV)	82.1	89.5	554	555
INDIANAPOLIS IN. (IND)	85.8	90.6	3,379	3,379
INDIO/PALM SPRINGS CA (PSP)	92.2	91.7	759	759
ISLIP/LONG IS. N.Y. (ISP)	90.5	93.3	839	838
JACKSON WY. (JAC)	91.7	91.2	351	354
JACKSON/VICKSBURG MS. (JAN)	85.6	90.1	861	861
JACKSONVILLE FL. (JAX)	86.4	91.8	2,148	2,150
JUNEAU AK. (JNU)	79.8	78.8	371	372
KAHULUI(OGG)	92.9	95.6	381	384
KALAMAZOO MI. (AZO)	83.1	89.0	272	272
KALISPELL MT (FCA)	94.0	96.0	150	150
KANSAS CITY MO (MCI)	87.7	91.5	4,862	4,858
KETCHIKAN AK (KTN)	80.7	86.4	197	198
KEY WEST FL (EYW)	77.0	76.7	61	60
KILLEEN TX. (ILE)	88.3	89.5	334	334
KING SALMON AK.(AKN)	55.6	63.0	27	27
KNOXVILLE TN. (TYS)	82.3	87.9	922	922
KODIAK AK (ADQ)	75.0	71.7	60	60
KONA HAWAII. HI. (KOA)	91.4	96.9	128	128
KOTZEBUE AK. (OTZ)	86.7	82.2	90	90
LA CROSSE WI. (LSE)	81.7	91.7	120	120
LAFAYETTE LA. (LFT)	88.4	89.8	275	274
LANSING MI. (LAN)	85.4	90.4	397	397
LAREDO TX. (LRD)	86.2	94.0	167	168
LAS VEGAS NV. (LAS)	89.3	90.1	11,905	11,919
LAWTON OK. (LAW)	89.9	93.3	179	179
LEXINGTON/FRKFT KY. (LEX)	80.5	87.9	514	514
LIHUE KAUAI HI. (LIH)	95.2	96.0	125	125
LINCOLN NE (LNK)	81.7	89.7	126	126
LITTLE ROCK AR. (LIT)	84.8	90.9	1,328	1,328
LONG BEACH CA. (LGB)	92.3	95.5	892	893
LONGVIEW TX. (GGG)	92.4	96.7	92	92
LOS ANGELES CA. (LAX)	90.8	93.2	18,196	18,187
LOUISVILLE KY (SDF)	86.4	90.3	1,704	1,704
LUBBOCK TX. (LBB)	86.0	91.5	833	832
MADISON WI. (MSN)	81.2	85.2	629	629
MANCHESTER N.H. (MHT)	83.4	89.1	1,586	1,586
MARQUETTE MI (MQT)	57.7	96.2	26	26
MEDFORD OR (MFR)	93.7	89.3	319	319

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MELBOURNE FL (MLB)	82.2	88.9	180	180
MEMPHIS TN (MEM)	89.2	90.9	3,779	3,781
MIAMI FL (MIA)	81.8	85.8	4,732	4,737
MIDLAND/ODESSA TX (MAF)	86.8	91.0	643	642
MILWAUKEE WI (MKE)	86.3	89.9	1,762	1,758
MINNEAPLS/ST.P MN(MSP)	86.8	89.6	11,543	11,545
MINOT N.D (MOT)	88.9	96.6	90	89
MISSION/MCALLEN TX. (MFE)	87.0	89.6	231	231
MISSOULA MT (MSO)	92.7	95.7	233	233
MOBILE AL/PASCAGOULA MS. (MOB)	83.7	89.2	423	424
MOLINE IL. (MLI)	85.7	89.1	266	266
MONROE LA. (MLU)	86.5	93.4	288	288
MONTEREY CA. (MRY)	94.8	92.0	576	577
MONTROSE CO (MTJ)	85.3	89.8	177	176
MYRTLE BEACH S.C (MYR)	77.8	89.4	463	464
NASHVILLE TN. (BNA)	88.7	90.7	4,649	4,648
NEW ORLEANS LA (MSY)	87.4	89.2	4,347	4,349
NEW YORK N.Y (JFK)	83.8	90.3	5,811	5,810
NEW YORK N.Y. (LGA)	76.8	86.6	8,771	8,773
NEWARK N.J. (EWR)	56.4	78.0	12,189	12,178
NEWBURGH N.Y. (SWF)	77.5	92.5	120	120
NOME AK. (OME)	86.7	81.1	90	90
NORFOLK/VA. BEACH VA (ORF)	80.2	84.0	1,827	1,828
OKLAHOMA CITY OK (OKC)	84.9	89.2	1,879	1,877
OMAHA NE (OMA)	85.6	90.8	1,673	1,670
ONTARIO CA (ONT)	89.7	91.1	2,940	2,938
ORANGE COUNTY CA. (SNA)	90.2	90.5	3,934	3,939
ORLANDO FL (MCO)	87.0	90.1	7,148	7,150
PASCO WA. (PSC)	94.4	97.0	269	269
PENSACOLA FL (PNS)	86.6	90.4	561	563
PEORIA IL. (PIA)	77.7	87.3	323	323
PETERSBURG AK (PSG)	70.0	70.0	60	60
PHILADELPHIA PA (PHL)	77.1	82.8	8,947	8,946
PHOENIX AZ (PHX)	90.5	88.3	13,664	13,662
PITTSBURGH PA (PIT)	85.5	88.9	4,993	4,990
PORTLAND ME (PWM)	75.0	83.3	805	807
PORTLAND OR (PDX)	89.8	93.2	4,617	4,616
PROVIDENCE R.I. (PVD)	84.7	90.5	2,245	2,246
RALEIGH/DURHAM N.C. (RDU)	80.4	83.7	4,124	4,121
RAPID CITY S.D (RAP)	91.6	95.8	404	403
RENO NV. (RNO)	91.4	92.0	2,303	2,306
RICHMOND VA (RIC)	78.2	83.8	1,247	1,247
ROANOKE VA. (ROA)	79.4	88.0	383	382

SEPTEMBER 2003

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ROCHESTER MN. (RST)	80.3	89.4	142	141
ROCHESTER N.Y (ROC)	81.3	87.0	1,170	1,171
SACRAMENTO CA (SMF)	90.4	91.6	3,904	3,902
SAGINAW MI. (MBS)	86.4	94.7	302	302
SALT LAKE CITY UT (SLC)	92.6	94.1	10,553	10,556
SAN ANGELO TX. (SJT)	87.9	88.4	224	225
SAN ANTONIO TX. (SAT)	84.9	88.9	3,348	3,349
SAN DIEGO CA (SAN)	90.7	92.4	6,888	6,888
SAN FRANCISCO CA (SFO)	85.5	92.5	9,907	9,903
SAN FRANCISCO CA. (OAK)	91.1	91.6	5,586	5,591
SAN JOSE CA. (SJC)	91.1	92.2	5,304	5,306
SAN JUAN P.R (SJU)	78.2	91.7	1,667	1,670
SAN LUIS OBISPO CA. (SBP)	93.3	95.0	445	440
SANTA BARBARA CA. (SBA)	93.6	93.6	880	881
SARASOTA/BRAD. FL (SRQ)	88.3	91.1	283	282
SAVANNAH GA. (SAV)	85.3	89.3	790	794
SCRANTON/WILKES-BARRE PA. (AVP)	68.3	76.7	60	60
SEATTLE WA (SEA)	87.8	89.9	8,786	8,779
SHREVEPORT LA (SHV)	86.6	92.9	673	673
SIOUX FALLS S.D. (FSD)	86.0	94.9	235	235
SITKA AK. (SIT)	82.4	85.3	102	102
SOUTH BEND IN (SBN)	85.0	88.7	213	213
SPOKANE WA (GEG)	89.1	94.7	1,193	1,193
SPRINGFIELD MO (SGF)	84.3	91.0	254	255
ST. CROIX V.I (STX)	89.7	97.4	39	39
ST. LOUIS MO (STL)	87.3	90.5	8,640	8,639
ST. THOMAS V.I. (STT)	84.3	92.2	153	154
SYRACUSE N.Y (SYR)	83.6	87.8	979	978
TALLAHASSEE FL (TLH)	84.5	92.6	271	271
TAMPA FL (TPA)	87.2	90.6	5,199	5,203
TEXARKANA AR(TXK)	92.1	95.6	89	90
TOLEDO OH. (TOL)	85.5	90.8	324	325
TRAVERSE CITY MI. (TVC)	82.1	89.7	212	214
TUCSON AZ. (TUS)	92.0	94.5	1,328	1,324
TULSA OK. (TUL)	85.5	89.4	1,693	1,691
TYLER TX. (TYR)	88.0	91.2	284	284
VALPARAISO FL. (VPS)	79.2	90.4	456	457
WACO TX. (ACT)	89.7	91.6	273	274
WASHINGTON D.C (IAD)	84.5	87.0	8,419	8,418
WASHINGTON DC(DCA)	80.4	86.5	6,507	6,510
WEST PALM BEACH FL. (PBI)	82.4	90.8	1,712	1,711
WHITE PLAINS N.Y (HPN)	82.7	87.6	676	675
WICHITA FALLS TX. (SPS)	87.6	91.2	170	170

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WICHITA KS. (ICT)	81.9	87.5	784	785
WILMINGTON N.C (ILM)	80.6	87.7	294	293
WRANGELL AK. (WRG)	76.7	70.0	60	60
YAKUTAT AK. (YAK)	75.0	78.3	60	60

SEPTEMBER 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 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
AMERICAN EAGLE	18	20,162	521	2.6	95	35,230	903	2.6
EXPRESSJET	22	12,703	376	3.0	106	27,496	643	2.3
ATLANTIC COAST	13	9,317	191	2.1	83	23,670	548	2.3
ALASKA	14	7,545	106	1.4	46	13,514	273	2.0
US AIRWAYS	25	26,122	510	2.0	59	32,597	632	1.9
AMERICAN	30	47,852	942	2.0	87	61,075	1,137	1.9
ATLANTIC SOUTHEAST	12	11,583	189	1.6	94	21,824	383	1.8
CONTINENTAL	29	18,542	303	1.6	82	23,537	356	1.5
SOUTHWEST	15	34,579	396	1.1	59	79,583	948	1.2
AIRTRAN	15	9,015	100	1.1	39	11,857	134	1.1
ATA	19	4,778	57	1.2	29	5,801	64	1.1
NORTHWEST	31	26,777	319	1.2	108	39,204	417	1.1
DELTA	31	41,783	473	1.1	105	53,919	565	1.0
SKYWEST	12	18,495	134	0.7	102	33,873	295	0.9
UNITED	30	35,191	216	0.6	78	43,875	292	0.7
AMERICA WEST	27	12,510	78	0.6	52	15,156	93	0.6
JETBLUE	10	3,384	1	0.0	22	5,503	8	0.1
Total		340,338	4,912	1.4	Total	527,714	7,691	1.4

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 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

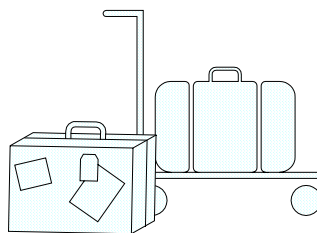
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest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



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

RANK	AIRLINE	SEPTEMBER 2003			SEPTEMBER 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	1,939	890,769	2.18			
2	ALASKA AIRLINES	2,522	1,085,626	2.32	2,470	982,664	2.51
3	AMERICA WEST AIRLINES	3,721	1,552,716	2.40	4,817	1,533,870	3.14
4	ATA AIRLINES	1,632	676,140	2.41	*	*	*
5	JETBLUE AIRWAYS	1,728	709,617	2.44	*	*	*
6	CONTINENTAL AIRLINES	6,181	2,396,011	2.58	5,772	2,415,684	2.39
7	UNITED AIRLINES	12,400	4,552,950	2.72	14,396	4,891,016	2.94
8	NORTHWEST AIRLINES	9,291	3,367,080	2.76	10,554	3,347,514	3.15
9	DELTA AIR LINES	16,420	5,938,869	2.76	19,881	6,324,427	3.14
10	SOUTHWEST AIRLINES	16,421	5,920,843	2.77	15,631	5,567,250	2.81
11	US AIRWAYS	7,331	2,586,782	2.83	8,146	2,970,067	2.74
12	AMERICAN AIRLINES	18,243	5,535,311	3.30	16,918	5,908,210	2.86
13	EXPRESSJET AIRLINES	3,532	900,776	3.92	*	*	*
14	SKYWEST AIRLINES	5,408	965,790	5.60	*	*	*
15	AMERICAN EAGLE AIRLINES	5,701	995,267	5.73	7,263	929,884	7.81
16	ATLANTIC COAST AIRLINES	4,110	674,297	6.10	*	*	*
17	ATLANTIC SOUTHEAST AIRLINES	8,457	710,068	11.91	*	*	*
TOTALS		125,037	39,458,912	3.17	105,848	34,870,586	3.04

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 (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 "Flight Delay" and "Consumer Complaint" sections of this report.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2003			JANUARY - SEPTEMBER 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	25,623	10,157,489	2.52	25,143	9,393,134	2.68
2	AIRTRAN AIRWAYS	25,433	8,912,401	2.85	*	*	*
3	CONTINENTAL AIRLINES	76,853	24,763,789	3.10	79,241	25,922,918	3.06
4	AMERICA WEST AIRLINES	50,081	15,082,216	3.32	50,925	14,691,556	3.47
5	SOUTHWEST AIRLINES	197,545	58,098,976	3.40	199,888	56,529,806	3.54
6	JETBLUE AIRWAYS	23,156	6,778,819	3.42	*	*	*
7	NORTHWEST AIRLINES	116,399	33,701,018	3.45	163,200	34,103,936	4.79
8	DELTA AIR LINES	225,684	60,343,727	3.74	231,748	64,209,233	3.61
9	US AIRWAYS	106,004	28,315,055	3.74	103,408	34,371,597	3.01
10	UNITED AIRLINES	177,434	45,134,966	3.93	174,796	47,346,368	3.69
11	ATA AIRLINES	30,051	6,997,060	4.29	*	*	*
12	EXPRESSJET AIRLINES	35,864	8,077,974	4.44	*	*	*
13	AMERICAN AIRLINES	260,894	57,473,644	4.54	264,934	61,315,917	4.32
14	SKYWEST AIRLINES	59,435	7,932,250	7.49	*	*	*
15	AMERICAN EAGLE AIRLINES	78,575	9,118,319	8.62	86,564	8,750,008	9.89
16	ATLANTIC COAST AIRLINES	56,051	6,312,283	8.88	*	*	*
17	ATLANTIC SOUTHEAST AIRLINES	109,758	6,821,960	16.09	*	*	*
TOTALS		1,654,840	394,021,946	4.20	1,379,847	356,634,473	3.87

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.

NOTE: American Eagle Airlines misreported its mishandled baggage reports for January, February, March, April and May, 2003. This report reflects a correction of the American Eagle data.

* 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 "Flight Delay" and "Consumer Complaint" sections of this report.

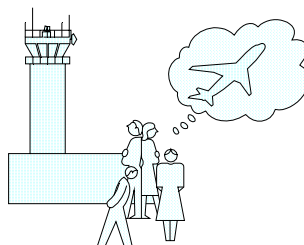
OVERSALES

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



JULY-SEPTEMBER 2003
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JULY - SEPTEMBER 2003				JULY - SEPTEMBER 2002			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<i>JETBLUE AIRWAYS</i>	5	0	2,413,505	0.00	*	*	*	*
2	<i>US AIRWAYS</i>	19,483	143	10,027,355	0.14	16,036	103	11,114,308	0.09
3	<i>AIRTRAN AIRWAYS</i>	3,183	66	3,105,241	0.21	*	*	*	*
4	<i>AMERICA WEST AIRLINES</i>	11,097	206	5,412,827	0.38	11,118	38	5,265,565	0.07
5	<i>AMERICAN EAGLE AIRLINES</i>	156	11	248,425	0.44	145	0	199,565	0.00
6	<i>AMERICAN AIRLINES</i>	20,545	1,022	21,442,000	0.48	29,223	474	22,834,621	0.21
7	<i>UNITED AIRLINES</i>	22,606	850	16,078,649	0.53	25,618	875	17,163,520	0.51
8	<i>CONTINENTAL AIRLINES</i>	11,273	572	9,023,913	0.63	10,014	400	8,956,306	0.45
9	<i>NORTHWEST AIRLINES</i>	20,161	952	12,533,091	0.76	19,973	500	12,868,660	0.39
10	<i>SOUTHWEST AIRLINES</i>	21,439	1,512	19,708,171	0.77	20,729	1,530	18,781,696	0.81
11	<i>ALASKA AIRLINES</i>	5,093	361	4,273,840	0.84	5,690	314	3,972,522	0.79
12	<i>ATA AIRLINES</i>	730	286	2,472,201	1.16	*	*	*	*
13	<i>DELTA AIR LINES</i>	24,072	2,512	20,871,135	1.20	29669	1,839	21,324,234	0.86
14	<i>ATLANTIC SOUTHEAST AIRLINES</i>	1,950	490	775,190	6.32	*	*	*	*
	TOTALS	161,793	8,983	128,385,543	0.70	168,215	6,073	122,480,997	0.50

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 (formerly American Trans Air), Atlantic Southeast, and JetBlue are ranked in this table for the first time effective with this quarter. 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.

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

JANUARY - SEPTEMBER 2003
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JANUARY - SEPTEMBER 2003				JANUARY - SEPTEMBER 2002			
		<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	JETBLUE AIRWAYS	15	0	6,634,042	0.00	*	*	*	*
2	US AIRWAYS	65,374	1,072	29,046,378	0.37	75,437	896	34,363,320	0.26
3	AMERICA WEST AIRLINES	39,570	659	15,387,627	0.43	37,930	305	14,735,360	0.21
4	AMERICAN EAGLE AIRLINES	512	33	652,682	0.51	886	10	728,921	0.14
5	AMERICAN AIRLINES	72,913	3,689	61,549,873	0.60	105,307	1,466	65,722,862	0.22
6	UNITED AIRLINES	81,174	2,809	45,594,056	0.62	73,652	3,061	47,129,523	0.65
7	ALASKA AIRLINES	13,165	745	11,318,695	0.66	20,002	1,339	10,771,701	1.24
8	NORTHWEST AIRLINES	64,216	2,731	35,243,951	0.77	60,654	1,898	35,830,290	0.53
9	CONTINENTAL AIRLINES	37,118	2,423	25,768,580	0.94	36,065	2,499	26,784,287	0.93
10	ATA AIRLINES	2,520	683	7,052,084	0.97	*	*	*	*
11	SOUTHWEST AIRLINES	70,322	6,152	56,324,276	1.09	64,956	5,817	54,698,676	1.06
12	DELTA AIR LINES	83,436	7,996	59,388,126	1.35	114,143	5,423	62,118,958	0.87
13	AIRTRAN AIRWAYS	14,776	1,562	8,604,934	1.82	*	*	*	*
14	ATLANTIC SOUTHEAST AIRLINES	5,659	1,909	2,219,673	8.60	*	*	*	*
	TOTALS	550,770	32,463	364,784,977	0.89	589,032	22,714	352,883,898	0.64

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 (formerly American Trans Air), Atlantic Southeast, and JetBlue are ranked in this table for the first time effective with this quarter. 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) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	SEPTEMBER 2003				SEPTEMBER 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	366	44	3	56	404	67	4	55
FOREIGN AIRLINES	64	1	0	6	89	0	1	7
TRAVEL AGENTS	14	0	0	1	18	0	0	0
TOUR OPERATORS	4	0	0	0	1	0	0	1
MISCELLANEOUS	12	2	0	76	3	28	0	30
INDUSTRY TOTALS	460	47	3	139	515	95	5	93

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	SEPTEMBER 2003			SEPTEMBER 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	105		4	78	
DELAYS			41			29
CANCELLATIONS			37			16
MISCONNECTIONS			15			14
BAGGAGE	2	97		3	84	
RES/TKTG/BOARDING	3	64		2	96	
REFUNDS	4	46		5	53	
CUSTOMER SERVICE	5	45		1	96	
DISABILITY	6	41		6	29	
OVERSALES	7	19		7	28	
OTHER	8	15		9	17	
FREQUENT FLYER			11			12
FARES	9	12		8	21	
DISCRIMINATION	10	9		10	11	
ADVERTISING	11	7		11	2	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		460			515	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

SEPTEMBER 2003

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	2	0	0	0	0	0	0	2	0	0	0	1	5
AIRTRAN AIRWAYS	4	1	2	1	0	0	1	0	0	0	0	0	9
ALASKA AIRLINES	3	0	0	0	0	1	0	2	0	0	0	0	6
AMERICA WEST AIRLINES	7	0	2	0	0	1	1	0	0	0	0	0	11
AMERICAN AIRLINES	13	1	10	1	1	20	5	6	0	2	0	2	61
ATA AIRLINES	2	1	0	0	1	1	0	1	0	0	0	0	6
COMAIR	1	2	0	0	0	0	1	2	0	0	0	0	6
CONTINENTAL AIRLINES	4	3	7	2	4	5	8	2	0	1	0	1	37
DELTA AIRLINES	8	0	6	1	5	10	6	7	1	0	0	3	47
HAWAIIAN AIRLINES	0	0	1	0	3	0	0	1	0	0	0	0	5
MESA AIRLINES	1	1	0	0	0	0	3	0	0	0	0	0	5
NORTHWEST AIRLINES	5	1	6	3	7	7	1	5	0	2	0	1	38
SOUTHWEST AIRLINES	1	0	1	0	0	1	2	1	0	0	0	0	6
UNITED AIRLINES	5	1	6	1	5	10	5	4	0	1	0	1	39
US AIRWAYS	7	1	3	1	3	8	1	0	0	1	0	2	27
OTHER U. S. AIRLINES	22	2	5	2	3	14	5	3	1	0	0	1	58
TOTAL SEPTEMBER 2003	85	14	49	12	32	78	39	36	2	7	0	12	366
% OF TOTAL COMPLAINTS	23.1	3.8	13.4	3.3	8.7	21.2	10.6	9.8	0.5	1.9	0.0	3.3	
TOTAL SEPTEMBER 2002	67	22	75	17	32	59	83	23	0	11	0	15	404
% OF TOTAL COMPLAINTS	16.6	5.4	18.6	4.2	7.9	14.6	20.5	5.7	0.0	2.7	0.0	3.7	

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

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

Table 4

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

SEPTEMBER 2003

U. S. AIRLINES*	COMPS RECD IN SEPT.	INCI - DENTS IN SEPT.	PERCENT	INCI - DENTS IN AUG.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	1	20.0	1	20.0	2	40.0	1	20.0
AIRTRAN AIRWAYS	9	0	0.0	6	66.7	3	33.3	0	0.0
ALASKA AIRLINES	6	2	33.3	2	33.3	1	16.7	1	16.7
AMERICA WEST AIRLINES	11	3	27.3	7	63.6	1	9.1	0	0.0
AMERICAN AIRLINES	61	11	18.0	24	39.3	23	37.7	3	4.9
ATA AIRLINES	6	1	16.7	1	16.7	4	66.7	0	0.0
COMAIR	6	1	16.7	3	50.0	2	33.3	0	0.0
CONTINENTAL AIRLINES	37	9	24.3	8	21.6	17	45.9	3	8.1
DELTA AIRLINES	47	9	19.1	20	42.6	16	34.0	2	4.3
HAWAIIAN AIRLINES	5	1	20.0	2	40.0	0	0.0	2	40.0
MESA AIRLINES	5	1	20.0	2	40.0	2	40.0	0	0.0
NORTHWEST AIRLINES	38	7	18.4	10	26.3	16	42.1	5	13.2
SOUTHWEST AIRLINES	6	0	0.0	1	16.7	4	66.7	1	16.7
UNITED AIRLINES	39	7	17.9	12	30.8	17	43.6	3	7.7
US AIRWAYS	27	7	25.9	13	48.1	5	18.5	2	7.4
OTHER U. S. AIRLINES	58	15	25.9	23	39.7	17	29.3	3	5.2
TOTALS	366	75	20.5	135	36.9	130	35.5	26	7.1
PREVIOUS YEAR'S TOTALS	404	81	20.0	137	33.9	157	38.9	29	7.2

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

Table 5

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

SEPTEMBER 2003

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	1	1	1	0	1	0	3	1	0	0	0	1	9
AIR JAMAICA	2	1	0	0	0	2	0	0	0	0	0	0	5
BRITISH AIRWAYS	4	0	0	0	0	3	0	1	0	0	0	0	8
LUFTHANSA	0	0	1	0	0	3	1	0	0	0	0	0	5
VIRGIN ATLANTIC	1	0	1	0	0	1	0	0	0	1	0	1	5
OTHER FOREIGN AIRLINES	7	3	7	0	2	6	1	3	2	1	0	0	32
TOTALS	15	5	10	0	3	15	5	5	2	2	0	2	64
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	0	0	2	0	3	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	0	0	6	0	0	0	3	0	0	0	9
TOTALS	0	0	2	0	9	0	0	0	3	0	0	0	14
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	3	0	0	0	0	0	1	0	0	0	0	0	4
TOTALS	3	0	0	0	0	0	1	0	0	0	0	0	4
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	2	0	3	0	2	4	0	0	0	0	0	1	12
TOTALS	2	0	3	0	2	4	0	0	0	0	0	1	12

* 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

SEPTEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	SEPTEMBER 2003			SEPTEMBER 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	6	5,749,054	0.10	7	5,384,262	0.13
2	<i>EXPRESSJET AIRLINES</i>	1	944,939	0.11	*	*	*
3	<i>ATLANTIC COAST AIRLINES</i>	1	698,932	0.14	*	*	*
4	<i>SKYWEST AIRLINES</i>	2	927,551	0.22	*	*	*
5	<i>AMERICAN EAGLE AIRLINES</i>	3	953,226	0.31	0	939,016	0.00
6	<i>JETBLUE AIRWAYS</i>	3	687,327	0.44	*	*	*
7	<i>ALASKA AIRLINES</i>	6	1,144,680	0.52	5	1,096,258	0.46
8	<i>ATLANTIC SOUTHEAST AIRLINES</i>	4	711,990	0.56	*	*	*
9	<i>AMERICA WEST AIRLINES</i>	11	1,546,350	0.71	20	1,510,681	1.32
10	<i>DELTA AIR LINES</i>	47	6,287,237	0.75	55	6,672,983	0.82
11	<i>UNITED AIRLINES</i>	39	5,135,159	0.76	60	5,403,724	1.11
12	<i>ATA AIRLINES</i>	6	693,415	0.87	*	*	*
13	<i>AMERICAN AIRLINES</i>	61	6,519,420	0.94	69	6,912,501	1.00
14	<i>NORTHWEST AIRLINES</i>	38	4,036,734	0.94	38	4,046,454	0.94
15	<i>US AIRWAYS</i>	27	2,867,962	0.94	29	3,207,047	0.90
16	<i>AIRTRAN AIRWAYS</i>	9	863,102	1.04	*	*	*
17	<i>CONTINENTAL AIRLINES</i>	37	2,826,029	1.31	45	2,843,793	1.58
	TOTAL	301	42,593,107	0.71	328	38,016,719	0.86

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, 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 2003 ATCR included the first ranking of Airtran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest.

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY - SEPTEMBER 2003				JANUARY - SEPTEMBER 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	3,682	546	21	487	6,444	627	35	445
FOREIGN AIRLINES	738	10	0	41	1,044	7	1	37
TRAVEL AGENTS	201	8	0	11	265	7	1	6
TOUR OPERATORS	35	1	0	7	57	0	0	2
MISCELLANEOUS	78	73	1	452	94	138	5	110
INDUSTRY TOTALS	4,734	638	22	998	7,904	779	42	600

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2003			JANUARY - SEPTEMBER 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	970		1	1,741	
DELAYS			345			596
CANCELLATIONS			304			469
MISCONNECTIONS			157			266
BAGGAGE	2	884		3	1,146	
RES/TKTG/BOARDING	3	696		4	942	
REFUNDS	4	574		5	929	
CUSTOMER SERVICE	5	550		2	1,487	
DISABILITY	6	263		8	365	
FARES	7	258		6	418	
OVERSALES	8	229		7	378	
OTHER	9	207		9	266	
FREQUENT FLYER			157			131
DISCRIMINATION	10	71		10	176	
ADVERTISING	11	30		11	56	
ANIMALS	12	2		12	0	
COMPLAINT TOTAL		4,734			7,904	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

JANUARY - SEPTEMBER 2003

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	18	1	2	0	0	5	2	2	0	0	0	1	31
AIRTRAN AIRWAYS	23	10	11	3	3	3	8	3	0	1	0	0	65
ALASKA AIRLINES	21	2	7	0	2	12	7	5	0	1	0	5	62
ALOHA AIRLINES	5	2	2	1	1	3	0	2	0	0	0	1	17
AMERICA WEST AIRLINES	51	14	18	3	7	22	11	7	0	1	0	3	137
AMERICAN AIRLINES	144	18	106	38	68	109	82	29	0	15	0	28	637
AMERICAN EAGLE AIRLINES	27	5	2	0	0	5	9	1	0	0	0	1	50
ATA AIRLINES	15	2	8	3	3	11	5	5	0	0	0	0	52
ATLANTIC COAST AIRLINES	21	4	6	0	0	12	6	1	0	1	0	1	52
ATLANTIC SOUTHEAST AIRLINES	22	4	3	0	0	11	3	0	0	0	0	0	43
COMAIR	14	6	2	0	1	6	5	2	0	1	0	1	38
CONTINENTAL AIRLINES	44	14	59	25	31	48	46	16	0	2	0	16	301
DELTA AIRLINES	88	22	84	41	61	98	46	41	1	10	0	47	539
DELTA CONNECTION	5	0	1	0	0	5	1	2	0	0	0	0	14
EXPRESSJET AIRLINES	7	0	2	1	1	0	2	0	0	0	0	0	13
FRONTIER AIRLINES	5	1	5	1	2	5	3	1	0	1	1	0	25
HAWAIIAN AIRLINES	6	1	8	4	4	1	5	2	0	0	0	2	33
HORIZON AIRLINES	5	0	1	0	0	1	1	2	0	0	0	0	10
JETBLUE AIRWAYS	2	0	3	1	2	7	8	1	0	0	0	1	25
MESA AIRLINES	15	1	0	0	0	2	4	1	0	0	0	0	23
MESABA AVIATION	11	4	4	0	0	3	1	0	0	0	0	0	23
MIDWEST EXPRESS AIRLINES	4	2	4	0	0	2	0	2	0	1	0	0	15
NORTHWEST AIRLINES	53	24	62	30	78	59	53	20	1	8	0	19	407
PINNACLE AIRLINES	4	1	2	0	0	3	0	5	0	0	0	0	15
SKYWEST AIRLINES	9	4	3	0	0	1	3	3	0	0	0	0	23
SOUTHEAST AIRLINES	6	0	2	0	2	7	0	3	0	0	0	1	21
SOUTHWEST AIRLINES	14	0	8	1	1	26	21	10	1	3	0	0	85
SPIRIT AIRLINES	5	3	2	3	1	5	4	1	0	1	0	0	25
UNITED AIRLINES	70	16	52	24	45	95	78	29	2	9	0	30	450
UNITED EXPRESS	7	2	0	0	0	2	0	0	0	0	0	1	12
US AIRWAYS	50	6	30	31	34	62	34	20	1	3	1	11	283
US AIRWAYS EXPRESS	5	0	1	0	1	0	2	1	0	0	0	0	10
OTHER U. S. AIRLINES	54	8	17	1	15	25	11	7	2	2	0	4	146
TOTAL JANUARY 2003	830	177	517	211	363	656	461	224	8	60	2	173	3,682
% OF TOTAL COMPLAINTS	22.5	4.8	14.0	5.7	9.9	17.8	12.5	6.1	0.2	1.6	0.1	4.7	
TOTAL JANUARY 2002	1,556	301	726	345	606	891	1,285	324	35	159	0	216	6,444
% OF TOTAL COMPLAINTS	24.1	4.7	11.3	5.4	9.4	13.8	19.9	5.0	0.5	2.5	0.0	3.4	

* 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 - SEPTEMBER 2003

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	2	0	2	0	1	1	2	1	1	0	0	0	10
AEROCALIFORNIA	4	0	3	0	3	5	2	1	0	0	0	2	20
AIR CANADA	4	1	4	0	5	9	3	1	1	0	0	0	28
AIR FRANCE	11	6	8	0	9	23	8	10	1	2	0	3	81
AIR INDIA	1	3	4	1	2	6	2	1	0	0	0	0	20
AIR JAMAICA	9	3	5	0	1	13	4	0	0	1	0	2	38
ALITALIA AIRLINES	7	7	5	3	1	22	3	1	0	1	0	0	50
BRITISH AIRWAYS	16	1	5	2	17	26	14	7	1	1	0	4	94
CATHAY PACIFIC AIRWAYS	2	0	4	2	3	1	0	0	0	0	0	2	14
IBERIA AIRLINES	4	3	0	1	4	2	1	1	0	0	0	0	16
KLM	1	2	0	1	1	5	2	0	0	1	0	2	15
LUFTHANSA	5	0	6	1	5	7	8	2	0	1	0	0	35
MEXICANA	2	6	4	2	2	1	1	4	1	1	0	1	25
TACA AIRLINES	0	1	2	1	9	8	2	1	0	1	0	0	25
VIRGIN ATLANTIC	6	2	2	0	1	2	4	2	0	1	0	1	21
OTHER FOREIGN AIRLINES	35	17	40	8	33	75	19	6	5	1	0	7	246
TOTALS	109	52	94	22	97	206	75	38	10	11	0	24	738
<u>TRAVEL AGENTS</u>													
CHEAP TICKETS	0	0	7	1	7	0	1	0	0	0	0	0	16
EXPEDIA.COM	1	0	13	3	13	0	1	0	0	0	0	0	31
ORBITZ.COM	1	0	7	3	7	0	0	0	2	0	0	0	20
PRICELINE.COM	0	0	8	4	12	0	1	0	0	0	0	0	25
TRAVELOCITY.COM	1	0	4	0	7	0	0	0	1	0	0	0	13
OTHER TRAVEL AGENTS	3	0	28	10	48	0	2	0	5	0	0	0	96
TOTALS	6	0	67	21	94	0	5	0	8	0	0	0	201
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	9	0	3	1	11	2	2	0	3	0	0	4	35
TOTALS	9	0	3	1	11	2	2	0	3	0	0	4	35
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	16	0	15	3	9	20	7	1	1	0	0	6	78
TOTALS	16	0	15	3	9	20	7	1	1	0	0	6	78

* 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-SEPTEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JANUARY - SEPTEMBER 2003			JANUARY - SEPTEMBER 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	85	56,370,574	0.15	202	54,762,204	0.37
2	<i>EXPRESSJET AIRLINES</i>	13	8,313,544	0.16	*	*	*
3	<i>SKYWEST AIRLINES</i>	23	8,432,911	0.27	*	*	*
4	<i>JETBLUE AIRWAYS</i>	25	6,609,218	0.38	*	*	*
5	<i>ALASKA AIRLINES</i>	62	11,335,175	0.55	110	10,786,989	1.02
6	<i>AMERICAN EAGLE AIRLINES</i>	50	8,747,531	0.57	53	9,016,926	0.59
7	<i>ATLANTIC SOUTHEAST AIRLINES</i>	43	6,901,326	0.62	*	*	*
8	<i>ATA AIRLINES</i>	52	7,444,340	0.70	*	*	*
9	<i>AIRTRAN AIRWAYS</i>	65	8,646,331	0.75	*	*	*
10	<i>ATLANTIC COAST AIRLINES</i>	52	6,465,768	0.80	*	*	*
11	<i>DELTA AIR LINES</i>	539	63,222,153	0.85	1,014	67,285,741	1.51
12	<i>AMERICA WEST AIRLINES</i>	137	15,161,963	0.90	273	14,547,482	1.88
13	<i>UNITED AIRLINES</i>	450	49,705,011	0.91	982	51,768,603	1.90
14	<i>US AIRWAYS</i>	283	30,876,332	0.92	455	36,809,477	1.24
15	<i>AMERICAN AIRLINES</i>	637	67,295,253	0.95	1,002	71,326,252	1.40
16	<i>CONTINENTAL AIRLINES</i>	301	29,316,102	1.03	449	30,528,267	1.47
17	<i>NORTHWEST AIRLINES</i>	407	39,135,834	1.04	639	39,948,902	1.60
	TOTAL	3,224	423,979,366	0.76	5,179	386,780,843	1.34

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 2003 ATCR included the first ranking of Airtran, ATA (formerly American Trans Air), 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.

