



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: August 2003***

<b>Flight Delays*</b>	June 2003 12 Months Ending June 2003
<b>Mishandled Baggage*</b>	June 2003 January-June 2003
<b>Oversales*</b>	2nd Quarter 2003 January-June 2003
<b>Consumer Complaints**</b> (Includes Disability and Discrimination Complaints)	June 2003 January-June 2003

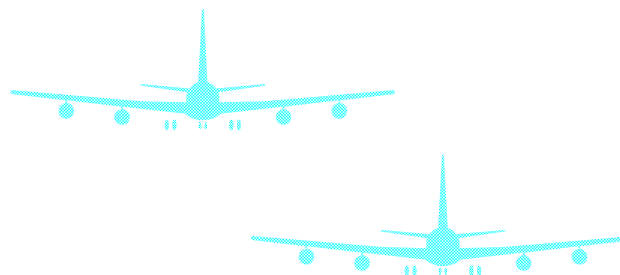
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\* Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov/>

\*\*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.

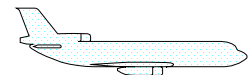
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of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



JUNE 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	90.0	98	90.3
SOUTHWEST AIRLINES S/	15	86.6	59	85.4
AMERICA WEST AIRLINES S/	27	84.9	52	85.2
ATA AIRLINES S/	19	84.6	28	85.1
UNITED AIRLINES S/	30	84.8	78	84.4
JETBLUE AIRWAYS S/ V/	10	83.5	22	84.4
NORTHWEST AIRLINES S/	31	83.5	109	83.3
DELTA AIR LINES S/	31	82.0	103	82.0
ALASKA AIRLINES S/	14	82.1	46	81.9
ATLANTIC COAST AIRLINES S/	13	81.0	83	81.5
CONTINENTAL AIRLINES S/	29	81.4	83	81.4
AMERICAN EAGLE AIRLINES S/	17	82.6	94	81.2
EXPRESSJET AIRLINES S/	21	79.1	106	80.9
AMERICAN AIRLINES S/	30	80.6	87	80.5
AIRTRAN AIRWAYS S/	15	77.9	39	77.7
US AIRWAYS S/	25	78.3	61	77.7
ATLANTIC SOUTHEAST AIRLINES S/	11	75.9	97	72.5
<b>TOTAL</b>		<b>82.5</b>		<b>82.4</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 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.

## JUNE 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	3 <sup>rd</sup> QUARTER		4 <sup>th</sup> QUARTER		1 <sup>st</sup> QUARTER		2 <sup>nd</sup> QUARTER		APR-03		MAY-03		JUNE-03		12 MONTHS ENDING JUNE 2003		DATABASE TO DATE 09 1985-JUNE 2003	
	07-09 2002		10-12 2002		01-03 2003		04-06 2003		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	--	(--)	--	(--)	77.3	(12)	81.2	(14)	86.1	(11)	80.0	(15)	77.7	(15)	--	(--)	--	(--)
ALASKA	79.2	(10)	78.0	(9)	80.7	(8)	85.4	(7)	87.3	(8)	87.4	(4)	81.9	(9)	80.8	(9)	76.2	(8)
AMERICA WEST	81.7	(8)	79.6	(7)	76.7	(13)	86.5	(4)	88.2	(5)	85.9	(7)	85.2	(3)	81.1	(8)	78.7	(5)
AMERICAN	84.3	(3)	85.3	(2)	84.4	(4)	83.8	(12)	86.0	(12)	84.7	(10)	80.5	(14)	84.5	(3)	79.3	(3)
AMERICAN EAGLE	80.4	(9)	77.4	(10)	77.7	(10)	83.0	(13)	83.3	(15)	84.4	(11)	81.2	(12)	79.6	(10)	75.8	(10)
ATA	--	(--)	--	(--)	73.4	(15)	83.8	(11)	84.2	(13)	82.3	(13)	85.1	(4)	--	(--)	--	(--)
ATLANTIC COAST	--	(--)	--	(--)	66.6	(17)	78.9	(16)	78.9	(16)	76.1	(16)	81.5	(10)	--	(--)	--	(--)
ATLANTIC SOUTHEAST	--	(--)	--	(--)	73.0	(16)	75.0	(17)	78.5	(17)	73.9	(17)	72.5	(17)	--	(--)	--	(--)
CONTINENTAL	84.0	(4)	79.4	(8)	82.1	(5)	85.4	(6)	88.4	(4)	86.7	(5)	81.4	(11)	82.7	(6)	78.9	(4)
DELTA	83.0	(5)	80.9	(6)	82.1	(6)	85.1	(9)	89.5	(3)	83.8	(12)	82.0	(8)	82.7	(7)	77.7	(7)
EXPRESSJET	--	(--)	--	(--)	77.4	(11)	84.5	(10)	86.5	(9)	86.1	(6)	80.9	(13)	--	(--)	--	(--)
JETBLUE	--	(--)	--	(--)	76.3	(14)	87.5	(3)	87.9	(7)	90.1	(2)	84.4	(6)	--	(--)	--	(--)
NORTHWEST	82.0	(7)	84.2	(4)	81.6	(7)	85.2	(8)	86.5	(10)	85.8	(8)	83.3	(7)	83.2	(4)	79.9	(2)
SKYWEST	--	(--)	--	(--)	86.1	(1)	90.6	(1)	91.4	(1)	90.0	(3)	90.3	(1)	--	(--)	--	(--)
SOUTHWEST	82.6	(6)	82.1	(5)	84.7	(3)	88.8	(2)	90.8	(2)	90.1	(1)	85.4	(2)	84.5	(2)	82.6	(1)
UNITED	85.0	(2)	86.0	(1)	85.4	(2)	85.9	(5)	87.9	(6)	85.4	(9)	84.4	(5)	85.6	(1)	76.0	(9)
US AIRWAYS	86.6	(1)	85.0	(3)	78.9	(9)	80.8	(15)	84.0	(14)	80.7	(14)	77.7	(16)	83.1	(5)	78.5	(6)
<b>Total</b>	<b>83.3</b>		<b>82.6</b>		<b>81.0</b>		<b>84.7</b>		<b>86.8</b>		<b>84.9</b>		<b>82.4</b>		<b>83.4</b>		<b>78.8</b>	

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**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.

JUNE 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	752	74.6	1266	81.7	593	82.6	203	74.4	H/		947	83.7	750	78.8	12276	80.8
AS	H/		60	73.3	H/		H/		H/		30	86.7	166	80.1	H/	
B6	90	82.2	H/		H/		H/		H/		H/		30	80.0	H/	
CO	376	73.7	559	83.7	271	86.0	46	67.4	H/		337	84.9	378	80.2	327	81.3
DH	H/		874	83.1	H/		227	74.4	2483	81.4	30	90.0	H/		H/	
DL	15676	82.5	1460	89.0	407	78.6	180	76.1	4209	85.0	985	83.0	476	77.7	1787	78.8
EV	7139	75.1	30	86.7	H/		30	96.7	30	66.7	120	55.8	119	69.7	3944	78.7
FL	4711	79.7	390	70.5	783	81.2	H/		H/		H/		60	95.0	177	75.7
HP	150	85.3	150	86.7	150	74.0	H/		H/		90	71.1	266	82.3	261	85.4
MQ	H/		1917	79.2	213	72.8	87	86.2	284	76.8	781	79.6	H/		5739	81.9
NW	392	71.7	471	77.9	376	70.2	210	81.4	30	63.3	557	76.3	374	77.8	445	76.4
OO	H/		H/		H/		H/		H/		H/		1657	88.7	1645	86.2
RU	153	86.9	23	78.3	125	71.2	367	78.7	323	85.4	257	74.7	H/		157	83.4
TZ	H/		81	80.2	H/		112	85.7	H/		76	81.6	114	89.5	118	75.4
UA	365	79.2	838	82.5	472	81.4	210	78.6	109	77.1	392	80.6	6982	88.3	473	82.7
US	256	70.7	1520	79.8	416	78.8	6998	81.6	H/		1911	84.9	319	67.7	279	67.4
WN	H/		H/		4481	89.0	H/		H/		H/		H/		H/	
<b>TOTAL</b>	<b>30060</b>	<b>79.8</b>	<b>9639</b>	<b>81.7</b>	<b>8287</b>	<b>84.4</b>	<b>8670</b>	<b>81.0</b>	<b>7468</b>	<b>83.2</b>	<b>6513</b>	<b>81.7</b>	<b>11691</b>	<b>85.7</b>	<b>27628</b>	<b>80.7</b>

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

JUNE 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*																
	DTW		EWR		FLL		IAH		JFK		LAS		LAX		LGA	
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	# OF ARR.	% ON TIME
AA	576	85.2	835	80.8	658	77.7	397	75.8	1147	80.7	765	75.0	2462	77.9	1896	77.7
AS	H/		54	53.7	H/		H/		H/		363	84.6	704	89.2	H/	
B6	H/		H/		401	81.8	H/		2040	82.9	180	90.0	H/		H/	
CO	255	85.9	4602	78.0	361	77.3	7312	83.5	30	90.0	492	81.5	560	82.1	293	78.5
DH	150	84.0	246	70.7	H/		H/		442	75.3	H/		H/		173	74.6
DL	206	82.5	606	72.4	895	78.0	236	77.5	835	84.2	629	74.4	1077	73.2	1937	85.5
EV	H/		H/		H/		151	68.9	150	68.7	H/		H/		H/	
FL	H/		120	68.3	360	76.9	H/		H/		H/		H/		354	66.9
HP	150	79.3	180	78.3	64	87.5	150	83.3	210	76.2	2397	83.1	510	88.4	H/	
MQ	136	79.4	291	69.8	H/		78	59.0	428	76.6	H/		1850	86.3	1297	79.6
NW	9229	87.8	502	69.5	126	77.8	384	77.3	90	74.4	278	80.2	495	78.6	586	74.6
OO	H/		H/		H/		33	78.8	H/		180	91.1	3940	91.7	H/	
RU	171	83.6	4055	73.7	H/		6049	81.7	50	90.0	H/		H/		143	77.6
TZ	H/		85	62.4	91	87.9	H/		H/		168	77.4	291	82.1	300	78.3
UA	308	86.4	614	78.0	79	81.0	330	78.8	356	87.4	959	85.1	2991	88.6	616	84.9
US	108	86.1	316	75.3	566	69.8	272	64.3	H/		327	67.9	330	58.5	1313	83.6
WN	465	82.8	H/		1061	83.5	159	76.1	H/		5021	86.9	3252	87.8	H/	
<b>TOTAL</b>	<b>11754</b>	<b>87.0</b>	<b>12506</b>	<b>75.5</b>	<b>4662</b>	<b>78.8</b>	<b>15551</b>	<b>81.6</b>	<b>5778</b>	<b>81.3</b>	<b>11759</b>	<b>83.5</b>	<b>18462</b>	<b>85.5</b>	<b>8908</b>	<b>80.4</b>

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



JUNE 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	1000	80.6	214	86.0	3120	75.8	674	81.0	7628	82.1	247	81.0	759	79.1	474	77.4
AS	30	80.0	H/		30	70.0	H/		30	90.0	1287	82.5	H/		247	83.8
B6	190	84.7	H/		H/		H/		H/		H/		H/		H/	
CO	484	81.0	73	84.9	298	79.5	260	86.5	441	80.0	106	79.2	183	81.4	332	84.9
DH	H/		30	90.0	H/		H/		4248	82.2	H/		322	74.2	H/	
DL	1312	85.7	119	78.2	300	76.0	317	77.0	490	71.6	360	83.1	430	79.1	266	78.2
EV	H/		H/		H/		H/		141	65.2	H/		H/		H/	
FL	694	78.1	240	78.3	151	71.5	120	71.7	H/		H/		387	76.2	H/	
HP	90	86.7	H/		90	92.2	180	73.9	236	79.2	180	72.2	180	83.9	5801	88.3
MQ	H/		H/		H/		H/		5625	86.5	H/		295	73.9	H/	
NW	390	74.1	352	81.5	169	79.9	9607	86.5	683	75.3	200	79.5	489	73.4	325	78.2
OO	H/		H/		H/		30	93.3	H/		562	96.8	H/		507	94.5
RU	H/		127	80.3	35	97.1	105	91.4	195	80.5	H/		105	77.1	30	93.3
TZ	240	88.8	2139	86.8	60	80.0	141	85.1	H/		H/		81	82.7	130	90.0
UA	489	82.8	H/		340	82.1	568	83.1	9970	83.6	791	82.9	642	79.6	483	85.1
US	775	68.9	H/		307	67.8	192	76.6	508	70.9	H/		5196	75.2	236	70.8
WN	1923	85.4	3767	86.5	H/		H/		H/		1013	89.4	H/		5177	87.3
<b>TOTAL</b>	<b>7617</b>	<b>81.5</b>	<b>7061</b>	<b>85.8</b>	<b>4900</b>	<b>76.4</b>	<b>12194</b>	<b>85.3</b>	<b>30195</b>	<b>82.8</b>	<b>4746</b>	<b>85.1</b>	<b>9069</b>	<b>76.3</b>	<b>14008</b>	<b>86.8</b>

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

JUNE 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*														
	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	89	87.6	617	80.9	606	79.0	1028	77.3	265	79.2	5984	85.0	540	75.2
AS	H/		373	83.1	4267	81.1	383	80.4	H/		H/		H/	
B6	H/		5	100.0	30	86.7	H/		60	86.7	H/		150	84.7
CO	99	85.9	256	79.7	334	85.0	376	77.9	99	75.8	H/		362	82.0
DH	150	84.0	H/		H/		H/		H/		90	83.3	H/	
DL	210	78.1	446	73.3	480	82.5	505	77.4	3466	86.6	180	75.6	919	75.4
EV	H/		H/		H/		H/		60	83.3	H/		H/	
FL	150	78.7	H/		H/		H/		H/		H/		480	74.6
HP	89	93.3	360	89.2	240	62.5	386	80.3	146	81.5	60	78.3	60	83.3
MQ	175	86.9	802	86.0	H/		141	75.9	H/		H/		H/	
NW	171	82.5	210	74.8	403	82.9	295	72.5	115	73.0	303	79.2	269	81.0
OO	H/		625	95.2	365	94.8	2703	78.4	4960	94.4	H/		H/	
RU	185	85.9	H/		H/		H/		H/		327	78.9	16	81.2
TZ	102	93.1	H/		86	83.7	255	83.5	H/		H/		H/	
UA	169	84.0	658	83.9	1082	87.0	3834	85.4	288	83.3	230	78.7	240	77.1
US	3881	85.2	192	58.9	215	74.4	277	67.1	H/		H/		675	72.0
WN	H/		2307	86.8	1138	88.7	H/		1123	86.9	1884	81.1	1690	84.2
<b>TOTAL</b>	<b>5470</b>	<b>85.0</b>	<b>6851</b>	<b>84.3</b>	<b>9246</b>	<b>82.8</b>	<b>10183</b>	<b>80.6</b>	<b>10582</b>	<b>89.7</b>	<b>9058</b>	<b>83.4</b>	<b>5401</b>	<b>78.8</b>

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

JUNE 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
0600 - 0659 AM	92.2	90.9	78.9	85.7	92.2	100.0	87.8	89.7	92.5	83.0	92.3	94.8	90.0	100.0	94.6	J/	86.0	98.2
0700 - 0759 AM	93.7	90.8	94.9	94.1	88.8	94.1	97.7	84.7	93.0	93.9	86.8	92.3	93.1	95.9	96.4	95.0	93.8	96.7
0800 - 0859 AM	82.8	90.8	95.1	90.6	91.6	91.7	94.3	83.0	95.8	94.3	95.9	84.9	89.1	94.2	91.5	90.5	89.7	94.2
0900 - 0959 AM	81.6	91.8	95.8	78.6	90.3	90.4	94.1	85.5	93.0	95.8	91.7	92.6	87.3	92.9	90.2	90.3	93.2	89.6
1000 - 1059 AM	88.1	87.6	94.4	90.4	88.0	89.7	91.9	84.7	92.2	91.9	88.1	89.7	84.9	87.6	88.3	87.8	90.0	92.4
1100 - 1159 AM	89.6	83.8	87.6	88.6	90.7	87.3	92.4	87.2	91.8	93.2	86.2	89.6	89.0	83.1	89.7	88.2	87.9	92.4
1200 - 1259 PM	86.7	85.5	94.0	88.0	86.8	86.9	86.8	83.9	92.8	89.5	78.9	90.2	78.5	83.5	86.6	81.6	82.4	92.3
0100 - 0159 PM	88.4	89.0	90.3	88.3	86.0	87.5	89.9	86.2	91.4	85.7	82.7	78.5	87.6	86.3	85.0	83.5	85.7	90.8
0200 - 0259 PM	85.2	88.1	90.2	83.9	83.6	90.1	89.7	81.9	89.6	79.5	82.4	83.1	77.2	90.1	85.1	79.3	85.0	88.0
0300 - 0359 PM	80.1	83.5	88.3	81.9	80.9	81.9	82.0	81.7	87.5	76.4	82.7	82.2	87.9	80.4	80.2	82.6	82.5	83.5
0400 - 0459 PM	69.4	79.6	80.5	81.0	77.2	78.6	77.6	79.1	86.0	69.6	73.2	75.2	78.9	80.6	83.6	80.5	80.6	84.9
0500 - 0559 PM	72.0	74.2	79.9	76.7	81.3	73.4	79.1	76.1	82.3	71.4	78.5	81.4	75.8	78.0	86.1	76.3	79.0	82.2
0600 - 0659 PM	71.4	74.2	80.0	72.9	76.1	75.9	80.9	73.5	77.5	60.7	63.5	79.5	74.9	82.4	82.9	76.2	70.7	74.5
0700 - 0759 PM	69.7	77.9	76.9	68.8	74.3	76.5	75.6	75.1	80.3	47.5	73.1	70.1	76.5	74.6	80.0	74.6	75.1	76.7
0800 - 0859 PM	71.3	70.4	74.9	72.9	81.8	74.5	77.2	73.5	79.9	61.7	74.1	69.6	75.4	80.3	79.5	71.4	76.8	72.8
0900 - 0959 PM	69.7	74.3	78.6	67.4	78.7	70.7	80.4	71.2	82.1	67.7	79.2	72.1	78.6	78.7	82.3	79.4	76.3	81.5
1000 - 1059 PM	78.9	78.5	68.7	66.7	85.1	71.3	77.0	78.9	76.4	69.3	72.7	73.8	77.3	78.2	74.4	70.5	72.4	84.7
1100 - 0559 AM	86.1	81.3	82.2	74.9	67.7	82.5	84.5	83.5	84.3	83.5	77.4	86.0	85.0	78.2	86.4	75.6	78.0	85.2
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>79.8</b>	<b>81.7</b>	<b>84.4</b>	<b>81.0</b>	<b>83.2</b>	<b>81.7</b>	<b>85.7</b>	<b>80.7</b>	<b>87.0</b>	<b>75.5</b>	<b>78.8</b>	<b>81.6</b>	<b>81.3</b>	<b>83.5</b>	<b>85.5</b>	<b>80.4</b>	<b>81.5</b>	<b>85.8</b>

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

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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	97.9	94.1	97.2	100.0	92.0	93.3	80.5	92.0	86.2	100.0	J/	89.4	94.1	91.5
0700 - 0759 AM	J/	89.6	93.9	99.0	94.9	95.8	100.0	92.2	95.6	96.3	96.4	90.8	97.6	93.3
0800 - 0859 AM	90.0	94.2	93.7	99.1	80.6	94.8	94.6	90.2	93.4	94.2	96.6	89.9	94.2	89.5
0900 - 0959 AM	90.0	92.6	87.0	94.6	77.9	82.8	90.7	90.3	94.4	75.3	94.7	90.2	92.4	88.4
1000 - 1059 AM	84.9	89.9	88.8	92.9	84.9	90.6	87.9	83.6	88.0	71.2	91.4	90.7	85.8	88.3
1100 - 1159 AM	86.9	87.8	90.4	86.9	91.0	92.9	92.5	84.7	92.2	66.5	86.8	90.7	87.9	88.2
1200 - 1259 PM	82.5	91.2	89.2	90.4	84.2	86.2	89.5	87.4	86.2	76.7	90.4	86.7	79.3	86.8
0100 - 0159 PM	77.1	87.3	85.7	80.3	81.5	91.0	91.1	84.8	82.6	82.8	90.1	88.3	85.5	86.4
0200 - 0259 PM	76.5	84.6	82.6	87.3	82.8	88.2	91.2	87.5	83.3	87.8	93.5	88.0	79.5	85.1
0300 - 0359 PM	74.2	86.1	80.4	80.9	83.2	85.8	90.4	85.4	83.5	81.9	89.4	86.8	81.5	82.9
0400 - 0459 PM	71.5	80.2	78.0	87.2	78.4	85.3	82.2	84.3	79.5	81.8	84.3	80.9	76.4	78.3
0500 - 0559 PM	59.0	80.8	75.8	83.2	72.7	87.5	84.4	78.8	79.8	84.5	86.9	79.5	73.7	78.4
0600 - 0659 PM	66.4	82.0	72.9	85.2	62.3	78.9	79.9	85.5	77.3	85.8	87.5	74.1	65.2	74.8
0700 - 0759 PM	69.4	77.3	70.9	79.7	60.6	87.3	78.8	78.7	75.5	80.4	88.2	67.7	69.7	74.2
0800 - 0859 PM	70.8	77.5	74.7	82.6	62.9	81.4	80.3	83.1	74.1	78.7	80.7	78.8	72.5	74.9
0900 - 0959 PM	71.8	83.6	72.3	73.6	72.2	84.5	74.4	76.9	80.2	78.7	87.6	72.0	74.8	76.6
1000 - 1059 PM	70.2	77.1	82.4	81.7	71.8	78.3	72.4	84.1	75.3	78.1	84.7	76.0	73.0	76.0
1100 - 0559 AM	77.9	81.5	89.6	77.9	82.7	86.8	85.8	88.1	82.3	88.4	83.2	82.8	80.5	83.2
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>76.4</b>	<b>85.3</b>	<b>82.8</b>	<b>85.1</b>	<b>76.3</b>	<b>86.8</b>	<b>85.0</b>	<b>84.3</b>	<b>82.8</b>	<b>80.6</b>	<b>89.7</b>	<b>83.4</b>	<b>78.8</b>	<b>82.5</b>

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

JUNE 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
0600 - 0659 AM	94.0	95.2	96.6	95.3	96.6	93.4	96.9	87.1	92.8	93.9	96.8	95.9	90.8	98.0	93.9	95.3	99.2	95.8
0700 - 0759 AM	90.3	93.0	95.2	93.8	92.2	93.6	96.2	85.1	91.5	95.7	92.6	94.7	90.1	96.7	94.0	94.8	97.7	93.3
0800 - 0859 AM	91.3	92.5	95.0	91.4	89.2	94.8	95.8	83.5	92.1	95.0	93.1	87.6	82.6	93.1	94.6	95.5	95.7	90.7
0900 - 0959 AM	84.7	90.4	94.5	89.9	94.8	94.2	94.4	82.2	92.1	95.1	92.1	93.6	88.6	89.0	90.7	91.2	95.4	85.8
1000 - 1059 AM	84.6	91.3	92.8	84.6	90.5	92.5	92.4	84.7	89.4	94.6	86.2	94.2	86.8	88.6	88.5	93.9	92.2	90.0
1100 - 1159 AM	88.9	90.8	92.9	92.9	91.3	93.8	91.6	84.4	91.3	95.2	88.8	91.4	92.3	87.3	92.0	91.5	92.4	90.0
1200 - 1259 PM	87.5	87.0	87.5	90.0	91.3	92.3	89.6	85.2	89.9	94.9	89.4	92.3	84.3	83.5	88.4	90.5	88.1	90.6
0100 - 0159 PM	82.8	85.1	89.2	84.8	90.1	92.6	80.5	79.2	88.3	90.3	83.2	92.0	83.3	82.6	90.5	89.0	87.8	83.4
0200 - 0259 PM	86.2	85.4	85.7	87.0	82.8	90.5	87.7	78.3	88.1	89.1	81.4	83.1	85.2	82.1	84.6	87.7	85.3	79.3
0300 - 0359 PM	81.7	83.1	83.4	85.0	83.6	87.0	80.7	78.4	80.7	81.8	83.7	84.2	82.9	84.0	83.5	86.0	80.6	75.9
0400 - 0459 PM	78.4	84.6	78.7	79.3	84.0	84.9	82.0	77.1	77.9	72.4	75.8	86.1	86.4	75.0	86.9	83.3	79.4	76.8
0500 - 0559 PM	76.3	79.4	73.8	79.2	71.2	78.4	80.0	76.8	81.4	74.4	71.6	79.9	74.3	77.0	79.3	79.7	76.7	74.2
0600 - 0659 PM	72.0	73.3	75.8	73.2	76.1	84.5	80.7	71.4	78.0	77.7	77.0	84.3	74.5	77.4	87.9	81.7	76.3	77.7
0700 - 0759 PM	71.8	77.0	71.7	68.5	83.8	82.8	83.8	72.9	77.8	65.8	66.2	83.0	70.2	80.6	84.9	78.5	83.3	71.2
0800 - 0859 PM	72.8	77.9	72.8	73.2	78.1	76.7	79.5	73.0	81.4	69.0	77.9	81.1	81.3	79.5	88.6	78.7	80.4	68.5
0900 - 0959 PM	74.0	66.3	71.8	77.1	82.4	85.5	87.4	75.4	82.6	59.1	82.8	85.7	74.0	84.0	87.6	83.5	78.7	76.9
1000 - 1059 PM	70.5	75.3	60.9	81.5	84.3	J/	J/	68.1	84.4	J/	80.0	84.0	92.2	81.3	92.5	J/	100.0	84.4
1100 - 0559 AM	73.3	96.4	90.0	J/	84.2	J/	86.7	88.3	93.1	100.0	100.0	90.2	J/	88.0	90.5	J/	96.7	80.0
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>81.2</b>	<b>85.6</b>	<b>85.1</b>	<b>82.8</b>	<b>85.8</b>	<b>88.9</b>	<b>87.2</b>	<b>79.3</b>	<b>85.6</b>	<b>85.5</b>	<b>84.4</b>	<b>87.8</b>	<b>82.3</b>	<b>85.2</b>	<b>89.2</b>	<b>88.1</b>	<b>87.3</b>	<b>82.7</b>

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

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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	95.3	94.3	94.4	96.5	93.3	95.3	95.9	97.2	93.9	95.6	97.9	94.7	97.7	94.8
0700 - 0759 AM	91.7	91.9	95.2	95.0	92.1	94.6	94.1	96.1	90.5	95.4	97.3	95.2	96.8	93.3
0800 - 0859 AM	91.1	95.1	94.8	95.9	93.9	92.0	92.9	94.3	91.6	95.6	95.6	94.8	93.8	92.7
0900 - 0959 AM	92.0	91.1	91.9	92.5	73.3	89.1	94.1	88.3	88.6	93.5	92.0	93.5	92.8	89.9
1000 - 1059 AM	85.5	91.0	90.8	92.3	77.4	87.6	90.4	87.2	90.4	89.0	93.4	96.3	93.1	89.6
1100 - 1159 AM	87.0	89.9	90.8	96.0	89.1	88.2	90.3	88.6	84.1	86.0	92.2	91.0	86.9	89.6
1200 - 1259 PM	89.2	88.9	92.5	88.5	87.4	87.7	87.7	86.3	84.8	78.6	96.2	94.6	80.7	88.5
0100 - 0159 PM	77.9	86.2	89.4	89.4	82.7	86.2	91.1	85.0	82.0	86.2	86.6	88.9	84.4	86.1
0200 - 0259 PM	83.4	86.4	84.4	85.2	82.5	79.1	94.3	86.6	78.8	86.0	92.9	84.2	81.1	84.6
0300 - 0359 PM	72.7	80.7	81.1	79.1	75.6	78.4	86.3	87.3	78.9	87.1	92.4	90.6	77.2	81.9
0400 - 0459 PM	75.0	82.5	80.7	85.7	80.6	83.7	88.4	83.6	80.1	89.4	91.6	87.3	79.2	81.9
0500 - 0559 PM	64.8	81.8	76.8	86.7	66.9	80.7	82.5	86.8	81.9	81.9	84.5	77.9	70.2	77.4
0600 - 0659 PM	77.1	81.1	77.2	82.0	72.5	73.7	83.3	91.2	81.6	88.4	89.4	84.4	73.4	78.9
0700 - 0759 PM	63.2	83.2	76.8	86.4	61.8	79.7	78.9	82.5	79.1	90.2	85.3	80.2	71.9	76.1
0800 - 0859 PM	75.3	80.5	77.5	79.9	61.0	80.7	78.4	85.9	70.9	88.6	90.2	77.0	76.8	77.4
0900 - 0959 PM	J/	80.4	77.6	83.5	56.4	86.6	J/	83.8	86.2	87.0	93.1	84.8	75.4	78.9
1000 - 1059 PM	J/	88.6	88.5	100.0	92.9	90.4	81.5	87.3	81.5	91.3	93.6	65.4	82.6	83.8
1100 - 0559 AM	J/	100.0	100.0	94.2	94.4	94.4	J/	92.5	90.3	87.8	90.0	J/	93.3	88.9
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>79.6</b>	<b>86.4</b>	<b>85.5</b>	<b>90.2</b>	<b>77.5</b>	<b>85.9</b>	<b>88.1</b>	<b>88.8</b>	<b>85.0</b>	<b>89.0</b>	<b>92.2</b>	<b>88.9</b>	<b>84.3</b>	<b>85.3</b>

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

JUNE 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	MEDIAN
RU	2596	RDU-EWR	1520	17	88.24	60	54
AA	452	SJC-DFW	1206	17	88.24	45	27
RU	2035	PVD-EWR	1725	16	87.50	49	44
US	29	PHL-LAX	2000	23	86.96	68	50
AA	1318	DFW-LAX	2039	17	82.35	43	29
AA	2953	DFW-SEA	1802	17	82.35	34	33
US	1854	PHL-SJU	1015	30	80.00	64	29
AA	1641	DFW-SNA	1832	15	80.00	37	27
EV	4318	PHF-ATL	1930	15	80.00	32	30

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

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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
ATLANTIC SOUTHEAST	748	9	1.2
US AIRWAYS	1,187	10	0.8
EXPRESSJET	967	4	0.4
AMERICAN	2,008	5	0.2
ATLANTIC COAST	816	2	0.2
AIRTRAN	408	1	0.2
ALASKA	498	1	0.2
AMERICA WEST	532	1	0.2
DELTA	1,821	2	0.1
SOUTHWEST	2,780	0	0.0
UNITED	1,540	0	0.0
NORTHWEST	1,415	0	0.0
AMERICAN EAGLE	1,217	0	0.0
SKYWEST	1,092	0	0.0
CONTINENTAL	836	0	0.0
ATA	198	0	0.0
JETBLUE	176	0	0.0
<b>TOTAL</b>	<b>18,239</b>	<b>35</b>	<b>0.2</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)	80.3	88.2	178	178
AGUADILLA P.R. (BQN)	76.7	90.0	30	30
AKRON/CANTON OH. (CAK)	75.5	82.7	392	392
ALBANY N.Y. (ALB)	80.6	89.8	1,409	1,408
ALBUQUERQUE N.M (ABQ)	84.5	87.2	3,089	3,086
ALLENTOWN PA(ABE)	78.4	89.5	334	332
AMARILLO TX (AMA)	73.8	83.4	684	687
ANCHORAGE AK (ANC)	80.5	85.7	2,197	2,188
ASHEVILLE N.C. (AVL)	68.2	85.9	314	312
ATLANTA GA (ATL)	79.8	81.2	30,060	30,101
AUSTIN TX (AUS)	80.6	88.1	3,526	3,525
BAKERSFIELD CA. (BFL)	94.7	93.8	209	209
BALTIMORE MD (BWI)	84.4	85.1	8,287	8,291
BANGOR ME (BGR)	77.9	89.9	335	336
BARROW AK (BRW)	85.0	73.3	60	60
BATON ROUGE LA. (BTR)	76.1	80.1	614	613
BEAUMONT/PORT ARTHUR T(BPT)	83.3	89.8	138	137
BETHEL AK. (BET)	80.4	79.4	97	97
BILLINGS MT. (BIL)	88.8	93.5	385	385
BINGHAMTON N.Y. (BGM)	76.7	88.9	90	90
BIRMINGHAM AL (BHM)	81.3	86.6	1,556	1,555
BISMARCK N.D. (BIS)	81.1	96.4	169	168
BLOOMINGTON IL (BMI)	77.9	81.7	131	131
BOISE ID (BOI)	87.8	90.8	1,201	1,199
BOSTON MA (BOS)	81.7	85.6	9,639	9,639
BOZEMAN MT. (BZN)	84.8	93.4	363	361
BRISTOL TN. (TRI)	64.6	81.3	240	240
BROWNSVILLE TX (BRO)	81.3	88.7	150	150
BUFFALO N.Y (BUF)	80.3	89.3	1,796	1,798
BURBANK CA (BUR)	85.3	87.7	2,225	2,224
BURLINGTON VT (BTV)	81.2	85.2	589	589
CEDAR RAPIDS/IOWA CTY IA. (CID)	81.7	85.8	465	464
CHAMPAIGN(CMI)	76.0	87.7	146	146
CHARLESTON S.C (CHS)	76.7	85.1	843	844
CHARLESTON W.V. (CRW)	72.8	82.2	437	438
CHARLOTTE N.C. (CLT)	81.0	82.8	8,670	8,670
CHATTANOOGA TN. (CHA)	73.0	89.5	296	296
CHICAGO IL (ORD)	82.8	85.5	30,195	30,198
CHICAGO IL. (MDW)	85.8	82.7	7,061	7,068
CINCINNATI OH (CVG)	83.2	85.8	7,468	7,468
CLEVELAND OH (CLE)	83.8	89.8	7,668	7,660
COLLEGE STATION TX (CLL)	84.0	89.1	256	256
COLORADO SPRINGS CO. (COS)	83.3	88.8	1,005	1,004

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA S.C (CAE)	77.0	80.6	783	782
COLUMBUS OH (CMH)	82.8	88.2	2,938	2,934
CORDOVA AK (CDV)	85.0	85.0	60	60
CORPUS CHRISTI TX. (CRP)	74.9	78.7	686	684
DALLAS/FT. WORTH TX. (DAL)	80.1	79.1	3,741	3,739
DALLAS/FT. WORTH TX. (DFW)	80.7	79.3	27,628	27,605
DAYTON OH (DAY)	79.9	86.8	1,061	1,061
DAYTONA BEACH FL (DAB)	78.4	77.8	232	234
DEADHORSE AK. (SCC)	78.8	87.9	33	33
DENVER CO (DEN)	85.7	87.2	11,691	11,702
DES MOINES IA (DSM)	82.9	90.0	784	787
DETROIT MI. (DTW)	87.0	85.6	11,754	11,762
DILLINGHAM AK.(DLG)	82.5	72.5	40	40
DUBUQUE IA. (DBQ)	77.5	87.8	89	90
DULUTH MN (DLH)	83.9	90.1	112	111
DURANGO CO (DRO)	88.7	93.6	159	157
DUTCH HARBOR AK. (DUT)	74.1	75.4	58	57
EAGLE CO. (EGE)	58.8	100.0	17	16
EL PASO TX (ELP)	80.6	86.2	1,611	1,612
EUGENE OR (EUG)	88.9	83.0	316	318
EVANSVILLE IN. (EVV)	83.5	88.8	321	321
FAIRBANKS AK (FAI)	80.4	90.0	551	548
FARGO N.D. (FAR)	88.2	95.2	355	353
FAYETTEVILLE ARKANSAS REG (XNA)	79.1	84.3	869	870
FAYETTEVILLE N.C. (FAY)	61.2	75.9	147	145
FLINT MI. (FNT)	81.1	88.0	291	291
FRESNO CA (FAT)	90.9	91.6	1,080	1,077
FT. LAUDERDALE FL. (FLL)	78.8	84.4	4,662	4,658
FT. MYERS FL. (RSW)	81.6	88.8	1,220	1,224
FT. SMITH AR (FSM)	86.1	92.1	202	202
FT. WAYNE IN (FWA)	78.7	85.7	475	475
GRAND FORKS N.D. (GFK)	81.7	91.3	82	80
GRAND RAPIDS MI. (GRR)	81.6	90.9	1,013	1,015
GREAT FALLS MT. (GTF)	87.4	92.6	191	190
GREEN BAY WI (GRB)	88.3	92.1	393	393
GREENSBORO/HIGH PT. N.C. (GSO)	79.3	88.2	1,220	1,218
GREENVILLE/SPARTBG. S.C. (GSP)	77.4	86.2	992	992
GULFPORT/BILOXI MS. (GPT)	75.6	84.7	439	439
GUNNISON CO (GUC)	89.5	100.0	19	18
GUSTAVUS AK.(GST)	69.6	73.9	23	23
HARLINGEN TX(HRL)	82.8	84.2	466	468
HARRISBURG PA (MDT)	84.3	91.5	721	720
HARTFORD CT./SPGFLD MA. (BDL)	82.4	90.5	2,770	2,767

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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.
HELENA MT. (HLN)	86.7	93.3	90	90
HONOLULU OAHU HI(HNL)	85.1	95.0	1,008	1,004
HOUSTON TX (HOU)	78.0	73.2	4,752	4,754
HOUSTON TX (IAH)	81.6	87.8	15,551	15,558
HUNTSVILLE/DECATUR AL. (HSV)	76.1	87.7	514	512
INDIANAPOLIS IN. (IND)	82.7	89.6	3,538	3,540
INDIO/PALM SPRINGS CA (PSP)	88.8	91.0	731	732
ISLIP/LONG IS. N.Y. (ISP)	83.7	83.1	909	910
JACKSON WY. (JAC)	91.6	93.5	525	525
JACKSON/VICKSBURG MS. (JAN)	75.6	84.3	825	824
JACKSONVILLE FL. (JAX)	78.7	86.3	2,087	2,088
JUNEAU AK. (JNU)	82.0	82.3	505	504
KAHULUI(OGG)	86.2	94.1	426	423
KALAMAZOO MI. (AZO)	80.7	88.1	296	294
KALISPELL MT (FCA)	83.9	92.6	149	149
KANSAS CITY MO (MCI)	85.1	89.5	4,961	4,960
KETCHIKAN AK (KTN)	84.0	86.3	256	255
KEY WEST FL (EYW)	68.3	61.7	60	60
KILLEEN TX. (ILE)	84.8	90.4	322	322
KING SALMON AK.(AKN)	85.7	91.8	49	49
KNOXVILLE TN. (TYS)	75.2	87.8	908	908
KODIAK AK (ADQ)	80.0	73.3	60	60
KONA HAWAII. HI. (KOA)	87.8	92.5	147	147
KOTZEBUE AK. (OTZ)	66.7	62.2	90	90
LA CROSSE WI. (LSE)	85.2	89.8	128	128
LAFAYETTE LA. (LFT)	80.6	86.3	341	342
LANSING MI. (LAN)	87.5	93.7	367	367
LAREDO TX. (LRD)	73.5	87.2	196	196
LAS VEGAS NV. (LAS)	83.5	85.2	11,759	11,762
LAWTON OK. (LAW)	85.8	92.1	176	177
LEXINGTON/FRKFT KY. (LEX)	74.9	83.7	574	572
LIHUE KAUAI HI. (LIH)	92.8	96.4	138	138
LINCOLN NE (LNK)	76.1	88.9	180	180
LITTLE ROCK AR. (LIT)	77.7	85.4	1,326	1,326
LONG BEACH CA. (LGB)	82.2	86.2	903	904
LONGVIEW TX. (GGG)	93.9	97.4	115	116
LOS ANGELES CA. (LAX)	85.5	89.2	18,462	18,465
LOUISVILLE KY (SDF)	81.4	87.8	1,781	1,781
LUBBOCK TX. (LBB)	76.1	85.7	784	783
MADISON WI. (MSN)	83.6	91.5	623	622
MANCHESTER N.H. (MHT)	85.2	90.2	1,586	1,587
MARQUETTE MI (MQT)	80.8	96.2	26	26
MEDFORD OR (MFR)	88.8	84.1	322	320

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MELBOURNE FL (MLB)	71.3	82.7	150	150
MEMPHIS TN (MEM)	84.7	87.1	3,889	3,890
MIAMI FL (MIA)	76.4	79.6	4,900	4,900
MIDLAND/ODESSA TX (MAF)	80.3	87.3	654	652
MILWAUKEE WI (MKE)	82.6	91.1	1,593	1,591
MINNEAPLS/ST.P MN(MSP)	85.3	86.4	12,194	12,210
MINOT N.D (MOT)	83.3	95.6	90	90
MISSION/MCALLEN TX. (MFE)	84.1	89.7	252	252
MISSOULA MT (MSO)	89.0	95.1	245	245
MOBILE AL./PASCAGOULA MS. (MOB)	77.2	85.3	434	434
MOLINE IL. (MLI)	74.5	88.8	188	188
MONROE LA. (MLU)	76.6	89.2	286	288
MONTEREY CA. (MRY)	92.2	89.0	589	590
MONTROSE CO (MTJ)	88.7	89.3	159	159
MYRTLE BEACH S.C (MYR)	72.7	86.6	535	537
NASHVILLE TN. (BNA)	84.3	87.4	4,568	4,571
NEW ORLEANS LA (MSY)	76.5	83.2	4,249	4,252
NEW YORK N.Y (JFK)	81.3	82.3	5,778	5,782
NEW YORK N.Y. (LGA)	80.4	88.1	8,908	8,904
NEWARK N.J. (EWR)	75.5	85.5	12,506	12,492
NEWBURGH N.Y. (SWF)	79.2	89.3	120	121
NOME AK. (OME)	67.8	67.8	90	90
NORFOLK/VA. BEACH VA (ORF)	79.9	88.1	1,864	1,868
OKLAHOMA CITY OK (OKC)	79.6	87.2	2,067	2,067
OMAHA NE (OMA)	81.8	90.0	1,689	1,687
ONTARIO CA (ONT)	86.7	88.0	2,975	2,973
ORANGE COUNTY CA. (SNA)	85.5	87.3	3,886	3,878
ORLANDO FL (MCO)	81.5	87.3	7,617	7,624
PASCO WA. (PSC)	94.3	97.4	230	229
PENSACOLA FL (PNS)	71.6	82.5	550	550
PEORIA IL. (PIA)	82.2	86.3	314	315
PETERSBURG AK (PSG)	71.7	63.3	60	60
PHILADELPHIA PA (PHL)	76.3	77.5	9,069	9,072
PHOENIX AZ (PHX)	86.8	85.9	14,008	14,009
PITTSBURGH PA (PIT)	85.0	88.1	5,470	5,472
PORTLAND ME (PWM)	76.2	88.2	873	871
PORTLAND OR (PDX)	85.1	90.2	4,746	4,743
PROVIDENCE R.I. (PVD)	82.6	89.1	2,349	2,349
RALEIGH/DURHAM N.C. (RDU)	81.2	85.3	4,214	4,210
RAPID CITY S.D (RAP)	84.5	90.1	393	393
RENO NV. (RNO)	85.3	88.7	2,279	2,275
RICHMOND VA (RIC)	81.3	89.9	1,336	1,336
ROANOKE VA. (ROA)	77.7	85.3	381	381

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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.
ROCHESTER MN. (RST)	84.9	92.5	146	146
ROCHESTER N.Y (ROC)	79.0	87.1	1,284	1,284
SACRAMENTO CA (SMF)	85.3	86.7	3,890	3,889
SAGINAW MI. (MBS)	84.6	89.9	345	345
SALT LAKE CITY UT (SLC)	89.7	92.2	10,582	10,580
SAN ANGELO TX. (SJT)	87.4	92.3	167	168
SAN ANTONIO TX. (SAT)	80.0	86.8	3,294	3,292
SAN DIEGO CA (SAN)	84.3	88.8	6,851	6,855
SAN FRANCISCO CA (SFO)	80.6	89.0	10,183	10,190
SAN FRANCISCO CA. (OAK)	85.8	86.1	5,574	5,570
SAN JOSE CA. (SJC)	85.9	86.5	5,213	5,218
SAN JUAN P.R (SJU)	78.7	90.0	1,875	1,875
SAN LUIS OBISPO CA. (SBP)	90.3	92.1	445	445
SANTA BARBARA CA. (SBA)	89.9	89.8	870	873
SARASOTA/BRAD. FL (SRQ)	82.6	91.9	311	310
SAVANNAH GA. (SAV)	78.6	85.7	739	741
SCRANTON/WILKES-BARRE PA. (AVP)	76.7	80.0	60	60
SEATTLE WA (SEA)	82.8	85.0	9,246	9,246
SHREVEPORT LA (SHV)	78.4	88.3	699	699
SIOUX FALLS S.D. (FSD)	79.4	86.5	243	244
SITKA AK. (SIT)	83.9	92.3	143	143
SOUTH BEND IN (SBN)	82.5	87.9	280	281
SPOKANE WA (GEG)	88.1	92.2	1,206	1,205
SPRINGFIELD MO (SGF)	81.5	85.1	356	356
ST. CROIX V.I (STX)	76.7	95.0	60	60
ST. LOUIS MO (STL)	83.4	88.9	9,058	9,043
ST. THOMAS V.I. (STT)	78.5	89.9	228	228
SYRACUSE N.Y (SYR)	80.7	89.0	1,024	1,024
TALLAHASSEE FL (TLH)	73.6	79.7	326	325
TAMPA FL (TPA)	78.8	84.3	5,401	5,399
TEXARKANA AR(TXK)	87.8	94.4	90	90
TOLEDO OH. (TOL)	81.2	86.8	356	356
TRAVERSE CITY MI. (TVC)	84.6	91.0	247	245
TUCSON AZ. (TUS)	86.9	92.3	1,484	1,486
TULSA OK. (TUL)	79.6	85.9	1,890	1,889
TYLER TX. (TYR)	87.3	94.9	236	236
VALPARAISO FL. (VPS)	64.1	82.1	379	375
WACO TX. (ACT)	87.2	87.8	172	172
WASHINGTON D.C (IAD)	83.5	84.4	8,419	8,418
WASHINGTON DC(DCA)	81.7	88.9	6,513	6,512
WEST PALM BEACH FL. (PBI)	81.4	90.8	1,822	1,824
WHITE PLAINS N.Y (HPN)	74.0	84.7	665	661
WICHITA FALLS TX. (SPS)	86.6	93.0	172	172

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WICHITA KS. (ICT)	76.6	84.7	786	786
WILMINGTON N.C (ILM)	78.7	84.8	282	283
WRANGELL AK. (WRG)	70.0	75.0	60	60
YAKUTAT AK. (YAK)	81.7	88.3	60	60

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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	9463	190	2	83	24117	438	1.8
ATLANTIC SOUTHEAST	11	11900	192	1.6	99	22352	398	1.8
AMERICAN EAGLE	17	20130	314	1.6	94	34949	567	1.6
ALASKA	14	8036	90	1.1	46	14537	215	1.5
NORTHWEST	31	28542	269	0.9	109	41529	368	0.9
US AIRWAYS	25	27378	195	0.7	61	34368	252	0.7
AMERICAN	30	48769	355	0.7	87	62278	454	0.7
SOUTHWEST	15	34467	138	0.4	59	79325	558	0.7
SKYWEST	12	17207	103	0.6	96	31990	208	0.7
EXPRESSJET	21	13004	84	0.6	106	28232	171	0.6
ATA	19	4676	32	0.7	28	5789	35	0.6
AIRTRAN	15	9179	40	0.4	39	12142	54	0.4
DELTA	31	41427	174	0.4	103	53579	210	0.4
UNITED	30	35884	134	0.4	78	44793	161	0.4
AMERICA WEST	27	12829	27	0.2	53	15760	37	0.2
CONTINENTAL	29	19911	26	0.1	83	25484	34	0.1
JETBLUE	10	3178	0	0.0	22	5272	0	0.0
<b>Total</b>		<b>345980</b>	<b>2363</b>	<b>0.7</b>	<b>Total</b>	<b>536496</b>	<b>4160</b>	<b>0.8</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.

**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**

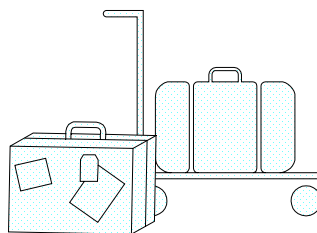
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest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



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

RANK	AIRLINE	JUNE 2003			JUNE 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	3,548	1,307,524	2.71	3,406	1,153,235	2.95
2	AIRTRAN AIRWAYS	3,045	1,062,706	2.87	*	*	*
3	NORTHWEST AIRLINES	12,383	4,003,745	3.09	22,308	4,152,646	5.37
4	AMERICA WEST AIRLINES	5,551	1,778,903	3.12	6,637	1,795,685	3.70
5	DELTA AIR LINES	23,153	7,074,937	3.27	25,865	7,611,623	3.40
6	CONTINENTAL AIRLINES	10,254	2,985,376	3.43	9,769	3,002,349	3.25
7	SOUTHWEST AIRLINES	25,606	7,001,082	3.66	25,218	6,829,919	3.69
8	UNITED AIRLINES	19,931	5,339,720	3.73	25,111	5,748,953	4.37
9	JETBLUE AIRWAYS	2,925	753,871	3.88	*	*	*
10	ATA AIRLINES	3,502	877,984	3.99	*	*	*
11	AMERICAN AIRLINES	32,336	6,869,615	4.71	32,471	7,386,181	4.40
12	EXPRESSJET AIRLINES	4,895	1,034,168	4.73	*	*	*
13	US AIRWAYS	17,595	3,316,189	5.31	10,501	3,976,463	2.64
14	SKYWEST AIRLINES	6,829	961,806	7.10	*	*	*
15	ATLANTIC COAST AIRLINES	6,082	762,020	7.98	*	*	*
16	AMERICAN EAGLE AIRLINES	8,917	1,102,567	8.09	10,911	1,056,713	10.33
17	ATLANTIC SOUTHEAST AIRLINES	12,083	819,422	14.75	*	*	*
<b>TOTALS</b>		<b>198,635</b>	<b>47,051,635</b>	<b>4.22</b>	<b>172,197</b>	<b>42,713,767</b>	<b>4.03</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 (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 TO JUNE**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - JUNE 2003			JANUARY - JUNE 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	14,109	6,166,150	2.29	14,892	5,847,637	2.55
2	AIRTRAN AIRWAYS	16,636	5,703,866	2.92	*	*	*
3	CONTINENTAL AIRLINES	48,612	16,138,154	3.01	53,401	17,278,877	3.09
4	AMERICA WEST AIRLINES	33,178	9,777,698	3.39	31,717	9,458,465	3.35
5	NORTHWEST AIRLINES	76,267	21,787,538	3.50	110,720	21,892,280	5.06
6	SOUTHWEST AIRLINES	133,016	37,752,289	3.52	134,701	37,087,417	3.63
7	JETBLUE AIRWAYS	15,345	4,309,015	3.56	*	*	*
8	US AIRWAYS	71,211	18,825,455	3.78	72,790	23,253,801	3.13
9	DELTA AIR LINES	150,707	39,714,563	3.79	158,679	42,119,875	3.77
10	UNITED AIRLINES	117,825	29,280,857	4.02	110,022	30,069,392	3.66
11	EXPRESSJET AIRLINES	21,624	5,088,839	4.25	*	*	*
12	AMERICAN AIRLINES	165,696	37,563,573	4.41	184,755	40,118,208	4.61
13	ATA AIRLINES	20,713	4,525,382	4.58	*	*	*
14	SKYWEST AIRLINES	37,844	5,006,308	7.56	*	*	*
15	ATLANTIC COAST AIRLINES	37,107	4,129,529	8.99	*	*	*
16	AMERICAN EAGLE AIRLINES	60,182	5,860,620	10.27	59,197	5,681,389	10.42
17	ATLANTIC SOUTHEAST AIRLINES	75,328	4,523,674	16.65	*	*	*
<b>TOTALS</b>		<b>1,095,400</b>	<b>256,153,510</b>	<b>4.28</b>	<b>930,874</b>	<b>232,807,341</b>	<b>4.00</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 (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.

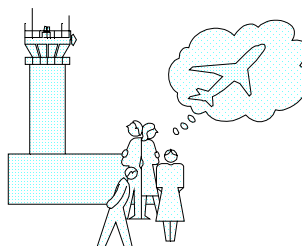
## OVERSALES

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 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.



**APRIL-JUNE**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	APRIL-JUNE 2003				APRIL-JUNE 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	<b>JETBLUE AIRWAYS</b>	6	0	2,209,920	<b>0.00</b>	*	*	*	*
2	<b>AMERICA WEST AIRLINES</b>	13,316	213	5,261,924	<b>0.40</b>	12,646	125	5,109,918	<b>0.24</b>
3	<b>ALASKA AIRLINES</b>	3,041	178	3,792,324	<b>0.47</b>	5,752	321	3,611,865	<b>0.89</b>
4	<b>US AIRWAYS</b>	28,700	535	10,370,450	<b>0.52</b>	23,542	370	12,107,148	<b>0.31</b>
5	<b>AMERICAN AIRLINES</b>	28,638	1,481	20,851,388	<b>0.71</b>	33,666	431	22,567,734	<b>0.19</b>
6	<b>UNITED AIRLINES</b>	35,494	1,196	15,191,248	<b>0.79</b>	28,054	1,276	16,003,234	<b>0.80</b>
7	<b>AMERICAN EAGLE AIRLINES</b>	165	18	223,827	<b>0.80</b>	390	5	247,927	<b>0.20</b>
8	<b>NORTHWEST AIRLINES</b>	24,176	1,014	11,738,207	<b>0.86</b>	21,897	622	12,322,251	<b>0.50</b>
9	<b>ATA AIRLINES</b>	1,080	235	2,457,554	<b>0.96</b>	*	*	*	*
10	<b>SOUTHWEST AIRLINES</b>	25,092	2,424	19,446,533	<b>1.25</b>	27,415	2,388	19,283,599	<b>1.24</b>
11	<b>CONTINENTAL AIRLINES</b>	14,483	1,190	8,810,539	<b>1.35</b>	10,880	510	9,237,902	<b>0.55</b>
12	<b>DELTA AIR LINES</b>	29,997	3,262	19,363,066	<b>1.68</b>	32,435	1,854	21,264,376	<b>0.87</b>
13	<b>AIRTRAN AIRWAYS</b>	7,254	639	2,949,509	<b>2.17</b>	*	*	*	*
14	<b>ATLANTIC SOUTHEAST AIRLINES</b>	2,211	921	781,431	<b>11.79</b>	*	*	*	*
	<b>TOTALS</b>	213,653	13,306	123,447,920	<b>1.08</b>	196,677	7,902	121,755,954	<b>0.65</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 (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.

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

RANK	AIRLINE	JANUARY-JUNE 2003				JANUARY-JUNE 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	<b>JETBLUE AIRWAYS</b>	10	0	4,220,537	<b>0.00</b>	*	*	*	*
2	<b>AMERICA WEST AIRLINES</b>	28,473	453	9,974,800	<b>0.45</b>	26,812	267	9,469,795	<b>0.28</b>
3	<b>US AIRWAYS</b>	45,891	929	19,019,023	<b>0.49</b>	59,401	793	23,249,012	<b>0.34</b>
4	<b>AMERICAN EAGLE AIRLINES</b>	356	22	404,257	<b>0.54</b>	741	10	529,356	<b>0.19</b>
5	<b>ALASKA AIRLINES</b>	8,072	384	7,044,855	<b>0.55</b>	14,312	1,025	6,799,179	<b>1.51</b>
6	<b>UNITED AIRLINES</b>	58,568	1,959	29,515,407	<b>0.66</b>	48,034	2,186	29,966,003	<b>0.73</b>
7	<b>AMERICAN AIRLINES</b>	52,368	2,667	40,107,873	<b>0.66</b>	76,084	992	42,888,241	<b>0.23</b>
8	<b>NORTHWEST AIRLINES</b>	44,055	1,779	22,710,860	<b>0.78</b>	40,681	1,398	22,961,630	<b>0.61</b>
9	<b>ATA AIRLINES</b>	1,790	397	4,579,883	<b>0.87</b>	*	*	*	*
10	<b>CONTINENTAL AIRLINES</b>	25,845	1,851	16,744,667	<b>1.11</b>	26,051	2,099	17,827,981	<b>1.18</b>
11	<b>SOUTHWEST AIRLINES</b>	48,883	4,640	36,616,105	<b>1.27</b>	44,227	4,287	35,916,980	<b>1.19</b>
12	<b>DELTA AIR LINES</b>	59,364	5,484	38,516,991	<b>1.42</b>	84,474	3,584	40,794,724	<b>0.88</b>
13	<b>AIRTRAN AIRWAYS</b>	11,593	1,496	5,499,693	<b>2.72</b>	*	*	*	*
14	<b>ATLANTIC SOUTHEAST AIRLINES</b>	3,709	1,419	1,444,483	<b>9.82</b>	*	*	*	*
	<b>TOTALS</b>	<b>388,977</b>	<b>23,480</b>	<b>236,399,434</b>	<b>0.99</b>	<b>420,817</b>	<b>16,641</b>	<b>230,402,901</b>	<b>0.72</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 (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

	JUNE 2003				JUNE 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	378	65	2	67	716	63	6	55
FOREIGN AIRLINES	77	1	0	7	138	1	0	6
TRAVEL AGENTS	34	0	0	0	18	1	0	0
TOUR OPERATORS	5	0	0	0	8	0	0	0
MISCELLANEOUS	10	9	0	80	13	8	1	10
<b>INDUSTRY TOTALS</b>	<b>504</b>	<b>75</b>	<b>2</b>	<b>154</b>	<b>893</b>	<b>73</b>	<b>7</b>	<b>71</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JUNE 2003			JUNE 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
BAGGAGE	1	102		3	149	
RES/TKTG/BOARDING	2	89		4	109	
FLIGHT PROBLEMS	3	80		1	204	
CANCELLATIONS			26			59
DELAYS			26			74
MISCONNECTIONS			15			26
REFUNDS	4	73		5	70	
CUSTOMER SERVICE	5	64		2	173	
FARES	6	29		6	53	
DISABILITY	6	29		7	50	
OTHER	8	15		9	27	
FREQUENT FLYER			14			12
OVERSALES	9	14		8	39	
DISCRIMINATION	10	7		10	13	
ADVERTISING	11	2		11	6	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>504</b>			<b>893</b>	

\* 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\*

JUNE 2003

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	3	1	0	0	0	3	2	0	0	0	0	1	10
AMERICA WEST AIRLINES	0	0	2	0	2	5	0	1	0	0	0	1	11
AMERICAN AIRLINES	13	2	16	6	5	12	9	4	0	3	0	0	70
CONTINENTAL AIRLINES	4	2	3	2	5	6	5	2	0	0	0	3	32
DELTA AIRLINES	2	0	10	3	5	6	6	3	0	1	0	7	43
JETBLUE AIRWAYS	0	0	1	0	2	2	0	1	0	0	0	0	6
NORTHWEST AIRLINES	3	1	5	4	6	9	7	5	0	1	0	1	42
SOUTHWEST AIRLINES	2	0	0	0	0	1	4	1	0	0	0	0	8
UNITED AIRLINES	8	0	4	5	5	15	12	2	1	0	0	2	54
US AIRWAYS	8	1	4	2	9	10	7	2	0	0	0	0	43
OTHER U. S. AIRLINES	25	4	10	0	3	8	5	3	0	1	0	0	59
TOTAL JUNE 2003	68	11	55	22	42	77	57	24	1	6	0	15	378
% OF TOTAL COMPLAINTS	18.0	2.9	14.6	5.8	11.1	20.4	15.1	6.3	0.3	1.6	0.0	4.0	
TOTAL JUNE 2002	173	31	86	42	38	122	142	44	3	13	0	22	716
% OF TOTAL COMPLAINTS	24.2	4.3	12.0	5.9	5.3	17.0	19.8	6.1	0.4	1.8	0.0	3.1	

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

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



Table 4

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

JUNE 2003

U. S. AIRLINES*	COMPS RECD IN JUNE	INCI - DENTS IN JUNE	PERCENT	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALASKA AIRLINES	10	5	50.0	3	30.0	1	10.0	1	10.0
AMERICA WEST AIRLINES	11	2	18.2	4	36.4	2	18.2	3	27.3
AMERICAN AIRLINES	70	26	37.1	12	17.1	28	40.0	4	5.7
CONTINENTAL AIRLINES	32	18	56.2	6	18.8	2	6.2	6	18.8
DELTA AIRLINES	43	19	44.2	6	14.0	10	23.3	8	18.6
JETBLUE AIRWAYS	6	2	33.3	2	33.3	1	16.7	1	16.7
NORTHWEST AIRLINES	42	13	31.0	12	28.6	9	21.4	8	19.0
SOUTHWEST AIRLINES	8	5	62.5	1	12.5	2	25.0	0	0.0
UNITED AIRLINES	54	22	40.7	14	25.9	14	25.9	4	7.4
US AIRWAYS	43	15	34.9	16	37.2	8	18.6	4	9.3
OTHER U. S. AIRLINES	59	28	47.5	12	20.3	14	23.7	5	8.5
<b>TOTALS</b>	<b>378</b>	<b>155</b>	<b>41.0</b>	<b>88</b>	<b>23.3</b>	<b>91</b>	<b>24.1</b>	<b>44</b>	<b>11.6</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>716</b>	<b>244</b>	<b>34.1</b>	<b>180</b>	<b>25.1</b>	<b>225</b>	<b>31.4</b>	<b>67</b>	<b>9.4</b>

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

Table 5

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

JUNE 2003

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	0	0	2	0	1	2	0	0	0	0	0	0	5
AIR FRANCE	0	0	1	0	1	4	0	2	0	0	0	0	8
AIR JAMAICA	1	0	2	0	1	1	0	0	0	0	0	0	5
ALITALIA AIRLINES	2	0	1	1	0	2	0	0	0	0	0	0	6
BRITISH AIRWAYS	1	1	1	0	4	2	0	2	0	1	0	0	12
OTHER FOREIGN AIRLINES	5	2	7	2	9	11	4	1	0	0	0	0	41
<b>TOTALS</b>	<b>9</b>	<b>3</b>	<b>14</b>	<b>3</b>	<b>16</b>	<b>22</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>77</b>
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	0	0	2	0	3	0	1	0	0	0	0	0	6
PRICELINE.COM	0	0	4	0	0	0	1	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	10	3	8	0	0	0	1	0	0	0	23
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>16</b>	<b>3</b>	<b>11</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>34</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	2	0	0	1	2	0	0	0	0	0	0	0	5
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	4	0	2	3	1	0	0	0	0	0	10
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</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

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

RANK	AIRLINE	JUNE 2003			JUNE 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>EXPRESSJET AIRLINES</i>	1	1,063,037	0.09	*	*	*
2	<i>SOUTHWEST AIRLINES</i>	8	6,781,967	0.12	31	6,609,184	0.47
3	<i>AIRTRAN AIRWAYS</i>	2	1,033,280	0.19	*	*	*
4	<i>SKYWEST AIRLINES</i>	3	1,055,804	0.28	*	*	*
5	<i>ATA AIRLINES</i>	3	914,695	0.33	*	*	*
6	<i>ATLANTIC SOUTHEAST AIRLINES</i>	3	837,860	0.36	*	*	*
7	<i>AMERICAN EAGLE AIRLINES</i>	4	1,055,780	0.38	8	1,082,262	0.74
8	<i>ATLANTIC COAST AIRLINES</i>	4	783,537	0.51	*	*	*
9	<i>DELTA AIR LINES</i>	43	7,423,544	0.58	107	7,979,595	1.34
10	<i>AMERICA WEST AIRLINES</i>	11	1,789,159	0.61	34	1,777,485	1.91
11	<i>ALASKA AIRLINES</i>	10	1,395,513	0.72	16	1,297,959	1.23
12	<i>JETBLUE AIRWAYS</i>	6	731,331	0.82	*	*	*
13	<i>AMERICAN AIRLINES</i>	70	7,998,746	0.88	114	8,555,060	1.33
14	<i>CONTINENTAL AIRLINES</i>	32	3,528,691	0.91	40	3,566,244	1.12
15	<i>NORTHWEST AIRLINES</i>	42	4,586,605	0.92	76	4,845,500	1.57
16	<i>UNITED AIRLINES</i>	54	5,860,039	0.92	112	6,267,184	1.79
17	<i>US AIRWAYS</i>	43	3,695,501	1.16	44	4,284,468	1.03
<b>TOTAL</b>		<b>339</b>	<b>50,535,089</b>	<b>.67</b>	<b>582</b>	<b>46,264,941</b>	<b>1.26</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 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-JUNE 2003				JANUARY-JUNE 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	2,390	328	15	307	4,586	366	22	219
FOREIGN AIRLINES	505	8	0	24	739	5	0	19
TRAVEL AGENTS	146	5	0	4	179	5	1	4
TOUR OPERATORS	26	1	0	4	48	0	0	1
MISCELLANEOUS	74	64	1	163	71	87	4	44
<b>INDUSTRY TOTALS</b>	<b>3,141</b>	<b>406</b>	<b>16</b>	<b>502</b>	<b>5,623</b>	<b>463</b>	<b>27</b>	<b>287</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY-JUNE 2003			JANUARY-JUNE 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	614		1	1,223	
CANCELLATIONS			194			337
DELAYS			191			421
MISCONNECTIONS			101			179
BAGGAGE	2	567		3	877	
RES/TKTG/BOARDING	3	485		5	555	
REFUNDS	4	390		4	715	
CUSTOMER SERVICE	5	387		2	1,059	
FARES	6	193		6	323	
OVERSALES	7	160		7	270	
DISABILITY	8	148		8	246	
OTHER	9	135		9	175	
FREQUENT FLYER			97			88
DISCRIMINATION	10	42		10	139	
ADVERTISING	11	19		11	41	
ANIMALS	12	1		12	0	
<b>COMPLAINT TOTAL</b>		<b>3,141</b>			<b>5,623</b>	

\* 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-JUNE 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	12	1	1	0	0	4	1	0	0	0	0	0	19
AIRTRAN AIRWAYS	14	8	7	2	2	0	3	3	0	1	0	0	40
ALASKA AIRLINES	12	1	6	0	1	8	6	1	0	0	0	2	37
ALOHA AIRLINES	4	0	1	1	1	1	0	2	0	0	0	1	11
AMERICA WEST AIRLINES	35	13	11	3	6	15	8	6	0	1	0	3	101
AMERICAN AIRLINES	81	12	75	31	47	66	61	16	0	9	0	13	411
AMERICAN EAGLE AIRLINES	20	5	2	0	0	2	6	1	0	0	0	0	36
ATA AIRLINES	11	1	7	1	2	7	3	4	0	0	0	0	36
ATLANTIC COAST AIRLINES	12	2	3	0	0	9	5	1	0	0	0	0	32
ATLANTIC SOUTHEAST AIRLINES	11	3	3	0	0	8	2	0	0	0	0	0	27
COMAIR	10	3	2	0	0	2	4	0	0	1	0	0	22
CONTINENTAL AIRLINES	29	8	40	19	21	30	27	10	0	1	0	11	196
DELTA AIRLINES	59	20	64	29	41	65	28	22	0	6	0	31	365
DELTA CONNECTION	4	0	1	0	0	3	1	2	0	0	0	0	11
FRONTIER AIRLINES	4	1	4	0	2	5	3	0	0	1	1	0	21
HAWAIIAN AIRLINES	4	1	6	3	0	1	5	0	0	0	0	2	22
JETBLUE AIRWAYS	2	0	2	0	2	5	5	1	0	0	0	1	18
MESA AIRLINES	9	0	0	0	0	2	1	0	0	0	0	0	12
MESABA AVIATION	3	3	4	0	0	1	0	0	0	0	0	0	11
MIDWEST AIRLINES	2	2	3	0	0	2	0	0	0	1	0	0	10
NORTHWEST AIRLINES	38	16	42	22	50	40	40	10	1	4	0	15	278
SKYWEST AIRLINES	8	4	3	0	0	0	1	2	0	0	0	0	18
SOUTHEAST AIRLINES	2	0	1	0	1	4	0	3	0	0	0	0	11
SOUTHWEST AIRLINES	9	0	5	1	0	16	12	8	1	3	0	0	55
SPIRIT AIRLINES	4	3	1	1	0	3	3	1	0	0	0	0	16
UNITED AIRLINES	35	6	33	15	25	66	57	10	2	5	0	22	276
UNITED EXPRESS	6	2	0	0	0	2	0	0	0	0	0	0	10
US AIRWAYS	31	4	15	24	20	27	29	16	1	1	0	6	174
OTHER U. S. AIRLINES	43	7	13	1	13	15	9	7	1	2	0	3	114
TOTAL JANUARY 2003	514	126	355	153	234	409	320	126	6	36	1	110	2,390
% OF TOTAL COMPLAINTS	21.5	5.3	14.9	6.4	9.8	17.1	13.4	5.3	0.3	1.5	0.0	4.6	
TOTAL JANUARY 2002	1,088	217	433	265	462	688	916	219	27	127	0	144	4,586
% OF TOTAL COMPLAINTS	23.7	4.7	9.4	5.8	10.1	15.0	20.0	4.8	0.6	2.8	0.0	3.1	

\* 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-JUNE 2003

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROCALIFORNIA	1	0	3	0	3	3	1	1	0	0	0	2	14
AIR CANADA	1	1	3	0	3	5	3	1	1	0	0	0	18
AIR FRANCE	10	1	6	0	8	15	4	6	0	0	0	0	50
AIR INDIA	1	2	3	1	2	2	2	0	0	0	0	0	13
AIR JAMAICA	6	1	4	0	1	11	4	0	0	1	0	2	30
ALITALIA AIRLINES	5	2	4	3	1	13	3	0	0	1	0	0	32
BRITISH AIRWAYS	10	1	4	2	12	17	8	6	1	1	0	1	63
CATHAY PACIFIC AIRWAYS	2	0	4	2	2	1	0	0	0	0	0	2	13
IBERIA AIRLINES	4	1	0	1	3	2	0	0	0	0	0	0	11
KLM	1	2	0	0	0	4	1	0	0	0	0	2	10
LUFTHANSA	4	0	4	1	4	2	5	1	0	1	0	0	22
MEXICANA	0	6	2	2	2	1	1	3	0	0	0	1	18
TACA AIRLINES	0	1	2	1	7	8	2	0	0	1	0	0	22
OTHER FOREIGN AIRLINES	24	16	24	4	28	59	20	4	2	1	0	7	189
<b>TOTALS</b>	<b>69</b>	<b>34</b>	<b>63</b>	<b>17</b>	<b>76</b>	<b>143</b>	<b>54</b>	<b>22</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>17</b>	<b>505</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAP TICKETS	0	0	7	1	6	0	1	0	0	0	0	0	15
EXPEDIA.COM	1	0	9	2	8	0	1	0	0	0	0	0	21
ORBITZ.COM	1	0	6	3	6	0	0	0	1	0	0	0	17
PRICELINE.COM	0	0	6	3	9	0	1	0	0	0	0	0	19
OTHER TRAVEL AGENTS	3	0	19	10	36	0	2	0	4	0	0	0	74
<b>TOTALS</b>	<b>5</b>	<b>0</b>	<b>47</b>	<b>19</b>	<b>65</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>146</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	6	0	3	1	8	1	0	0	3	0	0	4	26
<b>TOTALS</b>	<b>6</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>26</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	20	0	17	3	8	14	8	0	1	0	0	3	74
<b>TOTALS</b>	<b>20</b>	<b>0</b>	<b>17</b>	<b>3</b>	<b>8</b>	<b>14</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>74</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-JUNE  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JANUARY-JUNE 2003			JANUARY-JUNE 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>EXPRESSJET AIRLINES</i>	4	5,199,987	0.08	*	*	*
2	<i>SOUTHWEST AIRLINES</i>	55	36,646,655	0.15	154	35,959,111	0.43
3	<i>SKYWEST AIRLINES</i>	18	5,513,647	0.33	*	*	*
4	<i>JETBLUE AIRWAYS</i>	18	4,209,730	0.43	*	*	*
5	<i>ALASKA AIRLINES</i>	37	7,055,086	0.52	81	6,809,185	1.19
6	<i>ATLANTIC SOUTHEAST AIRLINES</i>	27	4,579,003	0.59	*	*	*
7	<i>AMERICAN EAGLE AIRLINES</i>	36	5,628,552	0.64	42	5,880,911	0.71
8	<i>AIRTRAN AIRWAYS</i>	40	5,525,053	0.72	*	*	*
9	<i>ATA AIRLINES</i>	36	4,885,367	0.74	*	*	*
10	<i>ATLANTIC COAST AIRLINES</i>	32	4,199,833	0.76	*	*	*
11	<i>US AIRWAYS</i>	174	20,289,880	0.86	332	24,812,122	1.34
12	<i>UNITED AIRLINES</i>	276	32,069,608	0.86	675	32,859,420	2.05
13	<i>DELTA AIR LINES</i>	365	41,430,351	0.88	739	44,059,142	1.68
14	<i>AMERICAN AIRLINES</i>	411	43,589,997	0.94	715	46,358,281	1.54
15	<i>AMERICA WEST AIRLINES</i>	101	9,840,152	1.03	191	9,382,788	2.04
16	<i>CONTINENTAL AIRLINES</i>	196	18,990,495	1.03	316	20,223,602	1.56
17	<i>NORTHWEST AIRLINES</i>	278	25,145,929	1.11	451	25,570,523	1.76
	<b>TOTAL</b>	<b>2,104</b>	<b>274,799,325</b>	<b>.77</b>	<b>3,696</b>	<b>251,915,085</b>	<b>1.47</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 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.

