



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: April 2003**

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

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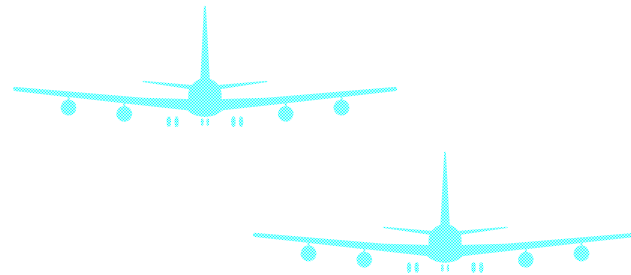
\* Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov/>

\*\*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 reports 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 (formerly American Trans Air), 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's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

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

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

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/>. Computer tapes containing data for all reported flight operations are available for purchase from the Transportation Systems Center in Cambridge, Massachusetts. The Department cannot respond to inquiries about the performance of individual flights.

However, information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights has a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

FEBRUARY 2003

## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
SKYWEST AIRLINES S/	13	85.4	94	85.4
UNITED AIRLINES S/	30	84.0	81	84.3
SOUTHWEST AIRLINES S/	15	79.3	59	80.1
AMERICAN AIRLINES S/	30	78.9	88	79.6
ALASKA AIRLINES S/	13	78.6	42	78.0
NORTHWEST AIRLINES S/	31	78.0	111	78.0
CONTINENTAL AIRLINES S/	29	77.7	76	77.8
DELTA AIR LINES S/	31	77.1	109	77.3
AIRTRAN AIRWAYS S/	14	72.1	37	73.0
EXPRESSJET AIRLINES S/	18	70.1	96	72.7
AMERICA WEST AIRLINES S/	27	71.9	54	72.2
AMERICAN EAGLE AIRLINES S/	16	71.6	95	71.6
JETBLUE AIRWAYS S/ V/	8	70.3	20	71.5
US AIRWAYS S/	26	71.4	64	71.4
ATA AIRLINES S/	18	69.7	26	70.1
ATLANTIC SOUTHEAST AIRLINES S/	14	70.4	106	69.3
ATLANTIC COAST AIRLINES S/	13	57.0	81	56.9
<b>TOTAL</b>		<b>76.7</b>		<b>76.6</b>

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

➤ All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by AirTran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest 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.

## FEBRUARY 2003

## AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME AND CARRIER RANK, BY MONTH, QUARTER, AND DATABASE TO DATE

CARRIER	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		DEC-03		JAN-03		FEB-03		12 MONTHS ENDING 02 2003		DATABASE TO DATE 09 1985- 02 2003	
	01-03 2002		04-06 2002		07-09 2002		10-12 2002											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	82.0	(9)	73.1	(9)	77.7	(--)	77.7	(--)
ALASKA	75.3	(10)	79.1	(8)	79.2	(10)	78.0	(9)	73.8	(9)	81.6	(10)	78.0	(5)	78.5	(9)	75.9	(8)
AMERICA WEST	86.4	(1)	84.2	(2)	81.7	(8)	79.6	(7)	75.7	(8)	77.8	(14)	72.2	(11)	81.0	(6)	78.5	(6)
AMERICAN	83.2	(4)	82.6	(3)	84.3	(3)	85.3	(2)	80.9	(2)	86.3	(3)	79.6	(4)	83.6	(2)	79.2	(3)
AMERICAN EAGLE	79.8	(7)	78.8	(10)	80.4	(9)	77.4	(10)	73.1	(10)	78.6	(13)	71.6	(12)	78.1	(10)	74.8	(10)
ATA	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	75.0	(16)	70.2	(15)	72.7	(--)	72.7	(--)
ATLANTIC COAST	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	70.1	(17)	57.0	(17)	63.9	(--)	63.8	(--)
ATLANTIC SOUTHEAST	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	77.7	(15)	69.3	(16)	73.8	(--)	73.7	(--)
CONTINENTAL	85.1	(2)	85.2	(1)	84.0	(4)	79.4	(8)	76.4	(7)	85.4	(4)	77.8	(7)	82.9	(3)	78.8	(4)
DELTA	77.4	(8)	78.8	(9)	83.0	(5)	80.9	(6)	77.6	(6)	84.9	(6)	77.3	(8)	80.6	(8)	77.6	(7)
EXPRESSJET	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	79.2	(12)	72.7	(10)	76.0	(--)	76.0	(--)
JETBLUE	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	80.4	(11)	71.5	(13)	76.0	(--)	76.0	(--)
NORTHWEST	76.9	(9)	79.6	(7)	82.0	(7)	84.2	(4)	79.9	(3)	84.9	(5)	78.0	(6)	81.0	(7)	79.8	(2)
SKYWEST	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	83.9	(7)	85.4	(1)	84.6	(--)	84.6	(--)
SOUTHWEST	83.8	(3)	82.1	(5)	82.6	(6)	82.1	(5)	78.0	(4)	87.5	(2)	80.1	(3)	82.3	(5)	82.4	(1)
UNITED	82.2	(5)	82.5	(4)	85.0	(2)	86.0	(1)	82.2	(1)	88.0	(1)	84.3	(2)	84.5	(1)	75.8	(9)
US AIRWAYS	81.3	(6)	81.0	(6)	86.6	(1)	85.0	(3)	78.0	(5)	82.1	(8)	71.4	(14)	82.6	(4)	78.5	(5)
TOTAL	81.3		81.3		83.3		82.6		78.3		83.4		76.6		81.7		78.6	

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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 TO CONSUMERS REGARDING FLIGHT DELAY DATA

- Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
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	692	76.2	1252	78.4	544	73.0	183	81.4	H/		894	76.7	676	85.2	11225	79.5
AS	H/		28	75.0	H/		H/		H/		28	85.7	84	72.6	H/	
B6	H/		H/		H/		H/		H/		H/		28	75.0	H/	
CO	339	68.7	523	74.2	217	77.4	20	85.0	H/		301	79.4	322	75.5	336	75.3
DH	H/		784	62.1	H/		140	57.1	2292	56.6	28	53.6	H/		H/	
DL	14363	75.9	1551	77.7	375	70.4	144	72.9	4111	77.0	992	75.6	526	77.2	2361	79.9
EV	7627	70.0	28	78.6	56	64.3	52	61.5	127	67.7	112	73.2	H/		2691	72.9
FL	4170	73.5	280	66.1	697	67.1	H/		H/		H/		H/		140	63.6
HP	141	71.6	112	78.6	140	62.9	H/		H/		84	67.9	245	71.0	244	75.0
MQ	H/		1813	56.4	308	50.3	89	70.8	239	61.1	744	58.6	H/		5601	76.6
NW	438	70.8	365	73.2	308	67.9	210	72.9	28	64.3	515	70.3	340	71.2	426	73.5
OO	H/		H/		H/		H/		H/		H/		1329	82.5	1771	73.9
RU	102	60.8	16	81.2	116	67.2	339	71.7	262	59.2	242	68.2	H/		98	26.5
TZ	H/		76	53.9	H/		104	77.9	H/		76	67.1	103	78.6	115	55.7
UA	350	79.7	806	82.6	344	80.8	112	83.0	107	81.3	358	83.2	6472	87.6	518	84.7
US	437	58.6	1430	70.2	367	70.3	6269	74.4	H/		1796	75.8	276	68.5	251	63.7
WN	H/		H/		4004	76.6	H/		H/		H/		H/		H/	
TOTAL	28659	73.5	9064	70.5	7476	73.1	7662	74.2	7166	69.1	6170	73.4	10401	84.2	25777	77.2

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																
	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	530	86.6	775	76.4	696	83.6	482	82.4	1117	80.1	760	78.8	2188	80.7	1806	74.1
AS	H/		28	82.1	H/		H/		H/		327	80.7	512	83.2	H/	
B6	H/		H/		425	59.5	H/		1966	74.6	178	69.1	H/		H/	
CO	232	82.3	4151	78.8	397	73.6	6639	79.8	28	75.0	405	73.6	490	74.9	303	74.6
DH	138	44.2	292	49.0	H/		H/		426	58.2	H/		H/		214	50.9
DL	214	84.1	567	77.8	1089	72.7	210	80.0	861	79.4	588	69.6	976	75.4	1816	75.7
EV	H/		H/		29	55.2	113	60.2	169	69.8	H/		H/		H/	
FL	H/		112	72.3	361	74.0	H/		H/		H/		H/		248	70.6
HP	140	72.9	168	70.8	60	75.0	136	67.6	196	78.1	2128	70.7	448	70.5	H/	
MQ	95	53.7	252	52.4	H/		H/		777	57.7	H/		1904	91.8	1100	57.5
NW	8153	81.1	490	73.1	184	68.5	348	79.0	84	75.0	312	72.1	444	66.0	524	65.5
OO	H/		H/		H/		86	69.8	H/		204	84.3	3989	88.8	H/	
RU	168	58.3	3454	70.7	H/		4776	72.2	28	78.6	H/		H/		136	74.3
TZ	H/		80	60.0	108	70.4	H/		H/		124	63.7	223	70.0	196	62.8
UA	288	89.2	601	84.2	86	79.1	304	80.3	375	87.5	838	81.5	2828	83.9	573	77.1
US	189	72.5	265	75.8	508	63.4	239	69.9	H/		196	57.1	264	55.7	1227	73.1
WN	436	80.7	H/		1000	79.6	152	73.0	H/		4628	79.3	3064	82.3	H/	
TOTAL	10583	80.4	11235	74.4	4943	73.5	13485	76.6	6027	73.8	10688	76.1	17330	83.1	8143	70.7



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
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	927	82.5	200	81.0	3031	79.8	604	76.7	7258	78.7	212	85.8	690	73.5	516	74.6
AS	H/		H/		28	85.7	H/		28	89.3	1082	82.3	H/		322	77.6
B6	210	60.0	H/		H/		H/		H/		H/		H/		H/	
CO	441	80.5	68	77.9	299	78.6	198	82.3	392	75.0	84	76.2	151	79.5	294	60.5
DH	H/		28	57.1	H/		H/		3905	58.2	H/		272	54.0	H/	
DL	1341	76.8	105	81.0	279	74.9	290	76.2	400	75.8	308	82.1	415	76.1	332	60.2
EV	1	0.0	H/		1	0.0	H/		H/		H/		H/		H/	
FL	652	71.3	260	73.1	184	72.8	112	83.0	H/		H/		305	63.9	H/	
HP	140	72.9	H/		84	76.2	148	65.5	220	68.2	168	66.7	141	66.0	5472	73.0
MQ	H/		H/		H/		H/		4985	71.1	H/		272	52.2	H/	
NW	401	68.6	300	79.7	216	67.1	8926	81.3	702	76.6	112	83.9	452	69.2	312	66.0
OO	H/		H/		H/		28	78.6	H/		581	89.2	H/		388	81.2
RU	H/		115	73.9	H/		92	69.6	150	70.7	H/		66	68.2	H/	
TZ	192	70.8	1929	71.9	84	71.4	143	69.9	H/		H/		72	66.7	120	54.2
UA	481	85.0	H/		372	87.4	538	84.6	9429	81.7	644	88.7	540	78.5	546	76.9
US	618	61.7	H/		348	56.6	215	69.8	482	65.1	H/		4938	69.5	212	44.8
WN	1813	80.8	3436	81.2	H/		H/		H/		936	83.8	H/		4776	76.8
TOTAL	7217	76.3	6441	77.8	4926	77.4	11294	80.4	27951	75.0	4127	84.0	8314	69.5	13290	73.6

FEBRUARY 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	76	77.6	528	76.1	472	83.1	902	79.9	248	85.5	5847	76.9	572	85.1
AS	H/		293	79.9	3211	76.1	376	80.6	H/		H/		H/	
B6	H/		H/		28	85.7	H/		56	71.4	H/		127	54.3
CO	79	83.5	205	59.0	243	76.5	291	71.8	58	82.8	H/		338	81.4
DH	140	50.0	H/		H/		H/		H/		84	42.9	H/	
DL	181	81.8	419	69.0	448	82.1	521	80.0	3370	86.2	135	75.6	984	75.8
EV	56	60.7	H/		H/		H/		H/		H/		1	0.0
FL	140	77.9	H/		H/		H/		H/		H/		420	74.0
HP	56	80.4	252	67.1	252	61.1	304	77.3	136	75.7	56	67.9	84	82.1
MQ	201	74.6	724	95.3	H/		132	90.9	H/		H/		H/	
NW	120	83.3	184	72.8	332	79.2	264	75.8	88	73.9	285	67.4	344	70.6
OO	H/		708	93.4	383	87.7	2338	84.0	6995	86.8	30	63.3	H/	
RU	155	76.1	H/		H/		H/		H/		288	55.2	H/	
TZ	H/		H/		56	69.6	172	77.3	H/		H/		H/	
UA	164	84.8	610	81.1	898	86.0	3754	86.0	334	85.0	196	77.6	258	86.0
US	3815	79.2	136	59.6	136	69.1	236	59.7	H/		23	69.6	546	63.9
WN	H/		2144	80.6	1032	85.2	H/		1028	77.9	1904	74.2	1588	81.2
TOTAL	5183	78.3	6203	80.7	7491	79.5	9290	82.6	12313	85.5	8848	74.9	5262	77.2

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600 - 0659 AM	90.4	78.7	J/	73.7	83.9	80.0	J/	83.4	84.1	81.8	85.7	90.6	84.3	90.0	91.5	J/	96.4	92.7
0700 - 0759 AM	82.0	73.1	74.0	80.9	62.0	73.7	94.0	81.6	74.5	75.9	85.4	91.5	73.9	98.5	93.5	71.7	86.5	78.5
0800 - 0859 AM	80.5	71.8	77.1	81.3	68.7	66.9	84.9	75.7	83.6	74.2	95.0	70.2	86.7	88.4	92.4	69.8	90.6	84.7
0900 - 0959 AM	70.7	68.5	79.1	62.2	79.4	80.8	89.8	77.1	79.6	75.8	82.1	76.7	81.1	88.5	87.1	72.2	80.1	82.7
1000 - 1059 AM	77.7	70.0	74.1	75.0	73.2	73.4	80.2	75.2	78.4	81.3	72.0	79.4	73.6	67.5	84.7	71.6	73.8	84.1
1100 - 1159 AM	82.5	70.4	76.8	78.1	68.1	78.6	92.5	82.1	80.7	79.3	72.3	64.2	39.3	76.0	79.9	73.7	77.9	82.0
1200 - 1259 PM	75.3	76.0	75.0	76.0	55.0	79.3	79.3	76.2	86.0	70.7	71.4	84.2	68.5	75.0	79.7	72.7	78.2	81.5
0100 - 0159 PM	78.7	72.4	76.6	73.4	72.9	77.6	82.9	82.3	82.4	80.9	70.8	78.0	71.1	79.9	84.7	76.5	75.7	81.6
0200 - 0259 PM	77.6	74.4	75.5	81.5	68.0	73.9	84.2	74.9	81.2	75.0	76.9	84.4	68.7	79.8	83.1	72.6	79.6	77.8
0300 - 0359 PM	73.0	73.3	73.0	78.0	68.1	77.1	74.9	82.7	86.5	71.9	73.6	86.8	82.7	75.1	80.3	71.2	79.4	79.9
0400 - 0459 PM	68.1	71.1	74.4	79.0	69.7	71.7	84.9	78.8	82.6	73.9	76.5	75.2	72.3	73.6	83.3	72.6	76.6	79.9
0500 - 0559 PM	68.6	65.3	73.8	76.6	72.6	72.8	86.4	79.3	77.8	75.1	79.8	81.5	74.2	73.1	84.5	71.0	72.5	75.1
0600 - 0659 PM	69.3	64.5	71.7	75.9	71.9	71.5	79.7	76.6	73.6	69.1	66.8	75.1	69.8	75.7	81.3	67.0	72.5	74.2
0700 - 0759 PM	65.4	66.5	68.4	74.4	63.2	70.9	82.6	73.9	82.5	68.8	70.7	68.8	67.2	77.9	81.5	65.5	79.9	62.7
0800 - 0859 PM	68.8	64.0	67.7	65.9	55.6	67.9	82.3	72.1	75.7	71.9	74.7	69.1	70.8	70.6	76.1	62.7	76.0	66.2
0900 - 0959 PM	65.4	69.9	73.6	78.0	71.1	71.7	84.7	69.7	77.1	74.6	72.2	75.9	74.1	76.8	82.5	70.4	70.7	74.9
1000 - 1059 PM	68.7	73.5	66.3	69.7	77.4	68.2	82.0	70.7	80.7	72.9	72.6	71.4	69.6	68.4	72.9	70.4	73.3	81.2
1100 - 0559 AM	81.1	74.4	72.0	72.2	80.4	69.9	73.2	83.3	80.4	78.8	69.2	69.2	80.2	70.7	85.0	74.1	74.9	81.6
TOTAL, ALL ARRIVALS, BY AIRPORT	73.5	70.5	73.1	74.2	69.2	73.4	84.2	77.2	80.4	74.4	73.6	76.6	73.8	76.1	83.1	70.8	76.3	77.8

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## AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
0600 - 0659 AM	80.7	90.8	80.5	J/	79.1	J/	90.2	J/	90.8	92.7	J/	89.0	93.8	85.8
0700 - 0759 AM	J/	84.8	79.2	92.9	75.1	83.3	71.4	95.2	91.3	94.8	89.6	91.7	88.1	82.8
0800 - 0859 AM	96.4	82.3	80.1	94.3	67.7	91.8	75.5	95.6	80.8	95.4	88.8	75.4	92.1	79.0
0900 - 0959 AM	78.6	84.8	76.1	93.2	72.8	86.4	84.6	85.0	84.8	83.3	90.5	81.0	80.9	79.6
1000 - 1059 AM	74.6	82.0	78.6	89.8	70.0	66.9	78.2	82.6	86.1	79.2	85.8	76.9	76.9	77.6
1100 - 1159 AM	78.9	84.4	76.5	89.3	75.0	77.1	79.8	82.1	82.4	81.9	85.9	75.8	77.6	79.1
1200 - 1259 PM	73.8	85.5	80.9	85.8	74.2	81.6	78.6	76.9	77.7	80.6	85.2	79.8	78.4	78.6
0100 - 0159 PM	73.4	83.1	76.3	87.2	65.9	69.5	80.4	84.8	80.3	84.0	83.2	69.8	80.5	78.4
0200 - 0259 PM	77.8	87.0	74.7	87.5	74.7	74.1	84.7	78.9	79.2	84.3	84.4	74.1	76.9	78.2
0300 - 0359 PM	79.4	79.4	74.6	82.7	69.1	72.4	83.3	82.5	84.4	82.4	87.8	75.9	80.7	77.7
0400 - 0459 PM	78.4	72.4	75.6	80.7	71.4	71.4	80.4	80.6	73.1	84.6	78.3	72.9	79.8	75.6
0500 - 0559 PM	76.8	78.9	73.7	81.1	68.1	77.4	71.4	72.9	77.6	84.4	86.9	73.8	75.3	76.4
0600 - 0659 PM	75.2	78.9	64.7	86.3	63.9	68.9	73.2	75.0	77.4	79.1	83.7	71.8	75.4	72.7
0700 - 0759 PM	70.7	75.2	67.5	74.3	57.7	64.7	76.0	80.9	75.8	80.0	88.2	62.6	77.5	72.3
0800 - 0859 PM	77.3	68.8	70.4	81.2	69.3	72.9	75.1	75.3	76.1	76.1	85.3	71.0	71.7	71.6
0900 - 0959 PM	83.9	83.2	73.0	78.3	71.2	67.2	74.5	72.6	79.0	77.5	83.5	69.7	73.1	74.8
1000 - 1059 PM	77.2	76.6	76.5	74.9	70.2	71.0	69.4	79.6	73.1	74.7	77.8	73.1	71.5	72.5
1100 - 0559 AM	74.4	76.5	89.0	80.7	72.7	72.9	84.0	91.2	79.5	86.4	71.9	69.7	75.0	78.2
TOTAL, ALL ARRIVALS, BY AIRPORT	77.4	80.4	75.0	84.1	69.6	73.6	78.3	80.7	79.5	82.6	85.5	74.9	77.2	76.7

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600 - 0659 AM	89.1	81.2	76.5	87.1	84.5	75.4	94.0	83.9	84.7	82.5	92.9	92.3	82.8	96.4	94.8	80.8	94.6	87.9
0700 - 0759 AM	85.6	77.7	79.3	88.7	86.7	80.6	90.5	81.9	87.4	84.4	92.7	95.3	81.4	94.1	94.2	80.2	94.2	88.2
0800 - 0859 AM	85.5	75.2	75.5	84.1	73.9	79.3	93.0	80.9	88.5	79.3	90.9	89.6	81.2	93.4	91.6	80.0	94.2	81.9
0900 - 0959 AM	81.8	72.0	75.2	84.3	76.8	80.9	91.3	79.6	84.1	80.4	93.7	89.0	87.6	86.6	92.1	77.9	93.3	84.0
1000 - 1059 AM	79.8	72.8	74.4	70.0	73.6	79.4	88.9	83.4	79.7	72.5	66.9	88.3	78.5	82.0	88.8	77.8	84.4	82.6
1100 - 1159 AM	82.3	74.1	76.6	74.3	71.2	81.3	85.1	81.3	79.3	81.1	76.6	86.9	75.2	71.1	88.2	75.6	79.6	78.3
1200 - 1259 PM	82.4	74.6	74.3	75.9	77.4	81.6	91.1	82.0	80.5	81.5	77.8	85.9	76.4	75.1	84.3	76.1	80.1	78.7
0100 - 0159 PM	77.7	78.8	71.4	71.4	78.2	82.6	85.4	80.8	81.3	74.8	66.5	91.1	61.8	75.3	85.7	73.7	81.9	77.4
0200 - 0259 PM	80.0	70.6	72.8	76.6	76.5	80.2	82.9	77.7	72.2	80.3	69.8	89.2	65.8	76.4	87.5	77.1	76.1	66.0
0300 - 0359 PM	75.3	70.4	69.8	68.8	74.1	76.8	85.3	79.2	80.3	77.4	74.7	87.1	65.0	74.9	83.1	71.0	80.9	70.1
0400 - 0459 PM	71.6	69.0	67.8	75.1	76.7	74.8	86.3	75.9	84.4	71.3	74.0	85.7	75.7	72.4	85.2	71.5	76.6	72.9
0500 - 0559 PM	72.1	70.0	70.4	73.8	60.4	75.0	88.3	78.1	81.6	76.8	76.6	82.8	70.3	72.1	83.3	73.0	78.3	74.6
0600 - 0659 PM	65.6	62.9	71.2	78.3	71.2	73.5	84.6	76.1	76.5	76.8	78.2	82.8	72.4	74.5	87.9	70.6	77.0	69.3
0700 - 0759 PM	69.5	67.9	61.9	68.7	76.3	69.8	84.6	72.5	79.0	70.5	66.4	86.0	67.0	74.8	78.3	71.4	76.9	62.5
0800 - 0859 PM	70.1	58.9	65.3	74.2	71.7	73.0	83.8	76.9	83.5	76.6	72.3	81.6	74.2	75.5	86.9	63.5	74.7	59.2
0900 - 0959 PM	69.2	68.3	61.7	74.7	70.7	76.6	93.5	78.6	81.7	J/	21.4	87.9	70.8	74.5	81.0	76.9	80.0	65.2
1000 - 1059 PM	67.9	53.6	60.4	68.5	79.2	J/	J/	81.0	79.3	J/	66.7	86.7	70.1	77.2	92.2	J/	J/	68.1
1100 - 0559 AM	69.6	78.6	71.4	100.0	73.4	J/	94.5	96.4	95.8	80.4	100.0	85.7	J/	79.3	91.9	80.0	92.9	77.4
TOTAL, ALL DEPARTURES, BY AIRPORT	76.3	71.9	71.9	76.4	75.0	77.5	87.5	79.2	81.6	78.0	78.7	87.4	73.8	79.1	88.0	75.0	82.7	75.2

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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)

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
0600 - 0659 AM	94.3	90.9	90.8	95.2	79.7	97.1	85.4	95.4	92.2	95.1	97.1	91.6	96.6	88.7
0700 - 0759 AM	92.6	89.6	88.2	97.4	77.5	95.7	85.2	93.6	92.5	93.8	96.8	90.2	93.3	88.2
0800 - 0859 AM	91.4	92.2	86.3	93.9	75.2	90.9	87.8	92.3	87.7	93.6	90.3	89.9	91.7	86.3
0900 - 0959 AM	90.4	84.9	85.1	91.0	64.9	81.5	81.0	91.7	83.6	90.7	87.9	89.1	92.5	83.7
1000 - 1059 AM	84.8	82.0	84.2	89.1	68.2	82.8	80.4	84.8	84.8	91.2	88.6	89.3	87.2	82.6
1100 - 1159 AM	82.8	84.6	78.6	90.5	76.2	75.8	81.2	84.2	87.0	88.4	86.2	85.4	82.3	81.5
1200 - 1259 PM	82.7	88.1	83.8	88.7	75.7	76.0	75.6	84.6	82.5	85.7	90.0	83.0	82.4	81.5
0100 - 0159 PM	82.4	87.4	81.0	83.5	74.6	80.1	84.7	83.7	81.1	85.5	82.1	82.7	84.2	81.1
0200 - 0259 PM	72.7	79.7	76.8	91.3	70.3	72.5	84.3	83.9	78.9	86.2	84.1	80.7	74.9	78.7
0300 - 0359 PM	82.0	87.1	74.4	81.6	70.3	67.7	81.9	85.8	77.9	84.5	87.4	79.4	80.8	78.2
0400 - 0459 PM	79.1	83.0	76.0	86.5	72.2	67.9	83.0	81.3	82.7	89.6	86.8	76.4	76.8	77.1
0500 - 0559 PM	77.6	82.0	76.5	77.8	65.6	70.6	83.4	79.0	74.3	82.2	82.0	76.7	79.8	76.1
0600 - 0659 PM	76.9	81.8	71.1	83.1	68.3	72.8	76.1	79.3	72.9	91.1	84.2	81.2	77.2	76.3
0700 - 0759 PM	82.1	85.3	69.5	82.3	60.8	67.4	71.7	75.0	78.2	86.9	78.5	72.3	77.7	73.3
0800 - 0859 PM	72.6	80.1	70.3	70.2	58.8	67.0	80.2	78.6	77.7	89.5	84.9	68.2	76.4	74.4
0900 - 0959 PM	J/	82.6	73.4	82.4	70.0	66.9	J/	78.4	84.8	81.5	88.9	76.6	75.0	75.5
1000 - 1059 PM	J/	90.9	86.8	96.2	76.6	78.1	78.2	85.5	88.9	91.1	90.9	83.3	62.5	81.3
1100 - 0559 AM	92.9	91.2	100.0	90.5	93.8	88.4	94.2	100.0	85.9	91.7	90.8	J/	85.7	84.3
TOTAL, ALL DEPARTURES, BY AIRPORT	83.6	85.1	78.8	88.3	70.5	76.9	81.8	85.9	83.9	89.5	87.0	82.1	84.0	80.3

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	ORIGIN-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	2369	CLE-DFW	915	24	91.67	45	32
RU	2796	CLE-DFW	1645	22	90.91	30	29
EV	4269	JFK-ATL	1900	28	89.29	53	40
EV	4551	JFK-ATL	700	28	89.29	36	33
DH	7663	ORD-CID	1200	28	85.71	47	31
EV	4551	ATL-DSM	1005	28	85.71	38	37
RU	2709	EWB-MEM	910	19	84.21	44	30
TZ	239	MDW-PHX	2100	24	83.33	46	33
RU	2281	CVG-IAH	1815	24	83.33	42	37
RU	2844	EWB-DSM	910	17	82.35	18	19
DH	7655	ORD-MLI	1655	28	82.14	43	31
DH	7539	RIC-ORD	951	16	81.25	55	41
DH	7719	DAY-ORD	1351	16	81.25	41	25
DH	7656	MLI-ORD	1811	16	81.25	33	25
NW	677	EWB-MSP	1740	16	81.25	29	26
NW	1118	DTW-RSW	701	16	81.25	20	18
RU	2520	EWB-STL	1535	26	80.77	43	33
RU	2723	GSO-IAH	1755	26	80.77	26	23
US	837	CLT-FLL	1215	20	80.00	42	29

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ATLANTIC COAST	842	26	3.1
EXPRESSJET	665	20	3.0
AMERICA WEST	533	8	1.5
US AIRWAYS	1,206	11	0.9
ATLANTIC SOUTHEAST	731	6	0.8
AMERICAN EAGLE	1,246	8	0.6
ATA	183	1	0.5
SKYWEST	1,189	3	0.3
ALASKA	419	1	0.2
NORTHWEST	1,326	3	0.2
DELTA	1,961	1	0.1
SOUTHWEST	2,790	1	0.0
AMERICAN	2,210	0	0.0
UNITED	1,476	0	0.0
CONTINENTAL	651	0	0.0
AIRTRAN	384	0	0.0
JETBLUE	179	0	0.0
TOTAL	17,991	89	0.5



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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	76.0	82.6	183	184
AGUADILLA P.R. (BQN)	66.7	95.8	24	24
AKRON/CANTON OH. (CAK)	66.8	75.2	322	322
ALBANY N.Y. (ALB)	73.4	78.8	1,377	1,376
ALBUQUERQUE N.M (ABQ)	82.1	85.7	2,773	2,774
ALLENTOWN PA(ABE)	69.4	76.6	337	337
AMARILLO TX (AMA)	73.9	82.2	677	679
ANCHORAGE AK (ANC)	74.8	84.1	1,322	1,322
ASHEVILLE N.C. (AVL)	68.4	76.7	244	245
ATLANTA GA (ATL)	73.5	76.3	28,659	28,662
AUSTIN TX (AUS)	78.2	85.9	3,098	3,099
BAKERSFIELD CA. (BFL)	94.2	93.8	240	240
BALTIMORE MD (BWI)	73.1	71.9	7,476	7,475
BANGOR ME (BGR)	54.1	65.6	320	320
BARROW AK (BRW)	78.6	71.4	56	56
BATON ROUGE LA. (BTR)	74.7	82.6	581	580
BEAUMONT/PORT ARTHUR T(BPT)	88.6	91.9	123	123
BETHEL AK. (BET)	74.5	76.6	94	94
BILLINGS MT. (BIL)	78.5	89.7	312	310
BINGHAMTON N.Y. (BGM)	57.1	67.9	112	112
BIRMINGHAM AL (BHM)	79.6	85.3	1,513	1,514
BISMARCK N.D. (BIS)	83.9	93.8	112	112
BLOOMINGTON IL (BMI)	61.9	70.2	168	168
BOISE ID (BOI)	87.3	91.9	1,174	1,217
BOSTON MA (BOS)	70.5	71.9	9,064	9,066
BOZEMAN MT. (BZN)	76.9	84.7	308	308
BRISTOL TN. (TRI)	64.1	76.1	237	238
BROWNSVILLE TX (BRO)	74.4	93.2	133	133
BUFFALO N.Y (BUF)	72.3	77.7	1,630	1,630
BURBANK CA (BUR)	80.5	82.2	1,925	1,926
BURLINGTON VT (BTV)	66.4	71.3	557	558
CEDAR RAPIDS/IOWA CTY IA. (CID)	64.1	79.3	351	352
CHAMPAIGN(CMI)	64.9	80.3	131	132
CHARLESTON S.C (CHS)	70.1	76.5	693	693
CHARLESTON W.V. (CRW)	61.0	67.2	526	525
CHARLOTTE N.C. (CLT)	74.2	76.4	7,662	7,659
CHATTANOOGA TN. (CHA)	68.8	80.5	266	266
CHICAGO IL (ORD)	75.0	78.8	27,951	27,957
CHICAGO IL. (MDW)	77.8	75.2	6,441	6,441
CINCINNATI OH (CVG)	69.2	75.0	7,166	7,168
CLEVELAND OH (CLE)	75.7	83.6	6,866	6,868
COLLEGE STATION TX (CLL)	74.8	86.1	230	231
COLORADO SPRINGS CO. (COS)	77.2	88.8	944	944

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA S.C (CAE)	66.3	70.6	677	677
COLUMBUS OH (CMH)	74.9	79.3	2,745	2,745
CORDOVA AK (CDV)	64.3	71.4	56	56
CORPUS CHRISTI TX. (CRP)	73.0	82.0	577	577
DALLAS/FT. WORTH TX. (DAL)	78.6	77.9	3,550	3,550
DALLAS/FT. WORTH TX. (DFW)	77.2	79.2	25,777	25,758
DAYTON OH (DAY)	70.3	76.4	942	944
DAYTONA BEACH FL (DAB)	73.9	77.9	291	290
DEADHORSE AK. (SCC)	77.8	72.2	36	36
DENVER CO (DEN)	84.2	87.5	10,401	10,373
DES MOINES IA (DSM)	72.5	79.9	815	815
DETROIT MI. (DTW)	80.4	81.6	10,583	10,593
DILLINGHAM AK.(DLG)	100.0	100.0	12	12
DUBUQUE IA. (DBQ)	75.0	83.8	80	80
DULUTH MN (DLH)	74.5	83.3	102	102
DURANGO CO (DRO)	79.9	82.7	154	156
DUTCH HARBOR AK. (DUT)	50.0	43.8	48	48
EAGLE CO. (EGE)	76.1	86.5	251	252
EL PASO TX (ELP)	79.3	86.5	1,625	1,625
EUGENE OR (EUG)	90.0	88.4	270	275
EVANSVILLE IN. (EVV)	67.8	74.1	354	355
FAIRBANKS AK (FAI)	80.7	84.5	368	368
FARGO N.D. (FAR)	68.1	82.2	339	338
FAYETTEVILLE ARKANSAS REG (XNA)	68.1	75.6	771	772
FAYETTEVILLE N.C. (FAY)	67.6	78.7	136	136
FLINT MI. (FNT)	76.0	85.2	250	250
FRESNO CA (FAT)	86.7	89.0	1,079	1,123
FT. LAUDERDALE FL. (FLL)	73.6	78.7	4,943	4,941
FT. MYERS FL. (RSW)	69.8	80.6	1,815	1,809
FT. SMITH AR (FSM)	82.7	85.5	220	220
FT. WAYNE IN (FWA)	64.0	70.7	500	501
GRAND FORKS N.D. (GFK)	72.3	79.5	83	83
GRAND RAPIDS MI. (GRR)	71.1	81.8	1,067	1,065
GREAT FALLS MT. (GTF)	81.3	87.1	224	224
GREEN BAY WI (GRB)	76.9	91.0	355	355
GREENSBORO/HIGH PT. N.C. (GSO)	71.2	74.3	1,030	1,030
GREENVILLE/SPARTBG. S.C. (GSP)	70.7	77.4	938	940
GULFPORT/BILOXI MS. (GPT)	73.8	80.9	458	460
GUNNISON CO (GUC)	75.0	91.7	36	36
HARLINGEN TX(HRL)	75.1	81.8	457	457
HARRISBURG PA (MDT)	71.8	78.6	624	622
HARTFORD CT./SPGFLD MA. (BDL)	76.6	81.5	2,661	2,660
HELENA MT. (HLN)	82.1	88.1	84	84

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HONOLULU OAHU HI (HNL)	71.8	91.2	934	934
HOUSTON TX (HOU)	78.8	75.4	4,392	4,390
HOUSTON TX (IAH)	76.6	87.4	13,485	13,485
HUNTSVILLE/DECATUR AL. (HSV)	72.1	81.8	587	587
INDIANAPOLIS IN. (IND)	76.0	83.2	3,123	3,124
INDIO/PALM SPRINGS CA (PSP)	82.8	84.7	1,377	1,382
ISLIP/LONG IS. N.Y. (ISP)	73.8	73.6	879	879
JACKSON WY. (JAC)	72.4	76.9	352	355
JACKSON/VICKSBURG MS. (JAN)	76.4	84.2	742	741
JACKSONVILLE FL. (JAX)	75.2	83.7	2,021	2,018
JUNEAU AK. (JNU)	70.4	69.3	280	280
KAHULUI (OGG)	76.3	88.9	350	350
KALAMAZOO MI. (AZO)	71.1	77.9	204	204
KALISPELL MT. (FCA)	84.3	95.0	140	140
KANSAS CITY MO (MCI)	81.3	86.9	4,694	4,694
KETCHIKAN AK (KTN)	65.5	70.2	168	168
KEY WEST FL (EYW)	75.6	55.3	86	85
KILLEEN TX. (ILE)	70.0	78.3	400	401
KING SALMON AK. (AKN)	100.0	100.0	12	12
KNOXVILLE TN. (TYS)	68.9	79.6	776	776
KODIAK AK (ADQ)	82.1	83.9	56	56
KONA HAWAII. HI. (KOA)	72.0	90.9	132	132
KOTZEBUE AK. (OTZ)	76.2	71.4	84	84
LA CROSSE WI. (LSE)	75.6	86.3	160	160
LAFAYETTE LA. (LFT)	75.0	80.7	344	347
LANSING MI. (LAN)	71.4	81.2	388	388
LAREDO TX. (LRD)	66.8	80.4	193	194
LAS VEGAS NV. (LAS)	76.1	79.1	10,688	10,685
LAWTON OK. (LAW)	82.9	87.2	164	164
LEXINGTON/FRKFT KY. (LEX)	67.3	77.5	542	543
LIHUE KAUAI HI. (LIH)	79.3	95.7	92	92
LITTLE ROCK AR. (LIT)	76.1	81.6	1,283	1,285
LONG BEACH CA. (LGB)	74.1	83.5	749	746
LONGVIEW TX. (GGG)	75.0	87.0	108	108
LOS ANGELES CA. (LAX)	83.1	88.0	17,330	17,319
LOUISVILLE KY (SDF)	77.7	80.6	1,589	1,591
LUBBOCK TX. (LBB)	79.9	85.5	805	805
MADISON WI. (MSN)	72.7	85.1	557	558
MANCHESTER N.H. (MHT)	76.1	78.9	1,477	1,477
MARQUETTE MI (MQT)	45.8	83.3	24	24
MEDFORD OR (MFR)	87.6	91.9	356	381
MELBOURNE FL (MLB)	78.0	81.6	223	223
MEMPHIS TN (MEM)	78.6	83.6	4,314	4,297

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIAMI FL. (MIA)	77.4	83.6	4,926	4,916
MIDLAND/ODESSA TX (MAF)	76.0	84.4	725	724
MILWAUKEE WI (MKE)	77.0	84.9	1,641	1,642
MINNEAPLS/ST.P MN(MSP)	80.4	85.1	11,294	11,308
MINOT N.D. (MOT)	76.2	89.3	84	84
MISSION/MCALLEN TX. (MFE)	76.3	90.4	249	249
MISSOULA MT (MSO)	82.7	93.1	277	276
MOBILE AL./PASCAGOULA MS. (MOB)	80.1	83.9	356	355
MOLINE IL. (MLI)	50.9	69.2	159	159
MONROE LA. (MLU)	77.2	85.4	268	268
MONTEREY CA. (MRY)	90.5	90.5	624	624
MONTROSE CO (MTJ)	76.9	83.5	212	212
MYRTLE BEACH S.C (MYR)	76.7	81.3	352	352
NASHVILLE TN. (BNA)	77.9	82.7	4,238	4,240
NEW ORLEANS LA (MSY)	77.9	84.5	3,928	3,925
NEW YORK N.Y. (JFK)	73.8	73.8	6,027	6,039
NEW YORK N.Y. (LGA)	70.7	75.0	8,143	8,143
NEWARK N.J. (EWR)	74.4	78.0	11,235	11,235
NEWBURGH N.Y. (SWF)	72.3	77.8	188	189
NOME AK. (OME)	79.8	71.4	84	84
NORFOLK/VA. BEACH VA (ORF)	71.4	80.2	1,698	1,697
OKLAHOMA CITY OK (OKC)	74.1	82.7	1,960	1,962
OMAHA NE (OMA)	81.6	87.3	1,618	1,619
ONTARIO CA (ONT)	80.4	85.7	2,735	2,732
ORANGE COUNTY CA. (SNA)	83.0	87.0	3,459	3,459
ORLANDO FL (MCO)	76.3	82.7	7,217	7,211
PASCO WA. (PSC)	80.3	91.3	254	254
PENSACOLA FL (PNS)	80.1	86.1	503	504
PEORIA IL. (PIA)	71.1	78.9	270	270
PETERSBURG AK (PSG)	53.6	51.8	56	56
PHILADELPHIA PA (PHL)	69.6	70.5	8,314	8,319
PHOENIX AZ (PHX)	73.6	76.9	13,290	13,291
PITTSBURGH PA (PIT)	78.3	81.8	5,183	5,183
PORTLAND ME (PWM)	64.9	71.9	736	736
PORTLAND OR (PDX)	84.0	88.3	4,127	4,095
PROVIDENCE R.I. (PVD)	78.0	79.7	2,142	2,143
RALEIGH/DURHAM N.C. (RDU)	69.5	74.3	4,027	4,029
RAPID CITY S.D (RAP)	81.9	91.3	271	253
RENO NV. (RNO)	82.3	85.1	2,080	2,080
RICHMOND VA (RIC)	75.4	77.6	1,218	1,216
ROANOKE VA. (ROA)	61.2	67.5	420	421
ROCHESTER MN. (RST)	84.1	89.9	157	158
ROCHESTER N.Y (ROC)	74.0	77.0	1,249	1,246

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SACRAMENTO CA (SMF)	82.4	84.8	3,554	3,554
SAGINAW MI. (MBS)	68.4	86.1	304	302
SALT LAKE CITY UT (SLC)	85.5	87.0	12,313	12,299
SAN ANGELO TX. (SJT)	80.8	85.9	156	156
SAN ANTONIO TX. (SAT)	76.2	82.9	2,904	2,905
SAN DIEGO CA (SAN)	80.7	85.9	6,203	6,206
SAN FRANCISCO CA (SFO)	82.6	89.5	9,290	9,299
SAN FRANCISCO CA. (OAK)	82.0	83.2	5,062	5,062
SAN JOSE CA. (SJC)	84.2	87.2	4,660	4,664
SAN JUAN P.R (SJU)	78.6	86.1	1,993	1,993
SAN LUIS OBISPO CA. (SBP)	92.4	90.5	460	461
SANTA BARBARA CA. (SBA)	89.8	91.0	905	871
SARASOTA/BRAD. FL (SRQ)	71.4	81.4	412	409
SAVANNAH GA. (SAV)	70.0	79.7	601	602
SCRANTON/WILKES-BARRE PA. (AVP)	58.3	70.2	84	84
SEATTLE WA (SEA)	79.5	83.9	7,491	7,494
SHREVEPORT LA (SHV)	77.1	84.4	616	616
SIOUX FALLS S.D. (FSD)	77.0	87.8	196	196
SITKA AK. (SIT)	75.0	84.5	84	84
SOUTH BEND IN (SBN)	58.4	70.1	255	254
SPOKANE WA (GEG)	85.5	90.0	1,124	1,123
SPRINGFIELD MO (SGF)	77.8	83.4	370	356
ST. CROIX V.I (STX)	76.8	85.7	56	56
ST. LOUIS MO (STL)	74.9	82.1	8,848	8,853
ST. THOMAS V.I. (STT)	71.4	78.1	297	297
STEAMBOAT SPRINGS CO. (HDN)	74.7	81.3	166	166
SYRACUSE N.Y (SYR)	70.3	77.8	1,078	1,076
TALLAHASSEE FL (TLH)	73.4	81.7	323	322
TAMPA FL (TPA)	77.2	84.0	5,262	5,259
TEXARKANA AR(TXK)	72.4	80.6	196	196
TOLEDO OH. (TOL)	66.2	72.9	396	395
TRAVERSE CITY MI. (TVC)	64.6	68.8	79	80
TUCSON AZ. (TUS)	78.2	87.7	1,581	1,575
TULSA OK. (TUL)	77.0	81.6	1,760	1,760
TYLER TX. (TYR)	81.3	86.4	219	220
VALPARAISO FL. (VPS)	71.8	86.8	387	387
WACO TX. (ACT)	80.7	85.6	187	188
WASHINGTON D.C (IAD)	69.7	67.2	8,234	8,237
WASHINGTON DC(DCA)	73.4	77.5	6,170	6,169
WEST PALM BEACH FL. (PBI)	70.9	79.8	2,295	2,294
WHITE PLAINS N.Y (HPN)	66.6	67.6	697	698
WICHITA FALLS TX. (SPS)	80.6	89.1	155	156
WICHITA KS. (ICT)	74.0	81.2	911	911

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WILMINGTON N.C (ILM)	76.9	82.2	212	213
WRANGELL AK. (WRG)	53.6	58.9	56	56
YAKUTAT AK. (YAK)	60.7	66.1	56	56

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## 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
ATLANTIC COAST	13	8,744	852	9.7	81	23,040	2,447	10.6
AMERICAN EAGLE	16	19,206	1,519	7.9	95	33,072	2,500	7.6
US AIRWAYS	26	25,418	1,594	6.3	64	32,227	1,940	6.0
ATLANTIC SOUTHEAST	13	11,070	533	4.8	103	21,594	1,106	5.1
EXPRESSJET	18	10,602	579	5.5	96	23,120	1,074	4.6
AMERICAN	30	45,895	2,080	4.5	88	59,308	2,529	4.3
AIRTRAN	14	8,081	344	4.3	37	10,704	430	4.0
ALASKA	13	6,349	153	2.4	42	11,397	421	3.7
JETBLUE	8	3,021	113	3.7	20	4,880	174	3.6
ATA	18	3,973	159	4.0	26	4,935	171	3.5
DELTA	31	40,270	1,413	3.5	109	52,679	1,731	3.3
CONTINENTAL	29	17,848	611	3.4	76	23,198	727	3.1
NORTHWEST	31	26,217	881	3.4	111	39,248	1,193	3.0
AMERICA WEST	27	11,755	306	2.6	54	14,819	382	2.6
SOUTHWEST	15	31,941	837	2.6	59	73,706	1,676	2.3
UNITED	30	33,723	730	2.2	81	42,618	934	2.2
SKYWEST	13	18,788	222	1.2	94	32,846	541	1.6
TOTAL		322,901	12,926	4.0		503,391	19,976	4.0

**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

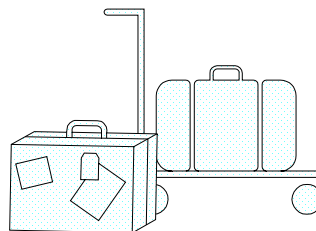
### **Air Carriers Voluntarily Reporting**

#### **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.



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

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

RANK	AIRLINE	FEBRUARY 2003			FEBRUARY 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	1,719	854,464	2.01	1,653	838,498	1.97
2	CONTINENTAL AIRLINES	7,908	2,337,190	3.38	8,289	2,567,931	3.23
3	AIRTRAN AIRWAYS	2,746	780,352	3.52	*	*	*
4	SOUTHWEST AIRLINES	20,571	5,518,621	3.73	18,631	5,285,928	3.52
5	JETBLUE AIRWAYS	2,399	616,804	3.89	*	*	*
6	US AIRWAYS	10,843	2,651,021	4.09	13,204	3,488,740	3.78
7	NORTHWEST AIRLINES	13,554	3,235,707	4.19	14,355	3,122,110	4.60
8	AMERICA WEST AIRLINES	6,119	1,419,631	4.31	4,207	1,311,941	3.21
9	DELTA AIR LINES	27,675	6,067,116	4.56	22,496	6,165,842	3.65
10	UNITED AIRLINES	20,998	4,376,572	4.80	14,093	4,299,982	3.28
11	EXPRESSJET AIRLINES	3,308	686,866	4.82	*	*	*
12	AMERICAN AIRLINES	27,356	5,477,789	4.99	24,550	5,773,153	4.25
13	ATA AIRLINES	3,093	614,291	5.04	*	*	*
14	SKYWEST AIRLINES	6,991	741,441	9.43	*	*	*
15	ATLANTIC COAST AIRLINES	6,537	585,080	11.17	*	*	*
16	AMERICAN EAGLE AIRLINES	11,874	835,731	14.21	8,090	834,375	9.70
17	ATLANTIC SOUTHEAST AIRLINES	11,961	652,209	18.34	*	*	*
TOTALS		185,652	37,450,885	4.96	129,568	33,688,500	3.85

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 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.



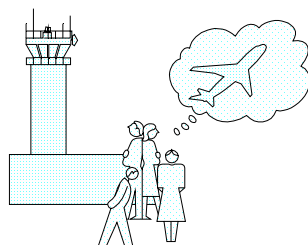
## **OVERSALES**

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 (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 C.F.R. 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are three exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; and 3) aircraft of smaller capacity is substituted. Totals appear at the end of each table.

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



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

RANK	AIRLINE	OCTOBER-DECEMBER 2002				OCTOBER-DECEMBER 2001			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	AMERICA WEST AIRLINES	14,663	80	4,975,675	0.16	11,741	148	4,212,736	0.35
2	AMERICAN EAGLE AIRLINES	217	9	272,877	0.33	228	4	300,951	0.13
3	AMERICAN AIRLINES	30,682	1,184	21,069,812	0.56	24,591	619	15,361,153	0.40
4	CONTINENTAL AIRLINES	10,706	552	8,431,318	0.65	21,404	3,167	8,403,431	3.77
5	US AIRWAYS	25,647	630	9,615,161	0.66	24,113	497	10,798,123	0.46
6	UNITED AIRLINES	39,021	1,334	16,400,686	0.81	30,167	867	14,202,740	0.61
7	NORTHWEST AIRLINES	16,224	911	11,163,224	0.82	17,630	653	10,344,479	0.63
8	ALASKA AIRLINES	4,919	318	3,361,246	0.95	5,749	289	3,014,471	0.96
9	SOUTHWEST AIRLINES	22,530	2,111	17,763,447	1.19	13,920	1,840	17,186,342	1.07
10	DELTA AIR LINES	49,703	3,799	21,267,637	1.79	42,710	2,245	18,635,456	1.20
	<b>TOTALS**</b>	214,312	10,928	114,321,083	0.96	192,253	10,329	102,459,882	1.01

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

\*\* Trans World Airlines (TWA) ceased operating December 2001. Totals for October-December 2001 reflect the deletion of TWA's data for that 3-month period.

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

RANK	AIRLINE	JANUARY-DECEMBER 2002				JANUARY-DECEMBER 2001			
		<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	AMERICAN EAGLE AIRLINES**	1,103	19	1,001,798	0.19	1,597	73	1,684,776	0.43
2	AMERICA WEST AIRLINES	52,593	385	19,711,035	0.20	51,751	752	19,835,068	0.38
3	AMERICAN AIRLINES	135,989	2,650	86,792,674	0.31	128,557	2,556	70,827,736	0.36
4	US AIRWAYS	101,084	1,526	43,978,481	0.35	89,702	1,854	54,056,486	0.34
5	NORTHWEST AIRLINES	76,878	2,809	46,993,514	0.60	75,684	2,210	48,839,895	0.45
6	UNITED AIRLINES	112,673	4,395	65,530,209	0.69	150,358	6,366	68,923,774	0.92
7	CONTINENTAL AIRLINES	46,771	3,051	35,215,605	0.87	75,787	5,766	38,152,917	1.51
8	SOUTHWEST AIRLINES	87,486	7,928	72,462,123	1.09	77,209	11,055	73,625,452	1.50
9	DELTA AIR LINES	163,846	9,222	83,386,595	1.11	178,400	6,789	88,385,675	0.77
10	ALASKA AIRLINES	24,921	1,657	14,132,047	1.17	31,671	1,856	13,638,485	1.36
	TOTALS***	803,344	33,642	467,204,981	0.72	860,716	39,277	477,970,264	0.82

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

\*\* American Eagle Airlines incorrectly reported to DOT its oversales data for the 2nd quarter of 2002. Therefore, the January-December data reflect a correction of that quarter's data.

\*\*\* Trans World Airlines (TWA) ceased operating December 2001. Totals for January-December 2001 reflect the deletion of TWA's data for that 12-month period.

## **CONSUMER COMPLAINTS**

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints, which are handled by the Federal Aviation Administration. An explanation of each section of the report appears below:

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

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

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

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

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

**Airline Rankings** - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, 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

	FEBRUARY 2003				FEBRUARY 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	315	52	2	32	782	48	3	31
FOREIGN AIRLINES	87	1	0	2	131	2	0	1
TRAVEL AGENTS	23	0	0	0	22	2	0	2
TOUR OPERATORS	3	0	0	2	7	0	0	0
MISCELLANEOUS	12	10	0	17	22	13	0	4
INDUSTRY TOTALS	440	63	2	53	964	65	3	38

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	FEBRUARY 2003			FEBRUARY 2002		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	84		1	217	
DELAYS			27			64
CANCELLATIONS			24			57
MISCONNECTIONS			16			39
RES/TKTG/BOARDING	2	82		5	83	
BAGGAGE	3	65		3	145	
CUSTOMER SERVICE	4	58		2	154	
REFUNDS	5	37		4	144	
OVERSALES	6	29		8	42	
OTHER	7	25		9	37	
FREQUENT FLYER			20			15
FARES	8	24		6	56	
DISABILITY	9	22		7	51	
ADVERTISING	10	7		11	5	
DISCRIMINATION	11	6		10	30	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		440			964	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

FEBRUARY 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													
AIRTRAN AIRWAYS	2	0	1	0	0	0	3	0	0	0	0	0	6
ALASKA AIRLINES	3	0	2	0	1	0	1	1	0	0	0	0	8
AMERICA WEST AIRLINES	6	2	3	0	2	1	2	1	0	1	0	0	18
AMERICAN AIRLINES	16	1	7	3	4	5	5	2	0	0	0	3	46
AMERICAN EAGLE AIRLINES	3	1	0	0	0	0	1	0	0	0	0	0	5
ATA AIRLINES	2	0	3	0	0	1	0	0	0	0	0	0	6
ATLANTIC SOUTHEAST AIRLINES	3	0	1	0	0	0	1	0	0	0	0	0	5
CONTINENTAL AIRLINES	3	2	9	2	1	4	3	2	0	0	0	1	27
DELTA AIRLINES	10	3	14	3	8	3	3	3	0	2	0	5	54
FRONTIER AIRLINES	0	0	1	0	0	2	1	0	0	0	1	0	5
NORTHWEST AIRLINES	7	5	6	2	4	7	6	1	1	0	0	3	42
SOUTHWEST AIRLINES	2	0	3	0	0	3	1	1	1	0	0	0	11
UNITED AIRLINES	3	0	3	0	1	9	10	0	1	0	0	4	31
US AIRWAYS	2	0	1	6	2	1	6	4	0	0	0	2	24
OTHER U. S. AIRLINES	8	6	5	0	1	7	0	0	0	0	0	0	27
TOTAL FEBRUARY 2003	70	20	59	16	24	43	43	15	3	3	1	18	315
% OF TOTAL COMPLAINTS	22.2	6.3	18.7	5.1	7.6	13.7	13.7	4.8	1.0	1.0	0.3	5.7	
TOTAL FEBRUARY 2002	196	31	65	45	94	119	132	43	2	28	0	27	782
% OF TOTAL COMPLAINTS	25.1	4.0	8.3	5.8	12	15.2	16.9	5.5	0.3	3.6	0.0	3.5	

\* 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

FEBRUARY 2003

U. S. AIRLINES*	COMPS RECD IN FEB.	INCI - DENTS IN FEB.	PERCENT	INCI - DENTS IN JAN.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	6	5	83.3	1	16.7	0	0.0	0	0.0
ALASKA AIRLINES	8	2	25.0	3	37.5	3	37.5	0	0.0
AMERICA WEST AIRLINES	18	8	44.4	3	16.7	7	38.9	0	0.0
AMERICAN AIRLINES	46	15	32.6	16	34.8	12	26.1	3	6.5
AMERICAN EAGLE AIRLINES	5	1	20.0	2	40.0	2	40.0	0	0.0
ATA AIRLINES	6	1	16.7	3	50.0	2	33.3	0	0.0
ATLANTIC SOUTHEAST AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
CONTINENTAL AIRLINES	27	11	40.7	3	11.1	11	40.7	2	7.4
DELTA AIRLINES	54	15	27.8	10	18.5	24	44.4	5	9.3
FRONTIER AIRLINES	5	1	20.0	3	60.0	1	20.0	0	0.0
NORTHWEST AIRLINES	42	14	33.3	6	14.3	19	45.2	3	7.1
SOUTHWEST AIRLINES	11	3	27.3	1	9.1	6	54.5	1	9.1
UNITED AIRLINES	31	12	38.7	7	22.6	11	35.5	1	3.2
US AIRWAYS	24	8	33.3	1	4.2	15	62.5	0	0.0
OTHER U. S. AIRLINES	27	8	29.6	7	25.9	10	37.0	2	7.4
<b>TOTALS</b>	<b>315</b>	<b>108</b>	<b>34.3</b>	<b>66</b>	<b>21.0</b>	<b>124</b>	<b>39.4</b>	<b>17</b>	<b>5.4</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>782</b>	<b>129</b>	<b>16.5</b>	<b>137</b>	<b>17.5</b>	<b>464</b>	<b>59.3</b>	<b>52</b>	<b>6.6</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\*\*

FEBRUARY 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>													
AIR FRANCE	2	1	0	0	1	2	0	2	0	0	0	0	8
AIR JAMAICA	1	0	0	0	0	2	2	0	0	1	0	0	6
ALITALIA AIRLINES	0	1	1	0	0	1	2	0	0	1	0	0	6
BRITISH AIRWAYS	2	0	0	1	1	4	2	0	0	0	0	1	11
LUFTHANSA	1	0	2	1	0	1	1	1	0	0	0	0	7
OTHER FOREIGN AIRLINES	4	7	8	0	3	11	6	4	1	1	0	4	49
TOTALS	10	9	11	2	5	21	13	7	1	3	0	5	87
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	0	8	4	8	0	0	0	2	0	0	0	23
TOTALS	1	0	8	4	8	0	0	0	2	0	0	0	23
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	0	0	0	1	0	0	1	0	0	0	3
TOTALS	1	0	0	0	0	1	0	0	1	0	0	0	3
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	4	2	0	0	2	0	0	0	0	2	12
TOTALS	2	0	4	2	0	0	2	0	0	0	0	2	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

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

RANK	AIRLINE	FEBRUARY 2003			FEBRUARY 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	0	701,795	0.00	*	*	*
1	JETBLUE AIRWAYS	0	599,379	0.00	*	*	*
3	ATLANTIC COAST AIRLINES	1	599,660	0.17	*	*	*
4	SOUTHWEST AIRLINES	11	5,359,957	0.21	27	5,124,978	0.53
5	SKYWEST AIRLINES	2	824,331	0.24	*	*	*
6	AMERICAN EAGLE AIRLINES	5	804,257	0.62	5	867,342	0.58
7	UNITED AIRLINES	31	4,819,129	0.64	126	4,683,625	2.69
8	AMERICAN AIRLINES	46	6,370,762	0.72	106	6,654,604	1.59
9	ATLANTIC SOUTHEAST AIRLINES	5	660,568	0.76	*	*	*
10	ALASKA AIRLINES	8	1,021,424	0.78	21	997,087	2.11
11	AIRTRAN AIRWAYS	6	757,935	0.79	*	*	*
12	US AIRWAYS	24	2,873,671	0.84	79	3,691,877	2.14
13	DELTA AIR LINES	54	6,295,006	0.86	131	6,409,008	2.04
14	ATA AIRLINES	6	684,832	0.88	*	*	*
15	CONTINENTAL AIRLINES	27	2,740,517	0.99	57	2,978,388	1.91
16	NORTHWEST AIRLINES	42	3,812,018	1.10	71	3,651,525	1.94
17	AMERICA WEST AIRLINES	18	1,435,526	1.25	39	1,303,934	2.99
TOTAL		286	40,360,767	.71	662	36,362,368	1.82

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. This report reflects 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.