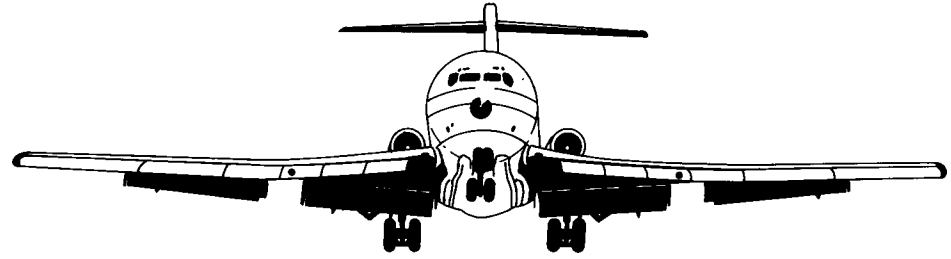




U.S. Department
of Transportation



Air Travel Consumer Report

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



Issued: October 2003

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

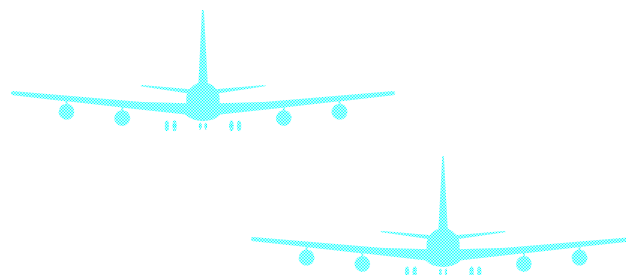
* Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov/>

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

TABLE OF CONTENTS

Section	Page
Introduction	2
Flight Delays	
Explanation	3
Table 1	4
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier	
Table 1A	5
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date	
Table 2	6
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport	
Table 3	10
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day	
Table 4	12
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day	
Table 5	14
List of Regularly Scheduled Flights Arriving Late 80% of the Time or More	
Table 6	15
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More	
Table 7	16
On-Time Arrival and Departure Percentage, by Airport	
Table 8	19
Overall Number and Percentage of Flight Cancellations, by Carrier	
Footnotes	20
Appendix	21

Section	Page
Mishandled Baggage	
Explanation	22
Ranking--Month	23
Oversales	
Explanation	24
Ranking--Quarter	25
Ranking--YTD	26
Consumer Complaints	
Explanation	27
Complaint Tables 1-5	28
Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
Rankings, Table 6 (Month)	33
Complaint Categories	34



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.

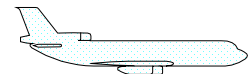
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of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



AUGUST 2003

AIR TRAVEL CONSUMER REPORT

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

	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER A/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
SKYWEST AIRLINES S/	12	89.7	98	89.8
SOUTHWEST AIRLINES S/	15	85.8	59	85.8
UNITED AIRLINES S/	30	82.4	78	81.7
NORTHWEST AIRLINES S/	31	81.4	107	81.2
AMERICA WEST AIRLINES S/	27	81.0	52	80.8
ATA AIRLINES S/	19	80.4	28	80.6
CONTINENTAL AIRLINES S/	29	79.2	82	79.8
JETBLUE AIRWAYS S/V/	10	75.5	22	78.3
DELTA AIR LINES S/	31	77.5	105	77.7
ALASKA AIRLINES S/	14	77.8	46	77.3
EXPRESSJET AIRLINES S/	21	76.7	105	77.1
AMERICAN EAGLE AIRLINES S/	18	78.6	95	77.0
ATLANTIC COAST AIRLINES S/	13	76.5	83	76.4
AMERICAN AIRLINES S/	30	74.3	87	74.5
US AIRWAYS S/	25	72.1	59	71.7
AIRTRAN AIRWAYS S/	15	69.4	39	68.8
ATLANTIC SOUTHEAST AIRLINES S/	16	72.0	102	68.1
TOTAL		78.8		79.0

- 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: A power blackout beginning on August 14, 2003, affected large areas in the Northeastern United States and Canada and adversely affected airline operations.**

AUGUST 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 rd QUARTER		4 th QUARTER		1 st QUARTER		2 nd QUARTER		JUNE-03		JULY-03		AUGUST-03		12 MONTHS ENDING AUG 2003		DATABASE TO DATE 09 1985- AUG 2003	
	07-09 2002		10-12 2002		01-03 2003		04-06 2003											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	--	(--)	--	(--)	77.3	(12)	81.2	(14)	77.7	(15)	72.5	(16)	68.8	(16)	--	(--)	--	(--)
ALASKA	79.2	(10)	78.0	(9)	80.7	(8)	85.4	(7)	81.9	(9)	81.2	(6)	77.3	(10)	81.3	(7)	76.2	(8)
AMERICA WEST	81.7	(8)	79.6	(7)	76.7	(13)	86.5	(4)	85.2	(3)	82.0	(5)	80.8	(5)	81.2	(8)	78.7	(5)
AMERICAN	84.3	(3)	85.3	(2)	84.4	(4)	83.8	(12)	80.5	(14)	76.7	(12)	74.5	(14)	83.5	(4)	79.3	(3)
AMERICAN EAGLE	80.4	(9)	77.4	(10)	77.7	(10)	83.0	(13)	81.2	(12)	77.6	(11)	77.0	(12)	79.5	(10)	75.9	(10)
ATA	--	(--)	--	(--)	73.4	(15)	83.8	(11)	85.1	(4)	76.6	(13)	80.6	(6)	--	(--)	--	(--)
ATLANTIC COAST	--	(--)	--	(--)	66.6	(17)	78.9	(16)	81.5	(10)	75.6	(14)	76.4	(13)	--	(--)	--	(--)
ATLANTIC SOUTHEAST	--	(--)	--	(--)	73.0	(16)	75.0	(17)	72.5	(17)	65.1	(17)	68.1	(17)	--	(--)	--	(--)
CONTINENTAL	84.0	(4)	79.4	(8)	82.1	(5)	85.4	(6)	81.4	(11)	80.4	(8)	79.8	(7)	82.2	(6)	78.9	(4)
DELTA	83.0	(5)	80.9	(6)	82.1	(6)	85.1	(9)	82.0	(8)	79.3	(9)	77.7	(9)	82.2	(5)	77.7	(7)
EXPRESSJET	--	(--)	--	(--)	77.4	(11)	84.5	(10)	80.9	(13)	78.4	(10)	77.1	(11)	--	(--)	--	(--)
JETBLUE	--	(--)	--	(--)	76.3	(14)	87.5	(3)	84.4	(6)	88.5	(2)	78.3	(8)	--	(--)	--	(--)
NORTHWEST	82.0	(7)	84.2	(4)	81.6	(7)	85.2	(8)	83.3	(7)	82.7	(4)	81.2	(4)	83.6	(3)	79.9	(2)
SKYWEST	--	(--)	--	(--)	86.1	(1)	90.6	(1)	90.3	(1)	91.6	(1)	89.8	(1)	--	(--)	--	(--)
SOUTHWEST	82.6	(6)	82.1	(5)	84.7	(3)	88.8	(2)	85.4	(2)	84.0	(3)	85.8	(2)	85.4	(1)	82.6	(1)
UNITED	85.0	(2)	86.0	(1)	85.4	(2)	85.9	(5)	84.4	(5)	80.7	(7)	81.7	(3)	85.4	(2)	76.0	(9)
US AIRWAYS	86.6	(1)	85.0	(3)	78.9	(9)	80.8	(15)	77.7	(16)	73.7	(15)	71.7	(15)	81.1	(9)	78.5	(6)
Total	83.3		82.6		81.0		84.7		82.4		79.7		79.0		83.1		78.8	

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- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by AirTran, ATA (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: A power blackout beginning on August 14, 2003, affected large areas in the Northeastern United States and Canada and adversely affected airline operations.**

AUGUST 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*																
	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	771	66.8	1322	74.8	618	77.2	240	66.7	H/		980	70.8	786	76.2	12846	75.8
AS	H/		62	74.2	H/		H/		H/		31	100.0	186	75.8	H/	
B6	93	57.0	H/		H/		H/		H/		H/		31	71.0	H/	
CO	376	68.6	571	79.7	264	84.5	47	61.7	H/		323	84.5	390	81.8	333	79.0
DH	H/		873	74.0	H/		278	74.1	2540	78.9	31	77.4	H/		H/	
DL	16398	77.4	1488	83.6	419	69.7	209	66.0	4585	79.2	1034	76.5	491	81.9	1784	78.5
EV	7505	68.5	31	80.6	H/		32	78.1	62	38.7	124	41.1	H/		3283	83.6
FL	4869	71.5	396	59.3	834	72.2	H/		H/		H/		97	74.2	184	77.2
HP	155	71.6	155	61.9	155	45.8	H/		H/		93	57.0	305	78.0	300	70.0
MQ	H/		1995	67.1	211	55.5	83	62.7	287	70.0	798	68.0	H/		5853	86.9
NW	389	71.5	483	74.5	392	61.2	211	79.1	31	64.5	622	71.1	401	81.8	454	81.1
OO	H/		H/		H/		H/		H/		H/		2238	90.0	1851	86.7
RU	152	75.7	20	65.0	134	64.9	365	68.5	317	73.2	272	62.5	H/		167	84.4
TZ	H/		94	83.0	H/		110	80.0	H/		81	74.1	112	88.4	140	82.1
UA	396	73.5	884	78.8	511	72.4	215	74.9	121	66.9	404	69.8	7421	89.5	483	81.0
US	201	59.2	1559	73.6	426	63.6	7158	77.7	H/		1950	75.5	334	74.3	278	61.2
WN	H/		H/		4672	82.4	H/		H/		H/		H/		H/	
TOTAL	31305	73.6	9933	74.2	8636	76.4	8948	76.5	7943	78.0	6743	72.5	12792	86.9	27956	80.0

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

AUGUST 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	588	71.6	910	66.7	741	70.4	394	72.6	1229	65.5	759	73.8	2590	76.1	2001	61.7
AS	H/		62	40.3	H/		H/		H/		367	71.7	759	78.8	H/	
B6	H/		H/		403	79.7	H/		2315	73.9	186	91.4	H/		H/	
CO	265	79.6	4791	68.4	366	76.8	7391	85.6	31	87.1	521	80.0	572	85.0	300	70.7
DH	152	67.1	243	65.4	H/		H/		445	63.6	H/		H/		164	70.1
DL	211	73.5	653	63.7	924	65.5	241	77.6	895	65.1	718	83.4	1169	81.7	1996	70.6
EV	63	55.6	H/		H/		32	75.0	156	37.8	H/		H/		H/	
FL	H/		123	42.3	371	72.2	H/		H/		H/		H/		428	51.6
HP	155	54.2	186	59.7	67	83.6	155	61.9	217	57.6	2506	82.5	527	82.9	H/	
MQ	138	61.6	297	57.6	H/		77	67.5	409	58.7	H/		1899	93.2	1415	65.7
NW	9548	80.8	510	63.7	124	75.0	400	83.5	93	75.3	341	84.2	553	87.3	604	63.1
OO	H/		H/		H/		368	89.4	H/		183	85.8	4058	94.3	H/	
RU	157	77.1	4203	65.7	H/		6153	86.3	51	70.6	H/		H/		137	70.1
TZ	H/		85	50.6	116	81.9	H/		H/		170	81.2	299	84.9	302	63.9
UA	339	78.2	642	68.5	62	75.8	337	80.1	386	77.7	992	84.7	3130	88.4	618	67.3
US	88	70.5	317	66.6	570	64.4	278	63.3	H/		328	63.4	349	65.6	1337	71.1
WN	476	77.3	H/		1081	83.3	159	80.5	H/		5186	88.4	3348	89.4	H/	
TOTAL	12180	79.0	13022	66.0	4825	73.7	15985	84.6	6227	68.1	12257	84.0	19253	87.1	9302	66.2

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

AUGUST 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*																
	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	1082	71.8	211	75.4	3314	68.9	689	74.0	7902	74.6	267	74.5	781	71.8	473	80.3
AS	31	74.2	H/		31	64.5	H/		31	90.3	1360	80.4	H/		248	58.9
B6	248	77.8	H/		H/		H/		H/		H/		H/		H/	
CO	490	79.2	77	77.9	301	78.4	265	86.0	441	72.6	119	79.8	173	78.6	339	86.1
DH	H/		57	82.5	H/		H/		4146	78.6	H/		361	70.1	H/	
DL	1324	74.9	123	85.4	340	74.4	327	76.8	499	67.7	371	85.2	444	72.7	274	82.5
EV	1	100.0	H/		1	100.0	H/		144	65.3	H/		31	67.7	H/	
FL	722	66.8	247	71.3	127	70.1	154	68.2	H/		H/		398	70.4	H/	
HP	93	84.9	H/		93	75.3	186	68.8	243	65.8	186	86.0	186	70.4	5891	87.4
MQ	H/		H/		30	66.7	H/		5808	77.2	H/		297	67.7	H/	
NW	434	76.5	359	80.5	170	78.2	10132	87.3	694	71.9	217	84.3	510	69.4	335	84.5
OO	H/		H/		H/		93	64.5	H/		572	93.0	H/		585	87.7
RU	H/		128	82.0	41	85.4	106	82.1	194	68.6	H/		108	63.9	30	100.0
TZ	227	78.0	2215	82.4	61	78.7	140	85.7	H/		H/		93	76.3	132	82.6
UA	546	78.8	H/		341	79.5	611	83.3	10503	78.9	841	86.9	686	71.4	503	81.9
US	815	63.8	H/		308	66.2	184	71.7	516	60.3	H/		5322	68.3	241	71.0
WN	1975	82.9	3860	84.7	H/		H/		H/		1039	90.4	H/		5306	86.2
TOTAL	7988	75.5	7277	82.9	5158	71.0	12887	85.2	31121	76.5	4972	85.5	9390	69.5	14357	85.6

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

AUGUST 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	93	72.0	637	80.2	663	74.8	1068	76.7	272	75.4	6133	81.7	547	72.0
AS	H/		392	73.7	4584	79.5	388	75.0	H/		H/		H/	
B6	H/		62	82.3	31	67.7	H/		62	82.3	H/		155	74.2
CO	85	75.3	268	83.2	393	85.8	395	79.7	122	67.2	H/		372	83.3
DH	217	80.6	H/		H/		H/		H/		60	81.7	H/	
DL	215	69.3	460	82.2	495	82.4	549	77.8	3579	85.0	179	73.2	920	77.5
EV	H/		H/		H/		H/		62	82.3	1	100.0	1	0.0
FL	154	67.5	H/		H/		H/		H/		H/		468	71.8
HP	62	71.0	372	83.1	279	77.8	398	77.4	150	84.0	62	58.1	62	74.2
MQ	191	68.1	856	92.5	H/		144	84.0	H/		H/		H/	
NW	170	71.2	217	82.0	496	82.7	341	81.2	123	82.9	319	82.1	279	80.6
OO	H/		630	94.4	372	87.6	2799	82.3	5164	91.2	H/		H/	
RU	206	77.7	H/		H/		H/		H/		318	70.8	24	75.0
TZ	102	71.6	H/		86	84.9	262	84.0	H/		H/		H/	
UA	185	77.8	691	82.3	1195	87.2	4101	84.6	307	85.3	243	77.8	248	78.6
US	3779	75.3	211	68.7	242	67.4	287	71.1	H/		H/		699	70.0
WN	H/		2403	85.9	1179	92.5	H/		1158	86.0	1911	81.9	1727	85.5
TOTAL	5459	74.6	7199	84.8	10015	82.2	10732	81.6	10999	87.5	9226	80.9	5502	78.5

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

AUGUST 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	EWB	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	85.3	84.7	87.1	J/	91.2	95.2	100.0	93.9	80.6	69.9	J/	94.1	77.4	100.0	96.0	71.4	87.1	96.1
700 - 759 AM	94.0	85.7	91.3	89.8	84.3	86.0	97.3	92.3	88.1	92.7	84.6	96.1	78.4	98.3	96.7	84.2	88.3	94.8
800 - 859 AM	80.7	84.1	90.2	80.5	86.4	82.9	94.9	91.9	85.3	88.6	92.4	90.0	86.1	95.9	94.1	78.7	100.0	95.8
900 - 959 AM	81.3	87.2	94.6	74.9	86.0	88.2	94.9	89.0	86.0	89.6	91.7	91.0	76.1	92.8	91.8	86.4	90.4	93.7
1000 - 1059 AM	88.0	86.6	91.7	86.5	82.9	85.4	92.0	88.0	87.7	88.2	76.9	91.4	81.1	88.6	91.4	85.7	89.1	94.6
1100 - 1159 AM	88.0	84.2	89.9	88.4	87.4	86.7	92.6	85.4	89.8	89.4	87.2	93.7	90.3	88.4	91.8	85.5	88.6	92.0
1200 - 1259 PM	85.0	81.7	93.3	89.5	82.8	81.3	86.5	84.9	89.6	85.9	79.0	93.2	84.5	86.6	91.1	81.9	83.7	89.2
100 - 159 PM	86.9	88.0	93.3	85.9	81.7	83.3	92.7	83.6	86.4	84.4	83.0	89.5	78.0	89.9	88.7	84.9	80.2	91.0
200 - 259 PM	78.6	82.6	85.3	81.5	77.2	84.6	89.3	86.7	83.7	71.7	79.5	91.0	77.4	87.7	88.1	68.1	73.5	84.4
300 - 359 PM	73.3	80.2	80.1	82.2	75.1	73.5	82.2	82.0	82.1	67.2	81.0	87.0	76.9	84.9	88.1	67.1	82.7	85.6
400 - 459 PM	60.6	70.6	68.8	75.8	69.5	68.5	86.8	77.9	73.0	54.5	77.0	78.4	63.4	80.2	87.1	57.9	78.6	77.1
500 - 559 PM	64.3	67.6	66.8	73.4	80.4	57.9	79.7	72.5	72.7	53.5	79.5	82.3	60.0	76.3	87.3	53.5	66.7	82.0
600 - 659 PM	63.1	59.7	64.3	60.9	68.5	59.4	77.2	69.1	68.1	48.5	61.0	84.0	54.6	80.6	81.2	49.9	60.6	71.0
700 - 759 PM	59.0	59.2	61.7	58.0	67.7	59.7	77.6	65.6	68.4	40.3	62.9	67.7	57.7	73.5	83.5	52.4	68.5	68.3
800 - 859 PM	58.5	59.1	59.8	61.8	59.7	59.3	79.0	64.0	68.0	48.8	59.4	71.8	52.9	73.1	75.4	49.6	64.8	64.4
900 - 959 PM	52.4	65.7	68.1	59.8	78.4	64.9	78.3	61.1	72.1	53.1	68.2	69.8	60.0	82.2	83.7	51.9	62.3	73.0
1000 - 1059 PM	66.3	67.9	60.2	66.9	65.2	63.7	74.7	66.3	65.6	54.3	63.0	64.5	57.8	74.9	74.8	48.9	63.3	74.0
1100 - 559 AM	80.4	66.3	69.0	66.3	J/	61.6	79.7	78.8	74.0	68.8	59.2	82.4	72.9	76.3	83.5	57.9	70.3	81.0
TOTAL, ALL ARRIVALS, BY AIRPORT	73.6	74.2	76.4	76.5	78.0	72.5	86.9	80.0	79.0	66.0	73.7	84.6	68.1	84.0	87.1	66.2	75.5	82.9

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

AUGUST 2003

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	79.0	94.3	93.2	96.0	91.0	97.7	73.3	94.6	82.9	J/	J/	87.7	84.6	88.1
700 - 759 AM	J/	90.3	88.3	99.0	87.4	95.9	80.6	92.7	95.0	95.9	95.7	88.2	98.8	91.8
800 - 859 AM	88.7	90.9	88.7	96.6	74.0	93.0	82.9	94.2	95.7	92.1	94.3	92.8	96.5	88.7
900 - 959 AM	79.5	90.7	87.1	96.9	70.7	86.1	88.0	95.7	94.0	73.2	93.0	89.0	90.6	87.3
1000 - 1059 AM	78.0	90.6	86.6	94.4	83.0	91.0	80.4	90.6	91.5	73.4	92.3	89.2	89.1	88.2
1100 - 1159 AM	82.2	87.6	84.3	91.2	86.0	92.0	88.3	92.2	91.5	77.8	90.3	87.3	90.3	88.2
1200 - 1259 PM	80.0	92.9	86.5	88.5	82.3	91.6	84.2	87.5	86.7	82.1	86.9	87.8	87.3	86.9
100 - 159 PM	80.6	91.0	78.9	85.1	80.4	88.5	88.2	90.6	85.0	88.3	89.1	89.7	90.0	86.3
200 - 259 PM	77.8	91.4	77.6	91.4	75.3	86.5	85.4	83.3	83.8	89.4	91.5	83.9	81.9	83.0
300 - 359 PM	71.5	87.0	74.0	81.7	73.7	88.4	80.4	85.8	83.6	86.6	86.3	82.0	84.5	80.0
400 - 459 PM	78.5	83.5	68.8	86.3	66.8	78.4	70.5	85.4	84.4	81.7	84.3	79.0	72.7	73.0
500 - 559 PM	63.2	81.9	67.8	82.0	60.8	80.6	71.7	77.4	79.1	86.4	84.3	71.5	73.0	73.0
600 - 659 PM	62.8	82.7	63.4	87.8	54.6	81.8	66.3	81.1	75.8	82.9	83.6	71.4	69.8	68.5
700 - 759 PM	64.9	73.7	61.9	74.2	56.4	80.0	67.9	79.6	71.8	79.2	83.9	74.1	65.5	67.5
800 - 859 PM	59.0	73.0	64.3	81.4	59.9	76.9	75.2	80.6	71.6	75.8	77.2	74.3	66.0	66.0
900 - 959 PM	65.7	81.0	57.7	76.7	65.0	75.8	57.2	68.5	75.6	75.3	83.1	71.9	68.1	68.6
1000 - 1059 PM	57.9	67.1	71.4	76.9	61.9	65.4	59.7	84.1	73.6	70.7	79.5	63.9	68.9	66.8
1100 - 559 AM	62.5	79.9	83.8	74.0	72.4	84.6	54.0	83.3	79.1	84.5	83.9	62.3	77.7	75.1
TOTAL, ALL ARRIVALS, BY AIRPORT	71.0	85.2	76.5	85.5	69.5	85.6	74.6	84.8	82.2	81.6	87.5	80.9	78.5	78.8

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

AUGUST 2003

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	93.7	93.0	95.9	95.0	92.4	92.5	95.5	93.8	88.7	90.7	96.1	92.1	85.2	95.2	92.2	86.5	95.7	91.6
700 - 759 AM	89.6	88.3	92.0	90.9	93.4	90.3	95.9	91.3	88.4	93.8	97.0	96.5	83.8	94.9	93.8	83.6	94.0	92.3
800 - 859 AM	91.6	87.4	92.4	90.1	89.3	92.6	94.3	90.2	85.7	90.8	94.1	92.1	82.6	94.0	92.4	82.4	93.3	91.2
900 - 959 AM	84.2	87.9	90.9	87.9	91.8	91.3	94.4	88.3	87.5	92.9	92.4	95.9	84.0	89.3	88.9	82.7	93.0	88.0
1000 - 1059 AM	86.3	91.1	91.0	85.7	86.2	92.6	91.0	88.1	87.0	88.6	91.2	96.5	85.0	89.3	88.2	87.3	91.3	90.7
1100 - 1159 AM	89.4	91.3	90.6	92.9	92.4	94.2	90.6	85.5	86.5	90.4	83.8	94.2	84.4	87.5	92.2	86.1	90.0	90.4
1200 - 1259 PM	84.6	84.1	86.4	89.1	91.0	92.1	90.0	83.0	87.3	91.8	88.3	92.9	82.6	83.3	88.9	81.9	89.9	89.3
100 - 159 PM	82.9	83.5	88.5	82.1	85.2	87.2	86.5	81.1	83.6	83.5	85.1	95.2	79.3	83.9	89.5	85.4	82.8	79.9
200 - 259 PM	84.1	80.7	84.9	84.2	78.2	84.4	87.7	77.3	75.0	78.5	75.2	90.8	81.1	81.7	84.2	81.9	71.8	77.2
300 - 359 PM	76.8	74.5	72.8	75.8	81.1	81.0	85.9	81.3	76.9	71.9	82.7	87.7	75.7	83.1	87.6	74.3	73.2	76.5
400 - 459 PM	73.0	74.5	69.9	76.8	78.1	75.3	81.4	73.1	66.4	58.8	76.7	87.3	75.8	74.9	86.9	70.0	74.0	76.4
500 - 559 PM	65.2	68.1	61.5	71.3	72.5	66.9	82.8	73.4	70.6	54.7	76.3	81.1	55.7	77.7	80.7	57.8	67.5	71.0
600 - 659 PM	63.4	59.3	66.2	63.6	71.1	72.2	80.2	66.1	66.9	56.2	76.3	84.8	56.0	76.0	87.9	59.1	62.8	74.8
700 - 759 PM	65.3	64.3	54.3	61.6	78.9	65.5	85.2	64.5	70.0	54.4	62.3	88.4	58.0	80.0	83.8	52.9	67.7	66.3
800 - 859 PM	64.5	61.0	61.1	56.7	72.0	63.9	82.4	60.1	70.8	56.0	68.9	81.4	58.4	73.1	89.0	55.1	74.9	60.0
900 - 959 PM	58.1	60.8	59.6	59.4	76.7	72.2	85.2	63.3	76.3	48.9	74.6	84.7	49.2	78.2	85.6	55.7	72.1	57.3
1000 - 1059 PM	58.1	63.6	56.9	57.7	82.4	J/	J/	55.8	76.7	J/	78.1	96.4	63.2	80.4	93.1	J/	J/	64.8
1100 - 559 AM	69.9	92.0	96.8	J/	68.4	J/	87.1	95.1	90.3	96.2	92.3	100.0	J/	83.1	88.4	J/	100.0	88.5
TOTAL, ALL DEPARTURES, BY AIRPORT	76.7	79.1	78.7	77.7	82.6	82.8	88.0	78.5	79.7	76.8	83.8	90.4	72.3	84.4	89.0	75.7	81.2	80.1

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

AUGUST 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)

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	86.1	94.4	91.6	95.1	92.5	95.0	92.8	96.1	93.0	95.2	93.3	93.5	95.1	92.8
700 - 759 AM	90.5	91.7	89.8	92.9	88.7	93.7	88.4	93.1	91.2	94.5	94.0	96.4	94.0	91.9
800 - 859 AM	86.8	92.1	90.1	92.2	87.8	89.9	92.8	92.6	90.5	93.7	93.8	96.0	91.8	90.9
900 - 959 AM	85.5	90.5	88.6	92.9	70.7	85.5	88.6	93.4	93.5	92.4	90.8	92.4	90.2	89.0
1000 - 1059 AM	73.9	89.0	89.0	93.5	74.1	86.3	93.5	86.6	90.0	87.9	93.9	92.5	89.7	88.9
1100 - 1159 AM	80.7	90.3	85.4	93.6	87.3	85.8	83.4	91.6	85.3	86.6	92.4	88.4	89.3	88.7
1200 - 1259 PM	82.9	89.8	86.6	87.4	86.0	85.9	81.5	90.9	85.1	82.0	93.5	92.1	91.3	87.2
100 - 159 PM	68.2	87.6	85.1	88.1	76.3	85.8	85.3	83.5	83.8	88.3	86.7	87.3	86.7	84.8
200 - 259 PM	78.3	84.8	78.5	79.6	79.0	77.7	84.8	88.8	81.7	86.5	90.6	86.6	81.8	82.2
300 - 359 PM	65.6	81.4	74.8	77.4	64.9	74.2	74.5	84.6	78.3	89.7	92.4	85.8	80.6	79.1
400 - 459 PM	63.3	80.6	70.5	88.1	58.0	81.9	80.7	83.2	81.5	90.7	84.8	85.4	70.5	76.6
500 - 559 PM	63.0	84.1	67.2	83.4	52.6	73.4	62.9	88.4	79.4	87.1	80.6	71.7	66.3	70.2
600 - 659 PM	75.4	79.9	68.1	82.0	65.8	73.1	77.7	84.4	76.5	90.9	85.0	78.5	69.0	72.0
700 - 759 PM	53.7	81.5	65.2	86.0	57.5	77.5	72.6	81.4	77.7	83.5	83.8	74.1	72.7	69.1
800 - 859 PM	58.1	78.9	66.2	76.0	56.2	79.2	66.9	85.0	63.8	87.9	88.1	74.6	77.1	69.9
900 - 959 PM	J/	78.0	68.9	83.1	34.3	83.5	88.0	79.2	77.7	82.9	95.5	82.3	73.2	69.3
1000 - 1059 PM	J/	85.6	76.8	100.0	54.8	94.6	76.5	81.0	78.7	90.1	89.6	76.0	84.3	77.8
1100 - 559 AM	90.3	92.3	J/	91.0	93.5	91.2	J/	100.0	85.2	91.2	92.5	J/	96.9	85.8
TOTAL, ALL DEPARTURES, BY AIRPORT	73.0	85.8	78.8	88.6	70.8	83.7	80.7	88.5	84.3	89.4	90.0	86.2	83.4	81.8

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

AUGUST 2003

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
FL	234	ATL-PHF	1730	31	93.55	52	42
EV	4153	ATL-GNV	1800	25	88.00	33	27
EV	4142	ATL-VPS	1740	30	86.67	41	35
DL	1285	JFK-DCA	1735	31	83.87	67	39
DL	2527	JFK-ATL	1845	31	83.87	61	48
EV	4727	ATL-CAE	1805	31	83.87	50	37
EV	4691	ATL-MYR	1745	31	83.87	37	31
FL	274	ATL-BOS	1740	27	81.48	42	38
FL	478	DFW-ATL	1332	27	81.48	35	29
FL	372	ATL-LGA	1742	26	80.77	72	47
US	1476	PHL-LGA	2150	26	80.77	40	34
FL	62	ATL-IAD	1725	31	80.65	57	40
EV	4201	DFW-DCA	1740	31	80.65	51	29
US	1037	PHL-ATL	1745	31	80.65	50	42
EV	4762	ATL-JFK	1855	31	80.65	43	35
HP	14	PHX-JFK	1200	31	80.65	41	32
TZ	276	MDW-EWR	1350	30	80.00	75	39
US	255	PHL-CLT	1850	30	80.00	63	44
RU	2557	OKC-EWR	1350	25	80.00	48	26
EV	4190	ATL-TRI	1815	30	80.00	27	27

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

AUGUST 2003

AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ 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
AIRTRAN	410	17	4.15
ATLANTIC SOUTHEAST	706	28	3.97
US AIRWAYS	1,184	14	1.18
EXPRESSJET	1,044	11	1.05
ALASKA	503	5	0.99
DELTA	1,853	13	0.70
ATA	202	1	0.50
CONTINENTAL	899	4	0.44
AMERICAN	2,177	9	0.41
AMERICA WEST	528	2	0.38
AMERICAN EAGLE	1,229	3	0.24
NORTHWEST	1,447	2	0.14
ATLANTIC COAST	800	1	0.13
SKYWEST	1,137	1	0.09
SOUTHWEST	2,792	1	0.04
UNITED	1,556	0	0.00
JETBLUE	190	0	0.00
TOTAL	18,657	112	0.60

AUGUST 2003

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	86.1	94.4	180	180
AGUADILLA P.R. (BQN)	64.5	67.7	31	31
AKRON/CANTON OH. (CAK)	64.7	71.4	405	405
ALBANY N.Y. (ALB)	70.0	79.8	1,458	1,459
ALBUQUERQUE N.M (ABQ)	83.5	86.1	3,162	3,162
ALLENTOWN PA(ABE)	78.1	86.9	311	312
AMARILLO TX (AMA)	82.3	89.6	673	673
ANCHORAGE AK (ANC)	76.8	82.3	2,444	2,445
ASHEVILLE N.C. (AVL)	61.0	80.1	336	336
ATLANTA GA (ATL)	73.6	76.7	31,305	31,298
AUSTIN TX (AUS)	81.3	89.1	3,631	3,630
BAKERSFIELD CA. (BFL)	95.3	91.1	214	214
BALTIMORE MD (BWI)	76.4	78.7	8,636	8,633
BANGOR ME (BGR)	62.2	77.5	399	400
BARROW AK (BRW)	79.0	61.3	62	62
BATON ROUGE LA. (BTR)	77.8	83.0	622	622
BEAUMONT/PORT ARTHUR T(BPT)	86.6	95.6	134	135
BETHEL AK. (BET)	71.6	57.8	102	102
BILLINGS MT. (BIL)	90.8	93.3	400	401
BINGHAMTON N.Y. (BGM)	72.0	81.7	93	93
BIRMINGHAM AL (BHM)	82.1	87.9	1,575	1,577
BISMARCK N.D. (BIS)	86.9	95.1	183	184
BLOOMINGTON IL (BMI)	74.3	77.6	152	152
BOISE ID (BOI)	85.7	89.8	1,298	1,301
BOSTON MA (BOS)	74.2	79.1	9,933	9,929
BOZEMAN MT. (BZN)	91.3	92.1	403	404
BRISTOL TN. (TRI)	57.1	72.1	245	244
BROWNSVILLE TX (BRO)	88.5	95.3	148	149
BUFFALO N.Y (BUF)	71.8	80.6	1,943	1,941
BURBANK CA (BUR)	84.3	87.4	2,246	2,247
BURLINGTON VT (BTV)	72.7	79.5	645	643
CEDAR RAPIDS/IOWA CTY IA. (CID)	77.9	84.1	452	453
CHAMPAIGN(CMI)	70.7	85.6	174	174
CHARLESTON S.C (CHS)	73.6	84.5	894	895
CHARLESTON W.V. (CRW)	71.0	80.7	431	431
CHARLOTTE N.C. (CLT)	76.5	77.7	8,948	8,945
CHATTANOOGA TN. (CHA)	61.1	83.4	368	368
CHICAGO IL (ORD)	76.5	78.8	31,121	31,109
CHICAGO IL. (MDW)	82.9	80.1	7,277	7,275
CINCINNATI OH (CVG)	78.0	82.6	7,943	7,944
CLEVELAND OH (CLE)	75.7	84.5	7,814	7,822
COLLEGE STATION TX (CLL)	84.5	91.1	258	258
COLORADO SPRINGS CO. (COS)	83.3	91.9	1,123	1,125

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA S.C (CAE)	69.5	80.8	847	847
COLUMBUS OH (CMH)	75.0	85.2	3,011	3,012
CORDOVA AK (CDV)	74.2	77.4	62	62
CORPUS CHRISTI TX. (CRP)	84.0	91.2	692	691
DALLAS/FT. WORTH TX. (DAL)	85.7	84.8	3,764	3,768
DALLAS/FT. WORTH TX. (DFW)	80.0	78.5	27,956	27,934
DAYTON OH (DAY)	70.0	81.4	1,058	1,059
DAYTONA BEACH FL (DAB)	73.4	77.5	241	240
DEADHORSE AK. (SCC)	81.3	81.3	32	32
DENVER CO (DEN)	86.9	88.0	12,792	12,786
DES MOINES IA (DSM)	77.1	87.3	776	777
DETROIT MI. (DTW)	79.0	79.7	12,180	12,179
DILLINGHAM AK.(DLG)	59.1	52.3	44	44
DUBUQUE IA. (DBQ)	78.5	90.3	93	93
DULUTH MN (DLH)	87.4	92.9	111	112
DURANGO CO (DRO)	93.5	87.9	124	124
DUTCH HARBOR AK. (DUT)	58.1	51.6	62	62
EAGLE CO. (EGE)	48.4	93.5	31	31
EL PASO TX (ELP)	83.1	89.0	1,666	1,665
EUGENE OR (EUG)	95.2	90.4	357	356
EVANSVILLE IN. (EVV)	74.4	82.7	359	358
FAIRBANKS AK (FAI)	79.1	86.2	593	593
FARGO N.D. (FAR)	87.9	90.8	390	391
FAYETTEVILLE ARKANSAS REG (XNA)	72.8	81.3	883	882
FAYETTEVILLE N.C. (FAY)	50.0	75.8	150	149
FLINT MI. (FNT)	71.4	82.8	273	273
FRESNO CA (FAT)	88.8	90.3	1,156	1,157
FT. LAUDERDALE FL. (FLL)	73.7	83.8	4,825	4,830
FT. MYERS FL. (RSW)	77.5	89.0	1,260	1,260
FT. SMITH AR (FSM)	78.8	88.3	179	179
FT. WAYNE IN (FWA)	71.4	82.4	493	494
GRAND FORKS N.D. (GFK)	86.2	96.6	87	88
GRAND RAPIDS MI. (GRR)	72.8	85.0	998	1,000
GREAT FALLS MT. (GTF)	90.9	92.5	186	186
GREEN BAY WI (GRB)	79.9	90.0	407	408
GREENSBORO/HIGH PT. N.C. (GSO)	73.1	84.6	1,213	1,215
GREENVILLE/SPARTBG. S.C. (GSP)	72.5	81.6	1,011	1,012
GULFPORT/BILOXI MS. (GPT)	71.2	82.1	503	503
GUNNISON CO (GUC)	87.1	100.0	31	31
GUSTAVUS AK.(GST)	87.1	87.1	31	31
HARLINGEN TX(HRL)	86.4	89.4	472	472
HARRISBURG PA (MDT)	73.4	85.8	738	738
HARTFORD CT./SPGFLD MA. (BDL)	76.7	85.9	2,841	2,840

AUGUST 2003

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HELENA MT. (HLN)	87.8	97.6	123	123
HONOLULU OAHU HI(HNL)	76.3	92.4	1,085	1,088
HOUSTON TX (HOU)	83.3	80.8	4,857	4,856
HOUSTON TX (IAH)	84.6	90.4	15,985	15,985
HUNTSVILLE/DECATUR AL. (HSV)	74.9	86.0	537	537
INDIANAPOLIS IN. (IND)	77.5	86.7	3,574	3,576
INDIO/PALM SPRINGS CA (PSP)	90.9	89.9	705	705
ISLIP/LONG IS. N.Y. (ISP)	78.5	80.9	846	846
JACKSON WY. (JAC)	84.4	86.6	482	484
JACKSON/VICKSBURG MS. (JAN)	78.1	86.0	878	879
JACKSONVILLE FL. (JAX)	77.4	86.4	2,229	2,230
JUNEAU AK. (JNU)	82.6	79.4	568	568
KAHULUI(OGG)	78.1	90.0	498	498
KALAMAZOO MI. (AZO)	78.8	87.7	307	308
KALISPELL MT (FCA)	81.9	93.5	155	155
KANSAS CITY MO (MCI)	82.2	88.5	5,057	5,062
KETCHIKAN AK (KTN)	79.6	84.9	279	279
KEY WEST FL (EYW)	64.1	53.2	64	62
KILLEEN TX. (ILE)	84.1	90.1	314	314
KING SALMON AK.(AKN)	83.0	83.0	53	53
KNOXVILLE TN. (TYS)	69.2	82.0	953	953
KODIAK AK (ADQ)	69.4	56.5	62	62
KONA HAWAII. HI. (KOA)	82.7	95.2	168	168
KOTZEBUE AK. (OTZ)	78.5	68.8	93	93
LA CROSSE WI. (LSE)	73.6	84.8	125	125
LAFAYETTE LA. (LFT)	86.5	94.3	281	283
LANSING MI. (LAN)	76.6	86.0	364	364
LAREDO TX. (LRD)	84.7	94.7	189	189
LAS VEGAS NV. (LAS)	84.0	84.4	12,257	12,251
LAWTON OK. (LAW)	86.4	92.3	184	183
LEXINGTON/FRKFT KY. (LEX)	68.4	80.8	586	588
LIHUE KAUAI HI. (LIH)	80.3	92.1	152	152
LINCOLN NE (LNK)	74.9	92.3	183	183
LITTLE ROCK AR. (LIT)	80.9	89.0	1,358	1,356
LONG BEACH CA. (LGB)	83.2	85.9	943	942
LONGVIEW TX. (GGG)	79.5	98.3	117	117
LOS ANGELES CA. (LAX)	87.1	89.0	19,253	19,243
LOUISVILLE KY (SDF)	78.5	86.6	1,798	1,798
LUBBOCK TX. (LBB)	82.8	89.0	798	799
MADISON WI. (MSN)	76.7	85.2	640	640
MANCHESTER N.H. (MHT)	75.7	83.6	1,628	1,629
MARQUETTE MI (MQT)	64.0	80.8	25	26
MEDFORD OR (MFR)	91.4	89.1	360	359

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MELBOURNE FL (MLB)	63.6	83.8	154	154
MEMPHIS TN (MEM)	82.3	85.4	4,218	4,215
MIAMI FL (MIA)	71.0	73.0	5,158	5,158
MIDLAND/ODESSA TX (MAF)	82.6	91.2	662	662
MILWAUKEE WI (MKE)	74.7	85.0	1,781	1,784
MINNEAPLS/ST.P MN(MSP)	85.2	85.8	12,887	12,874
MINOT N.D (MOT)	90.2	96.8	92	93
MISSION/MCALLEEN TX. (MFE)	77.2	90.9	241	241
MISSOULA MT (MSO)	87.6	94.2	241	243
MOBILE AL./PASCAGOULA MS. (MOB)	72.6	85.0	452	453
MOLINE IL. (MLI)	77.6	84.2	246	247
MONROE LA. (MLU)	77.2	90.5	294	294
MONTEREY CA. (MRY)	93.1	91.0	612	612
MONTROSE CO (MTJ)	89.8	89.8	186	186
MYRTLE BEACH S.C (MYR)	67.5	84.1	554	554
NASHVILLE TN. (BNA)	81.4	86.2	4,716	4,717
NEW ORLEANS LA (MSY)	79.4	87.7	4,413	4,414
NEW YORK N.Y (JFK)	68.1	72.3	6,227	6,226
NEW YORK N.Y. (LGA)	66.2	75.7	9,302	9,294
NEWARK N.J. (EWR)	66.0	76.8	13,022	13,033
NEWBURGH N.Y. (SWF)	70.2	80.8	124	125
NOME AK. (OME)	78.5	57.0	93	93
NORFOLK/VA. BEACH VA (ORF)	74.1	81.6	1,897	1,894
OKLAHOMA CITY OK (OKC)	80.7	87.1	1,950	1,951
OMAHA NE (OMA)	80.7	89.0	1,702	1,704
ONTARIO CA (ONT)	85.3	87.0	3,065	3,069
ORANGE COUNTY CA. (SNA)	86.1	87.2	4,036	4,031
ORLANDO FL (MCO)	75.5	81.2	7,988	7,991
PASCO WA. (PSC)	91.3	94.5	275	275
PENSACOLA FL (PNS)	70.7	83.6	584	585
PEORIA IL. (PIA)	67.9	78.9	271	270
PETERSBURG AK (PSG)	71.0	54.8	62	62
PHILADELPHIA PA (PHL)	69.5	70.8	9,390	9,390
PHOENIX AZ (PHX)	85.6	83.7	14,357	14,352
PITTSBURGH PA (PIT)	74.6	80.7	5,459	5,463
PORTLAND ME (PWM)	67.1	78.6	986	987
PORTLAND OR (PDX)	85.5	88.6	4,972	4,975
PROVIDENCE R.I. (PVD)	76.3	82.9	2,403	2,401
RALEIGH/DURHAM N.C. (RDU)	71.8	79.8	4,387	4,394
RAPID CITY S.D (RAP)	86.4	91.6	404	405
RENO NV. (RNO)	85.6	88.5	2,400	2,398
RICHMOND VA (RIC)	74.9	86.1	1,385	1,384
ROANOKE VA. (ROA)	72.3	85.9	390	390

AUGUST 2003

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ROCHESTER MN. (RST)	79.2	89.6	154	154
ROCHESTER N.Y (ROC)	68.1	78.8	1,312	1,313
SACRAMENTO CA (SMF)	86.4	88.6	4,068	4,067
SAGINAW MI. (MBS)	80.0	85.3	360	360
SALT LAKE CITY UT (SLC)	87.5	90.0	10,999	10,995
SAN ANGELO TX. (SJT)	91.2	95.3	171	170
SAN ANTONIO TX. (SAT)	80.8	88.0	3,387	3,385
SAN DIEGO CA (SAN)	84.8	88.5	7,199	7,197
SAN FRANCISCO CA (SFO)	81.6	89.4	10,732	10,730
SAN FRANCISCO CA. (OAK)	85.8	87.2	5,842	5,844
SAN JOSE CA. (SJC)	86.5	88.0	5,517	5,518
SAN JUAN P.R (SJU)	76.8	88.5	2,244	2,245
SAN LUIS OBISPO CA. (SBP)	95.9	94.8	459	459
SANTA BARBARA CA. (SBA)	91.8	90.2	894	894
SARASOTA/BRAD. FL (SRQ)	79.1	93.8	320	321
SAVANNAH GA. (SAV)	77.7	87.4	815	815
SCRANTON/WILKES-BARRE PA. (AVP)	67.7	79.0	62	62
SEATTLE WA (SEA)	82.2	84.3	10,015	10,021
SHREVEPORT LA (SHV)	77.4	91.1	677	677
SIOUX FALLS S.D. (FSD)	83.3	91.8	245	245
SITKA AK. (SIT)	86.5	92.3	155	155
SOUTH BEND IN (SBN)	78.0	83.4	218	217
SPOKANE WA (GEG)	86.3	91.4	1,249	1,246
SPRINGFIELD MO (SGF)	73.9	85.3	333	334
ST. CROIX V.I (STX)	67.7	90.3	62	62
ST. LOUIS MO (STL)	80.9	86.2	9,226	9,225
ST. THOMAS V.I. (STT)	72.9	86.9	236	236
SYRACUSE N.Y (SYR)	69.3	79.7	995	997
TALLAHASSEE FL (TLH)	77.4	85.4	336	336
TAMPA FL (TPA)	78.5	83.4	5,502	5,498
TEXARKANA AR(TXK)	83.7	95.7	92	92
TOLEDO OH. (TOL)	73.3	82.9	333	333
TRAVERSE CITY MI. (TVC)	72.2	80.9	284	283
TUCSON AZ. (TUS)	84.3	89.4	1,442	1,446
TULSA OK. (TUL)	81.4	88.9	1,751	1,751
TYLER TX. (TYR)	86.3	95.2	248	248
VALPARAISO FL. (VPS)	68.1	86.8	530	532
WACO TX. (ACT)	87.8	92.4	278	278
WASHINGTON D.C (IAD)	76.7	80.2	8,758	8,764
WASHINGTON DC(DCA)	72.5	82.8	6,743	6,745
WEST PALM BEACH FL. (PBI)	74.9	87.9	1,812	1,813
WHITE PLAINS N.Y (HPN)	66.5	74.8	678	679
WICHITA FALLS TX. (SPS)	86.2	90.2	174	174

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WICHITA KS. (ICT)	72.0	86.5	810	810
WILMINGTON N.C (ILM)	66.9	82.2	302	304
WRANGELL AK. (WRG)	71.0	75.8	62	62
YAKUTAT AK. (YAK)	69.4	75.8	62	62

AUGUST 2003

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ATLANTIC COAST	13	9,565	404	4.2	83	24,437	795	3.3
AMERICAN EAGLE	18	20,779	699	3.4	95	36,207	1,142	3.2
EXPRESSJET	21	13,287	403	3.0	105	28,890	816	2.8
ATLANTIC SOUTHEAST	16	11,527	280	2.4	102	21,738	538	2.5
US AIRWAYS	25	27,772	633	2.3	59	34,772	763	2.2
AMERICAN	30	50,907	1,165	2.3	87	65,247	1,408	2.2
NORTHWEST	31	29,938	674	2.3	107	43,900	888	2.0
ALASKA	14	8,535	126	1.5	46	15,537	312	2.0
UNITED	30	37,936	483	1.3	78	47,381	570	1.2
SKYWEST	12	18,905	141	0.7	98	34,626	308	0.9
DELTA	31	43,299	425	1.0	105	56,067	488	0.9
SOUTHWEST	15	35,468	227	0.6	59	81,420	634	0.8
ATA	19	4,823	38	0.8	28	5,949	46	0.8
AIRTRAN	15	9,571	70	0.7	39	12,668	95	0.7
AMERICA WEST	27	13,238	97	0.7	52	16,171	120	0.7
CONTINENTAL	29	20,372	133	0.7	82	26,114	163	0.6
JETBLUE	10	3,586	16	0.4	22	5,860	23	0.4
Total		359,508	6,014	1.7	Total	556,984	9,109	1.6

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

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

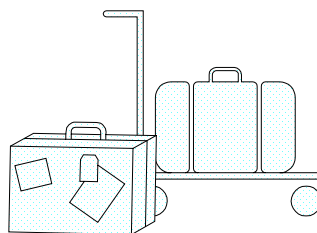
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest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



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

RANK	AIRLINE	AUGUST 2003			AUGUST 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	SOUTHWEST AIRLINES	22,682	7,055,081	3.21	23,844	7,009,004	3.40
2	ALASKA AIRLINES	4,714	1,463,424	3.22	4,001	1,316,426	3.04
3	AIRTRAN AIRWAYS	3,698	1,144,645	3.23	*	*	*
4	CONTINENTAL AIRLINES	10,654	3,005,486	3.54	9,505	3,102,856	3.06
5	AMERICA WEST AIRLINES	6,637	1,849,356	3.59	6,947	1,857,724	3.74
6	JETBLUE AIRWAYS	3,402	882,378	3.86	*	*	*
7	US AIRWAYS	13,092	3,390,610	3.86	11,441	4,074,655	2.81
8	NORTHWEST AIRLINES	16,529	4,192,888	3.94	19,206	4,409,981	4.36
9	UNITED AIRLINES	22,584	5,564,276	4.06	27,241	6,304,295	4.32
10	DELTA AIR LINES	30,939	7,235,749	4.28	25,338	7,867,598	3.22
11	ATA AIRLINES	3,741	873,197	4.28	*	*	*
12	EXPRESSJET AIRLINES	5,044	995,573	5.07	*		*
13	AMERICAN AIRLINES	40,069	7,020,444	5.71	28,744	7,579,938	3.79
14	SKYWEST AIRLINES	8,044	1,043,493	7.71	*	*	*
15	AMERICAN EAGLE AIRLINES	10,359	1,115,977	9.28	9,602	1,052,061	9.13
16	ATLANTIC COAST AIRLINES	7,745	744,586	10.40	*	*	*
17	ATLANTIC SOUTHEAST AIRLINES	12,909	761,844	16.94	*	*	*
TOTALS		222,842	48,339,007	4.61	165,869	44,574,538	3.72

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

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

ENPLANED PASSENGERS—For the domestic system only.

Note: A power blackout beginning on August 14, 2003, affected large areas in the Northeastern United States and Canada and adversely affected airline operations.

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

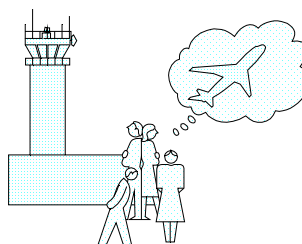
OVERSALES

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

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues *and* operate aircraft with a passenger capacity of more than 60 seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 C.F.R. 250.10.

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

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



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

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

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

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

	AUGUST 2003				AUGUST 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	424	83	1	56	616	96	4	116
FOREIGN AIRLINES	69	1	0	4	90	1	0	6
TRAVEL AGENTS	12	1	0	1	22	0	0	1
TOUR OPERATORS	0	0	0	2	1	0	0	0
MISCELLANEOUS	12	3	0	78	8	8	1	33
INDUSTRY TOTALS	517	88	1	141	737	105	5	156

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	AUGUST 2003			AUGUST 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	106		1	172	
DELAYS			47			43
CANCELLATIONS			36			51
MISCONNECTIONS			17			30
BAGGAGE	2	87		5	57	
RES/TKTG/BOARDING	3	80		2	160	
REFUNDS	4	58		4	78	
CUSTOMER SERVICE	5	52		3	123	
DISABILITY	6	39		6	45	
OTHER	7	33		8	28	
FREQUENT FLYER			30			12
FARES	8	28		7	30	
OVERSALES	9	24		9	26	
DISCRIMINATION	10	8		10	14	
ADVERTISING	11	2		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		517			737	

* 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*
AUGUST 2003

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	2	1	2	0	1	2	1	0	0	0	0	0	9
ALASKA AIRLINES	6	1	1	0	0	3	1	1	0	1	0	1	15
AMERICA WEST AIRLINES	4	1	5	0	1	1	2	0	0	0	0	0	14
AMERICAN AIRLINES	21	2	10	5	12	9	6	3	0	2	0	7	77
ATA AIRLINES	1	0	1	1	0	1	2	0	0	0	0	0	6
ATLANTIC COAST AIRLINES	2	1	2	0	0	2	0	0	0	0	0	0	7
ATLANTIC SOUTHEAST AIRLINES	4	1	0	0	0	0	0	0	0	0	0	0	5
COMAIR	1	1	0	0	1	1	0	0	0	0	0	1	5
CONTINENTAL AIRLINES	6	2	7	1	4	1	3	3	0	0	0	4	31
DELTA AIRLINES	6	0	11	6	5	7	5	9	0	1	0	8	58
EXPRESSJET AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
NORTHWEST AIRLINES	6	3	5	1	8	9	7	3	0	1	0	2	45
SOUTHWEST AIRLINES	0	0	1	0	1	4	3	0	0	0	0	0	9
UNITED AIRLINES	12	5	7	5	5	8	8	10	0	1	0	5	66
US AIRWAYS	6	0	8	2	6	8	3	0	0	1	0	2	36
OTHER U.S. AIRLINES	9	0	3	3	2	8	3	6	0	1	0	1	36
TOTAL AUGUST 2003	90	18	63	24	46	64	45	35	0	8	0	31	424
% OF TOTAL COMPLAINTS	21.2	4.2	14.9	5.7	10.8	15.1	10.6	8.3	0.0	1.9	0.0	7.3	
TOTAL AUGUST 2002	158	20	128	25	62	42	107	39	2	11	0	22	616
% OF TOTAL COMPLAINTS	25.6	3.2	20.8	4.1	10.1	6.8	17.4	6.3	0.3	1.8	0.0	3.6	

* 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

AUGUST 2003

U. S. AIRLINES*	COMPS RECD IN AUG	INCI - DENTS IN AUG	PERCENT	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	9	3	33.3	0	0.0	5	55.6	1	11.1
ALASKA AIRLINES	15	5	33.3	6	40.0	3	20.0	1	6.7
AMERICA WEST AIRLINES	14	5	35.7	5	35.7	1	7.1	3	21.4
AMERICAN AIRLINES	77	29	37.7	23	29.9	17	22.1	8	10.4
ATA AIRLINES	6	1	16.7	5	83.3	0	0.0	0	0.0
ATLANTIC COAST AIRLINES	7	3	42.9	2	28.6	0	0.0	2	28.6
ATLANTIC SOUTHEAST AIRLINES	5	2	40.0	2	40.0	1	20.0	0	0.0
COMAIR	5	2	40.0	0	0.0	3	60.0	0	0.0
CONTINENTAL AIRLINES	31	11	35.5	12	38.7	6	19.4	2	6.5
DELTA AIRLINES	58	30	51.7	14	24.1	9	15.5	5	8.6
EXPRESSJET AIRLINES	5	2	40.0	3	60.0	0	0.0	0	0.0
NORTHWEST AIRLINES	45	14	31.1	9	20.0	16	35.6	6	13.3
SOUTHWEST AIRLINES	9	7	77.8	1	11.1	1	11.1	0	0.0
UNITED AIRLINES	66	28	42.4	23	34.8	8	12.1	7	10.6
US AIRWAYS	36	10	27.8	16	44.4	8	22.2	2	5.6
OTHER U. S. AIRLINES	36	11	30.6	11	30.6	8	22.2	6	16.7
TOTALS	424	163	38.4	132	31.1	86	20.3	43	10.1
PREVIOUS YEAR'S TOTALS	616	160	26.0	205	33.3	181	29.4	70	11.4

*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**

AUGUST 2003

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	1	0	1	0	1	2	0	0	0	0	0	0	5
AIR FRANCE	0	1	0	0	0	3	1	1	1	0	0	0	7
ALITALIA AIRLINES	1	0	1	0	0	3	0	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	1	0	0	4	0	0	0	0	0	1	6
LUFTHANSA	1	0	1	0	1	1	2	1	0	0	0	0	7
OTHER FOREIGN AIRLINES	10	5	8	1	3	5	4	2	1	0	0	0	39
TOTALS	13	6	12	1	5	18	7	4	2	0	0	1	69
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	5	2	4	0	0	0	0	0	0	0	12
TOTALS	1	0	5	2	4	0	0	0	0	0	0	0	12
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	2	0	0	1	3	5	0	0	0	0	0	1	12
TOTALS	2	0	0	1	3	5	0	0	0	0	0	1	12

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 6

AUGUST

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

RANK	AIRLINE	AUGUST 2003			AUGUST 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SKYWEST AIRLINES	0	1,003,189	0.00	*	*	*
2	AMERICAN EAGLE AIRLINES	1	1,070,008	0.09	4	1,084,017	0.37
3	SOUTHWEST AIRLINES	9	6,838,508	0.13	20	6,790,572	0.29
4	JETBLUE AIRWAYS	2	859,648	0.23	*	*	*
5	EXPRESSJET AIRLINES	5	1,033,945	0.48	*	*	*
6	ATLANTIC SOUTHEAST AIRLINES	5	762,249	0.66	*	*	*
7	ATA AIRLINES	6	907,094	0.66	*	*	*
8	AMERICA WEST AIRLINES	14	1,864,917	0.75	24	1,836,631	1.31
9	DELTA AIR LINES	58	7,663,178	0.76	106	8,272,859	1.28
10	AIRTRAN AIRWAYS	9	1,116,519	0.81	*	*	*
11	CONTINENTAL AIRLINES	31	3,649,307	0.85	45	3,724,028	1.21
12	ATLANTIC COAST AIRLINES	7	775,389	0.90	*	*	*
13	AMERICAN AIRLINES	77	8,433,340	0.91	91	8,967,457	1.01
14	NORTHWEST AIRLINES	45	4,914,386	0.92	65	5,164,578	1.26
15	US AIRWAYS	36	3,804,456	0.95	32	4,401,588	0.73
16	ALASKA AIRLINES	15	1,584,156	0.95	12	1,481,209	0.81
17	UNITED AIRLINES	66	6,179,160	1.07	82	6,895,511	1.19
TOTAL		386	52,459,449	0.74	481	48,618,450	0.99

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.

