



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: DECEMBER 2002

Includes data for the following periods:

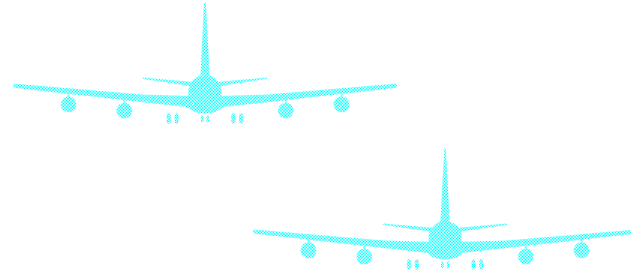
Flight Delays	October 2002 12 Months Ending October 2002
Mishandled Baggage	October 2002
Oversales	3rd Quarter 2002 January-September 2002
Consumer Complaints (Includes Disability and Other Discrimination Complaints)	October 2002

Office of Aviation Enforcement and Proceedings

<http://airconsumer.ost.dot.gov/>

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>2		
<i>Flight Delays</i>			
Explanation3	<i>Mishandled Baggage</i>	
Table 14	Explanation17
Overall Percentage of Reported Flight Operations		Ranking18
Arriving On Time, by Carrier			
Table 1A5	<i>Oversales</i>	
Overall Percentage of Reported Flight		Explanation19
Operations Arriving On Time and Carrier Rank,		Ranking--Quarter20
by Month, Quarter, and Data Base to Date		Ranking--YTD21
Table 26		
Number of Reported Flight Arrivals and Per-		<i>Consumer Complaints</i>	
centage Arriving On Time, by Carrier and Airport		Explanation22
Table 38	Complaint Tables 1-523
Percentage of All Carriers' Reported Flight		Summary, Complaint Categories, U.S. Airlines,	
Operations Arriving On Time, by Airport and		Incident Date, and Companies Other Than	
Time of Day		U.S. Airlines	
Table 49	Rankings, Table 628
Percentage of All Carriers' Reported Flight		Complaint Categories29
Operations Departing On Time, by Airport and			
Time of Day			
Table 510		
List of Regularly Scheduled Flights			
Arriving Late 80% of the Time or More			
Table 611		
Number and Percentage of Regularly			
Scheduled Flights Arriving Late 70% of the			
Time or More			
Table 712		
On-Time Arrival and Departure			
Percentage, by Airport			
Table 814		
Overall Number and Percentage of Flight Cancellations, by Carrier			
Footnotes15		
Appendix16		



INTRODUCTION

The Air Travel Consumer Report is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings. 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. These sections deal with flight delays, mishandled baggage, oversales and consumer complaints. 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 ten U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues. (Aloha Airlines reported data voluntarily for the period October 2000 through October 2001; TWA ceased operating in December 2001.)

The rule requires carriers to currently report on operations to and from the 32 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 10 reporting air carriers, 5 (American, Continental, Northwest, United and US Airways) use ACARS exclusively; 1 (Southwest) relies solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 4 (Alaska, America West, American Eagle, and Delta) 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 32 "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.

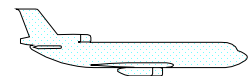
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



OCTOBER 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/ -----	AT 32 REPORTABLE AIRPORTS B/ -----		AT ALL REPORTED AIRPORTS C/ -----	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----
UNITED S/	31	88.1	83	88.0
US AIRWAYS S/	27	87.7	67	87.9
AMERICAN S/	32	87.5	93	87.5
NORTHWEST S/	32	86.6	110	86.4
SOUTHWEST S/	15	83.4	59	82.6
AMERICA WEST S/	27	82.0	52	82.4
DELTA S/	32	82.3	108	82.1
ALASKA S/	13	81.0	41	80.2
AMERICAN EAGLE S/	19	81.2	101	79.6
CONTINENTAL S/	30	78.4	76	78.4
TOTAL		84.7		84.2

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.

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.

OCTOBER 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	4TH QUARTER 10-12 2001		1ST QUARTER 01-03 2002		2ND QUARTER 04-06 2002		3RD QUARTER 07-09 2002		08 2002		09 2002		10 2002		12 MONTHS ENDING 10 2002		DATABASE TO DATE 09 1987 - 10 2002	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	73.7	(11)	75.3	(10)	79.1	(8)	79.2	(10)	76.0	(10)	85.1	(9)	80.2	(8)	77.3	(10)	75.8	(8)
ALOHA	79.9	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
AMERICA WEST	85.2	(3)	86.4	(1)	84.2	(2)	81.7	(8)	82.7	(5)	83.9	(10)	82.4	(6)	84.2	(1)	78.5	(5)
AMERICAN	81.8	(8)	83.2	(4)	82.6	(3)	84.3	(3)	83.5	(3)	89.7	(3)	87.5	(3)	83.6	(3)	78.9	(3)
AMERICAN EAGLE	81.6	(9)	79.8	(7)	78.8	(10)	80.4	(9)	79.7	(9)	85.6	(8)	79.6	(9)	79.8	(9)	73.7	(10)
CONTINENTAL	85.8	(2)	85.1	(2)	85.2	(1)	84.0	(4)	83.3	(4)	86.2	(7)	78.4	(10)	84.2	(2)	78.7	(4)
DELTA	86.2	(1)	77.4	(8)	78.8	(9)	83.0	(5)	84.6	(2)	86.2	(6)	82.1	(7)	80.7	(7)	77.5	(7)
NORTHWEST	82.3	(7)	76.9	(9)	79.6	(7)	82.0	(7)	81.8	(7)	87.0	(5)	86.4	(4)	80.5	(8)	79.7	(2)
SOUTHWEST	84.4	(5)	83.8	(3)	82.1	(5)	82.6	(6)	81.5	(8)	88.6	(4)	82.6	(5)	82.8	(6)	82.3	(1)
TWA	84.0	(6)	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
UNITED	79.9	(10)	82.2	(5)	82.5	(4)	85.0	(2)	82.3	(6)	89.8	(2)	88.0	(1)	83.1	(5)	75.5	(9)
US AIRWAYS	84.6	(4)	81.3	(6)	81.0	(6)	86.6	(1)	85.9	(1)	90.9	(1)	87.9	(2)	83.4	(4)	78.4	(6)
T O T A L	83.2		81.3		81.3		83.3		82.6		88.0		84.2		82.2		78.4	

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Aloha Airlines reported data voluntarily each month from October 2000 through October 2001. American Eagle reporting effective January 2001. TWA ceased operating December 2001.

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.

The ranking columns in this table that include September 2001 data (12 months ending October 2002, and Database to Date) reflect data submitted by the carriers to BTS for the entire month of September. The flight delay data for the period September 1-10 only was the basis for the September rankings in the ATCR's issued in November and December 2001 and January 2002.

OCTOBER 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT															
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	785	74.6	1508	92.0	642	93.8	292	92.5	92	91.3	1022	90.6	755	88.9	13131	87.6
AS	H/		31	93.5	H/		H/		H/		31	77.4	93	77.4	H/	
CO	396	58.3	599	86.3	263	76.8	H/		H/		392	83.9	352	73.3	389	68.6
DL	16600	74.0	1764	93.8	429	86.7	186	76.3	4682	91.6	1129	91.7	553	83.9	2715	82.5
HP	155	74.2	155	92.3	180	84.4	H/		H/		119	86.6	328	82.9	210	84.3
MQ	H/		2313	73.6	356	77.0	124	75.0	210	80.0	874	81.9	H/		6313	82.1
NW	500	72.6	421	92.2	339	88.8	232	87.9	31	77.4	578	88.2	387	76.5	466	74.5
UA	444	77.0	1022	92.8	451	90.9	146	89.0	181	90.1	431	91.9	7447	91.6	657	83.9
US	554	67.9	1762	93.9	476	89.7	7697	86.9	H/		1956	95.4	231	77.5	355	73.2
WN	H/		H/		4200	89.0	H/		H/		H/		H/		H/	
TOTAL	19434	73.6	9575	88.0	7336	88.3	8677	86.8	5196	91.0	6532	90.4	10146	89.0	24236	84.7

CARRIER	ARRIVAL AIRPORT															
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# 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	599	89.3	963	88.6	621	90.8	484	91.7	635	78.1	1332	89.5	829	84.9	2877	80.6
AS	H/		4	75.0	H/		62	91.9	H/		H/		370	83.5	575	82.1
CO	286	74.8	4886	86.1	333	72.4	85	74.1	7905	78.1	58	89.7	487	67.6	575	69.6
DL	244	85.7	705	86.1	1182	87.2	470	86.8	248	66.5	1017	89.3	620	78.5	1083	82.7
HP	155	86.5	182	85.2	62	71.0	H/		151	80.1	273	80.6	2360	80.3	527	81.0
MQ	157	57.3	313	69.0	42	78.6	248	87.1	H/		1192	82.0	H/		2267	88.5
NW	9263	92.2	571	83.9	154	87.0	213	90.1	395	69.6	93	86.0	345	79.1	543	78.6
UA	362	87.8	758	88.4	77	80.5	1983	93.2	359	76.3	504	94.4	955	87.5	3278	87.7
US	247	89.5	363	89.0	387	88.1	122	93.4	307	77.9	H/		195	75.4	319	68.0
WN	526	82.3	H/		1074	84.1	H/		169	69.8	H/		5171	81.0	3546	82.4
TOTAL	11839	90.3	8745	85.9	3932	85.3	3667	91.2	10169	77.3	4469	87.4	11332	80.9	15590	83.2

OCTOBER 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT																
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL		
	# 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	1964	87.0	986	88.2	228	89.0	3118	88.9	773	84.7	9208	87.2	248	85.9	875	89.3	
AS		H/		H/		H/		H/		H/		31	87.1	1317	88.2		H/
CO	336	85.1	463	78.2	108	81.5	321	72.9	237	84.8	510	79.0	93	80.6	147	74.8	
DL	2078	91.9	1620	87.4	124	67.7	310	80.0	341	74.8	581	81.2	406	89.4	488	81.6	
HP		H/	124	84.7		H/	62	90.3	167	79.6	244	78.7	186	76.9	186	88.7	
MQ	1251	76.9		H/		H/		H/		H/	5549	82.8		H/	313	59.4	
NW	609	85.4	404	83.2	383	83.8	162	85.2	9804	87.0	798	79.4	181	86.2	509	84.3	
UA	607	86.7	547	87.0		H/	403	91.6	610	85.4	11762	87.7	787	87.7	679	89.0	
US	1463	92.8	688	85.0		H/	301	88.4	239	89.1	606	77.6		H/	5959	87.7	
WN		H/	1809	86.6	3883	85.1		H/		H/		H/	1040	86.0		H/	
TOTAL	8308	87.5	6641	86.1	4726	84.6	4677	87.3	12171	86.3	29289	85.8	4258	86.8	9156	86.3	

CARRIER	ARRIVAL AIRPORT															
	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	581	80.9	120	96.7	843	83.7	647	83.3	1146	79.5	248	91.1	7545	90.9	658	90.0
AS	295	80.3		H/	361	86.1	3756	77.9	484	76.7		H/		H/		H/
CO	333	68.2	81	82.7	244	56.6	306	75.8	405	63.2	62	71.0	27	81.5	368	73.6
DL	402	78.9	182	81.3	461	79.2	526	86.9	583	74.6	3707	87.9	186	79.6	1143	87.5
HP	6545	84.0	10	90.0	303	81.5	278	61.9	335	67.5	151	86.1	62	82.3	93	83.9
MQ	278	78.1	270	76.7	805	90.4		H/	178	79.2		H/		H/		H/
NW	341	75.7	146	84.9	217	67.3	401	78.8	341	71.3	93	82.8	347	85.9	252	81.3
UA	641	83.8	182	89.6	812	83.3	1170	86.3	4770	84.2	403	85.6	302	87.7	284	86.6
US	217	74.7	4954	91.9	165	71.5	200	79.5	300	72.0		H/	137	90.5	527	86.5
WN	5437	80.3		H/	2411	81.0	1191	82.5		H/	1186	82.7	2192	83.4	1741	84.8
TOTAL	15070	81.5	5945	90.6	6622	81.4	8475	80.2	8542	79.8	5850	86.5	10798	88.9	5066	85.4

OCTOBER 2002

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																	
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	91.8	88.4	94.9	97.7	100.0	J/	100.0	92.9	91.9	93.9	83.9	93.3	95.4	95.5	100.0	94.5	J/	J/
700 - 759 AM	95.5	90.4	93.0	90.5	98.9	96.7	94.7	90.6	92.5	94.1	73.6	91.1	92.4	86.0	96.0	94.9	90.1	94.1
800 - 859 AM	79.1	86.4	94.4	97.8	94.7	94.9	89.2	88.7	95.3	91.1	96.6	93.3	80.1	90.3	92.8	90.5	89.7	93.0
900 - 959 AM	83.8	93.3	96.9	71.3	97.4	93.1	92.3	85.2	91.6	92.3	97.6	89.5	81.6	90.8	91.4	88.6	92.9	92.0
1000 - 1059 AM	83.4	90.6	96.4	91.1	96.7	88.1	88.2	86.1	92.9	93.0	92.2	94.6	72.6	90.3	76.4	84.3	87.7	89.4
1100 - 1159 AM	83.1	85.6	90.7	93.4	88.4	90.9	95.4	84.5	90.1	92.2	92.2	94.5	68.3	90.3	82.8	84.0	90.3	91.9
1200 - 1259 PM	82.5	93.6	90.7	92.8	90.3	92.9	88.5	79.2	94.0	89.4	88.2	90.3	83.6	93.5	79.7	83.3	89.6	83.2
100 - 159 PM	83.3	88.3	92.6	90.2	93.9	95.3	90.3	89.9	88.0	85.6	87.0	93.4	76.4	89.2	80.0	85.5	89.2	93.9
200 - 259 PM	81.9	88.6	92.7	91.3	92.6	93.1	90.6	82.7	93.1	86.9	87.5	96.1	82.0	84.9	83.1	82.7	88.0	92.8
300 - 359 PM	71.5	87.2	87.9	94.3	92.6	91.2	86.5	83.6	89.9	86.2	89.7	90.9	81.8	91.9	81.1	84.7	88.3	86.4
400 - 459 PM	58.6	87.8	90.2	84.8	78.5	87.0	86.1	84.8	88.8	82.6	80.3	90.0	73.9	86.3	76.6	84.1	87.2	86.3
500 - 559 PM	61.1	83.9	84.5	82.0	90.9	89.2	89.0	83.1	87.8	86.8	89.7	86.0	72.6	81.5	74.5	78.1	85.6	84.0
600 - 659 PM	65.2	82.7	82.1	88.3	89.9	89.2	82.1	81.9	87.4	78.8	84.6	96.2	75.2	85.7	76.7	78.8	85.9	80.9
700 - 759 PM	60.5	84.8	78.8	88.1	86.1	88.3	90.3	81.3	85.9	75.0	81.0	90.7	74.0	87.9	79.5	78.8	85.0	79.6
800 - 859 PM	66.3	90.2	79.2	81.7	78.9	86.1	87.7	81.8	89.9	84.3	81.1	88.8	86.0	79.2	73.1	79.4	82.7	81.7
900 - 959 PM	60.1	85.4	84.3	85.2	89.0	89.8	86.3	81.9	86.1	83.2	85.1	91.8	75.8	89.0	75.3	76.9	85.2	82.2
1000 - 1059 PM	70.4	92.1	87.2	83.7	91.4	88.1	89.4	84.4	83.9	85.5	70.9	86.1	76.0	88.4	81.6	78.6	87.5	80.6
1100 - 559 AM	85.6	90.9	90.5	89.4	87.5	87.7	85.3	89.5	92.3	88.9	78.2	90.4	83.1	91.2	84.1	87.3	88.1	82.6
TOTAL, ALL ARRIVALS, BY AIRPORT	73.6	88.0	88.3	86.8	91.0	90.4	89.0	84.7	90.3	85.9	85.3	91.2	77.3	87.4	80.9	83.2	87.5	86.1

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	98.1	94.1	95.6	93.1	J/	93.1	90.4	94.0	100.0	84.5	88.9	J/	94.8	91.2	93.2
700 - 759 AM	90.2	92.0	94.9	90.2	94.3	95.9	95.6	95.5	92.6	89.3	90.9	94.7	94.3	100.0	92.6
800 - 859 AM	91.3	96.8	93.6	91.8	96.7	84.4	90.1	91.9	94.4	86.1	90.2	94.6	90.3	98.3	89.5
900 - 959 AM	93.6	89.4	91.7	84.8	94.8	84.1	84.8	97.0	89.8	87.0	85.7	93.7	91.0	98.2	87.9
1000 - 1059 AM	89.6	93.5	89.8	89.6	91.6	87.5	81.5	94.6	84.3	86.8	72.6	90.2	94.6	90.4	86.6
1100 - 1159 AM	90.9	85.1	91.4	88.6	92.4	85.6	85.2	92.3	83.5	82.6	69.8	89.2	86.1	90.6	86.6
1200 - 1259 PM	87.0	89.4	92.2	87.7	90.6	89.6	82.7	92.1	80.3	83.8	69.0	91.3	91.3	88.7	86.5
100 - 159 PM	86.9	88.3	86.6	84.9	87.4	87.0	80.8	95.3	79.6	78.4	83.7	87.5	93.8	88.1	86.6
200 - 259 PM	85.7	90.0	88.1	83.4	81.9	89.8	75.8	92.8	81.4	83.4	82.9	89.2	88.2	87.7	86.2
300 - 359 PM	84.5	89.1	85.8	83.4	83.5	85.8	80.9	93.4	82.7	82.5	84.8	89.2	94.6	83.6	85.6
400 - 459 PM	77.0	90.8	80.4	86.7	84.4	90.6	80.6	92.9	80.4	76.3	84.6	83.5	84.2	82.0	82.7
500 - 559 PM	84.6	85.1	83.5	84.7	82.8	83.5	78.1	91.8	81.5	77.8	82.1	80.1	86.9	82.8	82.1
600 - 659 PM	78.6	85.5	74.9	80.5	81.9	80.4	75.7	85.7	76.4	76.6	80.3	85.3	87.1	83.4	80.9
700 - 759 PM	75.0	82.5	83.1	80.6	83.1	75.8	79.5	89.2	74.3	72.1	73.1	82.6	88.3	82.5	79.7
800 - 859 PM	78.4	86.3	68.4	82.9	87.5	82.2	80.5	81.6	79.0	76.6	81.6	81.8	85.7	80.7	80.9
900 - 959 PM	74.5	85.2	88.0	85.2	79.8	84.6	75.3	86.4	72.4	77.3	77.2	79.8	81.1	84.5	81.0
1000 - 1059 PM	86.6	82.4	90.3	87.1	83.5	89.7	75.6	78.9	79.4	78.1	78.1	73.8	86.9	75.2	81.8
1100 - 559 AM	83.5	83.8	88.9	92.8	85.3	91.3	79.6	91.8	88.0	80.1	88.0	67.0	98.2	83.9	87.4
TOTAL, ALL ARRIVALS, BY AIRPORT	84.6	87.3	86.3	85.8	86.8	86.3	81.5	90.6	81.4	80.2	79.8	86.5	88.9	85.4	84.7

OCTOBER 2002

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																	
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	96.6	97.6	95.6	97.1	100.0	96.1	96.4	94.3	91.2	96.4	98.5	94.6	94.7	88.7	95.5	94.4	96.4	97.1
700 - 759 AM	96.1	94.1	95.6	97.2	94.6	96.9	96.9	93.9	96.0	94.8	97.4	95.3	95.5	96.0	94.9	94.6	95.8	94.6
800 - 859 AM	95.6	89.5	91.9	91.7	96.8	94.7	96.2	90.7	92.0	94.8	95.2	96.4	91.8	93.1	91.4	92.9	92.6	97.8
900 - 959 AM	86.3	88.4	93.3	95.3	95.2	95.0	93.3	89.8	92.6	95.1	93.8	94.7	89.4	95.2	91.6	86.9	90.9	95.3
1000 - 1059 AM	89.7	90.7	91.8	84.7	94.9	94.7	92.9	91.0	90.2	90.3	97.7	89.0	86.8	89.9	84.9	86.9	93.1	94.7
1100 - 1159 AM	87.9	89.5	91.3	87.5	96.0	93.9	92.1	88.4	89.7	93.2	93.1	93.5	81.6	94.7	78.8	84.4	92.2	91.7
1200 - 1259 PM	87.9	86.7	86.8	93.3	93.5	93.3	94.2	87.7	89.6	92.3	91.5	95.3	86.1	93.9	82.0	86.2	89.3	92.2
100 - 159 PM	89.7	88.2	87.0	97.4	88.7	94.5	92.9	83.7	88.5	88.8	89.6	91.5	89.5	90.2	81.4	83.2	87.9	90.7
200 - 259 PM	89.0	86.0	85.0	90.6	90.0	93.7	92.3	88.2	85.9	85.8	85.1	88.1	86.1	89.3	81.4	85.8	89.8	88.5
300 - 359 PM	85.8	88.4	82.6	92.4	91.8	90.8	90.1	85.9	87.7	84.1	84.8	92.7	85.0	87.2	80.4	83.9	86.2	90.3
400 - 459 PM	80.1	86.5	81.9	91.5	91.9	87.8	88.7	81.6	83.5	83.3	84.4	81.6	87.7	89.9	75.8	85.3	89.2	82.9
500 - 559 PM	72.5	83.1	80.6	88.1	75.8	90.7	89.3	85.8	87.8	84.4	82.1	90.5	77.9	86.5	75.4	80.8	87.7	86.9
600 - 659 PM	68.6	81.8	81.4	88.9	84.0	93.3	89.6	80.6	76.0	84.4	79.5	90.1	84.1	85.0	77.6	83.9	86.9	81.5
700 - 759 PM	67.8	86.8	73.5	90.6	91.8	92.9	88.9	84.6	86.1	80.5	85.2	87.3	81.5	82.4	74.1	79.2	86.8	83.1
800 - 859 PM	70.2	84.6	78.9	90.8	87.4	92.7	90.6	85.8	79.9	84.0	87.2	82.8	86.1	75.4	75.8	84.3	84.7	82.4
900 - 959 PM	66.9	83.3	75.0	88.3	92.7	88.7	88.8	85.6	89.4	J/	77.8	93.1	93.2	87.6	74.4	81.1	81.1	79.1
1000 - 1059 PM	68.8	67.7	71.2	95.6	93.9	J/	J/	87.5	J/	J/	J/	J/	100.0	87.1	78.8	90.7	J/	J/
1100 - 559 AM	74.2	93.7	96.8	J/	J/	J/	J/	93.5	J/	97.0	94.1	J/	J/	J/	86.9	95.8	J/	97.4
TOTAL, ALL DEPARTURES, BY AIRPORT	82.0	88.2	86.2	90.6	92.1	93.2	92.1	87.5	88.5	89.2	89.6	92.0	86.5	88.9	82.9	87.2	90.1	89.8

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	96.9	94.6	91.5	95.4	94.3	93.4	95.4	97.2	95.2	94.5	96.8	93.9	96.6	96.1	95.3
700 - 759 AM	95.0	94.6	91.8	95.1	95.7	94.6	92.4	93.9	94.2	91.1	96.8	97.2	95.7	97.2	94.7
800 - 859 AM	89.2	95.8	96.3	92.8	90.4	93.1	90.1	96.0	90.2	89.9	94.2	95.4	95.2	96.6	93.1
900 - 959 AM	87.9	96.8	91.8	91.3	88.2	87.6	84.5	94.4	89.9	89.1	93.3	97.6	94.0	96.4	91.0
1000 - 1059 AM	86.9	96.0	86.6	92.1	86.1	85.7	81.3	91.9	89.7	88.9	90.5	94.1	94.7	92.2	89.8
1100 - 1159 AM	88.7	94.7	90.4	90.9	91.1	91.1	78.9	94.5	88.5	86.6	84.8	90.4	88.8	94.0	88.6
1200 - 1259 PM	81.8	91.9	90.7	90.3	91.8	88.1	81.1	95.9	81.2	85.0	84.4	93.9	93.0	93.2	88.8
100 - 159 PM	78.0	89.2	88.5	88.3	91.0	91.2	79.6	91.5	86.1	85.2	85.7	90.8	91.3	90.5	87.7
200 - 259 PM	68.2	86.4	87.3	85.3	89.5	85.8	78.7	89.4	82.4	81.5	89.5	89.3	84.6	83.5	86.6
300 - 359 PM	74.4	87.6	88.5	82.5	86.9	88.3	70.0	89.9	83.5	79.1	90.7	92.1	91.6	84.5	85.6
400 - 459 PM	70.9	84.8	84.7	85.0	86.7	86.9	79.5	88.4	83.5	83.6	91.2	89.8	92.8	82.0	85.0
500 - 559 PM	62.7	85.7	87.4	86.2	88.6	83.6	78.9	91.0	80.4	74.7	84.6	88.3	83.0	73.4	83.3
600 - 659 PM	66.7	83.2	83.6	86.2	81.1	82.8	78.5	89.0	87.6	77.3	89.3	85.5	91.0	83.2	83.3
700 - 759 PM	73.8	88.7	87.1	84.7	77.5	81.8	78.5	84.8	75.8	74.3	88.2	82.3	90.1	90.2	83.6
800 - 859 PM	62.2	81.0	85.3	83.8	80.6	78.0	76.9	90.0	70.1	74.3	83.9	86.8	89.8	82.3	81.8
900 - 959 PM	66.7	J/	89.5	89.8	85.9	84.8	83.1	87.5	85.9	81.5	93.0	84.3	91.3	70.4	84.5
1000 - 1059 PM	J/	J/	89.9	88.9	100.0	90.1	87.1	89.5	92.2	89.9	92.9	92.8	87.0	85.2	87.5
1100 - 559 AM	J/	J/	94.4	J/	90.3	95.2	93.4	97.2	96.7	94.7	96.1	100.0	J/	100.0	91.3
TOTAL, ALL DEPARTURES, BY AIRPORT	78.9	90.7	88.7	88.4	89.1	87.7	81.9	91.5	86.3	85.5	90.4	91.3	91.9	89.7	87.8

OCTOBER 2002

AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS 1 / 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/	NO. OF MIN. LATE AVERAGE	MEDIAN
WN	2452	MDW-MCI	1855	22	90.91	52	39
MQ	4457	LGA-RDU	830	23	86.96	46	35
WN	2452	DTW-MDW	1830	22	86.36	44	32
MQ	4449	LGA-DTW	1810	27	81.48	36	25
DL	175	ATL-DFW	1910	31	80.65	35	22

OCTOBER 2002

AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS 1 /
ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER -----	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA -----	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/ -----	
		NUMBER -----	PERCENTAGE -----
CONTINENTAL	924	3	0.3
SOUTHWEST	2,776	5	0.2
AMERICAN EAGLE	1,289	3	0.2
AMERICA WEST	564	1	0.2
DELTA	1,982	2	0.1
NORTHWEST	1,436	2	0.1
US AIRWAYS	1,277	1	0.1
AMERICAN	2,367	0	0.0
UNITED	1,709	0	0.0
ALASKA	434	0	0.0
TOTAL	14,758	17	0.1

OCTOBER 2002

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	82.2	92.9	213	212	EL PASO TX (ELP)	80.0	85.0	1,821	1,821
AGUADILLA P. R. (BQN)	94.1	83.3	17	18	EUGENE OR (EUG)	91.9	86.2	123	123
AKRON/CANTON OH. (CAK)	90.3	77.4	31	31	EVANSVILLE IN. (EVV)	82.1	87.4	151	151
ALBANY N. Y. (ALB)	86.8	90.5	1,192	1,193	FAIRBANKS AK (FAI)	79.2	84.0	433	432
ALBUQUERQUE N. M. (ABQ)	81.8	86.7	3,036	3,036	FARGO N. D. (FAR)	77.0	94.8	213	213
ALLENTOWN PA (ABE)	90.2	96.6	173	174	FAYETTEVILLE ARKANSAS REG (XNA)	73.7	79.4	433	433
AMARILLO TX (AMA)	73.7	80.4	574	572	FLINT MI. (FNT)	84.9	94.1	119	119
ANCHORAGE AK (ANC)	70.5	81.1	1,560	1,560	FRESNO CA (FAT)	84.1	92.6	296	296
ATLANTA GA (ATL)	73.6	82.0	19,432	19,434	FT. LAUDERDALE FL. (FLL)	85.3	89.6	3,927	3,932
AUSTIN TX (AUS)	80.2	87.0	3,396	3,397	FT. MYERS FL. (RSW)	82.0	90.8	815	812
BALTIMORE MD (BWI)	88.3	86.2	7,337	7,336	FT. SMITH AR (FSM)	88.3	92.1	240	240
BANGOR ME (BGR)	71.5	70.7	260	263	FT. WAYNE IN (FWA)	84.8	89.1	191	192
BARROW AK (BRW)	88.7	88.7	62	62	GRAND FORKS N. D. (GFK)	84.8	89.6	66	67
BATON ROUGE LA. (BTR)	72.1	77.9	298	298	GRAND RAPIDS MI. (GRR)	83.7	92.0	846	845
BETHEL AK. (BET)	73.3	73.3	120	120	GREAT FALLS MT. (GTF)	91.9	93.7	160	159
BILLINGS MT. (BIL)	86.0	95.0	222	221	GREEN BAY WI (GRB)	83.8	92.5	364	362
BIRMINGHAM AL (BHM)	81.4	84.9	1,482	1,483	GREENSBORO/HIGH PT. N. C. (GSO)	81.0	87.8	859	858
BISMARCK N. D. (BIS)	83.3	94.2	120	120	GREENVILLE/SPARTBG. S. C. (GSP)	76.9	86.3	399	400
BLOOMINGTON IL (BMI)	91.4	91.4	93	93	GULFPORT/BILOXI MS. (GPT)	81.7	92.5	93	93
BOISE ID (BOI)	83.8	90.8	980	980	HARLINGEN TX (HRL)	73.1	74.4	360	360
BOSTON MA (BOS)	88.0	88.2	9,581	9,575	HARRISBURG PA (MDT)	90.5	93.2	514	514
BOZEMAN MT. (BZN)	92.7	98.4	124	124	HARTFORD CT./SPGFLD MA. (BDL)	90.9	92.5	2,769	2,771
BUFFALO N. Y (BUF)	86.7	90.7	1,320	1,317	HELENA MT. (HLN)	95.2	95.2	62	63
BURBANK CA (BUR)	81.8	83.4	2,248	2,248	HONOLULU OAHU HI (HNL)	78.7	94.0	910	910
BURLINGTON VT (BTV)	84.2	93.2	279	279	HOUSTON TX (HOU)	77.3	72.7	4,755	4,755
CEDAR RAPIDS/IOWA CTY IA. (CID)	80.8	91.6	407	405	HOUSTON TX (IAH)	77.3	86.5	10,165	10,169
CHAMPAIGN (CMI)	80.1	91.4	151	151	HUNTSVILLE/DECATUR AL. (HSV)	85.1	87.1	302	302
CHARLESTON S. C (CHS)	80.6	87.1	371	371	INDIANAPOLIS IN. (IND)	85.8	90.6	2,785	2,782
CHARLOTTE N. C. (CLT)	86.8	90.6	8,672	8,677	INDIO/PALM SPRINGS CA (PSP)	86.6	90.0	439	439
CHATTANOOGA TN. (CHA)	70.7	84.5	58	58	ISLIP/LONG IS. N. Y. (ISP)	88.4	88.9	906	906
CHICAGO IL (ORD)	85.8	88.4	29,298	29,289	JACKSON WY. (JAC)	71.4	60.0	7	5
CHICAGO IL. (MDW)	84.6	78.9	4,726	4,726	JACKSON/VICKSBURG MS. (JAN)	74.7	78.2	616	615
CINCINNATI OH (CVG)	91.0	92.1	5,197	5,196	JACKSONVILLE FL. (JAX)	83.9	89.1	1,935	1,938
CLEVELAND OH (CLE)	85.7	90.6	3,607	3,607	JUNEAU AK. (JNU)	63.8	60.4	337	336
COLLEGE STATION TX (CLL)	83.3	92.8	209	208	KAHULUI (OGG)	86.0	92.9	308	308
COLORADO SPRINGS CO. (COS)	86.7	94.6	645	644	KALAMAZOO MI. (AZO)	80.6	92.5	186	186
COLUMBIA S. C (CAE)	83.9	78.2	124	124	KALISPELL MT (FCA)	89.4	94.3	123	123
COLUMBUS OH (CMH)	86.1	91.1	2,937	2,938	KANSAS CITY MO (MCI)	85.5	90.1	4,973	4,975
CORDOVA AK (CDV)	64.5	67.7	62	62	KETCHIKAN AK (KTN)	73.7	73.7	186	186
CORPUS CHRISTI TX. (CRP)	65.3	74.5	412	412	KILLEEN TX. (ILE)	76.2	80.5	302	298
DALLAS/FT. WORTH TX. (DAL)	77.2	73.1	3,750	3,750	KING SALMON AK. (AKN)	89.7	89.7	29	29
DALLAS/FT. WORTH TX. (DFW)	84.7	87.5	24,218	24,236	KNOXVILLE TN. (TYS)	83.7	87.6	338	338
DAYTON OH (DAY)	83.4	87.3	658	655	KODIAK AK (ADQ)	79.0	80.6	62	62
DAYTONA BEACH FL (DAB)	76.3	93.5	93	93	KONA HAWAII HI. (KOA)	92.3	92.3	155	155
DEADHORSE AK. (SCC)	89.7	89.7	39	39	KOTZEBUE AK. (OTZ)	84.9	78.5	93	93
DENVER CO (DEN)	89.0	92.1	10,115	10,146	LA CROSSE WI. (LSE)	83.9	93.5	186	186
DES MOINES IA (DSM)	83.7	91.8	744	743	LAFAYETTE LA. (LFT)	80.0	75.0	20	20
DETROIT MI. (DTW)	90.3	88.5	11,834	11,839	LANSING MI. (LAN)	81.7	96.6	235	235
DILLINGHAM AK. (DLG)	89.7	93.1	29	29	LAREDO TX. (LRD)	70.8	81.5	120	119
DUBUQUE IA. (DBQ)	78.7	86.5	89	89	LAS VEGAS NV. (LAS)	80.9	82.9	11,332	11,332
DULUTH MN (DLH)	86.4	92.7	220	219	LAWTON OK. (LAW)	89.0	96.7	182	182
DUTCH HARBOR AK. (DUT)	54.8	37.1	62	62	LEXINGTON/FRKFT KY. (LEX)	85.0	86.7	120	120

OCTOBER 2002

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LIHUE KAUAI HI. (LIH)	87.1	93.1	101	101	ROCHESTER N. Y (ROC)	88.8	93.1	792	792
LITTLE ROCK AR. (LIT)	78.7	86.0	1,168	1,168	SACRAMENTO CA (SMF)	82.3	84.7	3,355	3,354
LONG BEACH CA. (LGB)	79.7	88.1	385	385	SAGINAW MI. (MBS)	92.3	92.3	117	117
LONGVIEW TX. (GGG)	85.8	91.5	120	118	SALT LAKE CITY UT (SLC)	86.5	91.4	5,848	5,850
LOS ANGELES CA. (LAX)	83.1	87.2	15,583	15,590	SAN ANGELO TX. (SJT)	77.5	94.5	182	182
LOUISVILLE KY (SDF)	83.4	88.9	1,388	1,388	SAN ANTONIO TX. (SAT)	80.4	86.5	3,205	3,203
LUBBOCK TX. (LBB)	77.5	84.4	661	661	SAN DIEGO CA (SAN)	81.4	86.3	6,622	6,622
MADISON WI. (MSN)	82.9	91.4	510	511	SAN FRANCISCO CA (SFO)	79.8	90.4	8,569	8,542
MANCHESTER N. H. (MHT)	89.5	90.8	1,348	1,347	SAN FRANCISCO CA. (OAK)	81.6	82.5	5,346	5,347
MARQUETTE MI (MQT)	56.5	95.7	23	23	SAN JOSE CA. (SJC)	84.3	86.3	5,259	5,260
MEDFORD OR (MFR)	84.9	89.2	93	93	SAN JUAN P. R (SJU)	85.7	90.8	1,672	1,672
MELBOURNE FL (MLB)	79.8	88.2	94	93	SAN LUIS OBISPO CA. (SBP)	92.0	94.4	213	213
MEMPHIS TN (MEM)	85.9	89.1	4,198	4,198	SANTA BARBARA CA. (SBA)	93.2	95.6	296	295
MIAMI FL (MIA)	87.3	90.7	4,683	4,677	SARASOTA/BRAD. FL (SRQ)	86.1	87.7	244	244
MIDLAND/ODESSA TX (MAF)	71.5	79.8	627	625	SAVANNAH GA. (SAV)	82.5	88.5	429	426
MILWAUKEE WI (MKE)	85.7	91.2	1,310	1,309	SCRANTON/WILKES-BARRE PA. (AVP)	94.1	96.7	119	120
MINNEAPLS./ST. P. MN(MSP)	86.3	88.7	12,174	12,171	SEATTLE WA (SEA)	80.2	85.5	8,476	8,475
MINOT N. D. (MOT)	84.9	91.4	93	93	SHREVEPORT LA (SHV)	85.1	91.4	422	420
MISSION/MCALLEN TX. (MFE)	73.4	90.5	252	252	SILOUX FALLS S.D. (FSD)	85.1	90.4	208	208
MISSOULA MT (MSO)	92.9	96.1	155	155	SITKA AK. (SIT)	62.4	76.3	93	93
MOBILE AL./PASCAGOULA MS. (MOB)	78.1	78.8	151	151	SOUTH BEND IN (SBN)	81.8	81.8	11	11
MOLINE IL. (MLI)	91.7	95.0	181	179	SPOKANE WA (GEG)	85.0	91.0	1,066	1,066
MONTEREY CA. (MRY)	91.0	91.6	166	166	SPRINGFIELD MO (SGF)	87.8	89.1	393	394
MYRTLE BEACH S. C (MYR)	86.6	94.1	186	186	ST. CROIX V. I. (STX)	87.1	96.8	62	62
NASHVILLE TN. (BNA)	85.0	87.1	4,179	4,179	ST. LOUIS MO (STL)	88.9	91.9	10,790	10,798
NEW ORLEANS LA (MSY)	80.5	83.2	4,287	4,288	ST. THOMAS V. I. (STT)	85.5	89.7	165	165
NEW YORK N.Y (JFK)	87.4	88.9	4,469	4,469	SYRACUSE N. Y. (SYR)	87.9	92.1	801	801
NEW YORK N. Y. (LGA)	87.5	90.1	8,311	8,308	TALLAHASSEE FL (TLH)	78.7	85.2	155	155
NEWARK N. J. (EWR)	85.9	89.2	8,741	8,745	TAMPA FL (TPA)	85.3	89.7	5,063	5,066
NEWBURGH N. Y. (SWF)	88.1	92.1	151	151	TEXARKANA AR(TXK)	82.9	94.6	111	111
NOME AK. (OME)	84.9	83.9	93	93	TOLEDO OH. (TOL)	80.6	88.4	155	155
NORFOLK/VA. BEACH VA (ORF)	83.8	89.5	1,473	1,473	TRAVERSE CITY MI. (TVC)	83.5	90.1	212	212
OKLAHOMA CITY OK (OKC)	82.5	89.1	1,710	1,710	TUCSON AZ. (TUS)	81.3	91.3	1,368	1,369
OMAHA NE (OMA)	85.2	91.4	1,496	1,497	TULSA OK. (TUL)	81.4	87.8	1,735	1,736
ONTARIO CA (ONT)	83.6	86.7	2,818	2,818	TYLER TX. (TYR)	84.0	95.9	244	244
ORANGE COUNTY CA. (SNA)	83.8	87.9	3,755	3,755	VALPARAISO FL. (VPS)	84.8	91.7	217	217
ORLANDO FL (MCO)	86.1	89.8	6,642	6,641	WACO TX. (ACT)	86.4	93.4	213	213
PASCO WA. (PSC)	93.5	93.5	62	62	WASHINGTON D. C (IAD)	91.2	92.0	3,663	3,667
PENSACOLA FL (PNS)	72.9	85.8	332	332	WASHINGTON DC(DCA)	90.4	93.2	6,532	6,532
PEORIA IL. (PIA)	83.9	87.1	124	124	WEST PALM BEACH FL. (PBI)	84.6	91.6	1,490	1,488
PETERSBURG AK (PSG)	59.7	62.9	62	62	WHITE PLAINS N. Y (HPN)	80.3	86.8	463	462
PHILADELPHIA PA (PHL)	86.2	87.8	9,103	9,156	WICHITA FALLS TX. (SPS)	81.8	92.6	203	202
PHOENIX AZ (PHX)	81.5	81.9	15,071	15,070	WICHITA KS. (ICT)	86.9	92.7	426	424
PITTSBURGH PA (PIT)	90.7	91.4	5,999	5,945	WILMINGTON N. C (ILM)	92.9	96.1	155	154
PORTLAND ME (PWM)	81.2	84.3	527	527	WRANGELL AK. (WRG)	72.6	72.6	62	62
PORTLAND OR (PDX)	86.8	89.1	4,255	4,258	YAKUTAT AK. (YAK)	61.3	74.2	62	62
PROVIDENCE R. I. (PVD)	91.1	92.8	2,325	2,325					
RALEIGH/DURHAM N. C. (RDU)	81.9	86.0	3,919	3,915					
RAPID CITY S. D (RAP)	83.9	89.1	93	92					
RENO NV. (RNO)	84.3	87.3	2,055	2,055					
RICHMOND VA (RIC)	88.7	90.0	1,160	1,157					
ROCHESTER MN. (RST)	85.4	91.3	206	206					

OCTOBER 2002
AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/				AT ALL REPORTED 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
ALASKA	13	7407	148	2.0	41	13263	406	3.1
AMERICAN EAGLE	19	23030	488	2.1	101	38665	885	2.3
SOUTHWEST	15	35576	511	1.4	59	83075	1263	1.5
AMERICA WEST	27	13605	132	1.0	52	17258	176	1.0
NORTHWEST	32	29514	200	0.7	111	43536	290	0.7
DELTA	32	46761	319	0.7	108	60814	435	0.7
CONTINENTAL	30	21044	151	0.7	76	27166	214	0.8
AMERICAN	32	55752	393	0.7	93	71803	466	0.6
US AIRWAYS	27	30725	159	0.5	67	39338	203	0.5
UNITED	31	43014	175	0.4	83	51672	211	0.4
TOTAL		306,428	2,676	0.9		446,590	4,549	1.0

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.

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 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 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 32 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

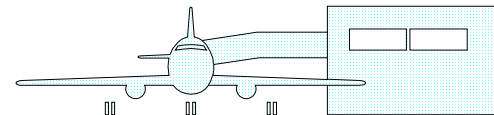
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements 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. 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. Dulles International	IAD
Washington. Reagan National	DCA

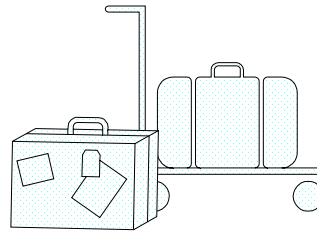
Air Carriers Required to Report Data to DOT and to CRS Vendors

AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
CO	Continental Airlines
DL	Delta Air Lines
NW	Northwest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways



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. See 14 CFR Part 234.



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

RANK	AIRLINE	OCTOBER 2002			OCTOBER 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	US AIRWAYS	8,671	3,510,429	2.47	13,630	3,394,115	4.02
2	ALASKA AIRLINES	2,334	929,836	2.51	2,268	882,210	2.57
3	CONTINENTAL AIRLINES	7,345	2,726,485	2.69	9,587	2,657,739	3.61
4	UNITED AIRLINES	14,394	5,255,540	2.74	24,047	5,002,954	4.81
5	NORTHWEST AIRLINES	11,317	3,669,441	3.08	10,648	3,231,228	3.30
6	DELTA AIR LINES	22,638	7,335,894	3.09	20,206	6,333,228	3.19
7	SOUTHWEST AIRLINES	19,446	6,269,199	3.10	24,480	6,050,079	4.05
8	AMERICA WEST AIRLINES	5,348	1,709,754	3.13	5,161	1,462,327	3.53
9	AMERICAN AIRLINES	21,217	6,773,549	3.13	21,975	4,463,678	4.92
10	AMERICAN EAGLE AIRLINES	8,596	1,021,428	8.42	9,196	878,745	10.46
TOTALS**		121,306	39,201,555	3.09	141,198	34,356,303	4.11

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.

** Trans World Airlines (TWA) ceased operating December 2001. Effective January 2002, TWA is no longer ranked in this table. Totals for October 2001 reflect the deletion of TWA's data for that month.

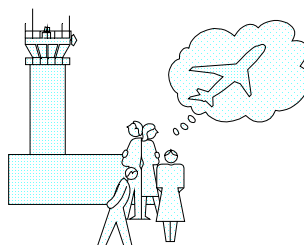
OVERSALES

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.



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

RANK	AIRLINE	JULY-SEPTEMBER 2002				JULY-SEPTEMBER 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	145		199,565	0.00	265	37	410,087	0.90
2	AMERICA WEST AIRLINES	11,118	38	5,265,565	0.07	10,586	109	5,140,026	0.21
3	US AIRWAYS	16,036	103	11,114,308	0.09	18,038	229	13,400,761	0.17
4	AMERICAN AIRLINES	29,223	474	22,834,621	0.21	30,515	664	18,076,630	0.37
5	NORTHWEST AIRLINES	19,973	500	12,868,660	0.39	13,057	320	12,837,481	0.25
6	CONTINENTAL AIRLINES	10,014	400	8,956,306	0.45	15,394	531	9,548,608	0.56
7	UNITED AIRLINES	25,618	875	17,163,520	0.51	35,377	1,532	17,933,795	0.85
8	ALASKA AIRLINES	5,690	314	3,972,522	0.79	8,787	490	3,740,709	1.31
9	SOUTHWEST AIRLINES	20,729	1,530	18,781,696	0.81	19,871	2,694	18,564,869	1.45
10	DELTA AIR LINES	29,669	1,839	21,324,234	0.86	29,534	1,420	21,724,341	0.65
	TOTALS**	168,215	6,073	122,480,997	0.50	181,424	8,026	121,377,307	0.66

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.

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

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

RANK	AIRLINE	JANUARY-SEPTEMBER 2002				JANUARY-SEPTEMBER 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 **	1,028	10	805,904	0.12	1,369	69	1,383,825	0.50
2	AMERICA WEST AIRLINES	37,930	305	14,735,360	0.21	40,010	604	15,622,332	0.39
3	AMERICAN AIRLINES	105,307	1,466	65,722,862	0.22	103,966	1,937	55,466,583	0.35
4	US AIRWAYS	75,437	896	34,363,320	0.26	65,589	1,357	43,258,363	0.31
5	NORTHWEST AIRLINES	60,654	1,898	35,830,290	0.53	58,054	1,557	38,495,416	0.40
6	UNITED AIRLINES	73,652	3,061	47,129,523	0.65	120,191	5,499	54,721,034	1.00
7	DELTA AIR LINES	114,143	5,423	62,118,958	0.87	135,690	4,544	69,750,219	0.65
8	CONTINENTAL AIRLINES	36,065	2,499	26,784,287	0.93	54,383	2,599	29,749,486	0.87
9	SOUTHWEST AIRLINES	64,956	5,817	54,698,676	1.06	63,289	9,215	56,439,110	1.63
10	ALASKA AIRLINES	20,002	1,339	10,771,701	1.24	25,922	1,567	10,624,014	1.47
	TOTALS ***	589,174	22,714	352,960,881	0.64	668,463	28,948	375,510,382	0.77

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.

** American Eagle Airlines incorrectly reported to DOT its oversales data for the first quarter of calendar year 2001. Therefore, this report reflects a correction of the American Eagle 2001 data.

*** Trans World Airlines (TWA) ceased operating December 2001. Totals for January-September 2001 reflect the deletion of TWA's data for that 9-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) 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

	OCTOBER 2002				OCTOBER 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	411	54	6	50	630	59	6	79
FOREIGN AIRLINES	83	0	0	3	100	1	0	14
TRAVEL AGENTS	14	2	0	2	57	1	0	4
TOUR OPERATORS	3	0	0	0	9	0	0	1
MISCELLANEOUS	7	5	0	25	26	24	0	22
INDUSTRY TOTALS	518	61	6	80	822	85	6	120

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	OCTOBER 2002			OCTOBER 2001		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	84		2	155	
CANCELLATIONS			38			72
DELAYS			17			27
MISCONNECTIONS			16			21
BAGGAGE	2	79		4	88	
CUSTOMER SERVICE	3	76		5	78	
RES/TKTG/BOARDING	4	72		3	97	
DISABILITY	5	54		9	25	
REFUNDS	5	54		1	264	
FARES	7	40		6	45	
OVERSALES	8	25		10	7	
OTHER	9	22		7	30	
FREQUENT FLYER			15			11
ADVERTISING	10	7		11	4	
DISCRIMINATION	11	5		8	29	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		518			822	

* 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*
OCTOBER 2002

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	4	1	1	0	0	2	4	1	0	0	0	0	13
AMERICA WEST AIRLINES	3	1	2	0	1	3	1	2	0	0	0	0	13
AMERICAN AIRLINES	11	2	16	5	5	8	12	9	0	0	0	2	70
AMERICAN EAGLE AIRLINES	1	4	0	0	0	0	2	0	0	0	0	1	8
CONTINENTAL AIRLINES	7	0	3	5	1	4	5	0	1	1	0	3	30
DELTA AIRLINES	11	4	10	8	7	9	8	7	1	0	0	3	68
NORTHWEST AIRLINES	9	2	12	3	5	2	6	5	1	1	0	1	47
SOUTHWEST AIRLINES	2	0	0	2	1	2	7	3	1	0	0	0	18
UNITED AIRLINES	10	6	11	2	7	11	14	8	1	2	0	4	76
US AIRWAYS	3	0	3	8	3	1	3	1	0	0	0	1	23
OTHER U. S. AIRLINES	12	2	3	0	9	6	3	8	0	1	0	1	45
TOTAL OCTOBER 2002	73	22	61	33	39	48	65	44	5	5	0	16	411
% OF TOTAL COMPLAINTS	17.8	5.4	14.8	8.0	9.5	11.7	15.8	10.7	1.2	1.2	0	3.9	
TOTAL OCTOBER 2001	138	7	69	35	183	63	65	21	3	24	0	22	630
% OF TOTAL COMPLAINTS	21.9	1.1	11.0	5.6	29	10.0	10.3	3.3	0.5	3.8	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
 OCTOBER 2002

U. S. AIRLINES* ALPHABETICAL	COMPS RECD IN OCT.	INCI - DENTS IN OCT.	PERCENT	INCI - DENTS IN SEPT.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AI RTRAN AIRWAYS	13	3	23.1	4	30.8	3	23.1	3	23.1
AMERICA WEST AIRLINES	13	4	30.8	4	30.8	3	23.1	2	15.4
AMERICAN AIRLINES	70	28	40.0	16	22.9	20	28.6	6	8.6
AMERICAN EAGLE AIRLINES	8	5	62.5	2	25.0	1	12.5	0	0.0
CONTINENTAL AIRLINES	30	10	33.3	5	16.7	9	30.0	6	20.0
DELTA AIR LINES	68	21	30.9	18	26.5	18	26.5	11	16.2
NORTHWEST AIRLINES	47	13	27.7	10	21.3	16	34.0	8	17.0
SOUTHWEST AIRLINES	18	8	44.4	5	27.8	4	22.2	1	5.6
UNITED AIRLINES	76	16	21.1	21	27.6	24	31.6	15	19.7
US AIRWAYS	23	10	43.5	4	17.4	6	26.1	3	13.0
OTHER U. S. AIRLINES	45	11	24.4	14	31.1	15	33.3	5	11.1
TOTALS	411	129	31.4	103	25.1	119	29.0	60	14.6
PREVIOUS YEAR'S TOTALS	630	245	38.9	145	23.0	142	22.5	98	15.6

*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**

OCTOBER 2002

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANI MALS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR FRANCE	1	1	1	0	2	6	0	3	0	0	0	0	14
ALITALIA AIRLINES	0	0	0	0	1	4	0	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	1	1	3	4	3	3	0	0	0	0	15
OTHER FOREIGN AIRLINES	8	2	5	1	4	14	7	3	0	0	0	5	49
TOTALS	9	3	7	2	10	28	10	9	0	0	0	5	83
TRAVEL AGENTS													
TRAVELOCITY.COM	2	0	1	0	1	0	1	0	1	0	0	0	6
OTHER TRAVEL AGENTS	0	0	2	2	3	0	0	0	1	0	0	0	8
TOTALS	2	0	3	2	4	0	1	0	2	0	0	0	14
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	1	1	0	0	1	0	0	0	0	3
TOTALS	0	0	0	1	1	0	0	1	0	0	0	0	3
MISCELLANEOUS													
OTHER MISCELLANEOUS	0	0	1	2	0	3	0	0	0	0	0	1	7
TOTALS	0	0	1	2	0	3	0	0	0	0	0	1	7

* 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

OCTOBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	OCTOBER 2002			OCTOBER 2001		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	18	6,065,874	0.30	21	5,882,440	0.36
2	<i>ALASKA AIRLINES</i>	4	1,054,538	0.38	7	923,418	0.76
3	<i>US AIRWAYS</i>	23	3,510,429	0.66	54	3,544,029	1.52
4	<i>AMERICA WEST AIRLINES</i>	13	1,686,937	0.77	44	1,429,234	3.08
5	<i>AMERICAN EAGLE AIRLINES</i>	8	989,180	0.81	2	889,513	0.22
6	<i>DELTA AIR LINES</i>	68	7,659,242	0.89	105	6,511,418	1.61
7	<i>AMERICAN AIRLINES</i>	70	7,756,269	0.90	75	5,218,041	1.44
8	<i>CONTINENTAL AIRLINES</i>	30	3,153,804	0.95	57	2,949,043	1.93
9	<i>NORTHWEST AIRLINES</i>	47	4,322,634	1.09	65	3,657,968	1.78
10	<i>UNITED AIRLINES</i>	76	5,736,876	1.32	94	5,368,082	1.75
	TOTAL **	357	41,935,783	.85	524	36,373,186	1.44

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.

** Trans World Airlines (TWA) ceased operating December 2001. Effective January 2002, TWA is no longer ranked in this table. Totals for October 2001 reflect the deletion of TWA's data for that month.

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

***Note:** Effective with the *Air Travel Consumer Report* issued in May 2002, “Discrimination” has been added as a new category. Complaints about “Tours or Charters,” which formerly was a separate category, are now included in the “Other” category.

