



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: JANUARY 2002

Includes data for the following periods:

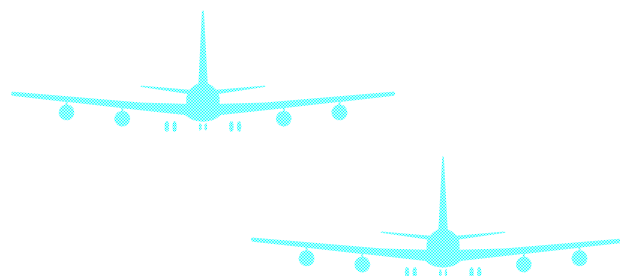
Flight Delays	November 2001 12 Months Ending November 2001
Mishandled Baggage	November 2001
Oversales	3rd Quarter 2001 January-September 2001
Consumer Complaints (Includes Disability Complaints)	November 2001

Office of Aviation Enforcement and Proceedings
<http://www.dot.gov/airconsumer/>

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INTRODUCTION

The Air Travel Consumer Report is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings. 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://www.dot.gov/airconsumer/>

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 eleven 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). These airlines account for more than 85 percent of domestic operating revenues.

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. 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 11 reporting air carriers, 4 (American, Northwest, United and US Airways) use ACARS exclusively; 3 (Alaska, America West and Southwest) rely solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 4 (American Eagle, Continental, Delta and TWA) 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.

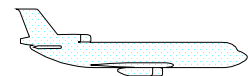
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



NOVEMBER 2001

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/ -----
TRANS WORLD S/	28	87.2	65	87.5
DELTA S/	32	86.9	108	86.7
US AIRWAYS S/	27	86.7	70	86.7
SOUTHWEST S/	15	86.9	59	86.6
AMERICA WEST S/	26	86.1	50	86.0
CONTINENTAL S/	30	85.5	73	85.9
NORTHWEST S/	32	85.9	107	85.6
AMERICAN S/	32	82.8	93	82.7
AMERICAN EAGLE S/	20	83.4	104	81.4
UNITED S/	31	80.9	82	80.8
ALASKA S/	8	73.9	36	75.9
T O T A L		84.8		84.7

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.

NOVEMBER 2001
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 2000		1ST QUARTER 01-03 2001		2ND QUARTER 04-06 2001		3RD QUARTER 07-09 2001		09 2001		10 2001		11 2001		12 MONTHS ENDING 11 2001		DATA BASE TO DATE 09 1987 - 11 2001	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	64.5	(10)	63.5	(12)	72.5	(11)	66.8	(12)	80.0	(8)	76.4	(12)	75.9	(11)	68.0	(11)	75.7	(9)
ALOHA	90.6	(1)	85.3	(1)	84.5	(1)	83.8	(1)	89.7	(1)	79.9	(11)	----	---	84.9	---	85.7	---
AMERICA WEST	64.1	(11)	68.7	(10)	75.2	(9)	72.1	(7)	82.3	(4)	83.1	(8)	86.0	(5)	73.1	(8)	78.2	(5)
AMERICAN	69.5	(7)	73.7	(7)	77.9	(8)	71.1	(9)	78.0	(9)	80.0	(10)	82.7	(8)	74.1	(7)	78.7	(3)
AMERICAN EAGLE	----	---	63.7	(11)	70.1	(12)	69.8	(10)	77.0	(11)	83.2	(7)	81.4	(9)	70.3	(10)	70.3	(11)
CONTINENTAL	78.7	(2)	79.5	(2)	82.6	(3)	75.8	(5)	74.2	(12)	88.7	(2)	85.9	(6)	80.0	(2)	78.5	(4)
DELTA	68.7	(8)	73.2	(9)	78.9	(7)	75.2	(6)	84.4	(4)	90.1	(1)	86.7	(2)	75.8	(6)	77.4	(8)
NORTHWEST	72.2	(5)	79.1	(3)	80.9	(5)	76.9	(4)	80.9	(7)	84.5	(6)	85.6	(7)	78.0	(4)	79.7	(2)
SOUTHWEST	70.4	(6)	77.8	(4)	83.2	(2)	81.5	(2)	86.8	(2)	86.6	(3)	86.6	(4)	80.5	(1)	82.3	(1)
TRANS WORLD	73.3	(4)	76.1	(6)	82.4	(4)	81.1	(3)	86.2	(3)	85.3	(5)	87.5	(1)	79.2	(3)	78.0	(7)
UNITED	66.7	(9)	73.6	(8)	74.3	(10)	68.0	(11)	77.7	(10)	80.7	(9)	80.8	(10)	72.2	(9)	75.2	(10)
US AIRWAYS	73.3	(3)	77.3	(5)	80.3	(6)	72.0	(8)	84.4	(5)	86.6	(4)	86.7	(3)	77.0	(5)	78.1	(6)
TOTAL	70.6		74.5		78.7		74.2		81.5		84.8		84.7		76.0		78.2	

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, plus other carriers that report voluntarily. Aloha Airlines reported data voluntarily for the period October 2000 through October 2001. American Eagle reporting effective January 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 09 2001 ranking column in this table is based on flight delay data for the period September 1-10 only (which was the basis for the September rankings in the ATRC issued in November 2001). The other ranking columns in this table that include September 2001 data (3rd Quarter 2001, 12 months ending November 2001, and Database to Date) reflect data submitted by the carriers to BTS for the entire month of September. The days following the tragic events of September 11 were a period during which all airline operations were cancelled under government order for several days and carriers required several additional days to resume scheduled operations. In addition, operations at Washington Reagan National Airport (DCA) were cancelled under government order from September 11 through the end of the month. Flights were allowed to resume on a limited basis at DCA on October 4.

NOVEMBER 2001

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	554	81.9	1092	78.2	316	68.7	146	69.9	89	85.4	649	77.8	602	87.7	11206	85.6
AS	H/		H/		H/		H/		H/		H/		H/		H/	
CO	381	86.6	535	92.3	273	76.6	25	92.0	H/		318	87.7	335	85.1	375	85.3
DL	15896	87.5	1579	91.3	405	77.3	199	90.5	4747	87.6	1029	87.3	559	87.1	2808	87.1
HP	118	71.2	118	74.6	146	45.9	H/		H/		46	71.7	234	87.2	166	77.7
MQ	H/		1774	84.0	312	75.3	118	77.1	145	77.2	135	83.0	H/		5822	83.5
NW	459	83.9	406	76.4	320	75.9	166	86.1	80	65.0	375	77.6	324	85.2	410	83.9
TW	172	85.5	141	83.0	145	76.6	112	95.5	H/		H/		172	90.1	369	87.5
UA	497	80.1	820	80.0	442	65.4	88	69.3	118	84.7	311	83.6	6097	86.3	516	79.7
US	470	88.3	1837	89.4	1352	86.7	8513	89.1	H/		1451	90.8	293	90.4	315	94.3
WN	H/		H/		3808	83.1	H/		H/		H/		H/		H/	
TOTAL	18547	86.9	8302	85.4	7519	80.1	9367	88.5	5179	86.9	4314	85.7	8616	86.6	21987	85.1
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	409	85.6	736	72.4	419	86.6	462	73.8	459	86.3	1128	67.0	615	87.3	2367	86.1
AS	H/		H/		H/		H/		H/		H/		287	82.6	557	73.6
CO	262	87.0	4777	87.5	441	90.2	181	85.1	7643	85.2	H/		456	81.1	572	80.8
DL	232	79.3	633	84.8	951	88.0	517	82.4	232	78.4	732	84.8	620	86.3	1178	86.3
HP	120	75.0	171	69.6	60	55.0	H/		171	73.7	149	65.8	2139	89.7	499	87.4
MQ	128	76.6	278	78.1	86	89.5	229	75.5	H/		964	82.8	H/		1876	88.8
NW	8166	89.6	441	76.6	150	81.3	340	85.3	360	84.7	120	75.0	330	83.9	438	85.8
TW	176	82.4	144	80.6	90	64.4	87	83.9	82	81.7	H/		178	90.4	228	90.8
UA	230	75.7	571	72.5	90	81.1	1885	75.5	326	69.3	390	65.6	813	82.0	2794	84.8
US	373	88.7	402	87.1	676	87.3	286	85.0	315	89.8	H/		126	88.1	408	84.1
WN	505	86.9	H/		944	88.7	H/		153	89.5	H/		4988	86.0	3233	88.0
TOTAL	10601	88.2	8153	83.4	3907	86.7	3987	78.3	9741	84.5	3483	75.2	10552	86.3	14150	86.0

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AIR TRAVEL CONSUMER REPORT

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

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	1335	85.4	667	78.9	110	87.3	2641	77.1	393	87.3	7457	84.1	147	91.2	585	76.4
AS	H/		H/		H/		H/		H/		30	73.3	1245	79.2	H/	
CO	272	82.0	498	89.6	88	93.2	285	88.8	204	85.8	430	85.1	143	74.8	137	68.6
DL	2015	88.7	1433	88.8	86	88.4	328	76.8	289	85.1	606	77.9	408	87.3	486	78.2
HP	H/		59	62.7	H/		59	64.4	118	73.7	230	73.0	175	89.7	117	71.8
MQ	735	82.7	213	96.7	H/		797	93.2	H/		4528	78.9	H/		255	75.3
NW	473	80.8	397	75.3	336	77.4	196	81.1	8499	88.4	639	77.9	150	78.0	353	60.6
TW	197	68.0	180	81.1	H/		123	83.7	246	90.2	277	79.4	59	91.5	144	77.8
UA	503	84.5	425	73.2	H/		372	82.0	446	81.6	9337	81.8	715	79.2	475	70.7
US	1999	88.8	1080	87.9	H/		396	89.1	232	87.5	626	84.7	H/		6321	78.8
WN	H/		1628	93.1	3317	90.2	H/		H/		H/		942	83.7	H/	
TOTAL	7529	86.0	6580	86.7	3937	89.1	5197	81.6	10427	87.7	24160	81.8	3984	82.0	8873	77.1
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	413	84.7	88	77.3	610	79.7	352	85.8	1119	80.9	146	87.7	180	93.9	417	82.3
AS	312	80.4	H/		305	75.1	3024	70.3	475	72.6	H/		H/		H/	
CO	297	88.6	79	94.9	209	68.4	291	81.8	349	78.8	59	74.6	99	87.9	373	87.1
DL	490	86.7	232	90.5	435	80.9	532	82.9	610	81.1	3638	88.0	177	88.1	975	87.4
HP	5065	91.0	H/		289	86.2	175	85.1	318	79.2	142	92.3	58	91.4	59	64.4
MQ	H/		296	82.1	761	92.9	H/		H/		H/		H/		142	93.7
NW	299	82.6	144	80.6	180	80.0	352	88.6	269	81.0	90	78.9	362	85.1	297	82.5
TW	176	85.2	134	83.6	118	81.4	147	91.2	146	82.2	87	90.8	8291	88.9	149	83.2
UA	544	82.7	171	88.3	648	77.2	1062	78.8	4240	79.0	441	84.8	261	77.8	271	71.6
US	266	89.1	6827	87.7	209	89.0	207	88.4	375	88.8	H/		235	90.2	711	83.5
WN	5186	86.6	H/		2192	80.7	1070	85.3	H/		1125	88.2	2093	89.1	1618	91.0
TOTAL	13048	87.9	7971	87.3	5956	81.6	7212	78.1	7901	79.6	5728	87.6	11756	88.7	5012	86.2

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME			ARRIVAL AIRPORT																	
			ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM			82.8	86.6	J/	63.8	J/	J/	J/	85.1	94.0	81.7	J/	72.4	91.8	62.9	95.0	92.8	95.0	48.3
700 - 759 AM			93.4	92.6	85.8	91.6	89.3	95.6	91.1	84.9	91.2	81.6	84.6	84.9	81.3	89.4	96.8	88.7	92.1	85.0
800 - 859 AM			89.5	84.4	81.9	91.4	96.2	92.6	91.5	89.6	93.4	93.6	92.5	90.4	78.3	91.7	93.3	87.6	94.3	94.4
900 - 959 AM			91.7	90.3	88.7	89.6	95.8	90.5	93.1	85.5	87.5	95.6	94.2	88.2	87.4	75.0	90.2	86.1	95.6	90.8
1000 - 1059 AM			91.5	87.6	85.0	91.1	91.5	91.9	86.5	88.2	89.3	90.0	85.5	88.8	83.5	80.6	84.9	85.0	86.2	91.7
1100 - 1159 AM			90.0	89.0	83.6	84.3	89.8	88.8	89.0	86.2	85.9	81.5	88.9	82.0	85.4	86.7	87.6	85.9	85.7	90.4
1200 - 1259 PM			87.9	88.3	88.8	89.2	76.7	84.4	88.9	82.0	89.1	87.1	91.1	86.4	87.5	81.8	87.5	86.8	85.5	83.9
100 - 159 PM			88.8	90.8	82.4	91.4	84.0	86.3	86.1	87.5	91.1	81.5	87.8	84.3	87.6	67.4	87.1	86.7	83.2	90.0
200 - 259 PM			84.9	89.8	84.5	90.6	89.4	89.4	83.7	87.7	91.1	87.9	88.8	77.5	85.4	85.3	85.0	86.5	88.9	93.5
300 - 359 PM			83.2	86.8	80.1	86.8	86.2	84.8	85.5	89.5	87.3	84.4	90.1	72.7	94.5	74.2	84.8	87.8	87.0	87.6
400 - 459 PM			85.3	81.1	72.5	89.8	77.4	83.9	88.0	86.0	88.9	84.2	87.7	74.3	83.0	79.8	84.3	87.3	89.0	79.5
500 - 559 PM			84.8	81.9	73.0	86.4	84.0	82.3	84.9	80.6	86.1	83.6	88.8	78.4	85.2	68.3	80.3	84.4	82.3	86.3
600 - 659 PM			86.4	85.2	77.4	87.8	79.9	77.2	84.3	83.6	90.1	83.8	89.2	80.4	84.6	71.0	84.3	86.3	85.1	83.9
700 - 759 PM			83.3	85.6	76.7	88.8	85.9	78.6	83.2	77.2	87.7	71.2	81.0	69.8	83.6	79.2	83.5	85.6	82.2	77.1
800 - 859 PM			81.8	81.9	78.6	85.8	80.0	85.6	85.3	79.1	87.4	79.3	84.0	76.2	86.9	73.2	84.3	83.6	83.1	80.3
900 - 959 PM			85.7	79.5	76.0	89.6	86.7	85.8	84.4	80.6	77.2	84.6	82.4	81.0	80.1	62.1	84.4	82.6	87.9	87.9
1000 - 1059 PM			88.6	84.3	78.1	90.4	88.4	J/	81.8	90.6	81.2	78.8	79.5	83.2	83.6	74.6	85.2	85.9	80.6	88.0
1100 - 559 AM			83.0	81.5	80.1	77.6	83.9	J/	93.1	86.6	84.3	82.3	86.5	75.4	79.3	56.9	85.8	88.0	82.5	89.0
TOTAL, ALL ARRIVALS, BY AIRPORT			86.9	85.4	80.1	88.5	86.9	85.7	86.6	85.1	88.2	83.4	86.7	78.3	84.5	75.2	86.3	86.0	86.0	86.7

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	85.5	91.7	93.3	88.5	48.3	60.0	J/	72.4	J/	60.0	88.7	J/	88.1	100.0	85.5
700 - 759 AM	94.0	82.0	91.5	81.3	93.9	90.2	94.5	91.4	95.2	97.9	79.3	91.3	92.0	74.4	88.5
800 - 859 AM	96.5	86.4	92.6	85.4	85.3	77.5	93.7	88.2	94.2	83.6	82.4	91.2	93.0	98.1	88.9
900 - 959 AM	86.1	85.4	90.0	75.4	86.5	79.6	92.1	90.5	86.3	81.2	82.5	92.4	91.2	79.8	86.7
1000 - 1059 AM	91.0	88.1	88.4	83.3	81.9	80.8	92.3	88.0	83.6	82.5	80.0	90.7	92.5	92.0	87.6
1100 - 1159 AM	90.0	86.3	86.8	87.7	87.5	83.3	92.3	87.5	88.7	80.1	78.7	87.3	90.8	89.4	86.8
1200 - 1259 PM	89.5	84.4	89.6	82.4	83.1	85.2	87.5	84.5	85.2	73.1	75.8	84.3	90.2	89.3	85.8
100 - 159 PM	91.7	82.4	90.8	88.9	84.0	81.9	88.7	87.0	85.9	84.1	81.4	85.5	93.3	83.0	87.1
200 - 259 PM	86.3	81.4	88.4	82.1	71.2	73.3	86.9	88.9	80.9	80.3	80.8	90.0	88.7	91.2	85.6
300 - 359 PM	91.7	80.1	88.8	80.8	80.5	74.4	86.5	90.4	78.8	72.6	76.4	83.3	87.9	89.4	84.7
400 - 459 PM	92.9	82.6	87.8	82.2	85.8	78.7	90.0	86.7	82.9	77.5	83.0	88.4	88.7	83.2	84.2
500 - 559 PM	86.1	70.9	84.5	81.4	83.2	72.4	83.8	86.4	79.6	72.2	78.9	89.6	83.3	90.0	82.3
600 - 659 PM	87.6	84.6	82.8	81.3	83.6	71.1	84.9	84.7	74.5	76.9	80.1	89.1	82.8	83.5	82.9
700 - 759 PM	81.6	73.5	87.2	78.0	77.7	70.0	86.4	87.6	76.4	79.3	78.3	85.8	86.8	81.7	81.6
800 - 859 PM	84.8	73.9	80.5	86.6	83.1	69.6	85.8	86.6	77.4	72.8	79.3	88.3	85.2	86.7	81.7
900 - 959 PM	92.2	67.9	84.7	86.4	82.2	72.7	84.7	86.9	69.2	78.3	71.7	85.7	83.1	83.0	82.4
1000 - 1059 PM	82.1	86.4	82.0	77.7	83.9	77.4	81.0	82.0	75.9	74.9	80.4	88.2	88.1	81.4	83.0
1100 - 559 AM	82.5	86.2	88.0	85.3	76.0	78.8	83.2	84.8	83.0	77.7	86.5	78.4	84.3	85.6	82.8
TOTAL, ALL ARRIVALS, BY AIRPORT	89.1	81.6	87.7	81.8	82.0	77.1	87.9	87.3	81.6	78.1	79.6	87.6	88.7	86.2	84.8

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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	88.9	87.7	95.0	94.5	94.3	94.8	93.1	89.7	86.3	86.1	96.4	90.7	97.7	63.3	94.8	92.5	92.6	96.0
700 - 759 AM	90.0	92.3	86.8	91.9	93.0	92.1	93.4	87.9	87.9	91.8	96.0	92.2	94.2	79.5	92.4	90.7	94.3	96.8
800 - 859 AM	91.0	88.3	86.1	86.7	89.9	92.6	92.5	86.8	90.5	91.9	92.8	90.4	92.1	86.4	95.3	90.7	90.2	95.3
900 - 959 AM	88.4	89.0	83.5	90.4	91.5	93.2	92.7	83.7	86.7	92.3	92.5	92.5	88.2	76.9	91.2	88.7	88.0	92.6
1000 - 1059 AM	86.6	90.9	89.4	92.9	91.7	92.2	87.3	88.1	83.6	89.5	90.6	92.2	88.0	70.2	87.1	86.7	89.5	93.9
1100 - 1159 AM	89.1	92.6	81.9	85.3	97.0	94.2	85.1	85.5	84.9	87.7	89.6	96.1	85.1	82.7	84.2	85.6	85.9	91.4
1200 - 1259 PM	85.6	87.7	80.8	86.6	90.4	92.5	87.4	82.8	83.5	90.8	87.8	90.9	92.1	66.7	85.7	87.5	85.1	91.3
100 - 159 PM	86.2	87.3	83.0	87.8	89.7	87.6	89.4	81.1	81.8	81.8	90.7	87.6	88.4	87.5	85.4	82.4	84.0	89.1
200 - 259 PM	86.0	87.3	81.3	91.8	85.0	86.1	86.6	79.9	85.9	87.1	86.8	90.0	85.2	79.1	84.4	81.8	83.0	91.5
300 - 359 PM	79.1	83.6	77.9	83.1	91.5	90.3	86.6	83.3	85.9	88.5	89.2	78.5	86.0	77.4	83.2	87.4	86.1	88.4
400 - 459 PM	80.2	86.0	76.2	86.0	90.5	87.8	88.3	83.4	86.3	86.6	89.5	74.9	92.9	84.1	81.7	83.8	85.8	87.4
500 - 559 PM	79.7	83.8	66.5	91.7	73.3	88.9	85.0	79.9	85.5	85.2	84.6	79.9	86.8	72.1	78.4	81.9	88.7	83.8
600 - 659 PM	78.2	80.3	78.6	77.5	85.0	86.3	84.8	76.5	74.1	84.2	88.2	91.3	84.0	61.6	78.4	84.5	82.9	90.7
700 - 759 PM	80.2	81.8	65.9	87.7	86.9	89.0	83.2	80.6	87.2	86.2	86.8	84.3	85.2	71.0	82.4	83.6	82.9	91.3
800 - 859 PM	82.9	85.6	75.4	89.1	86.1	89.1	89.2	76.1	90.4	81.4	79.4	77.8	87.5	82.4	79.1	80.3	83.0	85.4
900 - 959 PM	81.0	88.9	78.4	88.7	90.4	96.2	80.6	84.0	87.1	J/	79.2	50.0	87.1	77.8	80.3	88.3	89.7	89.1
1000 - 1059 PM	87.0	J/	66.7	92.0	92.4	J/	J/	85.7	J/	J/	J/	0.0	92.0	90.0	91.0	89.0	J/	J/
1100 - 559 AM	89.1	88.9	82.8	J/	J/	J/	88.0	78.0	J/	94.3	96.6	89.3	J/	J/	87.3	92.3	87.9	96.7
TOTAL, ALL DEPARTURES, BY AIRPORT	84.8	87.1	80.3	87.7	89.6	90.4	87.7	82.8	85.4	88.1	89.5	86.2	88.2	76.0	86.0	86.7	87.2	91.1

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	93.4	89.9	92.2	95.0	94.1	92.5	94.2	90.6	87.7	92.0	93.2	94.6	95.3	97.4	91.9
700 - 759 AM	89.9	89.0	92.5	90.8	92.2	89.5	93.9	89.9	90.2	90.5	90.9	93.2	90.1	94.8	91.3
800 - 859 AM	85.3	91.6	88.6	89.4	90.2	84.5	91.4	89.2	88.2	88.8	84.6	91.0	91.9	88.9	89.7
900 - 959 AM	86.4	93.1	91.6	83.4	84.4	85.6	89.1	86.3	90.7	84.6	84.4	87.7	91.9	94.7	88.1
1000 - 1059 AM	85.4	88.3	94.9	85.5	93.5	74.2	87.7	95.6	85.8	80.3	85.4	91.8	92.4	89.5	87.6
1100 - 1159 AM	84.4	87.1	90.8	87.4	86.0	84.7	89.8	85.7	83.1	75.3	82.3	91.7	90.8	92.1	87.2
1200 - 1259 PM	84.0	89.9	88.1	85.7	83.2	88.4	85.2	94.8	84.5	77.0	80.0	86.2	90.5	90.8	85.7
100 - 159 PM	88.7	86.8	91.3	86.5	87.0	84.5	84.0	93.9	85.0	79.9	78.9	86.2	91.7	89.8	86.1
200 - 259 PM	81.7	84.7	87.2	86.6	90.6	80.9	83.5	85.7	83.9	83.5	85.8	91.1	88.7	82.6	84.9
300 - 359 PM	78.3	80.9	87.4	83.0	63.2	70.3	82.0	82.6	80.0	76.2	83.2	88.7	85.3	92.4	83.3
400 - 459 PM	83.1	75.8	88.2	81.9	77.0	83.7	82.1	87.8	84.1	80.7	87.9	85.6	88.1	85.4	84.3
500 - 559 PM	89.3	78.6	88.0	80.6	86.1	76.5	83.4	85.8	82.8	76.2	76.5	87.4	86.6	85.1	82.1
600 - 659 PM	86.2	86.6	86.2	79.9	79.1	71.6	82.0	88.1	74.5	78.0	84.3	91.0	81.8	90.8	81.7
700 - 759 PM	75.2	80.9	89.0	81.5	78.0	69.5	80.9	89.1	74.7	71.2	84.7	85.9	84.8	90.0	82.1
800 - 859 PM	79.9	87.8	85.7	85.2	72.3	76.9	82.6	88.3	74.6	71.4	77.6	87.2	81.8	81.4	82.3
900 - 959 PM	84.7	96.7	87.8	88.3	93.1	80.4	78.5	88.5	81.3	80.7	64.4	86.3	85.1	90.1	84.4
1000 - 1059 PM	J/	93.3	J/	J/	65.5	84.4	84.6	91.8	85.2	90.2	84.8	88.5	91.0	83.3	88.6
1100 - 559 AM	90.0	90.2	92.7	96.0	97.6	90.2	95.4	96.6	89.7	94.3	93.6	J/	96.4	93.2	90.4
TOTAL, ALL DEPARTURES, BY AIRPORT	84.8	85.4	89.5	85.3	85.5	80.6	85.8	87.9	84.2	82.4	84.4	89.4	88.1	90.2	86.0

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ 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
AS	269	LAX-SEA	1945	15	86.67	21	18
DL	440	ATL-ORD	0810	29	82.76	25	29

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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 -----
UNITED	1,485	7	0.5
ALASKA	383	1	0.3
AMERICAN	1,706	4	0.2
CONTINENTAL	958	1	0.1
AMERICAN EAGLE	1,206	1	0.1
DELTA	2,035	1	0.0
SOUTHWEST	2,740	1	0.0
AMERICA WEST	483	0	0.0
TRANS WORLD	578	0	0.0
NORTHWEST	1,295	0	0.0
US AIRWAYS	1,603	0	0.0
TOTAL	14,472	16	0.1

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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)	78.4	90.5	199	199	EAGLE, CO. (EGE)	70.0	80.0	10	10
AKRON/CANTON, OH. (CAK)	96.6	86.2	29	29	EL PASO, TX. (ELP)	88.1	90.7	1,649	1,648
ALBANY, N.Y. (ALB)	80.0	87.1	1,134	1,134	ERIE, PA. (ERI)	95.8	95.8	120	120
ALBUQUERQUE, N.M. (ABQ)	88.5	89.8	2,912	2,913	EUGENE, OR. (EUG)	76.7	90.0	90	90
ALLEN TOWN, PA. (ABE)	84.5	90.0	233	231	EVANSVILLE, IN. (EVV)	76.9	85.9	156	156
AMARILLO, TX. (AMA)	86.2	90.3	472	472	FAIRBANKS, AK. (FAI)	82.3	86.1	389	388
ANCHORAGE, AK. (ANC)	78.3	82.0	1,435	1,437	FARGO, N.D. (FAR)	84.0	92.4	144	144
ASHEVILLE, N.C. (AVL)	94.3	94.3	123	123	FAYETTEVILLE ARKANSAS REG (XNA)	71.2	76.9	396	398
ATLANTA, GA. (ATL)	86.9	84.8	18,547	18,565	FLINT, MI. (FNT)	88.3	89.8	60	59
AUSTIN, TX. (AUS)	85.9	90.2	3,047	3,047	FRESNO, CA. (FAT)	89.2	86.9	260	260
BALTIMORE, MD. (BWI)	80.1	80.3	7,519	7,521	FT. LAUDERDALE, FL. (FLL)	86.7	89.5	3,907	3,904
BANGOR, ME. (BGR)	88.7	85.0	194	193	FT. MYERS, FL. (RSW)	87.5	93.1	1,225	1,226
BARROW, AK. (BRW)	86.2	89.7	58	58	FT. SMITH, AR. (FSM)	83.8	91.2	228	228
BATON ROUGE, LA. (BTR)	82.9	88.4	345	344	FT. WAYNE, IN. (FWA)	71.6	82.5	201	200
BEAUMONT/PORT ARTHUR, TX (BPT)	83.0	88.0	141	142	GRAND FORKS, N.D. (GFK)	74.0	92.1	77	76
BETHEL, AK. (BET)	79.5	80.4	112	112	GRAND RAPIDS, MI. (GRR)	79.6	88.5	764	764
BILLINGS, MT. (BIL)	86.5	96.6	208	207	GREAT FALLS, MT. (GTF)	86.1	91.4	209	209
BIRMINGHAM, AL. (BHM)	87.8	89.5	1,356	1,352	GREEN BAY, WI. (GRB)	82.4	94.1	239	237
BISMARCK, N.D. (BIS)	82.8	94.8	116	115	GREENSBORO/HIGH PT., N.C. (GSO)	86.9	91.4	823	823
BLOOMINGTON, IL. (BMI)	71.4	86.9	84	84	GREENVILLE/SPARTANBURG, S.C. (GSP)	83.0	91.2	407	407
BOISE, ID. (BOI)	88.6	91.0	866	865	GULFPORT/BILLOXI, MS. (GPT)	66.7	90.0	30	30
BOSTON, MA. (BOS)	85.4	87.1	8,302	8,304	HARLINGEN, TX. (HRL)	88.0	88.0	301	301
BOZEMAN, MT. (BZN)	90.7	95.8	118	118	HARRISBURG, PA. (MDT)	85.0	86.8	441	441
BUFFALO, N.Y. (BUF)	82.5	89.8	1,169	1,169	HARTFORD, CT./SPGFLD, MA. (BDL)	83.1	89.7	2,470	2,467
BURBANK, CA. (BUR)	81.3	83.1	1,937	1,937	HELENA, MT. (HLN)	86.2	91.4	58	58
BURLINGTON, VT. (BTV)	80.1	89.3	206	206	HONOLULU, OAHU, HI. (HNL)	71.3	90.2	783	783
CEDAR RAPIDS/IOWA CTY, IA. (CID)	85.5	90.4	488	490	HOUSTON, TX. (HOU)	85.5	81.7	4,392	4,391
CHAMPAIGN, IL. (CMI)	69.4	82.3	147	147	HOUSTON, TX. (IAH)	84.5	88.2	9,741	9,743
CHARLESTON, S.C. (CHS)	85.4	90.7	377	377	HUNTSVILLE/DECATUR, AL. (HSV)	85.2	94.4	304	305
CHARLOTTE, N.C. (CLT)	88.5	87.7	9,367	9,376	INDIANAPOLIS, IN. (IND)	84.0	88.4	2,719	2,718
CHATTANOOGA, TN. (CHA)	81.0	89.3	84	84	INDIO/PALM SPRINGS, CA. (PSP)	86.2	87.8	573	572
CHICAGO, IL. (MDW)	89.1	84.8	3,937	3,937	ISLIP/LONG IS., N.Y. (ISP)	85.1	85.5	820	820
CHICAGO, IL. (ORD)	81.8	85.3	24,160	24,163	JACKSON/VICKSBURG, MS. (JAN)	81.7	86.9	518	519
CINCINNATI, OH. (CVG)	86.9	89.6	5,179	5,179	JACKSONVILLE, FL. (JAX)	86.0	90.7	1,909	1,908
CLEVELAND, OH. (CLE)	87.0	91.5	3,633	3,635	JUNEAU, AK. (JNU)	75.1	74.4	293	293
COLLEGE STATION, TX. (CLL)	88.3	92.2	205	205	KAHULUI, MAUI, HI. (OGG)	70.4	80.5	334	334
COLORADO SPRINGS, CO. (COS)	85.1	90.5	693	692	KALAMAZOO, MI. (AZO)	78.0	89.5	200	200
COLUMBIA, S.C. (CAE)	89.1	90.8	174	173	KALISPELL, MT. (FCA)	89.1	90.8	119	119
COLUMBUS, OH. (CMH)	83.9	90.0	2,890	2,888	KANSAS CITY, MO. (MCI)	87.7	91.4	4,420	4,420
CORDOVA, AK. (CDV)	87.9	91.4	58	58	KETCHIKAN, AK. (KTN)	78.0	88.1	177	177
CORPUS CHRISTI, TX. (CRP)	74.1	78.8	355	354	KEY WEST, FL. (EYW)	85.9	91.3	149	150
DALLAS/FT. WORTH, TX. (DAL)	87.7	85.0	3,459	3,459	KILLEEN, TX. (ILE)	79.7	84.5	237	239
DALLAS/FT. WORTH, TX. (DFW)	85.1	82.8	21,987	21,970	KING SALMON, AK. (AKN)	75.0	75.0	12	12
DAYTON, OH. (DAY)	85.8	90.0	763	762	KNOXVILLE, TN. (TYS)	85.9	90.1	262	262
DAYTONA BEACH, FL. (DAB)	80.3	92.3	117	117	KODIAK, AK. (ADQ)	82.8	82.8	58	58
DEADHORSE, AK. (SCC)	77.8	82.2	45	45	KONA, HAWAII., HI. (KOA)	72.5	90.8	120	120
DENVER, CO. (DEN)	86.6	87.7	8,616	8,617	KOTZEBUE, AK. (OTZ)	88.5	86.2	87	87
DES MOINES, IA. (DSM)	85.2	93.3	637	638	LA CROSSE, WI. (LSE)	75.9	88.0	141	142
DETROIT, MI. (DTW)	88.2	85.4	10,601	10,609	LAFAYETTE, LA. (LFT)	79.1	83.2	172	173
DILLINGHAM, AK. (DLG)	75.0	83.3	12	12	LANSING, MI. (LAN)	83.9	93.7	223	222
DUBUQUE, IA. (DBQ)	72.2	82.2	90	90	LAREDO, TX. (LRD)	71.8	83.9	117	118
DULUTH, MN. (DLH)	75.0	85.0	140	140	LAS VEGAS, NV. (LAS)	86.3	86.0	10,552	10,551
DUTCH HARBOR, AK. (DUT)	56.9	51.7	58	58	LAWTON, OK. (LAW)	78.5	84.6	214	214

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AIR TRAVEL CONSUMER REPORT

TABLE 7.

ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LEXINGTON/FRKFT, KY. (LEX)	89.0	93.5	200	199	RENO, NV. (RNO)	85.5	86.8	1,894	1,895
LIHUE, KAUAI, HI. (LIH)	62.5	89.1	64	64	RICHMOND, VA. (RIC)	83.0	89.6	1,227	1,226
LINCOLN, NE. (LNK)	90.7	94.4	54	54	ROCHESTER, MN. (RST)	85.4	93.4	199	198
LITTLE ROCK, AR. (LIT)	86.7	90.4	1,160	1,158	ROCHESTER, N.Y. (ROC)	87.1	91.9	742	741
LONG BEACH, CA. (LGB)	83.0	88.7	141	141	SACRAMENTO, CA. (SMF)	84.4	83.4	3,167	3,165
LONGVIEW, TX. (GGG)	85.7	92.4	119	119	SAGINAW, MI. (MBS)	82.6	94.2	138	138
LOS ANGELES, CA. (LAX)	86.0	86.7	14,150	14,148	SALT LAKE CITY, UT. (SLC)	87.6	89.4	5,728	5,729
LOUISVILLE, KY. (SDF)	89.1	91.4	1,596	1,593	SAN ANGELO, TX. (SJT)	84.6	90.9	175	175
LUBBOCK, TX. (LBB)	81.9	83.8	603	604	SAN ANTONIO, TX. (SAT)	84.1	89.9	2,892	2,893
MADISON, WI. (MSN)	78.9	89.3	441	441	SAN DIEGO, CA. (SAN)	81.6	84.2	5,956	5,959
MANCHESTER, N.H. (MHT)	85.4	88.9	1,319	1,317	SAN FRANCISCO, CA. (OAK)	81.1	76.8	4,637	4,638
MARQUETTE, MI. (MQT)	80.0	83.3	30	30	SAN FRANCISCO, CA. (SFO)	79.6	84.4	7,901	7,898
MAYAGUEZ, P.R. (MAZ)	60.0	82.5	30	57	SAN JOSE, CA. (SJC)	82.5	83.6	4,999	4,996
MEDFORD, OR. (MFR)	87.8	86.7	90	90	SAN JUAN, P.R. (SJU)	77.7	85.2	2,062	2,033
MELBOURNE, FL. (MLB)	87.9	96.6	116	116	SAN LUIS OBISPO, CA. (SBP)	86.7	85.3	203	204
MEMPHIS, TN. (MEM)	87.8	86.7	3,563	3,561	SANTA BARBARA, CA. (SBA)	91.1	91.4	293	292
MIAMI, FL. (MIA)	81.6	85.4	5,197	5,195	SARASOTA/BRAD., FL. (SRQ)	92.3	93.6	298	298
MIDLAND/ODESSA, TX. (MAF)	81.2	84.0	573	575	SAVANNAH, GA. (SAV)	85.8	90.8	478	479
MILWAUKEE, WI. (MKE)	83.3	90.4	1,284	1,286	SCRANTON/WILKES-BARRE, PA. (AVP)	86.7	97.5	120	120
MINNEAPOLIS/ST.P., MN. (MSP)	87.7	89.5	10,427	10,436	SEATTLE, WA. (SEA)	78.1	82.4	7,212	7,215
MINOT, N.D. (MOT)	83.3	95.6	90	90	SHREVEPORT, LA. (SHV)	83.4	85.7	379	378
MISSION/MCALLEN, TX. (MFE)	76.5	90.8	226	228	SIOUX FALLS, S.D. (FSD)	85.2	91.6	237	237
MISSOULA, MT. (MSO)	90.6	96.0	149	149	SITKA, AK. (SIT)	67.0	84.1	88	88
MOBILE, AL./PASCAGOULA, MS. (MOB)	87.2	91.9	172	172	SOUTH BEND, IN. (SBN)	75.7	94.6	37	37
MOLINE, IL. (MLI)	86.5	92.2	141	141	SPOKANE, WA. (GEG)	84.7	86.3	961	960
MONROE, LA. (MLU)	88.4	90.7	86	86	SPRINGFIELD, MO. (SGF)	86.8	90.2	348	348
MONTEREY, CA. (MRY)	90.5	89.2	148	148	ST. CROIX, V.I. (STX)	72.6	77.2	146	145
MYRTLE BEACH, S.C. (MYR)	89.1	94.9	238	237	ST. LOUIS, MO. (STL)	88.7	88.1	11,756	11,760
NASHVILLE, TN. (BNA)	88.9	89.6	4,181	4,179	ST. THOMAS, V.I. (STT)	76.9	86.9	347	343
NEW ORLEANS, LA. (MSY)	85.4	89.4	3,829	3,829	SYRACUSE, N.Y. (SYR)	87.3	92.9	732	729
NEW YORK, N.Y. (JFK)	75.2	76.0	3,483	3,485	TALLAHASSEE, FL. (TLH)	84.3	92.1	89	89
NEW YORK, N.Y. (LGA)	86.0	87.2	7,529	7,531	TAMPA, FL. (TPA)	86.2	90.2	5,012	5,013
NEWARK, N.J. (EWR)	83.4	88.1	8,153	8,157	TEXARKANA, AR. (TXK)	86.2	92.4	145	145
NEWBURGH, N.Y. (SWF)	88.8	91.0	89	89	TOLEDO, OH. (TOL)	79.1	87.2	148	148
NOME, AK. (OME)	83.9	80.5	87	87	TRAVERSE CITY, MI. (TVC)	79.9	91.3	149	149
NORFOLK/VA. BEACH, VA. (ORF)	83.1	87.8	1,564	1,565	TUCSON, AZ. (TUS)	84.7	90.3	1,336	1,335
OKLAHOMA CITY, OK. (OKC)	85.0	89.2	1,612	1,609	TULSA, OK. (TUL)	86.4	89.9	1,694	1,695
OMAHA, NE. (OMA)	84.5	89.9	1,451	1,450	TYLER, TX. (TYR)	83.9	92.0	236	237
ONTARIO, CA. (ONT)	85.2	86.2	2,630	2,630	VALPARAISO, FL. (VPS)	86.4	86.4	176	176
ORANGE COUNTY, CA. (SNA)	82.8	85.4	3,232	3,232	WACO, TX. (ACT)	87.2	90.6	203	203
ORLANDO, FL. (MCO)	86.7	91.1	6,580	6,579	WASHINGTON, D.C. (DCA)	85.7	90.4	4,314	4,305
PASCO, WA. (PSC)	91.4	87.9	58	58	WASHINGTON, D.C. (IAD)	78.3	86.2	3,987	3,989
PENSACOLA, FL. (PNS)	88.1	90.4	344	344	WEST PALM BEACH, FL. (PBI)	86.6	91.5	1,840	1,837
PEORIA, IL. (PIA)	78.2	84.9	119	119	WHITE PLAINS, N.Y. (HPN)	82.0	84.8	523	526
PETERSBURG, AK. (PSG)	74.1	74.1	58	58	WICHITA FALLS, TX. (SPS)	82.6	86.0	178	178
PHILADELPHIA, PA. (PHL)	77.1	80.6	8,873	8,877	WICHITA, KS. (ICT)	87.3	94.1	490	490
PHOENIX, AZ. (PHX)	87.9	85.8	13,048	13,049	WILMINGTON, N.C. (ILM)	94.3	97.1	176	175
PITTSBURGH, PA. (PIT)	87.3	87.9	7,971	7,971	WORCESTER, MA. (ORH)	76.7	91.4	60	58
PORTLAND, ME. (PWM)	81.8	87.7	611	611	WRANGELL, AK. (WRG)	77.6	84.5	58	58
PORTLAND, OR. (PDX)	82.0	85.5	3,984	3,984	YAKUTAT, AK. (YAK)	79.3	87.9	58	58
PROVIDENCE, R.I. (PVD)	82.8	86.4	2,179	2,177					
RALEIGH/DURHAM, N.C. (RDU)	83.0	85.7	3,566	3,564					
RAPID CITY, S.D. (RAP)	87.8	94.4	90	90					

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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
AMERICAN EAGLE S/	20	19576	558	2.9	104	34430	1083	3.1
AMERICAN S/	32	37922	526	1.4	93	50000	677	1.4
DELTA S/	32	45085	594	1.3	108	59226	816	1.4
ALASKA S/	8	6235	57	0.9	36	11490	150	1.3
NORTHWEST S/	32	25935	208	0.8	108	37734	307	0.8
US AIRWAYS S/	27	36308	292	0.8	70	46861	368	0.8
SOUTHWEST S/	15	32801	281	0.9	59	76856	599	0.8
AMERICA WEST S/	26	11002	62	0.6	50	13986	80	0.6
CONTINENTAL S/	30	20385	112	0.5	74	26824	136	0.5
UNITED S/	31	35897	183	0.5	82	43391	207	0.5
TRANS WORLD /S	28	12573	56	0.4	65	16588	74	0.4
T O T A L		283,719	2,929	1.0		417,386	4,497	1.1

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

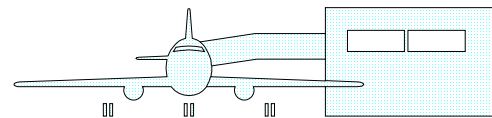
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

Atlanta. Hartsfield	ATL
Baltimore/Washington International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth International	DFW
Denver International	DEN
Detroit. Metro Wayne County	DTW
Houston. George Bush	IAH
Las Vegas. McCarran International	LAS
Los Angeles International	LAX
Miami International	MIA
Minneapolis-St. Paul International	MSP
Newark International	EWJ
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

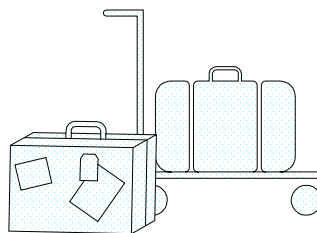
Air Carriers Required to Report Data to DOT and to CRS Vendors

AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
AAX	American Eagle
CO	Continental Airlines
DL	Delta Air Lines
NW	Northwest Airlines
WN	Southwest Airlines
TW	Trans World 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.



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

RANK	AIRLINE	NOVEMBER 2001			NOVEMBER 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,625	936,336	2.80	2,872	951,836	3.02
2	DELTA AIR LINES	19,478	6,380,477	3.05	37,539	8,131,902	4.62
3	US AIRWAYS	12,056	3,705,748	3.25	21,321	5,089,757	4.19
4	AMERICA WEST AIRLINES	4,483	1,361,573	3.29	9,017	1,622,709	5.56
5	NORTHWEST AIRLINES	11,448	3,311,311	3.46	19,347	3,897,128	4.96
6	CONTINENTAL AIRLINES	9,848	2,766,375	3.56	15,482	3,050,959	5.07
7	SOUTHWEST AIRLINES	22,514	5,863,537	3.84	34,489	6,220,439	5.54
8	AMERICAN AIRLINES	18,761	4,735,945	3.96	28,315	5,440,659	5.20
9	UNITED AIRLINES	20,289	4,607,250	4.40	30,482	5,959,413	5.11
10	TRANS WORLD AIRLINES	7,735	1,350,335	5.73	11,215	1,998,669	5.61
11	AMERICAN EAGLE AIRLINES	7,993	864,972	9.24	*	*	*
TOTALS		137,230	35,883,859	3.82	210,079	42,363,471	4.96

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. American Eagle reporting effective January 2001.

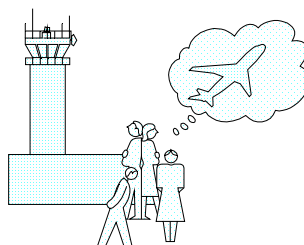
OVERSALES

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 2001				JULY-SEPTEMBER 2000			
		<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	US AIRWAYS	18,038	229	13,400,761	0.17	19,166	559	15,116,844	0.37
2	AMERICA WEST AIRLINES	10,586	109	5,140,026	0.21	14,507	376	5,314,934	0.71
3	NORTHWEST AIRLINES	13,057	320	12,837,481	0.25	24,102	602	14,354,388	0.42
4	AMERICAN AIRLINES	30,515	664	18,076,630	0.37	47,289	634	20,643,034	0.31
5	CONTINENTAL AIRLINES	15,394	531	9,548,608	0.56	12,538	1,922	10,299,565	1.87
6	DELTA AIR LINES	29,534	1,420	21,724,341	0.65	55,339	662	26,293,384	0.25
7	UNITED AIRLINES	35,377	1,532	17,933,795	0.85	25,452	2,531	19,507,333	1.30
8	AMERICAN EAGLE AIRLINES	265	37	410,087	0.90	859	206	583,095	3.53
9	ALASKA AIRLINES	8,787	490	3,740,709	1.31	8,147	481	3,652,675	1.32
10	SOUTHWEST AIRLINES	19,871	2,694	18,564,869	1.45	18,379	3,220	18,821,145	1.71
11	TRANS WORLD AIRLINES	7,714	870	5,111,512	1.70	19,717	2,754	7,127,292	3.86
	TOTALS	189,138	8,896	126,488,819	0.70	245,495	13,947	141,713,689	0.98

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. American Eagle reporting effective January 2001.

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

RANK	AIRLINE	JANUARY-SEPTEMBER 2001				JANUARY-SEPTEMBER 2000			
		<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	US AIRWAYS	65,589	1,357	43,258,363	0.31	65,909	2,846	42,471,549	0.67
2	AMERICAN AIRLINES	103,966	1,937	55,466,583	0.35	168,262	2,624	59,663,773	0.44
3	AMERICA WEST AIRLINES	40,010	604	15,622,332	0.39	46,888	1,941	15,321,997	1.27
4	NORTHWEST AIRLINES	58,054	1,557	38,495,416	0.40	82,574	1,739	40,374,668	0.43
5	DELTA AIR LINES	135,690	4,544	69,750,219	0.65	172,546	2,675	77,988,654	0.34
6	CONTINENTAL AIRLINES	54,383	2,599	29,749,486	0.87	47,828	4,356	30,294,940	1.44
7	UNITED AIRLINES	120,191	5,499	54,721,034	1.00	91,362	9,643	58,805,953	1.64
8	ALASKA AIRLINES	25,922	1,567	10,624,014	1.47	26,620	1,572	10,244,180	1.53
9	SOUTHWEST AIRLINES	63,289	9,215	56,439,110	1.63	68,628	9,975	54,066,772	1.84
10	AMERICAN EAGLE AIRLINES	1,463	270	1,433,495	1.88	2,469	648	1,734,291	3.74
11	TRANS WORLD AIRLINES	30,440	3,303	16,413,933	2.01	54,774	6,207	19,933,218	3.11
	TOTALS	698,997	32,452	391,973,985	0.83	827,860	44,226	410,899,995	1.08

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. American Eagle reporting effective January 2001.

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

	NOVEMBER 2001				NOVEMBER 2000			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	374	17	0	23	1,187	56	6	30
FOREIGN AIRLINES	74	0	0	4	170	5	0	3
TRAVEL AGENTS	42	0	0	0	15	0	0	0
TOUR OPERATORS	3	0	0	0	2	0	0	0
MISCELLANEOUS	23	14	0	14	16	18	0	7
INDUSTRY TOTALS	516	31	0	41	1,390	79	6	40

DURING THE MONTH OF NOVEMBER 2001, U.S. GOVERNMENT OFFICES IN THE WASHINGTON, D.C. AREA EXPERIENCED MAIL DELIVERY PROBLEMS WHICH MAY HAVE AFFECTED THE COMPLAINT TOTALS.

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

<u>COMPLAINT CATEGORY</u>	<u>NOVEMBER 2001</u>			<u>NOVEMBER 2000</u>		
	<u>RANKING</u>	<u>COMPLAINTS**</u>	<u>SUB-CATEGORY</u>	<u>RANKING</u>	<u>COMPLAINTS**</u>	<u>SUB-CATEGORY</u>
REFUNDS	1	154		5	66	
CUSTOMER SERVICE	2	87		2	211	
FLIGHT PROBLEMS	3	75		1	526	
CANCELLATIONS			29			196
DELAYS			13			143
MISCONNECTIONS			8			78
BAGGAGE	4	70		3	211	
RES/TKTG/BOARDING	5	60		4	143	
FARES	6	29		7	62	
OTHER	7	13		8	49	
FREQUENT FLYER			2			14
DISABILITY	8	11		6	65	
OVERSALES	9	11		9	48	
ADVERTISING	10	5		11	3	
TOURS OR CHARTERS	11	1		10	6	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		516			1,390	

DURING THE MONTH OF NOVEMBER 2001, U.S. GOVERNMENT OFFICES IN THE WASHINGTON, D.C. AREA EXPERIENCED MAIL DELIVERY PROBLEMS WHICH MAY HAVE AFFECTED THE COMPLAINT TOTALS.

* 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*

NOVEMBER 2001

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	1	1	3	0	2	3	0	0	1	0	0	0	11
ALASKA AIRLINES	0	2	2	1	1	0	1	0	0	0	0	0	7
AMERICA WEST AIRLINES	7	0	1	1	6	4	2	0	0	0	0	1	22
AMERICAN AIRLINES	8	1	4	3	18	6	11	0	0	0	0	0	51
AMERICAN TRANS AIR	1	1	2	0	1	1	2	1	0	0	0	0	9
CONTINENTAL AIRLINES	3	0	5	4	9	4	10	0	0	0	0	0	35
DELTA AIR LINES	7	3	6	2	14	6	8	0	0	0	0	4	50
NORTHWEST AIRLINES	4	1	5	3	6	2	7	1	0	0	0	0	29
SOUTHWEST AIRLINES	0	0	1	0	3	1	5	0	0	0	0	0	10
TRANS WORLD AIRLINES	1	1	0	0	3	4	0	1	0	0	0	1	11
UNITED AIRLINES	9	1	8	2	16	18	23	1	1	0	0	2	81
US AIRWAYS	5	0	2	4	6	3	7	1	0	0	0	0	28
OTHER U.S. AIRLINES	13	0	1	1	10	1	4	0	0	0	0	0	30
TOTAL NOVEMBER 2001	59	11	40	21	95	53	80	5	2	0	0	8	374
% OF TOTAL COMPLAINTS	15.8	2.9	10.7	5.6	25.4	14.2	21.4	1.3	0.5	0	0	2.2	
TOTAL NOVEMBER 2000	477	37	113	52	51	163	191	59	2	4	0	38	1,187
% OF TOTAL COMPLAINTS	40.2	3.1	9.5	4.4	4.3	13.7	16.1	5.0	0.2	0.3	0	3.2	

DURING THE MONTH OF NOVEMBER 2001, U.S. GOVERNMENT OFFICES IN THE WASHINGTON, D.C. AREA EXPERIENCED MAIL DELIVERY PROBLEMS WHICH MAY HAVE AFFECTED THE COMPLAINT TOTALS.

* 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.D. 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

NOVEMBER 2001

U.S. AIRLINES*	COMPS RECD IN NOV.	INCI- DENTS IN NOV.	PERCENT	INCI- DENTS IN OCT.	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	11	7	63.6	0	0.0	2	18.2	2	18.2
ALASKA AIRLINES	7	3	42.9	0	0.0	1	14.3	3	42.9
AMERICA WEST AIRLINES	22	10	45.5	3	13.6	8	36.4	1	4.5
AMERICAN AIRLINES	51	26	51.0	9	17.6	9	17.6	7	13.7
AMERICAN TRANS AIR	9	5	55.6	0	0.0	4	44.4	0	0.0
CONTINENTAL AIRLINES	35	18	51.4	5	14.3	8	22.9	4	11.4
DELTA AIR LINES	50	26	52.0	4	8.0	12	24.0	8	16.0
NORTHWEST AIRLINES	29	13	44.8	5	17.2	6	20.7	5	17.2
SOUTHWEST AIRLINES	10	3	30.0	1	10.0	1	10.0	5	50.0
TRANS WORLD AIRLINES	11	6	54.5	2	18.2	3	27.3	0	0.0
UNITED AIRLINES	81	41	50.6	15	18.5	20	24.7	5	6.2
US AIRWAYS	28	18	64.3	5	17.9	5	17.9	0	0.0
OTHER U.S. AIRLINES	30	17	56.7	1	3.3	7	23.3	5	16.7
TOTALS	374	193	51.6	50	13.4	86	23.0	45	12.0
PREVIOUS YEAR'S TOTALS	1,187	299	25.2	172	14.5	316	26.6	400	33.7

DURING THE MONTH OF NOVEMBER 2001, U.S. GOVERNMENT OFFICES IN THE WASHINGTON, D.C. AREA EXPERIENCED MAIL DELIVERY PROBLEMS WHICH MAY HAVE AFFECTED THE COMPLAINT TOTALS.

*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**

NOVEMBER 2001

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
ALLEGRO AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	1	0	1	1	0	1	0	0	0	1	5
SABENA	3	0	0	0	8	0	0	0	0	0	0	0	11
SWISSAIR	2	0	0	1	3	0	0	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	3	0	6	3	10	13	4	5	1	1	0	1	47
TOTALS	12	0	7	4	22	14	5	6	1	1	0	2	74
TRAVEL AGENTS													
EXPEDIA.COM	0	0	1	0	4	0	0	0	0	0	0	0	5
ORBITZ.COM	0	0	3	0	2	0	0	0	1	0	0	0	6
PRICELINE.COM	0	0	1	1	7	0	0	0	0	0	0	0	9
TRAVELOCITY.COM	1	0	1	0	3	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	1	0	15	0	0	0	0	0	0	1	17
TOTALS	1	0	7	1	31	0	0	0	1	0	0	1	42
TOUR OPERATORS													
OTHER TOUR OPERATORS	1	0	0	0	2	0	0	0	0	0	0	0	3
TOTALS	1	0	0	0	2	0	0	0	0	0	0	0	3
MISCELLANEOUS													
OTHER MISCELLANEOUS	2	0	6	3	4	3	2	0	1	0	0	2	23
TOTALS	2	0	6	3	4	3	2	0	1	0	0	2	23

DURING THE MONTH OF NOVEMBER 2001, U.S. GOVERNMENT OFFICES IN THE WASHINGTON, D.C. AREA EXPERIENCED MAIL DELIVERY PROBLEMS WHICH MAY HAVE AFFECTED THE COMPLAINT TOTALS.

* 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

NOVEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

NOVEMBER 2001					NOVEMBER 2000		
RANK	AIRLINE	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	10	5,710,792	0.18	22	6,230,782	0.35
2	<i>AMERICAN EAGLE AIRLINES</i>	3	898,224	0.33	15	1,027,649	1.46
3	<i>ALASKA AIRLINES</i>	7	1,030,152	0.68	13	1,092,670	1.19
4	<i>US AIRWAYS</i>	28	3,876,394	0.72	103	5,292,057	1.95
5	<i>DELTA AIR LINES</i>	50	6,600,384	0.76	119	8,450,977	1.41
6	<i>NORTHWEST AIRLINES</i>	29	3,742,290	0.77	116	4,652,816	2.49
7	<i>TRANS WORLD AIRLINES</i>	11	1,321,448	0.83	63	2,062,855	3.05
8	<i>AMERICAN AIRLINES</i>	51	5,574,693	0.91	162	6,799,161	2.38
9	<i>CONTINENTAL AIRLINES</i>	35	3,111,902	1.12	60	3,700,673	1.62
10	<i>UNITED AIRLINES</i>	81	5,021,463	1.61	252	6,743,646	3.74
11	<i>AMERICA WEST AIRLINES</i>	22	1,347,523	1.63	74	1,668,381	4.44
	TOTAL	327	38,235,265	.86	999	47,721,667	2.09

DURING THE MONTH OF NOVEMBER 2001, U.S. GOVERNMENT OFFICES IN THE WASHINGTON, D.C. AREA EXPERIENCED MAIL DELIVERY PROBLEMS WHICH MAY HAVE AFFECTED THE COMPLAINT TOTALS.

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. American Eagle reporting effective January 2001.

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.

Tours: Problems with scheduled or charter tour packages.

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.

