



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: FEBRUARY 2002

Includes data for the following periods:

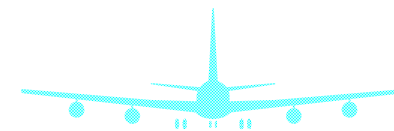
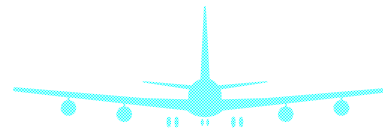
Flight Delays	December 2001 12 Months Ending December 2001
Mishandled Baggage	December 2001 January-December 2001
Oversales	3rd Quarter 2001 January-September 2001
Consumer Complaints (Includes Disability Complaints)	December 2001 January-December 2001

Office of Aviation Enforcement and Proceedings

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

TABLE OF CONTENTS

Section	Page	Section	Page
INTRODUCTION2		
Flight Delays			
Explanation3	Mishandled Baggage	
Table 14	Explanation17
Overall Percentage of Reported Flight		Ranking--Month18
Operations Arriving On Time, by Carrier		Ranking--YTD19
Table 1A5		
Overall Percentage of Reported Flight		Oversales	
Operations Arriving On Time and Carrier Rank,		Explanation19
by Month, Quarter, and Data Base to Date		Ranking--Quarter20
Table 26	Ranking--YTD22
Number of Reported Flight Arrivals and Per-			
centage Arriving On Time, by Carrier and Airport		Consumer Complaints	
Table 38	Explanation23
Percentage of All Carriers' Reported Flight		Complaint Tables 1-5 (Month)24
Operations Arriving On Time, by Airport and		Summary, Complaint Categories, U.S. Airlines,	
Time of Day		Incident Date, and Companies Other Than	
Table 49	U.S. Airlines	
Percentage of All Carriers' Reported Flight		Rankings, Table 6 (Month)29
Operations Departing On Time, by Airport and		Complaint Tables 1-4 (YTD)30
Time of Day		Summary, Complaint Categories, U.S. Airlines,	
Table 510	and Companies Other Than U.S. Airlines	
List of Regularly Scheduled Flights		Rankings, Table 5 (YTD)35
Arriving Late 80% of the Time or More		Complaint Categories36
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://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.

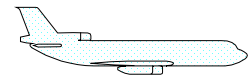
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



DECEMBER 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/ -----
AMERICA WEST S/	26	86.2	50	86.6
CONTINENTAL S/	30	82.7	78	82.9
AMERICAN S/	32	82.8	98	82.7
DELTA S/	32	82.1	109	81.7
US AIRWAYS S/	27	81.0	70	80.8
AMERICAN EAGLE S/	20	82.2	105	80.1
SOUTHWEST S/	15	79.8	59	79.8
TRANS WORLD S/	29	78.7	66	79.0
UNITED S/	31	78.6	85	77.9
NORTHWEST S/	32	77.7	111	77.2
ALASKA S/	8	67.4	36	69.0
T O T A L		80.7		80.2

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.

DECEMBER 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*	1ST QUARTER 01-03 2001		2ND QUARTER 04-06 2001		3RD QUARTER 07-09 2001		4TH QUARTER 10-12 2001		10 2001		11 2001		12 2001		12 MONTHS ENDING 12 2001		DATABASE TO DATE 09 1987 - 12 2001	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	63.5	(12)	72.5	(11)	66.8	(12)	73.7	(11)	76.4	(12)	75.9	(11)	69.0	(11)	69.0	(11)	75.7	(9)
ALOHA	85.3	(1)	84.5	(1)	83.8	(1)	79.9	----	79.9	(11)	----	--	----	--	84.2	----	85.7	----
AMERICA WEST	68.7	(10)	75.2	(9)	72.1	(7)	85.2	(3)	83.1	(8)	86.0	(5)	86.6	(1)	74.8	(8)	78.3	(5)
AMERICAN	73.7	(7)	77.9	(8)	71.1	(9)	81.8	(8)	80.0	(10)	82.7	(8)	82.7	(3)	75.9	(7)	78.7	(3)
AMERICAN EAGLE	63.7	(11)	70.1	(12)	69.8	(10)	81.6	(9)	83.2	(7)	81.4	(9)	80.1	(6)	71.0	(10)	71.0	(11)
CONTINENTAL	79.5	(2)	82.6	(3)	75.8	(5)	85.8	(2)	88.7	(2)	85.9	(6)	82.9	(2)	80.7	(3)	78.5	(4)
DELTA	73.2	(9)	78.9	(7)	75.2	(6)	86.2	(1)	90.1	(1)	86.7	(2)	81.7	(4)	78.0	(6)	77.4	(8)
NORTHWEST	79.1	(3)	80.9	(5)	76.9	(4)	82.3	(7)	84.5	(6)	85.6	(7)	77.2	(10)	79.7	(4)	79.7	(2)
SOUTHWEST	77.8	(4)	83.2	(2)	81.5	(2)	84.4	(5)	86.6	(3)	86.6	(4)	79.8	(7)	81.7	(1)	82.3	(1)
TRANS WORLD	76.1	(6)	82.4	(4)	81.1	(3)	84.0	(6)	85.3	(5)	87.5	(1)	79.0	(8)	80.8	(2)	78.0	(7)
UNITED	73.6	(8)	74.3	(10)	68.0	(11)	79.9	(10)	80.7	(9)	80.8	(10)	77.9	(9)	73.5	(9)	75.2	(10)
US AIRWAYS	77.3	(5)	80.3	(6)	72.0	(8)	84.6	(4)	86.6	(4)	86.7	(3)	80.8	(5)	78.2	(5)	78.1	(6)
TOTAL	74.5		78.7		74.2		83.2		84.8		84.7		80.2		77.4		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 each month from 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 ranking columns in this table that include September 2001 data (3rd Quarter 2001, 12 months ending December 2001, 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-only ranking column in the ATR's issued in November and December 2001 and January 2002.

DECEMBER 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	543	77.0	1107	87.9	356	78.4	151	88.7	90	92.2	561	83.8	658	84.8	11756	85.1
AS	H/		H/		H/		H/		H/		H/		H/		H/	
CO	387	74.2	546	88.5	280	83.6	25	84.0	H/		327	88.1	346	78.0	382	80.9
DL	16541	80.9	1736	90.7	422	84.1	208	86.5	4809	87.7	1030	89.6	586	84.1	2891	85.2
HP	141	75.2	124	85.5	155	79.4	H/		H/		93	92.5	207	82.6	170	85.3
MQ	H/		1817	82.9	310	71.6	94	62.8	145	73.1	130	83.1	H/		5924	87.3
NW	467	67.7	440	73.6	324	66.0	146	79.5	54	55.6	384	70.3	372	63.2	418	72.7
TW	172	73.3	143	77.6	151	76.8	116	87.1	H/		170	83.5	179	72.6	366	78.4
UA	526	74.9	859	86.7	443	78.3	92	87.0	123	78.0	300	84.7	6388	82.7	520	73.7
US	543	68.1	1835	88.3	1216	83.6	9055	82.2	H/		1389	91.2	279	74.9	301	77.1
WN	H/		H/		3806	85.4	H/		H/		H/		H/		H/	
TOTAL	19320	79.7	8607	86.5	7463	82.5	9887	82.3	5221	86.8	4384	86.9	9015	81.5	22728	84.9

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	428	85.3	757	82.4	490	86.5	480	82.7	462	83.8	1155	81.4	650	83.2	2475	82.4
AS	H/		H/		H/		H/		H/		H/		H/		H/	
CO	255	82.4	4880	84.7	476	79.4	136	83.1	7902	84.6	H/		400	73.5	610	74.1
DL	214	76.2	757	82.6	1080	81.1	543	81.2	244	72.1	734	90.3	644	74.7	1178	75.6
HP	124	82.3	179	83.8	62	67.7	H/		162	84.0	155	81.9	2142	84.6	520	87.1
MQ	123	78.0	264	75.0	86	82.6	264	84.1	H/		956	82.9	H/		1836	95.0
NW	8645	82.1	449	73.3	215	57.7	320	80.3	366	69.9	124	70.2	326	59.2	469	65.0
TW	179	73.2	150	72.7	93	61.3	90	81.1	85	81.2	H/		150	78.0	193	68.9
UA	241	76.8	622	80.5	83	73.5	1830	86.6	326	74.2	422	86.0	832	75.2	2900	80.0
US	390	74.6	456	81.6	618	72.8	310	87.4	302	66.2	H/		153	67.3	330	62.4
WN	500	79.8	H/		939	82.4	H/		146	82.9	H/		5047	75.1	3266	80.8
TOTAL	11099	81.4	8514	82.7	4142	78.6	3973	84.5	9995	82.8	3546	83.8	10648	76.9	14357	81.0

DECEMBER 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															
	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	1340	92.2	705	82.4	109	89.0	2840	77.7	416	85.8	7785	82.0	173	76.3	594	77.9
AS	H/		H/		H/		H/		H/		31	54.8	1288	71.8	H/	
CO	274	86.1	543	81.2	86	94.2	326	77.9	206	85.4	429	82.5	123	66.7	141	78.7
DL	1945	91.4	1668	85.4	91	90.1	310	64.8	307	82.4	621	74.4	430	69.8	533	79.0
HP	H/		96	79.2	H/		62	75.8	140	76.4	241	84.2	186	89.2	142	88.7
MQ	724	82.5	214	91.6	H/		744	91.9	H/		4813	69.0	H/		246	75.2
NW	512	81.4	448	64.7	350	73.7	251	59.0	9214	83.1	598	68.4	196	76.5	379	65.7
TW	185	84.9	185	74.6	H/		126	65.1	258	79.8	291	68.0	60	60.0	152	86.2
UA	530	92.1	442	82.1	H/		388	68.8	453	74.4	9603	81.4	769	73.5	521	78.9
US	1813	91.6	938	75.4	H/		344	60.5	247	75.7	623	73.4	H/		6482	77.9
WN	H/		1642	87.9	3289	86.1	H/		H/		H/		965	69.3	H/	
TOTAL	7323	89.7	6881	82.2	3925	85.3	5391	76.0	11241	82.5	25035	78.4	4190	72.2	9190	77.8

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	432	80.6	93	94.6	603	79.6	344	79.4	1084	66.6	161	77.6	126	81.0	415	84.1
AS	337	73.0	H/		328	76.8	3176	62.6	491	61.9	H/		H/		H/	
CO	308	84.7	77	94.8	217	65.0	300	80.0	363	63.1	96	71.9	98	83.7	425	81.6
DL	525	85.7	242	85.1	458	79.0	553	71.6	590	63.2	3825	75.5	184	87.5	1114	84.8
HP	5435	89.4	H/		281	87.5	186	85.5	330	71.5	148	83.1	62	87.1	62	77.4
MQ	H/		357	75.6	738	95.1	H/		H/		H/		H/		117	90.6
NW	385	63.6	157	78.3	186	64.0	421	78.1	307	50.8	104	54.8	329	73.3	382	66.8
TW	179	67.0	140	73.6	121	75.2	150	73.3	150	62.7	89	66.3	8482	80.7	145	79.3
UA	577	71.9	152	83.6	652	72.9	1108	70.8	4272	65.8	456	72.8	277	76.5	279	71.3
US	218	75.7	6965	84.5	216	76.9	217	87.1	303	57.1	H/		247	76.9	826	69.9
WN	5222	78.6	H/		2164	75.7	1088	73.4	H/		1157	71.1	2081	78.0	1645	84.0
TOTAL	13618	82.3	8183	84.0	5964	78.4	7543	69.8	7890	64.6	6036	74.2	11886	80.0	5410	79.9

DECEMBER 2001

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	87.1	87.8	J/	80.6	93.3	J/	J/	88.1	89.2	90.4	J/	86.7	93.4	90.5	94.7	89.6	93.3	77.4
700 - 759 AM	92.3	87.6	89.3	85.6	89.3	97.2	84.2	90.4	83.3	88.1	88.3	95.8	88.0	84.5	95.9	93.4	89.3	88.7
800 - 859 AM	86.5	84.3	84.4	86.5	90.9	88.3	85.7	91.6	86.1	91.4	90.3	89.0	84.1	63.3	89.0	93.9	89.5	90.1
900 - 959 AM	84.4	91.5	92.4	75.9	92.4	91.2	85.6	88.8	82.2	95.1	81.9	87.3	85.9	77.9	83.9	86.1	93.7	82.8
1000 - 1059 AM	84.5	88.6	86.7	82.6	94.0	87.5	82.2	87.5	84.0	92.0	80.9	84.9	85.5	83.6	78.6	81.8	92.2	86.1
1100 - 1159 AM	86.3	88.3	89.0	80.7	89.8	87.8	85.4	85.8	81.5	88.5	82.2	87.8	79.2	90.8	76.7	85.2	92.0	88.4
1200 - 1259 PM	87.3	90.2	88.2	81.4	90.2	87.2	88.4	86.8	87.2	87.4	83.1	90.1	86.0	100.0	81.0	80.7	90.3	81.6
100 - 159 PM	88.6	88.9	89.4	87.4	86.7	87.5	81.1	89.1	82.0	83.3	77.6	87.8	86.6	87.0	77.1	77.3	92.5	82.9
200 - 259 PM	81.9	87.3	90.8	82.8	94.6	91.4	79.7	85.0	81.3	86.8	84.1	88.4	83.1	89.0	73.8	79.9	90.6	83.8
300 - 359 PM	75.8	88.2	82.2	78.3	81.8	89.2	79.2	85.3	83.1	83.1	79.3	85.3	84.0	84.7	78.1	82.1	89.5	86.9
400 - 459 PM	71.2	87.4	75.8	81.9	80.6	84.3	82.0	84.7	80.8	81.0	74.7	80.9	79.9	89.3	66.9	80.6	91.2	80.8
500 - 559 PM	77.2	84.1	81.7	84.1	88.4	88.5	78.7	79.9	75.5	78.6	70.2	81.3	80.3	82.7	69.6	77.7	89.0	88.2
600 - 659 PM	77.8	79.7	76.6	81.2	83.9	82.3	77.3	81.8	77.9	79.2	77.8	81.6	79.5	76.4	73.1	79.8	86.6	77.2
700 - 759 PM	72.7	85.8	77.0	78.6	82.1	85.3	82.4	77.4	78.4	69.1	75.4	85.4	81.3	83.6	66.3	79.3	88.5	77.2
800 - 859 PM	71.9	84.0	76.8	81.9	74.6	83.6	73.0	77.7	80.0	75.2	72.7	86.7	80.4	82.6	70.4	78.1	86.6	77.0
900 - 959 PM	69.0	87.7	76.5	87.4	89.6	83.8	83.2	78.8	72.7	79.6	74.0	79.4	77.6	76.9	73.1	73.5	93.6	77.7
1000 - 1059 PM	75.7	84.2	77.7	84.1	78.9	J/	77.2	82.4	77.0	80.0	77.1	77.8	84.3	69.7	76.1	72.2	85.6	77.3
1100 - 559 AM	82.2	84.4	82.7	85.8	88.1	J/	80.7	83.4	83.5	85.3	78.4	83.1	76.4	83.2	81.9	78.6	86.1	78.8
TOTAL, ALL ARRIVALS, BY AIRPORT	79.7	86.5	82.5	82.3	86.8	86.9	81.5	84.9	81.4	82.7	78.6	84.5	82.8	83.8	76.9	81.0	89.7	82.2

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	89.5	98.4	88.1	82.9	12.5	85.6	J/	87.1	J/	61.3	72.9	J/	87.2	95.8	87.6
700 - 759 AM	91.6	96.8	87.3	80.9	92.3	85.3	94.4	87.0	95.7	91.4	82.6	75.5	83.4	83.0	86.9
800 - 859 AM	90.3	93.5	85.7	81.5	87.7	76.1	90.4	83.9	93.7	79.1	78.2	84.6	87.6	96.1	86.8
900 - 959 AM	92.1	82.0	81.7	79.7	88.1	79.4	89.4	91.5	86.7	75.0	78.0	81.8	87.5	76.2	84.7
1000 - 1059 AM	89.1	80.1	81.5	83.4	76.0	88.8	88.0	86.5	81.3	83.8	68.7	80.5	82.5	87.7	84.0
1100 - 1159 AM	90.2	69.2	83.1	83.4	80.6	87.3	86.1	98.8	84.3	73.7	59.6	78.7	81.5	83.0	83.3
1200 - 1259 PM	86.6	77.8	88.5	81.4	78.3	85.9	83.6	85.3	80.9	73.9	61.7	63.9	83.7	81.0	83.1
100 - 159 PM	85.8	70.9	86.0	81.2	83.9	82.2	84.5	84.0	82.4	73.0	61.7	74.7	77.9	83.3	83.4
200 - 259 PM	84.7	78.9	84.3	79.1	66.5	78.3	82.7	94.0	78.2	70.3	62.7	77.9	81.2	87.3	81.5
300 - 359 PM	85.3	80.7	81.4	77.2	59.8	74.6	78.8	88.7	76.9	60.7	67.2	75.4	79.4	84.8	80.5
400 - 459 PM	86.9	80.4	79.0	78.2	67.3	78.7	79.7	78.2	71.6	67.6	64.9	62.3	79.0	79.1	79.2
500 - 559 PM	78.4	66.4	80.1	77.7	65.2	76.6	78.6	85.6	77.3	62.8	57.6	77.4	76.1	81.5	78.2
600 - 659 PM	81.1	76.8	73.7	70.7	66.9	70.6	74.4	73.6	67.9	63.4	63.3	79.4	72.5	71.6	76.5
700 - 759 PM	80.2	62.0	82.0	70.4	64.1	69.4	79.6	79.8	66.0	68.5	63.8	70.8	76.5	71.7	75.9
800 - 859 PM	81.8	73.1	76.8	75.1	70.0	70.9	81.9	80.3	82.2	61.9	61.5	75.8	72.1	81.8	76.6
900 - 959 PM	80.0	60.7	80.8	78.7	64.4	75.0	78.3	82.5	61.1	64.7	53.7	62.7	79.5	71.4	75.9
1000 - 1059 PM	77.3	80.3	81.0	79.5	74.2	77.2	76.2	82.5	77.5	66.8	65.8	68.6	82.5	71.4	76.9
1100 - 559 AM	82.7	66.8	85.7	87.5	64.1	82.1	71.6	88.6	77.3	69.3	72.2	59.5	78.3	78.3	80.0
TOTAL, ALL ARRIVALS, BY AIRPORT	85.3	76.0	82.5	78.4	72.2	77.8	82.3	84.0	78.4	69.8	64.6	74.2	80.0	79.9	80.7

DECEMBER 2001

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	93.5	87.0	83.9	92.9	87.9	91.8	94.6	93.3	79.4	88.5	95.0	85.9	95.0	51.6	95.8	94.9	91.0	96.0
700 - 759 AM	93.5	83.9	78.9	100.0	94.5	93.1	92.8	92.2	80.6	90.1	98.1	89.8	93.3	70.6	92.9	90.2	88.4	96.6
800 - 859 AM	91.4	83.3	80.8	83.1	86.8	91.5	91.9	90.0	81.8	88.7	95.8	89.1	93.7	72.2	92.5	90.1	89.2	93.6
900 - 959 AM	85.8	83.6	80.1	87.6	93.0	87.5	90.7	88.4	75.8	90.3	92.8	90.1	90.4	76.3	87.4	87.1	87.5	97.4
1000 - 1059 AM	87.9	87.5	83.0	75.9	94.4	92.0	80.9	87.1	71.7	90.1	88.9	93.4	87.6	76.9	76.9	82.9	93.5	90.6
1100 - 1159 AM	89.1	86.5	81.5	77.6	92.9	88.0	84.4	85.5	73.3	89.7	86.6	89.5	82.8	89.8	80.6	79.1	92.4	89.2
1200 - 1259 PM	90.5	86.4	77.7	79.9	88.8	92.3	85.3	85.7	75.4	91.2	85.8	91.7	86.2	72.4	77.5	82.7	91.2	84.9
100 - 159 PM	91.4	86.6	75.0	81.5	91.6	88.1	87.1	84.0	75.0	85.4	90.0	91.3	87.9	79.3	71.5	76.0	88.5	85.9
200 - 259 PM	88.3	85.6	78.7	78.0	87.9	90.4	83.8	82.3	60.8	84.0	82.2	84.3	78.7	81.8	73.4	74.0	87.8	85.4
300 - 359 PM	79.8	84.5	78.8	74.4	88.1	88.0	83.6	84.3	71.5	84.7	82.7	84.3	84.8	69.2	72.0	78.7	88.4	81.7
400 - 459 PM	76.1	86.7	72.4	79.1	84.9	87.3	82.7	77.8	76.5	81.4	83.5	86.4	91.7	85.1	72.7	80.0	88.0	89.6
500 - 559 PM	71.5	81.4	67.5	80.3	89.8	89.7	83.4	82.5	75.9	77.6	78.6	76.3	83.4	69.2	62.5	76.0	88.9	87.7
600 - 659 PM	75.4	78.5	77.6	75.6	81.0	88.2	77.0	76.3	58.7	75.1	81.6	83.8	81.9	67.3	68.2	78.7	84.5	88.9
700 - 759 PM	75.1	80.8	67.2	77.8	84.6	87.8	79.3	79.7	65.4	79.7	81.9	74.7	83.8	68.6	72.9	76.3	87.4	81.7
800 - 859 PM	74.2	91.4	77.1	82.2	84.2	91.9	87.0	77.8	75.9	70.6	81.5	90.4	83.7	78.6	61.4	73.4	85.7	83.9
900 - 959 PM	70.5	92.4	67.6	86.8	87.5	96.7	J/	86.0	72.2	J/	66.7	91.4	81.1	69.8	66.8	83.4	92.8	84.0
1000 - 1059 PM	71.2	J/	90.5	88.8	94.8	J/	J/	100.0	64.3	J/	J/	J/	91.7	84.9	79.9	84.5	J/	J/
1100 - 559 AM	83.3	87.4	80.0	J/	J/	J/	82.0	86.9	J/	97.2	96.7	80.0	J/	J/	85.0	89.0	91.7	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	82.5	84.6	77.0	81.2	88.5	90.0	85.0	84.4	73.8	85.0	86.9	85.7	86.2	73.7	78.6	82.4	89.0	89.4

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
600 - 659 AM	90.6	86.3	83.9	92.6	88.9	92.2	95.6	90.8	93.9	89.9	89.2	91.5	94.2	97.5	90.7
700 - 759 AM	92.9	91.3	86.0	90.5	90.4	84.8	94.2	87.1	89.2	91.4	91.5	83.0	87.6	90.7	89.5
800 - 859 AM	82.4	90.7	85.7	85.2	88.3	77.5	88.8	89.7	91.3	86.9	83.9	81.0	86.6	92.8	87.1
900 - 959 AM	85.3	95.6	84.6	82.7	79.2	78.8	89.5	85.7	87.9	85.3	80.6	80.4	89.0	94.3	86.5
1000 - 1059 AM	82.4	92.1	78.5	82.6	89.4	81.0	82.3	91.2	82.7	78.4	79.0	84.2	83.6	89.4	83.8
1100 - 1159 AM	76.9	86.4	76.6	86.0	74.2	90.3	84.5	87.6	81.5	73.4	75.8	82.2	77.6	86.4	83.6
1200 - 1259 PM	77.5	78.3	85.1	81.5	74.8	87.3	76.8	98.7	79.7	72.3	68.6	74.2	82.8	83.2	82.4
100 - 159 PM	73.7	85.2	81.1	82.0	71.4	83.4	81.0	75.0	78.4	74.9	66.0	79.4	81.5	82.7	81.7
200 - 259 PM	68.1	79.1	79.1	78.9	82.6	79.3	77.7	82.2	77.3	73.5	73.7	79.1	76.4	78.1	80.6
300 - 359 PM	63.9	82.5	80.0	79.4	54.5	68.8	77.7	87.2	72.2	66.2	68.5	78.6	75.3	78.8	78.2
400 - 459 PM	70.8	76.1	80.7	77.7	55.3	78.6	71.9	84.2	74.2	71.5	80.5	78.1	76.6	74.2	79.2
500 - 559 PM	72.8	82.6	78.8	77.3	76.7	73.6	72.3	76.8	70.2	63.4	70.3	74.5	76.4	80.2	77.0
600 - 659 PM	73.2	78.5	74.3	73.0	71.3	72.2	75.7	84.3	69.3	63.4	71.8	84.3	67.8	84.2	75.6
700 - 759 PM	65.6	83.4	78.6	72.5	60.1	69.8	71.8	70.0	70.5	60.3	71.0	72.7	76.9	77.5	75.9
800 - 859 PM	72.8	84.9	74.5	74.2	53.0	77.8	76.1	82.6	76.6	59.8	60.2	76.5	70.8	74.8	76.7
900 - 959 PM	70.8	87.5	78.8	76.5	93.5	71.9	74.6	83.6	83.4	75.7	55.8	67.6	76.0	84.6	77.2
1000 - 1059 PM	J/	93.5	62.5	J/	46.3	80.3	85.9	86.4	90.2	79.4	81.8	73.3	81.3	76.2	82.0
1100 - 559 AM	94.4	93.7	80.0	80.0	92.1	95.1	93.0	96.7	100.0	92.7	86.8	J/	J/	93.3	88.1
TOTAL, ALL DEPARTURES, BY AIRPORT	77.1	85.2	80.1	80.5	76.7	78.0	80.7	84.6	81.5	77.0	76.9	79.7	78.9	84.8	81.9

DECEMBER 2001
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
AA	1411	JFK-MIA	1802	17	100.00		57	37
NW	1788	DTW-PHL	1725	15	86.67		42	33
WN	1146	SAN-OAK	1955	29	82.76		37	24
NW	1941	DTW-MCO	1915	15	80.00		57	42
NW	996	DTW-MIA	2110	15	80.00		41	36
NW	1189	DTW-MCI	1900	15	80.00		36	32

DECEMBER 2001

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 -----
ALASKA	396	5	1.3
NORTHWEST	1,722	9	0.5
AMERICAN EAGLE	1,199	3	0.3
SOUTHWEST	2,740	6	0.2
AMERICAN	1,694	3	0.2
DELTA	2,038	3	0.1
CONTINENTAL	951	1	0.1
AMERICA WEST	493	0	0.0
TRANS WORLD	550	0	0.0
UNITED	1,491	0	0.0
US AIRWAYS	1,579	0	0.0
TOTAL	14,853	30	0.2

DECEMBER 2001

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)	84.0	91.0	200	200	DUTCH HARBOR, AK. (DUT)	44.3	36.1	61	61
AGUADILLA, P.R. (BON)	81.8	100.0	11	11	EAGLE, CO. (EGE)	60.6	84.2	160	158
AKRON/CANTON, OH. (CAK)	100.0	74.2	31	31	EL PASO, TX. (ELP)	82.2	85.3	1,682	1,682
ALBANY, N.Y. (ALB)	76.8	84.4	1,162	1,161	ERIE, PA. (ERI)	71.8	81.5	124	124
ALBUQUERQUE, N.M. (ABQ)	82.8	82.6	2,905	2,910	EUGENE, OR. (EUG)	69.7	80.9	89	89
ALLENTOWN, PA. (ABE)	82.5	93.0	211	213	EVANSVILLE, IN. (EVV)	66.7	79.7	138	138
AMARILLO, TX. (AMA)	78.5	83.6	483	483	FAIRBANKS, AK. (FAI)	73.1	74.6	402	402
ANCHORAGE, AK. (ANC)	67.3	76.0	1,494	1,493	FARGO, N.D. (FAR)	70.3	91.5	165	165
ASHEVILLE, N.C. (AVL)	85.6	91.9	111	111	FAYETTEVILLE ARKANSAS REG (XNA)	73.9	81.3	387	390
ATLANTA, GA. (ATL)	79.7	82.5	19,320	19,329	FLINT, MI. (FNT)	81.3	92.2	64	64
AUSTIN, TX. (AUS)	82.4	88.5	3,087	3,088	FRESNO, CA. (FAT)	89.7	90.1	262	263
BALTIMORE, MD. (BWI)	82.5	77.0	7,463	7,464	FT. LAUDERDALE, FL. (FLL)	78.6	86.9	4,142	4,140
BANGOR, ME. (BGR)	77.5	84.2	191	190	FT. MYERS, FL. (RSW)	77.2	90.1	1,345	1,341
BARROW, AK. (BRW)	85.0	80.0	60	60	FT. SMITH, AR. (FSM)	91.3	95.2	230	230
BATON ROUGE, LA. (BTR)	77.2	86.2	347	349	FT. WAYNE, IN. (FWA)	73.7	82.8	209	209
BEAUMONT/PORT ARTHUR, TX (BPT)	86.8	91.7	121	121	GRAND FORKS, N.D. (GFK)	73.9	94.3	69	70
BETHEL, AK. (BET)	72.2	77.4	115	115	GRAND RAPIDS, MI. (GRR)	67.6	80.5	808	809
BILLINGS, MT. (BIL)	72.9	93.0	229	229	GREAT FALLS, MT. (GTF)	75.8	89.2	186	185
BIRMINGHAM, AL. (BHM)	83.6	86.3	1,412	1,411	GREEN BAY, WI. (GRB)	71.4	84.3	262	261
BISMARCK, N.D. (BIS)	78.2	91.6	119	119	GREENSBORO/HIGH PT., N.C. (GSO)	81.2	87.9	873	873
BLOOMINGTON, IL. (BMI)	65.2	75.3	89	89	GREENVILLE/SPARTANBURG, S.C. (GSP)	80.2	86.6	394	395
BOISE, ID. (BOI)	75.3	79.3	895	895	GULFPORT/BILLOXI, MS. (GPT)	67.7	93.5	31	31
BOSTON, MA. (BOS)	86.5	84.6	8,607	8,601	GUNNISON, CO. (GUC)	73.5	93.9	34	33
BOZEMAN, MT. (BZN)	67.6	87.0	139	138	HARLINGEN, TX. (HRL)	76.9	75.5	303	302
BROWNSVILLE, TX. (BRO)	92.9	100.0	14	14	HARRISBURG, PA. (MDT)	83.7	90.7	442	442
BUFFALO, N.Y. (BUF)	70.5	75.6	1,239	1,240	HARTFORD, CT./SPGFLD, MA. (BDL)	85.6	85.9	2,724	2,728
BURBANK, CA. (BUR)	73.4	71.7	2,005	2,004	HELENA, MT. (HLN)	79.0	82.3	62	62
BURLINGTON, VT. (BTV)	80.6	88.0	216	216	HONOLULU, OAHU, HI. (HNL)	58.6	84.0	829	830
CEDAR RAPIDS/IOWA CTY, IA. (CID)	76.6	85.3	499	503	HOUSTON, TX. (HOU)	79.0	74.8	4,385	4,383
CHAMPAIGN, IL. (CMI)	56.0	68.4	150	152	HOUSTON, TX. (IAH)	82.8	86.2	9,995	10,002
CHARLESTON, S.C. (CHS)	83.8	90.4	394	394	HUNTSVILLE/DECATUR, AL. (HSV)	82.3	91.0	300	301
CHARLOTTE, N.C. (CLT)	82.3	81.2	9,887	9,898	INDIANAPOLIS, IN. (IND)	80.6	84.6	2,802	2,799
CHATTANOOGA, TN. (CHA)	71.4	83.3	84	84	INDIO/PALM SPRINGS, CA. (PSP)	84.0	88.8	605	605
CHICAGO, IL. (MDW)	85.3	77.1	3,925	3,925	ISLIP/LONG IS., N.Y. (ISP)	88.0	88.8	809	810
CHICAGO, IL. (ORD)	78.4	80.5	25,035	25,022	JACKSON/VICKSBURG, MS. (JAN)	81.1	85.6	577	575
CINCINNATI, OH. (CVG)	86.8	88.5	5,221	5,222	JACKSON, WY. (JAC)	64.2	74.2	67	66
CLEVELAND, OH. (CLE)	82.8	84.9	3,851	3,846	JACKSONVILLE, FL. (JAX)	81.3	88.0	1,959	1,961
COLLEGE STATION, TX. (CLL)	87.1	96.7	209	209	JUNEAU, AK. (JNU)	67.8	61.8	304	304
COLORADO SPRINGS, CO. (COS)	83.8	91.7	677	678	KAHULUI, MAUI, HI. (OGG)	55.8	78.8	344	344
COLUMBIA, S.C. (CAE)	85.5	84.9	179	179	KALAMAZOO, MI. (AZO)	68.8	74.6	189	193
COLUMBUS, OH. (CMH)	83.0	87.8	3,068	3,073	KALISPELL, MT. (FCA)	72.4	86.2	123	123
CORDOVA, AK. (CDV)	73.3	84.7	60	59	KANSAS CITY, MO. (MCI)	82.1	85.2	4,553	4,559
CORPUS CHRISTI, TX. (CRP)	70.4	76.6	334	338	KETCHIKAN, AK. (KTN)	59.8	69.0	184	184
DALLAS/FT. WORTH, TX. (DAL)	81.7	77.3	3,381	3,377	KEY WEST, FL. (EYW)	92.3	94.8	155	155
DALLAS/FT. WORTH, TX. (DFW)	84.9	84.4	22,728	22,715	KILLEEN, TX. (ILE)	82.0	86.2	228	232
DAYTON, OH. (DAY)	82.6	89.0	789	791	KING SALMON, AK. (AKN)	58.3	58.3	12	12
DAYTONA BEACH, FL. (DAB)	76.2	86.9	122	122	KNOXVILLE, TN. (TYS)	88.3	90.1	273	274
DEADHORSE, AK. (SCC)	68.1	74.5	47	47	KODIAK, AK. (ADO)	76.7	80.0	60	60
DENVER, CO. (DEN)	81.5	85.0	9,015	9,018	KONA, HAWAII, HI. (KOA)	55.6	83.9	124	124
DES MOINES, IA. (DSM)	77.9	87.9	675	680	KOTZEBUE, AK. (OTZ)	83.1	79.8	89	89
DETROIT, MI. (DTW)	81.4	73.8	11,099	11,111	LA CROSSE, WI. (LSE)	67.3	78.0	159	159
DILLINGHAM, AK. (DLG)	58.3	58.3	12	12	LAFAYETTE, LA. (LFT)	81.4	86.3	145	146
DUBUQUE, IA. (DBQ)	77.5	80.2	89	91	LANSING, MI. (LAN)	73.7	89.9	228	228
DULUTH, MN. (DLH)	60.6	81.7	142	142	LAREDO, TX. (LRD)	63.6	81.0	121	121
DURANGO, CO. (DRO)	87.5	79.5	40	39	LAS VEGAS, NV. (LAS)	76.9	78.6	10,648	10,646

DECEMBER 2001

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.
LAWTON, OK. (LAW)	87.7	94.6	204	205	RENO, NV. (RNO)	74.4	76.5	1,944	1,943
LEXINGTON/FRKFT, KY. (LEX)	81.7	88.9	180	180	RICHMOND, VA. (RIC)	81.3	85.1	1,241	1,239
LIHUE, KAUAI, HI. (LIH)	43.3	82.1	67	67	ROCHESTER, MN. (RST)	89.9	94.7	207	206
LINCOLN, NE. (LNK)	73.1	89.3	26	28	ROCHESTER, N.Y. (ROC)	84.3	87.8	746	746
LITTLE ROCK, AR. (LIT)	81.6	87.1	1,160	1,163	SACRAMENTO, CA. (SMF)	74.2	74.1	3,139	3,138
LONG BEACH, CA. (LGB)	84.0	92.6	163	163	SAGINAW, MI. (MBS)	72.3	92.9	155	154
LONGVIEW, TX. (GGG)	88.4	95.9	121	121	SALT LAKE CITY, UT. (SLC)	74.2	79.7	6,036	6,036
LOS ANGELES, CA. (LAX)	81.0	82.4	14,357	14,356	SAN ANGELO, TX. (SJT)	88.4	96.0	173	173
LOUISVILLE, KY. (SDF)	83.0	86.9	1,621	1,624	SAN ANTONIO, TX. (SAT)	80.1	86.7	2,947	2,950
LUBBOCK, TX. (LBB)	79.2	83.2	600	600	SAN DIEGO, CA. (SAN)	78.4	81.5	5,964	5,969
MADISON, WI. (MSN)	67.6	82.5	484	486	SAN FRANCISCO, CA. (OAK)	70.5	67.4	4,663	4,665
MANCHESTER, N.H. (MHT)	83.5	86.6	1,264	1,265	SAN FRANCISCO, CA. (SFO)	64.6	76.9	7,890	7,899
MARQUETTE, MI. (MQT)	56.7	83.9	30	31	SAN JOSE, CA. (SJC)	75.2	77.3	4,975	4,980
MAYAGUEZ, P.R. (MAZ)	51.6	72.6	31	62	SAN JUAN, P.R. (SJU)	77.0	85.1	2,377	2,342
MEDFORD, OR. (MFR)	70.3	73.6	91	91	SAN LUIS OBISPO, CA. (SBP)	92.1	91.1	191	192
MELBOURNE, FL. (MLB)	78.7	91.0	122	122	SANTA BARBARA, CA. (SBA)	97.2	97.5	281	281
MEMPHIS, TN. (MEM)	82.9	83.3	3,726	3,728	SARASOTA/BRAD., FL. (SRQ)	77.3	87.4	335	334
MIAMI, FL. (MIA)	76.0	85.2	5,391	5,387	SAVANNAH, GA. (SAV)	77.0	86.7	487	488
MIDLAND/ODESSA, TX. (MAF)	83.0	88.2	576	578	SCRANTON/WILKES-BARRE, PA. (AVP)	87.1	93.5	124	124
MILWAUKEE, WI. (MKE)	78.2	88.0	1,343	1,343	SEATTLE, WA. (SEA)	69.8	77.0	7,543	7,542
MINEAPOLIS/ST.P. MN. (MSP)	82.5	80.1	11,241	11,253	SHREVEPORT, LA. (SHV)	87.4	90.4	366	366
MINOT, N.D. (MOT)	73.1	88.2	93	93	SIoux FALLS, S.D. (FSD)	75.2	84.9	141	146
MISSOULA/MCALLEN, TX. (MFE)	79.7	87.4	222	223	SITKA, AK. (SIT)	56.5	72.8	92	92
MISSOULA, MT. (MSO)	74.1	85.8	170	169	SOUTH BEND, IN. (SBN)	87.5	87.5	24	24
MOBILE, AL./PASCAGOULA, MS. (MOB)	82.9	88.4	181	181	SPOKANE, WA. (GEG)	71.8	78.1	987	987
MOLINE, IL. (MLI)	85.1	84.1	148	151	SPRINGFIELD, MO. (SGF)	84.4	92.2	359	360
MONROE, LA. (MLU)	85.7	90.1	91	91	ST. CROIX, V.I. (STX)	81.3	84.5	155	155
MONTEREY, CA. (MRY)	91.0	90.4	144	146	ST. LOUIS, MO. (STL)	80.0	78.9	11,886	11,754
MONTROSE, CO. (MTJ)	78.0	89.8	50	49	ST. THOMAS, V.I. (STT)	76.9	87.2	446	446
MYRTLE BEACH, S.C. (MYR)	82.3	92.8	237	237	STEAMBOAT SPRINGS, CO. (HDN)	78.4	87.5	97	96
NASHVILLE, TN. (BNA)	83.3	84.5	4,299	4,297	SYRACUSE, N.Y. (SYR)	84.2	91.4	778	779
NEW ORLEANS, LA. (MSY)	80.2	85.6	3,943	3,945	TALLAHASSEE, FL. (TLH)	75.6	90.0	90	90
NEW YORK, N.Y. (JFK)	83.8	73.7	3,546	3,550	TAMPA, FL. (TPA)	79.9	84.8	5,410	5,409
NEW YORK, N.Y. (LGA)	89.7	89.0	7,323	7,323	TEXARKANA, AR. (TXK)	85.0	90.7	140	140
NEWARK, N.J. (EWR)	82.7	85.0	8,514	8,524	TOLEDO, OH. (TOL)	71.4	82.5	154	154
NEWBURGH, N.Y. (SWF)	73.0	85.2	89	88	TRAVERSE CITY, MI. (TVC)	69.0	88.4	155	155
NOME, AK. (OME)	73.0	79.8	89	89	TUCSON, AZ. (TUS)	81.0	86.0	1,369	1,373
NORFOLK/VA. BEACH, VA. (ORF)	83.2	87.5	1,604	1,602	TULSA, OK. (TUL)	80.4	86.6	1,677	1,679
OKLAHOMA CITY, OK. (OKC)	79.5	84.5	1,627	1,634	TYLER, TX. (TYR)	86.8	94.6	243	242
OMAHA, NE. (OMA)	78.6	85.1	1,419	1,427	VALPARAISO, FL. (VPS)	81.5	90.2	184	184
ONTARIO, CA. (ONT)	78.4	79.8	2,650	2,652	WACO, TX. (ACT)	89.2	96.1	176	179
ORANGE COUNTY, CA. (SNA)	77.8	80.6	3,263	3,266	WASHINGTON, D.C. (DCA)	86.9	90.0	4,384	4,382
ORLANDO, FL. (MCO)	82.2	89.4	6,881	6,882	WASHINGTON, D.C. (IAD)	84.5	85.7	3,973	3,970
PASCO, WA. (PSC)	64.5	90.3	62	62	WEST PALM BEACH, FL. (PBI)	81.0	88.0	2,038	2,039
PENSACOLA, FL. (PNS)	75.0	87.8	360	361	WHITE PLAINS, N.Y. (HPN)	83.3	84.0	474	474
PEORIA, IL. (PIA)	75.6	84.7	123	124	WICHITA FALLS, TX. (SPS)	88.0	87.8	142	147
PETERSBURG, AK. (PSG)	53.3	51.7	60	60	WICHITA, KS. (ICT)	81.7	91.8	531	535
PHILADELPHIA, PA. (PHL)	77.8	78.0	9,190	9,191	WILMINGTON, N.C. (ILM)	83.3	90.3	186	186
PHOENIX, AZ. (PHX)	82.3	80.7	13,618	13,616	WORCESTER, MA. (ORH)	69.4	82.3	62	62
PITTSBURGH, PA. (PIT)	84.0	84.6	8,183	8,186	WRANGELL, AK. (WRG)	51.7	53.3	60	60
PORTLAND, ME. (PWM)	83.9	84.5	614	614	YAKUTAT, AK. (YAK)	66.1	81.7	59	60
PORTLAND, OR. (PDX)	72.2	76.7	4,190	4,189					
PROVIDENCE, R.I. (PVD)	85.7	86.7	2,151	2,149					
RALEIGH/DURHAM, N.C. (RDU)	82.0	82.0	3,672	3,670					
RAPID CITY, S.D. (RAP)	70.8	90.5	106	105					

DECEMBER 2001
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
AMERICAN EAGLE S/	20	19860	449	2.3	105	35082	931	2.7
US AIRWAYS S/	27	36623	784	2.1	70	47689	1062	2.2
ALASKA S/	8	6535	54	0.8	36	11983	183	1.5
NORTHWEST S/	32	27748	296	1.1	111	40279	430	1.1
SOUTHWEST S/	15	32953	295	0.9	59	76830	689	0.9
DELTA S/	32	47015	277	0.6	109	61728	418	0.7
AMERICA WEST S/	26	11606	67	0.6	50	14828	98	0.7
UNITED S/	31	36984	215	0.6	85	44676	262	0.6
TRANS WORLD S/	29	12874	39	0.3	66	16905	61	0.4
AMERICAN S/	32	39342	90	0.2	98	52121	138	0.3
CONTINENTAL S/	30	20971	44	0.2	78	27748	61	0.2
T O T A L		292,511	2,610	0.9		429,869	4,333	1.0

FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 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

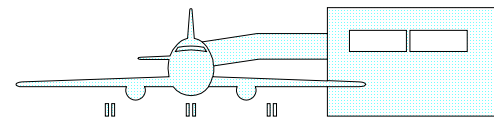
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements 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	EWR
New York. JFK International	JFK
New York. LaGuardia	LGA
Orlando International	MCO
Philadelphia International	PHL
Phoenix. Sky Harbor International	PHX
Pittsburgh. Greater International	PIT
Portland International	PDX
St. Louis. Lambert	STL
Salt Lake City International	SLC
San Diego. Lindbergh Field	SAN
San Francisco International	SFO
Seattle-Tacoma International	SEA
Tampa. Tampa International	TPA
Washington. Reagan National	DCA

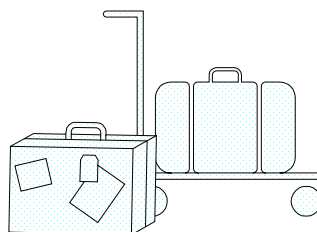
Air Carriers Required to Report Data to DOT and to CRS Vendors

AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
AAX	American Eagle Airlines
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.



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

RANK	AIRLINE	DECEMBER 2001			DECEMBER 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	US AIRWAYS	10,886	3,554,993	3.06	27,394	4,712,098	5.81
2	ALASKA AIRLINES	3,114	915,614	3.40	4,762	1,003,007	4.75
3	AMERICA WEST AIRLINES	5,760	1,373,350	4.19	10,372	1,605,346	6.46
4	DELTA AIR LINES	28,535	6,550,444	4.36	56,735	7,455,361	7.61
5	CONTINENTAL AIRLINES	12,480	2,793,501	4.47	22,503	2,987,149	7.53
6	SOUTHWEST AIRLINES	28,514	5,766,560	4.94	49,760	5,916,878	8.41
7	AMERICAN AIRLINES	26,359	4,932,231	5.34	45,909	5,243,155	8.76
8	UNITED AIRLINES	25,223	4,548,013	5.55	49,839	5,724,039	8.71
9	NORTHWEST AIRLINES	19,823	3,455,941	5.74	37,232	3,722,437	10.00
10	AMERICAN EAGLE AIRLINES	11,421	850,038	13.44	*	*	*
11	TRANS WORLD AIRLINES	18,226	1,263,595	14.42	19,950	1,825,588	10.93
TOTALS		190,341	36,004,280	5.29	324,456	40,195,058	8.07

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.

JANUARY TO DECEMBER
MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	JANUARY TO DECEMBER 2001			JANUARY TO DECEMBER 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	34,988	11,677,193	3.00	41,331	11,875,197	3.48
2	US AIRWAYS	200,896	51,990,955	3.86	273,327	57,477,496	4.76
3	DELTA AIR LINES	357,429	86,927,813	4.11	454,730	101,207,498	4.49
4	NORTHWEST AIRLINES	190,139	45,403,924	4.19	254,767	48,573,356	5.24
5	AMERICA WEST AIRLINES	81,254	19,272,838	4.22	128,783	19,456,960	6.62
6	CONTINENTAL AIRLINES	155,127	36,146,307	4.29	196,332	36,695,355	5.35
7	AMERICAN AIRLINES	294,110	63,987,895	4.60	382,986	69,678,100	5.50
8	SOUTHWEST AIRLINES	350,712	73,494,713	4.77	362,666	72,568,342	5.00
9	UNITED AIRLINES	343,485	67,722,438	5.07	489,138	74,450,897	6.57
10	TRANS WORLD AIRLINES	129,910	20,442,249	6.35	154,403	25,483,375	6.06
11	AMERICAN EAGLE AIRLINES	83,253	11,308,947	7.36	*	*	*
TOTALS		2,221,303	488,375,272	4.55	2,738,463	517,466,576	5.29

NOTE: The September 2001 data included in the January-December 2001 rankings are based on domestic enplanements and mishandled baggage reports submitted by the carriers for the first 10 days of September only. As a result of the tragic events of September 11, most carrier operations were significantly and adversely affected, in large measure due to the cancellation of carrier operations for several days by government order.

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.

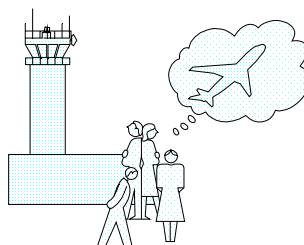
OVERSALES

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.

**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.

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

	DECEMBER 2001				DECEMBER 2000			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	433	28	1	27	1,077	36	9	30
FOREIGN AIRLINES	79	0	0	0	173	1	0	1
TRAVEL AGENTS	29	0	0	0	14	0	0	0
TOUR OPERATORS	7	0	0	0	3	0	0	0
MISCELLANEOUS	10	2	0	4	20	6	0	7
INDUSTRY TOTALS	558	30	1	31	1,287	43	9	38

DURING THE MONTH OF DECEMBER 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*

COMPLAINT CATEGORY	DECEMBER 2001			DECEMBER 2000		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
CUSTOMER SERVICE	1	118		2	229	
FLIGHT PROBLEMS	2	116		1	472	
CANCELLATIONS			48			198
DELAYS			29			132
MISCONNECTIONS			7			27
REFUNDS	3	87		5	81	
BAGGAGE	4	86		3	205	
RES/TKTG/BOARDING	5	59		4	129	
FARES	6	33		7	41	
OVERSALES	7	21		8	38	
DISABILITY	8	20		9	37	
ADVERTISING	9	8		10	2	
OTHER	10	8		6	51	
FREQUENT FLYER			4			21
ANIMALS	11	1		11	1	
TOURS OR CHARTERS	12	1		12	1	
COMPLAINT TOTAL		558			1,287	

DURING THE MONTH OF DECEMBER 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*

DECEMBER 2001

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	4	0	1	0	0	1	3	1	0	0	0	0	10
AMERICA WEST AIRLINES	6	4	0	0	2	3	4	3	0	0	0	0	22
AMERICAN AIRLINES	8	0	3	5	10	16	11	0	2	0	0	0	55
AMERICAN TRANS AIR	1	0	3	1	1	2	2	0	0	0	0	0	10
CONTINENTAL AIRLINES	2	1	3	1	4	3	3	1	0	0	0	1	19
DELTA AIR LINES	16	3	8	9	10	3	11	5	2	0	1	1	69
HAWAIIAN AIRLINES	2	0	0	0	1	1	4	0	0	0	0	0	8
NATIONAL AIRLINES	3	0	0	0	0	1	2	0	0	0	0	0	6
NORTHWEST AIRLINES	9	2	5	2	3	5	10	3	1	0	0	1	41
SOUTHWEST AIRLINES	3	0	0	0	0	2	12	2	0	0	0	0	19
SUN COUNTRY AIRLINES	3	0	1	1	2	2	0	0	0	0	0	0	9
TRANS WORLD AIRLINES	2	0	2	0	1	1	0	0	0	0	0	0	6
UNITED AIRLINES	16	3	12	7	7	12	22	2	0	0	0	0	81
US AIRWAYS	9	2	4	3	4	6	9	1	1	0	0	0	39
OTHER U. S. AIRLINES	14	3	1	1	2	7	9	2	0	0	0	0	39
TOTAL DECEMBER 2001	98	18	43	30	47	65	102	20	6	0	1	3	433
% OF TOTAL COMPLAINTS	22.6	4.2	9.9	6.9	10.9	15.0	23.6	4.6	1.4	0	0.2	0.7	
TOTAL DECEMBER 2000	433	26	107	36	52	154	196	30	1	0	1	41	1,077
% OF TOTAL COMPLAINTS	40.2	2.4	9.9	3.3	4.8	14.3	18.2	2.8	0.1	0	0.1	3.8	

DURING THE MONTH OF DECEMBER 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. 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
DECEMBER 2001

U. S. AIRLINES*	COMPS RECD IN DEC.	INCI - DENTS IN DEC.	PERCENT	INCI - DENTS IN NOV.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	10	6	60.0	2	20.0	1	10.0	1	10.0
AMERICA WEST AIRLINES	22	12	54.5	3	13.6	5	22.7	2	9.1
AMERICAN AIRLINES	55	23	41.8	9	16.4	12	21.8	11	20.0
AMERICAN TRANS AIR	10	3	30.0	1	10.0	4	40.0	2	20.0
CONTINENTAL AIRLINES	19	7	36.8	2	10.5	9	47.4	1	5.3
DELTA AIRLINES	69	29	42.0	8	11.6	21	30.4	11	15.9
HAWAIIAN AIRLINES	8	2	25.0	1	12.5	2	25.0	3	37.5
NATIONAL AIRLINES	6	4	66.7	0	0.0	2	33.3	0	0.0
NORTHWEST AIRLINES	41	17	41.5	10	24.4	6	14.6	8	19.5
SOUTHWEST AIRLINES	19	6	31.6	7	36.8	4	21.1	2	10.5
SUN COUNTRY AIRLINES	9	6	66.7	1	11.1	1	11.1	1	11.1
TRANS WORLD AIRLINES	6	1	16.7	3	50.0	2	33.3	0	0.0
UNITED AIRLINES	81	40	49.4	13	16.0	14	17.3	14	17.3
US AIRWAYS	39	18	46.2	10	25.6	7	17.9	4	10.3
OTHER U. S. AIRLINES	39	16	41.0	9	23.1	8	20.5	6	15.4
TOTALS	433	190	43.9	79	18.2	98	22.6	66	15.2
PREVIOUS YEAR'S TOTALS	1,077	367	34.1	132	12.3	186	17.3	392	36.4

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

TABLE 5

AIR TRAVEL CONSUMER REPORT
 COMPANIES OTHER THAN U. S. AIRLINES*
 BY COMPLAINT CATEGORY**
 DECEMBER 2001

	FLI GHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDI NG	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVI CE	DI S- ABI LI TY	ADVER- TI SI NG	TOURS	ANI MALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	1	0	1	0	0	7	1	0	0	0	0	0	10
MEXI CANA	2	1	1	0	0	0	1	0	0	0	0	0	5
SABENA	1	0	0	0	4	2	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	9	1	8	2	18	10	6	0	0	0	0	3	57
TOTALS	13	2	10	2	22	19	8	0	0	0	0	3	79
<u>TRAVEL AGENTS</u>													
EXPEDIA. COM	1	0	1	0	2	0	3	0	0	0	0	0	7
ORBITZ. COM	2	0	1	0	1	0	0	0	1	0	0	0	5
OTHER TRAVEL AGENTS	1	1	3	0	10	0	1	0	1	0	0	0	17
TOTALS	4	1	5	0	13	0	4	0	2	0	0	0	29
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	1	1	3	1	0	0	0	1	0	0	7
TOTALS	0	0	1	1	3	1	0	0	0	1	0	0	7
<u>MI SCELLANEOUS</u>													
OTHER MI SCELLANEOUS	1	0	0	0	2	1	4	0	0	0	0	2	10
TOTALS	1	0	0	0	2	1	4	0	0	0	0	2	10

DURING THE MONTH OF DECEMBER 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

DECEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	DECEMBER 2001			DECEMBER 2000		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	3	1,071,228	0.28	8	1,153,133	0.69
2	SOUTHWEST AIRLINES	19	5,611,494	0.34	16	5,927,224	0.27
3	AMERICAN EAGLE AIRLINES	4	893,446	0.45	17	924,716	1.84
4	TRANS WORLD AIRLINES	6	1,249,844	0.48	54	1,885,751	2.86
5	CONTINENTAL AIRLINES	19	3,210,826	0.59	78	3,665,783	2.13
6	AMERICAN AIRLINES	55	5,950,325	0.92	145	6,638,681	2.18
7	DELTA AIR LINES	69	6,829,169	1.01	136	7,795,071	1.74
8	NORTHWEST AIRLINES	41	3,981,633	1.03	83	4,483,326	1.85
9	US AIRWAYS	39	3,737,497	1.04	91	4,911,599	1.85
10	UNITED AIRLINES	81	5,060,274	1.60	213	6,515,291	3.27
11	AMERICA WEST AIRLINES	22	1,367,084	1.61	73	1,652,538	4.42
	TOTAL	358	38,962,820	.92	914	45,553,113	2.01

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.

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

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY-DECEMBER 2001				JANUARY-DECEMBER 2000			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	14,076	1,054	75	531	20,564	1,369	149	854
FOREIGN AIRLINES	1,780	26	4	56	2,164	24	13	26
TRAVEL AGENTS	319	2	0	8	215	1	0	0
TOUR OPERATORS	125	2	0	8	132	4	0	4
MISCELLANEOUS	208	215	0	215	306	331	2	108
INDUSTRY TOTALS	16,508	1,299	79	818	23,381	1,729	164	992

DURING THE MONTHS OF SEPTEMBER THROUGH DECEMBER 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*

COMPLAINT CATEGORY	JANUARY-DECEMBER 2001			JANUARY-DECEMBER 2000		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	5,478		1	9,235	
CANCELLATIONS			1953			3,470
DELAYS			1677			3,050
MISCONNECTIONS			619			1,122
CUSTOMER SERVICE	2	3,056		2	4,535	
BAGGAGE	3	2,490		3	3,468	
RES/TKTG/BOARDING	4	1,612		4	1,712	
REFUNDS	5	1,347		5	1,076	
FARES	6	665		7	863	
OVERSALES	7	638		6	889	
OTHER	8	604		8	797	
FREQUENT FLYER			212			369
DISABILITY	9	504		9	676	
ADVERTISING	10	61		11	56	
TOURS OR CHARTERS	11	47		10	73	
ANIMALS	12	6		12	1	
COMPLAINT TOTAL		16,508			23,381	

DURING THE MONTHS OF SEPTEMBER THROUGH DECEMBER 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*
JANUARY TO DECEMBER 2001

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	TOURS	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	19	0	1	0	0	2	0	0	0	0	0	1	23
AIRTRAN AIRWAYS	172	30	34	10	20	92	75	7	5	0	0	5	450
ALASKA AIRLINES	72	5	19	6	10	29	24	2	0	0	1	6	174
ALOHA AIRLINES	4	6	4	0	3	4	7	1	0	0	0	0	29
AMERICA WEST AIRLINES	289	36	59	14	62	88	130	32	1	0	0	18	729
AMERICAN AIRLINES	692	54	180	73	139	329	366	55	6	0	1	69	1,964
AMERICAN EAGLE AIRLINES	107	17	8	0	1	27	36	4	0	0	0	4	204
AMERICAN TRANS AIR	142	17	32	11	16	60	59	7	2	0	0	12	358
ATLANTIC COAST AIRLINES	8	1	1	1	0	1	2	1	0	0	0	2	17
ATLANTIC SOUTHEAST AIRLINES	54	6	2	1	4	5	8	4	0	0	0	2	86
CHAMPION AIR	16	0	0	0	0	5	6	1	0	1	0	2	31
COMAIR	38	5	3	0	5	4	7	0	0	0	0	2	64
CONTINENTAL AIRLINES	223	38	101	48	96	139	231	30	3	1	2	40	952
CONTINENTAL EXPRESS	14	2	2	0	0	1	6	2	0	0	0	2	29
DELTA AIR LINES	750	49	212	117	150	252	330	67	5	0	1	88	2,021
DELTA CONNECTION	32	5	2	2	5	8	14	3	0	0	0	3	74
FRONTIER AIRLINES	39	2	11	4	9	5	9	1	0	0	0	5	85
GREAT LAKES AVIATION	13	5	1	0	0	0	1	0	0	0	0	1	21
HAWAIIAN AIRLINES	31	4	8	4	7	5	23	8	0	0	1	4	95
HORIZON AIRLINES	20	3	4	2	3	3	14	0	0	0	0	2	51
JETBLUE	5	2	2	4	2	6	8	0	2	0	0	2	33
MESABA AVIATION	9	2	3	0	0	3	9	0	0	0	0	0	26
MIDWAY AIRLINES	27	4	13	1	10	12	16	3	0	0	0	1	87
MIDWEST EXPRESS AIRLINES	10	0	5	0	1	0	6	1	0	0	0	0	23
NATIONAL AIRLINES	25	6	4	7	10	22	32	2	0	2	0	4	114
NORTHWEST AIRLINES	325	37	106	61	82	146	212	47	2	0	0	47	1,065
NORTHWEST AIRLINK	5	2	1	0	0	0	3	0	0	0	0	1	12
OMNI AIR INT'L	5	0	0	0	0	2	5	1	0	1	0	0	14
PAN AM	22	1	1	0	6	1	4	2	0	1	0	1	39
RYAN INTERNATIONAL AIRLINES	20	0	1	1	0	3	3	6	0	2	0	1	37
SKY WEST AIRLINES	5	2	1	0	1	5	2	0	0	0	0	1	17
SOUTHWEST AIRLINES	54	11	32	7	10	55	77	24	4	0	0	7	281
SPIRIT AIRLINES	194	21	24	9	16	68	63	8	0	0	0	5	408
SUN COUNTRY AIRLINES	25	2	10	3	8	9	6	1	1	0	0	3	68
TOWER AIR	0	0	2	1	5	2	0	0	0	0	0	1	11
TRANS WORLD AIRLINES	146	29	72	22	47	63	106	20	1	0	0	22	528
TRANS WORLD EXPRESS	3	1	0	0	0	2	3	0	0	0	0	1	10
UNITED AIRLINES	866	96	217	90	130	356	548	54	6	1	0	84	2,448
UNITED EXPRESS	62	11	8	1	4	13	20	6	0	0	0	5	130
US AIRWAYS	405	18	97	67	57	118	200	52	4	1	0	30	1,049
US AIRWAYS EXPRESS	25	1	2	0	0	3	7	1	0	0	0	1	40
VANGUARD AIRLINES	26	2	12	1	12	6	11	0	0	0	0	2	72
OTHER U. S. AIRLINES	47	6	13	0	11	11	11	1	0	1	0	6	107
TOTAL JANUARY-DECEMBER 2001	5,046	539	1,310	568	942	1,965	2,700	454	42	11	6	493	14,076
% OF TOTAL COMPLAINTS	35.8	3.8	9.3	4.0	6.7	14.0	19.2	3.2	0.3	0.1	0.1	3.5	
TOTAL JANUARY-DECEMBER 2000	8,698	759	1,405	708	803	2,753	4,074	612	42	25	1	675	20,564
% OF TOTAL COMPLAINTS	42.5	3.7	6.9	3.5	3.9	13.5	19.9	3.0	0.2	0.1	0	3.3	

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

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES'.

TABLE 4

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

JANUARY TO DECEMBER 2001

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI S- ABI LI TY	ADVER- TI SI NG	TOURS	ANI MALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	0	0	2	0	1	4	0	1	1	0	0	1	10
AEROCALIFORNIA	8	0	1	0	6	2	1	0	0	0	0	0	18
AEROFLOT	0	0	4	0	1	6	0	0	0	0	0	0	11
AEROMEXICO	5	1	5	2	1	6	6	0	0	0	0	1	27
AIR AFRIQUE	5	1	1	0	0	10	0	1	0	0	0	0	18
AIR ARUBA	1	1	0	0	21	0	0	0	0	0	0	1	24
AIR CANADA	11	3	7	3	10	25	21	2	0	1	0	3	86
AIR FRANCE	44	16	15	5	22	69	34	9	0	0	0	7	221
AIR INDIA	3	4	1	0	1	4	3	0	0	0	0	1	17
AIR JAMAICA	25	7	0	3	4	8	14	3	1	0	0	0	65
AIR PLUS COMET	3	0	0	0	1	1	8	0	0	0	0	2	15
ALITALIA AIRLINES	29	17	18	0	10	55	39	5	0	0	0	4	177
ALLEGRO AIRLINES	22	0	0	0	0	2	9	0	0	1	0	6	40
ASIANA AIRLINES	2	0	0	1	0	5	1	1	0	0	0	0	10
AUSTRIAN AIRLINES	5	0	2	0	2	3	0	0	1	0	0	1	14
BRITISH AIRWAYS	26	7	17	5	13	34	31	4	0	2	0	9	148
BWIA	3	1	2	3	1	6	0	1	0	0	0	0	17
CATHAY PACIFIC AIRWAYS	4	0	1	0	1	3	1	0	0	0	0	0	10
CHINA AIRLINES	2	0	2	0	0	9	0	1	0	0	0	1	15
COPA	0	1	5	0	1	9	4	0	0	0	0	0	20
EGYPTAIR	0	2	1	0	1	5	1	0	0	0	0	0	10
EL AL	1	1	2	0	1	5	4	0	0	0	0	1	15
GHANA AIRWAYS	4	0	1	0	1	11	0	0	0	0	0	1	18
HAI TI INT'L AIRLINES	4	0	0	0	20	1	0	0	0	0	0	0	25
IBERIA AIRLINES	3	1	1	1	5	9	4	1	0	0	0	2	27
ICELANDAIR	1	1	2	0	2	3	1	0	0	0	0	0	10
KLM	12	1	3	1	2	16	11	2	0	0	0	4	52
LACSA	2	2	4	0	1	15	5	0	0	0	0	1	30
LUFTHANSA	12	5	8	2	5	19	15	1	1	0	0	6	74
MEXICANA	13	6	3	1	1	11	7	1	0	0	0	2	45
PHILIPPINE AIRLINES	4	0	2	1	0	1	2	0	0	0	0	1	11
QANTAS AIRWAYS	2	1	3	0	3	2	3	1	0	0	0	0	15
ROYAL AIR MAROC	1	1	0	1	2	9	2	0	0	0	0	1	17
SABENA	8	0	2	0	16	9	3	1	0	0	0	0	39

DURING THE MONTHS OF SEPTEMBER THROUGH DECEMBER 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 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 4-CONT.

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

JANUARY TO DECEMBER 2001

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	TOURS	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES-CONT.</u>													
SINGAPORE AIRLINES	0	0	1	0	2	3	2	2	0	0	0	0	10
SOUTH AFRICAN AIRWAYS	3	1	0	0	3	5	1	0	0	0	0	0	13
SWISSAIR	8	3	4	2	16	8	6	0	0	0	0	2	49
TACA	4	4	3	2	2	19	3	0	1	0	0	0	38
VIRGIN ATLANTIC	3	0	5	2	7	6	6	0	0	0	0	4	33
OTHER FOREIGN AIRLINES	59	8	36	6	35	81	36	10	0	5	0	10	284
TOTALS	342	96	164	41	221	499	284	47	5	9	0	72	1,780
<u>TRAVEL AGENTS</u>													
CHEAP TICKETS	1	0	12	2	9	0	1	0	1	0	0	1	27
EXPEDIA.COM	4	0	12	3	19	0	7	0	0	0	0	1	46
ORBITZ.COM	3	0	10	3	5	0	1	0	3	0	0	1	26
PRI CELINE.COM	1	0	25	5	27	0	3	0	1	0	0	0	62
TRAVELOCITY.COM	6	0	17	2	16	0	2	0	0	0	0	0	43
OTHER TRAVEL AGENTS	8	1	24	15	53	2	5	0	4	1	0	2	115
TOTALS	23	1	100	30	129	2	19	0	9	1	0	5	319
<u>TOUR OPERATORS</u>													
AIR LAUGHLIN	8	0	1	0	1	1	1	0	0	0	0	0	12
APPLE VACATIONS	3	0	2	2	3	1	4	0	0	2	0	2	19
FUN JET INCORPORATED	12	1	2	0	1	0	0	0	0	1	0	0	17
SUNTRIPS OF CALIFORNIA	6	0	0	0	0	2	3	0	0	0	0	0	11
OTHER TOUR OPERATORS	9	0	3	1	20	1	9	2	1	19	0	1	66
TOTALS	38	1	8	3	25	5	17	2	1	22	0	3	125
<u>MI SCELLANEOUS</u>													
OTHER MI SCELLANEOUS	29	1	30	23	29	19	36	1	4	4	0	32	208
TOTALS	29	1	30	23	29	19	36	1	4	4	0	32	208

DURING THE MONTHS OF SEPTEMBER THROUGH DECEMBER 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 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 5

JANUARY-DECEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JANUARY-DECEMBER 2001			JANUARY-DECEMBER 2000		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	281	73,742,867	0.38	339	72,710,320	0.47
2	<i>ALASKA AIRLINES</i>	174	13,667,526	1.27	276	13,524,685	2.04
3	<i>AMERICAN EAGLE AIRLINES</i>	204	11,973,856	1.70	326	12,175,741	2.68
4	<i>US AIRWAYS</i>	1,049	56,146,174	1.87	1,549	59,826,406	2.59
5	<i>NORTHWEST AIRLINES</i>	1,065	54,171,658	1.97	1,538	58,822,847	2.61
6	<i>DELTA AIR LINES</i>	2,021	93,386,645	2.16	2,126	105,564,802	2.01
7	<i>CONTINENTAL AIRLINES</i>	952	42,779,867	2.23	1,292	45,409,245	2.85
8	<i>AMERICAN AIRLINES</i>	1,964	78,115,155	2.51	3,057	86,312,806	3.54
9	<i>TRANS WORLD AIRLINES</i>	528	20,791,995	2.54	918	26,443,877	3.47
10	<i>UNITED AIRLINES</i>	2,448	75,453,979	3.24	4,488	84,520,683	5.31
11	<i>AMERICA WEST AIRLINES</i>	729	19,576,031	3.72	1,499	19,972,168	7.51
	TOTAL	11,415	539,805,753	2.11	17,408	585,283,580	2.98

DURING THE MONTHS OF SEPTEMBER THROUGH DECEMBER 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.

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.

