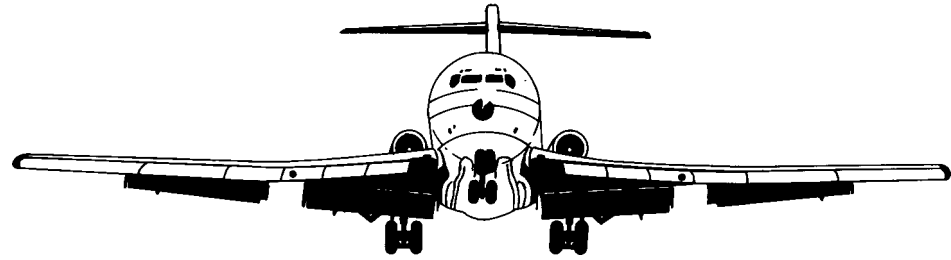




U.S. Department
of Transportation



Air Travel Consumer Report



Issued: MARCH 2002

Includes data for the following periods:

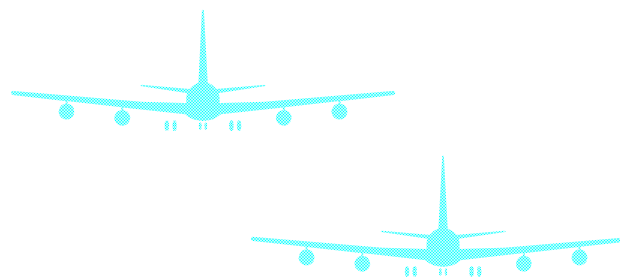
Flight Delays	January 2002 12 Months Ending January 2002
Mishandled Baggage	January 2002
Oversales	4th Quarter 2001 January-December 2001
Consumer Complaints (Includes Disability Complaints)	January 2002

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 ten U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues. (Aloha Airlines reported data voluntarily for the period October 2000 through October 2001; TWA ceased operating in December 2001).

The rule requires carriers to currently report on operations to and from the 32 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems. All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times. Cancelled and diverted operations are counted as late.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 10 reporting air carriers, 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 3 (American Eagle, Continental and Delta) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 31 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 32 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

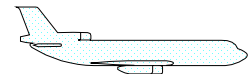
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

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

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

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

However, information on the performance of specific flights is displayed on the 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.



JANUARY 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/		AT ALL REPORTED AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
AMERICA WEST S/	26	85.6	50	86.3
SOUTHWEST S/	15	83.9	59	84.6
CONTINENTAL S/	30	83.6	78	83.8
AMERICAN S/	32	82.8	101	83.0
US AIRWAYS S/	27	81.1	70	81.1
AMERICAN EAGLE S/	20	82.1	104	80.9
UNITED S/	31	79.8	85	79.8
NORTHWEST S/	32	79.9	111	79.3
ALASKA S/	10	77.1	38	75.0
DELTA S/	32	75.3	110	74.9
T O T A L		80.8		81.0

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

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

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.

JANUARY 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	1ST QUARTER 01-03 2001		2ND QUARTER 04-06 2001		3RD QUARTER 07-09 2001		4TH QUARTER 10-12 2001		11 2001		12 2001		01 2002		12 MONTHS ENDING 01 2002		DATA BASE TO DATE 09 1987 - 01 2002	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	63.5	(12)	72.5	(11)	66.8	(12)	73.7	(11)	75.9	(11)	69.0	(11)	75.0	(9)	69.7	(10)	75.7	(8)
ALOHA	85.3	(1)	84.5	(1)	83.8	(1)	79.9	----	----	----	----	----	----	----	83.1	----	85.7	----
AMERICA WEST	68.7	(10)	75.2	(9)	72.1	(7)	85.2	(3)	86.0	(5)	86.6	(1)	86.3	(1)	76.2	(7)	78.3	(5)
AMERICAN	73.7	(7)	77.9	(8)	71.1	(9)	81.8	(8)	82.7	(8)	82.7	(3)	83.0	(4)	76.5	(6)	78.7	(3)
AMERICAN EAGLE	63.7	(11)	70.1	(12)	69.8	(10)	81.6	(9)	81.4	(9)	80.1	(6)	80.9	(6)	72.5	(9)	71.6	(10)
CONTINENTAL	79.5	(2)	82.6	(3)	75.8	(5)	85.8	(2)	85.9	(6)	82.9	(2)	83.8	(3)	81.0	(2)	78.5	(4)
DELTA	73.2	(9)	78.9	(7)	75.2	(6)	86.2	(1)	86.7	(2)	81.7	(4)	74.9	(10)	78.2	(5)	77.4	(7)
NORTHWEST	79.1	(3)	80.9	(5)	76.9	(4)	82.3	(7)	85.6	(7)	77.2	(10)	79.3	(8)	79.5	(3)	79.7	(2)
SOUTHWEST	77.8	(4)	83.2	(2)	81.5	(2)	84.4	(5)	86.6	(4)	79.8	(7)	84.6	(2)	82.3	(1)	82.3	(1)
TRANS WORLD	76.1	(6)	82.4	(4)	81.1	(3)	84.0	(6)	87.5	(1)	79.0	(8)	----	----	81.2	----	78.0	----
UNITED	73.6	(8)	74.3	(10)	68.0	(11)	79.9	(10)	80.8	(10)	77.9	(9)	79.8	(7)	73.7	(8)	75.2	(9)
US AIRWAYS	77.3	(5)	80.3	(6)	72.0	(8)	84.6	(4)	86.7	(3)	80.8	(5)	81.1	(5)	78.4	(4)	78.1	(6)
TOTAL	74.5		78.7		74.2		83.2		84.7		80.2		81.0		77.9		78.3	

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. Trans World ceased operating December 2001.

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

The ranking columns in this table that include September 2001 data (3rd Quarter 2001, 12 months ending January 2002, and Database to Date) reflect data submitted by the carriers to BTS for the entire month of September. The flight delay data for the period September 1-10 only was the basis for the September rankings in the ATCR's issued in November and December 2001 and January 2002.

JANUARY 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT															
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	723	78.8	1298	81.9	527	77.2	271	84.9	89	87.6	751	85.5	855	83.9	12346	85.3
AS	H/		H/		H/		H/		H/		31	74.2	H/		H/	
CO	424	79.2	556	87.6	255	82.4	27	92.6	H/		330	90.0	350	79.1	399	79.7
DL	16926	74.8	1826	84.0	432	70.1	207	74.4	4819	79.0	1091	80.1	587	72.1	2845	78.5
HP	155	78.7	100	79.0	155	70.3	H/		H/		93	83.9	211	86.7	173	90.8
MQ	H/		2007	80.6	324	66.4	93	72.0	152	73.7	146	74.0	H/		6109	87.5
NW	467	73.4	387	78.3	299	79.3	138	81.9	27	55.6	369	75.1	337	67.1	443	74.9
UA	520	75.8	894	85.0	463	82.7	93	83.9	124	83.1	327	84.7	6647	83.0	521	80.4
US	514	74.5	1930	86.9	779	78.3	8934	83.3	H/		1948	91.1	279	67.4	302	73.8
WN	H/		H/		3945	87.4	H/		H/		H/		H/		H/	
TOTAL	19729	75.1	8998	83.6	7179	82.5	9763	83.0	5211	78.9	5086	85.5	9266	81.3	23138	84.6

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	612	82.2	923	82.6	630	84.8	598	85.6	539	83.3	1164	80.9	831	76.4	2724	82.7
AS	H/		H/		H/		31	77.4	H/		H/		279	86.4	560	82.1
CO	257	84.0	4821	83.9	431	81.4	86	87.2	7924	87.9	H/		400	69.5	563	69.8
DL	214	71.0	760	80.5	1085	73.5	552	75.9	247	72.9	774	86.2	651	64.5	1208	70.0
HP	124	79.0	182	80.8	62	82.3	H/		151	86.8	155	78.7	2078	82.3	523	88.9
MQ	138	73.2	288	70.8	93	71.0	267	77.9	H/		955	77.6	H/		1863	95.3
NW	8679	83.6	444	75.7	163	60.7	295	78.0	356	77.8	124	80.6	310	56.5	461	65.9
UA	244	81.6	655	80.2	94	80.9	1804	82.9	335	78.8	460	83.0	872	75.2	2921	80.1
US	397	80.1	460	83.0	668	70.5	253	85.8	302	79.1	H/		155	58.1	310	65.8
WN	535	82.2	H/		977	85.4	H/		167	87.4	H/		5125	80.4	3353	84.4
TOTAL	11200	82.9	8533	82.2	4203	78.0	3886	81.9	10021	86.3	3632	81.3	10701	77.8	14486	81.9

JANUARY 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1531	87.6	899	84.8	111	87.4	2985	82.3	688	84.7	8231	81.8	248	84.3	751	78.3
AS	H/		H/		H/		H/		H/		31	83.9	1265	82.4	H/	
CO	285	81.8	530	84.9	93	88.2	328	79.6	218	80.3	451	79.6	100	67.0	171	77.8
DL	2100	80.4	1643	77.6	93	78.5	310	50.0	307	72.0	589	62.3	434	66.6	537	68.9
HP	H/		124	86.3	H/		62	88.7	155	85.2	222	78.4	186	86.0	155	82.6
MQ	809	81.1	176	92.6	H/		736	91.6	H/		4950	73.0	H/		296	66.9
NW	487	74.5	439	71.1	351	77.2	206	68.0	8909	85.1	603	71.5	160	61.3	387	65.4
UA	561	85.9	466	81.8	H/		386	81.3	472	81.4	9883	79.0	748	79.7	537	79.5
US	1912	92.1	936	76.5	H/		340	70.6	248	82.7	604	72.7	H/		6467	77.0
WN	H/		1680	87.8	3464	85.9	H/		H/		H/		979	81.8	H/	
TOTAL	7685	84.9	6893	81.8	4112	85.0	5353	80.3	10997	84.4	25564	78.0	4120	79.2	9301	76.1

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	616	75.2	169	87.6	730	77.4	471	78.3	1259	75.0	247	72.9	8637	82.6	554	85.9
AS	310	77.4	H/		302	77.2	3165	73.9	487	72.3	H/		H/		H/	
CO	305	78.7	80	88.8	216	69.9	302	75.8	359	70.5	105	67.6	108	83.3	381	80.8
DL	495	73.3	248	78.2	465	69.5	558	65.2	619	61.7	3837	73.6	184	76.6	1138	74.3
HP	5601	88.5	H/		254	90.2	186	82.3	336	78.6	151	81.5	62	80.6	63	84.1
MQ	H/		366	71.6	741	95.7	H/		H/		H/		H/		152	88.2
NW	319	63.0	168	79.2	186	63.4	375	70.7	307	63.8	96	64.6	315	78.7	377	70.3
UA	576	74.3	155	85.2	650	75.1	1123	79.4	4345	75.1	465	75.7	279	79.6	280	76.4
US	213	65.7	6685	84.3	217	67.7	217	62.2	278	54.7	H/		244	80.7	824	68.2
WN	5389	83.6	H/		2265	81.2	1113	83.0	H/		1174	81.2	2204	82.7	1677	86.1
TOTAL	13824	83.4	7871	83.5	6026	79.7	7510	75.5	7990	72.6	6075	75.1	12033	82.3	5446	79.0

JANUARY 2002

AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT																	
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	67.7	91.9	J/	96.8	74.2	J/	J/	78.7	95.7	84.0	J/	100.0	96.2	80.8	100.0	96.4	77.3	74.2
700 - 759 AM	84.2	89.3	91.4	86.0	80.2	93.8	87.9	90.7	85.4	89.3	94.4	92.3	87.5	82.3	95.9	93.2	87.4	76.3
800 - 859 AM	77.3	88.2	85.3	84.2	81.7	86.1	83.0	87.0	88.0	85.9	88.2	88.2	87.1	93.5	86.2	91.5	86.7	87.3
900 - 959 AM	73.3	90.3	90.9	78.5	87.7	91.8	87.3	85.4	82.0	91.4	73.6	86.4	87.5	83.7	80.8	87.4	89.2	87.5
1000 - 1059 AM	75.4	86.4	88.1	78.8	82.6	87.7	81.1	84.2	82.3	92.5	77.8	86.3	85.0	90.3	71.0	81.6	88.1	86.9
1100 - 1159 AM	77.7	88.8	87.7	83.4	82.6	84.1	83.8	85.3	80.6	89.9	83.0	81.0	85.9	88.5	74.1	81.6	86.5	85.3
1200 - 1259 PM	78.7	89.3	89.4	83.8	81.7	83.2	87.5	83.5	85.4	89.3	83.8	86.9	89.3	50.0	78.1	78.9	87.1	80.8
100 - 159 PM	82.0	84.0	89.6	88.6	77.0	87.5	78.9	90.6	86.0	81.4	72.7	90.4	86.9	87.2	78.3	84.3	88.1	83.8
200 - 259 PM	76.4	87.4	84.5	83.7	85.5	90.5	80.2	83.6	82.0	85.2	82.8	84.2	87.0	84.0	78.8	82.5	90.2	82.8
300 - 359 PM	73.8	83.9	80.1	81.6	80.5	83.3	82.5	86.5	85.3	79.9	79.2	79.9	89.3	82.6	78.8	82.5	86.7	85.0
400 - 459 PM	65.9	79.5	78.0	83.7	87.1	81.5	79.4	87.2	87.2	80.8	76.4	80.8	84.9	84.8	74.9	82.0	85.1	80.3
500 - 559 PM	74.9	80.5	78.3	86.3	79.4	86.9	82.8	80.2	81.5	79.2	73.0	71.3	85.0	82.7	67.0	81.0	86.8	78.6
600 - 659 PM	77.5	76.9	78.0	80.7	72.2	82.9	74.9	80.5	81.4	79.1	75.4	75.0	83.4	76.8	75.3	79.5	80.7	76.1
700 - 759 PM	71.1	80.8	78.5	82.3	73.5	82.0	81.7	80.3	80.9	67.1	71.0	80.3	85.3	77.2	76.3	76.6	76.6	78.3
800 - 859 PM	71.2	79.1	75.7	79.8	79.0	82.5	73.0	79.4	82.0	79.1	71.2	76.0	79.3	79.4	78.5	76.6	79.2	76.7
900 - 959 PM	70.3	81.0	81.4	84.3	82.4	86.5	83.6	81.2	65.6	84.2	79.6	79.2	85.2	76.2	77.8	74.5	84.8	80.3
1000 - 1059 PM	76.8	82.7	77.6	88.7	78.3	J/	82.6	76.6	81.4	80.0	79.7	86.3	89.1	66.7	77.3	81.4	81.6	81.2
1100 - 559 AM	78.6	82.3	81.9	87.2	82.9	J/	86.2	87.7	83.2	86.1	73.2	82.4	81.2	80.6	84.1	88.8	81.7	81.4

TOTAL, ALL ARRIVALS,
BY AIRPORT 75.1 83.6 82.5 83.0 78.9 85.5 81.3 84.6 82.9 82.2 78.0 81.9 86.3 81.3 77.8 81.9 84.9 81.8

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
600 - 659 AM	84.1	95.2	93.8	82.4	40.0	83.2	J/	87.6	J/	70.0	78.6	J/	90.6	92.1	88.1
700 - 759 AM	93.5	96.8	93.5	78.2	95.1	87.8	93.9	85.4	94.8	94.4	82.1	76.6	86.6	82.9	86.3
800 - 859 AM	88.4	87.1	87.7	81.5	87.1	80.4	89.1	83.7	90.5	85.4	81.4	80.3	89.6	95.2	85.3
900 - 959 AM	89.9	87.7	84.8	78.3	89.8	85.3	90.2	91.1	85.1	82.3	79.1	88.9	89.6	78.3	84.2
1000 - 1059 AM	88.1	82.5	84.5	82.3	81.9	89.3	83.4	86.1	79.4	85.0	69.3	73.0	82.7	79.1	81.9
1100 - 1159 AM	91.2	80.1	82.9	86.3	81.0	83.7	80.0	83.5	79.6	76.7	67.3	79.9	83.0	75.5	82.0
1200 - 1259 PM	87.6	79.3	89.4	79.1	83.5	83.6	88.0	83.4	80.7	77.1	65.0	75.0	87.9	81.8	83.0
100 - 159 PM	81.9	71.7	87.0	79.5	84.7	78.8	83.1	82.5	82.9	82.5	71.3	72.4	86.6	82.8	83.2
200 - 259 PM	85.0	77.8	88.7	76.4	81.4	75.8	81.2	86.3	79.2	80.5	73.7	77.4	86.7	80.6	82.0
300 - 359 PM	82.3	84.2	83.5	76.7	76.1	73.8	86.0	84.1	80.9	76.5	77.0	77.1	83.3	83.9	81.2
400 - 459 PM	85.2	77.9	81.5	76.9	81.0	70.8	82.3	81.4	77.5	71.5	76.3	74.0	80.6	78.6	79.8
500 - 559 PM	82.7	65.2	82.6	79.8	80.4	70.0	83.4	84.9	82.9	67.6	68.3	64.8	77.3	82.6	79.2
600 - 659 PM	83.0	81.5	78.9	71.6	71.2	67.9	73.2	75.6	65.8	65.1	76.9	77.6	74.2	72.8	76.7
700 - 759 PM	78.4	67.9	81.9	73.5	72.3	70.9	81.9	84.3	75.7	71.4	68.9	76.1	74.8	66.7	76.9
800 - 859 PM	85.2	79.1	75.7	75.0	82.4	66.1	85.0	79.5	81.2	67.5	74.9	75.1	73.7	78.5	77.0
900 - 959 PM	85.6	73.5	82.6	81.2	65.0	72.5	79.6	83.6	69.8	71.7	67.9	66.8	77.9	77.8	77.9
1000 - 1059 PM	76.9	80.5	79.1	79.0	79.3	78.1	80.5	84.9	80.2	73.1	80.5	79.0	81.4	70.7	79.0
1100 - 559 AM	81.1	79.7	87.9	88.3	77.8	86.0	80.5	81.0	74.0	75.7	74.0	77.5	86.7	82.5	82.2

TOTAL, ALL ARRIVALS,
BY AIRPORT 85.0 80.3 84.4 78.0 79.2 76.1 83.4 83.5 79.7 75.5 72.6 75.1 82.3 79.0 80.8

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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	92.0	93.4	90.2	89.9	94.7	92.4	92.3	84.6	92.2	93.3	95.2	95.5	72.6	93.6	93.6	94.5	94.5
700 - 759 AM	88.2	91.5	90.4	90.9	92.7	95.1	94.9	90.4	83.6	94.1	93.3	91.6	94.8	83.3	93.1	93.8	95.0	94.9
800 - 859 AM	85.9	89.4	92.9	88.1	87.5	93.6	89.2	91.7	83.4	90.8	93.4	91.4	93.2	82.4	91.0	92.2	90.6	96.0
900 - 959 AM	84.3	86.8	88.4	89.4	87.7	92.3	88.7	86.5	78.6	92.3	90.2	89.3	92.1	83.7	88.0	88.6	89.8	93.7
1000 - 1059 AM	81.9	92.3	86.0	80.0	91.0	92.5	84.3	86.5	81.0	93.2	80.2	83.7	91.0	90.8	76.8	85.1	91.1	88.2
1100 - 1159 AM	81.8	90.4	86.2	82.4	89.3	95.0	84.6	86.1	76.3	93.6	81.8	95.4	91.8	93.1	75.3	83.7	90.1	88.0
1200 - 1259 PM	81.8	88.6	85.4	86.2	89.5	90.4	86.8	84.6	80.6	90.6	80.8	85.7	91.2	78.8	76.6	84.6	89.2	88.2
100 - 159 PM	84.9	87.6	78.6	85.7	88.4	86.3	86.7	86.1	78.5	87.5	83.4	90.3	91.3	96.8	74.7	78.6	90.1	83.4
200 - 259 PM	81.0	86.2	83.8	82.6	83.1	90.5	83.5	83.9	74.6	86.2	75.6	84.4	87.4	79.8	74.1	83.2	89.0	84.5
300 - 359 PM	72.5	83.7	80.3	83.3	86.9	90.6	80.9	83.0	76.5	86.1	79.7	83.6	87.8	79.9	76.7	84.2	86.0	78.4
400 - 459 PM	72.2	84.1	77.6	83.5	84.2	86.6	82.6	80.9	78.9	86.4	78.9	77.8	90.5	71.9	76.9	85.3	88.3	81.9
500 - 559 PM	69.8	80.1	67.6	83.4	84.2	91.7	82.8	85.4	82.8	82.4	73.3	81.6	86.2	68.5	66.4	78.8	88.5	81.7
600 - 659 PM	73.5	76.8	76.0	73.0	77.6	87.4	85.0	75.4	74.1	83.3	79.8	80.9	85.0	70.1	74.7	83.2	86.9	81.4
700 - 759 PM	77.1	79.0	75.3	80.3	78.9	87.8	83.0	78.8	77.5	83.0	79.2	86.4	88.2	79.3	78.2	82.2	87.6	84.0
800 - 859 PM	74.5	83.6	80.5	85.9	78.2	94.4	89.7	83.9	80.0	80.4	75.0	88.8	89.6	71.0	74.0	79.3	83.5	79.6
900 - 959 PM	72.2	88.5	79.1	84.6	84.0	97.1	J/	83.7	82.5	J/	81.4	87.9	81.0	70.4	78.1	84.1	79.1	84.6
1000 - 1059 PM	76.3	J/	88.4	87.3	89.7	J/	J/	100.0	0.0	J/	J/	J/	98.1	82.9	85.0	86.9	J/	J/
1100 - 559 AM	84.3	91.1	64.5	J/	J/	J/	88.7	90.2	J/	88.6	90.3	87.1	J/	J/	88.1	91.1	100.0	87.1
TOTAL, ALL DEPARTURES, BY AIRPORT	78.8	86.4	83.0	84.5	85.2	91.3	85.7	84.8	80.1	88.5	82.6	87.1	90.0	77.7	80.5	85.7	89.6	86.9

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	92.0	86.3	85.2	91.1	90.8	92.7	97.5	92.5	93.9	91.6	91.8	87.9	92.8	94.6	91.9
700 - 759 AM	87.3	93.2	89.7	90.0	95.5	89.1	95.2	90.0	93.5	92.7	92.6	91.7	90.2	88.3	91.6
800 - 859 AM	86.2	91.2	90.5	87.4	91.0	80.3	93.0	90.1	92.0	89.0	89.1	85.2	90.1	89.7	89.1
900 - 959 AM	88.0	88.8	83.2	85.0	85.1	86.3	93.5	89.8	88.5	86.8	87.1	89.6	91.7	90.9	87.8
1000 - 1059 AM	89.6	92.7	85.3	86.4	88.4	84.7	86.1	87.6	84.2	83.8	82.1	88.7	89.4	88.1	86.1
1100 - 1159 AM	82.0	88.7	83.8	86.9	86.0	91.4	84.3	88.0	84.6	80.0	81.1	83.5	86.7	84.2	85.4
1200 - 1259 PM	82.7	76.7	89.2	84.4	83.1	89.9	78.1	91.2	80.3	79.7	77.8	80.0	88.0	83.8	84.0
100 - 159 PM	82.2	85.4	86.0	83.2	83.2	88.6	84.8	79.1	84.4	81.1	78.9	82.6	86.8	81.6	84.2
200 - 259 PM	71.7	79.8	85.2	78.9	88.0	82.3	78.6	84.2	80.2	80.1	82.4	81.3	85.8	78.2	82.6
300 - 359 PM	80.3	77.1	84.7	79.8	78.4	75.2	78.7	85.5	76.4	80.4	81.1	78.5	85.6	85.3	81.2
400 - 459 PM	72.2	83.1	83.2	77.7	71.6	81.2	79.6	87.1	79.9	83.4	86.3	80.3	79.0	74.7	80.8
500 - 559 PM	75.9	81.6	81.3	77.4	85.7	70.5	77.9	83.7	81.0	72.3	78.0	78.5	80.4	76.5	79.2
600 - 659 PM	79.8	65.3	84.2	77.2	79.9	71.8	79.4	84.5	79.6	66.7	79.6	83.6	73.8	83.1	78.9
700 - 759 PM	75.1	77.3	82.0	73.9	70.4	75.7	70.3	75.3	78.0	67.8	85.4	70.1	73.7	77.4	78.5
800 - 859 PM	80.1	73.2	85.0	77.6	69.0	71.9	80.6	85.6	79.5	72.9	79.4	81.3	73.5	76.3	79.7
900 - 959 PM	82.9	83.3	83.8	77.2	J/	72.2	79.8	83.2	85.8	75.7	68.5	78.6	78.7	85.4	80.5
1000 - 1059 PM	J/	98.3	50.0	J/	69.6	90.9	85.5	91.8	92.0	80.6	90.5	79.9	85.2	80.8	85.6
1100 - 559 AM	87.5	91.8	80.6	J/	91.8	90.7	94.3	93.5	93.5	93.0	94.4	J/	82.4	93.5	90.0
TOTAL, ALL DEPARTURES, BY AIRPORT	82.0	84.0	84.9	82.1	84.5	80.9	83.6	87.2	84.9	82.5	84.6	82.8	84.1	83.8	84.1

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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	LATE MEDIAN
WN	1947	TPA-PHX	1630	19	84.21	25	25

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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
DELTA	2041	8	0.4
SOUTHWEST	2700	3	0.1
US AIRWAYS	1545	1	0.1
ALASKA	391	0	0.0
AMERICA WEST	494	0	0.0
CONTINENTAL	938	0	0.0
AMERICAN EAGLE	1203	0	0.0
NORTHWEST	1317	0	0.0
UNITED	1493	0	0.0
AMERICAN	2302	0	0.0
TOTAL	14,424	12	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)	87.1	96.2	209	209	DULUTH, MN. (DLH)	70.7	87.1	147	147
AGUADILLA, P.R. (BQN)	77.8	94.1	18	17	DURANGO, CO. (DRO)	89.7	97.4	39	39
AKRON/CANTON, OH. (CAK)	90.3	90.3	31	31	DUTCH HARBOR, AK. (DUT)	31.2	54.5	77	77
ALBANY, N.Y. (ALB)	78.9	85.4	1,181	1,181	EAGLE, CO. (EGE)	64.1	84.1	276	276
ALBUQUERQUE, N.M. (ABQ)	84.5	86.4	2,991	2,990	EL PASO, TX. (ELP)	87.3	90.4	1,723	1,723
ALLEN TOWN, PA. (ABE)	84.8	91.4	211	210	ERIE, PA. (ERI)	89.5	90.0	19	20
AMARILLO, TX. (AMA)	83.0	89.9	524	524	EUGENE, OR. (EUG)	81.7	90.3	93	93
ANCHORAGE, AK. (ANC)	66.1	77.3	1,513	1,514	EVANSVILLE, IN. (EVV)	73.6	81.0	125	126
ASHEVILLE, N.C. (AVL)	82.8	90.2	122	122	FAIRBANKS, AK. (FAI)	75.1	82.8	413	412
ATLANTA, GA. (ATL)	75.1	78.8	19,729	19,726	FARGO, N.D. (FAR)	79.1	92.9	182	182
AUGUSTA, GA. (AGS)			3	3	FAYETTEVILLE ARKANSAS REG (XNA)	74.7	83.0	415	418
AUSTIN, TX. (AUS)	85.7	91.4	3,212	3,211	FLINT, MI. (FNT)	75.8	90.1	91	91
BALTIMORE, MD. (BWI)	82.5	83.0	7,179	7,180	FRESNO, CA. (FAT)	90.1	89.4	263	265
BANGOR, ME. (BGR)	81.1	91.3	206	206	FT. LAUDERDALE, FL. (FLL)	78.0	82.6	4,203	4,205
BARROW, AK. (BRW)	80.6	79.0	62	62	FT. MYERS, FL. (RSW)	74.6	87.8	1,394	1,398
BATON ROUGE, LA. (BTR)	80.8	85.6	334	333	FT. SMITH, AR. (FSM)	90.4	93.3	240	240
BEAUMONT/PORT ARTHUR, TX (BPT)	79.5	85.5	122	124	FT. WAYNE, IN. (FWA)	83.0	83.6	188	189
BETHEL, AK. (BET)	59.2	63.3	120	120	GRAND FORKS, N.D. (GFK)	70.7	96.6	58	58
BILLINGS, MT. (BIL)	79.0	91.4	276	278	GRAND RAPIDS, MI. (GRR)	72.0	85.2	831	830
BIRMINGHAM, AL. (BHM)	82.3	88.2	1,489	1,489	GREAT FALLS, MT. (GTF)	77.7	91.8	184	184
BISMARCK, N.D. (BIS)	78.3	93.3	120	120	GREEN BAY, WI. (GRB)	80.4	88.3	316	316
BLOOMINGTON, IL. (BMI)	73.9	81.7	92	93	GREENSBORO/HIGH PT., N.C. (GSO)	77.3	86.2	852	853
BOISE, ID. (BOI)	80.8	87.2	930	929	GREENVILLE/SPARTANBURG, S.C. (GSP)	75.8	81.1	442	444
BOSTON, MA. (BOS)	83.6	86.4	8,998	8,991	GULFPORT/BILLOXI, MS. (GPT)	80.3	95.1	61	61
BOZEMAN, MT. (BZN)	57.9	86.5	126	126	GUNNISON, CO. (GUC)	85.7	93.7	63	63
BROWNSVILLE, TX. (BRO)	88.9	100.0	27	26	HARLINGEN, TX. (HRL)	85.6	85.0	341	341
BUFFALO, N.Y. (BUF)	84.7	89.5	1,244	1,244	HARRISBURG, PA. (MDT)	82.1	88.2	458	458
BURBANK, CA. (BUR)	81.4	81.9	2,098	2,098	HARTFORD, CT./SPGFLD, MA. (BDL)	86.0	88.6	2,784	2,782
BURLINGTON, VT. (BTV)	85.7	87.6	217	217	HELENA, MT. (HLN)	75.8	88.7	62	62
CEDAR RAPIDS/IOWA CTY, IA. (CID)	79.5	88.5	488	488	HONOLULU, OAHU, HI. (HNL)	66.0	86.5	850	850
CHAMPAIGN, IL. (CMI)	66.4	81.6	152	152	HOUSTON, TX. (HOU)	84.4	80.2	4,671	4,674
CHARLESTON, S.C. (CHS)	78.8	89.0	363	363	HOUSTON, TX. (IAH)	86.3	90.0	10,021	10,020
CHARLOTTE, N.C. (CLT)	83.0	84.5	9,763	9,758	HUNTSVILLE/DECATUR, AL. (HSV)	79.5	86.2	298	298
CHATTANOOGA, TN. (CHA)	81.6	87.5	87	88	INDIANAPOLIS, IN. (IND)	81.6	89.7	2,783	2,783
CHICAGO, IL. (MDW)	85.0	82.0	4,112	4,111	INDIO/PALM SPRINGS, CA. (PSP)	83.0	84.7	616	616
CHICAGO, IL. (ORD)	78.0	82.1	25,564	25,557	ISLIP/LONG IS., N.Y. (ISP)	88.2	88.7	853	853
CINCINNATI, OH. (CVG)	78.9	85.2	5,211	5,209	JACKSON/VICKSBURG, MS. (JAN)	80.4	88.5	607	608
CLEVELAND, OH. (CLE)	84.3	90.2	3,833	3,835	JACKSON, WY. (JAC)	78.2	80.6	124	124
COLLEGE STATION, TX. (CLL)	89.0	96.9	191	192	JACKSONVILLE, FL. (JAX)	81.0	89.4	1,997	2,000
COLORADO SPRINGS, CO. (COS)	81.5	91.1	671	671	JUNEAU, AK. (JNU)	75.8	78.7	310	310
COLUMBIA, S.C. (CAE)	81.9	85.7	182	182	KAHULUI, MAUI, HI. (OGG)	67.1	74.6	343	343
COLUMBUS, OH. (CMH)	80.7	87.6	3,266	3,260	KALAMAZOO, MI. (AZO)	75.4	86.5	191	192
CORDOVA, AK. (CDV)	85.5	88.7	62	62	KALISPELL, MT. (FCA)	76.6	91.1	124	124
CORPUS CHRISTI, TX. (CRP)	76.7	86.1	347	345	KANSAS CITY, MO. (MCI)	81.4	86.2	4,642	4,644
DALLAS/FT. WORTH, TX. (DAL)	88.0	83.7	3,661	3,665	KETCHIKAN, AK. (KTN)	73.7	82.8	186	186
DALLAS/FT. WORTH, TX. (DFW)	84.6	84.8	23,138	23,127	KEY WEST, FL. (EYW)	94.2	96.1	155	155
DAYTON, OH. (DAY)	83.1	88.7	795	795	KILLEEN, TX. (ILE)	84.8	92.9	237	239
DAYTONA BEACH, FL. (DAB)	63.2	83.2	125	125	KING SALMON, AK. (AKN)	50.0	78.6	14	14
DEADHORSE, AK. (SCC)	79.6	85.7	49	49	KNOXVILLE, TN. (TYS)	84.3	88.0	350	350
DENVER, CO. (DEN)	81.3	85.7	9,266	9,273	KODIAK, AK. (ADQ)	67.7	75.8	62	62
DES MOINES, IA. (DSM)	82.6	88.9	719	718	KONA, HAWAII, HI. (KOA)	66.9	90.3	124	124
DETROIT, MI. (DTW)	82.9	80.1	11,200	11,190	KOTZEBUE, AK. (OTZ)	69.8	70.9	86	86
DILLINGHAM, AK. (DLG)	78.6	78.6	14	14	LA CROSSE, WI. (LSE)	78.2	84.8	124	125
DUBUQUE, IA. (DBQ)	75.3	82.8	93	93	LAFAYETTE, LA. (LFT)	92.5	94.5	146	146

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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.
LANSING, MI. (LAN)	79.8	93.4	228	228	PROVIDENCE, R. I. (PVD)	85.4	89.2	2,139	2,139
LAREDO, TX. (LRD)	82.9	90.3	123	124	RALEIGH/DURHAM, N. C. (RDU)	79.9	81.2	3,879	3,877
LAS VEGAS, NV. (LAS)	77.8	80.5	10,701	10,705	RAPID CITY, S. D. (RAP)	85.6	87.9	90	91
LAWTON, OK. (LAW)	86.5	94.7	208	208	RENO, NV. (RNO)	82.8	83.3	1,970	1,970
LEXINGTON/FRKFT, KY. (LEX)	75.4	86.3	183	183	RICHMOND, VA. (RIC)	80.6	85.5	1,234	1,237
LIHUE, KAUAI, HI. (LIH)	60.6	78.8	66	66	ROCHESTER, MN. (RST)	85.0	91.0	187	188
LITTLE ROCK, AR. (LIT)	82.8	89.4	1,180	1,179	ROCHESTER, N. Y. (ROC)	83.2	88.7	742	741
LONG BEACH, CA. (LGB)	87.0	94.4	177	177	SACRAMENTO, CA. (SMF)	78.2	79.5	3,248	3,249
LONGVIEW, TX. (GGG)	95.2	95.2	124	124	SAGINAW, MI. (MBS)	79.8	92.6	203	203
LOS ANGELES, CA. (LAX)	81.9	85.7	14,486	14,479	SALT LAKE CITY, UT. (SLC)	75.1	82.8	6,075	6,076
LOUISVILLE, KY. (SDF)	82.6	87.3	1,588	1,588	SAN ANGELO, TX. (SJT)	86.3	94.9	175	177
LUBBOCK, TX. (LBB)	82.0	88.7	645	645	SAN ANTONIO, TX. (SAT)	82.9	89.4	3,017	3,016
MADISON, WI. (MSN)	71.2	83.1	496	496	SAN DIEGO, CA. (SAN)	79.7	84.9	6,026	6,031
MANCHESTER, N. H. (MHT)	85.2	88.7	1,267	1,267	SAN FRANCISCO, CA. (OAK)	78.9	76.9	4,827	4,825
MARQUETTE, MI. (MQT)	44.0	84.0	25	25	SAN FRANCISCO, CA. (SFO)	72.6	84.6	7,990	7,991
MAYAGUEZ, P. R. (MAZ)	86.2	90.0	29	30	SAN JOSE, CA. (SJC)	82.1	82.7	5,020	5,018
MEDFORD, OR. (MFR)	79.6	84.9	93	93	SAN JUAN, P. R. (SJU)	80.1	84.1	2,228	2,223
MELBOURNE, FL. (MLB)	75.8	80.6	124	124	SAN LUIS OBISPO, CA. (SBP)	95.7	92.3	208	209
MEMPHIS, TN. (MEM)	81.9	84.4	3,740	3,737	SANTA BARBARA, CA. (SBA)	97.2	96.5	282	282
MIAMI, FL. (MIA)	80.3	84.0	5,353	5,355	SARASOTA/BRAD., FL. (SRQ)	69.0	83.2	345	346
MIDLAND/ODESSA, TX. (MAF)	85.8	91.0	614	612	SAVANNAH, GA. (SAV)	75.1	86.2	494	494
MILWAUKEE, WI. (MKE)	80.0	89.1	1,374	1,375	SCRANTON/WILKES-BARRE, PA. (AVP)	84.7	90.3	124	124
MINNEAPLS/ST. P, MN. (MSP)	84.4	84.9	10,997	10,989	SEATTLE, WA. (SEA)	75.5	82.5	7,510	7,510
MINOT, N. D. (MOT)	84.9	93.5	93	93	SHREVEPORT, LA. (SHV)	88.4	94.1	372	372
MISSI ON/MCALLEN, TX. (MFE)	84.1	92.2	232	231	SHOUX FALLS, S. D. (FSD)	81.0	94.0	116	116
MISSOULA, MT. (MSO)	73.1	93.6	156	157	SITKA, AK. (SIT)	71.0	82.8	93	93
MOBILE, AL. /PASCAGOULA, MS. (MOB)	76.0	88.0	183	183	SPOKANE, WA. (GEG)	79.9	87.3	981	982
MOLINE, IL. (MLI)	89.3	88.7	150	150	SPRINGFIELD, MO. (SGF)	89.1	91.7	386	386
MONROE, LA. (MLU)	83.0	90.9	88	88	ST. CROIX, V. I. (STX)	85.5	87.3	62	63
MONTEREY, CA. (MRY)	93.1	93.8	145	145	ST. LOUIS, MO. (STL)	82.3	84.1	12,033	12,045
MONTROSE, CO. (MTJ)	79.0	93.1	100	101	ST. THOMAS, V. I. (STT)	81.3	87.9	363	365
MYRTLE BEACH, S. C. (MYR)	81.7	95.8	213	213	STEAMBOAT SPRINGS, CO. (HDN)	77.6	87.3	165	165
NASHVILLE, TN. (BNA)	85.4	88.7	4,343	4,345	SYRACUSE, N. Y. (SYR)	80.8	89.3	800	800
NEW ORLEANS, LA. (MSY)	80.4	86.2	4,110	4,111	TALLAHASSEE, FL. (TLH)	66.7	83.9	93	93
NEW YORK, N. Y. (JFK)	81.3	77.7	3,632	3,632	TAMPA, FL. (TPA)	79.0	83.8	5,446	5,448
NEW YORK, N. Y. (LGA)	84.9	89.6	7,685	7,680	TEXARKANA, AR. (TXK)	86.7	93.7	143	143
NEWARK, N. J. (EWR)	82.2	88.5	8,533	8,527	TOLEDO, OH. (TOL)	70.1	83.8	154	154
NEWBURGH, N. Y. (SWF)	88.6	92.1	88	89	TRAVERSE CITY, MI. (TVC)	71.6	87.1	155	155
NOME, AK. (OME)	64.0	62.8	86	86	TUCSON, AZ. (TUS)	78.6	87.7	1,330	1,328
NORFOLK/VA. BEACH, VA. (ORF)	81.2	86.0	1,623	1,620	TULSA, OK. (TUL)	83.9	88.9	1,705	1,705
OKLAHOMA CITY, OK. (OKC)	82.1	86.8	1,672	1,672	TYLER, TX. (TYR)	88.7	94.4	247	248
OMAHA, NE. (OMA)	80.8	87.3	1,404	1,405	VALPARAISO, FL. (VPS)	72.1	84.9	179	179
ONTARIO, CA. (ONT)	81.6	84.7	2,766	2,763	WACO, TX. (ACT)	88.5	96.2	182	182
ORANGE COUNTY, CA. (SNA)	79.6	84.0	3,395	3,393	WASHI NGTON, D. C. (DCA)	85.5	91.3	5,086	5,089
ORLANDO, FL. (MCO)	81.8	86.9	6,893	6,892	WASHI NGTON, D. C. (IAD)	81.9	87.1	3,886	3,892
PASCO, WA. (PSC)	64.5	88.7	62	62	WEST PALM BEACH, FL. (PBI)	76.4	87.2	2,037	2,037
PENSACOLA, FL. (PNS)	77.2	87.8	334	335	WHI TE PLAINS, N. Y. (HPN)	81.8	82.4	544	544
PEORIA, IL. (PIA)	69.9	79.7	123	123	WICHITA FALLS, TX. (SPS)	81.3	88.7	150	150
PETERSBURG, AK. (PSG)	64.5	66.1	62	62	WICHITA, KS. (ICT)	81.6	85.6	549	549
PHILADELPHIA, PA. (PHL)	76.1	80.9	9,301	9,277	WILMI NGTON, N. C. (ILM)	84.8	92.7	178	178
PHOENIX, AZ. (PHX)	83.4	83.6	13,824	13,829	WORCESTER, MA. (ORH)	79.0	82.3	62	62
PITTSBURGH, PA. (PIT)	83.5	87.2	7,871	7,896	WRANGELL, AK. (WRG)	61.3	64.5	62	62
PORTLAND, ME. (PWM)	81.0	86.1	604	604	YAKUTAT, AK. (YAK)	77.4	88.7	62	62
PORTLAND, OR. (PDX)	79.2	84.5	4,120	4,124					

JANUARY 2002
AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/			AT ALL REPORTED AIRPORTS C/				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE S/	20	20637	579	2.8	105	36049	1127	3.1
DELTA S/	32	47782	1338	2.8	110	62669	1843	2.9
ALASKA S/	10	6462	95	1.5	38	12009	274	2.3
NORTHWEST S/	32	26980	520	1.9	111	39817	732	1.8
UNITED S/	31	37905	591	1.6	85	45765	709	1.5
US AIRWAYS S/	27	36415	517	1.4	70	47132	712	1.5
AMERICAN S/	32	53012	658	1.2	101	70210	854	1.2
SOUTHWEST S/	15	34051	340	1.0	59	80057	852	1.1
AMERICA WEST S/	26	11718	77	0.7	50	15135	118	0.8
CONTINENTAL S/	30	20852	63	0.3	78	27493	80	0.3
T O T A L		295,814	4,778	1.6		436,336	7,301	1.7

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 29 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

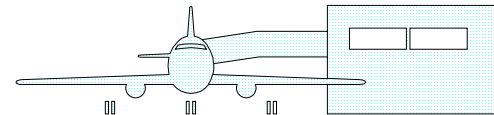
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements 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. Midway	MDW
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth. International	DFW
Denver. International	DEN
Detroit. Metro Wayne County	DTW
Ft. Lauderdale. International	FLL
Houston. George Bush	IAH
Las Vegas. McCarran International	LAS
Los Angeles. International	LAX
Miami. International	MIA
Minneapolis-St. Paul. International	MSP
Newark. International	EWR
New York. JFK International	JFK
New York. LaGuardia	LGA
Orlando. International	MCO
Philadelphia. International	PHL
Phoenix. Sky Harbor International	PHX
Pittsburgh. Greater International	PIT
Portland. International	PDX
St. Louis. Lambert	STL
Salt Lake City. International	SLC
San Diego. Lindbergh Field	SAN
San Francisco. International	SFO
Seattle-Tacoma. International	SEA
Tampa. Tampa International	TPA
Washington. Dulles International	IAD
Washington. Reagan National	DCA

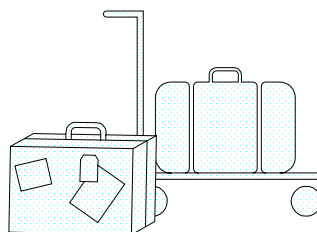
Air Carriers Required to Report Data to DOT and to CRS Vendors

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



MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues. See 14 CFR Part 234.



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

RANK	AIRLINE	JANUARY 2002			JANUARY 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,020	814,507	2.48	2,725	846,625	3.22
2	US AIRWAYS	10,734	3,276,382	3.28	20,600	4,185,075	4.92
3	CONTINENTAL AIRLINES	8,755	2,622,511	3.34	16,630	3,021,087	5.50
4	AMERICA WEST AIRLINES	4,828	1,313,480	3.68	9,536	1,620,931	5.88
5	SOUTHWEST AIRLINES	21,821	5,344,846	4.08	35,683	5,806,499	6.15
6	NORTHWEST AIRLINES	12,492	3,021,604	4.13	18,837	3,537,969	5.32
7	UNITED AIRLINES	18,369	4,383,497	4.19	30,081	5,603,709	5.37
8	DELTA AIR LINES	34,979	6,193,080	5.65	42,823	7,098,132	6.03
9	AMERICAN AIRLINES	34,750	6,024,768	5.77	31,054	5,358,679	5.80
10	AMERICAN EAGLE AIRLINES	9,702	823,147	11.79	6,716	862,862	7.78
TOTALS**		158,450	33,817,822	4.69	214,685	37,941,568	5.66

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

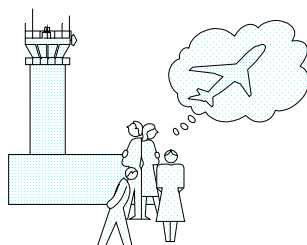
OVERSALES

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

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

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

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



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

RANK	AIRLINE	OCTOBER-DECEMBER 2001				OCTOBER-DECEMBER 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	AMERICAN EAGLE AIRLINES**	228	4	300,951	0.13	665	2	508,510	0.04
2	AMERICA WEST AIRLINES	11,741	148	4,212,736	0.35	11,047	333	4,907,424	0.68
3	AMERICAN AIRLINES	24,591	619	15,361,153	0.40	42,165	650	18,565,990	0.35
4	US AIRWAYS	24,113	497	10,798,123	0.46	28,350	894	15,009,965	0.60
5	UNITED AIRLINES	30,167	867	14,202,740	0.61	27,944	1,458	18,818,818	0.77
6	NORTHWEST AIRLINES	17,630	653	10,344,479	0.63	25,927	1,272	12,737,656	1.00
7	ALASKA AIRLINES	5,749	289	3,014,471	0.96	6,493	338	3,267,931	1.03
8	SOUTHWEST AIRLINES	13,920	1,840	17,186,342	1.07	21,724	3,766	18,501,627	2.04
9	TRANS WORLD AIRLINES	7,374	420	3,919,738	1.07	11,976	1,319	6,114,247	2.16
10	DELTA AIR LINES	42,710	2,245	18,635,456	1.20	39,504	652	24,042,911	0.27
11	CONTINENTAL AIRLINES	21,404	3,167	8,403,431	3.77	18,563	2,903	9,975,265	2.91
	TOTALS	199,627	10,749	106,379,620	1.01	234,358	13,587	132,450,344	1.03

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.

**American Eagle Airlines incorrectly reported to DOT its oversales data for each of the four quarters in calendar year 2000 and for the first two quarters of calendar year 2001. Therefore, the data in this report reflects a correction of the American Eagle data.

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

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

RANK	AIRLINE	JANUARY-DECEMBER 2001				JANUARY-DECEMBER 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	89,702	1,854	54,056,486	0.34	94,259	3,740	57,481,514	0.65
2	AMERICAN AIRLINES	128,557	2,556	70,827,736	0.36	210,427	3,274	78,229,763	0.42
3	AMERICA WEST AIRLINES	51,751	752	19,835,068	0.38	57,935	2,274	20,229,421	1.12
4	AMERICAN EAGLE AIRLINES**	1,597	73	1,684,776	0.43	3,232	24	2,236,556	0.11
5	NORTHWEST AIRLINES	75,684	2,210	48,839,895	0.45	108,501	3,011	53,112,324	0.57
6	DELTA AIR LINES	178,400	6,789	88,385,675	0.77	212,050	3,327	102,031,565	0.33
7	UNITED AIRLINES	150,358	6,366	68,923,774	0.92	119,306	11,101	77,624,771	1.43
8	ALASKA AIRLINES	31,671	1,856	13,638,485	1.36	33,113	1,910	13,512,111	1.41
9	SOUTHWEST AIRLINES	77,209	11,055	73,625,452	1.50	90,352	13,741	72,568,399	1.89
10	CONTINENTAL AIRLINES	75,787	5,766	38,152,917	1.51	66,391	7,259	40,270,205	1.80
11	TRANS WORLD AIRLINES	37,814	3,723	20,333,671	1.83	66,750	7,526	26,047,465	2.89
	TOTALS	898,530	43,000	498,303,935	0.86	1,062,316	57,187	543,344,094	1.05

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.

**American Eagle Airlines incorrectly reported to DOT its oversales data for each of the four quarters in calendar year 2000 and for the first two quarters of calendar year 2001. Therefore, the data in this report reflects a correction of the American Eagle data.

* 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

	JANUARY 2002				JANUARY 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	842	55	8	22	1,979	127	11	33
FOREIGN AIRLINES	147	0	0	3	205	3	1	2
TRAVEL AGENTS	44	0	0	0	15	0	0	0
TOUR OPERATORS	11	0	0	0	13	0	0	1
MISCELLANEOUS	18	15	1	5	14	15	0	12
INDUSTRY TOTALS	1,062	70	9	30	2,226	145	12	48

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY 2002			JANUARY 2001		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
CUSTOMER SERVICE	1	230		3	395	
FLIGHT PROBLEMS	2	229		1	892	
DELAYS			101			274
CANCELLATIONS			55			345
MISCONNECTIONS			26			56
REFUNDS	3	196		5	89	
BAGGAGE	4	169		2	418	
FARES	5	70		8	58	
RES/TKTG/BOARDING	6	66		4	188	
OVERSALES	7	42		7	60	
OTHER	8	27		6	72	
FREQUENT FLYER			9			25
DISABILITY	9	25		9	45	
ADVERTISING	10	7		11	2	
TOURS OR CHARTERS	11	1		10	6	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1,062			2,226	

* 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 2002

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	9	1	5	1	1	6	7	1	0	0	0	0	31
ALASKA AIRLINES	2	0	1	3	2	2	2	0	0	0	0	0	12
ALOHA AIRLINES	1	0	0	1	0	1	1	0	0	0	0	1	5
AMERICA WEST AIRLINES	5	2	3	0	7	3	10	0	0	0	0	0	30
AMERICAN AIRLINES	17	2	3	6	20	22	31	1	0	0	0	3	105
AMERICAN EAGLE AIRLINES	0	0	0	0	0	2	3	0	0	0	0	0	5
AMERICAN TRANS AIR	28	0	1	1	1	2	3	2	0	0	0	0	38
ATLANTIC SOUTHEAST AIRLINES	5	1	1	1	0	0	0	0	0	0	0	0	8
CONTINENTAL AIRLINES	6	6	4	5	14	6	21	2	2	0	0	0	66
DELTA AIR LINES	46	4	11	16	17	17	22	3	0	0	0	2	138
HAWAIIAN AIRLINES	1	0	2	1	1	0	0	0	0	0	0	1	6
HORIZON AIRLINES	2	0	0	0	1	2	2	0	0	0	0	0	7
MIDWAY AIRLINES	1	0	0	1	2	1	0	0	0	0	0	1	6
NATIONAL AIRLINES	4	1	0	0	2	2	2	0	0	0	0	1	12
NORTHWEST AIRLINES	16	2	4	7	12	7	15	4	1	0	0	4	72
SOUTHWEST AIRLINES	1	0	1	1	3	4	13	3	0	0	0	0	26
SPIRIT AIRLINES	1	0	0	0	6	1	1	0	0	0	0	0	9
SUN COUNTRY AIRLINES	2	0	0	0	12	0	0	0	0	0	0	0	14
TRANS WORLD AIRLINES	0	0	0	0	0	1	3	1	0	0	0	1	6
UNITED AIRLINES	25	7	9	10	18	26	32	1	2	0	0	2	132
UNITED EXPRESS	4	0	0	0	0	2	1	0	0	0	0	0	7
US AIRWAYS	13	3	2	4	12	7	18	5	1	0	0	1	66
OTHER U. S. AIRLINES	13	4	4	0	3	8	7	2	0	0	0	0	41
TOTAL JANUARY 2002	202	33	51	58	134	122	194	25	6	0	0	17	842
% OF TOTAL COMPLAINTS	24.0	3.9	6.1	6.9	15.9	14.5	23.0	3.0	0.7	0	0	2.0	
TOTAL JANUARY 2001	846	47	162	51	65	348	355	42	1	1	1	60	1,979
% OF TOTAL COMPLAINTS	42.7	2.4	8.2	2.6	3.3	17.6	17.9	2.1	0.1	0.1	0.1	3.0	

* 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

JANUARY 2002

U. S. AIRLINES*	COMPS RECD IN JAN.	INCI - DENTS IN JAN.	PERCENT	INCI - DENTS IN DEC.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	31	12	38.7	6	19.4	12	38.7	1	3.2
ALASKA AIRLINES	12	2	16.7	2	16.7	4	33.3	4	33.3
ALOHA AIRLINES	5	2	40.0	0	0.0	1	20.0	2	40.0
AMERICA WEST AIRLINES	30	5	16.7	6	20.0	16	53.3	3	10.0
AMERICAN AIRLINES	105	26	24.8	18	17.1	47	44.8	14	13.3
AMERICAN EAGLE AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
AMERICAN TRANS AIR	38	1	2.6	27	71.1	9	23.7	1	2.6
ATLANTIC SOUTHEAST AIRLINES	8	3	37.5	1	12.5	2	25.0	2	25.0
CONTINENTAL AIRLINES	66	9	13.6	16	24.2	35	53.0	6	9.1
DELTA AIR LINES	138	50	36.2	16	11.6	57	41.3	15	10.9
HAWAIIAN AIRLINES	6	0	0.0	1	16.7	3	50.0	2	33.3
HORIZON AIRLINES	7	0	0.0	4	57.1	3	42.9	0	0.0
MIDWAY AIRLINES	6	0	0.0	1	16.7	4	66.7	1	16.7
NATIONAL AIRLINES	12	7	58.3	2	16.7	3	25.0	0	0.0
NORTHWEST AIRLINES	72	9	12.5	18	25.0	38	52.8	7	9.7
SOUTHWEST AIRLINES	26	8	30.8	2	7.7	15	57.7	1	3.8
SPIRIT AIRLINES	9	1	11.1	1	11.1	7	77.8	0	0.0
SUN COUNTRY AIRLINES	14	3	21.4	2	14.3	6	42.9	3	21.4
TRANS WORLD AIRLINES	6	0	0.0	0	0.0	6	100.0	0	0.0
UNITED AIRLINES	132	25	18.9	39	29.5	59	44.7	9	6.8
UNITED EXPRESS	7	1	14.3	6	85.7	0	0.0	0	0.0
US AIRWAYS	66	12	18.2	20	30.3	29	43.9	5	7.6
OTHER U. S. AIRLINES	41	4	9.8	16	39.0	18	43.9	3	7.3
TOTALS	842	184	21.9	204	24.2	375	44.5	79	9.4
PREVIOUS YEAR'S TOTALS	1,979	475	24.0	880	44.5	296	15.0	328	16.6

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

Table 5

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

JANUARY 2002

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	TOURS	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROFLOT	2	0	0	1	0	2	1	0	0	0	0	0	6
AIR CANADA	3	3	1	1	0	1	1	0	0	0	0	0	10
AIR FRANCE	1	1	1	0	3	12	1	0	0	0	0	0	19
AIR INDIA	1	1	1	0	0	2	1	0	0	0	0	0	6
AIR JAMAICA	4	0	0	0	0	2	3	0	0	0	0	1	10
ALITALIA AIRLINES	2	1	1	0	0	3	1	0	0	0	0	0	8
BRITISH AIRWAYS	0	0	0	0	1	5	1	0	0	0	0	0	7
GHANA AIRWAYS	2	0	0	0	1	4	1	0	0	0	0	0	8
LUFTHANSA	0	0	0	2	2	1	3	0	0	0	0	1	9
VIRGIN ATLANTIC	2	0	0	0	1	0	3	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	7	3	5	3	15	12	11	0	0	0	0	2	58
TOTALS	24	9	9	7	23	44	27	0	0	0	0	4	147
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	0	0	0	0	5	0	0	0	0	0	0	0	5
PRI CELLINE.COM	0	0	0	1	6	0	1	0	0	0	0	0	8
OTHER TRAVEL AGENTS	0	0	3	2	21	0	3	0	0	0	0	2	31
TOTALS	0	0	3	3	32	0	4	0	0	0	0	2	44
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	2	0	0	1	4	0	2	0	0	1	0	1	11
TOTALS	2	0	0	1	4	0	2	0	0	1	0	1	11
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	3	1	3	3	3	0	1	0	0	3	18
TOTALS	1	0	3	1	3	3	3	0	1	0	0	3	18

* 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

JANUARY
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JANUARY 2002			JANUARY 2001		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	26	5,178,322	0.50	44	5,659,473	0.78
2	<i>AMERICAN EAGLE AIRLINES</i>	5	853,198	0.59	21	885,745	2.37
3	<i>ALASKA AIRLINES</i>	12	963,917	1.24	17	985,834	1.72
4	<i>AMERICAN AIRLINES</i>	105	7,040,426	1.49	309	6,438,406	4.80
5	<i>US AIRWAYS</i>	66	3,470,196	1.90	115	4,382,519	2.62
6	<i>NORTHWEST AIRLINES</i>	72	3,581,490	2.01	121	4,176,488	2.90
7	<i>DELTA AIR LINES</i>	138	6,473,273	2.13	339	7,416,778	4.57
8	<i>CONTINENTAL AIRLINES</i>	66	3,065,539	2.15	134	3,494,062	3.84
9	<i>AMERICA WEST AIRLINES</i>	30	1,301,711	2.30	99	1,609,901	6.15
10	<i>UNITED AIRLINES</i>	132	4,849,828	2.72	236	6,066,611	3.89
	TOTALS**	652	36,777,900	1.77	1,435	41,115,817	3.49

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. Trans World Airlines ceased operating December 2001.

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

COMPLAINT CATEGORIES

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether or not the airline complied with DOT oversale regulations.

Reservations, Ticketing, Boarding: Airline or travel agent mistakes in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets. Problems boarding the aircraft (except oversales).

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

Baggage: Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

Disability: Civil rights complaints by air travelers with disabilities.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

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.

