



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: APRIL 2002

Includes data for the following periods:

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

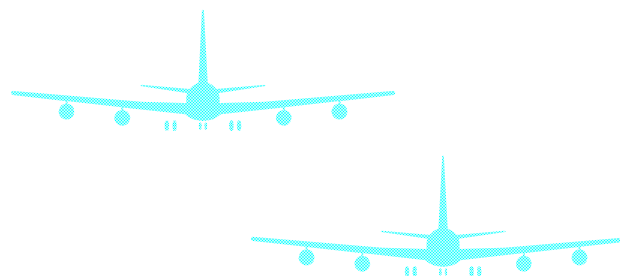
Office of Aviation Enforcement and Proceedings

<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, 5 (American, Continental, Northwest, United and US Airways) use ACARS exclusively; 1 (Southwest) relies solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 4 (Alaska, America West, American Eagle, and Delta) use a combination of ACARS and manual reporting systems.

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

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

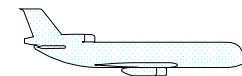
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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

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

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

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

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



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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	88.5	51	88.5
SOUTHWEST S/	15	86.8	59	87.3
CONTINENTAL S/	30	87.0	79	87.0
AMERICAN S/	32	86.4	101	86.5
UNITED S/	31	86.4	86	86.4
US AIRWAYS S/	27	84.2	69	84.1
AMERICAN EAGLE S/	21	84.2	104	82.5
NORTHWEST S/	32	82.4	112	81.6
DELTA S/	32	81.7	109	81.2
ALASKA S/	10	80.0	38	77.9
T O T A L		84.9		84.7

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

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

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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		12 2001		01 2002		02 2002		12 MONTHS ENDING 02 2002	DATA BASE TO DATE 09 1987 - 02 2002
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	63.5	(12)	72.5	(11)	66.8	(12)	73.7	(11)	69.0	(11)	75.0	(9)	77.9	(10)	70.9	(8)
ALOHA	85.3	(1)	84.5	(1)	83.8	(1)	79.9	---	----	--	----	---	----	--	83.5	---
AMERICA WEST	68.7	(10)	75.2	(9)	72.1	(7)	85.2	(3)	86.6	(1)	86.3	(1)	88.5	(1)	77.8	(7)
AMERICAN	73.7	(7)	77.9	(8)	71.1	(9)	81.8	(8)	82.7	(3)	83.0	(4)	86.5	(4)	77.9	(6)
AMERICAN EAGLE	63.7	(11)	70.1	(12)	69.8	(10)	81.6	(9)	80.1	(6)	80.9	(6)	82.5	(7)	73.9	(9)
CONTINENTAL	79.5	(2)	82.6	(3)	75.8	(5)	85.8	(2)	82.9	(2)	83.8	(3)	87.0	(3)	81.5	(2)
DELTA	73.2	(9)	78.9	(7)	75.2	(6)	86.2	(1)	81.7	(4)	74.9	(10)	81.2	(9)	78.9	(4)
NORTHWEST	79.1	(3)	80.9	(5)	76.9	(4)	82.3	(7)	77.2	(10)	79.3	(8)	81.6	(8)	80.1	(3)
SOUTHWEST	77.8	(4)	83.2	(2)	81.5	(2)	84.4	(5)	79.8	(7)	84.6	(2)	87.3	(2)	83.2	(1)
TRANS WORLD	76.1	(6)	82.4	(4)	81.1	(3)	84.0	(6)	79.0	(8)	----	---	----	---	82.3	---
UNITED	73.6	(8)	74.3	(10)	68.0	(11)	79.9	(10)	77.9	(9)	79.8	(7)	86.4	(5)	74.8	(8)
US AIRWAYS	77.3	(5)	80.3	(6)	72.0	(8)	84.6	(4)	80.8	(5)	81.1	(5)	84.1	(6)	78.7	(5)
TOTAL	74.5		78.7		74.2		83.2		80.2		81.0		84.7		78.7	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 February 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.

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AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT															
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	668	86.4	1177	85.4	496	84.5	242	88.0	80	81.3	679	89.4	789	87.2	11241	88.5
AS	H/		H/		H/		H/		H/		28	78.6	H/		H/	
CO	384	85.2	509	88.4	229	86.5	24	91.7		H/	308	94.2	320	81.6	360	86.1
DL	15386	83.0	1653	88.3	392	81.1	190	83.7	4372	84.0	995	85.1	554	80.3	2568	83.1
HP	140	82.1	86	80.2	142	75.4		H/		H/	86	89.5	194	84.0	158	89.9
MQ		H/	1859	84.6	292	83.6	84	70.2	160	74.4	231	88.3		H/	5476	88.3
NW	436	75.2	376	76.9	295	69.8	158	80.4	27	81.5	420	74.3	310	77.7	414	81.4
UA	455	85.5	806	88.6	418	85.9	84	91.7	112	85.7	296	93.9	6221	88.6	478	86.4
US	421	80.8	1790	88.5	650	83.5	8110	87.8		H/	1848	91.0	252	84.1	275	85.1
WN		H/		H/	3643	88.1		H/		H/		H/		H/		H/
TOTAL	17890	82.9	8256	86.5	6557	85.4	8892	87.5	4751	83.6	4891	88.3	8640	87.1	20970	87.5

	ARRIVAL AIRPORT															
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	539	84.6	823	86.6	612	85.8	544	86.8	484	88.0	1045	83.7	751	86.3	2492	88.8
AS	H/		H/		H/		28	85.7	H/		H/		335	86.6	549	83.4
CO	232	84.9	4478	86.2	401	79.3	76	89.5	7283	89.6	H/		388	78.6	502	82.3
DL	195	79.0	692	82.7	980	71.1	492	81.3	222	67.1	698	84.0	586	71.7	1089	76.8
HP	114	74.6	164	86.6	55	80.0	H/		136	84.6	144	79.9	1875	87.9	476	90.1
MQ	124	79.8	255	80.0	120	73.3	140	73.6	H/		919	78.0	H/		1941	92.6
NW	8359	84.1	414	77.3	200	62.0	229	79.9	322	82.3	112	83.0	326	80.4	414	79.2
UA	220	88.2	608	88.0	84	88.1	1663	86.3	304	83.2	428	87.1	807	82.4	2739	87.3
US	260	81.2	407	86.2	693	62.8	220	86.4	275	84.0	H/		140	73.6	279	74.2
WN	488	83.8	H/		934	83.8	H/		152	87.5	H/		4604	84.7	3012	88.0
TOTAL	10531	83.9	7841	85.4	4079	75.7	3392	84.8	9178	88.2	3346	82.5	9812	84.0	13493	86.9

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT											
	LGA		MCO		MDW		MIA		MSP		ORD	
	PDX		PHL									
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1370	87.2	834	88.0	100	88.0	2762	84.6	636	87.6	7502	83.4
AS	H/		H/		H/		H/		H/		28	96.4
CO	269	84.4	485	84.7	84	91.7	321	81.3	198	87.4	407	86.5
DL	1904	85.7	1499	79.3	84	85.7	280	58.2	280	82.9	530	71.5
HP	H/		113	85.8	H/		56	87.5	140	82.1	194	80.4
MQ	753	81.0	167	89.2	H/		753	89.1	H/		4534	76.8
NW	452	72.3	437	67.0	316	79.1	232	65.9	8332	88.7	546	73.3
UA	509	87.0	458	81.0	H/		352	83.0	420	88.6	9073	86.8
US	1708	91.2	864	72.0	H/		357	70.0	224	93.3	540	78.1
WN	H/		1566	88.2	3152	89.3	H/		H/		884	81.6
TOTAL	6965	86.0	6423	81.7	3736	88.4	5113	81.7	10230	88.4	23354	82.9

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
AA	580	84.0	80	87.5	648	88.1	416	84.1	1133	82.0	224	79.0
AS	349	81.9	H/		313	80.8	3151	76.8	449	75.9	H/	
CO	301	87.0	72	95.8	209	84.2	272	83.1	328	84.8	115	82.6
DL	445	82.5	224	82.6	419	79.2	501	76.8	557	72.7	3414	82.3
HP	5077	91.6	H/		224	93.8	168	77.4	304	83.6	136	79.4
MQ	72	80.6	319	82.1	672	92.6	H/		H/		H/	
NW	323	76.2	160	70.6	168	76.2	332	73.5	276	80.1	112	68.8
UA	552	82.8	138	92.0	597	85.6	1025	85.4	3939	83.0	449	84.2
US	192	84.4	5964	87.3	196	82.7	196	78.6	248	71.4	H/	
WN	4866	88.4	H/		2052	86.7	1012	87.8	H/		1050	84.9
TOTAL	12757	88.4	6957	86.7	5498	86.3	7073	80.2	7234	81.2	5500	82.5

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME		ARRIVAL AIRPORT																	
		ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600	- 659 AM	78.6	92.3	100.0	96.4	82.1	J/	75.0	92.9	90.0	89.2	J/	90.5	98.5	88.8	100.0	92.3	68.4	88.0
700	- 759 AM	89.5	89.9	93.9	94.0	83.9	92.6	88.9	91.5	83.1	88.7	91.4	100.0	93.2	85.7	95.3	94.9	87.8	91.0
800	- 859 AM	85.3	87.3	90.0	88.9	90.0	86.6	90.5	90.5	90.0	88.1	88.2	83.3	89.9	92.9	90.8	93.2	88.8	94.1
900	- 959 AM	87.4	92.7	92.3	85.0	91.8	90.9	87.5	88.6	84.4	91.6	83.7	86.3	91.1	77.4	85.0	89.5	91.8	91.3
1000	- 1059 AM	84.3	87.7	89.1	87.9	92.1	88.7	85.9	87.9	85.3	92.0	81.6	87.8	87.2	87.5	79.7	85.9	87.1	88.3
1100	- 1159 AM	87.6	87.4	91.8	88.5	89.5	85.9	90.2	87.6	84.6	93.2	74.0	85.1	89.6	89.3	81.7	88.2	85.4	79.6
1200	- 1259 PM	86.4	94.0	92.8	90.6	84.5	89.3	88.0	85.8	85.1	90.0	67.9	92.6	92.7	J/	82.2	85.0	84.7	76.2
100	- 159 PM	87.8	92.7	89.1	91.7	77.1	89.9	88.4	91.2	89.4	87.3	69.9	88.9	90.7	82.1	84.6	90.2	87.8	81.3
200	- 259 PM	83.4	93.0	89.0	88.9	85.7	93.6	88.0	83.4	82.9	88.3	84.9	85.3	89.5	86.9	85.8	85.6	88.8	80.1
300	- 359 PM	81.0	88.2	79.9	82.8	80.7	87.1	87.9	87.0	84.7	82.5	77.2	82.6	91.8	78.9	84.8	88.7	88.8	81.4
400	- 459 PM	76.5	82.2	81.4	89.2	85.7	89.2	86.6	88.1	86.3	85.3	76.8	81.8	86.4	82.1	81.3	89.5	85.3	84.3
500	- 559 PM	82.9	85.2	84.7	87.7	89.6	90.7	86.2	84.9	82.8	81.9	71.6	70.3	83.3	87.8	77.4	83.7	86.0	82.2
600	- 659 PM	83.0	79.9	80.6	84.5	75.4	85.4	82.9	86.0	83.7	83.4	67.7	83.6	82.2	79.3	84.4	83.0	84.2	77.1
700	- 759 PM	77.4	82.8	78.6	85.1	84.5	81.5	84.7	86.0	80.8	72.7	67.9	84.6	83.7	73.8	81.5	84.3	78.7	79.7
800	- 859 PM	79.2	82.4	82.2	85.0	81.3	85.1	84.1	84.8	80.3	81.1	72.6	82.1	76.1	79.7	83.8	82.2	84.4	75.7
900	- 959 PM	77.3	83.0	79.8	88.2	84.0	92.7	87.7	88.0	77.2	87.8	81.5	85.6	89.0	81.5	81.9	85.7	87.0	76.5
1000	- 1059 PM	82.1	85.9	83.1	73.2	83.6	J/	91.4	82.4	85.3	83.6	77.7	86.2	90.6	72.6	84.5	85.6	86.8	84.9
1100	- 559 AM	87.0	84.0	85.2	87.2	84.0	J/	81.5	89.4	85.0	90.9	74.5	88.6	91.6	86.5	90.0	91.0	83.1	80.7
TOTAL, ALL ARRIVALS, BY AIRPORT		82.9	86.5	85.4	87.5	83.6	88.3	87.1	87.5	83.9	85.4	75.7	84.8	88.2	82.5	84.0	86.9	86.0	81.7

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	87.5	96.4	94.6	88.5	J/	83.9	J/	89.8	J/	78.7	88.6	J/	94.1	89.3	91.3
700 - 759 AM	95.5	96.6	94.0	83.2	95.5	91.7	95.7	94.5	91.9	95.3	86.4	85.7	87.9	96.1	89.3
800 - 859 AM	91.9	96.4	91.9	90.6	95.3	78.1	95.1	87.6	90.5	87.9	87.1	83.0	92.2	96.7	89.1
900 - 959 AM	92.9	84.9	86.2	81.0	94.2	83.6	94.0	91.4	89.3	86.8	82.8	92.3	88.9	77.7	87.4
1000 - 1059 AM	93.0	81.7	88.0	85.8	83.2	91.3	87.4	88.9	87.0	87.6	79.1	86.2	88.4	82.4	86.4
1100 - 1159 AM	88.5	74.7	85.8	89.1	85.6	89.8	86.6	91.8	86.1	86.5	78.5	84.7	85.3	80.9	86.3
1200 - 1259 PM	91.5	79.4	93.3	84.5	88.3	88.0	89.1	88.7	87.6	84.0	76.4	75.4	90.8	79.2	86.3
100 - 159 PM	91.8	73.2	90.4	86.3	85.4	84.0	90.4	86.5	87.2	82.1	82.2	78.7	88.7	85.5	87.0
200 - 259 PM	89.2	85.7	91.6	81.7	79.4	80.6	88.2	91.8	88.9	79.2	84.7	83.8	88.3	82.6	85.7
300 - 359 PM	87.3	85.0	87.8	79.8	80.5	81.5	89.9	87.8	87.4	79.6	87.6	85.2	83.7	81.5	84.3
400 - 459 PM	86.4	83.1	86.9	83.4	85.0	81.5	88.9	81.2	82.8	78.0	83.2	78.7	80.7	78.8	83.8
500 - 559 PM	84.8	73.0	86.3	83.5	85.3	78.7	88.1	89.6	92.1	74.1	80.8	80.9	82.6	77.7	83.6
600 - 659 PM	85.7	81.6	87.3	80.9	70.1	75.2	79.0	82.1	78.2	70.3	81.0	83.6	75.9	75.8	81.5
700 - 759 PM	80.3	76.1	85.9	78.1	76.5	66.8	87.4	87.3	82.2	78.3	80.5	81.3	83.0	65.9	81.2
800 - 859 PM	85.0	82.0	82.4	78.8	83.7	66.2	87.3	80.7	84.7	73.9	78.7	80.5	81.2	76.6	80.9
900 - 959 PM	81.8	85.4	89.3	82.7	70.6	77.4	86.2	84.8	79.9	75.7	76.2	77.7	85.6	82.3	83.0
1000 - 1059 PM	90.4	80.7	87.0	90.7	83.8	78.6	81.3	82.5	87.4	76.0	81.9	71.4	89.2	81.1	83.1
1100 - 559 AM	89.2	74.8	92.9	91.6	85.7	88.6	90.1	92.6	87.1	83.0	86.5	80.6	92.3	82.0	86.4
TOTAL, ALL ARRIVALS, BY AIRPORT	88.4	81.7	88.4	82.9	82.7	79.8	88.4	86.7	86.3	80.2	81.2	82.5	85.9	80.6	84.9

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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	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM		91.1	92.9	93.7	93.1	96.3	91.7	92.8	93.3	83.3	94.3	98.3	96.8	97.4	89.3	96.0	93.4	92.7	95.8
700 - 759 AM		91.0	87.1	93.8	94.0	97.8	95.8	94.4	92.0	85.0	96.2	96.2	94.6	95.7	91.1	93.1	91.6	95.9	95.6
800 - 859 AM		88.9	88.7	94.7	88.2	91.5	95.0	89.0	91.2	80.5	94.4	95.8	97.4	95.6	90.1	94.1	89.7	89.2	96.5
900 - 959 AM		86.0	88.0	90.3	93.6	92.7	91.9	91.0	90.6	77.1	94.8	95.4	92.6	95.6	88.1	93.0	87.8	89.2	95.2
1000 - 1059 AM		88.9	90.8	86.5	82.2	92.2	95.2	89.3	89.6	79.2	92.5	93.2	95.9	94.0	92.7	82.8	86.5	95.2	93.5
1100 - 1159 AM		89.0	91.8	89.3	79.7	95.4	95.0	86.1	87.4	73.4	94.4	87.5	96.4	95.2	96.3	85.1	84.3	91.2	90.0
1200 - 1259 PM		91.2	90.4	88.7	92.0	90.7	94.0	87.8	87.5	77.8	95.3	82.7	92.9	93.1	86.1	82.2	85.8	89.9	85.9
100 - 159 PM		92.9	91.0	85.3	89.9	94.3	92.0	89.6	86.2	77.2	88.8	75.8	89.2	93.2	85.7	79.7	82.1	92.8	81.4
200 - 259 PM		88.3	90.6	81.8	92.0	83.7	91.5	86.9	87.1	73.6	90.6	78.2	87.5	92.0	88.3	81.7	86.2	89.6	80.3
300 - 359 PM		81.9	85.3	86.2	86.8	87.0	92.3	87.9	85.9	72.4	89.0	83.6	87.8	92.8	84.6	80.4	85.3	86.1	74.0
400 - 459 PM		81.9	87.2	81.4	86.8	87.2	93.3	84.7	87.1	75.4	85.1	81.4	80.5	95.2	80.6	85.4	83.8	90.3	86.0
500 - 559 PM		78.2	85.7	76.1	90.6	85.7	91.2	85.8	87.2	76.9	86.4	80.5	85.6	87.2	79.9	75.9	84.0	88.5	86.6
600 - 659 PM		79.8	83.4	82.0	75.5	87.9	89.4	83.9	78.6	65.8	85.0	79.1	75.0	87.0	88.5	80.4	87.1	86.6	83.6
700 - 759 PM		85.5	82.5	74.5	84.3	84.2	91.6	86.0	86.4	74.5	82.3	75.7	84.2	86.7	79.8	81.2	87.0	84.9	84.7
800 - 859 PM		81.6	87.7	76.2	85.8	86.9	95.5	89.5	89.0	65.3	81.7	78.0	89.3	90.5	80.1	73.9	83.9	87.2	83.5
900 - 959 PM		81.2	95.8	80.0	88.6	86.0	96.4	50.0	88.5	73.6	J/	89.6	90.6	100.0	86.1	74.9	88.6	87.5	83.7
1000 - 1059 PM		83.9	J/	79.2	93.5	96.4	J/	J/	93.8	77.2	J/	J/	J/	97.4	93.8	90.3	92.6	J/	J/
1100 - 559 AM		88.3	93.2	82.1	J/	J/	J/	94.6	90.7	J/	97.8	85.7	96.4	J/	J/	90.9	94.6	93.3	96.4
TOTAL, ALL DEPARTURES, BY AIRPORT		85.6	88.3	85.4	88.0	89.5	93.2	87.6	88.1	76.6	90.5	85.0	89.9	92.4	86.4	85.3	87.3	90.2	88.0

SCHEDULED DEPARTURE TIME		DEPARTURE AIRPORT														
		MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM		95.5	95.9	91.2	93.5	95.7	95.9	96.3	93.7	98.1	93.5	93.5	91.8	94.1	92.6	93.6
700 - 759 AM		92.3	93.1	91.5	91.5	92.1	90.9	96.7	93.1	96.2	90.4	96.5	92.9	94.4	91.0	93.0
800 - 859 AM		89.3	92.3	94.6	90.5	90.9	85.4	92.7	93.4	89.5	89.8	92.2	88.4	92.3	94.9	90.6
900 - 959 AM		89.4	91.3	85.2	87.4	89.4	85.3	91.7	91.2	90.5	86.6	90.2	86.9	92.8	93.4	89.9
1000 - 1059 AM		89.5	87.2	87.7	89.8	87.9	81.3	88.5	94.0	86.9	83.2	88.0	90.8	92.3	88.2	88.6
1100 - 1159 AM		89.1	88.2	87.2	89.8	89.4	93.8	86.1	91.5	87.1	86.6	85.2	88.3	90.8	85.6	88.4
1200 - 1259 PM		91.4	75.6	92.8	88.1	87.6	88.2	81.2	98.9	85.1	84.9	85.2	87.5	88.3	85.3	87.1
100 - 159 PM		86.0	88.3	88.8	86.9	90.1	91.2	85.8	90.5	85.8	81.7	85.5	83.4	93.3	86.9	87.1
200 - 259 PM		82.1	78.6	88.7	83.8	86.4	84.0	85.8	89.6	85.8	81.4	88.9	83.4	88.8	84.5	86.5
300 - 359 PM		82.3	80.7	88.7	83.6	84.2	79.7	81.0	87.5	86.1	82.2	90.9	85.7	87.7	88.6	84.6
400 - 459 PM		76.6	88.3	88.7	82.1	75.6	85.3	83.4	89.2	83.8	84.1	86.5	80.8	82.7	69.4	84.3
500 - 559 PM		71.7	85.0	87.7	84.9	83.2	80.4	83.8	87.0	79.8	75.2	87.3	81.5	85.4	83.2	83.6
600 - 659 PM		77.0	78.2	90.0	81.5	83.7	79.0	82.8	88.7	91.1	72.5	85.5	89.2	83.2	80.5	83.0
700 - 759 PM		76.6	87.6	88.0	80.6	65.9	75.6	69.2	77.1	82.3	69.3	85.4	70.2	81.0	83.4	82.2
800 - 859 PM		75.0	79.0	82.9	80.4	79.1	69.1	87.2	89.8	85.1	74.1	71.6	84.3	86.7	68.3	83.6
900 - 959 PM		71.1	100.0	91.8	85.0	63.2	76.8	85.3	90.1	90.2	79.8	82.8	87.8	86.0	85.7	84.1
1000 - 1059 PM		J/	100.0	100.0	J/	85.7	85.0	90.1	93.0	93.8	79.4	93.4	82.2	95.8	95.8	89.7
1100 - 559 AM		J/	91.1	93.1	J/	96.3	95.5	94.3	89.3	100.0	91.2	97.1	0.0	95.8	78.6	92.0
TOTAL, ALL DEPARTURES, BY AIRPORT		84.5	87.1	88.9	86.1	87.3	83.7	86.4	90.5	88.5	83.8	88.9	85.2	89.1	85.6	87.1

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
DL	440	ATL-ORD	0810	28	85.71	28	31
DL	321	CVG-ORD	0910	28	85.71	24	23
AS	177	SEA-ANC	1155	19	84.21	43	29
DL	879	MEM-CVG	1555	25	80.00	41	25

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

CARRIER -----	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA -----	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/ -----	
		NUMBER -----	PERCENTAGE -----
DELTA	2,047	6	0.3
ALASKA	418	1	0.2
NORTHWEST	1,274	2	0.2
US AIRWAYS	1,550	2	0.1
SOUTHWEST	2,744	1	0.0
AMERICA WEST	493	0	0.0
UNITED	807	0	0.0
CONTINENTAL	808	0	0.0
AMERICAN EAGLE	1,242	0	0.0
AMERICAN	2,328	0	0.0
TOTAL	13,711	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)	89.9	94.1	188	188	DURANGO, CO. (DRO)	72.4	93.0	58	57
AGUADILLA, P.R. (BQN)	81.3	100.0	16	16	DUTCH HARBOR, AK. (DUT)	51.8	41.1	56	56
AKRON/CANTON, OH. (CAK)	100.0	88.5	26	26	EAGLE, CO. (EGE)	78.4	87.7	268	268
ALBANY, N.Y. (ALB)	82.8	89.4	1,072	1,072	EL PASO, TX. (ELP)	90.2	91.5	1,545	1,545
ALBUQUERQUE, N.M. (ABQ)	88.0	88.4	2,752	2,753	EUGENE, OR. (EUG)	89.3	91.7	84	84
ALLENSTOWN, PA. (ABE)	84.0	89.4	188	188	EVANSVILLE, IN. (EVV)	71.3	88.0	108	108
AMARILLO, TX. (AMA)	85.9	87.6	474	476	FAIRBANKS, AK. (FAI)	73.9	77.1	375	375
ANCHORAGE, AK. (ANC)	68.5	79.0	1,389	1,388	FARGO, N.D. (FAR)	80.5	96.3	164	164
ASHEVILLE, N.C. (AVL)	94.6	96.4	112	112	FAYETTEVILLE ARKANSAS REG (XNA)	74.7	80.8	415	416
ATLANTA, GA. (ATL)	82.9	85.6	17,890	17,894	FLINT, MI. (FNT)	75.0	92.6	68	68
AUSTIN, TX. (AUS)	87.9	93.3	2,976	2,976	FRESNO, CA. (FAT)	92.5	92.5	240	240
BALTIMORE, MD. (BWI)	85.4	85.4	6,557	6,557	FT. LAUDERDALE, FL. (FLL)	75.7	85.0	4,079	4,078
BANGOR, ME. (BGR)	83.3	85.2	216	216	FT. MYERS, FL. (RSW)	74.4	89.6	1,401	1,399
BARROW, AK. (BRW)	75.0	73.2	56	56	FT. SMITH, AR. (FSM)	84.3	92.1	216	215
BATON ROUGE, LA. (BTR)	82.9	87.6	328	330	FT. WAYNE, IN. (FWA)	73.2	89.6	164	164
BEAUMONT/PORT ARTHUR, TX (BPT)	95.5	93.8	112	112	GRAND FORKS, N.D. (GFK)	80.6	93.9	67	66
BETHEL, AK. (BET)	79.6	86.1	108	108	GRAND RAPIDS, MI. (GRR)	77.6	88.1	787	787
BILLINGS, MT. (BIL)	82.0	94.8	250	252	GREAT FALLS, MT. (GTF)	77.4	91.6	168	166
BIRMINGHAM, AL. (BHM)	86.5	90.8	1,314	1,314	GREEN BAY, WI. (GRB)	77.8	89.0	329	328
BISMARCK, N.D. (BIS)	92.6	98.1	108	108	GREENSBORO/HIGH PT., N.C. (GSO)	83.5	92.1	751	751
BLOOMINGTON, IL. (BMI)	72.6	78.3	84	83	GREENVILLE/SPARTBG., S.C. (GSP)	79.9	88.4	363	363
BOISE, ID. (BOI)	86.5	89.2	801	802	GULFPORT/BILLOXI, MS. (GPT)	92.8	87.8	83	82
BOSTON, MA. (BOS)	86.5	88.3	8,256	8,247	GUNNISON, CO. (GUC)	86.0	94.7	57	57
BOZEMAN, MT. (BZN)	81.8	86.8	143	144	HARLINGEN, TX. (HRL)	84.6	85.2	324	324
BROWNSVILLE, TX. (BRO)	92.9	96.4	28	28	HARRISBURG, PA. (MDT)	83.7	91.0	411	412
BUFFALO, N.Y. (BUF)	83.4	89.6	1,128	1,129	HARTFORD, CT./SPGFLD, MA. (BDL)	84.7	90.1	2,531	2,529
BURBANK, CA. (BUR)	87.8	86.1	1,904	1,904	HELENA, MT. (HLN)	74.1	91.1	54	56
BURLINGTON, VT. (BTV)	81.6	89.8	196	196	HONOLULU, OAHU, HI. (HNL)	73.3	88.3	849	849
CEDAR RAPIDS/IOWA CTY, IA. (CID)	81.8	89.1	384	384	HOUSTON, TX. (HOU)	85.3	81.9	4,256	4,256
CHAMPAIGN, IL. (CMI)	69.1	83.1	136	136	HOUSTON, TX. (IAH)	88.2	92.4	9,178	9,180
CHARLESTON, S.C. (CHS)	85.6	96.0	327	327	HUNTSVILLE/DECATUR, AL. (HSV)	82.1	87.7	268	268
CHARLOTTE, N.C. (CLT)	87.5	88.0	8,892	8,893	INDIANAPOLIS, IN. (IND)	83.4	90.4	2,494	2,491
CHATTANOOGA, TN. (CHA)	76.8	85.7	56	56	INDIO/PALM SPRINGS, CA. (PSP)	87.8	86.9	641	639
CHICAGO, IL. (MDW)	88.4	84.5	3,736	3,736	ISLIP/LONG IS., N.Y. (ISP)	88.9	87.8	817	818
CHICAGO, IL. (ORD)	82.9	86.1	23,354	23,358	JACKSON/VICKSBURG, MS. (JAN)	78.9	87.5	536	537
CINCINNATI, OH. (CVG)	83.6	89.5	4,751	4,751	JACKSON, WY. (JAC)	78.3	76.7	115	116
CLEVELAND, OH. (CLE)	83.7	90.1	3,472	3,474	JACKSONVILLE, FL. (JAX)	82.9	90.6	1,907	1,906
COLLEGE STATION, TX. (CLL)	87.7	95.7	163	164	JUNEAU, AK. (JNU)	71.4	65.0	280	280
COLORADO SPRINGS, CO. (COS)	87.4	93.4	617	618	KAHULUI, MAUI, HI. (OGG)	77.3	81.3	300	300
COLUMBIA, S.C. (CAE)	85.5	91.6	166	166	KALAMAZOO, MI. (AZO)	78.8	90.4	146	146
COLUMBUS, OH. (CMH)	82.0	89.9	2,834	2,837	KALISPELL, MT. (FCA)	83.9	93.8	112	112
CORDOVA, AK. (CDV)	67.9	76.8	56	56	KANSAS CITY, MO. (MCI)	88.0	91.8	4,243	4,241
CORPUS CHRISTI, TX. (CRP)	79.3	85.7	329	328	KETCHIKAN, AK. (KTN)	73.8	81.0	168	168
DALLAS/FT. WORTH, TX. (DAL)	88.9	85.1	3,336	3,336	KEY WEST, FL. (EYW)	82.1	88.7	168	168
DALLAS/FT. WORTH, TX. (DFW)	87.5	88.1	20,970	20,961	KILLEEN, TX. (ILE)	88.3	93.5	214	214
DAYTON, OH. (DAY)	83.1	90.7	741	740	KING SALMON, AK. (AKN)	66.7	75.0	12	12
DAYTONA BEACH, FL. (DAB)	70.7	90.0	140	140	KNOXVILLE, TN. (TYS)	88.3	90.7	332	332
DEADHORSE, AK. (SCC)	75.6	73.2	41	41	KODIAK, AK. (ADQ)	67.9	69.6	56	56
DENVER, CO. (DEN)	87.1	87.6	8,640	8,639	KONA, HAWAII, HI. (KOA)	69.6	88.4	112	112
DES MOINES, IA. (DSM)	85.5	90.0	648	647	KOTZEBUE, AK. (OTZ)	76.2	79.8	84	84
DETROIT, MI. (DTW)	83.9	76.6	10,531	10,534	LA CROSSE, WI. (LSE)	81.6	91.1	125	124
DILLINGHAM, AK. (DLG)	66.7	66.7	12	12	LAFAYETTE, LA. (LFT)	91.2	94.9	136	136
DUBUQUE, IA. (DBQ)	72.6	85.7	84	84	LANSING, MI. (LAN)	73.5	87.7	204	204
DULUTH, MN. (DLH)	77.1	91.7	144	144	LAREDO, TX. (LRD)	89.8	93.5	108	108

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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.
LAS VEGAS, NV. (LAS)	84.0	85.3	9,812	9,815	RENO, NV. (RNO)	84.9	82.0	1,782	1,782
LAWTON, OK. (LAW)	89.4	94.7	188	188	RICHMOND, VA. (RIC)	83.5	90.1	1,136	1,136
LEXINGTON/FRKFT, KY. (LEX)	81.5	91.7	168	168	ROCHESTER, MN. (RST)	89.3	92.1	177	177
LIHUE, KAUAI, HI. (LIH)	63.3	95.0	60	60	ROCHESTER, N.Y. (ROC)	83.3	89.0	648	648
LITTLE ROCK, AR. (LIT)	83.8	88.9	1,044	1,044	SACRAMENTO, CA. (SMF)	84.3	85.5	2,944	2,944
LONG BEACH, CA. (LGB)	85.7	91.4	161	162	SAGINAW, MI. (MBS)	80.5	89.9	169	169
LONGVIEW, TX. (GGG)	92.0	94.6	112	112	SALT LAKE CITY, UT. (SLC)	82.5	85.2	5,500	5,498
LOS ANGELES, CA. (LAX)	86.9	87.3	13,493	13,495	SAN ANGELO, TX. (SJT)	91.3	95.0	160	160
LOUISVILLE, KY. (SDF)	86.0	89.8	1,468	1,467	SAN ANTONIO, TX. (SAT)	85.8	90.8	2,732	2,735
LUBBOCK, TX. (LBB)	83.7	87.4	588	588	SAN DIEGO, CA. (SAN)	86.3	88.5	5,498	5,496
MADISON, WI. (MSN)	76.4	85.2	474	473	SAN FRANCISCO, CA. (OAK)	83.0	80.4	4,521	4,520
MANCHESTER, N.H. (MHT)	84.0	87.9	1,160	1,160	SAN FRANCISCO, CA. (SFO)	81.2	88.9	7,234	7,235
MARQUETTE, MI. (MQT)	40.0	95.0	20	20	SAN JOSE, CA. (SJC)	87.6	86.9	4,568	4,567
MEDFORD, OR. (MFR)	83.3	88.1	84	84	SAN JUAN, P.R. (SJU)	81.5	89.0	1,936	1,934
MELBOURNE, FL. (MLB)	80.4	90.2	112	112	SAN LUIS OBISPO, CA. (SBP)	95.2	94.7	188	188
MEMPHIS, TN. (MEM)	83.8	86.6	3,443	3,441	SANTA BARBARA, CA. (SBA)	96.4	96.8	248	247
MIAMI, FL. (MIA)	81.7	87.1	5,113	5,113	SARASOTA/BRAD., FL. (SRQ)	69.3	86.4	323	323
MIDLAND/ODESSA, TX. (MAF)	88.1	91.2	556	556	SAVANNAH, GA. (SAV)	85.6	93.2	444	444
MILWAUKEE, WI. (MKE)	77.2	90.5	1,173	1,173	SCRANTON/WILKES-BARRE, PA. (AVP)	81.3	85.7	112	112
MINNEAPLS/ST.P. MN. (MSP)	88.4	88.9	10,230	10,235	SEATTLE, WA. (SEA)	80.2	83.8	7,073	7,080
MINOT, N.D. (MOT)	90.5	97.6	84	84	SHREVEPORT, LA. (SHV)	83.7	91.0	332	332
MISSION/MCALLEN, TX. (MFE)	85.8	91.3	218	218	SIOUX FALLS, S.D. (FSD)	88.9	97.6	126	126
MISSOULA, MT. (MSO)	79.9	95.7	139	140	SITKA, AK. (SIT)	76.2	78.6	84	84
MOBILE, AL./PASCAGOULA, MS. (MOB)	80.1	90.4	166	166	SOUTH BEND, IN. (SBN)	87.5	81.3	16	16
MOLINE, IL. (MLI)	91.2	85.3	136	136	SPOKANE, WA. (GEG)	83.0	87.2	898	899
MONROE, LA. (MLU)	79.8	92.9	84	84	SPRINGFIELD, MO. (SGF)	89.2	92.6	352	352
MONTEREY, CA. (MRY)	90.1	91.7	131	132	ST. CROIX, V.I. (STX)	87.5	94.6	56	56
MONTROSE, CO. (MTJ)	94.5	93.4	91	91	ST. LOUIS, MO. (STL)	85.9	89.1	10,697	10,694
MYRTLE BEACH, S.C. (MYR)	83.3	91.1	192	192	ST. THOMAS, V.I. (STT)	76.7	87.0	292	292
NASHVILLE, TN. (BNA)	88.6	90.5	3,943	3,943	STEAMBOAT SPRINGS, CO. (HDN)	78.8	87.5	160	160
NEW ORLEANS, LA. (MSY)	84.9	86.9	3,793	3,795	SYRACUSE, N.Y. (SYR)	83.0	94.2	724	724
NEW YORK, N.Y. (JFK)	82.5	86.4	3,346	3,349	TALLAHASSEE, FL. (TLH)	84.3	94.0	83	83
NEW YORK, N.Y. (LGA)	86.0	90.2	6,965	6,964	TAMPA, FL. (TPA)	80.6	85.6	5,042	5,041
NEWARK, N.J. (EWR)	85.4	90.5	7,841	7,839	TEXARKANA, AR. (TXK)	91.9	92.8	124	125
NEWBURGH, N.Y. (SWF)	86.3	93.8	80	80	TOLEDO, OH. (TOL)	71.9	85.7	139	140
NOME, AK. (OME)	75.0	75.0	84	84	TRAVERSE CITY, MI. (TVC)	73.9	81.2	138	138
NORFOLK/VA. BEACH, VA. (ORF)	85.3	91.6	1,473	1,472	TUCSON, AZ. (TUS)	84.5	85.2	1,216	1,214
OKLAHOMA CITY, OK. (OKC)	86.3	91.4	1,507	1,505	TULSA, OK. (TUL)	87.1	91.6	1,538	1,540
OMAHA, NE. (OMA)	86.3	89.8	1,281	1,281	TYLER, TX. (TYR)	91.4	95.0	220	220
ONTARIO, CA. (ONT)	88.5	89.4	2,509	2,509	VALPARAISO, FL. (VPS)	85.0	89.8	167	167
ORANGE COUNTY, CA. (SNA)	86.4	88.2	3,062	3,060	WACO, TX. (ACT)	89.6	93.3	164	164
ORLANDO, FL. (MCO)	81.7	88.0	6,423	6,425	WASHINGTON, D.C. (DCA)	88.3	93.2	4,891	4,894
PASCO, WA. (PSC)	71.4	92.9	56	56	WASHINGTON, D.C. (IAD)	84.8	89.9	3,392	3,392
PENSACOLA, FL. (PNS)	82.8	93.0	314	313	WEST PALM BEACH, FL. (PBI)	76.3	87.2	1,932	1,930
PEORIA, IL. (PIA)	70.5	77.7	112	112	WHITE PLAINS, N.Y. (HPN)	86.8	87.8	500	500
PETERSBURG, AK. (PSG)	53.6	55.4	56	56	WICHITA FALLS, TX. (SPS)	89.4	93.9	132	132
PHILADELPHIA, PA. (PHL)	79.8	83.7	8,465	8,434	WICHITA, KS. (ICT)	91.1	92.3	494	494
PHOENIX, AZ. (PHX)	88.4	86.4	12,757	12,761	WILMINGTON, N.C. (ILM)	90.9	97.0	164	164
PITTSBURGH, PA. (PIT)	86.7	90.5	6,957	6,985	WORCESTER, MA. (ORH)	66.7	75.7	36	37
PORTLAND, ME. (PWM)	81.8	86.1	548	548	WRANGELL, AK. (WRG)	53.6	64.3	56	56
PORTLAND, OR. (PDX)	82.7	87.3	3,784	3,781	YAKUTAT, AK. (YAK)	60.7	80.4	56	56
PROVIDENCE, R.I. (PVD)	86.6	90.4	1,984	1,983					
RALEIGH/DURHAM, N.C. (RDU)	84.4	87.1	3,542	3,542					
RAPID CITY, S.D. (RAP)	93.8	96.3	80	80					

FEBRUARY 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/ -----	AT 32 REPORTABLE AIRPORTS B/ -----				AT ALL REPORTED AIRPORTS C/ -----			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ALASKA S/	10	6470	78	1.2	38	11642	266	2.3
AMERICAN EAGLE S/	21	19284	376	1.9	104	33387	727	2.2
DELTA S/	32	43267	585	1.4	109	56751	833	1.5
NORTHWEST S/	32	25673	377	1.5	112	37679	530	1.4
AMERICAN S/	32	47984	582	1.2	101	63455	754	1.2
US AIRWAYS S/	27	32995	244	0.7	69	42567	334	0.8
SOUTHWEST S/	15	30939	225	0.7	59	72782	546	0.8
UNITED S/	31	34895	209	0.6	86	42083	248	0.6
AMERICA WEST S/	26	10603	28	0.3	51	13709	44	0.3
CONTINENTAL S/	30	19244	33	0.2	79	25480	41	0.2
T O T A L		271,354	2,737	1.0		399,535	4,323	1.1

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 32 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

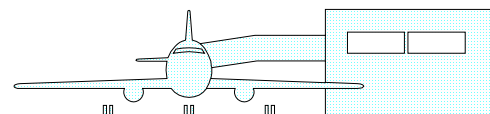
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

Airports Covered by the Rule

Atlanta. Hartsfield	ATL
Baltimore/Washington. International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. 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

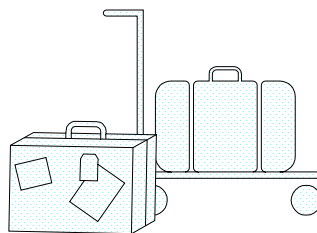
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

RANK	AIRLINE	FEBRUARY 2002			FEBRUARY 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	1,653	838,498	1.97	2,336	852,871	2.74
2	AMERICA WEST AIRLINES	4,207	1,311,941	3.21	7,738	1,581,036	4.89
3	CONTINENTAL AIRLINES	8,289	2,567,931	3.23	12,718	2,881,743	4.41
4	UNITED AIRLINES	14,093	4,299,982	3.28	28,023	5,369,436	5.22
5	SOUTHWEST AIRLINES	18,631	5,285,928	3.52	32,300	5,753,732	5.61
6	DELTA AIR LINES	22,496	6,165,842	3.65	32,158	6,933,640	4.64
7	US AIRWAYS	13,204	3,488,740	3.78	18,344	4,194,376	4.37
8	AMERICAN AIRLINES	24,550	5,773,153	4.25	25,340	5,081,399	4.99
9	NORTHWEST AIRLINES	14,355	3,122,110	4.60	16,374	3,516,258	4.66
10	AMERICAN EAGLE AIRLINES	8,090	834,375	9.70	5,301	851,907	6.22
TOTALS **		129,568	33,688,500	3.85	180,632	37,016,398	4.88

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 February 2001 reflect the deletion of TWA's data for that month.

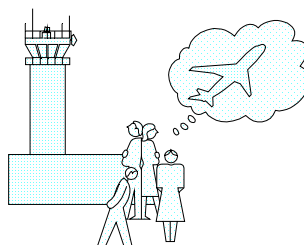
OVERSALES

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

	FEBRUARY 2002					FEBRUARY 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS		COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	780	47	3	31		1,088	173	2	26
FOREIGN AIRLINES	128	2	0	1		138	3	0	2
TRAVEL AGENTS	21	2	0	2		15	0	0	0
TOUR OPERATORS	7	0	0	0		5	0	0	0
MISCELLANEOUS	29	13	0	4		5	44	0	3
INDUSTRY TOTALS	965	64	3	38		1,251	220	2	31

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	FEBRUARY 2002			FEBRUARY 2001		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	217		1	442	
DELAYS			64			125
CANCELLATIONS			57			170
MISCONNECTIONS			39			41
CUSTOMER SERVICE	2	185		2	222	
BAGGAGE	3	145		3	217	
REFUNDS	4	144		7	44	
RES/TKTG/BOARDING	5	83		4	118	
FARES	6	56		5	57	
DISABILITY	7	51		6	52	
OVERSALES	8	42		9	41	
OTHER	9	36		8	44	
FREQUENT FLYER			15			15
ADVERTISING	10	5		10	8	
TOURS OR CHARTERS	11	1		11	6	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		965			1,251	

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

TABLE 3

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

FEBRUARY 2002

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	4	1	2	1	1	7	3	1	0	0	0	0	20
ALASKA AIRLINES	4	2	1	1	1	4	8	0	0	0	0	0	21
AMERICA WEST AIRLINES	8	3	3	1	2	5	12	2	0	0	0	3	39
AMERICAN AIRLINES	29	2	9	6	12	22	21	2	0	0	0	3	106
AMERICAN EAGLE AIRLINES	1	2	0	0	0	2	0	0	0	0	0	0	5
AMERICAN TRANS AIR	9	1	0	1	1	2	4	0	0	0	0	0	18
ATLANTIC SOUTHEAST AIRLINES	1	0	0	0	0	1	4	0	0	0	0	0	6
CONTINENTAL AIRLINES	12	4	4	3	11	6	11	3	0	0	0	3	57
DELTA AIR LINES	29	6	17	11	20	17	19	6	0	0	0	6	131
HAWAIIAN AIRLINES	1	0	1	0	2	0	1	0	1	0	0	0	6
NORTHWEST AIRLINES	18	1	9	4	6	14	8	7	0	0	0	4	71
PAN AM	2	2	0	0	2	0	0	0	0	0	0	0	6
SOUTHWEST AIRLINES	2	1	0	1	4	1	15	1	0	0	0	2	27
SPIRIT AIRLINES	1	0	1	0	1	2	0	0	0	0	0	0	5
SUN COUNTRY AIRLINES	0	0	0	0	5	2	1	0	0	0	0	1	9
UNITED AIRLINES	38	6	9	8	8	19	29	5	1	0	0	4	127
US AIRWAYS	23	0	4	7	7	8	20	9	0	0	0	1	79
VANGUARD AIRLINES	0	0	3	0	1	1	1	0	0	0	0	0	6
OTHER U.S. AIRLINES	14	0	2	1	10	5	3	6	0	0	0	0	41
TOTAL FEBRUARY 2002	196	31	65	45	94	118	160	42	2	0	0	27	780
% OF TOTAL COMPLAINTS	25.1	4.0	8.3	5.8	12.1	15.1	20.5	5.4	0.3	0	0	3.5	
TOTAL FEBRUARY 2001	409	35	104	47	33	164	202	50	6	2	0	36	1,088
% OF TOTAL COMPLAINTS	37.6	3.2	9.6	4.3	3.0	15.1	18.6	4.6	0.6	0.2	0	3.3	

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

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

TABLE 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE

FEBRUARY 2002

U.S. AIRLINES*	COMPS RECD IN FEB.	INCI- DENTS IN FEB.	PERCENT	INCI- DENTS IN JAN.	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	20	5	25.0	6	30.0	8	40.0	1	5.0
ALASKA AIRLINES	21	4	19.0	5	23.8	10	47.6	2	9.5
AMERICA WEST AIRLINES	39	7	17.9	7	17.9	24	61.5	1	2.6
AMERICAN AIRLINES	106	15	14.2	21	19.8	65	61.3	5	4.7
AMERICAN EAGLE AIRLINES	5	1	20.0	0	0.0	4	80.0	0	0.0
AMERICAN TRANS AIR	18	2	11.1	1	5.6	11	61.1	4	22.2
ATLANTIC SOUTHEAST AIRLINES	6	2	33.3	2	33.3	2	33.3	0	0.0
CONTINENTAL AIRLINES	57	7	12.3	7	12.3	39	68.4	4	7.0
DELTA AIR LINES	131	30	22.9	27	20.6	62	47.3	12	9.2
HAWAIIAN AIRLINES	6	0	0.0	0	0.0	4	66.7	2	33.3
NORTHWEST AIRLINES	71	15	21.1	14	19.7	38	53.5	4	5.6
PAN AM	6	0	0.0	1	16.7	5	83.3	0	0.0
SOUTHWEST AIRLINES	27	9	33.3	2	7.4	15	55.6	1	3.7
SPIRIT AIRLINES	5	0	0.0	1	20.0	4	80.0	0	0.0
SUN COUNTRY AIRLINES	9	0	0.0	0	0.0	7	77.8	2	22.2
UNITED AIRLINES	127	14	11.0	18	14.2	85	66.9	10	7.9
US AIRWAYS	79	10	12.7	18	22.8	50	63.3	1	1.3
VANGUARD AIRLINES	6	0	0.0	1	16.7	5	83.3	0	0.0
OTHER U.S. AIRLINES	41	8	19.5	6	14.6	25	61.0	2	4.9
TOTALS	780	129	16.5	137	17.6	463	59.4	51	6.5
PREVIOUS YEAR'S TOTALS	1,088	254	23.3	132	12.1	279	25.6	423	38.9

*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**

FEBRUARY 2002

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	1	0	1	1	1	1	1	0	0	0	0	0	6
AIR FRANCE	3	1	1	2	2	7	3	0	0	1	0	0	20
ALITALIA	0	0	0	0	0	4	2	0	0	0	0	0	6
BRITISH AIRWAYS	0	0	3	0	3	1	1	1	0	0	0	0	9
KLM	3	2	1	0	0	0	0	0	0	0	0	0	6
LUFTHANSA	3	1	0	0	1	0	1	0	0	0	0	0	6
SAS	1	0	2	0	0	1	0	1	0	0	0	0	5
TACA	0	1	0	1	2	0	1	2	0	0	0	0	7
VIRGIN ATLANTIC	2	0	0	0	1	2	2	1	0	0	0	0	8
OTHER FOREIGN AIRLINES	6	6	3	2	17	7	4	3	1	0	0	6	55
TOTALS	19	11	11	6	27	23	15	8	1	1	0	6	128
<u>TRAVEL AGENTS</u>													
ORBITZ.COM	0	0	1	1	2	0	0	0	1	0	0	0	5
OTHER TRAVEL AGENTS	0	0	2	3	10	0	0	0	0	0	0	1	16
TOTALS	0	0	3	4	12	0	0	0	1	0	0	1	21
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	1	0	6	0	0	0	0	0	0	0	7
TOTALS	0	0	1	0	6	0	0	0	0	0	0	0	7
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	2	0	3	1	5	4	10	1	1	0	0	2	29
TOTALS	2	0	3	1	5	4	10	1	1	0	0	2	29

* 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

FEBRUARY
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	FEBRUARY 2002			FEBRUARY 2001		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	27	5,124,978	0.53	25	5,608,409	0.45
2	<i>AMERICAN EAGLE AIRLINES</i>	5	867,342	0.58	19	874,147	2.17
3	<i>AMERICAN AIRLINES</i>	106	6,654,604	1.59	175	5,986,339	2.92
4	<i>CONTINENTAL AIRLINES</i>	57	2,978,388	1.91	71	3,302,289	2.15
5	<i>NORTHWEST AIRLINES</i>	71	3,651,525	1.94	68	4,090,890	1.66
6	<i>DELTA AIR LINES</i>	131	6,409,008	2.04	169	7,199,894	2.35
7	<i>ALASKA AIRLINES</i>	21	997,087	2.11	21	997,251	2.11
8	<i>US AIRWAYS</i>	79	3,691,877	2.14	77	4,378,438	1.76
9	<i>UNITED AIRLINES</i>	127	4,683,625	2.71	161	5,716,999	2.82
10	<i>AMERICA WEST AIRLINES</i>	39	1,303,934	2.99	50	1,567,826	3.19
	TOTAL**	663	36,362,368	1.82	836	39,722,482	2.10

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

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

** Trans World Airlines (TWA) ceased operating December 2001. Effective January 2002, TWA is no longer ranked in this table. Totals for February 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.

