



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: NOVEMBER 2002

Includes data for the following periods:

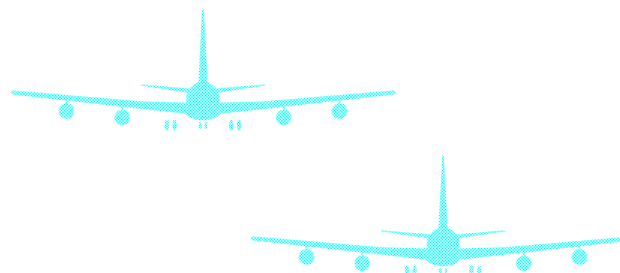
Flight Delays	September 2002 12 Months Ending September 2002
Mishandled Baggage	September 2002 January-September 2002
Oversales	3rd Quarter 2002 January-September 2002
Consumer Complaints (Includes Disability and Other Discrimination Complaints)	September 2002 January-September 2002

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

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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



FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the ten U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues. (Aloha Airlines reported data voluntarily for the period October 2000 through October 2001; TWA ceased operating in December 2001.)

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 10 reporting air carriers, 5 (American, Continental, Northwest, United and US Airways) use ACARS exclusively; 1 (Southwest) relies solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 4 (Alaska, America West, American Eagle, and Delta) use a combination of ACARS and manual reporting systems.

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

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

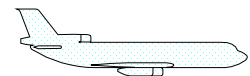
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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

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

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

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

However, information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights has a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.



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AIR TRAVEL CONSUMER REPORT
TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY CARRIER

<u>CARRIER A/</u>	<u>AT 32 REPORTABLE AIRPORTS B/</u>		<u>AT ALL REPORTABLE AIRPORTS C/</u>	
	<u>NUMBER OF AIRPORTS REPORTED</u>	<u>PERCENT OF ARRIVALS ON TIME D/</u>	<u>NUMBER OF AIRPORTS REPORTED</u>	<u>PERCENT OF ARRIVALS ON TIME D/</u>
US AIRWAYS S/	27	90.8	68	90.9
UNITED S/	31	90.0	83	89.8
AMERICAN S/	32	89.4	96	89.7
SOUTHWEST S/	15	89.5	59	88.6
NORTHWEST S/	32	87.4	112	87.0
CONTINENTAL S/	31	86.1	80	86.2
DELTA S/	32	86.1	108	86.2
AMERICAN EAGLE S/	21	86.2	108	85.6
ALASKA S/	12	86.4	41	85.1
AMERICA WEST S/	26	84.3	51	83.9
TOTAL		88.2		88.0

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.

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

Carrier*	4th Quarter 10-12 2001		1st Quarter 01-03 2002		2nd Quarter 04-06 2002		3rd Quarter 07-09 2002		Jul-02		Aug-02		Sep-02		12 Months Ending 09 2002		Database To Date 09 1987-09 2002	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	73.7	(11)	75.3	(10)	79.1	(8)	79.2	(10)	77.1	(9)	76.0	(10)	85.1	(9)	77.0	(10)	75.8	(8)
ALOHA	79.9	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
AMERICA WEST	85.2	(3)	86.4	(1)	84.2	(2)	81.7	(8)	78.7	(5)	82.7	(5)	83.9	(10)	84.3	(2)	78.5	(5)
AMERICAN	81.8	(8)	83.2	(4)	82.6	(3)	84.3	(3)	80.3	(4)	83.5	(3)	89.7	(3)	83.0	(5)	78.9	(3)
AMERICAN EAGLE	81.6	(9)	79.8	(7)	78.8	(10)	80.4	(9)	76.2	(10)	79.7	(9)	85.6	(8)	80.2	(9)	73.7	(10)
CONTINENTAL	85.8	(2)	85.1	(2)	85.2	(1)	84.0	(4)	82.8	(3)	83.3	(4)	86.2	(7)	85.0	(1)	78.7	(4)
DELTA	86.2	(1)	77.4	(8)	78.8	(9)	83.0	(5)	78.6	(6)	84.6	(2)	86.2	(6)	81.3	(7)	77.5	(7)
NORTHWEST	82.3	(7)	76.9	(9)	79.6	(7)	82.0	(7)	77.9	(8)	81.8	(7)	87	(5)	80.3	(8)	79.7	(2)
SOUTHWEST	84.4	(5)	83.8	(3)	82.1	(5)	82.6	(6)	77.9	(7)	81.5	(8)	88.6	(4)	83.2	(4)	82.3	(1)
TWA	84.0	(6)	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
UNITED	79.9	(10)	82.2	(5)	82.5	(4)	85.0	(2)	83.2	(2)	82.3	(6)	89.8	(2)	82.5	(6)	75.5	(9)
US AIRWAYS	84.6	(4)	81.3	(6)	81.0	(6)	86.6	(1)	83.2	(1)	85.9	(1)	90.9	(1)	83.4	(3)	78.4	(6)
Total	83.2		81.3		81.3		83.3		79.7		82.6		88.0		82.3		78.4	

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

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

The ranking columns in this table that include September 2001 data (12 months ending September 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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TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY) D/

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	762	78.0	1463	89.3	611	85.3	273	90.1	89	91.0	962	86.0	724	90.5	12627	93.0
AS	H/		30	86.7	H/		H/		H/		30	76.7	90	86.7	H/	
CO	358	71.2	545	87.7	248	81.5	3	100.0	H/		362	85.9	332	83.4	360	84.2
DL	15638	80.3	1706	90.8	407	81.8	167	81.4	4307	89.3	1037	93.5	523	91.2	2528	91.3
HP	149	69.8	147	78.9	177	72.9	H/		H/		118	77.1	316	79.7	196	91.3
MQ	H/		2014	80.6	330	88.8	117	82.9	198	80.3	449	86.2	H/		6035	91.8
NW	503	76.1	460	86.7	327	84.1	194	83.5	30	83.3	540	84.3	371	86.5	441	85.5
UA	424	81.1	971	89.8	442	88.9	136	85.3	170	83.5	405	87.4	7222	94.2	623	88.6
US	474	77.2	1708	91.7	538	89.2	8147	92.5	H/		1888	96.3	300	91.3	355	89.9
WN	H/		H/		4028	92.2	H/		H/		H/		H/		H/	
TOTAL	18308	79.7	9044	87.8	7108	89.2	9037	91.8	4794	88.8	5791	90.4	9878	92.5	23165	92.1

CARRIER	ARRIVAL AIRPORT															
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	567	89.6	911	87.7	593	90.9	569	91.2	600	85.5	1309	85.0	760	89.6	2754	88.0
AS	H/		H/		H/		60	90.0	H/		H/		360	89.2	581	86.9
CO	273	82.1	4523	87.4	313	76.4	79	84.8	7451	86.8	55	83.6	456	89.7	544	89.0
DL	222	86.0	657	84.6	1118	89.4	434	85.5	233	77.7	973	80.4	592	89.5	1091	90.5
HP	149	75.8	174	76.4	60	75.0	H/		146	72.6	270	74.1	2277	85.1	513	81.7
MQ	146	81.5	283	73.9	85	92.9	60	83.3	H/		1179	83.1	H/		2210	88.2
NW	8895	91.2	543	82.3	92	89.1	234	87.6	380	76.8	118	80.5	327	86.2	529	87.5
UA	349	86.5	717	87.2	60	76.7	1897	91.2	342	82.7	458	92.1	892	89.9	3127	93.2
US	235	89.8	380	88.2	423	87.5	142	91.5	320	88.4	H/		238	86.1	418	86.6
WN	513	85.8	H/		1028	88.0	H/		159	78.6	H/		4959	89.1	3363	90.3
TOTAL	11349	90.0	8188	86.2	3772	87.6	3475	90.0	9631	85.7	4362	83.4	10861	88.2	15130	89.5

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

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	1797	85.0	952	87.7	202	90.1	3032	88.0	729	84.2	8970	87.0	247	88.3	831	84.1
AS	H/		H/		H/		H/		H/		30	93.3	1279	87.9	H/	
CO	311	84.6	445	88.5	96	85.4	295	81.7	226	89.8	458	82.1	94	92.6	138	72.5
DL	1949	90.8	1511	89.5	117	90.6	292	84.2	321	82.2	529	83.0	390	94.1	459	82.4
HP	H/		119	85.7	H/		60	80.0	160	73.8	235	78.7	178	81.5	178	80.3
MQ	786	81.9	60	95.0	H/		488	93.4	H/		5000	82.5	H/		288	79.2
NW	576	82.5	395	89.4	360	85.3	151	85.4	9383	87.7	744	81.6	182	87.9	488	78.3
UA	579	83.1	525	91.0	H/		390	90.0	577	84.4	11212	87.5	763	93.4	647	86.4
US	1472	92.4	696	90.4	H/		284	88.7	232	84.1	590	85.3	H/		5825	88.2
WN	H/		1690	90.4	3719	90.5	H/		H/		H/		1001	91.4	H/	
TOTAL	7470	87.3	6393	89.6	4494	89.9	4992	87.9	11628	86.9	27768	86.0	4134	90.2	8854	86.2

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	550	89.8	114	87.7	797	89.0	651	91.9	1096	90.2	240	91.7	7206	92.1	631	89.7
AS	261	84.3	H/		363	86.0	3800	85.9	473	85.4	H/		H/		H/	
CO	310	84.2	74	86.5	229	83.8	294	88.8	364	86.0	62	93.5	24	91.7	356	85.4
DL	417	87.8	168	92.3	439	91.8	522	91.6	559	88.6	3591	92.1	167	84.4	1049	88.4
HP	6260	88.0	H/		292	85.3	260	76.9	322	74.8	143	81.8	59	64.4	88	84.1
MQ	267	83.5	262	76.0	773	89.4	H/		168	89.3	H/		H/		H/	
NW	271	88.9	141	82.3	180	82.2	425	86.1	325	84.0	91	80.2	340	81.8	243	83.5
UA	611	88.9	174	85.6	777	88.7	1158	91.5	4585	91.0	386	93.0	294	85.0	273	90.5
US	209	89.0	5493	91.8	210	90.0	277	89.2	326	89.9	H/		227	89.9	539	92.2
WN	5226	88.5	H/		2316	86.8	1148	91.0	H/		1140	88.8	2109	87.2	1624	90.9
TOTAL	14382	88.1	6426	90.7	6376	87.7	8535	88.1	8218	89.2	5653	91.0	10426	90.3	4803	89.4

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

		ARRIVAL AIRPORT																	
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	
600 - 659 AM	86.8	91.0	84.7	94.2	90.0	J/	93.3	93.3	91.3	93.3	90.0	91.3	97.0	92.2	95.0	96.1	J/	100.0	
700 - 759 AM	95.3	88.0	92.2	96.9	95.2	98.1	99.4	94.4	93.0	85.5	83.0	94.4	92.6	86.1	98.3	91.3	95.1	92.9	
800 - 859 AM	81.3	86.9	95.1	92.9	91.8	96.6	96.0	94.5	96.3	93.8	98.4	92.7	88.1	93.4	94.5	88.4	94.2	94.5	
900 - 959 AM	88.6	94.0	96.8	91.7	89.0	94.3	94.5	92.8	92.7	94.7	99.1	91.1	90.5	89.8	95.7	92.0	96.5	95.7	
1000 - 1059 AM	91.1	91.6	93.2	94.0	93.5	89.7	94.1	91.6	91.2	93.2	97.4	90.0	89.0	84.4	88.0	88.4	93.6	94.1	
1100 - 1159 AM	87.7	90.9	91.2	94.7	92.1	91.8	96.4	93.1	91.5	94.0	90.8	92.6	86.7	89.6	88.6	92.1	91.2	91.4	
1200 - 1259 PM	89.6	91.6	94.7	95.1	93.1	95.8	93.1	88.0	93.9	94.1	91.1	96.4	88.2	85.7	87.5	90.5	88.7	92.1	
100 - 159 PM	87.6	94.1	93.5	95.2	93.2	94.0	94.6	94.2	91.9	88.6	91.0	95.0	88.6	93.4	90.7	92.2	93.3	92.8	
200 - 259 PM	81.8	91.0	90.3	94.0	89.5	92.4	93.9	91.1	92.7	90.0	82.7	93.9	87.7	87.5	88.6	91.4	88.2	92.7	
300 - 359 PM	72.2	89.3	91.4	91.1	92.3	90.8	86.3	92.2	87.4	85.8	90.2	90.5	87.5	83.0	87.6	91.1	86.6	90.5	
400 - 459 PM	67.8	85.8	86.8	90.5	89.5	90.4	92.0	92.5	92.3	81.5	79.4	86.9	81.0	82.3	84.1	90.6	86.0	88.2	
500 - 559 PM	75.6	81.5	88.3	90.9	84.5	91.0	90.0	91.0	87.5	84.3	93.4	85.6	80.0	74.6	84.0	87.4	86.0	88.8	
600 - 659 PM	76.1	82.9	83.2	88.5	80.4	86.2	87.1	91.9	87.3	78.9	85.1	94.7	81.8	79.4	89.2	87.7	81.6	86.2	
700 - 759 PM	71.3	81.3	80.9	87.9	84.6	89.5	91.3	89.6	84.2	76.2	84.4	87.9	80.8	81.2	89.6	88.0	80.0	86.2	
800 - 859 PM	72.5	86.6	82.2	89.4	80.0	83.5	89.3	90.9	86.4	82.5	84.0	90.0	96.6	78.5	83.6	85.8	80.9	79.3	
900 - 959 PM	65.7	88.0	87.5	90.2	91.8	86.1	89.4	90.6	81.0	83.5	88.8	90.5	84.5	85.0	84.7	87.3	82.2	86.5	
1000 - 1059 PM	78.5	88.0	88.2	85.6	86.6	82.8	90.3	86.3	85.1	85.4	77.2	83.7	80.5	80.1	85.5	86.7	84.2	85.7	
1100 - 559 AM	88.6	86.9	89.0	83.1	86.4	93.3	92.7	91.8	90.5	88.6	87.1	89.7	87.5	85.9	86.3	90.9	88.3	90.6	
TOTAL, ALL ARRIVALS, BY AIRPORT	79.7	87.8	89.2	91.8	88.8	90.4	92.5	92.1	90.0	86.2	87.6	90.0	85.7	83.4	88.2	89.5	87.3	89.6	

		ARRIVAL AIRPORT														
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
600 - 659 AM	97.4	87.2	95.3	95.0	100.0	94.3	94.8	91.0	J/	84.7	100.0	J/	94.5	96.7	93.4	
700 - 759 AM	94.7	93.3	91.0	91.1	100.0	98.2	93.3	93.8	79.2	97.1	93.2	95.4	96.7	100.0	93.3	
800 - 859 AM	93.6	94.4	90.8	91.0	97.2	93.6	90.9	91.2	80.9	97.1	95.4	96.6	93.8	98.4	91.8	
900 - 959 AM	92.2	93.3	92.3	87.8	95.7	92.3	90.5	91.6	87.2	94.1	91.5	96.3	91.2	94.5	92.2	
1000 - 1059 AM	96.2	95.8	88.9	89.3	94.7	89.7	89.8	94.5	89.3	91.5	85.0	95.9	89.9	93.6	91.2	
1100 - 1159 AM	91.5	85.6	94.5	89.1	92.2	89.6	89.8	83.6	91.2	91.5	86.2	94.1	92.3	93.1	91.2	
1200 - 1259 PM	92.6	88.1	91.3	88.5	88.9	92.6	92.0	96.5	88.2	91.9	86.6	90.0	93.4	92.9	90.8	
100 - 159 PM	88.5	86.0	91.2	86.5	91.4	88.0	90.3	93.0	91.2	91.2	92.1	89.6	94.0	91.8	91.2	
200 - 259 PM	92.7	88.6	88.7	82.8	91.6	87.7	85.6	94.4	86.5	91.2	92.4	93.0	92.7	85.6	89.3	
300 - 359 PM	93.3	86.1	90.2	83.0	86.1	85.8	88.1	92.6	88.5	88.5	90.5	91.9	92.9	87.8	87.7	
400 - 459 PM	86.4	85.2	84.7	85.7	90.3	86.7	86.2	91.7	88.5	86.5	87.3	86.4	84.5	86.2	85.9	
500 - 559 PM	90.1	84.1	83.8	84.0	85.1	79.5	83.9	91.4	89.5	85.7	91.5	89.5	87.8	89.8	85.4	
600 - 659 PM	81.7	87.9	81.9	80.5	87.2	81.9	86.5	83.5	85.0	85.6	90.4	87.1	87.7	83.5	85.0	
700 - 759 PM	86.0	81.0	79.4	81.2	85.5	74.4	84.4	90.5	85.8	82.3	89.5	88.1	86.3	85.3	83.6	
800 - 859 PM	84.9	91.0	70.1	80.9	91.5	77.7	83.6	85.3	90.1	80.6	90.3	87.8	87.3	91.0	83.6	
900 - 959 PM	82.5	86.4	85.5	84.8	86.5	81.5	84.7	87.6	85.0	85.7	83.6	86.2	87.4	89.5	85.5	
1000 - 1059 PM	90.9	84.9	84.4	90.2	89.4	78.3	85.6	77.7	87.2	85.9	87.2	87.9	83.4	87.6	84.9	
1100 - 559 AM	90.8	86.7	93.6	93.4	89.4	89.6	86.1	90.6	90.1	86.6	90.7	77.2	86.6	86.4	89.3	
TOTAL, ALL ARRIVALS, BY AIRPORT	89.9	87.9	86.9	86.0	90.2	86.2	88.1	90.7	87.7	88.1	89.2	91.0	90.3	89.4	88.2	

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TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/
BY AIRPORT AND TIME OF THE DAY (REPORTABLE AIRPORTS ONLY)

		DEPARTURE AIRPORT																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	97.7	96.5	96.1	97.4	100.0	96.0	96.6	94.6	92.5	96.9	97.7	95.8	94.4	95.0	94.9	96.0	98.5	95.1
700 - 759 AM	93.4	94.2	93.9	95.3	97.0	96.5	95.2	95.3	96.5	96.5	97.6	96.9	96.8	93.5	95.6	94.5	94.5	95.4
800 - 859 AM	94.5	92.1	94.6	95.9	92.9	95.5	97.4	93.5	93.6	96.8	95.7	95.3	91.3	94.2	94.2	93.5	94.7	96.8
900 - 959 AM	89.2	91.5	92.8	94.9	90.6	96.8	96.8	93.0	91.8	96.7	95.5	95.0	93.2	94.1	93.7	91.1	94.1	96.0
1000 - 1059 AM	93.5	93.3	93.9	94.0	93.9	96.3	95.2	91.7	90.2	94.2	97.3	94.4	93.5	88.5	90.7	92.1	97.1	96.0
1100 - 1159 AM	93.4	93.2	93.6	89.2	93.2	97.6	93.7	92.6	88.5	93.7	94.7	98.9	92.9	91.4	87.0	90.1	94.8	95.0
1200 - 1259 PM	92.5	91.2	90.4	93.5	92.1	94.5	94.5	92.2	90.3	95.8	90.8	94.1	90.9	90.5	88.3	92.6	92.4	93.8
100 - 159 PM	93.8	89.6	87.4	94.1	93.1	93.6	93.5	89.9	86.7	92.4	91.2	93.8	92.5	J/	86.2	89.7	91.7	91.8
200 - 259 PM	90.9	87.7	86.8	84.2	88.8	92.2	93.8	90.2	91.8	90.6	88.2	89.7	89.7	93.2	85.5	90.1	91.8	92.3
300 - 359 PM	85.4	89.0	87.6	93.3	92.5	93.3	92.0	91.3	84.1	89.9	83.9	92.4	91.1	89.5	85.5	88.1	89.6	91.2
400 - 459 PM	80.4	86.9	83.4	90.9	88.8	89.4	87.5	88.8	83.1	88.7	84.1	86.5	95.7	87.5	82.2	87.9	92.3	88.1
500 - 559 PM	77.8	85.4	82.1	86.6	85.7	90.6	88.4	88.6	86.5	86.7	80.8	89.7	84.8	83.7	82.9	87.2	90.4	89.8
600 - 659 PM	80.1	83.6	85.7	87.7	82.2	89.2	89.6	85.3	73.0	84.1	85.4	92.9	91.1	83.1	85.0	89.7	86.9	87.9
700 - 759 PM	76.0	86.2	75.4	90.2	84.9	93.8	87.1	91.3	83.5	81.7	88.0	87.8	84.5	80.8	84.1	89.2	88.1	88.0
800 - 859 PM	77.2	89.7	81.7	89.5	83.4	92.3	89.6	93.5	86.4	88.2	92.0	87.7	88.0	81.9	86.8	87.9	86.3	81.6
900 - 959 PM	75.2	90.3	80.7	92.8	88.6	95.1	91.3	92.9	85.1	J/	94.4	94.7	93.3	91.0	78.1	87.8	88.7	86.7
1000 - 1059 PM	73.6	66.7	84.0	96.1	93.3	J/	J/	92.8	92.9	J/	J/	J/	J/	94.2	82.4	93.1	J/	J/
1100 - 559 AM	79.2	96.1	96.2	100.0	J/	J/	100.0	100.0	J/	100.0	96.6	J/	J/	J/	90.2	94.5	J/	98.8
TOTAL, ALL DEPARTURES, BY AIRPORT	85.9	90.1	88.2	92.4	89.3	93.7	92.9	91.7	87.7	91.9	90.9	92.9	91.1	89.0	87.9	91.1	92.4	92.2

		DEPARTURE AIRPORT														
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
600 - 659 AM	96.9	97.1	92.4	94.8	95.6	94.7	96.1	94.3	96.2	95.4	96.0	96.1	97.4	99.0	95.8	
700 - 759 AM	94.2	94.1	92.2	95.7	94.4	93.5	90.9	94.3	94.0	93.8	96.2	94.9	96.8	97.2	94.8	
800 - 859 AM	93.0	95.1	92.6	93.7	93.6	92.2	89.8	92.7	86.3	93.3	95.8	95.6	94.8	97.2	94.0	
900 - 959 AM	90.6	93.2	93.7	93.7	91.9	94.5	85.5	93.0	82.1	93.9	93.7	96.5	95.4	95.7	92.9	
1000 - 1059 AM	91.0	94.0	93.0	91.1	90.4	91.9	86.6	93.2	87.8	93.6	91.7	96.6	93.3	93.3	92.5	
1100 - 1159 AM	94.0	94.8	93.5	90.3	92.6	92.8	86.3	95.5	91.0	91.9	87.4	93.8	88.8	94.3	92.0	
1200 - 1259 PM	88.1	89.4	92.7	89.8	92.3	91.9	87.3	93.1	86.9	90.2	91.4	93.7	94.1	93.4	91.6	
100 - 159 PM	85.3	85.1	92.2	89.3	85.4	94.0	87.2	89.5	90.9	90.9	91.1	89.8	92.0	89.4	90.2	
200 - 259 PM	76.3	89.0	92.7	85.3	91.4	89.3	81.7	93.7	87.0	87.2	91.0	90.5	92.3	87.3	89.1	
300 - 359 PM	78.2	83.7	90.7	83.3	89.3	87.5	82.4	90.3	86.1	86.1	93.2	94.2	93.8	83.1	88.2	
400 - 459 PM	77.8	84.9	87.4	83.9	91.2	90.7	85.3	91.4	87.1	89.8	93.5	89.5	91.3	87.7	87.2	
500 - 559 PM	77.1	83.3	87.8	86.3	91.8	84.3	81.8	89.6	86.4	84.5	90.3	91.6	83.6	83.1	85.6	
600 - 659 PM	77.1	76.7	84.7	83.9	86.9	83.8	84.7	91.5	85.2	82.9	91.7	93.3	90.9	81.5	85.8	
700 - 759 PM	74.2	87.3	85.5	84.8	85.4	82.6	84.1	87.1	87.6	82.5	94.2	83.9	88.5	89.9	85.8	
800 - 859 PM	76.6	89.5	86.8	83.0	88.4	76.0	80.7	89.0	82.9	83.2	91.7	92.0	88.0	92.6	85.7	
900 - 959 PM	75.8	J/	87.8	84.6	84.8	86.0	85.3	85.4	89.5	83.8	96.2	89.2	92.8	88.9	86.6	
1000 - 1059 PM	J/	100.0	91.8	88.5	100.0	89.7	90.0	90.4	92.7	92.5	94.7	92.2	88.7	80.0	90.3	
1100 - 559 AM	J/	98.3	97.9	J/	90.3	96.3	95.0	98.2	100.0	93.1	97.1	100.0	J/	100.0	93.1	
TOTAL, ALL DEPARTURES, BY AIRPORT	84.6	89.3	90.5	88.2	91.2	89.3	86.2	91.8	88.6	90.2	92.9	92.9	92.3	91.2	90.0	

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

<u>CARRIER</u>	<u>FLIGHT NUMBER</u>	<u>ORGIN-DESTIN. AIRPORTS</u>	<u>SCHEDULED DEPARTURE TIME</u>	<u>NUMBER OF OPERATIONS REPORTED</u>	<u>PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/</u>	<u>NUMBER OF MIN. LATE AVERAGE</u>	<u>MEDIAN</u>
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NONE

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

<u>CARRIER</u>	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH <u>CARRIER REPORTED DATA</u>	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		<u>NUMBER</u>	<u>PERCENTAGE</u>
SOUTHWEST	2,631	0	0.0
AMERICAN	2,392	0	0.0
DELTA	1,993	0	0.0
UNITED	1,715	0	0.0
NORTHWEST	1,441	0	0.0
US AIRWAYS	1,407	0	0.0
AMERICAN EAGLE	1,289	0	0.0
CONTINENTAL	923	0	0.0
AMERICA WEST	566	0	0.0
ALASKA	437	0	0.0
TOTAL	14,794	0	0.0

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	91.0	94.0	201	201	DULUTH MN (DLH)	83.9	87.1	193	194
AGUADILLA P.R. (BQN)	77.8	94.1	18	17	DURANGO CO (DRO)	100.0	100.0	4	4
AKRON/CANTON OH. (CAK)	86.2	72.4	29	29	DUTCH HARBOR AK. (DUT)	66.7	58.3	60	60
ALBANY N.Y. (ALB)	88.6	93.0	1,140	1,139	EL PASO TX (ELP)	88.1	90.2	1,755	1,755
ALBUQUERQUE N.M (ABQ)	89.3	90.8	2,951	2,949	EUGENE OR (EUG)	92.4	94.1	119	119
ALLENTOWN PA(ABE)	87.0	94.5	146	146	EVANSVILLE IN. (EVV)	82.4	84.5	142	142
AMARILLO TX (AMA)	83.6	90.4	538	539	FAIRBANKS AK (FAI)	87.1	89.9	449	446
ANCHORAGE AK (ANC)	79.0	86.3	1,781	1,773	FARGO N.D. (FAR)	85.5	92.0	200	200
ASHEVILLE N.C. (AVL)	100.0	100.0	28	27	FAYETTEVILLE ARKANSAS REG (XNA)	86.7	88.3	412	412
ATLANTA GA (ATL)	79.8	85.9	18,325	18,308	FLINT MI. (FNT)	90.4	90.4	114	114
AUSTIN TX (AUS)	88.5	91.1	3,225	3,225	FRESNO CA (FAT)	89.5	93.7	287	287
BALTIMORE MD (BWI)	89.2	88.2	7,115	7,108	FT. LAUDERDALE FL. (FLL)	87.6	90.9	3,778	3,772
BANGOR ME (BGR)	84.2	83.0	265	259	FT. MYERS FL. (RSW)	87.2	92.3	896	896
BARROW AK (BRW)	87.1	88.7	62	62	FT. SMITH AR (FSM)	91.6	95.6	227	226
BATON ROUGE LA. (BTR)	82.8	87.2	273	274	FT. WAYNE IN (FWA)	81.0	88.4	174	173
BETHEL AK. (BET)	83.5	87.0	115	115	GRAND FORKS N.D. (GFK)	80.0	93.3	60	60
BILLINGS MT. (BIL)	89.5	96.7	209	210	GRAND RAPIDS MI. (GRR)	85.3	91.6	814	813
BIRMINGHAM AL (BHM)	87.0	90.5	1,419	1,418	GREAT FALLS MT. (GTF)	95.9	95.2	147	147
BISMARCK N.D. (BIS)	88.7	93.0	115	115	GREEN BAY WI (GRB)	79.7	91.5	365	366
BLOOMINGTON IL (BMI)	80.5	86.2	87	87	GREENSBORO/HIGH PT. N.C. (GSO)	85.9	89.6	829	833
BOISE ID (BOI)	86.9	93.4	937	939	GREENVILLE/SPARTBG. S.C. (GSP)	80.7	87.7	347	349
BOSTON MA (BOS)	87.7	90.1	9,032	9,044	GULFPORT/BILOXI MS. (GPT)	83.0	85.2	88	88
BOZEMAN MT. (BZN)	87.8	93.4	123	121	GUSTAVUS AK.(GST)	71.4	85.7	7	7
BROWNSVILLE TX (BRO)	91.7	95.8	24	24	HARLINGEN TX(HRL)	82.8	83.8	338	339
BUFFALO N.Y (BUF)	87.5	92.3	1,314	1,313	HARRISBURG PA (MDT)	88.3	91.8	496	497
BURBANK CA (BUR)	86.7	88.1	2,152	2,148	HARTFORD CT./SPGFLD MA. (BDL)	89.1	93.4	2,642	2,640
BURLINGTON VT (BTV)	89.3	91.9	270	270	HELENA MT. (HLN)	96.4	94.6	55	56
CEDAR RAPIDS/IOWA CTY IA. (CID)	83.3	91.9	419	421	HONOLULU OAHU HI(HNL)	84.0	94.2	880	878
CHAMPAIGN(CMI)	78.3	86.0	143	143	HOUSTON TX (HOU)	84.8	80.7	4,518	4,515
CHARLESTON S.C (CHS)	89.5	88.9	353	352	HOUSTON TX (IAH)	85.6	91.1	9,626	9,631
CHARLOTTE N.C. (CLT)	91.8	92.4	9,023	9,037	HUNTSVILLE/DECATUR AL. (HSV)	86.7	89.9	278	278
CHATTANOOGA TN. (CHA)	72.7	87.5	55	56	INDIANAPOLIS IN. (IND)	87.6	90.9	2,689	2,689
CHICAGO IL (ORD)	86.0	88.2	27,776	27,768	INDIO/PALM SPRINGS CA (PSP)	89.7	91.0	368	368
CHICAGO IL. (MDW)	89.9	84.6	4,490	4,494	ISLIP/LONG IS. N.Y. (ISP)	89.8	90.7	872	872
CINCINNATI OH (CVG)	88.8	89.3	4,806	4,794	JACKSON WY. (JAC)	90.0	96.1	130	129
CLEVELAND OH (CLE)	88.2	92.4	3,451	3,453	JACKSON/VICKSBURG MS. (JAN)	80.8	88.4	577	579
COLLEGE STATION TX (CLL)	90.9	95.9	197	196	JACKSONVILLE FL. (JAX)	88.0	92.3	1,910	1,910
COLORADO SPRINGS CO. (COS)	92.3	94.5	677	677	JUNEAU AK. (JNU)	79.1	75.5	388	387
COLUMBIA S.C (CAE)	87.9	91.6	107	107	KAHULUI(OGG)	85.2	95.1	304	304
COLUMBUS OH (CMH)	87.7	91.9	2,813	2,812	KALAMAZOO MI. (AZO)	78.7	89.7	174	175
CORDOVA AK (CDV)	81.7	83.3	60	60	KALISPELL MT (FCA)	88.5	96.6	148	148
CORPUS CHRISTI TX. (CRP)	80.4	83.9	392	392	KANSAS CITY MO (MCI)	89.6	92.1	4,613	4,617
DALLAS/FT. WORTH TX. (DAL)	84.0	81.5	3,552	3,553	KETCHIKAN AK (KTN)	81.6	86.5	201	200
DALLAS/FT. WORTH TX. (DFW)	92.1	91.7	23,149	23,165	KEY WEST FL (EYW)	93.3	95.5	178	178
DAYTON OH (DAY)	86.0	89.0	719	718	KILLEEN TX. (ILE)	92.6	94.3	282	283
DAYTONA BEACH FL (DAB)	82.9	98.8	82	83	KING SALMON AK.(AKN)	87.9	87.9	33	33
DEADHORSE AK. (SCC)	76.3	78.9	38	38	KNOXVILLE TN. (TYS)	84.7	88.1	320	319
DENVER CO (DEN)	92.4	93.0	9,851	9,878	KODIAK AK (ADQ)	88.3	83.3	60	60
DES MOINES IA (DSM)	87.0	91.6	691	691	KONA HAWAII. HI. (KOA)	84.0	94.0	150	150
DETROIT MI. (DTW)	90.0	87.7	11,345	11,349	KOTZEBUE AK. (OTZ)	82.2	63.3	90	90
DILLINGHAM AK.(DLG)	97.0	97.0	33	33	LA CROSSE WI. (LSE)	81.3	91.9	171	172
DUBUQUE IA. (DBQ)	76.5	82.4	85	85	LAFAYETTE LA. (LFT)	84.6	88.0	26	25

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LANSING MI. (LAN)	86.9	96.0	222	223	RALEIGH/DURHAM N.C. (RDU)	88.1	90.3	3,773	3,778
LAREDO TX. (LRD)	88.6	93.9	114	114	RAPID CITY S.D (RAP)	91.5	90.7	118	118
LAS VEGAS NV. (LAS)	88.2	87.9	10,865	10,861	RENO NV. (RNO)	88.5	89.1	2,005	2,005
LAWTON OK. (LAW)	93.1	96.5	173	173	RICHMOND VA (RIC)	88.8	91.1	1,179	1,181
LEXINGTON/FRKFT KY. (LEX)	79.2	85.2	106	108	ROCHESTER MN. (RST)	89.1	89.6	193	193
LIHUE KAUAI HI. (LIH)	88.8	89.8	98	98	ROCHESTER N.Y (ROC)	87.9	90.6	766	766
LITTLE ROCK AR. (LIT)	86.7	90.6	1,112	1,112	SACRAMENTO CA (SMF)	88.5	89.8	3,228	3,226
LONG BEACH CA. (LGB)	88.5	88.2	365	365	SAGINAW MI. (MBS)	87.6	93.4	137	136
LONGVIEW TX. (GGG)	90.4	96.5	114	114	SALT LAKE CITY UT (SLC)	91.1	92.9	5,663	5,653
LOS ANGELES CA. (LAX)	89.5	91.1	15,124	15,130	SAN ANGELO TX. (SJT)	95.4	97.1	173	173
LOUISVILLE KY (SDF)	87.7	91.0	1,459	1,459	SAN ANTONIO TX. (SAT)	87.5	90.1	3,028	3,029
LUBBOCK TX. (LBB)	85.7	89.5	629	629	SAN DIEGO CA (SAN)	87.7	88.6	6,381	6,376
MADISON WI. (MSN)	83.7	90.2	522	521	SAN FRANCISCO CA (SFO)	89.3	92.9	8,249	8,218
MANCHESTER N.H. (MHT)	88.7	92.9	1,244	1,245	SAN FRANCISCO CA. (OAK)	86.6	86.4	5,132	5,134
MARQUETTE MI (MQT)	47.6	85.7	21	21	SAN JOSE CA. (SJC)	89.6	89.4	5,030	5,032
MEDFORD OR (MFR)	94.4	94.4	89	89	SAN JUAN P.R (SJU)	87.1	92.4	1,635	1,632
MELBOURNE FL (MLB)	85.0	88.0	107	108	SAN LUIS OBISPO CA. (SBP)	93.1	93.1	204	203
MEMPHIS TN (MEM)	87.7	87.5	4,026	4,029	SANTA BARBARA CA. (SBA)	93.7	93.0	285	284
MIAMI FL (MIA)	87.9	89.3	4,993	4,992	SARASOTA/BRAD. FL (SRQ)	86.5	88.3	230	230
MIDLAND/ODESSA TX (MAF)	87.7	90.9	593	593	SAVANNAH GA. (SAV)	84.6	89.6	482	482
MILWAUKEE WI (MKE)	84.2	90.7	1,254	1,254	SCRANTON/WILKES-BARRE PA. (AVP)	93.7	95.5	111	110
MINNEAPLS/ST.P MN(MSP)	86.9	90.5	11,613	11,628	SEATTLE WA (SEA)	88.1	90.2	8,527	8,535
MINOT N.D (MOT)	87.8	86.7	90	90	SHREVEPORT LA (SHV)	92.7	95.2	398	399
MISSION/MCALLEN TX. (MFE)	84.1	93.3	239	239	SIOUX CITY IA (SUX)	100.0	100.0	1	1
MISSOULA MT (MSO)	88.7	92.6	150	149	SIOUX FALLS S.D. (FSD)	87.6	89.6	201	201
MOBILE AL./PASCAGOULA MS. (MOB)	86.0	83.8	136	136	SITKA AK. (SIT)	80.2	82.9	111	111
MOLINE IL. (MLI)	94.1	92.4	169	170	SOUTH BEND IN (SBN)	84.8	90.9	33	33
MONTEREY CA. (MRY)	94.4	95.7	161	161	SPOKANE WA (GEG)	90.7	93.9	1,026	1,027
MYRTLE BEACH S.C (MYR)	91.5	94.4	234	233	SPRINGFIELD MO (SGF)	92.7	92.2	370	371
NASHVILLE TN. (BNA)	90.4	91.3	4,030	4,029	ST. CROIX V.I (STX)	95.0	100.0	60	60
NEW ORLEANS LA (MSY)	84.8	88.2	4,054	4,054	ST. LOUIS MO (STL)	90.3	92.3	10,420	10,426
NEW YORK N.Y (JFK)	83.4	89.0	4,363	4,362	ST. THOMAS V.I. (STT)	89.6	95.3	173	172
NEW YORK N.Y. (LGA)	87.3	92.4	7,465	7,470	SYRACUSE N.Y (SYR)	87.2	92.0	759	760
NEWARK N.J. (EWR)	86.2	91.9	8,186	8,188	TALLAHASSEE FL (TLH)	79.6	87.4	142	143
NEWBURGH N.Y. (SWF)	88.4	88.4	138	138	TAMPA FL (TPA)	89.4	91.2	4,807	4,803
NOME AK. (OME)	76.7	76.7	90	90	TEXARKANA AR(TXK)	91.6	97.2	107	107
NORFOLK/VA. BEACH VA (ORF)	86.9	91.7	1,516	1,512	TOLEDO OH. (TOL)	81.5	86.3	146	146
OKLAHOMA CITY OK (OKC)	88.0	90.7	1,615	1,614	TRAVERSE CITY MI. (TVC)	83.6	87.5	219	216
OMAHA NE (OMA)	88.0	92.6	1,412	1,410	TUCSON AZ. (TUS)	87.8	92.2	1,325	1,325
ONTARIO CA (ONT)	88.5	90.0	2,718	2,719	TULSA OK. (TUL)	88.4	91.1	1,631	1,633
ORANGE COUNTY CA. (SNA)	90.0	90.8	3,555	3,562	TYLER TX. (TYR)	94.4	97.0	231	231
ORLANDO FL (MCO)	89.6	92.2	6,402	6,393	VALPARAISO FL. (VPS)	82.8	85.2	209	209
PASCO WA. (PSC)	93.0	96.6	57	58	WACO TX. (ACT)	91.1	97.0	202	202
PENSACOLA FL (PNS)	80.3	85.4	309	308	WASHINGTON D.C (IAD)	90.0	92.9	3,471	3,475
PEORIA IL. (PIA)	83.1	87.3	118	118	WASHINGTON DC(DCA)	90.4	93.7	5,793	5,791
PETERSBURG AK (PSG)	63.3	63.3	60	60	WEST PALM BEACH FL. (PBI)	90.0	93.5	1,456	1,455
PHILADELPHIA PA (PHL)	86.1	89.3	8,819	8,854	WHITE PLAINS N.Y (HPN)	78.7	83.5	417	418
PHOENIX AZ (PHX)	88.1	86.2	14,388	14,382	WICHITA FALLS TX. (SPS)	94.3	98.5	194	194
PITTSBURGH PA (PIT)	90.7	91.7	6,457	6,426	WICHITA KS. (ICT)	93.3	96.3	403	404
PORTLAND ME (PWM)	86.6	87.9	583	580	WILMINGTON N.C (ILM)	93.3	97.6	164	164
PORTLAND OR (PDX)	90.2	91.2	4,137	4,134	WORCESTER MA. (ORH)	100.0	100.0	3	3
PROVIDENCE R.I. (PVD)	88.6	92.2	2,196	2,197	WRANGELL AK. (WRG)	60.0	66.7	60	60
					YAKUTAT AK. (YAK)	78.3	88.3	60	60

SEPTEMBER 2002

AIR TRAVEL CONSUMER REPORT

TABLE 8. OVERALL PERCENTAGE OF FLIGHT CANCELLATIONS BY CARRIER

<u>CARRIER A/</u>	<u>AT 32 REPORTABLE AIRPORTS B/</u>				<u>AT ALL REPORTABLE AIRPORTS C/</u>			
	<u>NUMBER OF AIRPORTS REPORTED</u>	<u>FLIGHT OPERATIONS SCHEDULED</u>	<u>FLIGHT OPERATIONS CANCELLED</u>	<u>PERCENT OF OPERATIONS CANCELLED</u>	<u>NUMBER OF AIRPORTS REPORTED</u>	<u>FLIGHT OPERATIONS SCHEDULED</u>	<u>FLIGHT OPERATIONS CANCELLED</u>	<u>PERCENT OF OPERATIONS CANCELLED</u>
ALASKA S/	12	7,352	98	1.3	41	13,283	230	1.7
AMERICAN EAGLE S/	21	21,197	290	1.4	108	36,582	515	1.4
AMERICA WEST S/	26	13,053	148	1.1	51	16,555	202	1.2
SOUTHWEST S/	15	34,021	316	0.9	59	79,342	983	1.2
NORTHWEST S/	32	28,275	244	0.9	112	41,702	368	0.9
US AIRWAYS S/	27	31,933	276	0.9	68	40,988	345	0.8
DELTA S/	32	44,141	251	0.6	108	57,280	367	0.6
AMERICAN S/	32	53,596	335	0.6	96	69,156	431	0.6
UNITED S/	31	41,191	134	0.3	83	49,615	168	0.3
CONTINENTAL S/	31	19,680	59	0.3	80	25,493	77	0.3
TOTAL		294,439	2,151	0.7		429,996	3,686	0.9

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

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

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

APPENDIX

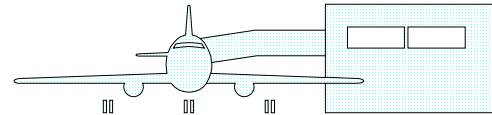
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

Airports Covered by the Rule (14 CFR PART 234)

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

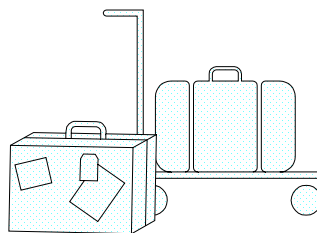
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

RANK	AIRLINE	SEPTEMBER 2002			SEPTEMBER 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	CONTINENTAL AIRLINES	5,772	2,415,684	2.39	4,967	982,319	5.06
2	ALASKA AIRLINES	2,470	982,664	2.51	1,329	358,332	3.71
3	US AIRWAYS	8,146	2,970,067	2.74	4,496	1,399,770	3.21
4	SOUTHWEST AIRLINES	15,631	5,567,250	2.81	7,331	2,056,092	3.57
5	AMERICAN AIRLINES	16,918	5,908,210	2.86	7,533	1,781,773	4.23
6	UNITED AIRLINES	14,396	4,891,016	2.94	7,717	1,977,057	3.90
7	AMERICA WEST AIRLINES	4,817	1,533,870	3.14	1,962	551,844	3.56
8	DELTA AIR LINES	19,881	6,324,427	3.14	8,077	2,221,702	3.64
9	NORTHWEST AIRLINES	10,554	3,347,514	3.15	4,731	1,284,655	3.68
10	AMERICAN EAGLE AIRLINES**	7,263	929,884	7.81	3,314	321,479	10.31
TOTALS***		105,848	34,870,586	3.04	51,457	12,935,023	3.98

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.

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

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

** American Eagle Airlines incorrectly reported to DOT its mishandled baggage data for September 2001. Therefore, the data in this report reflect a correction of the American Eagle data for that month.

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

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

RANK	AIRLINE	JANUARY-SEPTEMBER 2002			JANUARY-SEPTEMBER 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	25,143	9,393,134	2.68	26,981	8,943,033	3.02
2	US AIRWAYS	103,408	34,371,597	3.01	164,324	41,336,099	3.98
3	CONTINENTAL AIRLINES	79,241	25,922,918	3.06	123,212	27,928,692	4.41
4	AMERICA WEST AIRLINES	50,925	14,691,556	3.47	65,850	15,075,588	4.37
5	SOUTHWEST AIRLINES	199,888	56,529,806	3.54	275,204	55,814,537	4.93
6	DELTA AIR LINES	231,748	64,209,233	3.61	289,210	67,663,664	4.27
7	UNITED AIRLINES	174,796	47,346,368	3.69	273,926	53,564,221	5.11
8	AMERICAN AIRLINES	264,934	61,315,917	4.32	227,015	49,856,041	4.55
9	NORTHWEST AIRLINES	163,200	34,103,936	4.79	148,220	35,405,444	4.19
10	AMERICAN EAGLE AIRLINES**	86,564	8,750,008	9.89	104,151	8,715,192	11.95
TOTALS***		1,379,847	356,634,473	3.87	1,698,093	364,302,511	4.66

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.

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

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

** American Eagle Airlines incorrectly reported to DOT its mishandled baggage data for January, February, March, April, May, June, July, August and September 2001. Therefore, the data in this report reflect a correction of the American Eagle data for January-September 2001.

*** Trans World Airlines (TWA) ceased operating December 2001. Effective January 2002, TWA is no longer ranked in this table. Totals for January-September 2001 reflect the deletion of TWA's data for that 9-month period.

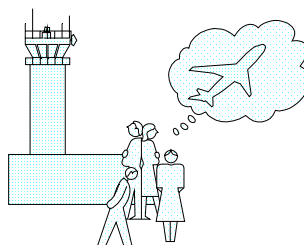
OVERSALES

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

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

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

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



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

RANK	AIRLINE	JULY-SEPTEMBER 2002				JULY-SEPTEMBER 2001			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	AMERICAN EAGLE AIRLINES	145	0	199,565	0.00	265	37	410,087	0.90
2	AMERICA WEST AIRLINES	11,118	38	5,265,565	0.07	10,586	109	5,140,026	0.21
3	US AIRWAYS	16,036	103	11,114,308	0.09	18,038	229	13,400,761	0.17
4	AMERICAN AIRLINES	29,223	474	22,834,621	0.21	30,515	664	18,076,630	0.37
5	NORTHWEST AIRLINES	19,973	500	12,868,660	0.39	13,057	320	12,837,481	0.25
6	CONTINENTAL AIRLINES	10,014	400	8,956,306	0.45	15,394	531	9,548,608	0.56
7	UNITED AIRLINES	25,618	875	17,163,520	0.51	35,377	1,532	17,933,795	0.85
8	ALASKA AIRLINES	5,690	314	3,972,522	0.79	8,787	490	3,740,709	1.31
9	SOUTHWEST AIRLINES	20,729	1,530	18,781,696	0.81	19,871	2,694	18,564,869	1.45
10	DELTA AIR LINES	29,669	1,839	21,324,234	0.86	29,534	1,420	21,724,341	0.65
	TOTALS**	168,215	6,073	122,480,997	0.50	181,424	8,026	121,377,307	0.66

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

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

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

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

RANK	AIRLINE	JANUARY-SEPTEMBER 2002				JANUARY-SEPTEMBER 2001			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	AMERICAN EAGLE AIRLINES**	1,028	10	805,904	0.12	1,369	69	1,383,825	0.50
2	AMERICA WEST AIRLINES	37,930	305	14,735,360	0.21	40,010	604	15,622,332	0.39
3	AMERICAN AIRLINES	105,307	1,466	65,722,862	0.22	103,966	1,937	55,466,583	0.35
4	US AIRWAYS	75,437	896	34,363,320	0.26	65,589	1,357	43,258,363	0.31
5	NORTHWEST AIRLINES	60,654	1,898	35,830,290	0.53	58,054	1,557	38,495,416	0.40
6	UNITED AIRLINES	73,652	3,061	47,129,523	0.65	120,191	5,499	54,721,034	1.00
7	DELTA AIR LINES	114,143	5,423	62,118,958	0.87	135,690	4,544	69,750,219	0.65
8	CONTINENTAL AIRLINES	36,065	2,499	26,784,287	0.93	54,383	2,599	29,749,486	0.87
9	SOUTHWEST AIRLINES	64,956	5,817	54,698,676	1.06	63,289	9,215	56,439,110	1.63
10	ALASKA AIRLINES	20,002	1,339	10,771,701	1.24	25,922	1,567	10,624,014	1.47
	TOTALS***	589,174	22,714	352,960,881	0.64	668,463	28,948	375,510,382	0.77

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

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

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

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

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints, which are handled by the Federal Aviation Administration. An explanation of each section of the report appears below:

Summary. Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

Complaint Categories. Table 2 ranks the categories of complaints (baggage, refunds, etc.). Beginning with the October 2000 report, “Animals” was added as a new category. A detailed explanation of each category appears at the end of the report.

U.S. Airlines. Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date. Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods. (Table 4 data are not included in YTD reports.)

Companies Other Than U.S. Airlines. Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

Airline Rankings. Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	SEPTEMBER 2002					SEPTEMBER 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS		COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	402	67	4	57		862	75	3	77
FOREIGN AIRLINES	89	0	1	6		119	4	0	8
TRAVEL AGENTS	19	0	0	0		26	1	0	2
TOUR OPERATORS	1	0	0	1		7	0	0	1
MISCELLANEOUS	3	28	0	30		26	37	0	60
INDUSTRY TOTALS	514	95	5	94		1,040	117	3	148

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	SEPTEMBER 2002			SEPTEMBER 2001		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
RES/TKTG/BOARDING	1	96		5	118	
CUSTOMER SERVICE	2	95		4	125	
BAGGAGE	3	84		3	126	
FLIGHT PROBLEMS	4	78		1	251	
DELAYS			29			59
CANCELLATIONS			16			105
MISCONNECTIONS			14			30
REFUNDS	5	53		2	250	
DISABILITY	6	29		9	33	
OVERSALES	7	28		7	39	
FARES	8	21		6	41	
OTHER	9	16		8	38	
FREQUENT FLYER			11			12
DISCRIMINATION	10	12		10	14	
ADVERTISING	11	2		11	4	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		514			1,040	

* 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*

SEPTEMBER 2002

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	2	0	2	1	0	2	2	0	0	0	0	0	9
ALASKA AIRLINES	2	0	0	0	1	0	1	1	0	0	0	0	5
AMERICA WEST AIRLINES	5	2	0	0	2	3	6	0	0	2	0	0	20
AMERICAN AIRLINES	11	5	11	2	7	8	15	5	0	3	0	2	69
CONTINENTAL AIRLINES	6	0	9	1	3	7	13	2	0	0	0	3	44
DELTA AIR LINES	7	2	15	3	2	9	12	2	0	1	0	2	55
FRONTIER AIRLINES	2	0	8	0	0	1	1	0	0	0	0	0	12
GREAT LAKES AVIATION	2	0	1	0	0	1	1	0	0	0	0	0	5
HAWAIIAN AIRLINES	0	2	1	0	2	0	0	0	0	0	0	0	5
NATIONAL AIRLINES	0	0	1	1	1	0	2	0	0	0	0	0	5
NORTHWEST AIRLINES	7	1	7	2	3	10	4	1	0	1	0	2	38
SOUTHWEST AIRLINES	0	1	1	0	1	0	3	0	0	1	0	0	7
UNITED AIRLINES	11	5	8	4	5	8	10	5	0	3	0	1	60
US AIRWAYS	6	2	3	3	1	2	5	5	0	0	0	2	29
VANGUARD AIRLINES	1	0	3	0	1	0	0	0	0	0	0	0	5
OTHER U.S. AIRLINES	5	2	5	0	3	8	7	2	0	0	0	2	34
TOTAL SEPTEMBER 2002	67	22	75	17	32	59	82	23	0	11	0	14	402
% OF TOTAL COMPLAINTS	16.7	5.5	18.7	4.2	8.0	14.7	20.4	5.7	0	2.7	0	3.5	
TOTAL SEPTEMBER 2001	234	32	92	38	193	92	112	28	2	10	1	28	862
% OF TOTAL COMPLAINTS	27.1	3.7	10.7	4.4	22.4	10.7	13.0	3.2	0.2	1.2	0.1	3.2	

* 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

SEPTEMBER 2002

U.S. AIRLINES*	COMPS RECD IN SEPT.	INCI- DENTS IN SEPT.	PERCENT	INCI- DENTS IN AUG.	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	9	3	33.3	2	22.2	4	44.4	0	0.0
ALASKA AIRLINES	5	1	20.0	2	40.0	2	40.0	0	0.0
AMERICA WEST AIRLINES	20	1	5.0	10	50.0	9	45.0	0	0.0
AMERICAN AIRLINES	69	21	30.4	18	26.1	26	37.7	4	5.8
CONTINENTAL AIRLINES	44	13	29.5	13	29.5	14	31.8	4	9.1
DELTA AIR LINES	55	10	18.2	17	30.9	22	40.0	6	10.9
FRONTIER AIRLINES	12	1	8.3	5	41.7	6	50.0	0	0.0
GREAT LAKES AVIATION	5	0	0.0	4	80.0	0	0.0	1	20.0
HAWAIIAN AIRLINES	5	0	0.0	0	0.0	5	100.0	0	0.0
NATIONAL AIRLINES	5	0	0.0	2	40.0	3	60.0	0	0.0
NORTHWEST AIRLINES	38	6	15.8	15	39.5	15	39.5	2	5.3
SOUTHWEST AIRLINES	7	0	0.0	1	14.3	5	71.4	1	14.3
UNITED AIRLINES	60	11	18.3	25	41.7	21	35.0	3	5.0
US AIRWAYS	29	5	17.2	11	37.9	9	31.0	4	13.8
VANGUARD AIRLINES	5	1	20.0	2	40.0	2	40.0	0	0.0
OTHER U.S. AIRLINES	34	7	20.6	10	29.4	13	38.2	4	11.8
TOTALS	402	80	19.9	137	34.1	156	38.8	29	7.2
PREVIOUS YEAR'S TOTALS	862	213	24.7	258	29.9	249	28.9	142	16.5

*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**

SEPTEMBER 2002

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	0	0	3	0	2	6	0	2	0	0	0	0	13
ALITALIA AIRLINES	0	1	0	0	1	7	1	3	0	0	0	0	13
BRITISH AIRWAYS	1	0	2	1	1	2	1	1	0	0	0	0	9
IBERIA AIRLINES	2	1	0	0	0	1	1	0	0	0	0	0	5
TACA INT'L AIRLINES	1	0	0	1	2	0	0	0	1	0	0	0	5
OTHER FOREIGN AIRLINES	5	4	12	1	4	8	8	0	0	0	0	2	44
TOTALS	9	6	17	3	10	24	11	6	1	0	0	2	89
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	1	0	1	0	3	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	3	1	7	0	1	0	1	1	0	0	14
TOTALS	1	0	4	1	10	0	1	0	1	1	0	0	19
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	1	0	0	0	0	0	1
TOTALS	0	0	0	0	0	0	1	0	0	0	0	0	1
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	0	0	1	1	0	0	0	0	0	0	3
TOTALS	1	0	0	0	1	1	0	0	0	0	0	0	3

* 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

SEPTEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	SEPTEMBER 2002			SEPTEMBER 2001		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	AMERICAN EAGLE AIRLINES	0	939,016	0.00	10	660,370	1.51
2	SOUTHWEST AIRLINES	7	5,384,262	0.13	16	4,204,951	0.38
3	ALASKA AIRLINES	5	1,096,258	0.46	14	805,505	1.74
4	DELTA AIR LINES	55	6,672,983	0.82	115	5,067,562	2.27
5	US AIRWAYS	29	3,207,047	0.90	76	2,920,510	2.60
6	NORTHWEST AIRLINES	38	4,046,454	0.94	82	3,115,238	2.63
7	AMERICAN AIRLINES	69	6,912,501	1.00	103	4,270,952	2.41
8	UNITED AIRLINES	60	5,403,724	1.11	131	4,239,069	3.09
9	AMERICA WEST AIRLINES	20	1,510,681	1.32	52	1,157,784	4.49
10	CONTINENTAL AIRLINES	44	2,843,793	1.55	86	2,348,474	3.66
TOTAL **		327	38,016,719	.86	685	28,790,415	2.38

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

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY-SEPTEMBER 2002					JANUARY-SEPTEMBER 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS		COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	6,447	628	35	440		12,639	950	68	404
FOREIGN AIRLINES	1,044	7	1	36		1,525	25	4	38
TRAVEL AGENTS	267	7	1	5		192	1	0	4
TOUR OPERATORS	57	0	0	1		106	2	0	7
MISCELLANEOUS	97	138	5	108		152	176	0	175
INDUSTRY TOTALS	7,912	780	42	590		14,614	1,154	72	628

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

JANUARY-SEPTEMBER 2002				JANUARY-SEPTEMBER 2001		
<u>COMPLAINT CATEGORY</u>	<u>RANKING</u>	<u>COMPLAINTS**</u>	<u>SUB-CATEGORY</u>	<u>RANKING</u>	<u>COMPLAINTS**</u>	<u>SUB-CATEGORY</u>
FLIGHT PROBLEMS	1	1,739		1	5,133	
DELAYS			596			1,609
CANCELLATIONS			468			1,804
MISCONNECTIONS			265			583
CUSTOMER SERVICE	2	1,490		2	2,627	
BAGGAGE	3	1,146		3	2,246	
RES/TKTG/BOARDING	4	943		4	1,396	
REFUNDS	5	929		5	842	
FARES	6	418		8	558	
OVERSALES	7	379		6	599	
DISABILITY	8	367		9	450	
OTHER	9	268		7	598	
FREQUENT FLYER			129			195
DISCRIMINATION	10	177		10	116	
ADVERTISING	11	56		11	44	
ANIMALS	12	0		12	5	
COMPLAINT TOTAL		7,912			14,614	

* 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-SEPTEMBER 2002

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	62	15	18	5	6	40	41	9	0	0	0	3	199
ALASKA AIRLINES	27	7	11	6	6	11	28	6	0	4	0	4	110
ALOHA AIRLINES	8	0	1	1	1	2	5	0	0	1	0	1	20
AMERICA WEST AIRLINES	72	15	27	11	24	32	63	9	1	11	0	8	273
AMERICAN AIRLINES	206	49	119	47	91	167	216	50	2	23	0	37	1,007
AMERICAN EAGLE AIRLINES	17	7	6	0	0	8	12	2	0	1	0	0	53
AMERICAN TRANS AIR	65	8	12	5	13	26	37	10	1	1	0	3	181
ATLANTIC COAST AIRLINES	4	2	1	0	0	3	3	0	0	0	0	1	14
ATLANTIC SOUTHEAST AIRLINES	23	6	3	2	0	12	12	1	0	1	0	1	61
CHAMPION AIR	8	0	1	0	0	4	4	0	0	0	0	0	17
COMAIR	14	3	3	1	3	5	5	0	0	1	0	2	37
CONTINENTAL AIRLINES	78	26	57	17	50	50	113	19	4	14	0	19	447
CONTINENTAL EXPRESS	4	2	0	1	0	1	2	1	0	0	0	0	11
DELTA AIR LINES	234	46	146	80	91	122	178	56	3	20	0	38	1,014
DELTA CONNECTION	12	1	4	0	1	9	7	0	0	0	0	0	34
FRONTIER AIRLINES	6	2	24	2	1	5	9	2	0	0	0	0	51
GREAT LAKES AVIATION	3	2	1	0	0	3	1	1	0	1	0	0	12
HAWAIIAN AIRLINES	20	5	5	2	6	2	10	3	1	0	0	2	56
HORIZON AIRLINES	6	0	2	1	3	3	6	1	0	0	0	1	23
JETBLUE	3	0	2	1	6	4	5	0	1	0	0	0	22
MESA AIRLINES	3	2	0	0	0	3	3	0	0	1	0	0	12
MIDWAY AIRLINES	9	0	6	2	10	3	0	0	0	0	0	1	31
MIDWEST EXPRESS AIRLINES	5	1	3	0	1	0	9	3	0	0	0	1	23
NATIONAL AIRLINES	10	1	5	4	5	5	10	2	1	0	0	1	44
NORTHWEST AIRLINES	151	29	79	39	60	85	101	40	6	15	0	34	639
OMNI AIR INT'L	7	0	1	0	0	1	1	0	0	0	0	0	10
PAN AM	11	2	4	0	4	3	1	1	0	0	0	0	26
RYAN INTERNATIONAL AIRLINES	10	0	0	0	1	2	10	1	0	0	0	0	24
SKY WEST AIRLINES	10	2	3	1	0	3	7	2	0	0	0	0	28
SOUTHWEST AIRLINES	19	3	27	8	9	34	63	12	5	19	0	3	202
SPIRIT AIRLINES	7	4	6	2	12	11	10	1	1	2	0	0	56
SUN AIRE LINES	3	0	0	0	5	1	2	0	0	0	0	0	11
SUN COUNTRY AIRLINES	4	0	0	1	40	2	0	0	1	1	0	2	51
TRANS WORLD AIRLINES	1	0	5	1	4	2	3	1	0	1	0	2	20
UNITED AIRLINES	237	46	90	64	82	157	196	41	5	26	0	38	982
UNITED EXPRESS	17	3	2	0	1	8	4	2	0	0	0	0	37
US AIRWAYS	130	10	33	41	30	48	89	45	3	13	0	13	455
VANGUARD AIRLINES	18	1	10	0	35	5	6	0	0	0	0	1	76
OTHER U.S. AIRLINES	31	2	10	0	5	9	16	5	0	0	0	0	78
TOTAL JAN.-SEPT. 2002	1,555	302	727	345	606	891	1,288	326	35	156	0	216	6,447
% OF TOTAL COMPLAINTS	24.1	4.7	11.3	5.4	9.4	13.8	20.0	5.1	0.5	2.4	0	3.4	
TOTAL JAN.-SEPT. 2001	4,752	503	1,157	482	616	1,784	2,332	410	31	96	5	471	12,639
% OF TOTAL COMPLAINTS	37.6	4.0	9.2	3.8	4.9	14.1	18.5	3.2	0.2	0.8	0	3.7	

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

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

TABLE 4

COMPANIES OTHER THAN U.S. AIRLINES*/BY COMPLAINT CATEGORY**
JANUARY-SEPTEMBER 2002

<u>FOREIGN AIRLINES</u>	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AER LINGUS	7	1	0	0	2	2	5	0	0	0	0	1	18
AEROFLOT	3	0	2	1	0	3	1	0	0	0	0	0	10
AEROMEXICO	1	1	1	2	1	2	2	0	0	0	0	0	10
AIR CANADA	11	8	6	3	6	5	6	0	0	0	0	0	45
AIR FRANCE	9	9	10	4	13	51	25	7	0	2	0	1	131
AIR INDIA	2	1	3	0	1	4	3	0	0	0	0	1	15
AIR JAMAICA	14	6	1	2	2	5	9	0	0	0	0	2	41
ALITALIA AIRLINES	10	6	5	0	3	25	11	3	0	0	0	1	64
ALLEGRO AIRLINES	9	0	0	0	0	3	4	0	0	0	0	1	17
AUSTRIAN AIRLINES	0	2	0	0	6	7	3	0	0	0	0	0	18
BRITISH AIRWAYS	12	0	20	6	15	16	15	6	3	1	0	1	95
BWIA	0	1	2	1	4	2	0	0	0	0	0	1	11
EL AL	0	0	0	0	0	5	4	0	0	1	0	1	11
EVA AIRWAYS	0	0	5	3	4	4	0	0	0	0	0	0	16
GHANA AIRWAYS	3	0	0	0	2	7	2	0	0	0	0	0	14
IBERIA AIRLINES	5	3	2	0	2	4	4	1	0	0	0	1	22
KLM	8	5	1	1	1	7	5	3	0	0	0	1	32
KOREAN AIR LINES	4	0	5	0	1	2	3	0	0	0	0	0	15
LUFTHANSA	5	2	4	3	7	4	8	4	0	0	0	1	38
MEXICANA	2	2	3	2	3	8	3	0	0	0	0	0	23
PAKISTAN INT'L AIRLINES	0	1	4	0	1	5	0	0	0	0	0	0	11
SWISSAIR	3	0	2	0	5	4	1	1	0	0	0	0	16
TACA INT'L AIRLINES	2	3	6	4	7	8	5	2	1	2	0	1	41
VIRGIN ATLANTIC	8	3	6	0	3	5	11	1	0	1	0	1	39
OTHER FOREIGN AIRLINES	40	21	41	12	61	53	30	12	4	7	0	10	291
TOTALS	158	75	129	44	150	241	160	40	8	14	0	25	1,044
<u>TRAVEL AGENTS</u>													
CHEAP TICKETS	2	0	12	1	13	0	1	0	0	0	0	0	29
EXPEDIA.COM	1	0	10	1	21	0	2	0	0	0	0	0	35
HOTWIRE.COM	0	0	4	0	5	0	0	0	1	0	0	0	10
ORBITZ.COM	0	0	9	4	9	0	1	0	2	0	0	0	25
PRICELINE.COM	0	1	10	4	21	0	2	0	1	0	0	0	39
TRAVELOCITY.COM	1	0	11	1	14	0	3	0	1	0	0	1	32
OTHER TRAVEL AGENTS	2	0	14	6	55	0	6	0	6	1	0	7	97
TOTALS	6	1	70	17	138	0	15	0	11	1	0	8	267
<u>TOUR OPERATORS</u>													
FUN JET INCORPORATED	3	0	0	3	0	1	3	0	0	0	0	2	12
OTHER TOUR OPERATORS	8	0	3	0	22	0	7	0	0	0	0	5	45
TOTALS	11	0	3	3	22	1	10	0	0	0	0	7	57
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	9	1	14	9	12	13	17	1	2	6	0	13	97
TOTALS	9	1	14	9	12	13	17	1	2	6	0	13	97

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 5

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

JANUARY-SEPTEMBER 2002					JANUARY-SEPTEMBER 2001		
RANK	AIRLINE	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	202	54,762,204	0.37	231	56,538,141	0.41
2	<i>AMERICAN EAGLE AIRLINES</i>	53	9,016,926	0.59	195	9,292,673	2.10
3	<i>ALASKA AIRLINES</i>	110	10,786,989	1.02	157	10,642,728	1.48
4	<i>US AIRWAYS</i>	455	36,809,477	1.24	928	44,988,254	2.06
5	<i>AMERICAN AIRLINES</i>	1,007	71,326,252	1.41	1,783	61,372,096	2.91
6	<i>CONTINENTAL AIRLINES</i>	447	30,528,267	1.46	841	33,508,096	2.51
7	<i>DELTA AIR LINES</i>	1,014	67,285,741	1.51	1,800	73,445,674	2.45
8	<i>NORTHWEST AIRLINES</i>	639	39,948,902	1.60	929	42,789,767	2.17
9	<i>AMERICA WEST AIRLINES</i>	273	14,547,482	1.88	643	15,432,190	4.17
10	<i>UNITED AIRLINES</i>	982	51,768,603	1.90	2,192	60,004,160	3.65
	TOTAL **	5,182	386,780,843	1.34	9,699	408,013,779	2.38

* 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-September 2001 reflect the deletion of TWA's data for that 9-month period.

COMPLAINT CATEGORIES*

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

Discrimination: Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

Animals: Loss, injury or death of an animal during air transport provided by an air carrier.

Other: Frequent flyer, smoking, credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

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

