



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: OCTOBER 2002

Includes data for the following periods:

Flight Delays	August 2002 12 Months Ending August 2002
Mishandled Baggage	August 2002
Oversales	2nd Quarter 2002 January-June 2002
Consumer Complaints (Includes Disability and Other Discrimination Complaints)	August 2002

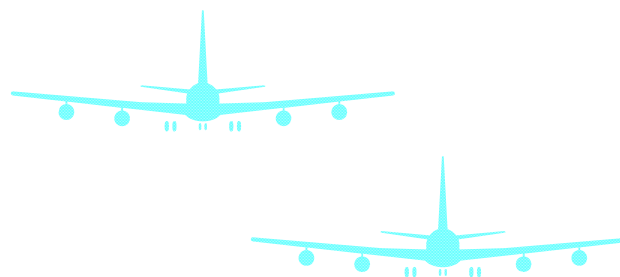
Office of Aviation Enforcement and Proceedings

<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://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 (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.

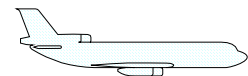
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage 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	86.1	68	85.9
DELTA S/	32	84.7	108	84.6
AMERICAN S/	32	83.5	96	83.5
CONTINENTAL S/	31	83.5	80	83.3
AMERICA WEST S/	26	83.0	51	82.7
UNITED S/	31	82.7	83	82.3
NORTHWEST S/	32	82.5	108	81.8
SOUTHWEST S/	15	83.0	59	81.5
AMERICAN EAGLE S/	21	81.0	107	79.7
ALASKA S/	12	77.1	41	76.0
TOTAL		83.7		82.9

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.

* 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*	3rd Quarter 07-09 2001		4th Quarter 10-12 2001		1st Quarter 01-03 2002		2nd Quarter 04-06 2002		06-2002		07-2002		08-2002		12 Months Ending 08 2002		Database To Date 09 1987- 08 2002	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	66.8	(12)	73.7	(11)	75.3	(10)	79.1	(8)	74.6	(10)	77.1	(9)	76.0	(10)	75.3	(10)	75.8	(8)
ALOHA	83.8	(1)	79.9	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
AMERICA WEST	72.1	(7)	85.2	(3)	86.4	(1)	84.2	(2)	80.3	(3)	78.7	(5)	82.7	(5)	83.1	(2)	78.5	(5)
AMERICAN	71.1	(9)	81.8	(8)	83.2	(4)	82.6	(3)	79.4	(4)	80.3	(4)	83.5	(3)	80.7	(5)	78.9	(3)
AMERICAN EAGLE	69.8	(10)	81.6	(9)	79.8	(7)	78.8	(10)	76.2	(9)	76.2	(10)	79.7	(9)	78.2	(9)	73.7	(10)
CONTINENTAL	75.8	(5)	85.8	(2)	85.1	(2)	85.2	(1)	81.5	(1)	82.8	(3)	83.3	(4)	83.2	(1)	78.7	(4)
DELTA	75.2	(6)	86.2	(1)	77.4	(8)	78.8	(9)	77.9	(7)	78.6	(6)	84.6	(2)	79.9	(6)	77.5	(7)
NORTHWEST	76.9	(4)	82.3	(7)	76.9	(9)	79.6	(7)	77.4	(8)	77.9	(8)	81.8	(7)	78.7	(8)	79.7	(2)
SOUTHWEST	81.5	(2)	84.4	(5)	83.8	(3)	82.1	(5)	78.7	(5)	77.9	(7)	81.5	(8)	82.4	(3)	82.3	(1)
TWA	81.1	(3)	84.0	(6)	---	---	---	---	---	---	---	---	---	---	---	---	---	---
UNITED	68.0	(11)	79.9	(10)	82.2	(5)	82.5	(4)	78.3	(6)	83.2	(2)	82.3	(6)	79.6	(7)	75.5	(9)
US AIRWAYS	72.0	(8)	84.6	(4)	81.3	(6)	81.0	(6)	81.0	(2)	83.2	(1)	85.9	(1)	80.7	(4)	78.4	(6)
Total	74.2		83.2		81.3		81.3		78.6		79.8		82.9		80.5		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 (3rd Quarter 2001, 12 months ending August 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	801	81.9	1569	85.6	662	80.5	295	85.4	92	81.5	1016	79.7	864	80.2	13638	86.8
AS	H/		31	61.3	H/		H/		H/		31	38.7	93	77.4	H/	
CO	392	81.6	569	87.0	259	76.8	26	69.2	H/		418	81.6	389	76.6	396	79.0
DL	17423	85.4	1792	86.8	462	80.3	214	86.4	4848	86.5	1119	88.6	585	84.4	2699	86.9
HP	153	69.9	153	77.8	185	70.8	H/		H/		123	71.5	329	80.2	232	82.3
MQ	H/		2184	77.5	349	77.7	123	73.2	206	68.4	456	75.4	H/		6049	86.0
NW	570	79.1	589	79.1	398	78.6	207	80.2	26	76.9	584	72.3	465	74.8	513	80.9
UA	471	79.0	1041	82.6	524	79.8	123	72.4	180	82.8	425	75.8	8144	86.4	726	82.9
US	476	78.8	1843	87.8	671	84.2	8882	88.2	H/		1964	91.2	310	83.5	339	85.0
WN	H/		H/		4164	80.8	H/		H/		H/		H/		H/	
TOTAL	20286	84.6	9771	83.6	7674	80.3	9870	87.5	5352	85.5	6136	83.5	11179	84.6	24592	86.2

	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	601	79.2	997	83.5	625	82.2	641	83.0	634	79.2	1424	77.6	793	85.1	3028	83.4
AS	H/		H/		H/		62	51.6	H/		H/		372	78.2	677	83.9
CO	295	78.3	5011	84.9	360	80.3	87	78.2	8150	86.5	57	80.7	457	78.6	580	82.1
DL	241	83.8	703	82.1	1169	81.9	521	83.3	245	79.2	1014	73.0	651	79.4	1199	83.9
HP	152	73.0	180	75.0	62	77.4	H/		149	67.1	278	71.9	2353	84.3	613	79.8
MQ	163	74.2	304	73.7	92	79.3	62	80.6	H/		1275	77.6	H/		2235	86.8
NW	10165	86.3	570	75.3	124	81.5	301	77.4	429	79.3	124	76.6	310	74.2	619	77.2
UA	388	80.4	782	79.4	62	72.6	2001	84.8	360	81.1	502	88.2	927	83.7	3478	86.5
US	246	79.7	431	83.1	465	80.4	150	86.7	304	85.9	H/		248	84.3	482	80.1
WN	552	76.8	H/		1070	76.2	H/		166	69.3	H/		5135	83.6	3448	86.0
TOTAL	12803	84.7	8978	82.8	4029	79.8	3825	83.0	10437	84.8	4674	77.4	11246	83.0	16359	84.6

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1814	78.6	1057	78.9	145	80.0	3396	82.7	764	79.7	9649	80.3	336	78.6	876	80.6
AS	H/		H/		H/		H/		H/		31	90.3	1346	74.7	H/	
CO	329	76.9	494	86.0	101	87.1	333	75.7	255	83.9	527	75.9	124	80.6	145	66.2
DL	2060	87.1	1650	82.1	122	86.1	310	76.1	338	79.6	604	75.0	429	84.4	553	82.3
HP	H/		155	83.9	H/		62	77.4	153	65.4	241	73.9	185	75.7	184	70.7
MQ	965	71.9	62	80.6	H/		511	92.2	H/		5116	77.3	H/		303	75.9
NW	610	73.8	496	74.6	420	80.7	169	81.1	10745	85.4	839	73.7	248	74.2	511	75.0
UA	668	78.7	599	82.8	H/		403	82.4	629	77.3	12200	80.9	865	84.9	726	78.1
US	1616	88.1	781	80.8	H/		310	82.3	248	83.9	618	75.7	H/		6162	84.4
WN	H/		1758	81.9	3861	82.9	H/		H/		H/		1040	87.9	H/	
TOTAL	8062	81.5	7052	81.3	4649	82.8	5494	82.6	13132	84.2	29825	79.5	4573	81.0	9460	82.1
CARRIER	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
	# 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	613	84.0	123	91.1	850	81.9	714	80.8	1246	74.2	246	80.1	7820	88.8	706	84.4
AS	248	79.0	H/		403	79.4	4353	77.3	513	73.7	H/		H/		H/	
CO	331	81.6	81	63.0	243	81.5	305	79.3	390	76.9	93	79.6	57	64.9	386	82.1
DL	463	86.2	247	86.6	486	86.2	589	82.7	581	74.2	3821	87.1	184	81.0	1195	83.3
HP	6693	88.0	H/		322	86.0	185	66.5	335	66.6	150	81.3	62	69.4	92	75.0
MQ	278	75.9	269	71.4	803	90.5	H/		176	83.0	H/		H/		H/	
NW	310	80.3	202	78.2	191	70.2	589	77.2	372	66.7	124	64.5	404	80.4	310	78.7
UA	612	81.5	186	76.3	797	84.1	1481	84.1	5070	80.7	429	81.6	337	78.9	284	80.6
US	217	82.0	5996	88.1	217	85.7	341	81.2	403	75.7	H/		245	87.3	599	82.6
WN	5467	86.8	H/		2409	85.7	1191	83.5	H/		1185	80.1	2229	77.8	1685	79.7
TOTAL	15232	86.3	7104	86.6	6721	84.7	9748	79.7	9086	77.6	6048	84.3	11338	85.7	5257	81.6

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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)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	J/	90.2	90.2	81.7	93.5	J/	90.3	92.1	91.5	84.3	90.3	81.2	95.7	84.3	100.0	91.1	100.0	90.2
700 - 759 AM	95.2	90.0	94.1	94.4	95.5	96.5	96.7	92.2	87.7	85.4	100.0	90.2	93.3	81.5	94.7	92.0	88.2	97.8
800 - 859 AM	88.0	87.2	95.8	91.3	91.9	93.4	89.9	91.4	89.1	88.5	91.5	94.0	89.2	89.5	93.0	90.3	83.7	88.7
900 - 959 AM	88.5	95.5	94.7	89.4	96.0	94.9	89.5	87.7	88.3	95.3	89.7	85.5	91.9	91.3	94.6	90.9	91.9	95.1
1000 - 1059 AM	89.8	87.9	92.4	86.5	93.8	89.4	86.5	88.5	87.5	89.6	90.0	88.1	85.7	79.6	84.6	88.5	90.4	87.9
1100 - 1159 AM	88.8	87.5	88.0	91.3	87.3	87.5	92.1	89.4	87.3	94.0	90.3	88.1	81.9	91.4	84.1	86.6	87.4	89.0
1200 - 1259 PM	90.6	89.8	90.2	93.2	91.8	91.4	83.5	84.3	89.3	90.9	86.5	93.9	88.5	J/	88.9	87.0	84.6	82.6
100 - 159 PM	90.7	89.4	84.2	94.6	84.2	90.5	90.6	89.1	90.3	85.2	82.4	85.0	86.1	86.0	84.5	88.7	84.2	86.8
200 - 259 PM	88.2	84.8	84.8	91.7	86.5	90.3	88.5	87.2	87.4	87.7	78.9	91.9	84.7	92.9	81.1	85.2	85.8	83.7
300 - 359 PM	84.9	86.8	82.7	88.9	88.9	84.0	82.7	87.2	85.4	82.7	86.8	84.5	82.1	80.9	82.4	86.9	82.8	79.8
400 - 459 PM	80.1	80.6	78.4	84.5	77.3	76.9	79.9	84.0	86.2	77.4	77.8	80.3	82.7	77.1	79.7	86.0	79.0	80.4
500 - 559 PM	81.5	77.5	75.0	90.3	80.5	76.7	77.4	79.6	81.1	78.9	71.0	84.1	77.7	70.2	77.9	81.3	79.7	70.5
600 - 659 PM	83.6	77.4	67.8	82.4	80.7	77.0	78.0	83.5	80.3	79.2	75.0	80.2	80.2	63.0	77.6	79.6	80.0	72.1
700 - 759 PM	74.9	79.2	69.6	77.4	79.1	80.0	81.8	81.9	77.2	73.1	73.9	80.0	81.5	72.6	76.8	79.4	72.3	70.4
800 - 859 PM	78.2	78.4	66.5	79.1	76.1	73.4	78.3	82.0	79.8	78.3	75.0	78.6	85.9	73.9	77.7	79.8	71.6	75.0
900 - 959 PM	73.8	80.2	73.9	85.4	85.2	77.2	76.8	81.6	76.7	70.8	69.6	77.8	83.5	74.5	77.2	76.7	74.1	74.7
1000 - 1059 PM	83.1	79.3	70.5	76.0	83.3	72.7	78.8	84.2	82.1	80.7	68.2	79.7	82.8	72.8	81.9	77.2	76.2	78.5
1100 - 559 AM	80.8	81.7	77.2	78.6	77.3	80.2	80.1	87.3	82.2	84.8	77.5	79.5	80.4	79.5	76.6	86.7	80.9	80.8
TOTAL, ALL ARRIVALS, BY AIRPORT	84.6	83.6	80.3	87.5	85.5	83.5	84.6	86.2	84.7	82.8	79.8	83.0	84.8	77.4	83.0	84.6	81.5	81.3

ARRIVAL AIRPORT

SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	84.1	89.2	90.1	88.4	93.5	86.6	93.0	89.4	J/	85.5	91.9	J/	94.4	83.9	89.7
700 - 759 AM	94.2	95.2	90.1	85.3	96.2	97.6	94.8	95.0	93.1	97.2	93.2	96.0	91.4	97.2	91.9
800 - 859 AM	94.0	95.7	88.7	82.8	95.2	89.1	91.8	93.7	90.6	90.9	96.2	94.4	87.7	98.8	90.0
900 - 959 AM	89.9	89.2	89.3	79.7	91.5	92.9	86.8	94.4	92.0	90.8	83.2	93.5	86.8	87.9	89.0
1000 - 1059 AM	90.0	89.6	85.1	82.8	90.5	92.3	86.1	91.8	89.0	87.4	71.4	88.9	85.5	93.8	87.2
1100 - 1159 AM	88.7	81.4	88.4	83.1	86.4	86.8	90.1	78.4	88.8	85.4	70.7	79.5	86.0	89.7	87.0
1200 - 1259 PM	89.7	91.1	90.6	82.7	87.7	88.6	89.7	95.8	90.2	87.1	68.6	87.1	85.9	89.7	87.2
100 - 159 PM	87.1	89.8	85.4	82.6	77.0	86.2	89.8	90.0	88.6	80.3	79.3	86.2	84.4	81.1	86.8
200 - 259 PM	83.5	87.1	85.9	79.9	81.1	86.0	82.7	90.2	81.2	80.5	81.7	86.1	89.3	77.7	85.3
300 - 359 PM	80.6	82.3	86.1	77.5	76.6	84.9	87.1	90.8	80.8	75.9	79.2	86.6	87.3	83.5	83.9
400 - 459 PM	81.0	79.4	83.9	78.6	82.9	87.3	86.1	81.0	84.1	76.9	74.7	70.0	81.6	78.2	81.4
500 - 559 PM	79.9	69.9	81.9	78.7	77.9	75.7	81.5	80.7	82.5	73.7	82.7	83.9	85.3	78.7	79.3
600 - 659 PM	73.1	77.8	80.4	74.1	74.8	74.1	81.7	79.8	77.0	76.3	83.0	83.2	84.3	72.5	78.7
700 - 759 PM	69.8	70.3	80.1	73.8	78.5	62.5	83.3	83.8	81.9	73.2	72.3	82.0	82.3	70.4	77.4
800 - 859 PM	73.1	77.7	71.8	71.2	72.2	69.2	82.5	79.6	79.3	72.9	76.1	78.5	85.0	68.5	76.9
900 - 959 PM	63.5	80.9	80.4	70.7	69.6	76.4	81.8	82.4	82.8	75.1	68.4	72.2	79.5	77.9	77.3
1000 - 1059 PM	81.3	77.2	77.2	83.4	80.6	72.9	81.9	75.5	79.0	72.4	71.2	77.3	77.6	76.0	78.1
1100 - 559 AM	86.5	77.7	77.4	85.9	78.3	83.4	78.7	85.0	84.8	77.5	82.1	79.5	79.9	84.3	81.8
TOTAL, ALL ARRIVALS, BY AIRPORT	82.8	82.6	84.2	79.5	81.0	82.1	86.3	86.6	84.7	79.7	77.6	84.3	85.7	81.6	82.8

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT																	
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	96.1	95.9	96.3	96.5	88.7	95.8	95.4	95.0	86.0	91.7	98.5	96.6	95.8	90.3	98.1	93.6	92.1	97.1
700 - 759 AM	94.9	91.8	91.8	90.4	95.7	95.5	94.6	91.3	91.3	94.2	98.5	96.0	95.7	91.8	94.3	89.6	92.4	94.9
800 - 859 AM	93.5	88.5	90.2	92.5	92.3	94.2	89.2	89.0	85.9	94.0	96.1	93.2	94.6	89.6	90.1	86.9	90.7	94.8
900 - 959 AM	90.5	88.3	91.1	93.4	92.2	92.2	88.5	88.3	86.2	92.7	94.3	93.3	91.1	89.1	89.4	86.4	87.8	93.2
1000 - 1059 AM	90.7	89.4	89.0	90.9	94.9	93.6	89.1	87.5	87.5	92.3	92.5	87.6	91.7	84.1	87.7	85.9	90.3	91.7
1100 - 1159 AM	92.7	92.7	88.1	86.1	94.5	94.1	87.9	86.6	79.1	95.7	94.1	92.4	88.5	88.2	84.5	82.1	91.7	89.2
1200 - 1259 PM	92.2	86.0	80.4	89.8	93.3	94.3	89.1	87.8	85.5	93.2	89.9	93.1	85.8	83.2	81.1	84.3	87.3	87.9
100 - 159 PM	93.1	85.3	78.4	92.4	80.4	91.8	85.7	85.4	82.2	86.4	84.2	91.1	91.0	J/	81.5	82.4	88.1	80.8
200 - 259 PM	91.9	81.9	78.6	83.3	85.5	87.9	85.6	85.1	71.5	87.7	84.9	83.9	86.9	92.6	78.9	83.9	88.6	81.1
300 - 359 PM	85.3	84.6	72.4	86.0	86.0	90.3	87.0	85.8	74.5	85.1	82.4	90.2	85.7	88.3	77.9	79.4	83.3	80.1
400 - 459 PM	87.3	79.6	76.7	84.5	87.6	85.1	78.2	81.8	76.6	83.5	82.0	80.6	84.6	80.5	75.7	84.8	87.2	74.2
500 - 559 PM	87.3	75.9	67.4	79.7	70.2	82.0	74.2	79.6	80.7	84.8	76.3	79.2	82.2	76.0	80.4	73.6	86.1	75.3
600 - 659 PM	82.5	76.0	72.3	73.7	82.9	83.9	74.2	83.9	71.4	81.5	75.1	85.7	87.2	71.0	71.1	80.0	84.0	75.4
700 - 759 PM	81.2	80.7	55.4	75.9	86.1	81.5	79.0	84.0	75.9	78.4	74.5	75.9	83.3	62.7	67.2	81.7	82.2	83.5
800 - 859 PM	81.4	80.5	67.8	78.0	82.3	87.8	81.6	85.3	70.6	79.9	80.1	86.7	85.2	56.1	81.1	83.2	73.1	70.2
900 - 959 PM	82.5	73.9	56.1	81.6	86.0	92.3	78.9	86.9	80.4	J/	75.0	81.7	96.2	76.2	71.1	82.7	74.4	81.7
1000 - 1059 PM	81.0	50.0	57.7	91.3	96.7	J/	J/	86.0	82.4	J/	J/	J/	J/	83.2	84.6	88.0	J/	J/
1100 - 559 AM	85.8	91.9	95.2	J/	J/	J/	93.5	100.0	J/	93.5	93.3	J/	J/	J/	85.5	88.5	J/	96.8
TOTAL, ALL DEPARTURES, BY AIRPORT	88.4	85.1	79.3	86.4	88.9	89.9	84.9	86.1	81.3	88.4	86.9	87.7	88.5	81.3	82.8	84.5	87.1	85.1

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
600 - 659 AM	93.2	97.2	92.2	91.9	93.8	91.7	96.3	93.7	95.7	92.8	96.0	94.9	96.4	96.0	94.0	
700 - 759 AM	89.0	92.2	88.5	89.5	95.5	90.5	88.5	94.0	88.5	91.1	93.1	98.3	95.6	94.4	92.2	
800 - 859 AM	85.4	92.1	90.9	88.4	84.8	89.5	88.0	86.5	88.6	90.8	94.4	94.6	89.3	95.1	90.4	
900 - 959 AM	78.0	91.7	86.8	85.7	90.7	90.6	85.2	95.6	87.4	87.6	91.1	96.2	92.4	91.6	89.4	
1000 - 1059 AM	75.8	90.9	85.1	84.6	86.3	87.0	84.2	88.3	87.3	89.8	87.6	92.9	89.8	90.6	88.2	
1100 - 1159 AM	75.8	90.0	86.3	83.4	81.8	88.3	82.7	93.9	85.6	83.2	83.9	90.5	79.2	89.7	87.3	
1200 - 1259 PM	75.3	90.9	85.5	82.3	85.7	90.7	80.4	88.7	81.3	81.3	79.5	83.7	88.6	88.0	86.3	
100 - 159 PM	67.0	88.7	87.7	85.2	80.6	89.2	83.8	93.5	87.7	78.3	78.1	85.3	87.6	83.6	85.4	
200 - 259 PM	60.9	91.0	80.4	80.7	74.7	87.0	78.0	89.5	83.0	76.4	85.2	84.9	81.9	79.0	83.9	
300 - 359 PM	62.5	85.8	85.2	78.6	75.7	84.7	72.3	83.9	80.1	73.9	84.3	90.7	86.9	77.1	82.0	
400 - 459 PM	58.9	82.1	80.2	75.4	72.7	84.3	78.2	89.9	74.5	79.7	86.7	87.6	88.9	75.3	81.2	
500 - 559 PM	57.0	74.7	83.3	79.1	76.9	80.9	78.9	80.5	74.6	73.7	78.0	81.7	79.2	79.7	79.3	
600 - 659 PM	65.0	78.9	78.6	79.1	71.0	81.9	78.1	81.1	74.9	70.6	85.3	82.0	85.4	71.7	78.8	
700 - 759 PM	60.9	65.8	77.7	76.2	79.7	75.5	79.2	80.0	75.1	71.4	85.2	78.1	85.9	80.4	77.9	
800 - 859 PM	58.9	76.1	74.9	74.3	68.2	77.5	73.2	80.2	78.9	66.9	80.5	83.0	82.1	70.4	78.2	
900 - 959 PM	60.5	84.6	79.7	73.4	58.9	80.6	86.0	80.0	83.2	75.1	87.6	64.8	88.7	69.9	79.3	
1000 - 1059 PM	J/	93.5	82.6	76.0	91.9	87.7	88.9	83.7	92.0	82.2	86.7	87.5	80.8	84.6	85.3	
1100 - 559 AM	J/	98.9	98.3	J/	94.3	95.2	94.1	93.5	98.4	85.8	91.6	96.8	J/	J/	89.1	
TOTAL, ALL DEPARTURES, BY AIRPORT	71.2	84.7	84.0	81.7	83.2	85.6	82.5	88.0	84.3	81.9	86.9	88.5	88.1	84.9	83.4	

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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>ORIGIN - DESTIN. AIRPORT</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 AVERAGE</u>	<u>MIN. LATE MEDIAN</u>
WN	1428	CLE-BWI	1810	31	83.87	47	40
DL	1992	ATL-JFK	1530	31	83.87	44	32
AS	153	OME-ANC	2009	31	83.87	40	32
WN	970	SAN-OAK	1240	26	80.77	31	28

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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 <u>CARRIER REPORTED DATA</u>	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE <u>D/</u>	
		NUMBER	PERCENTAGE
ALASKA	484	3	0.6
SOUTHWEST	2,771	10	0.4
DELTA	2,080	2	0.1
AMERICAN	2,479	0	0.0
UNITED	1,799	0	0.0
NORTHWEST	1,567	0	0.0
US AIRWAYS	1,462	0	0.0
AMERICAN EAGLE	1,276	0	0.0
CONTINENTAL	963	0	0.0
AMERICA WEST	582	0	0.0
TOTAL	15,463	15	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)	86.4	94.7	206	206	DULUTH MN (DLH)	78.0	84.6	177	175
AGUADILLA P.R. (BQN)	63.6	91.3	22	23	DURANGO CO (DRO)	85.0	90.0	40	40
AKRON/CANTON OH. (CAK)	83.3	90.0	30	30	DUTCH HARBOR AK. (DUT)	58.8	51.5	68	68
ALBANY N.Y. (ALB)	78.3	87.4	1,194	1,194	EL PASO TX (ELP)	81.9	85.8	1,869	1,870
ALBUQUERQUE N.M (ABQ)	82.9	84.8	3,221	3,221	EUGENE OR (EUG)	89.4	84.6	123	123
ALLENTOWN PA(ABE)	83.3	91.6	180	179	EVANSVILLE IN. (EVV)	75.2	81.9	149	149
AMARILLO TX (AMA)	80.1	86.4	523	522	FAIRBANKS AK (FAI)	67.8	82.2	572	572
ANCHORAGE AK (ANC)	69.0	78.7	2,422	2,422	FARGO N.D. (FAR)	74.7	89.9	217	217
ASHEVILLE N.C. (AVL)	92.6	98.3	121	121	FAYETTEVILLE ARKANSAS REG (XNA)	72.5	80.2	426	424
ATLANTA GA (ATL)	84.6	88.4	20,256	20,286	FLINT MI. (FNT)	79.0	88.7	62	62
AUSTIN TX (AUS)	83.1	88.8	3,437	3,436	FRESNO CA (FAT)	89.4	92.5	292	292
BALTIMORE MD (BWI)	80.3	79.3	7,672	7,674	FT. LAUDERDALE FL. (FLL)	79.8	86.9	4,025	4,029
BANGOR ME (BGR)	73.7	79.8	331	332	FT. MYERS FL. (RSW)	85.0	93.1	1,000	1,000
BARROW AK (BRW)	69.0	69.0	71	71	FT. SMITH AR (FSM)	87.8	94.1	237	236
BATON ROUGE LA. (BTR)	79.0	88.4	267	267	FT. WAYNE IN (FWA)	66.8	76.9	238	238
BETHEL AK. (BET)	80.8	84.2	120	120	GRAND FORKS N.D. (GFK)	70.8	87.5	89	88
BILLINGS MT. (BIL)	79.9	92.6	244	243	GRAND RAPIDS MI. (GRR)	77.7	88.1	914	911
BIRMINGHAM AL (BHM)	80.1	86.3	1,565	1,565	GREAT FALLS MT. (GTF)	87.0	96.8	154	154
BISMARCK N.D. (BIS)	81.5	91.9	124	124	GREEN BAY WI (GRB)	79.5	87.1	404	404
BLOOMINGTON IL (BMI)	76.3	77.4	93	93	GREENSBORO/HIGH PT. N.C. (GSO)	82.6	91.2	898	894
BOISE ID (BOI)	81.5	89.9	988	987	GREENVILLE/SPARTBG. S.C. (GSP)	73.5	85.9	393	391
BOSTON MA (BOS)	83.6	85.1	9,778	9,771	GULFPORT/BILOXI MS. (GPT)	80.9	91.0	89	89
BOZEMAN MT. (BZN)	81.1	95.6	159	160	GUSTAVUS AK.(GST)	38.7	67.7	31	31
BROWNSVILLE TX (BRO)	92.6	92.3	27	26	HARLINGEN TX(HRL)	77.7	80.5	349	348
BUFFALO N.Y (BUF)	82.1	89.7	1,505	1,507	HARRISBURG PA (MDT)	81.0	89.9	525	524
BURBANK CA (BUR)	81.1	80.9	2,233	2,235	HARTFORD CT./SPGFLD MA. (BDL)	83.5	88.5	2,963	2,965
BURLINGTON VT (BTV)	76.1	88.4	276	276	HELENA MT. (HLN)	94.8	98.2	58	57
CEDAR RAPIDS/IOWA CTY IA. (CID)	74.8	85.6	389	389	HONOLULU OAHU HI(HNL)	84.5	93.9	954	954
CHAMPAIGN(CMI)	70.0	80.7	150	150	HOUSTON TX (HOU)	76.4	69.7	4,739	4,743
CHARLESTON S.C (CHS)	84.9	94.1	404	404	HOUSTON TX (IAH)	84.8	88.5	10,435	10,437
CHARLOTTE N.C. (CLT)	87.5	86.4	9,869	9,870	HUNTSVILLE/DECATUR AL. (HSV)	82.5	89.7	302	302
CHATTANOOGA TN. (CHA)	67.9	83.6	56	55	INDIANAPOLIS IN. (IND)	79.9	87.7	2,894	2,893
CHICAGO IL (ORD)	79.5	81.7	29,816	29,825	INDIO/PALM SPRINGS CA (PSP)	83.1	88.9	296	296
CHICAGO IL. (MDW)	82.8	71.1	4,654	4,649	ISLIP/LONG IS. N.Y. (ISP)	80.5	81.7	912	912
CINCINNATI OH (CVG)	85.5	88.9	5,342	5,352	JACKSON WY. (JAC)	74.0	85.1	173	174
CLEVELAND OH (CLE)	80.2	86.7	3,903	3,900	JACKSON/VICKSBURG MS. (JAN)	76.8	83.6	551	550
COLLEGE STATION TX (CLL)	92.2	94.2	206	206	JACKSONVILLE FL. (JAX)	81.2	88.9	2,045	2,045
COLORADO SPRINGS CO. (COS)	81.7	91.0	799	797	JUNEAU AK. (JNU)	77.6	77.9	598	598
COLUMBIA S.C (CAE)	91.4	90.8	152	152	KAHULUI(OGG)	84.0	91.5	350	351
COLUMBUS OH (CMH)	81.2	88.5	3,124	3,126	KALAMAZOO MI. (AZO)	72.6	83.8	179	179
CORDOVA AK (CDV)	67.7	75.8	62	62	KALISPELL MT (FCA)	81.9	94.2	155	155
CORPUS CHRISTI TX. (CRP)	70.2	78.9	413	413	KANSAS CITY MO (MCI)	83.4	87.8	4,974	4,969
DALLAS/FT. WORTH TX. (DAL)	76.8	72.0	3,738	3,737	KETCHIKAN AK (KTN)	77.4	82.8	279	279
DALLAS/FT. WORTH TX. (DFW)	86.2	86.1	24,587	24,592	KEY WEST FL (EYW)	90.3	95.2	186	186
DAYTON OH (DAY)	82.4	88.3	703	702	KILLEEN TX. (ILE)	90.3	94.6	298	298
DAYTONA BEACH FL (DAB)	76.7	91.6	120	119	KNOXVILLE TN. (TYS)	79.1	91.4	339	339
DEADHORSE AK. (SCC)	95.0	95.0	40	40	KODIAK AK (ADQ)	79.0	82.3	62	62
DENVER CO (DEN)	84.6	84.9	11,180	11,179	KONA HAWAII. HI. (KOA)	81.9	94.8	155	155
DES MOINES IA (DSM)	81.5	87.5	757	757	KOTZEBUE AK. (OTZ)	72.0	57.0	93	93
DETROIT MI. (DTW)	84.7	81.2	12,810	12,803	LA CROSSE WI. (LSE)	74.3	78.1	179	178
DUBUQUE IA. (DBQ)	77.0	87.5	87	88	LAFAYETTE LA. (LFT)	93.5	90.3	31	31

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LANSING MI. (LAN)	83.3	93.7	239	238	RALEIGH/DURHAM N.C. (RDU)	79.8	85.1	4,098	4,095
LAREDO TX. (LRD)	83.2	86.4	119	118	RAPID CITY S.D (RAP)	77.5	89.1	129	129
LAS VEGAS NV. (LAS)	83.0	82.8	11,245	11,246	RENO NV. (RNO)	82.9	83.7	2,088	2,086
LAWTON OK. (LAW)	90.6	93.3	181	179	RICHMOND VA (RIC)	83.4	90.0	1,268	1,266
LEXINGTON/FRKFT KY. (LEX)	80.7	97.3	114	112	ROCHESTER MN. (RST)	75.5	86.8	212	212
LIHUE KAUAI HI. (LIH)	86.1	92.2	115	115	ROCHESTER N.Y (ROC)	81.2	89.2	842	842
LITTLE ROCK AR. (LIT)	81.5	87.2	1,199	1,199	SACRAMENTO CA (SMF)	81.8	83.5	3,438	3,441
LONG BEACH CA. (LGB)	81.5	87.0	330	330	SAGINAW MI. (MBS)	89.9	94.0	168	168
LONGVIEW TX. (GGG)	86.4	93.2	118	118	SALT LAKE CITY UT (SLC)	84.3	88.5	6,041	6,048
LOS ANGELES CA. (LAX)	84.6	84.5	16,352	16,359	SAN ANGELO TX. (SJT)	93.3	94.4	179	180
LOUISVILLE KY (SDF)	81.6	85.3	1,527	1,527	SAN ANTONIO TX. (SAT)	82.9	87.6	3,183	3,182
LUBBOCK TX. (LBB)	81.1	85.7	657	657	SAN DIEGO CA (SAN)	84.7	84.3	6,721	6,721
MADISON WI. (MSN)	77.7	87.7	560	560	SAN FRANCISCO CA (SFO)	77.6	86.9	9,081	9,086
MANCHESTER N.H. (MHT)	82.1	88.2	1,327	1,327	SAN FRANCISCO CA. (OAK)	80.1	75.4	5,454	5,453
MARQUETTE MI (MQT)	63.6	81.8	22	22	SAN JOSE CA. (SJC)	83.3	83.8	5,286	5,287
MEDFORD OR (MFR)	88.0	87.0	92	92	SAN JUAN P.R (SJU)	81.7	87.6	2,108	2,107
MELBOURNE FL (MLB)	81.5	94.1	119	118	SAN LUIS OBISPO CA. (SBP)	87.9	92.8	207	207
MEMPHIS TN (MEM)	83.2	84.8	4,559	4,561	SANTA BARBARA CA. (SBA)	91.2	94.1	273	273
MIAMI FL (MIA)	82.6	84.7	5,492	5,494	SARASOTA/BRAD. FL (SRQ)	86.0	92.2	243	243
MIDLAND/ODESSA TX (MAF)	80.7	85.5	622	621	SAVANNAH GA. (SAV)	83.2	93.5	525	524
MILWAUKEE WI (MKE)	78.7	89.4	1,337	1,334	SCRANTON/WILKES-BARRE PA. (AVP)	85.1	94.2	121	121
MINNEAPLS/ST.P MN(MSP)	84.2	84.0	13,133	13,132	SEATTLE WA (SEA)	79.7	81.9	9,754	9,748
MINOT N.D (MOT)	77.4	88.3	93	94	SHREVEPORT LA (SHV)	84.4	91.3	418	416
MISSION/MCALLEN TX. (MFE)	83.5	93.1	248	248	SIOUX FALLS S.D. (FSD)	77.4	92.6	217	217
MISSOULA MT (MSO)	84.4	89.8	186	186	SITKA AK. (SIT)	79.0	91.4	186	186
MOBILE AL./PASCAGOULA MS. (MOB)	77.1	88.3	179	179	SOUTH BEND IN (SBN)	83.9	100.0	31	31
MOLINE IL. (MLI)	90.6	91.1	180	180	SPOKANE WA (GEG)	80.8	87.9	1,086	1,087
MONTEREY CA. (MRY)	90.3	91.7	145	145	SPRINGFIELD MO (SGF)	84.1	91.3	390	389
MYRTLE BEACH S.C (MYR)	81.5	89.9	248	248	ST. CROIX V.I (STX)	88.7	96.8	62	62
NASHVILLE TN. (BNA)	82.8	83.5	4,258	4,258	ST. LOUIS MO (STL)	85.7	88.1	11,328	11,338
NEW ORLEANS LA (MSY)	80.0	84.4	4,201	4,194	ST. THOMAS V.I. (STT)	80.3	92.1	228	229
NEW YORK N.Y (JFK)	77.4	81.3	4,673	4,674	SYRACUSE N.Y (SYR)	80.9	88.5	803	802
NEW YORK N.Y. (LGA)	81.5	87.1	8,063	8,062	TALLAHASSEE FL (TLH)	83.1	93.2	148	147
NEWARK N.J. (EWR)	82.8	88.4	8,986	8,978	TAMPA FL (TPA)	81.6	84.9	5,255	5,257
NEWBURGH N.Y. (SWF)	78.5	80.6	93	93	TEXARKANA AR(TXK)	89.8	96.6	118	118
NOME AK. (OME)	62.4	58.1	93	93	TOLEDO OH. (TOL)	69.9	81.0	153	153
NORFOLK/VA. BEACH VA (ORF)	80.1	88.7	1,648	1,649	TRAVERSE CITY MI. (TVC)	74.9	77.4	335	336
OKLAHOMA CITY OK (OKC)	81.4	86.4	1,714	1,713	TUCSON AZ. (TUS)	83.5	88.8	1,373	1,372
OMAHA NE (OMA)	82.0	88.0	1,578	1,578	TULSA OK. (TUL)	81.4	86.9	1,724	1,719
ONTARIO CA (ONT)	83.7	84.5	2,871	2,868	TYLER TX. (TYR)	91.7	92.9	241	241
ORANGE COUNTY CA. (SNA)	85.1	84.8	3,693	3,686	VALPARAISO FL. (VPS)	87.0	91.2	216	216
ORLANDO FL (MCO)	81.2	85.1	7,050	7,052	WACO TX. (ACT)	91.0	92.9	210	210
PASCO WA. (PSC)	91.9	100.0	62	61	WASHINGTON D.C (IAD)	83.1	87.7	3,831	3,825
PENSACOLA FL (PNS)	78.9	93.1	331	332	WASHINGTON DC(DCA)	83.5	89.9	6,136	6,136
PEORIA IL. (PIA)	74.0	82.1	123	123	WEST PALM BEACH FL. (PBI)	83.5	90.8	1,633	1,634
PETERSBURG AK (PSG)	64.5	58.1	62	62	WHITE PLAINS N.Y (HPN)	74.2	82.7	454	452
PHILADELPHIA PA (PHL)	82.1	85.6	9,436	9,460	WICHITA FALLS TX. (SPS)	89.8	93.2	206	207
PHOENIX AZ (PHX)	86.3	82.5	15,223	15,232	WICHITA KS. (ICT)	79.1	89.9	417	416
PITTSBURGH PA (PIT)	86.6	87.9	7,132	7,104	WILMINGTON N.C (ILM)	85.9	96.2	185	185
PORTLAND ME (PWM)	75.3	83.1	697	698	WORCESTER MA. (ORH)	76.7	73.3	30	30
PORTLAND OR (PDX)	81.0	83.2	4,572	4,573	WRANGELL AK. (WRG)	58.1	62.9	62	62
PROVIDENCE R.I. (PVD)	82.5	85.3	2,454	2,451	YAKUTAT AK. (YAK)	64.5	77.4	62	62

AUGUST 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	<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>
AMERICAN EAGLE	21	21,964	615	2.8	107	37,945	1,112	2.9
AMERICA WEST	26	13,774	222	1.6	51	17,596	285	1.6
NORTHWEST	32	32,535	503	1.5	108	47,712	702	1.5
ALASKA	12	8,163	96	1.2	41	15,003	214	1.4
AMERICAN	32	58,037	697	1.2	96	75,166	869	1.2
SOUTHWEST	15	35,364	272	0.8	59	82,598	897	1.1
US AIRWAYS	27	34,563	295	0.9	68	44,531	365	0.8
UNITED	31	45,415	399	0.9	83	54,545	443	0.8
DELTA	32	48,478	285	0.6	108	63,405	369	0.6
CONTINENTAL	31	21,635	65	0.3	80	28,263	83	0.3
TOTAL		319,928	3,449	1.1		466,764	5,339	1.1

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

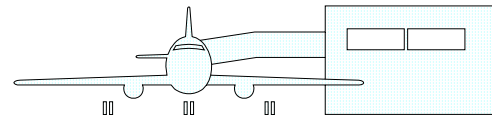
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

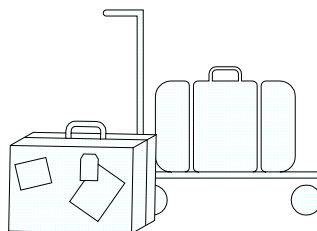
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

RANK	AIRLINE	AUGUST 2002			AUGUST 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	US AIRWAYS	11,441	4,074,655	2.81	20,711	5,332,324	3.88
2	ALASKA AIRLINES	4,001	1,316,426	3.04	4,604	1,338,333	3.44
3	CONTINENTAL AIRLINES	9,505	3,102,856	3.06	16,169	3,690,416	4.38
4	DELTA AIR LINES	25,338	7,867,598	3.22	31,634	8,770,863	3.61
5	SOUTHWEST AIRLINES	23,844	7,009,004	3.40	31,689	7,469,209	4.24
6	AMERICA WEST AIRLINES	6,947	1,857,724	3.74	8,279	1,994,870	4.15
7	AMERICAN AIRLINES	28,744	7,579,938	3.79	30,006	6,595,558	4.55
8	UNITED AIRLINES	27,241	6,304,295	4.32	38,639	7,272,347	5.31
9	NORTHWEST AIRLINES	19,206	4,409,981	4.36	20,087	4,845,512	4.15
10	AMERICAN EAGLE AIRLINES**	9,602	1,052,061	9.13	13,790	1,146,142	12.03
TOTALS***		165,869	44,574,538	3.72	215,608	48,455,574	4.45

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

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

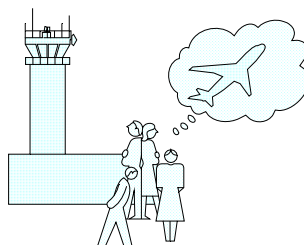
OVERSALES

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.



APRIL-JUNE
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	APRIL-JUNE 2002				APRIL-JUNE 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	532	5	324,910	0.15	590	31	514,564	0.60
2	AMERICAN AIRLINES	33,666	431	22,567,734	0.19	32,630	591	19,572,339	0.30
3	AMERICA WEST AIRLINES	12,646	125	5,109,918	0.24	13,305	248	5,428,973	0.46
4	US AIRWAYS	23,542	370	12,107,148	0.31	21,067	420	16,307,218	0.26
5	NORTHWEST AIRLINES	21,897	622	12,322,251	0.50	20,849	615	13,640,023	0.45
6	CONTINENTAL AIRLINES	10,880	510	9,237,902	0.55	21,880	819	10,599,436	0.77
7	UNITED AIRLINES	28,054	1,276	16,003,234	0.80	52,122	2,555	19,506,801	1.31
8	DELTA AIR LINES	32,435	1,854	21,264,376	0.87	55,258	2,191	25,248,388	0.87
9	ALASKA AIRLINES	5,752	321	3,611,865	0.89	8,134	599	3,691,239	1.62
10	SOUTHWEST AIRLINES	27,415	2,388	19,283,599	1.24	22,868	3,710	19,957,851	1.86
	TOTALS**	196,819	7,902	121,832,937	0.65	248,703	11,779	134,466,832	0.88

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.

* 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 April-June 2001 reflect the deletion of TWA's data for that 3-month period.

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

RANK	AIRLINE	JANUARY-JUNE 2002				JANUARY-JUNE 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**	883	10	606,339	0.16	1,104	32	973,738	0.33
2	AMERICAN AIRLINES	76,084	992	42,888,241	0.23	73,451	1,273	37,389,953	0.34
3	AMERICA WEST AIRLINES	26,812	267	9,469,795	0.28	29,424	495	10,482,306	0.47
4	US AIRWAYS	59,401	793	23,249,012	0.34	47,551	1,128	29,857,602	0.38
5	NORTHWEST AIRLINES	40,681	1,398	22,961,630	0.61	44,997	1,237	25,657,935	0.48
6	UNITED AIRLINES	48,034	2,186	29,966,003	0.73	84,814	3,967	36,787,239	1.08
7	DELTA AIR LINES	84,474	3,584	40,794,724	0.88	106,156	3,124	48,025,878	0.65
8	CONTINENTAL AIRLINES	26,051	2,099	17,827,981	1.18	38,989	2,068	20,200,878	1.02
9	SOUTHWEST AIRLINES	44,227	4,287	35,916,980	1.19	43,418	6,521	37,874,241	1.72
10	ALASKA AIRLINES	14,312	1,025	6,799,179	1.51	17,135	1,077	6,883,305	1.56
	TOTALS***	420,959	16,641	230,479,884	0.72	487,039	20,922	254,133,075	0.82

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 data.

*** Trans World Airlines (TWA) ceased operating December 2001. Totals for January-June 2001 reflect the deletion of TWA's data for that 6-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

	AUGUST 2002				AUGUST 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	612	95	4	117	1,611	108	3	51
FOREIGN AIRLINES	87	1	0	6	208	2	0	9
TRAVEL AGENTS	16	0	0	1	20	0	0	0
TOUR OPERATORS	1	0	0	0	13	1	0	0
MISCELLANEOUS	19	8	1	33	24	21	0	20
INDUSTRY TOTALS	735	104	5	157	1,876	132	3	80

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

<u>COMPLAINT CATEGORY</u>	<u>AUGUST 2002</u>			<u>AUGUST 2001</u>		
	<u>RANKING</u>	<u>COMPLAINTS**</u>	<u>SUB-CATEGORY</u>	<u>RANKING</u>	<u>COMPLAINTS**</u>	<u>SUB-CATEGORY</u>
FLIGHT PROBLEMS	1	171		1	636	
CANCELLATIONS			50			200
DELAYS			43			224
MISCONNECTIONS			30			65
RES/TKTG/BOARDING	2	160		4	210	
CUSTOMER SERVICE	3	124		2	362	
REFUNDS	4	79		8	75	
BAGGAGE	5	57		3	266	
DISABILITY	6	43		6	82	
FARES	7	30		9	59	
OTHER	8	28		5	90	
FREQUENT FLYER			12			18
OVERSALES	9	26		7	76	
DISCRIMINATION	10	13		10	15	
ADVERTISING	11	4		11	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		735			1,876	

* 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*

AUGUST 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	4	1	1	1	0	1	2	1	0	0	0	0	11
ALASKA AIRLINES	2	1	0	0	0	0	6	2	0	0	0	1	12
AMERICA WEST AIRLINES	8	1	7	0	1	1	4	0	0	0	0	2	24
AMERICAN AIRLINES	28	2	13	7	8	10	16	5	0	2	0	1	92
AMERICAN TRANS AIR	4	0	0	1	1	0	2	2	0	0	0	0	10
ATLANTIC SOUTHEAST AIRLINES	2	0	0	0	0	1	1	1	0	0	0	0	5
CONTINENTAL AIRLINES	12	3	7	0	0	3	11	3	0	3	0	2	44
DELTA AIR LINES	18	4	36	5	6	7	19	6	1	1	0	3	106
DELTA CONNECTION	4	0	0	0	0	0	1	0	0	0	0	0	5
FRONTIER AIRLINES	2	0	11	0	0	0	3	0	0	0	0	0	16
MIDWAY AIRLINES	2	0	2	0	2	0	0	0	0	0	0	0	6
MIDWEST EXPRESS AIRLINES	2	1	3	0	0	0	1	0	0	0	0	0	7
NORTHWEST AIRLINES	15	1	10	5	12	2	7	6	0	2	0	5	65
SOUTHWEST AIRLINES	3	0	10	1	1	1	3	1	0	0	0	0	20
UNITED AIRLINES	22	2	17	2	3	10	12	6	1	0	0	7	82
UNITED EXPRESS	5	0	0	0	0	0	1	0	0	0	0	0	6
US AIRWAYS	8	0	6	2	0	2	9	4	0	0	0	1	32
VANGUARD AIRLINES	4	0	2	0	27	1	0	0	0	0	0	0	34
OTHER U.S. AIRLINES	12	4	2	1	2	3	7	2	0	2	0	0	35
TOTAL AUGUST 2002	157	20	127	25	63	42	105	39	2	10	0	22	612
% OF TOTAL COMPLAINTS	25.7	3.3	20.8	4.1	10.3	6.9	17.2	6.4	0.3	1.6	0	3.6	
TOTAL AUGUST 2001	579	62	174	52	54	207	319	73	4	13	0	74	1,611
% OF TOTAL COMPLAINTS	35.9	3.8	10.8	3.2	3.4	12.8	19.8	4.5	0.2	0.8	0	4.6	

* 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

AUGUST 2002

U.S. AIRLINES*	COMPS RECD IN AUG.	INCI- DENTS IN AUG.	PERCENT	INCI- DENTS IN JULY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	11	1	9.1	5	45.5	4	36.4	1	9.1
ALASKA AIRLINES	12	4	33.3	1	8.3	5	41.7	2	16.7
AMERICA WEST AIRLINES	24	7	29.2	10	41.7	6	25.0	1	4.2
AMERICAN AIRLINES	92	20	21.7	36	39.1	28	30.4	8	8.7
AMERICAN TRANS AIR	10	3	30.0	3	30.0	1	10.0	3	30.0
ATLANTIC SOUTHEAST AIRLINES	5	1	20.0	1	20.0	3	60.0	0	0.0
CONTINENTAL AIRLINES	44	8	18.2	15	34.1	18	40.9	3	6.8
DELTA AIR LINES	106	20	18.9	36	34.0	34	32.1	16	15.1
DELTA CONNECTION	5	0	0.0	3	60.0	0	0.0	2	40.0
FRONTIER AIRLINES	16	10	62.5	4	25.0	1	6.2	1	6.2
MIDWAY AIRLINES	6	1	16.7	1	16.7	2	33.3	2	33.3
MIDWEST EXPRESS AIRLINES	7	5	71.4	2	28.6	0	0.0	0	0.0
NORTHWEST AIRLINES	65	9	13.8	20	30.8	24	36.9	12	18.5
SOUTHWEST AIRLINES	20	7	35.0	6	30.0	4	20.0	3	15.0
UNITED AIRLINES	82	23	28.0	23	28.0	28	34.1	8	9.8
UNITED EXPRESS	6	1	16.7	4	66.7	1	16.7	0	0.0
US AIRWAYS	32	9	28.1	12	37.5	11	34.4	0	0.0
VANGUARD AIRLINES	34	18	52.9	9	26.5	1	2.9	6	17.6
OTHER U.S. AIRLINES	35	11	31.4	12	34.3	10	28.6	2	5.7
TOTALS	612	158	25.8	203	33.2	181	29.6	70	11.4
PREVIOUS YEAR'S TOTALS	1,611	533	33.1	390	24.2	340	21.1	348	21.6

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

TABLE 5

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

AUGUST 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 CANADA	3	1	1	0	2	0	3	0	0	0	0	0	10
AIR FRANCE	2	0	0	0	0	3	2	1	0	1	0	1	10
BRITISH AIRWAYS	1	0	1	2	1	1	0	0	1	0	0	1	8
KLM	2	0	0	0	0	2	1	0	0	0	0	0	5
MEXICANA	0	0	2	0	1	1	1	0	0	0	0	0	5
VIRGIN ATLANTIC	1	1	2	0	1	1	1	0	0	0	0	1	8
OTHER FOREIGN AIRLINES	4	4	12	1	4	6	6	2	0	2	0	0	41
TOTALS	13	6	18	3	9	14	14	3	1	3	0	3	87
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	9	0	4	0	1	0	0	0	0	2	16
TOTALS	0	0	9	0	4	0	1	0	0	0	0	2	16
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTALS	0	0	0	0	1	0	0	0	0	0	0	0	1
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	6	2	2	1	4	1	1	0	0	1	19
TOTALS	1	0	6	2	2	1	4	1	1	0	0	1	19

* 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

AUGUST
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

AUGUST 2002					AUGUST 2001		
RANK	AIRLINE	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	20	6,790,572	0.29	32	7,268,013	0.44
2	<i>AMERICAN EAGLE AIRLINES</i>	4	1,084,017	0.37	35	1,176,401	2.98
3	<i>US AIRWAYS</i>	32	4,401,588	0.73	130	5,630,750	2.31
4	<i>ALASKA AIRLINES</i>	12	1,481,209	0.81	19	1,504,477	1.26
5	<i>AMERICAN AIRLINES</i>	92	8,967,457	1.03	193	7,912,961	2.44
6	<i>CONTINENTAL AIRLINES</i>	44	3,724,028	1.18	95	4,293,076	2.21
7	<i>UNITED AIRLINES</i>	82	6,895,511	1.19	308	7,913,224	3.89
8	<i>NORTHWEST AIRLINES</i>	65	5,164,578	1.26	133	5,641,631	2.36
9	<i>DELTA AIR LINES</i>	106	8,272,859	1.28	208	9,190,083	2.26
10	<i>AMERICA WEST AIRLINES</i>	24	1,836,631	1.31	75	1,949,291	3.85
	TOTAL	481	48,618,450	.99	1228	52,479,907	2.34

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 August 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.

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 were a separate category, are now included in the “Other” category.

