



U.S. Department
of Transportation



Air Travel Consumer Report



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Includes data for the following periods:

Flight Delays	March 2002 12 Months Ending March 2002
Mishandled Baggage	March 2002 January-March 2002
Oversales	1st Quarter 2002
Consumer Complaints (Includes Disability Complaints)	March 2002 January-March 2002

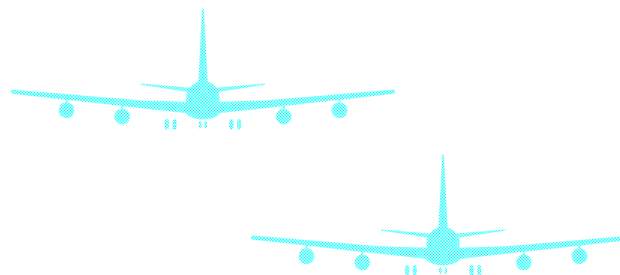
Office of Aviation Enforcement and Proceedings

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

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INTRODUCTION

The Air Travel Consumer Report is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings. The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into four sections. These sections deal with flight delays, mishandled baggage, oversales and consumer complaints. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the first week of each month. The report is available via the Internet at <http://www.dot.gov/airconsumer/>

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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



FLIGHT DELAYS

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

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

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

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

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

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

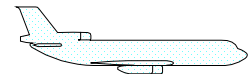
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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

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

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

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

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



MARCH 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/ -----	AT 32 REPORTABLE AIRPORTS B/ -----		AT ALL REPORTED AIRPORTS C/ -----	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----
CONTINENTAL S/	30	84.5	80	84.8
AMERICA WEST S/	26	84.3	50	84.8
UNITED S/	31	81.1	86	80.8
AMERICAN S/	32	80.4	101	80.3
SOUTHWEST S/	15	79.5	59	79.7
US AIRWAYS S/	27	79.2	69	79.0
DELTA S/	32	76.9	109	76.6
AMERICAN EAGLE S/	21	78.4	105	76.2
ALASKA S/	10	73.1	38	73.3
NORTHWEST S/	32	72.0	110	70.7
T O T A L		79.0		78.6

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.

MARCH 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	2ND QUARTER 04-06 2001		3RD QUARTER 07-09 2001		4TH QUARTER 10-12 2001		1ST QUARTER 01-03 2002		01 2002		02 2002		03 2002		12 MONTHS ENDING 03 2002		DATA BASE TO DATE 09 1987 - 03 2002	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	72.5	(11)	66.8	(12)	73.7	(11)	75.3	(10)	75.0	(9)	77.9	(10)	73.3	(9)	71.9	(10)	75.7	(8)
ALOHA	84.5	(1)	83.8	(1)	79.9	---	---	---	---	---	---	---	---	---	83.7	---	85.7	---
AMERICA WEST	75.2	(9)	72.1	(7)	85.2	(3)	86.4	(1)	86.3	(1)	88.5	(1)	84.8	(2)	79.1	(5)	78.4	(5)
AMERICAN	77.9	(8)	71.1	(9)	81.8	(8)	83.2	(4)	83.0	(4)	86.5	(4)	80.3	(4)	78.5	(7)	78.8	(3)
AMERICAN EAGLE	70.1	(12)	69.8	(10)	81.6	(9)	79.8	(7)	80.9	(6)	82.5	(7)	76.2	(8)	74.8	(9)	72.5	(10)
CONTINENTAL	82.6	(3)	75.8	(5)	85.8	(2)	85.1	(2)	83.8	(3)	87.0	(3)	84.8	(1)	82.1	(2)	78.6	(4)
DELTA	78.9	(7)	75.2	(6)	86.2	(1)	77.4	(8)	74.9	(10)	81.2	(9)	76.6	(7)	79.2	(3)	77.4	(7)
NORTHWEST	80.9	(5)	76.9	(4)	82.3	(7)	76.9	(9)	79.3	(8)	81.6	(8)	70.7	(10)	79.2	(4)	79.7	(2)
SOUTHWEST	83.2	(2)	81.5	(2)	84.4	(5)	83.8	(3)	84.6	(2)	87.3	(2)	79.7	(5)	83.2	(1)	82.4	(1)
TRANS WORLD	82.4	(4)	81.1	(3)	84.0	(6)	---	---	---	---	---	---	---	---	82.4	---	78.0	---
UNITED	74.3	(10)	68.0	(11)	79.9	(10)	82.2	(5)	79.8	(7)	86.4	(5)	80.8	(3)	75.3	(8)	75.3	(9)
US AIRWAYS	80.3	(6)	72.0	(8)	84.6	(4)	81.3	(6)	81.1	(5)	84.1	(6)	79.0	(6)	79.1	(6)	78.2	(6)
TOTAL	78.7		74.2		83.2		81.3		81.0		84.7		78.6		79.1		78.3	

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

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

The ranking columns in this table that include September 2001 data (3rd Quarter 2001, 12 months ending March 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.

MARCH 2002

AIR TRAVEL CONSUMER REPORT

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

	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	789	76.7	1367	85.2	546	83.5	294	76.9	93	67.7	775	86.5	909	76.0	13170	80.8
AS	H/		H/		H/		H/		H/		31	64.5	H/		H/	
CO	425	80.7	574	86.2	259	81.5	26	96.2	H/		382	92.4	357	71.1	394	80.5
DL	17215	75.6	1830	86.9	434	70.3	217	80.6	4857	80.2	1137	82.2	620	67.7	2755	78.9
HP	155	77.4	124	87.9	186	84.4	H/		H/		124	82.3	243	80.2	202	81.7
MQ	H/		1973	81.5	320	77.8	93	53.8	175	61.7	413	75.1	H/		6072	82.4
NW	492	63.6	440	70.9	347	66.0	202	68.3	31	67.7	476	71.0	383	53.5	466	58.6
UA	491	74.3	876	90.1	458	84.9	92	78.3	121	87.6	368	91.6	7077	83.1	528	75.6
US	441	74.4	1975	88.1	715	77.3	8996	81.6	H/		2031	89.5	279	62.7	305	79.7
WN	H/		H/		4017	83.9	H/		H/		H/		H/		H/	
TOTAL	20008	75.4	9159	85.3	7282	81.3	9920	80.9	5277	79.5	5737	85.1	9868	79.2	23892	80.4

	ARRIVAL AIRPORT															
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	619	81.4	964	80.9	740	83.4	650	83.4	558	77.1	1262	82.5	857	73.7	2827	81.3
AS	H/		H/		H/		31	90.3	H/		H/		398	76.1	632	79.3
CO	254	78.7	5093	85.5	456	82.9	83	86.7	8183	88.4	H/		452	72.1	541	74.5
DL	217	76.5	765	78.0	1115	76.2	558	78.1	248	71.4	804	88.2	651	67.3	1208	74.3
HP	155	87.1	181	89.0	62	88.7	H/		150	82.7	217	85.7	2219	79.0	584	84.9
MQ	130	68.5	275	69.8	134	79.1	65	76.9	H/		1072	73.0	H/		2286	92.7
NW	9589	78.1	466	68.0	248	57.7	264	72.3	357	69.7	124	69.4	377	49.9	460	55.7
UA	242	85.5	674	84.0	122	84.4	1912	86.5	330	73.9	471	89.8	909	75.4	3020	82.0
US	250	72.0	415	80.7	779	66.5	243	81.5	305	75.1	H/		155	50.3	310	52.6
WN	534	79.2	H/		1035	83.9	H/		166	83.1	H/		5075	74.6	3309	79.8
TOTAL	11990	78.3	8833	82.7	4691	77.6	3806	83.3	10297	85.7	3950	81.7	11093	73.8	15177	80.7

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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	1619	75.8	993	83.9	103	82.5	3148	81.4	753	76.5	8525	78.8	268	64.9	788	77.0
AS	H/		H/		H/		H/		H/		31	64.5	1417	78.3	H/	
CO	306	77.5	553	85.0	104	83.7	378	82.5	218	83.0	451	81.6	93	80.6	146	79.5
DL	2107	82.0	1663	82.0	93	71.0	309	59.2	310	71.3	600	65.5	434	71.2	543	70.7
HP	H/		155	82.6	H/		62	88.7	155	76.8	243	80.2	186	80.6	155	85.8
MQ	844	70.0	156	87.2	H/		778	84.6	H/		5015	68.0	H/		295	68.1
NW	512	68.0	496	58.3	347	64.3	299	61.9	9500	77.5	601	61.7	155	50.3	409	56.5
UA	556	81.1	543	81.0	H/		393	85.0	450	81.1	10152	80.9	736	79.9	525	81.5
US	1848	86.4	956	71.7	H/		402	71.9	244	74.2	595	68.2	H/		6390	75.2
WN	H/		1737	86.8	3530	81.8	H/		H/		H/		973	76.4	H/	
TOTAL	7792	79.3	7252	80.7	4177	80.2	5769	79.3	11630	77.4	26213	76.7	4262	75.7	9251	74.7

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	673	68.9	88	84.1	737	77.3	490	66.7	1331	73.0	247	70.4	8270	85.5	644	82.6
AS	429	72.0	H/		367	73.0	3624	69.8	498	72.5	H/		H/		H/	
CO	357	80.1	83	92.8	243	72.8	305	70.2	367	69.5	128	71.9	83	91.6	436	83.3
DL	496	75.6	248	83.1	464	74.1	558	68.1	620	67.9	3836	76.9	186	76.9	1142	75.7
HP	5995	87.1	H/		248	86.7	186	78.5	336	78.9	150	89.3	62	85.5	62	75.8
MQ	302	83.4	294	63.9	743	96.5	H/		H/		H/		H/		124	76.6
NW	372	52.7	176	69.3	186	53.2	367	52.9	305	49.8	124	54.0	306	63.4	465	60.9
UA	671	67.1	147	85.7	677	77.1	1137	76.8	4356	77.8	410	78.3	268	76.5	310	81.6
US	216	71.3	6415	84.1	217	71.4	217	59.4	278	48.2	H/		243	79.0	863	65.7
WN	5375	77.9	H/		2257	77.5	1161	77.1	H/		1174	75.1	2202	78.4	1671	82.6
TOTAL	14886	79.9	7451	83.1	6139	78.5	8045	70.7	8091	73.5	6069	76.1	11620	83.1	5717	76.7

MARCH 2002

AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME		ARRIVAL AIRPORT																	
		ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWI	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600	- 659 AM	58.1	88.1	100.0	87.5	83.9	J/	90.0	88.2	95.2	94.1	J/	90.3	96.9	82.6	100.0	95.5	76.2	J/
700	- 759 AM	89.3	91.4	94.7	92.6	85.1	96.6	91.9	88.1	84.1	87.7	95.9	90.9	94.3	88.4	95.9	96.1	88.3	91.2
800	- 859 AM	80.1	90.4	89.1	85.3	85.6	89.8	84.0	84.9	86.3	95.0	93.6	90.8	92.2	81.7	89.5	93.9	83.9	90.4
900	- 959 AM	80.8	92.6	92.6	76.1	83.4	93.0	82.5	81.1	83.2	97.0	91.8	83.6	88.5	73.1	84.4	90.1	90.2	93.1
1000	- 1059 AM	81.0	87.5	92.2	78.8	89.0	89.6	81.0	79.7	84.9	90.9	82.6	89.2	89.2	85.2	67.6	82.1	85.9	88.5
1100	- 1159 AM	83.1	91.9	86.7	81.3	80.2	87.9	82.7	83.9	80.2	93.0	76.5	85.3	83.9	85.6	72.1	81.2	85.2	88.1
1200	- 1259 PM	84.0	88.9	87.5	84.2	82.5	85.1	88.1	80.5	82.2	88.3	75.2	90.8	93.9	J/	74.4	78.6	81.3	80.0
100	- 159 PM	83.7	90.4	89.5	87.0	77.3	88.9	79.3	83.1	76.0	85.4	77.7	89.8	85.1	72.6	71.5	85.8	81.8	85.7
200	- 259 PM	71.6	87.5	86.2	83.0	82.5	87.0	79.9	76.5	79.9	85.3	80.8	86.4	86.5	83.4	73.6	81.2	81.9	81.8
300	- 359 PM	69.8	84.4	70.0	79.4	75.6	81.8	74.0	79.5	80.3	81.2	83.1	82.9	87.2	83.2	73.9	81.2	80.0	82.5
400	- 459 PM	64.1	84.4	80.1	73.5	77.4	84.3	75.9	79.4	74.2	83.2	75.7	79.0	81.8	86.6	66.5	82.5	83.3	82.3
500	- 559 PM	71.7	81.3	71.1	83.7	86.1	85.8	78.9	75.2	70.5	78.8	74.2	79.1	79.4	87.0	64.2	75.7	77.4	78.7
600	- 659 PM	75.2	77.8	72.4	77.8	72.8	79.6	73.4	77.7	68.1	75.1	70.6	79.9	79.9	79.9	72.4	77.2	70.8	74.3
700	- 759 PM	68.6	84.7	73.8	78.4	77.0	77.1	79.8	76.1	74.1	74.2	68.1	87.0	81.0	73.7	71.2	73.5	71.6	78.5
800	- 859 PM	69.8	79.4	73.4	72.9	66.7	77.6	67.6	76.6	73.0	72.9	78.8	76.6	69.1	74.9	70.9	74.5	70.8	71.8
900	- 959 PM	68.0	83.6	77.9	82.7	83.0	87.5	76.9	81.2	72.2	76.8	81.7	77.0	83.7	78.2	74.0	73.3	76.9	74.9
1000	- 1059 PM	74.0	83.1	79.1	64.9	77.4	J/	75.9	76.7	79.2	76.0	74.4	81.1	84.3	72.0	70.7	74.0	76.5	77.5
1100	- 559 AM	81.2	81.6	79.4	79.5	81.4	J/	83.0	86.0	84.7	85.9	67.8	82.4	83.1	85.1	75.0	84.3	74.4	71.0
TOTAL, ALL ARRIVALS, BY AIRPORT		75.4	85.3	81.3	80.9	79.5	85.1	79.2	80.4	78.3	82.7	77.6	83.3	85.7	81.7	73.8	80.7	79.3	80.7

SCHEDULED ARRIVAL TIME		ARRIVAL AIRPORT														
		MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600	- 659 AM	80.9	93.5	88.5	82.1	J/	87.4	J/	89.2	J/	72.6	83.9	J/	93.2	82.3	88.8
700	- 759 AM	95.0	92.5	85.0	77.3	95.7	92.9	94.4	94.4	96.6	90.7	86.2	82.3	85.2	94.0	87.6
800	- 859 AM	85.6	87.1	84.6	80.4	91.7	75.8	90.6	84.9	93.4	85.5	94.0	83.9	84.3	97.0	86.1
900	- 959 AM	88.6	89.4	81.6	75.4	92.4	81.0	90.9	85.0	90.5	85.0	82.2	91.9	87.5	82.3	84.7
1000	- 1059 AM	86.4	78.2	76.9	76.9	80.6	91.7	81.7	89.5	81.6	78.0	77.0	74.7	84.4	86.6	81.7
1100	- 1159 AM	85.2	76.6	80.4	81.5	81.7	82.9	79.1	84.4	82.0	73.8	66.4	80.9	83.3	81.1	81.6
1200	- 1259 PM	85.5	80.3	85.5	82.4	80.3	84.6	82.7	81.8	76.4	74.6	69.2	76.7	89.4	83.1	82.7
100	- 159 PM	85.9	69.2	80.0	78.0	83.4	76.2	81.3	85.7	78.6	72.8	71.1	75.7	83.5	82.1	81.4
200	- 259 PM	78.1	81.8	79.9	76.5	77.3	76.7	79.9	91.2	78.1	74.1	72.1	73.1	89.0	81.5	79.8
300	- 359 PM	82.4	81.2	78.4	76.0	70.4	72.8	81.3	86.1	78.6	68.7	74.1	84.0	82.7	79.2	78.6
400	- 459 PM	80.7	74.5	74.2	77.2	73.9	75.2	78.3	78.3	69.2	66.8	75.2	65.4	77.3	71.9	77.0
500	- 559 PM	74.2	75.0	77.2	76.2	76.6	73.3	76.5	81.7	81.2	60.8	69.3	69.8	80.8	73.1	76.2
600	- 659 PM	76.7	73.3	73.6	70.9	62.1	69.4	69.1	71.8	66.9	56.2	77.0	76.0	71.3	68.2	73.5
700	- 759 PM	62.6	65.8	69.5	71.7	74.4	56.2	76.8	80.7	72.9	64.3	69.4	77.2	79.0	68.4	74.1
800	- 859 PM	67.7	78.1	65.1	72.6	68.1	62.4	80.8	75.4	77.1	63.3	72.9	72.4	80.5	73.0	72.9
900	- 959 PM	73.1	85.6	75.0	75.2	60.1	69.8	74.3	78.3	66.0	64.9	66.2	66.0	81.5	71.0	75.4
1000	- 1059 PM	82.5	77.9	65.8	79.2	76.3	71.5	71.2	78.1	76.6	65.7	74.5	71.0	76.2	65.1	74.7
1100	- 559 AM	78.6	75.1	62.9	88.7	70.9	77.2	73.9	85.1	84.1	79.4	75.3	69.3	88.5	74.1	79.8
TOTAL, ALL ARRIVALS, BY AIRPORT		80.2	79.3	77.4	76.7	75.7	74.7	79.9	83.1	78.5	70.7	73.5	76.1	83.1	76.7	79.0

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

SCHEDULED DEPARTURE TIME		DEPARTURE AIRPORT																	
		ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWI	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600	- 659 AM	92.1	95.2	94.5	96.3	95.5	92.6	91.6	89.3	83.2	96.1	98.0	93.9	92.8	91.9	97.0	95.6	92.9	93.6
700	- 759 AM	91.3	90.2	91.7	91.7	94.3	95.0	92.6	90.3	86.6	94.5	96.2	92.4	95.8	93.5	92.8	95.2	93.8	95.2
800	- 859 AM	91.2	91.5	91.6	86.0	87.1	94.9	87.7	86.5	82.9	93.8	94.7	95.1	95.5	89.5	91.8	92.3	90.4	95.5
900	- 959 AM	85.2	88.2	87.1	87.4	89.2	95.7	86.5	83.0	73.8	93.4	94.8	94.7	94.5	91.4	85.8	90.1	87.8	94.6
1000	- 1059 AM	87.4	92.7	89.1	77.3	91.0	93.4	80.8	83.7	71.7	90.5	84.3	96.8	93.4	88.8	75.6	83.2	91.0	91.8
1100	- 1159 AM	84.4	91.1	86.3	81.3	93.5	93.6	81.6	81.6	68.6	93.6	87.0	95.1	91.3	85.1	71.6	83.6	90.9	91.7
1200	- 1259 PM	86.9	90.9	81.5	82.4	88.8	93.4	80.5	79.8	69.2	94.0	82.5	89.4	90.9	87.3	76.0	83.0	89.2	87.4
100	- 159 PM	90.0	87.9	82.7	81.6	87.7	89.6	87.2	79.6	67.9	88.6	82.6	88.1	92.1	93.5	72.2	77.5	87.8	83.1
200	- 259 PM	86.4	88.0	78.5	87.1	83.8	90.0	76.6	76.0	70.2	87.6	74.2	93.6	85.3	82.4	71.5	83.2	85.0	86.4
300	- 359 PM	70.9	82.7	69.5	75.6	86.7	85.6	78.2	77.2	56.1	87.5	80.2	90.2	87.2	80.9	67.5	79.2	81.9	75.5
400	- 459 PM	72.7	81.6	68.2	74.6	83.5	90.6	82.1	73.8	71.9	82.2	81.8	79.4	86.4	78.4	72.3	81.1	85.0	84.0
500	- 559 PM	69.7	81.3	67.2	76.4	90.2	90.1	79.8	75.4	66.2	80.6	79.5	85.1	80.2	83.6	62.3	78.7	83.4	82.5
600	- 659 PM	72.6	77.1	70.4	66.5	77.4	80.4	78.9	72.9	51.5	79.7	78.0	85.0	84.8	80.8	64.2	78.5	79.5	80.6
700	- 759 PM	76.6	77.8	61.3	74.7	77.4	84.8	80.7	75.6	55.1	79.6	76.7	86.2	86.6	81.0	71.5	81.0	77.8	78.3
800	- 859 PM	74.1	80.1	64.8	76.4	79.9	85.7	82.1	79.8	64.3	78.1	79.0	88.4	86.2	74.5	62.0	77.0	75.7	81.3
900	- 959 PM	70.1	90.7	61.4	71.3	82.4	95.0	74.2	83.9	61.1	J/	92.3	87.9	97.0	71.8	65.2	78.4	86.0	77.9
1000	- 1059 PM	75.6	J/	73.1	83.8	87.7	J/	J/	88.3	65.6	J/	J/	J/	93.8	85.5	76.3	87.3	J/	J/
1100	- 559 AM	82.0	96.6	80.6	J/	J/	J/	93.5	93.5	J/	93.5	100.0	93.5	J/	J/	83.4	91.0	91.7	100.0

TOTAL, ALL DEPARTURES,
BY AIRPORT

	80.7	86.8	78.9	79.6	85.6	90.6	82.6	80.0	67.9	88.4	84.6	89.6	89.3	84.6	76.7	84.6	86.7	87.1
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SCHEDULED DEPARTURE TIME		DEPARTURE AIRPORT														
		MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM		93.1	94.5	85.5	89.7	93.7	93.0	98.4	95.0	95.3	92.0	93.3	94.5	95.2	91.6	92.9
700 - 759 AM		90.2	95.2	82.8	86.8	93.8	90.6	96.0	90.5	92.0	92.4	93.6	97.8	91.1	92.1	91.8
800 - 859 AM		75.5	92.1	88.5	85.3	93.9	84.6	91.9	89.5	91.0	91.4	91.7	89.5	90.1	94.8	89.5
900 - 959 AM		69.9	97.7	78.6	80.4	89.7	81.3	83.3	90.6	88.9	85.1	88.7	95.5	91.7	95.5	86.6
1000 - 1059 AM		75.9	87.2	80.2	84.2	87.3	80.6	81.1	83.9	83.9	84.8	86.3	88.1	89.0	87.7	84.5
1100 - 1159 AM		74.5	87.5	74.7	79.7	87.7	91.5	78.1	89.2	80.7	76.7	86.8	86.1	88.1	89.2	83.8
1200 - 1259 PM		72.9	81.3	80.7	79.2	79.2	87.0	70.7	88.9	74.6	77.7	79.1	68.9	85.7	84.8	81.4
100 - 159 PM		76.0	88.8	79.0	81.1	81.9	85.0	76.5	81.0	74.9	74.0	80.3	84.7	86.1	81.1	81.8
200 - 259 PM		55.6	77.1	72.6	76.3	86.1	77.8	74.4	84.9	72.0	74.6	79.0	79.1	84.8	81.7	80.2
300 - 359 PM		65.1	78.9	76.4	76.1	70.0	71.1	73.9	88.1	75.3	74.9	82.4	80.6	84.1	82.0	76.6
400 - 459 PM		64.2	82.2	77.6	77.8	65.4	82.5	67.9	85.4	66.2	76.0	83.8	77.6	78.1	67.2	77.5
500 - 559 PM		55.3	76.5	76.7	76.3	74.9	68.5	68.8	76.7	70.3	68.5	83.4	80.2	80.3	81.1	75.7
600 - 659 PM		65.3	75.0	75.6	74.8	69.9	75.1	71.9	78.1	83.9	60.7	81.9	78.0	79.8	71.4	75.3
700 - 759 PM		66.5	84.0	71.9	71.8	60.5	66.1	60.0	80.0	69.3	55.4	82.5	70.8	79.8	80.3	74.0
800 - 859 PM		53.4	85.6	61.7	74.4	69.7	68.2	77.0	76.3	75.2	62.3	73.5	80.6	82.4	75.7	76.2
900 - 959 PM		60.2	85.7	74.7	76.1	48.4	68.7	77.1	77.9	75.8	66.1	80.6	76.1	90.1	80.6	74.6
1000 - 1059 PM	J/	85.7	87.1	0.0	96.8	79.3	77.2	83.5	93.2	72.0	89.5	74.0	88.5	84.6	81.4	81.4
1100 - 559 AM	J/	88.3	93.5	100.0	93.2	91.8	92.7	96.8	96.8	90.4	93.0	J/	69.2	96.8	88.7	88.7

TOTAL, ALL DEPARTURES,
BY AIRPORT

	70.8	85.8	77.3	79.5	83.2	78.6	77.8	84.9	80.9	78.5	85.8	82.8	85.7	84.4	81.7
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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
NW	1788	DTW-PHL	1725	31	96.77	53	32
NW	329	DTW-MEM	1515	31	93.55	46	37
NW	765	DTW-MSP	1850	31	90.32	44	38
WN	1947	TPA-PHX	1630	31	90.32	36	30
WN	1297	ABQ-PHX	1730	26	88.46	38	35
NW	269	DTW-SEA	1525	31	87.10	39	30
AS	57	ANC-OTZ	0650	31	87.10	8	5
AS	52	OTZ-ANC	0857	31	87.10	3	3
WN	1113	LAS-RNO	1440	31	83.87	47	40
NW	171	DTW-ORD	0855	31	83.87	33	26
DL	1251	JFK-SLC	1750	31	83.87	29	23
WN	1922	CMH-MDW	2000	26	80.77	42	30
WN	2244	SAT-HOU	1810	26	80.77	32	36
WN	1340	PHX-LAX	1230	31	80.65	38	35
WN	2410	HOU-SAT	1700	31	80.65	34	33
WN	176	DAL-LIT	1525	31	80.65	32	30
WN	1297	PHX-SMF	1910	31	80.65	32	31
WN	1295	ORF-LAS	1245	31	80.65	31	25
WN	2497	MDW-PHX	1845	31	80.65	31	27
DL	268	DEN-ATL	1105	31	80.65	30	25
DL	301	MIA-ATL	1430	31	80.65	28	23

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

CARRIER -----	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA -----	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/ -----	
		NUMBER -----	PERCENTAGE -----
NORTHWEST	1433	16	1.1
ALASKA	436	4	0.9
SOUTHWEST	2750	24	0.9
DELTA	2047	8	0.4
US AIRWAYS	1536	6	0.4
AMERICA WEST	532	0	0.0
CONTINENTAL	984	0	0.0
AMERICAN EAGLE	1254	0	0.0
UNITED	1552	0	0.0
AMERICAN	2409	0	0.0
TOTAL	14,933	58	0.4

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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)	79.1	91.3	206	207	DURANGO, CO. (DRO)	69.7	92.4	66	66
AGUADILLA, P.R. (BQN)	77.8	94.4	18	18	DUTCH HARBOR, AK. (DUT)	61.3	48.4	62	62
AKRON/CANTON, OH. (CAK)	93.5	71.0	31	31	EAGLE, CO. (EGE)	60.7	72.7	308	308
ALBANY, N.Y. (ALB)	74.9	85.6	1,184	1,183	EL PASO, TX. (ELP)	79.1	84.0	1,734	1,735
ALBUQUERQUE, N.M. (ABQ)	77.8	78.8	3,042	3,043	EUGENE, OR. (EUG)	79.8	87.2	94	94
ALLENSTOWN, PA. (ABE)	76.3	92.8	207	207	EVANSVILLE, IN. (EVV)	63.9	76.5	119	119
AMARILLO, TX. (AMA)	75.6	82.4	524	524	FAIRBANKS, AK. (FAI)	70.9	72.4	416	416
ANCHORAGE, AK. (ANC)	62.9	73.3	1,564	1,564	FARGO, N.D. (FAR)	66.9	87.3	181	181
ASHEVILLE, N.C. (AVL)	88.3	89.2	120	120	FAYETTEVILLE ARKANSAS REG (XNA)	68.1	76.2	445	446
ATLANTA, GA. (ATL)	75.4	80.7	20,008	20,017	FLINT, MI. (FNT)	64.5	90.3	62	62
AUSTIN, TX. (AUS)	79.9	86.3	3,301	3,300	FRESNO, CA. (FAT)	94.7	94.4	266	266
BALTIMORE, MD. (BWI)	81.3	78.9	7,282	7,285	FT. LAUDERDALE, FL. (FLL)	77.6	84.6	4,691	4,692
BANGOR, ME. (BGR)	75.9	87.0	237	238	FT. MYERS, FL. (RSW)	73.7	87.8	1,666	1,667
BARROW, AK. (BRW)	74.2	75.8	62	62	FT. SMITH, AR. (FSM)	85.2	93.7	237	238
BATON ROUGE, LA. (BTR)	75.8	83.4	327	326	FT. WAYNE, IN. (FWA)	60.2	70.7	181	181
BEAUMONT/PORT ARTHUR, TX (BPT)	87.9	94.4	124	124	GRAND FORKS, N.D. (GFK)	71.1	95.2	83	83
BETHEL, AK. (BET)	83.2	84.9	119	119	GRAND RAPIDS, MI. (GRR)	67.0	77.7	876	878
BILLINGS, MT. (BIL)	65.9	83.9	279	279	GREAT FALLS, MT. (GTF)	75.3	89.2	186	186
BIRMINGHAM, AL. (BHM)	78.6	84.5	1,418	1,418	GREEN BAY, WI. (GRB)	65.7	82.9	397	397
BISMARCK, N.D. (BIS)	69.7	85.7	119	119	GREENSBORO/HIGH PT., N.C. (GSO)	82.3	86.3	863	862
BLOOMINGTON, IL. (BMI)	52.7	63.4	93	93	GREENVILLE/SPARTANBURG, S.C. (GSP)	68.0	81.4	403	403
BOISE, ID. (BOI)	73.8	86.0	836	836	GULFPORT/BILLOXI, MS. (GPT)	82.8	83.9	93	93
BOSTON, MA. (BOS)	85.3	86.8	9,159	9,157	GUNNISON, CO. (GUC)	69.4	85.5	62	62
BOZEMAN, MT. (BZN)	58.1	83.1	160	160	HARLINGEN, TX. (HRL)	75.9	75.1	357	357
BROWNSVILLE, TX. (BRO)	72.2	86.1	36	36	HARRISBURG, PA. (MDT)	80.1	86.7	452	452
BUFFALO, N.Y. (BUF)	79.1	83.7	1,253	1,253	HARTFORD, CT./SPGFLD, MA. (BDL)	82.9	88.7	2,828	2,829
BURBANK, CA. (BUR)	76.4	75.6	2,128	2,128	HELENA, MT. (HLN)	77.4	91.9	62	62
BURLINGTON, VT. (BTV)	71.4	83.4	217	217	HONOLULU, OAHU, HI. (HNL)	67.5	87.7	992	992
CEDAR RAPIDS/IOWA CTY, IA. (CID)	72.1	86.4	365	367	HOUSTON, TX. (HOU)	78.1	72.6	4,667	4,668
CHAMPAIGN, IL. (CMI)	62.7	78.0	150	150	HOUSTON, TX. (IAH)	85.7	89.3	10,297	10,296
CHARLESTON, S.C. (CHS)	82.6	90.1	396	395	HUNTSVILLE/DECATUR, AL. (HSV)	76.3	86.1	295	295
CHARLOTTE, N.C. (CLT)	80.9	79.6	9,920	9,920	INDIANAPOLIS, IN. (IND)	77.8	82.4	2,729	2,731
CHATTANOOGA, TN. (CHA)	67.4	82.4	92	91	INDIO/PALM SPRINGS, CA. (PSP)	82.4	84.9	797	795
CHICAGO, IL. (MDW)	80.2	70.8	4,177	4,178	ISLIP/LONG IS., N.Y. (ISP)	85.7	87.0	906	905
CHICAGO, IL. (ORD)	76.7	79.5	26,213	26,198	JACKSON/VICKSBURG, MS. (JAN)	73.2	84.1	583	584
CINCINNATI, OH. (CVG)	79.5	85.6	5,277	5,279	JACKSON, WY. (JAC)	62.0	72.1	129	129
CLEVELAND, OH. (CLE)	80.9	86.0	3,958	3,962	JACKSONVILLE, FL. (JAX)	77.6	85.9	2,128	2,130
COLLEGE STATION, TX. (CLL)	81.8	93.9	181	181	JUNEAU, AK. (JNU)	81.9	79.9	310	309
COLORADO SPRINGS, CO. (COS)	75.7	87.7	716	716	KAHULUI, MAUI, HI. (OGG)	70.7	86.1	338	338
COLUMBIA, S.C. (CAE)	74.2	87.6	186	186	KALAMAZOO, MI. (AZO)	68.6	79.3	140	140
COLUMBUS, OH. (CMH)	79.6	86.2	3,089	3,091	KALISPELL, MT. (FCA)	73.4	93.5	124	124
CORDOVA, AK. (CDV)	82.3	85.5	62	62	KANSAS CITY, MO. (MCI)	79.4	84.9	4,654	4,655
CORPUS CHRISTI, TX. (CRP)	72.3	80.2	419	419	KETCHIKAN, AK. (KTN)	74.2	87.6	186	186
DALLAS/FT. WORTH, TX. (DAL)	80.3	74.6	3,646	3,646	KEY WEST, FL. (EYW)	86.6	83.4	186	187
DALLAS/FT. WORTH, TX. (DFW)	80.4	80.0	23,892	23,878	KILLEEN, TX. (ILE)	79.0	86.0	243	243
DAYTON, OH. (DAY)	73.0	83.5	782	784	KING SALMON, AK. (AKN)	76.9	76.9	13	13
DAYTONA BEACH, FL. (DAB)	71.0	88.4	155	155	KNOXVILLE, TN. (TYS)	77.9	87.2	367	366
DEADHORSE, AK. (SCC)	81.8	84.1	44	44	KODIAK, AK. (ADQ)	82.3	83.9	62	62
DENVER, CO. (DEN)	79.2	82.6	9,868	9,863	KONA, HAWAII, HI. (KOA)	73.4	86.3	124	124
DES MOINES, IA. (DSM)	77.4	85.8	709	711	KOTZEBUE, AK. (OTZ)	57.0	55.9	93	93
DETROIT, MI. (DTW)	78.3	67.9	11,990	11,989	LA CROSSE, WI. (LSE)	64.0	80.7	150	150
DILLINGHAM, AK. (DLG)	76.9	92.3	13	13	LAFAYETTE, LA. (LFT)	84.8	89.0	145	146
DUBUQUE, IA. (DBQ)	59.1	84.0	93	94	LANSING, MI. (LAN)	69.1	90.6	223	223
DULUTH, MN. (DLH)	66.9	83.7	166	166	LAREDO, TX. (LRD)	81.1	86.5	148	148

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TABLE 7.

ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LAS VEGAS, NV. (LAS)	73.8	76.7	11,093	11,094	RENO, NV. (RNO)	77.6	81.3	2,013	2,013
LAWTON, OK. (LAW)	79.7	92.8	207	208	RICHMOND, VA. (RIC)	77.6	85.5	1,187	1,190
LEXINGTON/FRKFT, KY. (LEX)	81.7	90.9	186	186	ROCHESTER, MN. (RST)	71.8	84.2	202	202
LIHUE, KAUAI, HI. (LIH)	65.7	94.0	67	67	ROCHESTER, N.Y. (ROC)	81.8	87.4	735	736
LITTLE ROCK, AR. (LIT)	77.8	83.0	1,151	1,151	SACRAMENTO, CA. (SMF)	76.3	76.4	3,270	3,269
LONG BEACH, CA. (LGB)	86.0	90.8	207	207	SAGINAW, MI. (MBS)	65.5	86.5	171	171
LONGVIEW, TX. (GGG)	76.5	89.2	119	120	SALT LAKE CITY, UT. (SLC)	76.1	82.8	6,069	6,070
LOS ANGELES, CA. (LAX)	80.7	84.6	15,177	15,184	SAN ANGELO, TX. (SJT)	84.7	95.5	176	176
LOUISVILLE, KY. (SDF)	78.7	85.6	1,604	1,606	SAN ANTONIO, TX. (SAT)	78.6	84.6	3,022	3,021
LUBBOCK, TX. (LBB)	74.0	77.7	646	646	SAN DIEGO, CA. (SAN)	78.5	80.9	6,139	6,141
MADISON, WI. (MSN)	63.4	80.7	533	534	SAN FRANCISCO, CA. (OAK)	76.4	72.6	5,071	5,071
MANCHESTER, N.H. (MHT)	81.1	86.9	1,269	1,269	SAN FRANCISCO, CA. (SFO)	73.5	85.8	8,091	8,096
MARQUETTE, MI. (MQT)	38.1	71.4	21	21	SAN JOSE, CA. (SJC)	79.7	81.4	5,233	5,232
MEDFORD, OR. (MFR)	81.7	86.0	93	93	SAN JUAN, P.R. (SJU)	79.9	88.0	2,202	2,202
MELBOURNE, FL. (MLB)	71.0	88.7	124	124	SAN LUIS OBISPO, CA. (SBP)	95.2	95.2	207	208
MEMPHIS, TN. (MEM)	72.6	76.4	3,786	3,787	SANTA BARBARA, CA. (SBA)	97.1	97.1	274	274
MIAMI, FL. (MIA)	79.3	85.8	5,769	5,759	SARASOTA/BRAD., FL. (SRQ)	68.7	85.0	402	401
MIDLAND/ODESSA, TX. (MAF)	82.2	87.2	611	611	SAVANNAH, GA. (SAV)	77.3	87.6	520	518
MILWAUKEE, WI. (MKE)	66.9	85.0	1,252	1,253	SCRANTON/WILKES-BARRE, PA. (AVP)	86.3	94.4	124	124
MINNEAPLS/ST.P. MN. (MSP)	77.4	77.3	11,630	11,631	SEATTLE, WA. (SEA)	70.7	78.5	8,045	8,045
MINOT, N.D. (MOT)	69.9	82.8	93	93	SHREVEPORT, LA. (SHV)	82.0	90.7	366	367
MISSION/MCALLEN, TX. (MFE)	80.2	88.3	248	248	SIOUX FALLS, S.D. (FSD)	72.0	84.7	150	150
MISSOULA, MT. (MSO)	69.7	92.9	155	155	SITKA, AK. (SIT)	84.8	91.4	92	93
MOBILE, AL./PASCAGOULA, MS. (MOB)	79.0	89.8	186	186	SOUTH BEND, IN. (SBN)	77.4	83.9	31	31
MOLINE, IL. (MLI)	87.3	92.0	150	150	SPOKANE, WA. (GEG)	75.1	83.9	992	992
MONROE, LA. (MLU)	71.0	90.3	93	93	SPRINGFIELD, MO. (SGF)	85.1	88.1	388	388
MONTEREY, CA. (MRY)	93.2	95.2	147	146	ST. CROIX, V.I. (STX)	85.5	88.7	62	62
MONTROSE, CO. (MTJ)	77.9	89.5	95	95	ST. LOUIS, MO. (STL)	83.1	85.7	11,620	11,612
MYRTLE BEACH, S.C. (MYR)	73.6	89.6	212	212	ST. THOMAS, V.I. (STT)	75.3	84.1	328	328
NASHVILLE, TN. (BNA)	82.8	84.1	4,338	4,337	STEAMBOAT SPRINGS, CO. (HDN)	64.6	81.7	175	175
NEW ORLEANS, LA. (MSY)	80.1	85.0	4,216	4,217	SYRACUSE, N.Y. (SYR)	78.2	87.8	799	798
NEW YORK, N.Y. (JFK)	81.7	84.6	3,950	3,950	TALLAHASSEE, FL. (TLH)	77.4	89.2	93	93
NEW YORK, N.Y. (LGA)	79.3	86.7	7,792	7,795	TAMPA, FL. (TPA)	76.7	84.4	5,717	5,717
NEWARK, N.J. (EWR)	82.7	88.4	8,833	8,834	TEXARKANA, AR. (TXK)	86.3	99.0	102	102
NEWBURGH, N.Y. (SWF)	75.0	89.8	88	88	TOLEDO, OH. (TOL)	65.8	78.7	155	155
NOME, AK. (OME)	76.8	80.0	95	95	TRAVERSE CITY, MI. (TVC)	59.3	72.5	150	149
NORFOLK/VA. BEACH, VA. (ORF)	78.1	85.4	1,623	1,624	TUCSON, AZ. (TUS)	75.5	85.9	1,484	1,484
OKLAHOMA CITY, OK. (OKC)	74.9	81.9	1,655	1,654	TULSA, OK. (TUL)	77.4	83.8	1,692	1,690
OMAHA, NE. (OMA)	75.6	82.0	1,443	1,444	TYLER, TX. (TYR)	83.5	92.1	243	242
ONTARIO, CA. (ONT)	78.9	82.2	2,769	2,768	VALPARAISO, FL. (VPS)	65.1	75.3	186	186
ORANGE COUNTY, CA. (SNA)	79.9	83.5	3,381	3,382	WACO, TX. (ACT)	86.7	92.8	181	181
ORLANDO, FL. (MCO)	80.7	87.1	7,252	7,251	WASHINGTON, D.C. (DCA)	85.1	90.6	5,737	5,737
PASCO, WA. (PSC)	64.5	91.9	62	62	WASHINGTON, D.C. (IAD)	83.3	89.6	3,806	3,803
PENSACOLA, FL. (PNS)	78.2	88.5	349	349	WEST PALM BEACH, FL. (PBI)	77.0	86.7	2,211	2,211
PEORIA, IL. (PIA)	71.8	80.6	124	124	WHITE PLAINS, N.Y. (HPN)	81.3	83.3	518	520
PETERSBURG, AK. (PSG)	79.0	80.6	62	62	WICHITA FALLS, TX. (SPS)	83.4	88.4	145	146
PHILADELPHIA, PA. (PHL)	74.7	78.6	9,251	9,219	WICHITA, KS. (ICT)	78.8	87.4	477	477
PHOENIX, AZ. (PHX)	79.9	77.8	14,886	14,884	WILMINGTON, N.C. (ILM)	77.9	94.5	181	181
PITTSBURGH, PA. (PIT)	83.1	84.9	7,451	7,479	WORCESTER, MA. (ORH)	61.3	80.6	31	31
PORTLAND, ME. (PWM)	79.8	85.0	640	641	WRANGELL, AK. (WRG)	79.0	85.5	62	62
PORTLAND, OR. (PDX)	75.7	83.2	4,262	4,262	YAKUTAT, AK. (YAK)	80.6	85.5	62	62
PROVIDENCE, R.I. (PVD)	82.8	88.0	2,239	2,239					
RALEIGH/DURHAM, N.C. (RDU)	79.0	83.7	3,902	3,903					
RAPID CITY, S.D. (RAP)	72.7	85.2	88	88					

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AIR TRAVEL CONSUMER REPORT

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

CARRIER A/ -----	AT 32 REPORTABLE AIRPORTS B/ -----				AT ALL REPORTED AIRPORTS C/ -----			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE S/	21	21543	801	3.7	105	37299	1462	3.9
ALASKA S/	10	7458	143	1.9	38	13272	386	2.9
NORTHWEST S/	32	29343	631	2.2	110	42819	862	2.0
AMERICAN S/	32	55085	882	1.6	101	72289	1168	1.6
US AIRWAYS S/	27	36082	357	1.0	69	46607	473	1.0
AMERICA WEST S/	26	12595	107	0.8	50	16289	148	0.9
DELTA S/	32	48241	365	0.8	109	63216	525	0.8
UNITED S/	31	39020	301	0.8	86	47004	374	0.8
SOUTHWEST S/	15	34216	226	0.7	59	80191	567	0.7
CONTINENTAL S/	30	21732	51	0.2	80	28910	68	0.2
T O T A L		305,315	3,864	1.3		447,896	6,033	1.3

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

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

APPENDIX

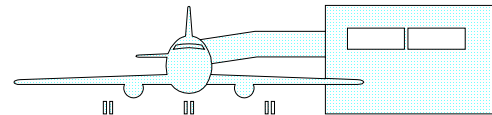
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

Airports Covered by the Rule

Atlanta. Hartsfield	ATL
Baltimore/Washington. International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. Midway	MDW
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth. International	DFW
Denver. International	DEN
Detroit. Metro Wayne County	DTW
Ft. Lauderdale. International	FLL
Houston. George Bush	IAH
Las Vegas. McCarran International	LAS
Los Angeles. International	LAX
Miami. International	MIA
Minneapolis-St. Paul. International	MSP
Newark. International	EWR
New York. JFK International	JFK
New York. LaGuardia	LGA
Orlando. International	MCO
Philadelphia. International	PHL
Phoenix. Sky Harbor International	PHX
Pittsburgh. Greater International	PIT
Portland. International	PDX
St. Louis. Lambert	STL
Salt Lake City. International	SLC
San Diego. Lindbergh Field	SAN
San Francisco. International	SFO
Seattle-Tacoma. International	SEA
Tampa. Tampa International	TPA
Washington. Dulles International	IAD
Washington. Reagan National	DCA

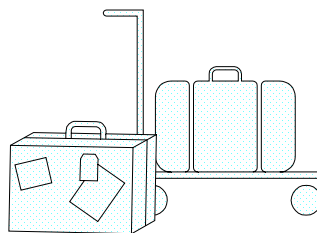
Air Carriers Required to Report Data to DOT and to CRS Vendors

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



MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	MARCH 2002			MARCH 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	CONTINENTAL AIRLINES	10,447	3,145,045	3.32	15,557	3,449,991	4.51
2	US AIRWAYS	14,740	4,378,294	3.37	22,378	5,178,168	4.32
3	UNITED AIRLINES	18,062	5,315,202	3.40	34,736	6,567,735	5.29
4	AMERICA WEST AIRLINES	6,025	1,696,664	3.55	10,020	1,939,861	5.17
5	ALASKA AIRLINES	3,741	1,041,432	3.59	2,321	1,046,272	2.22
6	SOUTHWEST AIRLINES	24,491	6,554,376	3.74	40,661	6,857,381	5.93
7	DELTA AIR LINES	32,629	7,761,488	4.20	40,306	8,606,057	4.68
8	AMERICAN AIRLINES	38,473	7,189,134	5.35	29,974	6,173,385	4.86
9	NORTHWEST AIRLINES	29,623	4,028,351	7.35	18,200	4,430,706	4.11
10	AMERICAN EAGLE AIRLINES**	12,180	984,224	12.38	13,909	1,055,864	13.17
TOTALS***		190,411	42,094,210	4.52	228,062	45,305,420	5.03

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

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

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

RANK	AIRLINE	JANUARY-MARCH 2002			JANUARY-MARCH 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	7,414	2,694,437	2.75	7,382	2,745,768	2.69
2	CONTINENTAL AIRLINES	27,491	8,335,487	3.30	44,905	9,352,821	4.80
3	US AIRWAYS	38,678	11,143,416	3.47	61,322	13,557,619	4.52
4	AMERICA WEST AIRLINES	15,060	4,322,085	3.48	27,294	5,141,828	5.31
5	UNITED AIRLINES	50,524	13,998,681	3.61	92,840	17,540,880	5.29
6	SOUTHWEST AIRLINES	64,943	17,185,150	3.78	108,644	18,417,612	5.90
7	DELTA AIR LINES	90,104	20,120,410	4.48	115,287	22,637,829	5.09
8	AMERICAN AIRLINES	97,773	18,987,055	5.15	86,368	16,613,463	5.20
9	NORTHWEST AIRLINES	56,470	10,172,065	5.55	53,411	11,484,933	4.65
10	AMERICAN EAGLE AIRLINES**	29,972	2,641,746	11.35	38,135	2,770,633	13.76
TOTALS***		478,429	109,600,532	4.37	635,588	120,263,386	5.28

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 January, February, and March 2001. Therefore, the data in this report reflect a correction of the American Eagle data for January-March 2001.

*** Trans World Airlines (TWA) ceased operating December 2001. Effective January 2002, TWA is no longer ranked in this table. Totals for January-March 2001 reflect the deletion of TWA's data for that 3-month period.

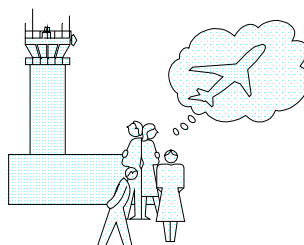
OVERSALES

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.



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

RANK	AIRLINE	JANUARY-MARCH 2002				JANUARY-MARCH 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**	351	5	281,429	0.18	514	1	459,174	0.02
2	AMERICAN AIRLINES	42,418	561	20,320,507	0.28	40,821	682	17,817,614	0.38
3	AMERICA WEST AIRLINES	14,166	142	4,359,877	0.33	16,119	247	5,053,333	0.49
4	US AIRWAYS	35,859	423	11,141,864	0.38	26,484	708	13,550,384	0.52
5	UNITED AIRLINES	19,980	910	13,962,769	0.65	32,692	1,412	17,280,438	0.82
6	NORTHWEST AIRLINES	18,784	776	10,639,379	0.73	24,148	622	12,017,912	0.52
7	DELTA AIR LINES	52,039	1,730	19,530,348	0.89	50,898	933	22,777,490	0.41
8	SOUTHWEST AIRLINES	16,812	1,899	16,633,381	1.14	20,550	2,811	17,916,390	1.57
9	CONTINENTAL AIRLINES	15,171	1,589	8,590,079	1.85	17,109	1,249	9,601,442	1.30
10	ALASKA AIRLINES	8,560	704	3,187,314	2.21	9,001	478	3,192,066	1.50
	TOTALS***	224,140	8,739	108,646,947	.80	238,336	9,143	119,666,243	0.76

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

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

*** Trans World Airlines (TWA) ceased operating December 2001. Effective with this report, TWA is no longer ranked in this table. Totals for January-March 2001 reflect the deletion of TWA's data for that 3-month period.

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	MARCH 2002					MARCH 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS		COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	825	60	3	40		1,530	99	12	48
FOREIGN AIRLINES	125	0	0	4		176	2	0	5
TRAVEL AGENTS	36	1	0	0		20	0	0	0
TOUR OPERATORS	4	0	0	0		14	0	0	2
MISCELLANEOUS	30	25	1	9		16	11	0	12
INDUSTRY TOTALS	1,020	86	4	53		1,756	112	12	67

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MARCH 2002			MARCH 2001		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	211		1	626	
CANCELLATIONS			64			211
DELAYS			60			196
MISCONNECTIONS			38			74
CUSTOMER SERVICE	2	198		2	338	
BAGGAGE	3	177		3	284	
REFUNDS	4	112		5	77	
RES/TKTG/BOARDING	5	99		4	143	
DISABILITY	6	55		9	52	
FARES	7	52		7	69	
OVERSALES	8	46		6	77	
DISCRIMINATION	9	35		10	15	
OTHER	10	25		8	66	
FREQUENT FLYER			15			27
ADVERTISING	11	10		11	8	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1,020			1,756	

NOTE: EFFECTIVE WITH THIS REPORT, "DISCRIMINATION" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISCRIMINATION COMPLAINTS WERE INCLUDED IN THE "CUSTOMER SERVICE" CATEGORY. ALSO, COMPLAINTS ABOUT "TOURS AND CHARTERS," WHICH FORMERLY WERE A SEPARATE CATEGORY, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

* 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*

MARCH 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	11	7	1	0	0	4	5	1	0	0	0	1	30
ALASKA AIRLINES	4	2	0	0	0	3	3	2	0	0	0	0	14
AMERICA WEST AIRLINES	7	0	4	1	3	5	9	0	1	5	0	0	35
AMERICAN AIRLINES	33	4	20	4	6	31	37	11	1	2	0	7	156
AMERICAN EAGLE AIRLINES	5	1	1	0	0	1	1	0	0	0	0	0	9
AMERICAN TRANS AIR	6	2	2	1	0	6	5	1	0	0	0	1	24
ATLANTIC SOUTHEAST AIRLINES	1	0	0	1	0	3	2	0	0	0	0	0	7
COMAIR	1	1	1	0	0	1	2	0	0	0	0	0	6
CONTINENTAL AIRLINES	5	4	9	0	7	12	15	4	2	4	0	1	63
DELTA AIR LINES	34	3	11	12	13	17	29	9	0	4	0	5	137
HAWAIIAN AIRLINES	0	1	1	0	0	0	3	1	0	0	0	0	6
HORIZON AIRLINES	1	0	1	1	1	1	0	1	0	0	0	0	6
JETBLUE	2	0	1	0	1	2	1	0	0	0	0	0	7
MIDWAY AIRLINES	2	0	1	0	1	1	0	0	0	0	0	0	5
NORTHWEST AIRLINES	19	3	5	4	12	15	7	7	0	2	0	2	76
SKY WEST AIRLINES	3	0	0	1	0	0	2	0	0	0	0	0	6
SOUTHWEST AIRLINES	1	0	2	0	0	4	11	2	0	6	0	1	27
SPIRIT AIRLINES	1	0	3	2	1	0	1	0	0	0	0	0	8
SUN COUNTRY AIRLINES	1	0	0	0	4	0	0	0	0	0	0	0	5
UNITED AIRLINES	29	7	6	7	16	17	24	5	1	6	0	4	122
UNITED EXPRESS	1	1	1	0	0	3	2	0	0	0	0	0	8
US AIRWAYS	17	0	1	4	5	4	8	3	0	1	0	0	43
OTHER U.S. AIRLINES	8	1	1	0	3	6	5	0	0	0	0	1	25
TOTAL MARCH 2002	192	37	72	38	73	136	172	47	5	30	0	23	825
% OF TOTAL COMPLAINTS	23.3	4.5	8.7	4.6	8.8	16.5	20.8	5.7	0.6	3.6	0	2.8	
TOTAL MARCH 2001	577	63	123	57	58	230	303	47	5	14	1	52	1,530
% OF TOTAL COMPLAINTS	37.7	4.1	8.0	3.7	3.8	15	19.8	3.1	0.3	0.9	0.1	3.4	

NOTE: EFFECTIVE WITH THIS REPORT, "DISCRIMINATION" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISCRIMINATION COMPLAINTS WERE INCLUDED IN THE "CUSTOMER SERVICE" CATEGORY. ALSO, COMPLAINTS ABOUT "TOURS AND CHARTERS," WHICH FORMERLY WERE A SEPARATE CATEGORY, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

* 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

MARCH 2002

U.S. AIRLINES*	COMPS RECD IN MARCH	INCI- DENTS IN MARCH	PERCENT	INCI- DENTS IN FEB.	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	30	18	60.0	5	16.7	7	23.3	0	0.0
ALASKA AIRLINES	14	2	14.3	3	21.4	9	64.3	0	0.0
AMERICA WEST AIRLINES	35	7	20.0	7	20.0	19	54.3	2	5.7
AMERICAN AIRLINES	156	39	25.0	43	27.6	68	43.6	6	3.8
AMERICAN EAGLE AIRLINES	9	5	55.6	0	0.0	4	44.4	0	0.0
AMERICAN TRANS AIR	24	11	45.8	6	25.0	6	25.0	1	4.2
ATLANTIC SOUTHEAST AIRLINES	7	4	57.1	2	28.6	1	14.3	0	0.0
COMAIR	6	4	66.7	1	16.7	1	16.7	0	0.0
CONTINENTAL AIRLINES	63	11	17.5	15	23.8	35	55.6	2	3.2
DELTA AIR LINES	137	29	21.2	26	19.0	73	53.3	9	6.6
HAWAIIAN AIRLINES	6	0	0.0	2	33.3	4	66.7	0	0.0
HORIZON AIRLINES	6	2	33.3	1	16.7	2	33.3	1	16.7
JETBLUE	7	0	0.0	2	28.6	5	71.4	0	0.0
MIDWAY AIRLINES	5	1	20.0	0	0.0	3	60.0	1	20.0
NORTHWEST AIRLINES	76	19	25.0	19	25.0	35	46.1	3	3.9
SKY WEST AIRLINES	6	1	16.7	0	0.0	5	83.3	0	0.0
SOUTHWEST AIRLINES	27	1	3.7	8	29.6	17	63.0	1	3.7
SPIRIT AIRLINES	8	0	0.0	0	0.0	7	87.5	1	12.5
SUN COUNTRY AIRLINES	5	1	20.0	0	0.0	3	60.0	1	20.0
UNITED AIRLINES	122	30	24.6	23	18.9	61	50.0	8	6.6
UNITED EXPRESS	8	5	62.5	2	25.0	1	12.5	0	0.0
US AIRWAYS	43	11	25.6	6	14.0	23	53.5	3	7.0
OTHER U.S. AIRLINES	25	6	24.0	3	12.0	16	64.0	0	0.0
TOTALS	825	207	25.1	174	21.1	405	49.1	39	4.7
PREVIOUS YEAR'S TOTALS	1,530	341	22.3	284	18.6	249	16.3	656	42.9

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

TABLE 5

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES*
BY COMPLAINT CATEGORY**
MARCH 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	2	1	0	3	4	3	1	0	1	0	0	15
AIR JAMAICA	2	0	0	1	0	2	0	0	0	0	0	0	5
ALITALIA AIRLINES	0	0	0	0	0	1	4	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	2	1	3	2	3	1	0	0	0	0	12
EVA AIRWAYS	0	0	3	1	1	2	0	0	0	0	0	0	7
IBERIA AIRLINES	0	1	0	0	0	3	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	12	6	8	2	9	23	9	6	0	1	0	0	76
TOTALS	14	9	14	5	16	37	20	8	0	2	0	0	125
<u>TRAVEL AGENTS</u>													
PRICELINE.COM	0	0	1	2	2	0	0	0	0	0	0	0	5
TRAVELCITY.COM	0	0	3	0	4	0	0	0	1	0	0	0	8
OTHER TRAVEL AGENTS	0	0	5	1	14	0	0	0	2	0	0	1	23
TOTALS	0	0	9	3	20	0	0	0	3	0	0	1	36
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	0	2	0	0	1	0	0	0	0	0	4
TOTALS	1	0	0	2	0	0	1	0	0	0	0	0	4
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	4	0	4	4	3	4	5	0	2	3	0	1	30
TOTALS	4	0	4	4	3	4	5	0	2	3	0	1	30

NOTE: EFFECTIVE WITH THIS REPORT, "DISCRIMINATION" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISCRIMINATION COMPLAINTS WERE INCLUDED IN THE "CUSTOMER SERVICE" CATEGORY. ALSO, COMPLAINTS ABOUT "TOURS AND CHARTERS," WHICH FORMERLY WERE A SEPARATE CATEGORY, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

* 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

MARCH
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

MARCH 2002					MARCH 2001		
RANK	AIRLINE	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	27	6,353,869	0.42	37	6,682,254	0.55
2	<i>AMERICAN EAGLE AIRLINES</i>	9	1,032,958	0.87	22	1,089,883	2.02
3	<i>US AIRWAYS</i>	43	4,664,731	0.92	119	5,440,024	2.19
4	<i>ALASKA AIRLINES</i>	14	1,232,013	1.14	16	1,214,896	1.32
5	<i>NORTHWEST AIRLINES</i>	76	4,692,685	1.62	127	5,126,614	2.48
6	<i>DELTA AIR LINES</i>	137	8,127,256	1.69	235	9,005,587	2.61
7	<i>CONTINENTAL AIRLINES</i>	63	3,714,228	1.70	77	4,004,813	1.92
8	<i>AMERICAN AIRLINES</i>	156	8,307,820	1.88	219	7,277,935	3.01
9	<i>AMERICA WEST AIRLINES</i>	35	1,697,111	2.06	81	1,926,026	4.21
10	<i>UNITED AIRLINES</i>	122	5,827,216	2.09	274	7,075,375	3.87
	TOTAL **	682	45,649,887	1.49	1,207	48,843,407	2.47

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

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY-MARCH 2002					JANUARY-MARCH 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS		COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	2,447	162	14	94		4,597	399	25	107
FOREIGN AIRLINES	400	2	0	8		519	8	1	9
TRAVEL AGENTS	99	3	0	2		50	0	0	0
TOUR OPERATORS	22	0	0	0		32	0	0	3
MISCELLANEOUS	79	54	2	17		35	70	0	27
INDUSTRY TOTALS	3,047	221	16	121		5,233	477	26	146

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY-MARCH 2002			JANUARY-MARCH 2001		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	657		1	1960	
DELAYS			225			595
CANCELLATIONS			176			726
MISCONNECTIONS			103			171
CUSTOMER SERVICE	2	553		2	934	
BAGGAGE	3	491		3	919	
REFUNDS	4	452		5	210	
RES/TKTG/BOARDING	5	248		4	449	
FARES	6	178		7	184	
DISABILITY	7	131		9	149	
OVERSALES	8	130		8	178	
DISCRIMINATION	9	95		10	36	
OTHER	10	90		6	194	
FREQUENT FLYER			39			67
ADVERTISING	11	22		11	18	
ANIMALS	12	0		12	2	
COMPLAINT TOTAL		3,047			5,233	

NOTE: EFFECTIVE WITH THIS REPORT, "DISCRIMINATION" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISCRIMINATION COMPLAINTS WERE INCLUDED IN THE "CUSTOMER SERVICE" CATEGORY. ALSO, COMPLAINTS ABOUT "TOURS AND CHARTERS," WHICH FORMERLY WERE A SEPARATE CATEGORY, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

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

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*
JANUARY TO MARCH 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	24	9	8	2	2	17	15	3	0	0	0	1	81
ALASKA AIRLINES	10	4	2	4	3	9	11	2	0	2	0	0	47
ALOHA AIRLINES	5	0	0	1	1	1	2	0	0	0	0	1	11
AMERICA WEST AIRLINES	20	5	10	2	12	13	28	2	1	8	0	3	104
AMERICAN AIRLINES	79	8	32	16	38	75	81	14	1	10	0	13	367
AMERICAN EAGLE AIRLINES	6	3	1	0	0	5	4	0	0	0	0	0	19
AMERICAN TRANS AIR	43	3	3	3	2	10	12	3	0	0	0	1	80
ATLANTIC SOUTHEAST AIRLINES	7	1	1	2	0	4	5	0	0	1	0	0	21
COMAIR	4	1	2	0	1	1	4	0	0	0	0	0	13
CONTINENTAL AIRLINES	23	14	17	8	32	24	46	9	4	5	0	4	186
DELTA AIR LINES	109	13	39	39	50	51	64	18	0	10	0	13	406
HAWAIIAN AIRLINES	2	1	4	1	3	0	4	1	1	0	0	1	18
HORIZON AIRLINES	4	0	2	1	2	3	2	1	0	0	0	0	15
JETBLUE	2	0	1	0	3	3	1	0	0	0	0	0	10
MIDWAY AIRLINES	4	0	1	1	4	3	0	0	0	0	0	1	14
NATIONAL AIRLINES	5	1	0	1	2	4	3	0	0	0	0	1	17
NORTHWEST AIRLINES	53	6	18	15	30	36	26	18	1	6	0	10	219
PAN AM	5	2	0	0	3	1	0	0	0	0	0	0	11
SKY WEST AIRLINES	5	0	0	1	0	1	3	1	0	0	0	0	11
SOUTHWEST AIRLINES	4	1	3	2	7	9	32	6	0	13	0	3	80
SPIRIT AIRLINES	3	0	4	2	8	3	2	0	0	0	0	0	22
SUN COUNTRY AIRLINES	3	0	0	0	21	2	0	0	0	1	0	1	28
TRANS WORLD AIRLINES	1	0	1	0	2	2	2	1	0	1	0	1	11
UNITED AIRLINES	92	20	24	25	42	62	74	11	4	17	0	10	381
UNITED EXPRESS	6	1	1	0	0	5	3	1	0	0	0	0	17
US AIRWAYS	53	3	7	15	24	19	37	17	1	10	0	2	188
VANGUARD AIRLINES	2	0	3	0	3	1	2	0	0	0	0	0	11
OTHER U.S. AIRLINES	16	5	4	0	6	12	9	6	0	0	0	1	59
TOTAL JANUARY-MARCH 2002	590	101	188	141	301	376	472	114	13	84	0	67	2,447
% OF TOTAL COMPLAINTS	24.1	4.1	7.7	5.8	12.3	15.4	19.3	4.7	0.5	3.4	0	2.7	
TOTAL JANUARY-MARCH 2001	1,832	145	389	155	156	742	843	139	12	31	2	151	4,597
% OF TOTAL COMPLAINTS	39.9	3.2	8.5	3.4	3.4	16.1	18.3	3.0	0.3	0.7	0	3.3	

NOTE: EFFECTIVE WITH THIS REPORT, "DISCRIMINATION" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISCRIMINATION COMPLAINTS WERE INCLUDED IN THE "CUSTOMER SERVICE" CATEGORY. ALSO, COMPLAINTS ABOUT "TOURS AND CHARTERS," WHICH FORMERLY WERE A SEPARATE CATEGORY, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

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

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

TABLE 4

AIR TRAVEL CONSUMER REPORT

COMPANIES OTHER THAN U.S. AIRLINES*
BY COMPLAINT CATEGORY**

JANUARY TO MARCH 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	5	3	2	2	1	2	2	0	0	0	0	0	17
AIR FRANCE	4	4	3	2	8	23	7	1	0	1	0	1	54
AIR JAMAICA	7	1	0	1	0	4	3	0	0	0	0	2	18
ALITALIA AIRLINES	2	1	1	0	0	8	7	0	0	0	0	0	19
BRITISH AIRWAYS	0	0	5	1	7	8	5	2	0	0	0	0	28
GHANA AIRWAYS	3	0	0	0	1	6	2	0	0	0	0	0	12
KLM	4	3	1	0	1	0	2	1	0	0	0	0	12
LUFTHANSA	3	2	0	2	3	2	4	1	0	0	0	1	18
TACA	0	1	1	1	2	4	1	2	0	2	0	0	14
VIRGIN ATLANTIC	6	1	0	0	2	2	6	1	0	0	0	0	18
OTHER FOREIGN AIRLINES	23	13	21	9	41	45	20	8	1	2	0	7	190
TOTALS	57	29	34	18	66	104	59	16	1	5	0	11	400
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	0	0	2	1	8	0	0	0	0	0	0	0	11
PRICELINE.COM	0	0	2	4	9	0	1	0	0	0	0	0	16
TRAVELOCITY.COM	0	0	4	0	6	0	0	0	1	0	0	0	11
OTHER TRAVEL AGENTS	0	0	7	5	41	0	3	0	3	0	0	2	61
TOTALS	0	0	15	10	64	0	4	0	4	0	0	2	99
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	3	0	1	3	10	0	3	0	0	0	0	2	22
TOTALS	3	0	1	3	10	0	3	0	0	0	0	2	22
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	7	0	10	6	11	11	15	1	4	6	0	8	79
TOTALS	7	0	10	6	11	11	15	1	4	6	0	8	79

NOTE: EFFECTIVE WITH THIS REPORT, "DISCRIMINATION" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISCRIMINATION COMPLAINTS WERE INCLUDED IN THE "CUSTOMER SERVICE" CATEGORY. ALSO, COMPLAINTS ABOUT "TOURS AND CHARTERS," WHICH FORMERLY WERE A SEPARATE CATEGORY, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

* 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-MARCH
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JANUARY-MARCH 2002			JANUARY-MARCH 2001		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	80	16,657,169	0.48	106	17,950,136	0.59
2	<i>AMERICAN EAGLE AIRLINES</i>	19	2,753,498	0.69	62	2,849,775	2.18
3	<i>ALASKA AIRLINES</i>	47	3,193,017	1.47	54	3,197,981	1.69
4	<i>US AIRWAYS</i>	188	11,826,804	1.59	311	14,200,981	2.19
5	<i>AMERICAN AIRLINES</i>	367	22,002,850	1.67	703	19,702,680	3.57
6	<i>NORTHWEST AIRLINES</i>	219	11,925,700	1.84	316	13,393,992	2.36
7	<i>CONTINENTAL AIRLINES</i>	186	9,758,155	1.91	282	10,801,164	2.61
8	<i>DELTA AIR LINES</i>	406	21,009,537	1.93	743	23,622,259	3.15
9	<i>AMERICA WEST AIRLINES</i>	104	4,302,756	2.42	230	5,103,753	4.51
10	<i>UNITED AIRLINES</i>	381	15,360,669	2.48	671	18,858,985	3.56
	TOTAL **	1,997	118,790,155	1.68	3,478	129,681,706	2.68

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 January-March 2001 reflect the deletion of TWA's data for that 3-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, tours or charters, credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

***Note:** Effective with this report, “Discrimination” is added as a new category. Complaints about “Tours or Charters”, which formerly were a separate category, are now included in the “Other” category.

