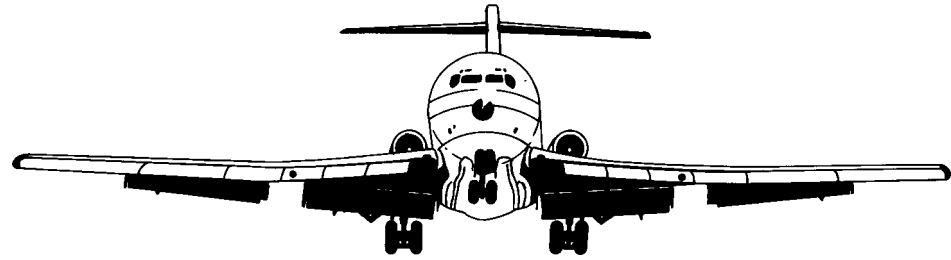




U.S. Department  
of Transportation



---

# ***Air Travel Consumer Report***

---



**Issued: APRIL 2001**

Includes data for the following periods:

Flight Delays	February 2001 12 Months Ending February 2001
Mishandled Baggage	February 2001
Oversales	4 <sup>th</sup> Quarter 2000 January-December 2000
Consumer Complaints (Includes Disability Complaints)	February 2001

---

**Office of Aviation Enforcement and Proceedings**

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

## TABLE OF CONTENTS

<b>Section</b>	<b>Page</b>	<b>Section</b>	<b>Page</b>
<b>INTRODUCTION</b>	.....2		
<b>Flight Delays</b>			
<b>Explanation</b>	.....3	<b>Mishandled Baggage</b>	
<b>Table 1</b>	.....4	<b>Explanation</b>	.....17
Overall Percentage of Reported Flight		<b>Ranking</b>	.....18
Operations Arriving On Time, by Carrier			
<b>Table 1A</b>	.....5	<b>Oversales</b>	
Overall Percentage of Reported Flight		<b>Explanation</b>	.....19
Operations Arriving On Time and Carrier Rank,		<b>Ranking—4th Quarter</b>	.....20
by Month, Quarter, and Data Base to Date		<b>Ranking--YTD</b>	.....21
<b>Table 2</b>	.....6		
Number of Reported Flight Arrivals and Per-		<b>Consumer Complaints</b>	
centage Arriving On Time, by Carrier and Airport		<b>Explanation</b>	.....22
<b>Table 3</b>	.....8	<b>Complaint Tables 1-5</b>	.....23
Percentage of All Carriers' Reported Flight		Summary, Complaint Categories, U.S. Airlines,	
Operations Arriving On Time, by Airport and		Incident Date, and Companies Other Than	
Time of Day		U.S. Airlines	
<b>Table 4</b>	.....9	<b>Rankings, Table 6</b>	.....28
Percentage of All Carriers' Reported Flight		<b>Complaint Categories</b>	.....29
Operations Departing On Time, by Airport and			
Time of Day			
<b>Table 5</b>	.....10		
List of Regularly Scheduled Flights			
Arriving Late 80% of the Time or More			
<b>Table 6</b>	.....11		
Number and Percentage of Regularly			
Scheduled Flights Arriving Late 70% of the			
Time or More			
<b>Table 7</b>	.....12		
On-Time Arrival and Departure			
Percentage, by Airport			
<b>Table 8</b>	.....14		
Overall Number and Percentage			
of Flight Cancellations, by Carrier			
<b>Footnotes</b>	.....15		
<b>Appendix</b>	.....16		

## **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 largest U.S. air carriers, including all ten carriers that have at least one percent of total domestic scheduled-service passenger revenues. These airlines account for more than 85 percent of domestic operating revenues.

The rule requires carriers to currently report on operations to and from the 31 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 11 reporting air carriers, 4 (American, Northwest, United and US Airways) use ACARS exclusively; 3 (Alaska, Aloha, America West and Southwest) rely solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 3 (Continental, Delta and TWA) 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 31 "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.

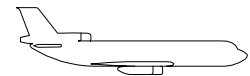
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage 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.



FEBRUARY 2001

## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 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	79.0	84	80.1
ALOHA S/	1	23.3	7	79.5
US AIRWAYS S/	27	78.5	88	78.6
SOUTHWEST S/	15	74.3	59	75.8
NORTHWEST S/	31	74.5	116	74.7
DELTA S/	30	73.1	109	73.3
AMERICAN S/	31	70.1	98	70.5
UNITED S/	30	69.4	99	69.7
TRANS WORLD S/	29	68.9	71	69.2
AMERICA WEST S/	24	67.1	53	68.0
ALASKA S/	8	60.5	34	62.1
T O T A L		72.8		73.5

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. At the present time, and beginning with the December 2000 report, Aloha Airlines is the only carrier that reports voluntarily.

**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.

FEBRUARY 2001  
AIR TRAVEL CONSUMER REPORT

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

CARRIER	1ST QUARTER 01-03 2000		2ND QUARTER 04-06 2000		3RD QUARTER 07-09 2000		4TH QUARTER 10-12 2000		12 2000		01 2001		02 2001		12 MONTHS ENDING 02 2001		DATA BASE TO DATE 09 1987 - 02 2001	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	66.5	(9)	70.9	(8)	70.2	(8)	64.5	(10)	57.0	(10)	66.2	(11)	62.1	(11)	67.8	(8)	76.1	(9)
ALOHA	----	--	----	--	----	--	90.6	(1)	91.9	(1)	93.9	(1)	79.5	(2)	----	---	----	---
AMERICA WEST	64.7	(10)	66.6	(9)	66.4	(9)	64.1	(11)	64.6	(5)	68.5	(10)	68.0	(10)	65.9	(9)	78.4	(4)
AMERICAN	75.2	(6)	71.6	(7)	75.3	(6)	69.5	(7)	60.8	(7)	76.1	(8)	70.5	(7)	72.6	(7)	78.9	(3)
CONTINENTAL	77.7	(3)	76.9	(3)	79.1	(2)	78.7	(2)	74.0	(2)	80.6	(3)	80.1	(1)	78.8	(1)	78.4	(5)
DELTA	77.4	(4)	78.0	(2)	77.2	(5)	68.7	(8)	56.1	(11)	73.1	(9)	73.3	(6)	74.8	(5)	77.3	(8)
NORTHWEST	79.4	(2)	78.3	(1)	79.6	(1)	72.2	(5)	58.2	(9)	81.0	(2)	74.7	(5)	77.5	(2)	79.7	(2)
SOUTHWEST	76.0	(5)	75.6	(4)	78.8	(3)	70.4	(6)	65.3	(4)	77.7	(5)	75.8	(4)	75.2	(4)	82.3	(1)
TRANS WORLD	81.1	(1)	74.4	(5)	78.7	(4)	73.3	(3)	60.4	(8)	76.9	(6)	69.2	(9)	75.6	(3)	77.7	(7)
UNITED	70.8	(8)	56.8	(10)	51.6	(10)	66.7	(9)	61.3	(6)	76.2	(7)	69.7	(8)	61.8	(10)	75.3	(10)
US AIRWAYS	72.5	(7)	72.7	(6)	70.3	(7)	73.2	(4)	67.1	(3)	78.3	(4)	78.6	(3)	73.5	(6)	78.1	(6)
TOTAL	75.2		72.2		72.5		70.7		62.8		76.6		73.5		72.8		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. At the present time, and beginning with the December 2000 report, Aloha Airlines is the only carrier that reports voluntarily.

FEBRUARY 2001

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT															
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	609	65.0	1556	70.8	331	75.8	168	79.2	83	71.1	936	70.5	714	69.5	13037	73.5
AQ		H/		H/		H/		H/		H/		H/		H/		H/
AS		H/		H/		H/		H/		H/		H/		H/		H/
CO	519	74.6	627	73.2	269	87.7	108	82.4		H/	557	84.9	354	68.9	542	78.2
DL	16817	73.2	2086	70.7	363	80.4	252	74.6	4866	82.4	1484	74.4	532	68.0	3411	72.6
HP	140	71.4	184	68.5	168	70.8		H/		H/		H/	224	58.0	168	69.0
NW	520	67.3	460	69.1	340	74.1	216	76.9	28	57.1	536	72.2	336	56.3	427	60.9
TW	188	64.4	236	60.2	168	79.2	108	70.4		H/	216	76.9	172	59.9	263	65.0
UA	514	70.2	1151	75.7	336	84.8	140	80.0	138	77.5	436	75.9	7857	70.2	647	60.0
US	560	67.3	2347	76.7	2291	79.6	9121	83.4		H/	2779	82.9	280	76.4	304	71.4
WN		H/		H/	3366	84.6		H/		H/		H/		H/		H/
TOTAL	19867	72.5	8647	72.8	7632	81.7	10113	82.8	5115	82.0	7084	78.0	10469	69.3	18799	72.5

CARRIER	ARRIVAL AIRPORT															
	DTW		EWR		IAD		IAH		JFK		LAS		LAX		LGA	
	# 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	384	74.2	805	69.6	350	74.3	489	73.2	983	77.9	671	70.3	3346	61.7	1678	64.8
AQ		H/		H/		H/		H/		H/	30	23.3		H/		H/
AS		H/		H/		H/		H/		H/	316	55.1	644	53.1		H/
CO	308	79.2	5657	78.0	72	91.7	7926	84.7	52	92.3	408	67.6	597	56.3	514	80.0
DL	308	76.3	1020	66.7	420	78.1	246	75.2	895	78.5	588	73.5	1274	56.7	2188	69.9
HP	140	75.7	243	67.5		H/	168	70.8	224	74.6	2396	63.7	711	63.0		H/
NW	9166	81.7	523	68.3	238	81.5	372	69.9	112	79.5	336	62.2	532	52.8	588	68.4
TW	164	76.2	188	69.7	108	68.5	108	63.9	654	77.5	140	52.1	395	47.6	216	63.9
UA	252	75.8	810	74.1	2623	82.1	364	68.1	466	81.3	1005	64.5	4796	61.2	851	75.0
US	328	80.5	440	75.7	364	78.3	304	69.4		H/	201	69.7	468	55.1	2803	80.4
WN	520	79.0		H/		H/	176	75.6		H/	4514	72.3	3240	62.7		H/
TOTAL	11570	80.8	9686	74.7	4175	80.5	10153	81.7	3386	78.5	10605	68.1	16003	60.0	8838	73.1

FEBRUARY 2001

## 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															
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# 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	596	75.0	110	75.5	2931	77.8	460	68.7	8326	67.2	216	72.7	621	65.7	678	68.4
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		28	92.9	1385	71.0	H/		354	45.5
CO	593	78.1	20	90.0	353	80.2	195	80.0	522	66.1	108	85.2	222	82.9	352	65.9
DL	2292	72.9	H/		368	80.4	304	73.7	696	64.4	504	82.9	576	71.0	557	56.6
HP	56	62.5	H/		56	69.6	112	67.9	224	58.5	192	67.7	139	66.2	6371	69.6
NW	448	75.0	371	72.5	268	69.0	8871	76.9	740	66.8	140	72.9	404	66.1	364	49.5
TW	308	76.6	H/		308	79.5	260	66.9	288	64.6	112	71.4	160	68.1	168	42.9
UA	568	82.0	H/		484	77.1	560	70.2	10949	71.5	790	65.8	696	74.6	840	60.4
US	1534	76.6	108	69.4	469	80.6	220	72.7	592	64.4	H/		6672	75.0	302	52.3
WN	1432	84.4	3200	79.4	H/		H/		H/		836	76.9	H/		4832	69.8
TOTAL	7827	77.1	3809	78.4	5237	77.9	10982	75.7	22365	69.0	4283	73.0	9490	73.7	14818	66.8

CARRIER	ARRIVAL AIRPORT													
	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
AA	84	79.8	651	63.0	517	67.3	1227	61.9	172	54.7	470	62.8	448	78.8
AQ	H/		H/		H/		H/		H/		H/		H/	
AS	H/		334	57.5	3330	60.9	506	52.8	H/		H/		H/	
CO	76	84.2	220	63.6	244	79.5	376	61.2	112	64.3	96	74.0	408	83.6
DL	196	83.7	420	56.2	475	73.5	686	60.1	3959	74.1	196	76.5	1071	74.8
HP	H/		332	59.3	196	67.3	308	51.6	136	64.0	56	66.1	56	80.4
NW	132	75.0	196	50.0	392	60.7	388	54.1	84	45.2	316	72.2	420	67.9
TW	156	74.4	115	38.3	168	72.0	242	55.0	84	56.0	8894	70.4	167	76.0
UA	166	82.5	846	64.8	1126	69.4	5582	60.9	476	66.2	210	64.8	296	75.0
US	7336	82.2	196	60.2	223	74.9	363	69.4	H/		252	65.5	1176	71.1
WN	H/		2176	72.8	1016	76.1	364	63.5	1044	76.0	2236	71.7	1464	79.6
TOTAL	8146	82.0	5486	65.0	7687	66.7	10042	60.3	6067	72.2	12726	70.3	5506	75.8



FEBRUARY 2001

## AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAD	IAH	JFK	LAS	LAX	LGA
600 - 659 AM	80.4	85.3	81.0	100.0	87.5	100.0	91.4	83.9	86.7	83.0	89.3	96.4	84.1	92.5	84.0	82.8
700 - 759 AM	89.2	87.4	85.4	87.6	87.4	86.1	86.6	90.2	87.8	81.5	83.3	89.5	79.0	92.9	89.7	95.3
800 - 859 AM	79.1	86.8	92.7	81.2	85.0	79.1	75.3	82.4	86.7	90.1	86.4	87.5	78.6	83.6	81.9	88.6
900 - 959 AM	73.9	89.8	89.6	81.8	89.8	83.0	75.3	75.9	79.9	88.8	92.8	85.0	88.8	83.4	73.0	87.0
1000 - 1059 AM	77.9	84.1	89.8	78.9	92.2	82.3	70.1	78.9	85.8	88.9	86.4	84.1	86.4	66.9	63.2	80.6
1100 - 1159 AM	78.1	79.9	88.9	84.7	80.6	79.1	76.5	73.5	81.1	86.4	84.2	76.3	J/	71.9	53.4	80.8
1200 - 1259 PM	79.5	85.0	87.8	84.3	77.4	79.1	69.7	75.4	88.3	84.5	82.1	83.1	J/	66.2	57.2	79.9
100 - 159 PM	79.7	81.9	88.1	82.5	87.0	79.0	69.8	75.5	84.8	80.0	84.5	87.5	75.0	68.3	56.5	75.2
200 - 259 PM	73.2	79.3	83.1	86.0	85.2	81.1	71.0	73.3	81.5	77.2	83.3	81.5	75.0	70.9	55.8	73.3
300 - 359 PM	69.5	74.4	81.9	83.8	83.5	76.4	76.0	74.2	83.9	74.6	79.2	84.6	83.4	65.7	60.0	77.4
400 - 459 PM	66.4	70.3	83.2	79.4	80.4	78.2	71.0	70.8	83.4	71.4	82.7	80.9	81.6	70.3	60.6	74.0
500 - 559 PM	62.8	63.3	81.8	86.4	75.8	72.5	62.3	67.9	79.7	63.5	71.8	78.7	81.5	56.6	59.5	67.5
600 - 659 PM	65.6	64.0	73.4	82.0	81.2	74.3	67.0	66.9	74.7	65.1	75.7	77.0	73.7	65.1	56.6	66.1
700 - 759 PM	62.9	63.0	69.5	83.6	75.8	77.1	60.3	66.3	81.4	65.8	79.6	81.8	76.8	61.2	57.0	62.7
800 - 859 PM	65.4	59.8	77.2	77.9	76.2	76.0	61.0	65.0	75.7	63.8	79.2	79.1	69.7	59.9	53.3	60.1
900 - 959 PM	61.0	63.2	74.5	81.8	78.2	71.0	62.8	66.7	76.4	68.6	69.5	79.1	74.2	65.1	43.6	62.8
1000 - 1059 PM	73.2	62.0	78.5	75.5	68.8	82.6	60.8	63.8	71.2	65.9	72.9	63.2	69.9	60.7	50.1	67.4
1100 - 559 AM	75.1	70.4	76.7	79.5	67.3	74.0	60.6	77.3	75.5	75.7	82.3	70.7	75.0	62.8	63.6	69.4
TOTAL, ALL ARRIVALS, BY AIRPORT	72.5	72.8	81.7	82.8	82.0	78.0	69.3	72.5	80.8	74.7	80.5	81.7	78.5	68.1	60.0	73.1

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	67.9	77.5	80.4	86.4	87.4	J/	81.5	J/	85.5	J/	57.1	82.1	J/	84.6	82.1	85.3
700 - 759 AM	95.4	85.1	J/	76.8	74.6	82.7	85.7	79.8	92.6	93.6	81.5	87.4	75.2	77.5	100.0	84.4
800 - 859 AM	87.5	78.3	85.7	79.7	74.5	83.0	81.9	91.8	79.7	92.0	79.5	88.1	92.1	73.5	96.3	82.7
900 - 959 AM	80.2	84.4	79.3	82.2	73.5	88.2	80.1	82.3	83.3	75.3	81.1	74.8	85.0	72.6	78.7	79.4
1000 - 1059 AM	80.3	86.4	85.1	74.0	72.3	79.0	83.8	70.3	84.9	72.3	81.0	62.1	78.8	69.9	83.3	76.5
1100 - 1159 AM	86.4	85.3	81.0	77.4	69.2	84.5	87.5	67.1	85.3	67.6	75.0	54.0	79.9	75.3	79.0	75.4
1200 - 1259 PM	77.5	79.9	80.6	82.9	76.5	81.3	81.5	78.2	86.8	63.8	70.2	53.2	78.3	73.3	76.8	76.7
100 - 159 PM	78.5	84.8	80.0	79.2	71.4	75.3	74.9	68.3	82.4	69.5	66.5	54.1	79.8	69.8	80.0	75.2
200 - 259 PM	83.2	79.4	84.0	74.9	67.6	77.0	74.0	60.9	82.3	58.9	73.6	51.1	70.8	73.7	81.5	73.0
300 - 359 PM	81.4	78.6	83.7	73.6	67.7	63.0	75.1	67.5	82.6	68.8	64.2	55.0	72.9	71.4	77.4	73.7
400 - 459 PM	81.1	77.1	74.7	73.3	64.2	74.6	71.9	66.0	84.4	53.1	69.3	58.4	72.0	66.7	79.2	72.5
500 - 559 PM	72.8	80.8	76.4	76.8	64.2	60.7	69.3	63.6	77.2	63.9	59.0	61.8	59.2	67.4	70.6	68.6
600 - 659 PM	77.5	70.7	74.7	72.3	63.8	73.7	64.2	62.4	73.3	64.1	60.5	56.0	63.0	66.3	72.1	68.0
700 - 759 PM	68.4	66.0	75.0	70.2	61.5	60.1	61.5	60.2	82.0	57.0	57.8	57.9	76.1	62.8	80.6	67.3
800 - 859 PM	70.1	67.5	72.4	67.4	60.6	69.5	63.9	62.2	78.4	58.6	60.4	53.6	78.3	67.0	69.4	65.8
900 - 959 PM	74.4	79.8	72.9	73.7	60.7	62.1	57.7	58.8	80.0	56.2	57.1	55.7	57.3	64.4	66.0	66.0
1000 - 1059 PM	68.7	71.6	74.8	70.2	64.1	71.9	69.7	53.4	73.4	57.2	53.4	59.5	47.8	68.3	67.6	65.7
1100 - 559 AM	68.5	76.9	69.9	77.1	81.8	66.8	76.7	53.5	82.9	62.8	67.4	59.0	52.0	75.9	70.1	70.6
TOTAL, ALL ARRIVALS, BY AIRPORT	77.1	78.4	77.9	75.7	69.0	73.0	73.7	66.8	82.0	65.0	66.7	60.3	72.2	70.3	75.8	72.8

FEBRUARY 2001

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	IAD	IAH	JFK	LAS	LAX	LGA
600 - 659 AM	90.3	83.9	96.0	92.9	89.3	94.1	90.8	90.8	86.7	91.4	92.1	95.5	85.5	92.2	90.6	90.9
700 - 759 AM	84.9	83.5	91.5	93.8	88.4	92.7	84.3	89.2	85.1	89.2	94.6	94.8	87.0	90.7	89.9	85.8
800 - 859 AM	86.6	82.3	91.5	90.4	89.3	91.5	85.8	87.1	83.5	86.5	93.3	91.2	82.5	86.7	84.6	88.4
900 - 959 AM	82.2	80.1	92.0	84.5	92.0	91.0	73.9	83.1	80.1	86.0	89.1	90.2	86.2	79.6	78.9	87.0
1000 - 1059 AM	80.9	85.4	83.5	83.6	90.5	86.2	72.4	80.9	76.8	87.7	95.2	88.6	86.9	63.0	69.2	84.0
1100 - 1159 AM	77.9	84.5	82.7	81.4	92.3	84.9	69.2	78.1	77.8	86.8	86.5	81.8	82.7	68.1	68.6	83.5
1200 - 1259 PM	81.2	82.6	80.8	85.0	87.5	86.5	71.3	74.9	78.3	86.2	86.9	87.5	84.3	68.5	63.6	81.6
100 - 159 PM	82.0	82.3	83.5	83.9	83.0	82.5	70.9	74.9	79.6	85.8	77.6	87.6	J/	61.7	63.1	82.2
200 - 259 PM	75.3	76.7	80.6	76.9	82.0	80.2	67.8	72.7	78.3	78.3	82.3	84.8	82.1	58.0	67.8	77.6
300 - 359 PM	76.2	71.9	77.9	79.5	88.8	78.4	68.0	72.4	74.1	74.6	75.0	80.5	75.2	60.6	62.9	79.4
400 - 459 PM	68.2	73.8	76.4	79.7	85.7	78.2	70.6	71.9	74.3	75.5	73.0	84.6	79.7	58.3	65.1	80.6
500 - 559 PM	66.9	67.9	73.5	78.4	82.1	75.3	66.9	70.8	78.3	68.9	74.2	82.7	77.4	60.0	64.7	73.7
600 - 659 PM	66.5	68.0	74.6	75.5	72.9	78.5	64.9	72.0	68.0	70.0	70.8	81.8	76.4	54.9	58.7	71.8
700 - 759 PM	64.2	64.5	73.8	83.4	81.0	77.0	66.1	68.7	73.5	66.3	66.0	82.9	77.5	59.3	55.2	67.9
800 - 859 PM	65.8	73.7	69.3	84.0	77.5	79.9	57.2	69.5	77.5	72.2	77.4	87.2	70.7	53.2	56.7	66.0
900 - 959 PM	67.0	84.0	67.4	78.6	81.0	82.9	68.1	70.2	76.3	64.0	77.5	87.1	74.1	58.9	61.8	72.5
1000 - 1059 PM	73.4	87.5	57.1	82.8	87.9	J/	69.0	72.0	80.7	63.6	71.4	86.6	83.9	71.3	74.7	75.0
1100 - 559 AM	76.1	89.1	100.0	72.4	J/	J/	92.0	J/	96.4	92.0	96.4	J/	80.0	73.7	80.6	81.3
TOTAL, ALL DEPARTURES, BY AIRPORT	75.7	77.7	81.7	82.9	85.1	83.8	71.0	76.1	78.2	80.1	81.8	86.6	80.1	69.0	71.1	80.2

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	MCO	MDW	MI A	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	97.5	96.4	91.3	85.9	89.1	91.3	90.9	93.5	94.9	96.3	85.9	90.3	91.5	91.4	95.0	91.0
700 - 759 AM	93.6	86.6	89.5	81.2	87.2	91.4	88.2	93.5	91.7	93.5	83.2	84.8	93.8	85.9	91.4	88.7
800 - 859 AM	95.4	83.6	83.5	78.0	82.1	89.2	84.9	85.7	87.9	89.2	80.2	85.0	88.1	81.1	91.3	85.9
900 - 959 AM	92.0	82.4	90.4	78.7	80.3	79.9	80.4	85.6	85.0	82.5	73.6	78.2	83.9	77.9	92.9	83.2
1000 - 1059 AM	85.8	81.3	89.3	77.8	77.7	82.5	80.2	77.8	83.5	78.8	76.9	76.2	84.6	77.7	86.6	79.9
1100 - 1159 AM	83.0	84.6	84.7	76.3	74.0	79.0	78.8	65.4	83.9	66.5	70.9	64.0	83.8	72.7	81.3	76.7
1200 - 1259 PM	88.2	76.5	80.4	76.5	73.5	86.8	84.8	68.8	87.3	69.1	75.9	62.7	46.9	71.7	78.6	77.1
100 - 159 PM	75.9	73.4	83.2	79.8	77.2	76.9	80.8	70.3	84.3	65.2	70.1	65.2	71.4	74.5	76.6	76.8
200 - 259 PM	75.5	73.3	83.8	75.4	75.5	80.1	73.1	64.6	81.8	67.6	74.1	65.4	81.7	72.2	80.0	74.7
300 - 359 PM	77.9	72.5	79.6	72.9	68.6	71.5	67.6	60.4	72.5	59.6	69.2	59.7	73.3	71.3	70.6	71.3
400 - 459 PM	80.4	70.8	78.0	76.0	66.6	70.9	75.3	59.7	79.0	60.1	67.0	59.4	75.3	65.2	75.3	72.2
500 - 559 PM	82.0	72.9	74.7	71.9	66.4	67.4	71.2	61.9	79.0	55.6	64.8	59.4	72.6	68.3	72.7	70.8
600 - 659 PM	72.3	67.0	65.9	75.7	64.9	77.5	65.5	62.3	79.8	66.8	63.0	66.1	66.2	65.9	73.6	68.7
700 - 759 PM	77.1	68.0	76.8	71.8	63.9	65.6	64.6	61.6	72.8	54.5	57.5	63.2	69.8	70.3	79.4	68.7
800 - 859 PM	69.5	66.0	68.9	70.8	63.7	69.5	66.8	55.5	84.3	62.1	58.1	62.1	78.5	65.4	75.0	69.2
900 - 959 PM	75.7	66.3	80.0	75.0	65.1	67.9	68.8	64.4	75.6	65.1	62.6	65.6	70.2	68.3	58.9	69.9
1000 - 1059 PM	82.1	J/	J/	78.1	68.5	82.1	76.0	65.6	85.3	76.7	72.1	69.4	77.3	73.3	58.3	75.8
1100 - 559 AM	J/	J/	82.1	83.2	100.0	93.8	100.0	68.2	100.0	98.2	76.7	86.0	85.7	75.0	85.7	78.6
TOTAL, ALL DEPARTURES, BY AIRPORT	83.1	77.6	81.8	76.7	73.6	80.2	76.0	70.0	83.4	74.1	72.6	71.2	79.4	73.2	81.4	76.8

FEBRUARY 2001

## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS 1/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDI AN
AS	217	LAX-SEA	2026	28	85.71	59	50
AS	720	SEA-PHX	1937	28	85.71	49	38
AS	770	SEA-TUS	1859	28	85.71	46	29
DL	2397	BOS-PBI	1550	28	85.71	44	26
AA	21	JFK-LAX	1800	27	85.19	63	33
HP	825	BOS-PHX	1757	24	83.33	44	33
AS	628	SEA-PHX	1612	24	83.33	38	37
AS	368	SEA-SFO	2140	28	82.14	49	41
DL	2388	FLL-BDL	2000	28	82.14	37	36
DL	1989	BOS-LAX	0800	28	82.14	35	33
DL	1997	ATL-SAN	0830	28	82.14	31	27
AS	291	LAX-SFO	1934	16	81.25	58	27
AQ	474	OAK-LAS	2125	15	80.00	38	23
AS	471	LAX-SEA	1819	20	80.00	37	35

FEBRUARY 2001  
AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS 1/  
ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER -----	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA -----	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/ -----	
		NUMBER -----	PERCENTAGE -----
ALASKA	431	31	7.2
ALOHA	169	3	1.8
AMERICA WEST	626	8	1.3
SOUTHWEST	2738	24	0.9
TRANS WORLD	729	5	0.7
NORTHWEST	1551	9	0.6
AMERICAN	2126	12	0.6
CONTINENTAL	946	5	0.5
UNITED	1198	6	0.5
DELTA	2407	9	0.4
US AIRWAYS	2073	3	0.1
TOTAL	14,994	115	0.8

FEBRUARY 2001

AIR TRAVEL CONSUMER REPORT

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.
AGUADILLA, P. R. (BQN)	92.9	96.4	28	28	EL PASO, TX. (ELP)	74.5	80.1	1,705	1,705
AKRON/CANTON, OH. (CAK)	74.1	88.9	81	81	ELMIRA, N. Y. (ELM)	83.8	87.4	111	111
ALBANY, N. Y. (ALB)	78.2	86.3	1,077	1,076	ERIE, PA. (ERI)	87.5	90.2	112	112
ALBUQUERQUE, N. M. (ABQ)	72.2	78.9	2,681	2,681	EUGENE, OR. (EUG)	67.3	72.6	168	168
ALLENTOWN, PA. (ABE)	81.0	85.3	468	468	FAIRBANKS, AK. (FAI)	70.1	81.3	344	343
AMARILLO, TX. (AMA)	66.4	76.8	366	366	FARGO, N. D. (FAR)	72.7	85.6	132	132
ANCHORAGE, AK. (ANC)	64.0	76.3	1,307	1,306	FAYETTEVILLE, N. C. (FAY)	76.3	83.1	59	59
ASHEVILLE, N. C. (AVL)	78.6	92.9	112	112	FLINT, MI. (FNT)	76.2	89.3	84	84
ATLANTA, GA. (ATL)	72.5	75.7	19,867	19,842	FRESNO, CA. (FAT)	57.1	92.9	28	28
AUSTIN, TX. (AUS)	74.7	82.4	3,349	3,349	FT. LAUDERDALE, FL. (FLL)	74.5	78.9	4,421	4,420
BALTIMORE, MD. (BWI)	81.7	81.7	7,632	7,632	FT. MYERS, FL. (RSW)	76.3	82.1	1,522	1,521
BARROW, AK. (BRW)	69.1	69.1	68	68	FT. WAYNE, IN. (FWA)	80.8	88.5	52	52
BATON ROUGE, LA. (BTR)	77.9	79.2	280	279	GRAND FORKS, N. D. (GFK)	71.3	83.8	80	80
BETHEL, AK. (BET)	65.5	69.0	84	84	GRAND RAPIDS, MI. (GRR)	77.0	86.9	549	549
BILLINGS, MT. (BIL)	73.6	88.9	280	280	GREAT FALLS, MT. (GTF)	78.0	89.9	168	168
BINGHAMTON, N. Y. (BGM)	87.5	91.1	56	56	GREEN BAY, WI. (GRB)	77.8	86.8	212	212
BIRMINGHAM, AL. (BHM)	80.9	84.4	1,504	1,504	GREENSBORO/HIGH PT., N. C. (GSO)	78.9	84.4	1,152	1,153
BISMARCK, N. D. (BIS)	75.0	88.0	108	108	GREENVILLE/SPARTANBURG, S. C. (GSP)	77.6	86.4	389	389
BOISE, ID. (BOI)	73.7	81.8	958	959	GULFPORT/BILOXI, MS. (GPT)	70.0	93.8	80	80
BOSTON, MA. (BOS)	72.8	77.7	8,647	8,653	GUNNISON, CO. (GUC)	60.7	85.2	61	61
BOZEMAN, MT. (BZN)	63.9	85.4	144	144	HARLINGEN, TX. (HRL)	66.3	70.8	332	332
BRISTOL, TN. (TRI)	76.3	91.5	59	59	HARRISBURG, PA. (MDT)	80.3	84.5	528	528
BROWNSVILLE, TX. (BRO)	82.1	100.0	28	28	HARTFORD, CT./SPGFLD, MA. (BDL)	79.0	82.8	2,751	2,748
BUFFALO, N. Y. (BUF)	80.2	86.8	1,521	1,534	HELENA, MT. (HLN)	82.1	83.9	56	56
BURBANK, CA. (BUR)	69.5	71.6	2,088	2,088	HILO, HAWAII, HI. (ITO)	83.7	88.5	392	392
BURLINGTON, VT. (BTV)	72.4	76.5	196	196	HONOLULU, OAHU, HI. (HNL)	76.5	82.3	3,128	3,126
CEDAR RAPIDS/IOWA CTY, I.A. (CID)	68.9	75.0	360	360	HOUSTON, TX. (HOU)	76.7	75.2	4,325	4,325
CHARLESTON, S. C. (CHS)	80.6	86.8	531	532	HOUSTON, TX. (IAH)	81.7	86.6	10,153	10,156
CHARLESTON, W. V. (CRW)	95.2	94.0	84	84	HUNTSVILLE/DECATUR, AL. (HSV)	76.6	80.7	414	414
CHARLOTTE, N. C. (CLT)	82.8	82.9	10,113	10,114	INDIANAPOLIS, IN. (IND)	78.4	85.1	2,715	2,714
CHATTANOOGA, TN. (CHA)	86.9	91.7	84	84	INDIO/PALM SPRINGS, CA. (PSP)	63.4	75.8	513	512
CHICAGO, I.L. (MDW)	78.4	77.6	3,809	3,810	ISLIP/LONG IS., N. Y. (ISP)	85.1	88.8	740	740
CHICAGO, I.L. (ORD)	69.0	73.6	22,365	22,361	ITHACA, N. Y. (ITH)	82.0	90.1	111	111
CINCINNATI, OH. (CVG)	82.0	85.1	5,115	5,112	JACKSON/VIKESBURG, MS. (JAN)	81.1	83.4	665	667
CLEVELAND, OH. (CLE)	80.2	86.5	4,106	4,108	JACKSON, WY. (JAC)	63.0	75.8	119	120
COLORADO SPRINGS, CO. (COS)	61.9	74.0	861	864	JACKSONVILLE, FL. (JAX)	77.5	83.5	1,979	1,980
COLUMBIA, S. C. (CAE)	81.2	83.2	303	303	JUNEAU, AK. (JNU)	67.1	66.1	280	280
COLUMBUS, OH. (CMH)	80.3	85.0	2,528	2,531	KAHULUI, MAUI, HI. (OGG)	77.6	82.8	1,329	1,329
CORDOVA, AK. (CDV)	58.9	62.5	56	56	KALAMAZOO, MI. (AZO)	71.3	85.2	108	108
CORPUS CHRISTI, TX. (CRP)	69.4	82.3	232	232	KALISPELL, MT. (FCA)	85.7	82.1	112	112
DALLAS/FT. WORTH, TX. (DAL)	76.0	73.4	3,830	3,829	KANSAS CITY, MO. (MCI)	73.4	79.4	4,783	4,781
DALLAS/FT. WORTH, TX. (DFW)	72.5	76.1	18,799	18,781	KETCHIKAN, AK. (KTN)	70.8	78.6	168	168
DAYTON, OH. (DAY)	78.6	83.6	780	780	KNOXVILLE, TN. (TVS)	78.9	83.4	440	441
DAYTONA BEACH, FL. (DAB)	76.7	80.8	172	172	KODIAK, AK. (ADQ)	62.5	71.4	56	56
DEADHORSE, AK. (SCC)	75.0	75.0	28	28	KONA, HAWAII, HI. (KOA)	77.6	82.1	647	648
DENVER, CO. (DEN)	69.3	71.0	10,469	10,474	KOTZEBUE, AK. (OTZ)	52.9	58.8	68	68
DES MOINES, IA. (DSM)	68.3	73.2	514	514	LA CROSSE, WI. (LSE)	83.3	83.3	24	24
DETROIT, MI. (DTW)	80.8	78.2	11,570	11,568	LANSING, MI. (LAN)	70.0	83.3	180	180
DULUTH, MN. (DLH)	66.7	87.5	72	72	LAS VEGAS, NV. (LAS)	68.1	69.0	10,605	10,600
DURANGO, CO. (DRO)	68.8	78.1	32	32	LEXINGTON/FRKFT, KY. (LEX)	74.6	84.3	248	248
DUTCH HARBOR, AK. (DUT)	39.3	21.4	28	28	LIHUE, KAUAI, HI. (LIH)	76.4	83.8	736	736
EAGLE, CO. (EGE)	60.9	81.3	294	294	LINCOLN, NE. (LNK)	63.4	75.0	164	164

FEBRUARY 2001

## AIR TRAVEL CONSUMER REPORT

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.
LITTLE ROCK, AR. (LIT)	74.1	80.9	1,060	1,059	SAGINAW, MI. (MBS)	79.3	85.5	304	304
LONG BEACH, CA. (LGB)	73.5	85.9	234	234	SALT LAKE CITY, UT. (SLC)	72.2	79.4	6,067	6,071
LOS ANGELES, CA. (LAX)	60.0	71.1	16,003	16,002	SAN ANTONIO, TX. (SAT)	72.5	80.6	2,901	2,903
LOUISVILLE, KY. (SDF)	79.3	83.8	1,665	1,664	SAN DIEGO, CA. (SAN)	65.0	74.1	5,486	5,502
LUBBOCK, TX. (LBB)	74.2	77.8	396	396	SAN FRANCISCO, CA. (OAK)	71.2	70.1	4,629	4,632
MADISON, WI. (MSN)	71.3	81.6	272	272	SAN FRANCISCO, CA. (SFO)	60.3	71.2	10,042	10,041
MANCHESTER, N.H. (MHT)	81.5	83.4	1,069	1,069	SAN JOSE, CA. (SJC)	68.8	75.2	5,720	5,720
MEDFORD, OR. (MFR)	67.9	75.9	112	112	SAN JUAN, P.R. (SJU)	74.9	79.5	2,370	2,370
MELBOURNE, FL. (MLB)	74.6	80.2	126	126	SANTA BARBARA, CA. (SBA)	66.4	65.0	140	140
MEMPHIS, TN. (MEM)	78.8	79.8	4,418	4,419	SARASOTA/BRAD., FL. (SRQ)	78.6	84.3	369	369
MIAMI, FL. (MIA)	77.9	81.8	5,237	5,232	SAVANNAH, GA. (SAV)	75.2	82.9	363	363
MIDLAND/ODESSA, TX. (MAF)	74.2	79.9	384	384	SCRANTON/WILKES-BARRE, PA. (AVP)	83.9	90.2	112	112
MILWAUKEE, WI. (MKE)	76.5	83.0	1,132	1,132	SEATTLE, WA. (SEA)	66.7	72.6	7,687	7,689
MINNEAPOLIS/ST. P., MN. (MSP)	75.7	76.7	10,982	10,982	SHREVEPORT, LA. (SHV)	67.9	74.9	196	195
MINOT, N.D. (MOT)	77.4	81.0	84	84	SILOUX CITY, IA. (SUX)	66.7	83.7	42	43
MISSION/MCALLEN, TX. (MFE)	78.3	94.0	299	299	SILOUX FALLS, S.D. (FSD)	75.8	86.7	248	248
MISSOULA, MT. (MSO)	68.6	88.5	140	139	SITKA, AK. (SIT)	63.1	79.8	84	84
MOBILE, AL. /PASCAGOULA, MS. (MOB)	70.0	71.1	333	336	SOUTH BEND, IN. (SBN)	87.1	90.2	132	132
MOLINE, IL. (MLI)	76.2	73.8	164	164	SPOKANE, WA. (GEG)	69.3	80.5	996	996
MONROE, LA. (MLU)	70.2	75.6	168	168	SPRINGFIELD, MO. (SGF)	66.9	78.1	160	160
MONROE, CO. (MTJ)	79.7	92.2	64	64	ST. CROIX, V.I. (STX)	82.1	85.7	56	56
MYRTLE BEACH, S.C. (MYR)	81.9	94.4	177	177	ST. LOUIS, MO. (STL)	70.3	73.2	12,726	12,730
NASHVILLE, TN. (BNA)	81.3	83.1	4,443	4,444	ST. THOMAS, V.I. (STT)	81.7	87.3	300	300
NEW ORLEANS, LA. (MSY)	76.1	82.2	4,094	4,095	STEAMBOAT SPRINGS, CO. (HDN)	58.3	69.2	156	156
NEW YORK, N.Y. (JFK)	78.5	80.1	3,386	3,384	SYRACUSE, N.Y. (SYR)	76.1	85.0	774	772
NEW YORK, N.Y. (LGA)	73.1	80.2	8,838	8,838	TALLAHASSEE, FL. (TLH)	70.0	75.0	140	140
NEWARK, N.J. (EWR)	74.7	80.1	9,686	9,681	TAMPA, FL. (TPA)	75.8	81.4	5,506	5,508
NEWBURGH, N.Y. (SWF)	66.7	81.0	84	84	TOLEDO, OH. (TOL)	82.1	94.6	56	56
NOME, AK. (OME)	58.3	59.7	72	72	TRAVERSE CITY, MI. (TVC)	80.4	85.7	56	56
NORFOLK/VA. BEACH, VA. (ORF)	83.1	88.0	1,162	1,163	TUCSON, AZ. (TUS)	68.4	77.1	1,564	1,566
OKLAHOMA CITY, OK. (OKC)	70.0	78.9	1,471	1,472	TULSA, OK. (TUL)	74.4	79.7	1,518	1,518
OMAHA, NE. (OMA)	72.6	80.4	1,307	1,308	VALPARAISO, FL. (VPS)	75.9	79.5	112	112
ONTARIO, CA. (ONT)	68.9	76.2	2,736	2,724	WASHINGTON, D.C. (DCA)	78.0	83.8	7,084	7,090
ORANGE COUNTY, CA. (SNA)	70.4	77.4	3,327	3,326	WASHINGTON, D.C. (IAD)	80.5	81.8	4,175	4,174
ORLANDO, FL. (MCO)	77.1	83.1	7,827	7,828	WEST PALM BEACH, FL. (PBI)	73.2	79.2	2,280	2,279
PASCO, WA. (PSC)	80.6	88.0	108	108	WHITE PLAINS, N.Y. (HPN)	69.7	70.3	380	380
PENSACOLA, FL. (PNS)	71.9	78.2	442	444	WICHITA, KS. (ICT)	72.6	76.8	541	542
PETERSBURG, AK. (PSG)	66.1	71.4	56	56	WILMINGTON, N.C. (ILM)	86.3	92.9	168	168
PHILADELPHIA, PA. (PHL)	73.7	76.0	9,490	9,493	WRANGELL, AK. (WRG)	71.4	73.2	56	56
PHOENIX, AZ. (PHX)	66.8	70.0	14,818	14,819	YAKUTAT, AK. (YAK)	57.1	62.5	56	56
PITTSBURGH, PA. (PIT)	82.0	83.4	8,146	8,147					
PORTLAND, ME. (PWM)	81.3	82.2	444	444					
PORTLAND, OR. (PDX)	73.0	80.2	4,283	4,282					
PROVIDENCE, R.I. (PVD)	83.2	86.3	2,075	2,075					
RALEIGH/DURHAM, N.C. (RDU)	80.6	86.9	2,593	2,594					
RAPID CITY, S.D. (RAP)	70.0	84.3	70	70					
RENO, NV. (RNO)	71.2	75.2	2,124	2,124					
RICHMOND, VA. (RIC)	80.6	83.9	1,229	1,228					
ROANOKE, VA. (ROA)	80.2	91.0	167	167					
ROCHESTER, MN. (RST)	64.4	75.8	177	178					
ROCHESTER, N.Y. (ROC)	75.8	81.4	1,055	1,055					
SACRAMENTO, CA. (SMF)	72.3	76.8	2,930	2,932					

FEBRUARY 2001  
AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 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 S/	31	43635	2179	5.0	98	57915	2670	4.6
ALASKA S/	8	6900	301	4.4	34	11870	539	4.5
UNITED S/	30	45978	2104	4.6	99	57095	2540	4.4
NORTHWEST S/	31	28262	1150	4.1	116	42082	1575	3.7
DELTA S/	30	49030	1752	3.6	109	67415	2315	3.4
US AIRWAYS S/	27	42030	1433	3.4	88	57288	1965	3.4
TRANS WORLD S/	29	14772	504	3.4	71	19830	653	3.3
ALOHA S/	1	28	0	N/A	7	4896	147	3.0
AMERICA WEST S/	24	13139	377	2.9	53	17313	492	2.8
CONTINENTAL S/	30	22407	364	1.6	84	30618	479	1.6
SOUTHWEST S/	15	30415	480	1.6	59	73011	1011	1.4
T O T A L		296,596	10,644	3.6		439,333	14,386	3.3

**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 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.



**APPENDIX**

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

**Airports Covered by the Rule**

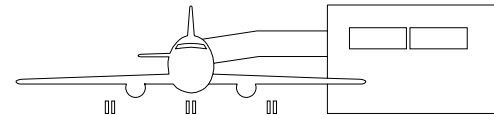
Atlanta. Hartsfield	ATL
Baltimore/Washington. International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. Midway	MDW
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth. International	DFW
Denver. International	DEN
Detroit. Metro Wayne County	DTW
Houston. George 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
CO	Continental Airlines
DL	Delta Air Lines
NW	Northwest Airlines
WN	Southwest Airlines
TW	Trans World Airlines
UA	United Airlines
US	US Airways

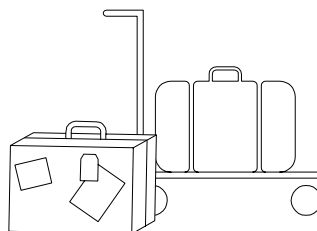
**Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors**

AQ	Aloha Airlines
----	----------------



## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	FEBRUARY 2001			FEBRUARY 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,336	852,871	2.74	3,081	862,487	3.57
2	US AIRWAYS	18,344	4,194,376	4.37	17,279	4,011,676	4.31
3	CONTINENTAL AIRLINES	12,718	2,881,743	4.41	14,674	2,762,525	5.31
4	DELTA AIR LINES	32,158	6,933,640	4.64	31,287	7,668,531	4.08
5	NORTHWEST AIRLINES	16,374	3,516,258	4.66	16,981	3,531,783	4.81
6	AMERICA WEST AIRLINES	7,738	1,581,036	4.89	7,892	1,394,446	5.66
7	AMERICAN AIRLINES	25,340	5,081,399	4.99	26,420	5,099,497	5.18
8	UNITED AIRLINES	28,023	5,369,436	5.22	37,909	5,641,482	6.72
9	SOUTHWEST AIRLINES	32,300	5,753,732	5.61	21,971	5,322,767	4.13
10	TRANS WORLD AIRLINES	10,247	1,661,263	6.17	8,600	1,812,856	4.74
<b>TOTALS</b>		<b>185,578</b>	<b>37,825,754</b>	<b>4.91</b>	<b>186,094</b>	<b>38,108,050</b>	<b>4.88</b>

**NOTES:** 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.

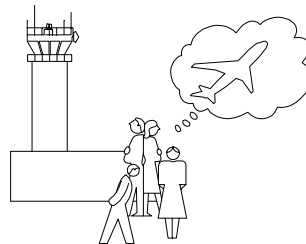
## **OVERSALES**

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

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

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

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



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

RANK	AIRLINE	OCTOBER-DECEMBER 2000				OCTOBER-DECEMBER 1999			
		<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	<i>DELTA AIR LINES</i>	39,504	652	24,042,911	<b>0.27</b>	35,040	377	24,946,036	<b>0.15</b>
2	<i>AMERICAN AIRLINES</i>	42,165	650	18,565,990	<b>0.35</b>	56,106	851	19,117,505	<b>0.45</b>
3	<i>US AIRWAYS</i>	28,350	894	15,009,965	<b>0.60</b>	20,601	537	13,645,066	<b>0.39</b>
4	<i>AMERICA WEST AIRLINES</i>	11,047	333	4,907,424	<b>0.68</b>	17,459	702	4,881,725	<b>1.44</b>
5	<i>UNITED AIRLINES</i>	27,944	1,458	18,818,818	<b>0.77</b>	36,048	3,079	19,963,617	<b>1.54</b>
6	<i>NORTHWEST AIRLINES</i>	25,927	1,272	12,737,656	<b>1.00</b>	18,652	150	12,697,747	<b>0.12</b>
7	<i>ALASKA AIRLINES</i>	6,493	338	3,267,931	<b>1.03</b>	5,721	221	3,291,358	<b>0.67</b>
8	<i>TRANS WORLD AIRLINES</i>	14,299	1,075	5,875,474	<b>1.83</b>	13,392	151	6,063,236	<b>0.25</b>
9	<i>SOUTHWEST AIRLINES</i>	21,724	3,766	18,501,627	<b>2.04</b>	18,997	2,187	16,789,416	<b>1.30</b>
10	<i>CONTINENTAL AIRLINES</i>	18,563	2,903	9,975,265	<b>2.91</b>	16,696	493	9,935,520	<b>0.50</b>
	<b>TOTALS</b>	236,016	13,341	131,703,061	<b>1.01</b>	238,712	8,748	131,331,226	<b>0.67</b>

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

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

RANK	AIRLINE	JANUARY-DECEMBER 2000				JANUARY-DECEMBER 1999			
		<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	<i>DELTA AIR LINES</i>	212,050	3,327	102,031,565	<b>0.33</b>	178,747	15,607	101,872,066	<b>1.53</b>
2	<i>AMERICAN AIRLINES</i>	210,427	3,274	78,229,763	<b>0.42</b>	248,225	3,129	73,550,598	<b>0.43</b>
3	<i>NORTHWEST AIRLINES</i>	108,501	3,011	53,112,324	<b>0.57</b>	87,216	922	51,071,787	<b>0.18</b>
4	<i>US AIRWAYS</i>	94,259	3,740	57,481,514	<b>0.65</b>	80,750	2,839	54,162,381	<b>0.52</b>
5	<i>AMERICA WEST AIRLINES</i>	57,935	2,274	20,229,421	<b>1.12</b>	58,550	2,651	19,042,148	<b>1.39</b>
6	<i>ALASKA AIRLINES</i>	33,113	1,910	13,512,111	<b>1.41</b>	23,649	1,239	13,604,018	<b>.91</b>
7	<i>UNITED AIRLINES</i>	119,306	11,101	77,624,771	<b>1.43</b>	138,233	7,249	80,217,857	<b>0.90</b>
8	<i>CONTINENTAL AIRLINES</i>	66,391	7,259	40,270,205	<b>1.80</b>	63,671	1,332	39,432,089	<b>0.34</b>
9	<i>SOUTHWEST AIRLINES</i>	90,352	13,741	72,568,399	<b>1.89</b>	78,772	9,003	65,348,225	<b>1.38</b>
10	<i>TRANS WORLD AIRLINES</i>	65,061	6,385	25,138,095	<b>2.54</b>	66,344	1,803	24,780,273	<b>0.73</b>
	<b>TOTALS</b>	1,057,395	56,022	540,198,168	<b>1.04</b>	1,024,157	45,774	523,081,442	<b>0.88</b>

Note: Totals for January thru December 2000 reflect a correction of the Continental Airlines data for the 1<sup>st</sup> Q of 2000.

United Airlines has advised us that it may not have correctly reported those passengers who were involuntarily denied boarding prior to the 4<sup>th</sup> Q of 1999. Therefore, the data in this report may reflect an inaccurate rate of passengers denied boarding involuntarily by United for January thru December 1999.

\* 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.). A detailed explanation of each category appears at the end of the report. Note that beginning with the September 1999 report, disability complaints are listed as a separate category. Prior to September 1999, disability complaints were included in the Reservations/Ticketing/Boarding category. Also, effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category.

**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. Effective with the September 1999 report, complaints against “cargo companies” (formerly a separate grouping) are included with the “miscellaneous” grouping.

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

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	FEBRUARY 2001				FEBRUARY 2000			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,086	172	2	26	1,690	175	12	88
FOREIGN AIRLINES	137	3	0	2	207	2	0	8
TRAVEL AGENTS	15	0	0	0	22	0	0	0
TOUR OPERATORS	5	0	0	0	18	0	0	2
MISCELLANEOUS	5	44	0	3	55	78	0	15
<b>INDUSTRY TOTALS</b>	<b>1,248</b>	<b>219</b>	<b>2</b>	<b>31</b>	<b>1,992</b>	<b>255</b>	<b>12</b>	<b>113</b>



Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	FEBRUARY 2001			FEBRUARY 2000		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	441		1	710	
CANCELLATIONS			170			237
DELAYS			125			260
MISCONNECTIONS			40			90
CUSTOMER SERVICE	2	222		2	367	
BAGGAGE	3	215		3	309	
RES/TKTG/BOARDING	4	118		4	165	
FARES	5	57		6	93	
DISABILITY	6	52		7	89	
REFUNDS	7	44		5	107	
OTHER	8	44		8	79	
FREQUENT FLYER			15			35
OVERSALES	9	41		9	61	
ADVERTISING	10	8		11	5	
TOURS OR CHARTERS	11	6		10	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,248			1,992	

NOTE: EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.  
 \*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

FEBRUARY 2001

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	9	1	3	1	0	5	5	0	1	0	0	0	25
ALASKA AIRLINES	10	1	2	0	2	4	2	0	0	0	0	0	21
AMERICA WEST AIRLINES	17	3	4	1	0	9	10	4	0	0	0	2	50
AMERICAN AIRLINES	68	4	16	5	4	28	35	7	1	0	0	7	175
AMERICAN EAGLE	11	3	2	0	1	1	1	0	0	0	0	0	19
AMERICAN TRANS AIR	13	0	2	1	1	6	3	1	0	0	0	0	27
ATLANTIC SOUTHEAST AIRLINES	4	1	0	0	1	0	0	1	0	0	0	0	7
CONTINENTAL AIRLINES	15	0	10	4	2	17	17	4	1	0	0	1	71
CONTINENTAL EXPRESS	3	0	1	0	0	0	1	0	0	0	0	0	5
DELTA AIRLINES	55	5	15	9	6	28	32	7	0	0	0	10	167
DELTA CONNECTION	4	0	1	1	0	2	0	0	0	0	0	0	8
FRONTIER AIRLINES	6	0	1	1	0	0	0	0	0	0	0	0	8
HORIZON AIRLINES	4	0	1	0	0	0	0	0	0	0	0	0	5
MI DWAY AIRLINES	1	0	2	0	0	0	3	0	0	0	0	0	6
MI DWEST EXPRESS AIRLINES	1	0	1	0	0	0	2	1	0	0	0	0	5
NORTHWEST AIRLINES	23	5	3	6	1	11	14	4	0	0	0	1	68
PAN AM	4	0	0	0	1	0	0	0	0	0	0	0	5
RYAN INTERNATIONAL AIRLINES	5	0	0	1	0	0	0	0	0	2	0	0	8
SOUTHWEST AIRLINES	5	0	4	0	0	9	6	1	0	0	0	0	25
SPIRIT AIRLINES	22	5	3	0	2	5	9	1	0	0	0	1	48
TRANS WORLD AIRLINES	12	0	4	1	2	8	5	2	0	0	0	4	38
UNITED AIRLINES	67	4	11	8	7	15	30	12	1	0	0	6	161
UNITED EXPRESS	0	1	1	1	1	0	2	1	0	0	0	0	7
US AIRWAYS	30	1	12	6	1	8	11	4	2	0	0	2	77
US AIRWAYS EXPRESS	5	0	1	0	0	0	1	0	0	0	0	0	7
VANGUARD AIRLINES	4	0	1	0	0	0	1	0	0	0	0	1	7
OTHER U. S. AIRLINES	10	1	3	1	1	7	12	0	0	0	0	1	36
<b>TOTAL FEBRUARY 2001</b>	<b>408</b>	<b>35</b>	<b>104</b>	<b>47</b>	<b>33</b>	<b>163</b>	<b>202</b>	<b>50</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>36</b>	<b>1,086</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>37.8</b>	<b>3.2</b>	<b>9.6</b>	<b>4.4</b>	<b>3.1</b>	<b>15.1</b>	<b>18.7</b>	<b>4.6</b>	<b>0.6</b>	<b>0.2</b>	<b>0</b>	<b>3.3</b>	
<b>TOTAL FEBRUARY 2000</b>	<b>650</b>	<b>56</b>	<b>134</b>	<b>63</b>	<b>75</b>	<b>238</b>	<b>314</b>	<b>85</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>68</b>	<b>1,690</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>38.7</b>	<b>3.3</b>	<b>8</b>	<b>3.8</b>	<b>4.5</b>	<b>14.2</b>	<b>18.7</b>	<b>5.1</b>	<b>0.3</b>	<b>0.1</b>	<b>0</b>	<b>4.1</b>	

\* EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

\*\*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

FEBRUARY 2001

U. S. AIRLINES*	COMPS RECD IN FEB.	INCI - DENTS IN FEB.	PERCENT	INCI - DENTS IN JAN.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	25	9	36.0	3	12.0	3	12.0	10	40.0
ALASKA AIRLINES	21	9	42.9	6	28.6	2	9.5	4	19.0
AMERICA WEST AIRLINES	50	9	18.0	9	18.0	11	22.0	21	42.0
AMERICAN AIRLINES	175	31	17.7	30	17.1	33	18.9	81	46.3
AMERICAN EAGLE	19	2	10.5	0	0.0	6	31.6	11	57.9
AMERICAN TRANS AIR	27	9	33.3	4	14.8	11	40.7	3	11.1
ATLANTIC SOUTHEAST AIRLINES	7	1	14.3	4	57.1	1	14.3	1	14.3
CONTINENTAL AIRLINES	71	11	15.5	8	11.3	19	26.8	33	46.5
CONTINENTAL EXPRESS	5	1	20.0	1	20.0	1	20.0	2	40.0
DELTA AIR LINES	167	35	21.0	11	6.6	50	29.9	71	42.5
DELTA CONNECTION	8	0	0.0	0	0.0	5	62.5	3	37.5
FRONTIER AIRLINES	8	4	50.0	0	0.0	0	0.0	4	50.0
HORIZON AIRLINES	5	0	0.0	0	0.0	1	20.0	4	80.0
MIDWAY AIRLINES	6	1	16.7	0	0.0	0	0.0	5	83.3
MIDWEST EXPRESS AIRLINES	5	0	0.0	3	60.0	1	20.0	1	20.0
NORTHWEST AIRLINES	68	12	17.6	8	11.8	13	19.1	35	51.5
PAN AM	5	4	80.0	1	20.0	0	0.0	0	0.0
RYAN INTERNATIONAL AIRLINES	8	2	25.0	1	12.5	0	0.0	5	62.5
SOUTHWEST AIRLINES	25	10	40.0	3	12.0	2	8.0	10	40.0
SPIRIT AIRLINES	48	13	27.1	3	6.2	12	25.0	20	41.7
TRANS WORLD AIRLINES	38	7	18.4	6	15.8	19	50.0	6	15.8
UNITED AIRLINES	161	52	32.3	16	9.9	57	35.4	36	22.4
UNITED EXPRESS	7	3	42.9	0	0.0	1	14.3	3	42.9
US AIRWAYS	77	14	18.2	9	11.7	17	22.1	37	48.1
US AIRWAYS EXPRESS	7	3	42.9	0	0.0	2	28.6	2	28.6
VANGUARD AIRLINES	7	3	42.9	0	0.0	1	14.3	3	42.9
OTHER U. S. AIRLINES	36	7	19.4	6	16.7	8	22.2	15	41.7
<b>TOTALS</b>	1,086	252	23.2	132	12.2	276	25.4	426	39.2
<b>PREVIOUS YEAR'S TOTALS</b>	1,690	455	26.9	420	24.9	648	38.3	167	9.9

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

Table 5

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

FEBRUARY 2001

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR ARUBA	0	0	0	0	5	0	0	0	0	0	0	1	6
AIR CANADA	2	0	0	0	0	3	0	0	0	0	0	0	5
AIR FRANCE	3	0	0	1	1	8	2	1	0	0	0	1	17
ALITALIA AIRLINES	1	3	3	0	0	5	2	0	0	0	0	0	14
BRITISH AIRWAYS	2	0	1	1	0	3	4	0	0	1	0	0	12
BWIA	1	0	1	3	0	1	0	0	0	0	0	0	6
LACSA	0	0	0	0	1	7	0	0	0	0	0	0	8
LUFTHANSA	1	0	0	0	0	1	2	0	0	0	0	1	5
MEXICANA	3	1	0	0	0	3	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	17	2	2	1	3	20	9	1	0	0	0	2	57
<b>TOTALS</b>	<b>30</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>10</b>	<b>51</b>	<b>19</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>137</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	0	6	4	1	0	0	0	2	0	0	1	15
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>15</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	0	0	0	0	1	0	0	3	0	0	5
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	1	0	1	0	0	1	0	0	0	0	0	2	5
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>5</b>

\* 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.

\*\* EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" IS ADDED AS A NEW CATEGORY.

TABLE 6

**FEBRUARY**  
**CONSUMER COMPLAINTS: RANKINGS**  
**U.S. AIRLINES \***

Rank	Airline	FEBRUARY 2001			FEBRUARY 2000		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	25	5,608,409	<b>0.45</b>	30	5,330,105	<b>0.56</b>
2	<b>NORTHWEST AIRLINES</b>	68	4,090,890	<b>1.66</b>	125	4,247,564	<b>2.94</b>
3	<b>US AIRWAYS</b>	77	4,378,438	<b>1.76</b>	98	4,136,644	<b>2.37</b>
4	<b>ALASKA AIRLINES</b>	21	997,251	<b>2.11</b>	25	1,010,473	<b>2.47</b>
5	<b>CONTINENTAL AIRLINES</b>	71	3,302,289	<b>2.15</b>	121	3,366,846	<b>3.59</b>
6	<b>TRANS WORLD AIRLINES</b>	38	1,638,852	<b>2.32</b>	62	1,865,210	<b>3.32</b>
7	<b>DELTA AIR LINES</b>	167	7,199,894	<b>2.32</b>	153	7,910,187	<b>1.93</b>
8	<b>UNITED AIRLINES</b>	161	5,716,999	<b>2.82</b>	230	6,291,348	<b>3.66</b>
9	<b>AMERICAN AIRLINES</b>	175	5,986,339	<b>2.92</b>	304	6,388,786	<b>4.76</b>
10	<b>AMERICA WEST AIRLINES</b>	50	1,567,826	<b>3.19</b>	140	1,437,764	<b>9.74</b>
	<b>TOTAL</b>	<b>853</b>	<b>40,487,187</b>	<b>2.11</b>	<b>1,288</b>	<b>41,984,927</b>	<b>3.07</b>

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.

## **COMPLAINT CATEGORIES\***

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

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

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

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

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

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

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

**Disability:** Civil rights complaints by air travelers with disabilities.

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

**Tours:** Problems with scheduled or charter tour packages.

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

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

**\*Note:** Effective with the October 2000 report, “animals” was added as a new category.

