



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: October 2001

Includes data for the following periods:

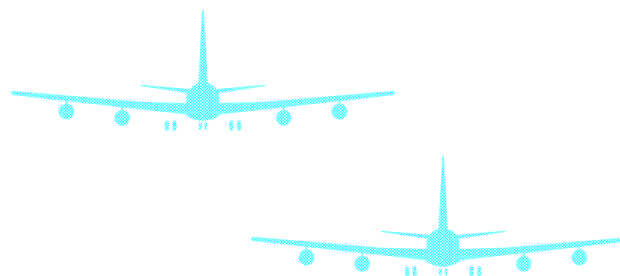
Flight Delays	August 2001 12 Months Ending August 2001
Mishandled Baggage	August 2001
Oversales	2nd Quarter 2001 January-June 2001
Consumer Complaints (Includes Disability Complaints)	August 2001

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 largest U.S. air carriers, including all eleven 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 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 12 reporting air carriers, 4 (American, Northwest, United and US Airways) use ACARS exclusively; 4 (Alaska, Aloha, America West and Southwest) rely solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 4 (American Eagle, 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.

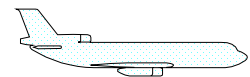
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



AUGUST 2001
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/ -----
ALOHA S/	1	96.8	8	84.5
TRANS WORLD S/	30	83.6	69	83.7
SOUTHWEST S/	15	81.8	58	81.7
NORTHWEST S/	32	80.0	112	80.7
CONTINENTAL S/	31	77.1	85	77.7
DELTA S/	31	76.8	109	76.8
AMERICAN S/	32	75.0	93	75.2
US AIRWAYS S/	28	73.8	87	74.1
AMERICAN EAGLE S/	18	73.6	104	71.8
UNITED S/	31	71.2	89	71.1
AMERICA WEST S/	26	70.4	52	70.6
ALASKA S/	8	59.5	37	64.7
 T O T A L		 75.6		 76.2

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. American Eagle reporting effective January 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.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	3RD QUARTER		4TH QUARTER		1ST QUARTER		2ND QUARTER				12 MONTHS							
	07-09 2000		10-12 2000		01-03 2001		04-06 2001				ENDING		DATA BASE TO DATE					
											08 2001		09 1987 - 08 2001					
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK				
ALASKA	70.2	(8)	64.5	(10)	63.5	(12)	72.5	(11)	69.3	(11)	70.6	(12)	64.7	(12)	67.9	(10)	75.8	(9)
ALOHA	----	--	90.6	(1)	85.3	(1)	84.5	(1)	79.0	(2)	83.6	(1)	84.5	(1)	86.3	---	86.3	---
AMERICA WEST	66.4	(9)	64.1	(11)	68.7	(10)	75.2	(9)	75.1	(7)	74.3	(9)	70.6	(11)	70.3	(9)	78.2	(5)
AMERICAN	75.3	(6)	69.5	(7)	73.7	(7)	77.9	(8)	75.1	(6)	78.2	(6)	75.2	(7)	74.6	(6)	78.8	(3)
AMERICAN EAGLE	----	--	----	--	63.7	(11)	70.1	(12)	67.6	(12)	73.2	(10)	71.8	(9)	68.4	---	68.4	---
CONTINENTAL	79.1	(2)	78.7	(2)	79.5	(2)	82.6	(3)	76.0	(5)	82.8	(3)	77.7	(5)	80.2	(1)	78.5	(4)
DELTA	77.2	(5)	68.7	(8)	73.2	(9)	78.9	(7)	71.9	(10)	78.0	(8)	76.8	(6)	74.6	(7)	77.4	(8)
NORTHWEST	79.6	(1)	72.2	(5)	79.1	(3)	80.9	(5)	78.0	(4)	80.2	(5)	80.7	(4)	78.3	(4)	79.8	(2)
SOUTHWEST	78.8	(3)	70.4	(6)	77.8	(4)	83.2	(2)	81.7	(1)	83.5	(2)	81.7	(3)	78.5	(3)	82.3	(1)
TRANS WORLD	78.7	(4)	73.3	(4)	76.1	(6)	82.4	(4)	78.7	(3)	81.9	(4)	83.7	(2)	78.9	(2)	77.9	(7)
UNITED	51.6	(10)	66.7	(9)	73.6	(8)	74.3	(10)	73.6	(9)	71.7	(11)	71.1	(10)	71.5	(8)	75.2	(10)
US AIRWAYS	70.9	(7)	73.3	(3)	77.3	(5)	80.3	(6)	74.6	(8)	78.1	(7)	74.1	(8)	76.6	(5)	78.1	(6)
TOTAL	72.7		70.6		74.5		78.7		75.2		78.1		76.2		75.4		78.2	

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. American Eagle reporting effective January 2001.

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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	719	73.9	1762	68.4	420	75.2	248	74.2	93	81.7	1059	72.3	828	77.4	14865	79.0
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		H/		H/		H/		H/	
CO	541	77.1	810	71.2	317	75.1	108	74.1	H/		603	80.6	422	76.5	606	75.7
DL	19162	77.2	2288	71.8	434	78.1	279	74.2	5378	81.3	1683	78.0	618	81.7	3581	80.9
HP	155	50.3	155	51.0	186	37.6	H/		H/		155	65.2	271	56.5	205	71.7
MQ	H/		2915	65.5	367	55.9	154	64.3	182	64.3	425	71.3	H/		6850	82.1
NW	634	73.0	647	64.3	396	68.7	247	85.0	72	77.8	638	73.5	434	72.8	538	84.2
TW	209	83.7	244	67.2	186	78.0	120	90.8	H/		243	80.7	277	78.7	302	82.8
UA	589	66.2	1322	62.3	434	64.3	155	64.5	155	65.8	495	61.0	9339	77.2	808	70.5
US	628	67.2	2527	72.7	2273	72.8	10381	80.2	H/		3028	80.0	341	79.8	337	79.5
WN	H/		H/		3913	80.6	H/		H/		H/		H/		H/	
TOTAL	22637	76.3	12670	68.3	8926	74.8	11692	79.7	5880	80.4	8329	76.3	12530	76.9	28092	79.8

	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	558	73.7	881	64.4	407	79.6	443	74.5	562	71.7	1151	76.1	677	79.2	3660	75.2
AQ	H/		H/		H/		H/		H/		H/		93	96.8	H/	
AS	H/		H/		H/		H/		H/		H/		306	70.6	825	58.8
CO	379	70.4	6762	72.0	505	78.4	89	85.4	9145	82.8	62	67.7	462	75.5	693	75.0
DL	341	69.5	1105	65.3	1395	74.8	496	73.0	279	65.2	1052	58.2	714	79.6	1456	76.9
HP	155	58.1	186	52.2	61	57.4	H/		163	62.6	279	48.4	2627	69.1	767	63.2
MQ	119	59.7	228	58.8	H/		H/		H/		2063	62.7	H/		2588	77.4
NW	10630	85.2	604	63.2	92	64.1	301	77.1	430	80.0	155	72.9	372	80.4	682	72.7
TW	186	79.0	208	70.7	143	88.8	124	75.8	120	81.7	673	73.4	155	80.0	432	80.6
UA	310	58.7	948	59.7	62	59.7	3163	73.2	434	67.7	602	66.1	1153	77.8	5732	77.5
US	395	73.4	525	61.0	985	72.6	402	73.1	337	62.9	H/		233	79.8	548	69.0
WN	596	76.8	H/		983	81.5	H/		197	77.2	H/		5189	83.8	3543	77.8
TOTAL	13669	82.0	11447	68.2	4633	76.4	5018	73.8	11667	80.3	6037	65.6	11981	78.7	20926	75.4

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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	
	# 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	1768	57.2	657	79.8	124	70.2	3186	80.6	554	76.2	9767	72.7
AQ	H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		H/		H/	
CO	491	61.7	561	78.1	90	82.2	394	80.5	313	84.7	695	70.1
DL	2403	69.0	2655	78.3	H/		438	81.3	309	78.3	924	63.0
HP	H/		93	62.4	H/		61	73.8	155	51.6	247	50.6
MQ	1207	64.7	302	70.2	H/		1061	78.1	H/		5402	74.4
NW	643	54.3	463	77.3	445	80.4	202	80.2	10975	83.7	855	69.7
TW	236	60.6	310	83.5	H/		221	88.2	302	83.1	329	77.2
UA	1024	50.4	605	76.2	H/		496	71.2	658	62.2	12554	68.2
US	3020	69.5	1585	75.4	91	79.1	427	78.7	247	80.2	694	63.8
WN	H/		1604	84.4	3809	81.4	H/		H/		H/	
TOTAL	10792	63.6	8835	78.5	4559	80.9	6486	79.6	13513	81.8	31498	70.5

CARRIER	ARRIVAL AIRPORT											
	PHX		PIT		SAN		SEA		SFO		SLC	
	# 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	728	72.9	124	78.2	793	75.8	747	75.6	1370	72.6	186	72.6
AQ	H/		H/		H/		H/		H/		H/	
AS	248	58.5	H/		430	62.3	4266	55.7	550	54.4	H/	
CO	360	80.0	112	87.5	275	72.0	368	73.1	519	71.7	120	80.8
DL	646	76.5	248	81.0	464	76.5	589	75.2	742	70.1	4183	85.0
HP	7131	79.0	H/		460	68.9	239	62.3	333	55.9	151	57.6
MQ	H/		306	57.8	957	80.3	H/		H/		H/	
NW	341	71.6	184	76.6	217	74.2	712	74.4	494	73.3	124	67.7
TW	186	81.2	178	78.7	124	86.3	186	75.3	279	76.3	124	75.8
UA	899	74.9	186	59.1	1046	71.9	1625	69.0	6788	72.0	527	78.2
US	279	76.3	8086	75.1	280	76.1	372	72.6	517	71.0	H/	
WN	5564	83.6	H/		2386	81.1	1135	75.7	H/		1201	81.8
TOTAL	16382	79.5	9424	74.7	7432	76.4	10239	65.6	11592	70.8	6616	82.3

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME		ARRIVAL AIRPORT																	
		ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600	- 659 AM	75.8	91.8	79.0	87.6	80.6	J/	95.2	91.2	92.0	76.1	J/	87.1	82.3	82.6	100.0	93.0	92.2	90.3
700	- 759 AM	88.4	87.4	91.9	92.4	91.3	90.1	91.3	93.7	92.5	89.0	84.3	87.1	94.2	89.1	96.2	94.9	94.7	86.5
800	- 859 AM	83.5	91.6	93.0	86.8	90.8	88.8	91.6	89.7	88.9	91.3	100.0	88.3	90.5	90.5	89.7	89.4	89.6	92.3
900	- 959 AM	79.6	89.7	91.9	86.7	88.5	90.4	86.5	88.1	87.4	92.8	88.4	89.2	90.2	91.4	91.1	84.7	88.6	90.4
1000	- 1059 AM	86.9	82.9	94.3	87.2	90.3	86.8	84.8	86.9	88.0	89.6	90.3	83.6	86.8	84.8	86.9	69.6	78.4	91.5
1100	- 1159 AM	84.9	77.3	90.5	88.5	85.5	90.2	85.4	84.2	86.1	86.1	83.9	79.4	86.0	74.2	82.3	67.7	80.2	87.3
1200	- 1259 PM	86.6	83.1	84.5	86.2	82.3	83.3	81.8	86.5	86.9	75.9	87.7	89.5	86.8	78.2	78.0	72.7	77.4	87.0
100	- 159 PM	86.9	74.1	83.2	87.1	83.7	81.3	84.1	83.2	85.5	81.3	81.9	80.6	81.6	78.2	81.1	75.6	73.8	85.2
200	- 259 PM	79.0	75.9	81.8	79.8	85.6	83.1	74.4	81.9	84.3	73.7	81.4	81.0	78.8	77.3	74.4	74.5	69.9	81.2
300	- 359 PM	75.4	66.6	73.6	74.6	75.6	77.8	70.4	81.3	83.9	67.6	86.3	80.4	81.6	67.4	74.9	76.8	62.7	85.8
400	- 459 PM	69.1	61.7	72.8	76.9	67.7	72.4	73.2	74.7	80.6	68.4	78.0	71.5	77.8	63.7	71.7	77.3	54.6	81.7
500	- 559 PM	73.2	54.5	67.3	74.4	77.1	68.0	69.3	74.4	80.0	60.8	82.6	63.8	72.3	56.1	67.5	78.1	52.8	70.4
600	- 659 PM	71.4	52.2	60.6	73.8	75.1	65.6	65.2	73.7	74.5	55.8	59.8	65.5	72.7	53.0	74.6	75.4	49.1	69.5
700	- 759 PM	66.8	51.1	62.3	65.9	73.5	56.3	65.7	72.8	79.9	51.7	68.9	65.6	75.2	49.5	73.4	72.6	46.2	65.4
800	- 859 PM	68.3	54.2	66.0	62.6	73.5	67.1	66.0	72.7	79.5	48.3	66.5	62.7	74.4	47.3	71.3	68.5	45.1	61.2
900	- 959 PM	59.8	56.0	62.7	73.2	72.6	60.3	70.4	66.4	72.2	54.5	69.4	65.4	73.4	50.8	73.7	70.5	48.5	70.8
1000	- 1059 PM	68.7	61.9	62.8	72.5	71.0	73.9	68.7	65.1	71.8	55.6	59.8	63.1	62.8	54.4	70.2	64.8	52.6	67.7
1100	- 559 AM	74.4	65.7	67.0	69.1	59.8	69.7	63.2	78.8	73.6	65.1	65.1	73.1	71.7	66.4	75.8	72.9	48.4	69.7

TOTAL, ALL ARRIVALS,
BY AIRPORT

76.3 68.3 74.8 79.7 80.4 76.3 76.9 79.8 82.0 68.2 76.4 73.8 80.3 65.6 78.7 75.4 63.6 78.5

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	98.0	95.2	92.3	90.2	J/	72.2	94.9	82.1	88.9	83.9	89.5	J/	90.8	86.0	88.7
700 - 759 AM	96.3	88.2	93.5	85.0	91.9	91.0	90.2	87.9	83.1	90.2	97.4	96.8	91.4	93.5	90.7
800 - 859 AM	87.9	88.2	91.9	78.9	92.2	76.4	87.8	82.6	81.9	82.7	90.4	90.3	90.4	97.4	87.6
900 - 959 AM	82.4	91.7	79.8	77.8	93.1	73.6	83.7	82.3	84.4	76.0	76.7	92.4	92.3	89.0	85.4
1000 - 1059 AM	89.5	88.4	80.7	74.3	88.7	84.3	89.6	83.5	84.5	71.2	66.1	88.2	89.4	92.1	83.5
1100 - 1159 AM	89.0	86.6	88.1	73.5	84.5	79.2	87.9	82.9	86.0	68.8	68.6	85.1	93.1	84.6	82.6
1200 - 1259 PM	88.6	80.5	80.6	77.1	80.9	75.6	82.5	86.1	80.5	62.9	72.0	82.0	91.8	85.9	80.9
100 - 159 PM	89.1	87.1	84.7	73.1	83.5	78.3	80.1	80.8	77.4	60.4	74.4	86.7	88.0	86.0	80.9
200 - 259 PM	83.7	81.4	83.9	71.3	72.8	65.0	81.7	70.5	73.3	62.7	74.2	87.1	89.5	83.4	77.5
300 - 359 PM	87.3	80.2	81.9	69.9	78.8	69.2	78.7	77.5	79.2	62.6	67.4	83.6	89.7	76.3	75.9
400 - 459 PM	76.1	77.7	81.5	68.6	66.1	61.2	71.5	71.6	70.0	66.2	73.7	79.3	80.9	81.0	72.1
500 - 559 PM	77.9	78.0	79.1	64.6	70.4	53.4	71.7	65.0	75.0	65.5	68.0	75.2	78.2	78.0	69.9
600 - 659 PM	72.1	75.8	78.2	61.8	77.7	50.1	72.8	63.2	73.8	63.7	71.8	73.0	77.2	66.1	67.6
700 - 759 PM	70.2	72.1	78.9	58.6	72.1	49.0	71.4	69.8	77.0	59.8	68.1	82.4	77.4	68.2	67.7
800 - 859 PM	66.3	66.3	73.2	55.7	69.6	47.2	71.7	61.4	69.0	55.4	63.0	76.7	76.2	66.4	64.4
900 - 959 PM	71.8	73.4	76.2	57.7	69.3	49.9	73.6	64.5	68.0	60.1	67.8	71.6	69.6	61.6	66.3
1000 - 1059 PM	63.8	69.4	72.0	57.3	72.1	50.8	72.5	69.9	70.6	64.6	58.5	60.8	68.6	68.7	65.0
1100 - 559 AM	75.3	71.4	75.8	75.3	69.3	69.2	74.3	71.2	70.6	67.5	67.2	74.8	82.0	67.9	70.0

TOTAL, ALL ARRIVALS,
BY AIRPORT

80.9 79.6 81.8 70.5 77.2 64.9 79.5 74.7 76.4 65.6 70.8 82.3 84.4 77.1 75.6

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

SCHEDULED DEPARTURE TIME			DEPARTURE AIRPORT																	
			ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	91.9	90.1	92.4	92.5	96.6	93.9	93.6	89.6	90.0	91.7	97.5	91.0	97.2	84.8	94.4	94.3	92.7	94.6		
700 - 759 AM	90.2	87.5	91.8	89.4	90.8	90.8	90.5	88.1	90.8	91.3	96.4	90.8	93.0	81.8	92.4	91.6	86.7	94.5		
800 - 859 AM	89.4	85.3	93.0	90.9	85.7	93.3	90.2	86.2	88.1	87.3	92.6	93.8	88.6	83.3	88.1	88.6	86.8	92.3		
900 - 959 AM	86.0	83.8	89.5	90.9	89.3	88.2	86.2	84.1	84.2	87.3	90.9	85.8	90.7	81.4	85.4	85.6	86.6	91.8		
1000 - 1059 AM	85.7	84.4	90.7	90.1	88.9	90.9	83.8	85.9	83.7	84.5	91.3	87.1	86.9	81.4	84.4	80.2	84.6	92.3		
1100 - 1159 AM	85.7	83.7	88.8	86.4	89.4	89.9	83.9	81.7	82.2	88.3	85.9	86.0	87.1	77.8	77.7	73.6	81.6	89.9		
1200 - 1259 PM	82.9	78.3	87.6	84.6	89.1	91.4	81.0	80.1	83.7	84.6	80.4	93.5	83.2	75.2	76.5	72.5	79.0	86.7		
100 - 159 PM	81.8	72.1	82.5	83.0	83.2	87.4	80.3	78.7	80.1	82.2	93.8	82.0	85.8	74.2	73.3	77.4	73.0	86.0		
200 - 259 PM	81.0	63.8	74.3	82.7	80.6	79.2	77.7	77.1	75.6	77.8	80.8	78.9	80.3	74.9	75.1	74.5	72.7	81.0		
300 - 359 PM	72.1	63.3	72.8	72.1	85.7	81.8	71.3	75.2	78.7	73.1	79.0	72.4	77.0	68.9	74.0	76.5	65.3	76.4		
400 - 459 PM	71.3	58.0	69.8	69.4	79.6	73.7	67.6	72.7	72.1	67.8	79.3	66.5	76.6	57.7	61.1	77.9	64.4	79.9		
500 - 559 PM	70.4	55.4	65.8	73.4	58.1	74.0	63.4	69.2	80.7	59.9	79.0	64.5	75.9	57.3	71.5	75.8	56.8	76.0		
600 - 659 PM	71.0	50.9	61.6	65.5	73.6	68.9	68.0	74.1	71.9	60.8	71.6	67.1	79.9	64.2	66.9	77.7	61.3	75.4		
700 - 759 PM	70.7	49.7	58.0	74.0	73.6	71.0	64.7	72.9	75.1	57.1	68.4	63.6	77.9	58.6	70.3	73.1	53.8	73.7		
800 - 859 PM	69.9	55.0	61.8	72.7	68.3	65.7	60.1	68.4	75.0	53.5	62.7	73.3	78.5	61.8	72.0	76.1	53.3	63.2		
900 - 959 PM	67.6	50.4	57.0	70.2	71.8	77.5	64.8	73.3	80.6	22.6	64.4	64.7	81.7	46.0	70.6	77.7	59.6	64.6		
1000 - 1059 PM	65.0	92.6	40.7	79.7	72.6	J/	61.0	75.2	76.4	63.0	J/	74.2	84.8	57.7	80.0	86.5	68.5	87.1		
1100 - 559 AM	70.0	85.2	80.6	48.4	J/	J/	89.2	82.3	80.6	86.7	96.8	J/	96.8	71.0	74.9	90.2	J/	J/		
TOTAL, ALL DEPARTURES, BY AIRPORT			78.0	70.8	78.0	79.9	81.2	82.6	76.6	78.0	81.4	76.5	83.2	77.4	83.8	69.9	77.3	80.8	73.4	83.4

SCHEDULED DEPARTURE TIME			DEPARTURE AIRPORT														
			MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.4	90.3	93.8	91.7	93.1	91.8	95.2	93.0	94.9	91.3	93.6	95.8	96.7	95.5	92.7		
700 - 759 AM	93.9	89.8	89.7	86.2	89.7	87.3	89.4	90.5	94.2	79.5	89.2	94.1	92.3	94.4	90.0		
800 - 859 AM	84.4	86.5	85.4	82.1	88.1	85.9	84.6	89.7	87.2	84.5	90.0	88.5	91.9	91.5	87.7		
900 - 959 AM	79.1	87.1	84.2	78.0	89.0	82.0	81.5	87.0	79.0	71.5	82.9	85.8	90.2	92.1	85.1		
1000 - 1059 AM	81.8	76.3	82.4	76.5	75.4	84.0	80.1	81.9	77.7	77.6	81.9	91.3	90.6	89.9	83.9		
1100 - 1159 AM	80.7	85.8	82.4	73.2	86.8	81.1	84.5	84.9	81.1	66.5	72.8	86.6	86.7	92.1	82.1		
1200 - 1259 PM	79.6	83.5	78.8	72.4	79.5	78.7	76.8	87.1	84.0	69.4	71.7	68.5	87.9	86.7	80.2		
100 - 159 PM	78.0	78.9	82.3	74.1	79.1	79.5	75.3	81.3	75.8	60.5	74.9	79.4	87.6	87.0	78.6		
200 - 259 PM	77.4	78.6	80.8	70.6	83.3	75.0	71.2	75.3	74.4	66.7	75.9	89.7	87.4	79.7	76.9		
300 - 359 PM	66.4	69.8	79.6	68.5	71.8	67.8	73.2	62.4	77.7	64.0	77.4	83.1	83.4	72.2	73.5		
400 - 459 PM	69.6	72.4	81.2	66.1	77.8	68.7	71.2	73.1	76.5	68.3	72.9	80.5	87.2	76.6	71.2		
500 - 559 PM	70.6	66.7	79.9	60.0	71.3	60.4	65.8	70.2	72.2	68.6	73.9	79.8	78.8	71.0	69.1		
600 - 659 PM	60.9	78.8	77.7	62.1	73.9	60.7	72.7	66.6	78.3	67.5	72.5	71.8	77.5	73.5	69.1		
700 - 759 PM	62.5	68.7	79.5	57.6	77.1	54.1	70.5	70.8	77.1	64.5	69.5	76.2	77.9	74.2	67.8		
800 - 859 PM	63.1	70.6	78.6	58.5	73.4	60.3	68.9	73.9	78.2	60.6	63.8	77.0	76.4	69.4	67.7		
900 - 959 PM	50.0	77.4	J/	54.4	75.9	59.7	76.3	68.5	76.6	61.7	81.8	76.6	75.4	56.1	68.5		
1000 - 1059 PM	J/	71.0	80.4	68.4	80.6	53.8	85.7	71.3	83.0	83.0	83.8	77.2	76.1	93.5	76.8		
1100 - 559 AM	J/	79.8	80.6	91.3	88.8	93.5	95.1	J/	98.4	86.7	86.1	89.2	73.7	90.3	81.3		
TOTAL, ALL DEPARTURES, BY AIRPORT			76.2	78.7	82.0	71.0	82.3	73.0	78.0	78.2	82.0	72.8	79.4	83.5	84.2	83.8	78.1

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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
DL	1993	JFK-ATL	1715	31	93.55	87	71
DL	96	ATL-JFK	1400	31	90.32	57	31
HP	155	PHX-STL	1749	30	90.00	51	35
AS	364	GEG-SEA	1330	31	87.10	48	28
WN	1201	LAS-PHX	1805	31	87.10	41	44
AS	391	SFO-SEA	1620	23	86.96	43	30
UA	1868	ORD-PHL	1600	27	85.19	49	37
AS	453	LAX-SEA	1331	27	85.19	42	38
WN	1201	SJC-LAS	1630	27	85.19	35	32
MQ	5123	BOS-JFK	1810	31	83.87	78	61
MQ	5051	JFK-PIT	1605	31	83.87	65	38
AS	549	SFO-SEA	1755	31	83.87	47	41
WN	1110	SAN-SJC	1500	31	83.87	24	22
UA	672	ORD-LGA	1900	30	83.33	64	61
UA	674	ORD-LGA	1800	31	80.65	62	41
AS	420	SEA-SFO	2110	31	80.65	44	30
NW	84	MSP-PHL	1310	31	80.65	42	35
HP	494	PHX-DEN	1743	31	80.65	41	30
US	1473	CLT-ATL	2110	31	80.65	38	21
AA	772	DFW-LGA	1910	31	80.65	27	28

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

CARRIER -----	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA -----	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/ -----	
		NUMBER -----	PERCENTAGE -----
ALASKA	492	19	3.9
AMERICAN EAGLE	1440	25	1.7
UNITED	2179	26	1.2
AMERICA WEST	619	6	1.0
US AIRWAYS	2029	14	0.7
DELTA	2428	13	0.5
AMERICAN	2141	9	0.4
CONTINENTAL	1191	4	0.3
SOUTHWEST	2782	7	0.3
NORTHWEST	1638	4	0.2
ALOHA	191	0	0.0
TRANS WORLD	734	0	0.0
TOTAL	17,864	127	0.7

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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)	84.7	92.3	209	209	DULUTH, MN. (DLH)	75.8	86.0	178	178
AGUADILLA, P.R. (BQN)	32.3	96.8	31	31	DUTCH HARBOR, AK. (DUT)	72.6	66.1	62	62
AKRON/CANTON, OH. (CAK)	78.7	92.1	89	89	EL PASO, TX. (ELP)	78.6	84.7	1,928	1,926
ALBANY, N.Y. (ALB)	69.3	80.9	1,503	1,500	ELMIRA, N.Y. (ELM)	85.0	86.7	120	120
ALBUQUERQUE, N.M. (ABQ)	79.0	82.5	3,276	3,275	ERIE, PA. (ERI)	80.6	89.5	124	124
ALLENTOWN, PA. (ABE)	74.8	84.7	484	484	EUGENE, OR. (EUG)	72.0	80.6	186	186
AMARILLO, TX. (AMA)	77.9	86.9	511	511	EVANSVILLE, IN. (EVV)	67.1	72.5	143	142
ANCHORAGE, AK. (ANC)	74.6	82.0	2,512	2,512	FAIRBANKS, AK. (FAI)	78.1	87.0	584	585
ASHEVILLE, N.C. (AVL)	71.6	89.7	155	155	FARGO, N.D. (FAR)	78.1	92.3	155	155
ATLANTA, GA. (ATL)	76.3	78.0	22,637	22,644	FAYETTEVILLE ARKANSAS REG (XNA)	71.6	80.9	517	518
AUSTIN, TX. (AUS)	79.1	87.1	3,857	3,862	FAYETTEVILLE, N.C. (FAY)	88.7	93.5	62	62
BAKERSFIELD, CA. (BFL)	85.2	78.7	155	155	FLINT, MI. (FNT)	84.2	91.7	120	120
BALTIMORE, MD. (BWI)	74.8	78.0	8,926	8,925	FRESNO, CA. (FAT)	79.7	81.0	399	399
BANGOR, ME. (BGR)	50.8	63.2	427	427	FT. LAUDERDALE, FL. (FLL)	76.4	83.2	4,633	4,635
BARROW, AK. (BRW)	75.0	81.3	80	80	FT. MYERS, FL. (RSW)	77.8	84.8	1,398	1,394
BATON ROUGE, LA. (BTR)	70.3	84.9	364	364	FT. SMITH, AR. (FSM)	74.9	92.1	239	240
BEAUMONT/PORT ARTHUR, TX (BPT)	82.8	91.4	151	151	FT. WAYNE, IN. (FWA)	66.5	76.4	182	182
BETHEL, AK. (BET)	75.3	78.5	93	93	GRAND FORKS, N.D. (GFK)	82.4	100.0	17	16
BILLINGS, MT. (BIL)	79.2	91.0	279	279	GRAND RAPIDS, MI. (GRR)	71.2	82.1	979	979
BIRMINGHAM, AL. (BHM)	79.9	84.6	1,708	1,712	GREAT FALLS, MT. (GTF)	86.2	93.1	159	159
BISMARCK, N.D. (BIS)	74.2	94.4	124	124	GREEN BAY, WI. (GRB)	79.3	87.6	387	386
BLOOMINGTON, IL. (BMI)	70.8	83.3	120	120	GREENBRIER, W.V. (LWB)	85.7	85.7	14	14
BOISE, ID. (BOI)	79.7	84.0	1,076	1,077	GREENSBORO/HIGH PT., N.C. (GSO)	71.6	83.9	1,368	1,364
BOSTON, MA. (BOS)	68.3	70.8	12,670	12,674	GREENVILLE/SPARTBG., S.C. (GSP)	76.4	84.4	665	666
BOZEMAN, MT. (BZN)	75.9	96.2	158	159	GULFPORT/BILOXI, MS. (GPT)	84.9	94.6	93	93
BRISTOL, TN. (TRI)	95.2	93.5	62	62	GUSTAVUS, AK. (GST)	77.4	74.2	31	31
BROWNSVILLE, TX. (BRO)	63.0	66.7	27	27	HARLINGEN, TX. (HRL)	75.8	80.3	458	457
BUFFALO, N.Y. (BUF)	73.4	81.0	1,962	1,956	HARRISBURG, PA. (MDT)	71.8	83.2	624	624
BURBANK, CA. (BUR)	81.6	84.2	2,443	2,443	HARTFORD, CT./SPGFLD, MA. (BDL)	75.3	82.7	3,318	3,323
BURLINGTON, VT. (BTV)	60.7	78.2	422	422	HELENA, MT. (HLN)	90.3	95.7	93	93
CEDAR RAPIDS/IOWA CTY, IA. (CID)	73.8	84.4	671	673	HILO, HAWAII, HI. (ITO)	82.7	87.6	434	434
CHAMPAIGN, IL. (CMI)	74.8	76.8	155	155	HONOLULU, OAHU, HI. (HNL)	85.1	88.0	3,455	3,456
CHARLESTON, S.C. (CHS)	77.3	89.1	532	532	HOUSTON, TX. (HOU)	78.3	74.9	5,264	5,265
CHARLESTON, W.V. (CRW)	76.3	83.9	93	93	HOUSTON, TX. (IAH)	80.3	83.8	11,667	11,666
CHARLOTTE, N.C. (CLT)	79.7	79.9	11,692	11,691	HUNTSVILLE/DECATUR, AL. (HSV)	73.6	89.2	519	519
CHATTANOOGA, TN. (CHA)	78.6	89.6	182	182	INDIANAPOLIS, IN. (IND)	75.2	84.1	3,437	3,437
CHICAGO, IL. (MDW)	80.9	76.2	4,559	4,558	INDIO/PALM SPRINGS, CA. (PSP)	69.5	77.2	367	368
CHICAGO, IL. (ORD)	70.5	71.0	31,498	31,507	ISLIP/LONG IS., N.Y. (ISP)	72.2	78.0	1,127	1,127
CINCINNATI, OH. (CVG)	80.4	81.2	5,880	5,887	ITHACA, N.Y. (ITH)	84.2	91.7	120	120
CLEVELAND, OH. (CLE)	78.1	84.4	4,714	4,713	JACKSON/VICKSBURG, MS. (JAN)	74.8	83.4	825	824
COLLEGE STATION, TX. (CLL)	86.2	90.8	217	217	JACKSON, WY. (JAC)	69.4	77.1	108	109
COLORADO SPRINGS, CO. (COS)	74.6	85.6	1,110	1,110	JACKSONVILLE, FL. (JAX)	78.5	86.9	2,261	2,261
COLUMBIA, S.C. (CAE)	79.8	86.1	337	337	JUNEAU, AK. (JNU)	76.2	81.2	597	597
COLUMBUS, OH. (CMH)	74.1	83.6	3,488	3,489	KAHULUI, MAUI, HI. (OGG)	84.7	85.0	1,498	1,498
CORDOVA, AK. (CDV)	64.5	67.7	62	62	KALAMAZOO, MI. (AZO)	67.0	81.8	209	209
CORPUS CHRISTI, TX. (CRP)	73.4	82.0	482	484	KALISPELL, MT. (FCA)	88.4	91.6	155	155
DALLAS/FT. WORTH, TX. (DAL)	80.3	78.3	4,330	4,331	KANSAS CITY, MO. (MCI)	78.8	85.2	5,535	5,537
DALLAS/FT. WORTH, TX. (DFW)	79.8	78.0	28,092	28,072	KETCHIKAN, AK. (KTN)	76.0	82.8	279	279
DAYTON, OH. (DAY)	71.0	83.1	980	979	KEY WEST, FL. (EYW)	78.0	82.8	186	186
DAYTONA BEACH, FL. (DAB)	74.2	91.0	155	155	KILLEEN, TX. (ILE)	74.4	83.6	273	275
DEADHORSE, AK. (SCC)	81.8	86.4	44	44	KING SALMON, AK. (AKN)	71.1	75.6	45	45
DENVER, CO. (DEN)	76.9	76.6	12,530	12,530	KNOXVILLE, TN. (TYS)	77.1	88.4	558	558
DES MOINES, IA. (DSM)	74.2	84.6	796	797	KODIAK, AK. (ADQ)	74.2	75.8	62	62
DETROIT, MI. (DTW)	82.0	81.4	13,669	13,669	KONA, HAWAII, HI. (KOA)	83.7	88.4	803	803
DILLINGHAM, AK. (DLG)	70.5	68.2	44	44	KOTZEBUE, AK. (OTZ)	61.3	62.4	93	93
DUBUQUE, IA. (DBQ)	73.3	84.2	120	120	LA CROSSE, WI. (LSE)	77.5	82.8	151	151

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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.
LAFAYETTE, LA. (LFT)	69.8	87.4	182	182	RAPID CITY, S.D. (RAP)	86.4	92.9	154	155
LANSING, MI. (LAN)	79.5	92.6	244	244	RED RIVER, ND (RDR)	80.0	100.0	15	16
LAREDO, TX. (LRD)	70.7	83.1	123	124	RENO, NV. (RNO)	79.9	81.5	2,211	2,211
LAS VEGAS, NV. (LAS)	78.7	77.3	11,981	11,979	RICHMOND, VA. (RIC)	73.1	81.3	1,726	1,725
LAWTON, OK. (LAW)	75.1	88.2	185	186	ROANOKE, VA. (ROA)	73.6	83.5	182	182
LEXINGTON/FRKFT, KY. (LEX)	76.7	91.0	279	279	ROCHESTER, MN. (RST)	79.0	86.2	181	181
LIHUE, KAUAI, HI. (LIH)	83.2	88.5	834	834	ROCHESTER, N.Y. (ROC)	71.5	80.3	1,394	1,394
LINCOLN, NE. (LNK)	81.0	89.7	58	58	SACRAMENTO, CA. (SMF)	80.1	83.5	3,702	3,702
LITTLE ROCK, AR. (LIT)	77.7	86.1	1,398	1,396	SAGINAW, MI. (MBS)	85.1	93.7	174	174
LONG BEACH, CA. (LGB)	79.0	88.9	271	271	SALT LAKE CITY, UT. (SLC)	82.3	83.5	6,616	6,609
LONGVIEW, TX. (GGG)	76.8	90.3	155	154	SAN ANGELO, TX. (SJT)	79.7	92.9	182	182
LOS ANGELES, CA. (LAX)	75.4	80.8	20,926	20,916	SAN ANTONIO, TX. (SAT)	79.2	87.4	3,265	3,265
LOUISVILLE, KY. (SDF)	77.5	85.3	1,902	1,904	SAN DIEGO, CA. (SAN)	76.4	82.0	7,432	7,436
LUBBOCK, TX. (LBB)	77.2	85.1	725	725	SAN FRANCISCO, CA. (OAK)	78.1	78.2	5,770	5,769
MADISON, WI. (MSN)	74.5	86.3	541	542	SAN FRANCISCO, CA. (SFO)	70.8	79.4	11,592	11,595
MANCHESTER, N.H. (MHT)	73.1	81.0	1,479	1,479	SAN JOSE, CA. (SJC)	78.1	81.0	6,682	6,682
MARQUETTE, MI. (MQT)	58.1	87.1	31	31	SAN JUAN, P.R. (SJU)	79.5	85.8	2,184	2,183
MEDFORD, OR. (MFR)	75.8	75.8	124	124	SAN LUIS OBISPO, CA. (SBP)	82.2	79.3	208	213
MELBOURNE, FL. (MLB)	75.5	90.3	155	155	SANTA BARBARA, CA. (SBA)	78.0	78.2	554	554
MEMPHIS, TN. (MEM)	83.6	85.7	5,184	5,181	SARASOTA/BRAD., FL. (SRQ)	83.2	91.3	310	310
MIAMI, FL. (MIA)	79.6	78.7	6,486	6,490	SAVANNAH, GA. (SAV)	73.4	89.0	655	655
MIDLAND/ODESSA, TX. (MAF)	76.7	83.1	658	658	SCRANTON/WILKES-BARRE, PA. (AVP)	62.1	86.3	124	124
MILWAUKEE, WI. (MKE)	73.5	86.1	1,557	1,556	SEATTLE, WA. (SEA)	65.6	72.8	10,239	10,243
MINNEAPLS/ST.P, MN. (MSP)	81.8	82.0	13,513	13,504	SHREVEPORT, LA. (SHV)	77.0	84.9	549	557
MINOT, N.D. (MOT)	81.7	91.4	93	93	SIOUX FALLS, S.D. (FSD)	81.8	94.5	275	275
MISSION/MCALLEEN, TX. (MFE)	74.5	88.7	275	275	SITKA, AK. (SIT)	78.5	86.6	186	186
MISSOULA, MT. (MSO)	80.5	95.2	185	186	SOUTH BEND, IN. (SBN)	86.7	94.8	98	97
MOBILE, AL./PASCAGOULA, MS. (MOB)	68.2	81.9	277	277	SPOKANE, WA. (GEG)	74.0	81.1	1,134	1,134
MOLINE, IL. (MLI)	89.0	93.4	182	182	SPRINGFIELD, MO. (SGF)	72.3	85.4	426	426
MONROE, LA. (MLU)	77.4	89.0	124	118	ST. CROIX, V.I. (STX)	83.9	87.1	62	62
MONTEREY, CA. (MRY)	82.5	74.3	217	218	ST. LOUIS, MO. (STL)	84.4	84.2	14,692	14,690
MYRTLE BEACH, S.C. (MYR)	78.9	90.6	256	256	ST. THOMAS, V.I. (STT)	78.0	90.1	223	223
NASHVILLE, TN. (BNA)	81.5	85.2	4,933	4,928	SYRACUSE, N.Y. (SYR)	72.3	82.3	957	954
NEW ORLEANS, LA. (MSY)	79.7	85.8	4,424	4,424	TALLAHASSEE, FL. (TLH)	69.4	88.7	124	124
NEW YORK, N.Y. (JFK)	65.6	69.9	6,037	6,032	TAMPA, FL. (TPA)	77.1	83.8	5,950	5,949
NEW YORK, N.Y. (LGA)	63.6	73.4	10,792	10,790	TEXARKANA, AR. (TXK)	81.5	90.7	151	150
NEWARK, N.J. (EWR)	68.2	76.5	11,447	11,451	TOLEDO, OH. (TOL)	67.0	75.3	182	182
NEWBURGH, N.Y. (SWF)	71.0	76.6	124	124	TRAVERSE CITY, MI. (TVC)	71.3	78.1	320	319
NOME, AK. (OME)	58.1	58.1	93	93	TUCSON, AZ. (TUS)	78.5	85.6	1,752	1,752
NORFOLK/VA. BEACH, VA. (ORF)	72.8	82.2	1,652	1,654	TULSA, OK. (TUL)	78.0	86.1	2,070	2,068
OKLAHOMA CITY, OK. (OKC)	78.4	85.9	1,941	1,943	TYLER, TX. (TYR)	80.6	90.3	279	278
OMAHA, NE. (OMA)	76.6	84.1	1,667	1,668	VALPARAISO, FL. (VPS)	86.3	92.7	124	124
ONTARIO, CA. (ONT)	80.9	85.5	3,185	3,185	WACO, TX. (ACT)	79.2	86.7	240	240
ORANGE COUNTY, CA. (SNA)	77.8	81.6	4,024	4,023	WASHINGTON, D.C. (DCA)	76.3	82.6	8,329	8,338
ORLANDO, FL. (MCO)	78.5	83.4	8,835	8,837	WASHINGTON, D.C. (IAD)	73.8	77.4	5,018	5,019
PASCO, WA. (PSC)	78.5	84.9	93	93	WEST PALM BEACH, FL. (PBI)	78.5	85.5	2,189	2,189
PENSACOLA, FL. (PNS)	74.4	86.9	465	465	WHITE PLAINS, N.Y. (HPN)	65.9	71.7	722	721
PEORIA, IL. (PIA)	67.5	76.8	151	151	WICHITA FALLS, TX. (SPS)	80.0	86.5	155	155
PETERSBURG, AK. (PSG)	67.7	74.2	62	62	WICHITA, KS. (ICT)	73.9	86.6	720	718
PHILADELPHIA, PA. (PHL)	64.9	73.0	10,604	10,599	WILMINGTON, N.C. (ILM)	76.3	91.9	186	186
PHOENIX, AZ. (PHX)	79.5	78.0	16,382	16,384	WORCESTER, MA. (ORH)	65.6	79.6	93	93
PITTSBURGH, PA. (PIT)	74.7	78.2	9,424	9,419	WRANGELL, AK. (WRG)	69.4	75.8	62	62
PORTLAND, ME. (PWM)	65.9	72.3	1,010	1,008	YAKUTAT, AK. (YAK)	62.9	67.7	62	62
PORTLAND, OR. (PDX)	77.2	82.3	5,156	5,157					
PROVIDENCE, R.I. (PVD)	72.6	79.9	2,689	2,690					
RALEIGH/DURHAM, N.C. (RDU)	74.1	82.5	3,472	3,481					

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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/	18	25566	1426	5.6	104	43824	2378	5.4
AMERICAN S/	32	50207	1849	3.7	93	65542	2186	3.3
DELTA S/	31	56264	1774	3.2	109	74892	2191	2.9
UNITED S/	31	54609	1643	3.0	89	66646	1909	2.9
US AIRWAYS S/	28	47050	1321	2.8	87	62264	1671	2.7
AMERICA WEST S/	26	14724	309	2.1	52	19015	398	2.1
ALASKA S/	8	8143	125	1.5	37	15124	282	1.9
NORTHWEST S/	32	34057	620	1.8	112	49821	771	1.5
CONTINENTAL S/	31	26716	406	1.5	85	35116	492	1.4
TRANS WORLD S/	30	17061	258	1.5	69	22364	318	1.4
ALOHA S/	1	93	0	N/A	8	5912	71	1.2
SOUTHWEST S/	15	35405	223	0.6	58	83831	651	0.8
T O T A L		369,895	9,954	2.7		544,351	13,318	2.4

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

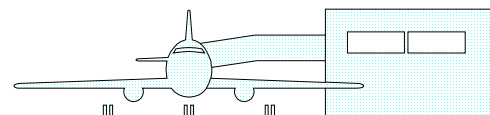
Atlanta. Hartsfield	ATL
Baltimore/Washington. International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. Midway	MDW
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth. International	DFW
Denver. International	DEN
Detroit. Metro Wayne County	DTW
Ft. Lauderdale. 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
TW	Trans World Airlines
UA	United Airlines
US	US Airways

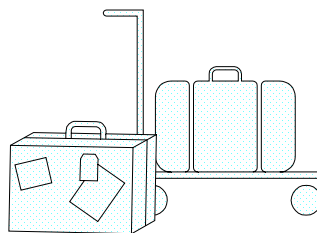
Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

AQ	Aloha Airlines
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MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	AUGUST 2001			AUGUST 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	4,604	1,338,333	3.44	4,396	1,188,971	3.70
2	DELTA AIR LINES	31,634	8,770,863	3.61	36,026	9,086,764	3.96
3	US AIRWAYS	20,711	5,332,324	3.88	26,261	5,259,312	4.99
4	NORTHWEST AIRLINES	20,087	4,845,512	4.15	23,372	4,605,072	5.08
5	AMERICA WEST AIRLINES	8,279	1,994,870	4.15	14,744	1,806,771	8.16
6	SOUTHWEST AIRLINES	31,689	7,469,209	4.24	31,958	6,463,421	4.94
7	CONTINENTAL AIRLINES	16,169	3,690,416	4.38	18,291	3,242,814	5.64
8	AMERICAN AIRLINES	30,006	6,595,558	4.55	34,563	6,693,174	5.16
9	UNITED AIRLINES	38,639	7,272,347	5.31	44,354	6,179,481	7.18
10	TRANS WORLD AIRLINES	11,555	2,039,589	5.67	17,515	2,449,864	7.15
11	AMERICAN EAGLE AIRLINES	7,671	1,146,142	6.69	*	*	
TOTALS		221,044	50,495,163	4.38	251,480	46,975,644	5.35

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 reporting effective January 2001.

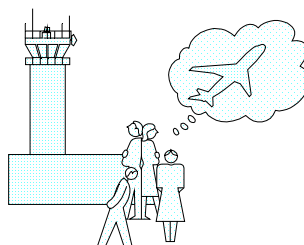
OVERSALES

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

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

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

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



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

RANK	AIRLINE	APRIL-JUNE 2001				APRIL-JUNE 2000			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	US AIRWAYS	21,067	420	16,307,218	0.26	24,204	1,289	14,953,990	0.86
2	AMERICAN AIRLINES	32,630	591	19,572,339	0.30	53,675	888	20,443,165	0.43
3	NORTHWEST AIRLINES	20,849	615	13,640,023	0.45	33,650	996	13,888,081	0.72
4	AMERICA WEST AIRLINES	13,305	248	5,428,973	0.46	15,027	724	5,311,373	1.36
5	AMERICAN EAGLE AIRLINES	710	31	514,564	0.60	1,102	313	612,754	5.11
6	CONTINENTAL AIRLINES	21,880	819	10,599,436	0.77	19,682	1,585	10,416,581	1.52
7	DELTA AIR LINES	55,258	2,191	25,248,388	0.87	69,685	952	27,353,224	0.35
8	UNITED AIRLINES	52,122	2,555	19,506,801	1.31	35,714	4,106	20,681,091	1.99
9	ALASKA AIRLINES	8,134	599	3,691,239	1.62	11,543	627	3,430,810	1.83
10	TRANS WORLD AIRLINES	10,481	1,076	6,049,612	1.78	20,874	2,385	6,950,633	3.43
11	SOUTHWEST AIRLINES	22,868	3,710	19,957,851	1.86	25,397	3,959	18,827,259	2.10
	TOTALS	259,304	12,855	140,516,444	0.91	310,553	17,824	142,868,961	1.25

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. American Eagle ranking effective January 2001.

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

RANK	AIRLINE	JANUARY-JUNE 2001				JANUARY-JUNE 2000			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	AMERICAN AIRLINES	73,451	1,273	37,389,953	0.34	120,973	1,990	39,020,739	0.51
2	US AIRWAYS	47,551	1,128	29,857,602	0.38	46,743	2,287	27,354,705	0.84
3	AMERICA WEST AIRLINES	29,424	495	10,482,306	0.47	32,381	1,565	10,007,063	1.56
4	NORTHWEST AIRLINES	44,997	1,237	25,657,935	0.48	58,472	1,137	26,020,280	0.44
5	DELTA AIR LINES	106,156	3,124	48,025,878	0.65	117,207	2,013	51,695,270	0.39
6	CONTINENTAL AIRLINES	38,989	2,068	20,200,878	1.02	35,290	2,434	19,995,375	1.22
7	UNITED AIRLINES	84,814	3,967	36,787,239	1.08	65,910	7,112	39,298,620	1.81
8	ALASKA AIRLINES	17,135	1,077	6,883,305	1.56	18,473	1,091	6,591,505	1.66
9	SOUTHWEST AIRLINES	43,418	6,521	37,874,241	1.72	50,249	6,755	35,245,627	1.92
10	TRANS WORLD AIRLINES	22,726	2,433	11,302,421	2.15	35,057	3,453	12,805,926	2.70
11	AMERICAN EAGLE AIRLINES	1,198	233	1,023,408	2.28	1,610	442	1,151,196	3.84
	TOTALS	509,859	23,556	265,485,166	0.89	582,365	30,279	269,186,306	1.12

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. American Eagle ranking effective January 2001.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	AUGUST 2001				AUGUST 2000			
	Complaints	Opinions	Compliments	Info Requests	Complaints	Opinions	Compliments	Info Requests
U.S. Airlines	1,615	106	3	51	2,659	43	28	65
Foreign Airlines	207	2	0	9	224	1	3	2
Travel Agents	21	0	0	0	16	0	0	0
Tour Operators	9	1	0	0	4	0	0	0
Miscellaneous	28	20	0	20	8	31	0	5
Industry Totals	1,880	129	3	80	2,911	75	31	72

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	AUGUST 2001			AUGUST 2000		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	639		1	1,360	
DELAYS			225			472
CANCELLATIONS			201			583
MISCONNECTIONS			65			164
CUSTOMER SERVICE	2	378		2	568	
BAGGAGE	3	266		3	407	
RES/TKTG/BOARDING	4	211		4	167	
OTHER	5	84		5	93	
FREQUENT FLYER			18			44
DISABILITY	6	81		9	42	
OVERSALES	7	76		7	91	
REFUNDS	8	75		6	92	
FARES	9	59		8	75	
TOURS OR CHARTERS	10	6		10	8	
ADVERTISING	11	5		11	8	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,880			2,911	

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

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

AUGUST 2001

U.S. Airlines**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	19	1	6	2	0	8	7	2	1	0	0	1	47
ALASKA AIRLINES	8	0	7	1	0	1	2	1	0	0	0	1	21
AMERICA WEST AIRLINES	33	2	7	2	2	8	14	6	0	0	0	1	75
AMERICAN AIRLINES	65	7	22	8	10	28	35	6	1	0	0	11	193
AMERICAN EAGLE AIRLINES	18	3	1	0	0	6	6	0	0	0	0	1	35
AMERICAN TRANS AIR	15	3	5	1	3	2	11	1	0	0	0	2	43
ATLANTIC COAST AIRLINES	2	1	0	0	0	1	0	1	0	0	0	0	5
ATLANTIC SOUTHEAST AIRLINES	10	0	0	0	1	0	1	0	0	0	0	1	13
CHAMPION AIR	0	0	0	0	0	1	3	0	0	1	0	1	6
COMAIR	5	2	0	0	2	1	2	0	0	0	0	0	12
CONTINENTAL AIRLINES	20	3	9	5	4	15	30	3	0	0	0	6	95
CONTINENTAL EXPRESS	5	0	0	0	0	1	1	0	0	0	0	2	9
DELTA AIR LINES	69	4	28	9	8	34	34	9	1	0	0	11	207
DELTA CONNECTION	1	0	1	0	0	2	0	2	0	0	0	0	6
FRONTIER AIRLINES	6	0	3	0	0	1	3	0	0	0	0	2	15
HAWAIIAN AIRLINES	2	1	2	2	1	0	4	1	0	0	0	1	14
HORIZON AIRLINES	2	2	1	0	1	1	5	0	0	0	0	0	12
JETBLUE	0	1	0	1	0	2	1	0	0	0	0	0	5
MESABA AVIATION	3	0	2	0	0	0	2	0	0	0	0	0	7
MIDWAY AIRLINES	5	0	5	0	0	3	1	2	0	0	0	0	16
NATIONAL AIRLINES	4	1	0	1	0	4	4	0	0	0	0	0	14
NORTHWEST AIRLINES	41	6	19	6	5	16	27	10	0	0	0	3	133
SOUTHWEST AIRLINES	4	2	7	1	1	4	7	4	0	0	0	2	32
SPIRIT AIRLINES	16	0	1	0	0	7	3	1	0	0	0	1	29
SUN COUNTRY AIRLINES	5	1	2	0	0	4	0	1	0	0	0	1	14
TRANS WORLD AIRLINES	11	2	2	2	2	0	9	3	1	0	0	1	33
UNITED AIRLINES	119	13	25	7	10	37	81	8	0	0	0	8	308
UNITED EXPRESS	21	2	1	0	0	1	4	1	0	0	0	2	32
US AIRWAYS	47	2	17	4	2	11	30	9	0	0	0	8	130
US AIRWAYS EXPRESS	3	0	1	0	0	0	2	0	0	0	0	0	6
OTHER U.S. AIRLINES	24	3	1	0	2	8	3	1	0	1	0	5	48
TOTAL AUGUST 2001	583	62	175	52	54	207	332	72	4	2	0	72	1,615
% OF TOTAL COMPLAINTS	36.2	3.9	10.9	3.2	3.4	12.9	20.6	4.5	0.2	0.1	0	4.5	
TOTAL AUGUST 2000	1,310	75	143	65	75	332	530	35	8	2	0	84	2,659
% OF TOTAL COMPLAINTS	49.3	2.8	5.4	2.4	2.8	12.5	19.9	1.3	0.3	0.1	0	3.2	

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

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

Table 4

Air Travel Consumer Report
COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE

AUGUST 2001

U.S. AIRLINES*	COMPS RECD IN AUG	INC- DENTS IN AUG	PERCENT	INC- DENTS IN JULY	PERCENT	INC- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	47	23	48.9	8	17.0	10	21.3	6	12.8
ALASKA AIRLINES	21	9	42.9	6	28.6	0	0.0	6	28.6
AMERICA WEST AIRLINES	75	27	36.0	28	37.3	11	14.7	9	12.0
AMERICAN AIRLINES	193	43	22.3	62	32.1	33	17.1	55	28.5
AMERICAN EAGLE AIRLINES	35	12	34.3	9	25.7	6	17.1	8	22.9
AMERICAN TRANS AIR	43	12	27.9	14	32.6	8	18.6	9	20.9
ATLANTIC COAST AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
ATLANTIC SOUTHEAST AIRLINES	13	2	15.4	2	15.4	6	46.2	3	23.1
CHAMPION AIR	6	3	50.0	3	50.0	0	0.0	0	0.0
COMAIR	12	3	25.0	2	16.7	5	41.7	2	16.7
CONTINENTAL AIRLINES	95	29	30.5	16	16.8	32	33.7	18	18.9
CONTINENTAL EXPRESS	9	8	88.9	0	0.0	1	11.1	0	0.0
DELTA AIR LINES	207	56	27.1	40	19.3	61	29.5	50	24.2
DELTA CONNECTION	6	2	33.3	2	33.3	2	33.3	0	0.0
FRONTIER AIRLINES	15	2	13.3	6	40.0	5	33.3	2	13.3
HAWAIIAN AIRLINES	14	1	7.1	3	21.4	2	14.3	8	57.1
HORIZON AIRLINES	12	6	50.0	1	8.3	5	41.7	0	0.0
JETBLUE	5	1	20.0	0	0.0	4	80.0	0	0.0
MESABA AVIATION	7	4	57.1	1	14.3	0	0.0	2	28.6
MIDWAY AIRLINES	16	9	56.2	2	12.5	1	6.2	4	25.0
NATIONAL AIRLINES	14	8	57.1	0	0.0	2	14.3	4	28.6
NORTHWEST AIRLINES	133	44	33.1	32	24.1	24	18.0	33	24.8
SOUTHWEST AIRLINES	32	12	37.5	7	21.9	4	12.5	9	28.1
SPIRIT AIRLINES	29	12	41.4	7	24.1	4	13.8	6	20.7
SUN COUNTRY AIRLINES	14	8	57.1	3	21.4	2	14.3	1	7.1
TRANS WORLD AIRLINES	33	6	18.2	8	24.2	11	33.3	8	24.2
UNITED AIRLINES	308	120	39.0	68	22.1	58	18.8	62	20.1
UNITED EXPRESS	32	4	12.5	15	46.9	5	15.6	8	25.0
US AIRWAYS	130	46	35.4	31	23.8	24	18.5	29	22.3
US AIRWAYS EXPRESS	6	3	50.0	2	33.3	1	16.7	0	0.0
OTHER U.S. AIRLINES	48	14	29.2	12	25.0	16	33.3	6	12.5
TOTALS	1,615	532	32.9	392	24.3	343	21.2	348	21.5
PREVIOUS YEAR'S TOTALS	2,659	809	30.4	850	32.0	709	26.7	291	10.9

*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**

AUGUST 2001

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	1	2	3	0	1	3	3	0	0	1	0	0	14
AIR FRANCE	7	2	2	0	1	8	5	1	0	0	0	0	26
AIR JAMAICA	4	0	0	0	0	2	3	0	1	0	0	0	10
ALITALIA AIRLINES	3	3	1	0	1	6	7	1	0	0	0	0	22
BRITISH AIRWAYS	5	2	2	1	0	7	7	1	0	0	0	1	26
KLM	4	0	1	0	0	3	0	0	0	0	0	1	9
LUFTHANSA	1	0	0	0	0	2	1	0	0	0	0	1	5
MEXICANA	1	1	1	0	0	0	0	0	0	0	0	2	5
TACA AIRLINES	3	0	1	0	0	1	1	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	14	3	9	2	13	22	13	5	0	1	0	2	84
TOTALS	43	13	20	3	16	54	40	8	1	2	0	7	207
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	2	0	10	2	3	1	1	1	0	0	0	1	21
TOTALS	2	0	10	2	3	1	1	1	0	0	0	1	21
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	4	0	1	0	1	0	1	0	0	1	0	1	9
TOTALS	4	0	1	0	1	0	1	0	0	1	0	1	9
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	7	1	5	2	1	4	4	0	0	1	0	3	28
TOTALS	7	1	5	2	1	4	4	0	0	1	0	3	28

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 6

AUGUST
Consumer Complaints: Rankings
U.S. AIRLINES *

Rank	Airline	AUGUST 2001			AUGUST 2000		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	32	7,268,013	0.44	31	6,476,347	0.48
2	<i>ALASKA AIRLINES</i>	21	1,504,477	1.40	35	1,332,373	2.63
3	<i>TRANS WORLD AIRLINES</i>	33	2,027,381	1.63	124	2,557,956	4.85
4	<i>CONTINENTAL AIRLINES</i>	95	4,293,076	2.21	139	4,116,447	3.38
5	<i>DELTA AIR LINES</i>	207	9,190,083	2.25	270	9,533,482	2.83
6	<i>US AIRWAYS</i>	130	5,630,750	2.31	239	5,505,053	4.34
7	<i>NORTHWEST AIRLINES</i>	133	5,641,631	2.36	185	5,614,210	3.30
8	<i>AMERICAN AIRLINES</i>	193	7,912,961	2.44	342	8,045,891	4.25
9	<i>AMERICAN EAGLE AIRLINES</i>	35	1,176,401	2.98	29	1,108,578	2.62
10	<i>AMERICA WEST AIRLINES</i>	75	1,949,291	3.85	177	1,845,307	9.59
11	<i>UNITED AIRLINES</i>	308	7,913,224	3.89	838	7,220,401	11.61
	TOTAL	1,262	54,507,288	2.32	2,409	53,356,045	4.51

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. American Eagle ranking effective January 2001.

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.

