



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: NOVEMBER 2001

Includes data for the following periods:

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

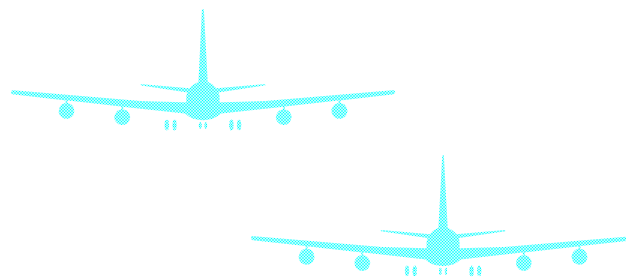
Office of Aviation Enforcement and Proceedings

<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.

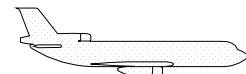
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



SEPTEMBER 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	76.7	8	89.7
SOUTHWEST S/	15	87.6	58	86.8
TRANS WORLD S/	30	86.0	69	86.2
DELTA S/	32	84.0	112	84.4
US AIRWAYS S/	28	83.8	87	84.4
AMERICA WEST S/	26	81.6	52	82.3
NORTHWEST S/	32	80.9	110	80.9
ALASKA S/	8	83.4	37	80.0
AMERICAN S/	32	77.7	94	78.0
UNITED S/	31	78.2	89	77.7
AMERICAN EAGLE S	18	78.2	104	77.0
CONTINENTAL S/	31	73.7	85	74.2
T O T A L		81.2		81.5

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 October 2000 data, 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.

This table contains flight delay data for the period September 1-10 only. Carrier operations during the remainder of the month were significantly and adversely affected by several factors resulting from the tragic events of September 11. The days following September 11 were a period during which all airline operations were cancelled under government order for several days and carriers required several additional days to resume scheduled operations. In addition, operations at Washington Reagan National Airport were cancelled under government order from September 11 through the end of the month.

SEPTEMBER 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	4TH QUARTER		1ST QUARTER		2ND QUARTER		3RD QUARTER		07 2001		08 2001		09 2001		12 MONTHS	DATABASE TO DATE		
	10-12 2000		01-03 2001		04-06 2001		07-09 2001							ENDING	09 1987 - 09 2001			
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK		
ALASKA	64.5	(10)	63.5	(12)	72.5	(11)	69.3	(12)	70.6	(12)	64.7	(12)	80.0	(8)	67.5	(11)	75.8	(9)
ALOHA	90.6	(1)	85.3	(1)	84.5	(1)	84.8	(1)	83.6	(1)	84.5	(1)	89.7	(1)	86.4	(1)	86.4	---
AMERICA WEST	64.1	(11)	68.7	(10)	75.2	(9)	73.8	(9)	74.3	(9)	70.6	(11)	82.3	(6)	70.2	(10)	78.2	(5)
AMERICAN	69.5	(7)	73.7	(7)	77.9	(8)	76.9	(8)	78.2	(6)	75.2	(7)	78.0	(9)	74.4	(8)	78.8	(3)
AMERICAN EAGLE	----	---	63.7	(11)	70.1	(12)	73.1	(10)	73.2	(10)	71.8	(9)	77.0	(11)	68.7	---	68.7	---
CONTINENTAL	78.7	(2)	79.5	(2)	82.6	(3)	79.4	(5)	82.8	(3)	77.7	(5)	74.2	(12)	80.1	(2)	78.4	(4)
DELTA	68.7	(8)	73.2	(9)	78.9	(7)	78.3	(6)	78.0	(8)	76.8	(6)	84.4	(4)	74.5	(7)	77.4	(8)
NORTHWEST	72.2	(5)	79.1	(3)	80.9	(5)	80.5	(4)	80.2	(5)	80.7	(4)	80.9	(7)	78.1	(5)	79.8	(2)
SOUTHWEST	70.4	(6)	77.8	(4)	83.2	(2)	83.2	(3)	83.5	(2)	81.7	(3)	86.8	(2)	78.5	(4)	82.3	(1)
TRANS WORLD	73.3	(4)	76.1	(6)	82.4	(4)	83.2	(2)	81.9	(4)	83.7	(2)	86.2	(3)	78.5	(3)	77.9	(7)
UNITED	66.7	(9)	73.6	(8)	74.3	(10)	72.2	(11)	71.7	(11)	71.1	(10)	77.7	(10)	71.7	(9)	75.2	(10)
US AIRWAYS	73.3	(3)	77.3	(5)	80.3	(6)	77.2	(7)	78.1	(7)	74.1	(8)	84.4	(5)	77.0	(6)	78.1	(6)
TOTAL	70.6		74.5		78.7		77.7		78.1		76.2		81.5		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.

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

The ranking columns in this table that include September data (3rd Quarter 2001, September 2001, 12 months ending September 2001, and Database to Date) are based this month on flight delay data for the period September 1-10 only. Carrier operations during the remainder of the month were significantly and adversely affected by several factors resulting from the tragic events of September 11. The days following September 11 were a period during which all airline operations were cancelled under government order for several days and carriers required several additional days to resume scheduled operations. In addition, operations at Washington Reagan National Airport were cancelled under government order from September 11 through the end of the month.

SEPTEMBER 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)

	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	221	75.1	537	75.8	127	79.5	76	68.4	30	70.0	329	72.3	251	81.7	4689	82.7
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		H/		H/		H/		H/	
CO	157	70.1	224	74.6	89	73.0	29	62.1	H/		170	81.8	121	71.9	164	73.2
DL	5833	85.3	600	83.3	133	78.2	80	92.5	1660	86.7	423	84.4	193	89.6	1044	83.8
HP	50	74.0	50	64.0	60	56.7	H/		H/		49	87.8	79	75.9	63	81.0
MQ	H/		943	82.4	116	80.2	48	54.2	64	65.6	135	85.9	H/		2119	81.4
NW	188	81.4	195	76.9	127	81.1	72	70.8	24	79.2	196	80.1	120	79.2	158	76.6
TW	70	81.4	70	81.4	58	86.2	35	82.9	H/		67	91.0	77	98.7	90	84.4
UA	193	69.9	394	72.8	126	74.6	45	73.3	46	69.6	142	67.6	2799	84.3	235	71.9
US	193	78.2	785	83.3	727	85.0	3288	88.1	H/		937	90.3	107	88.8	107	84.1
WN	H/		H/		1239	89.0	H/		H/		H/		H/		H/	
TOTAL	6905	83.8	3798	79.8	2802	84.4	3673	86.6	1824	85.1	2448	83.9	3747	84.1	8669	82.0

	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	174	72.4	274	63.1	131	73.3	163	70.6	179	68.7	355	72.1	230	81.7	1145	81.0
AQ	H/		H/		H/		H/		H/		H/		30	76.7	H/	
AS	H/		H/		H/		H/		H/		H/		102	89.2	255	76.1
CO	105	66.7	1959	72.6	144	77.1	36	77.8	2692	73.8	19	68.4	158	72.8	214	74.3
DL	100	75.0	322	76.4	438	81.5	173	83.2	81	72.8	368	69.3	266	84.2	445	82.7
HP	50	64.0	60	56.7	20	50.0	H/		57	77.2	90	60.0	831	84.1	240	67.9
MQ	37	64.9	104	72.1	H/		H/		H/		620	78.9	H/		843	71.8
NW	3257	83.2	184	66.8	30	80.0	85	78.8	134	70.1	48	64.6	120	85.8	210	72.4
TW	59	78.0	59	79.7	34	82.4	36	77.8	36	66.7	189	77.8	50	84.0	118	78.8
UA	100	63.0	284	61.3	20	65.0	925	82.4	130	65.4	190	72.1	399	82.2	1749	79.9
US	127	80.3	167	77.8	310	82.9	130	88.5	107	61.7	H/		83	88.0	173	79.2
WN	180	78.3	H/		301	81.7	H/		55	67.3	H/		1631	91.4	1104	78.5
TOTAL	4189	80.9	3413	71.1	1428	80.0	1548	81.3	3471	72.6	1879	73.5	3900	86.6	6496	77.9

NOTE: This table contains flight delay data for the period September 1-10 only. Carrier operations during the remainder of the month were significantly and adversely affected by several factors resulting from the tragic events of September 11. The days following September 11 were a period during which all airline operations were cancelled under government order for several days and carriers required several additional days to resume scheduled operations. In addition, operations at Washington Reagan National Airport were cancelled under government order from September 11 through the end of the month.

SEPTEMBER 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)

	ARRIVAL AIRPORT															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
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	549	63.8	207	80.7	37	64.9	1012	78.1	172	77.3	3076	75.4	86	80.2	232	62.9
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		H/		10	80.0	477	88.1	H/	
CO	145	57.2	174	82.2	33	75.8	119	81.5	87	77.0	191	66.5	46	73.9	70	74.3
DL	729	76.1	809	84.4	27	81.5	141	75.9	95	84.2	275	71.6	139	89.2	171	73.1
HP	H/		30	56.7	H/		20	85.0	46	65.2	78	73.1	56	89.3	48	77.1
MQ	375	67.7	97	87.6	H/		351	83.8	H/		1713	76.2	H/		109	79.8
NW	200	52.5	140	72.1	130	74.6	68	76.5	3137	85.9	240	69.2	70	82.9	158	68.4
TW	71	60.6	99	88.9	H/		65	90.8	89	88.8	98	74.5	47	89.4	55	78.2
UA	284	57.0	196	77.0	H/		160	76.9	196	65.8	3782	74.8	322	81.4	209	63.2
US	894	73.0	506	84.6	28	78.6	140	85.7	78	85.9	215	69.8	H/		2234	78.0
WN	H/		508	88.2	1178	86.3	H/		H/		H/		326	92.9	H/	
TOTAL	3247	67.9	2766	83.6	1433	84.2	2076	79.9	3900	84.1	9678	74.7	1569	86.8	3286	75.2

	ARRIVAL AIRPORT															
	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
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	227	85.0	37	78.4	250	78.8	211	83.9	428	78.7	60	71.7	117	73.5	158	74.7
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	80	85.0	H/		133	87.2	1333	81.9	177	85.9	H/		H/		H/	
CO	110	82.7	33	84.8	79	73.4	113	76.1	142	78.2	31	64.5	15	53.3	124	79.8
DL	206	89.8	72	94.4	156	87.2	179	83.8	233	88.8	1328	89.5	66	84.8	344	82.0
HP	2200	87.5	H/		137	82.5	62	77.4	120	74.2	45	80.0	29	55.2	26	84.6
MQ	H/		91	75.8	314	80.9	H/		H/		H/		H/		56	75.0
NW	107	77.6	60	85.0	69	82.6	145	74.5	115	75.7	30	73.3	98	78.6	99	76.8
TW	58	93.1	53	86.8	40	85.0	58	94.8	83	83.1	30	83.3	3140	87.9	49	85.7
UA	288	82.6	56	57.1	321	80.4	485	82.9	2059	84.2	162	82.7	87	66.7	89	75.3
US	90	83.3	2540	87.6	85	88.2	119	81.5	159	84.3	H/		87	77.0	383	81.7
WN	1719	88.9	H/		745	91.1	359	90.3	H/		376	95.2	774	83.5	549	88.2
TOTAL	5085	87.3	2942	86.6	2329	84.9	3064	82.9	3516	83.0	2062	88.6	4413	85.5	1877	82.3

NOTE: This table contains flight delay data for the period September 1-10 only. Carrier operations during the remainder of the month were significantly and adversely affected by several factors resulting from the tragic events of September 11. The days following September 11 were a period during which all airline operations were cancelled under government order for several days and carriers required several additional days to resume scheduled operations. In addition, operations at Washington Reagan National Airport were cancelled under government order from September 11 through the end of the month.

SEPTEMBER 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)
ARRIVAL AIRPORT

SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	79.5	91.4	66.7	93.3	80.0	J/	100.0	87.7	89.2	82.0	J/	69.4	90.8	91.1	92.9	98.5	89.5	93.1
700 - 759 AM	92.4	92.4	91.5	94.6	93.3	90.6	93.9	89.4	94.0	82.2	70.0	86.7	90.5	89.2	95.3	93.8	93.6	79.2
800 - 859 AM	79.2	92.2	98.6	89.9	93.8	93.1	92.8	87.2	94.3	88.8	95.2	84.6	89.2	90.9	94.6	89.5	90.0	96.8
900 - 959 AM	82.6	95.5	95.3	91.1	87.3	92.4	90.6	87.5	87.9	92.6	98.2	93.1	78.8	95.7	92.3	87.8	88.3	94.7
1000 - 1059 AM	90.3	89.4	95.7	85.6	89.7	89.1	88.0	88.0	92.6	89.3	96.1	95.8	78.5	82.8	88.0	70.5	77.4	97.1
1100 - 1159 AM	90.0	90.2	93.1	86.0	92.0	89.9	89.8	87.0	87.5	87.7	84.9	84.6	79.1	87.2	88.2	69.4	78.9	93.3
1200 - 1259 PM	92.1	88.5	90.2	89.7	87.2	80.6	81.7	89.1	87.8	79.4	87.2	89.1	79.0	93.3	85.9	72.0	70.0	92.0
100 - 159 PM	91.2	89.2	93.6	86.4	88.8	89.5	88.3	88.6	89.2	78.0	83.6	82.0	62.3	81.6	91.2	77.5	72.7	89.4
200 - 259 PM	84.8	85.6	91.2	89.9	87.5	88.1	84.0	80.2	84.2	75.5	76.6	82.5	53.4	74.4	85.4	74.8	65.1	87.1
300 - 359 PM	81.2	79.4	85.1	86.8	84.3	88.9	84.0	80.3	81.0	71.1	89.9	85.5	82.0	78.0	87.3	83.3	68.6	83.1
400 - 459 PM	80.2	76.3	80.4	84.4	75.0	82.6	77.6	82.0	77.2	71.6	72.3	82.7	61.3	69.0	81.3	80.5	62.3	72.5
500 - 559 PM	83.9	73.1	81.3	83.6	84.9	81.0	80.4	78.0	71.7	71.1	78.3	74.2	66.3	71.2	84.9	79.3	58.4	80.0
600 - 659 PM	82.8	67.2	75.6	81.1	76.9	85.1	79.4	77.9	70.0	61.4	72.7	80.8	71.4	60.9	86.2	80.7	51.7	80.2
700 - 759 PM	77.0	69.9	76.8	85.9	78.1	68.0	72.3	74.4	74.5	58.5	75.3	73.1	70.4	68.4	85.2	76.9	54.4	73.5
800 - 859 PM	78.7	64.8	79.2	78.2	84.1	81.3	79.2	68.6	73.5	56.5	70.0	78.9	72.3	67.6	79.0	70.6	55.3	76.3
900 - 959 PM	80.2	71.0	76.0	85.5	78.4	71.2	78.6	73.3	65.7	59.2	78.4	71.0	68.2	60.7	83.1	69.4	62.9	75.9
1000 - 1059 PM	80.8	73.4	76.5	72.5	56.0	75.2	79.8	71.5	71.3	56.3	67.3	69.0	74.1	62.2	83.2	76.0	70.9	77.1
1100 - 559 AM	81.4	77.1	79.3	69.8	90.8	75.6	85.9	85.8	77.2	65.8	80.6	83.3	76.3	69.2	80.3	82.4	65.3	73.6
TOTAL, ALL ARRIVALS, BY AIRPORT	83.8	79.8	84.4	86.6	85.1	83.9	84.1	82.0	80.9	71.1	80.0	81.3	72.6	73.5	86.6	77.9	67.9	83.6

SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	90.0	92.0	89.8	85.9	100.0	86.5	96.6	85.2	100.0	84.6	97.4	J/	95.6	100.0	90.0
700 - 759 AM	97.1	93.3	95.8	83.6	96.0	93.8	90.6	94.1	96.9	95.8	96.4	94.8	93.2	90.0	91.4
800 - 859 AM	98.3	96.6	91.6	82.7	88.7	90.5	92.4	93.7	93.0	92.9	96.2	90.9	95.2	97.2	90.1
900 - 959 AM	92.5	90.0	82.3	84.6	94.2	86.7	91.4	91.7	91.7	88.6	89.5	94.3	93.0	90.9	89.1
1000 - 1059 AM	89.0	86.0	80.0	86.9	91.7	86.6	91.0	90.4	89.0	89.6	82.0	89.8	96.0	95.5	87.5
1100 - 1159 AM	92.0	88.1	90.7	82.0	94.8	91.3	92.9	86.2	90.3	87.6	81.0	92.5	94.7	89.8	87.1
1200 - 1259 PM	91.6	84.2	86.3	85.4	90.4	83.3	88.4	92.7	85.1	84.3	85.8	83.5	95.5	91.2	85.4
100 - 159 PM	95.0	85.3	87.5	84.4	82.5	80.5	89.9	92.0	80.9	77.6	87.6	95.8	89.7	91.7	86.0
200 - 259 PM	81.5	72.5	84.2	82.0	88.7	80.7	90.8	95.5	88.3	82.9	85.5	91.7	85.1	88.7	81.9
300 - 359 PM	87.8	66.5	85.1	75.9	87.8	76.9	87.4	91.3	80.5	82.6	82.7	92.8	83.1	85.4	81.9
400 - 459 PM	86.3	76.8	79.5	72.5	86.4	69.3	83.4	83.1	82.8	79.5	87.2	88.6	80.8	83.3	77.7
500 - 559 PM	71.4	72.3	83.7	63.8	81.1	65.2	81.7	79.9	82.7	83.1	79.9	88.2	78.3	75.0	76.2
600 - 659 PM	73.3	77.4	78.8	63.3	91.5	62.0	86.7	79.4	87.7	83.0	82.6	89.5	76.1	58.4	75.0
700 - 759 PM	70.7	85.5	80.0	58.5	81.0	63.9	82.3	82.4	84.3	77.4	75.9	87.8	76.3	70.0	74.0
800 - 859 PM	68.0	75.8	77.2	54.3	82.1	60.8	76.5	82.9	80.2	81.8	81.5	82.9	80.3	68.3	72.8
900 - 959 PM	71.4	67.9	81.7	48.4	82.1	63.7	86.5	77.8	79.3	76.3	76.6	76.7	72.5	75.0	73.1
1000 - 1059 PM	78.0	79.9	70.4	66.0	80.4	64.6	80.6	73.5	83.3	77.7	77.0	75.0	70.8	80.7	74.9
1100 - 559 AM	83.8	81.3	91.4	81.3	86.7	75.4	86.5	76.8	79.7	83.0	79.0	91.7	80.3	83.7	78.8
TOTAL, ALL ARRIVALS, BY AIRPORT	84.2	79.9	84.1	74.7	86.8	75.2	87.3	86.6	84.9	82.9	83.0	88.6	85.5	82.3	81.2

NOTE: This table contains flight delay data for the period September 1-10 only. Carrier operations during the remainder of the month were significantly and adversely affected by several factors resulting from the tragic events of September 11. The days following September 11 were a period during which all airline operations were cancelled under government order for several days and carriers required several additional days to resume scheduled operations. In addition, operations at Washington Reagan National Airport were cancelled under government order from September 11 through the end of the month.

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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)
DEPARTURE AIRPORT

SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	93.6	95.1	93.6	90.0	95.8	95.8	94.6	91.8	89.0	95.4	96.6	91.3	95.9	90.0	94.3	95.5	93.1	95.6
700 - 759 AM	92.7	91.4	96.9	86.4	90.2	95.5	93.8	89.4	93.3	93.5	96.9	94.4	94.1	89.0	89.3	93.4	91.1	95.3
800 - 859 AM	91.1	89.6	93.0	93.5	90.8	94.1	94.0	86.5	90.4	93.4	92.5	95.5	90.5	85.8	92.9	92.0	90.2	90.9
900 - 959 AM	81.2	88.7	95.0	91.1	94.3	95.1	87.2	85.9	87.9	90.4	94.9	91.3	92.1	93.0	87.9	87.2	92.9	94.4
1000 - 1059 AM	86.7	89.1	90.8	92.5	83.8	92.3	84.9	86.3	85.6	88.2	96.6	91.4	85.5	89.0	88.8	86.3	93.8	89.8
1100 - 1159 AM	89.9	90.0	91.9	87.7	87.5	92.0	88.6	84.2	84.6	93.0	92.8	95.8	84.4	88.7	84.8	78.3	83.8	93.6
1200 - 1259 PM	91.3	87.0	91.1	88.7	92.1	92.2	84.3	86.1	89.3	90.3	86.8	89.7	84.0	88.1	90.2	78.7	83.5	89.7
100 - 159 PM	88.8	85.1	90.4	91.7	89.7	93.2	88.6	84.7	79.9	78.1	89.5	83.1	77.1	91.3	86.8	80.5	70.3	94.3
200 - 259 PM	89.4	79.2	92.5	94.4	82.0	89.5	82.6	86.7	83.8	81.4	77.5	84.3	65.2	85.1	84.5	80.5	76.4	82.2
300 - 359 PM	79.0	71.4	82.8	84.7	86.6	89.4	73.6	80.2	76.0	82.4	78.2	81.6	54.1	81.8	84.5	82.9	71.2	82.4
400 - 459 PM	83.7	72.2	84.7	82.4	87.7	87.2	79.1	80.9	77.5	71.8	74.6	84.1	78.8	68.2	83.0	84.5	69.6	72.2
500 - 559 PM	80.9	79.1	80.1	83.8	85.0	85.7	74.4	80.2	77.9	72.6	74.2	76.3	65.4	70.9	86.1	82.3	67.2	79.1
600 - 659 PM	75.6	74.2	74.5	82.1	81.9	82.6	77.5	70.3	66.2	66.8	88.7	82.1	76.2	69.3	83.0	85.5	66.8	82.8
700 - 759 PM	85.2	68.7	74.7	87.3	79.7	83.5	79.2	75.0	71.7	61.7	74.8	83.6	67.5	74.3	86.5	80.4	58.0	87.4
800 - 859 PM	81.2	72.4	74.3	86.1	75.8	75.8	70.3	77.2	68.5	60.7	66.1	81.8	76.5	73.4	84.9	81.3	63.8	79.4
900 - 959 PM	82.7	78.4	81.7	85.5	77.3	82.6	84.4	78.6	82.4	50.0	58.8	86.6	82.2	80.8	85.3	82.5	70.7	82.8
1000 - 1059 PM	85.4	75.0	37.5	92.8	83.3	J/	77.3	84.2	75.0	57.1	J/	87.5	90.9	89.3	90.6	85.8	81.3	88.9
1100 - 559 AM	90.3	93.3	88.9	55.6	J/	J/	96.7	94.7	100.0	90.0	100.0	100.0	100.0	88.0	85.7	91.8	100.0	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	85.7	82.5	87.1	88.4	85.7	89.9	82.9	83.1	81.7	81.8	85.2	86.2	78.4	81.3	87.0	85.1	78.4	87.3

SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	90.4	89.3	87.4	91.6	94.8	91.5	96.5	91.1	94.1	94.1	93.9	94.0	97.8	99.1	93.6
700 - 759 AM	96.6	90.6	90.0	89.4	93.7	92.3	91.2	92.5	97.3	86.1	93.4	98.5	96.0	92.9	92.4
800 - 859 AM	96.9	89.0	91.9	86.1	88.8	89.5	87.7	92.0	94.4	91.9	93.7	93.7	95.8	95.2	91.0
900 - 959 AM	95.9	82.0	83.5	85.7	96.3	90.0	86.5	94.3	91.9	91.7	89.8	92.9	91.5	91.0	89.0
1000 - 1059 AM	91.0	83.8	77.8	84.2	80.7	91.7	86.9	95.9	94.0	89.5	87.2	94.3	92.6	86.0	87.9
1100 - 1159 AM	86.8	80.4	84.3	84.9	91.8	92.2	85.6	90.1	87.1	88.3	84.1	88.4	91.7	96.6	87.3
1200 - 1259 PM	89.8	90.2	82.4	80.5	93.8	87.6	83.6	93.9	87.3	85.7	83.3	85.7	94.2	94.0	87.1
100 - 159 PM	83.3	82.8	88.5	84.8	90.1	90.3	85.3	90.0	85.1	81.4	83.3	85.3	94.1	84.6	85.2
200 - 259 PM	84.9	85.9	89.3	79.2	91.5	81.1	86.0	89.7	88.1	84.4	84.7	93.6	90.2	86.4	84.5
300 - 359 PM	80.4	62.8	85.2	75.2	91.4	86.3	84.9	85.2	84.2	82.0	83.9	87.3	80.7	76.3	79.3
400 - 459 PM	80.5	75.0	84.9	73.6	91.7	75.3	83.1	88.0	85.6	80.4	85.1	85.8	77.8	75.0	80.0
500 - 559 PM	80.0	69.4	80.1	67.7	84.3	68.9	84.1	85.1	85.6	77.1	85.2	90.4	81.7	74.6	78.0
600 - 659 PM	67.0	79.6	82.6	65.8	83.3	60.7	82.5	85.0	87.5	87.9	86.1	84.3	80.6	66.2	76.3
700 - 759 PM	61.9	68.6	78.9	60.9	90.1	65.9	80.5	84.4	90.5	87.4	78.8	93.8	78.9	69.5	75.0
800 - 859 PM	61.8	77.5	79.6	57.3	84.6	73.2	81.2	89.1	84.9	76.2	84.4	94.7	80.5	76.1	75.9
900 - 959 PM	53.3	80.0	J/	56.4	100.0	73.1	79.5	92.0	89.5	87.9	82.1	85.7	85.9	66.7	80.1
1000 - 1059 PM	J/	87.5	82.9	53.0	88.2	100.0	80.5	89.2	97.2	86.5	92.8	81.9	86.3	100.0	85.0
1100 - 559 AM	J/	94.1	100.0	100.0	95.7	100.0	95.8	100.0	100.0	89.3	92.2	90.9	76.5	89.5	90.2
TOTAL, ALL DEPARTURES, BY AIRPORT	82.8	80.3	84.7	76.7	90.6	81.8	85.8	89.9	89.9	86.6	87.4	89.7	87.6	85.1	84.2

NOTE: This table contains flight delay data for the period September 1-10 only. Carrier operations during the remainder of the month were significantly and adversely affected by several factors resulting from the tragic events of September 11. The days following September 11 were a period during which all airline operations were cancelled under government order for several days and carriers required several additional days to resume scheduled operations. In addition, operations at Washington Reagan National Airport were cancelled under government order from September 11 through the end of the month.

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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
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NOTE: SINCE THIS REPORT CONTAINS ON-TIME DATA FOR THE PERIOD SEPTEMBER 1-10 ONLY (see Note, Table 1), THERE WERE INSUFFICIENT OPERATIONS TO GENERATE THIS TABLE.

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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 -----

NOTE: SINCE THIS REPORT CONTAINS ON-TIME DATA FOR THE PERIOD SEPTEMBER 1-10 ONLY (see Note, Table 1), THERE WERE INSUFFICIENT OPERATIONS TO GENERATE THIS TABLE.

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TABLE 7.

		ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT									
		PERCENT ON-TIME		REPORTED OPERATIONS				PERCENT ON-TIME		REPORTED OPERATIONS	
CITY (AIRPORT)		ARR.	DEP.	ARR.	DEP.	CITY (AIRPORT)		ARR.	DEP.	ARR.	DEP.
ABILENE, TX. (ABI)		74.2	95.2	62	63	DULUTH, MN. (DLH)		70.2	87.2	47	47
AGUADILLA, P.R. (BQN)		55.6	100.0	9	9	DUTCH HARBOR, AK. (DUT)		65.0	65.0	20	20
AKRON/CANTON, OH. (CAK)		93.0	91.1	57	56	EL PASO, TX. (ELP)		83.0	87.7	587	587
ALBANY, N.Y. (ALB)		84.7	90.7	472	471	ELMIRA, N.Y. (ELM)		96.4	96.6	28	29
ALBUQUERQUE, N.M. (ABQ)		87.0	89.6	1,022	1,022	ERIE, PA. (ERI)		90.0	92.5	40	40
ALLEN TOWN, PA. (ABE)		80.8	85.4	151	151	EUGENE, OR. (EUG)		75.9	86.2	58	58
AMARILLO, TX. (AMA)		81.5	87.9	157	157	EVANSVILLE, IN. (EVV)		64.6	71.4	48	49
ANCHORAGE, AK. (ANC)		70.0	81.7	711	715	FAIRBANKS, AK. (FAI)		74.7	81.6	174	174
ASHEVILLE, N.C. (AVL)		88.0	100.0	50	50	FARGO, N.D. (FAR)		79.2	96.2	53	53
ATLANTA, GA. (ATL)		83.8	85.7	6,905	6,908	FAYETTEVILLE ARKANSAS REG (XNA)		66.7	76.3	156	156
AUSTIN, TX. (AUS)		81.4	87.5	1,159	1,159	FAYETTEVILLE, N.C. (FAY)		85.0	90.0	20	20
BAKERSFIELD, CA. (BFL)		73.2	80.0	56	55	FLINT, MI. (FNT)		75.7	89.2	37	37
BALTIMORE, MD. (BWI)		84.4	87.1	2,802	2,805	FRESNO, CA. (FAT)		79.3	78.4	116	116
BANGOR, ME. (BGR)		76.4	83.6	140	140	FT. LAUDERDALE, FL. (FLL)		80.0	85.2	1,428	1,428
BARROW, AK. (BRW)		61.5	61.5	26	26	FT. MYERS, FL. (RSW)		85.6	91.8	439	437
BATON ROUGE, LA. (BTR)		81.1	85.6	111	111	FT. SMITH, AR. (FSM)		82.7	91.9	75	74
BEAUMONT/PORT ARTHUR, TX (BPT)		78.3	87.0	46	46	FT. WAYNE, IN. (FWA)		63.2	84.2	57	57
BETHEL, AK. (BET)		73.3	76.7	30	30	GRAND FORKS, N.D. (GFK)		80.0	90.0	10	10
BILLINGS, MT. (BIL)		79.7	92.4	79	79	GRAND RAPIDS, MI. (GRR)		69.6	83.4	319	319
BIRMINGHAM, AL. (BHM)		86.2	89.0	509	508	GREAT FALLS, MT. (GTF)		93.3	96.7	60	60
BISMARCK, N.D. (BIS)		86.5	100.0	37	37	GREEN BAY, WI. (GRB)		69.7	83.5	109	109
BLOOMINGTON, IL. (BMI)		75.7	81.1	37	37	GREENBRIER, W.V. (LWB)		100.0	100.0	4	4
BOISE, ID. (BOI)		89.2	93.5	325	325	GREENSBORO/HIGH PT., N.C. (GSO)		76.7	85.9	417	417
BOSTON, MA. (BOS)		79.8	82.5	3,798	3,795	GREENVILLE/SPARTANBURG, S.C. (GSP)		77.9	82.0	204	205
BOZEMAN, MT. (BZN)		90.0	85.0	40	40	GULFPORT/BILOXI, MS. (GPT)		72.4	86.2	29	29
BRISTOL, TN. (TRI)		80.0	95.0	20	20	GUSTAVUS, AK. (GST)		75.0	87.5	8	8
BROWNSVILLE, TX. (BRO)		57.1	50.0	7	6	HARLINGEN, TX. (HRL)		72.1	78.7	140	141
BUFFALO, N.Y. (BUF)		80.4	86.4	586	587	HARRISBURG, PA. (MDT)		80.2	84.4	192	192
BURBANK, CA. (BUR)		90.5	91.5	745	745	HARTFORD, CT./SPGFLD, MA. (BDL)		81.6	90.0	982	986
BURLINGTON, VT. (BTV)		78.6	83.5	126	127	HELENA, MT. (HLN)		86.7	93.3	30	30
CEDAR RAPIDS/IOWA CTY, IA. (CID)		77.8	85.9	198	198	HILO, HAWAII, HI. (ITO)		95.7	98.6	140	140
CHAMPAIGN, IL. (CMI)		62.0	74.0	50	50	HONOLULU, OAHU, HI. (HNL)		88.8	92.0	1,048	1,048
CHARLESTON, S.C. (CHS)		90.3	92.1	165	165	HOUSTON, TX. (HOU)		77.5	77.1	1,592	1,592
CHARLESTON, W.V. (CRW)		86.7	93.3	30	30	HOUSTON, TX. (IAH)		72.6	78.4	3,471	3,469
CHARLOTTE, N.C. (CLT)		86.6	88.4	3,673	3,673	HUNTSVILLE/DECATUR, AL. (HSV)		80.5	90.6	149	149
CHATTANOOGA, TN. (CHA)		87.7	94.7	57	57	INDIANAPOLIS, IN. (IND)		78.6	85.3	1,060	1,060
CHICAGO, IL. (MDW)		84.2	82.8	1,433	1,432	INDIO/PALM SPRINGS, CA. (PSP)		84.2	82.2	146	146
CHICAGO, IL. (ORD)		74.7	76.7	9,678	9,674	ISLIP/LONG IS., N.Y. (ISP)		82.5	85.8	360	358
CINCINNATI, OH. (CVG)		85.1	85.7	1,824	1,831	ITHACA, N.Y. (ITH)		89.3	100.0	28	29
CLEVELAND, OH. (CLE)		82.5	87.8	1,425	1,422	JACKSON/VICKSBURG, MS. (JAN)		76.7	82.4	227	227
COLLEGE STATION, TX. (CLL)		86.4	93.8	66	65	JACKSON, WY. (JAC)		70.6	88.2	34	34
COLORADO SPRINGS, CO. (COS)		82.8	90.2	326	326	JACKSONVILLE, FL. (JAX)		79.2	85.3	701	702
COLUMBIA, S.C. (CAE)		91.0	94.0	100	100	JUNEAU, AK. (JNU)		75.8	82.0	178	178
COLUMBUS, OH. (CMH)		82.4	85.0	1,098	1,096	KAHULUI, MAUI, HI. (OGG)		87.3	89.7	455	455
CORDOVA, AK. (CDV)		25.0	20.0	20	20	KALAMAZOO, MI. (AZO)		69.1	82.4	68	68
CORPUS CHRISTI, TX. (CRP)		69.2	79.5	143	146	KALISPELL, MT. (FCA)		84.0	92.0	50	50
DALLAS/FT. WORTH, TX. (DAL)		80.6	77.7	1,265	1,263	KANSAS CITY, MO. (MCI)		84.5	88.0	1,695	1,694
DALLAS/FT. WORTH, TX. (DFW)		82.0	83.1	8,669	8,662	KETCHIKAN, AK. (KTN)		82.4	86.0	85	86
DAYTON, OH. (DAY)		80.1	84.0	301	300	KEY WEST, FL. (EYW)		80.3	84.8	66	66
DAYTONA BEACH, FL. (DAB)		82.2	95.6	45	45	KILLEEN, TX. (ILE)		79.3	89.7	87	87
DEADHORSE, AK. (SCC)		78.6	85.7	14	14	KING SALMON, AK. (AKN)		61.5	76.9	13	13
DENVER, CO. (DEN)		84.1	82.9	3,747	3,747	KNOXVILLE, TN. (TYS)		83.6	91.3	159	160
DES MOINES, IA. (DSM)		75.5	82.7	237	237	KODIAK, AK. (ADQ)		70.0	85.0	20	20
DETROIT, MI. (DTW)		80.9	81.7	4,189	4,188	KONA, HAWAII, HI. (KOA)		87.3	90.4	251	251
DILLINGHAM, AK. (DLG)		85.7	85.7	14	14	KOTZEBUE, AK. (OTZ)		75.0	71.4	28	28
DUBUQUE, IA. (DBQ)		83.8	80.6	37	36	LA CROSSE, WI. (LSE)		64.4	77.8	45	45

NOTE: This table contains flight delay data for the period September 1-10 only. Carrier operations during the remainder of the month were significantly and adversely affected by several factors resulting from the tragic events of September 11. The days following September 11 were a period during which all airline operations were cancelled under government order for several days and carriers required several additional days to resume scheduled operations. In addition, operations at Washington Reagan National Airport were cancelled under government order from September 11 through the end of the month.

SEPTEMBER 2001
AIR TRAVEL CONSUMER REPORT

TABLE 7.

		ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT									
		PERCENT ON-TIME		REPORTED OPERATIONS				PERCENT ON-TIME		REPORTED OPERATIONS	
CITY (AIRPORT)		ARR.	DEP.	ARR.	DEP.	CITY (AIRPORT)		ARR.	DEP.	ARR.	DEP.
LAFAYETTE, LA. (LFT)		78.6	83.9	56	56	RAPID CITY, S.D. (RAP)		94.9	89.7	39	39
LANSING, MI. (LAN)		71.8	91.5	71	71	RENO, NV. (RNO)		87.7	89.3	700	699
LAREDO, TX. (LRD)		68.4	84.2	38	38	RICHMOND, VA. (RIC)		81.2	86.1	517	517
LAS VEGAS, NV. (LAS)		86.6	87.0	3,900	3,900	ROANOKE, VA. (ROA)		89.5	94.7	57	57
LAWTON, OK. (LAW)		72.4	86.2	58	58	ROCHESTER, MN. (RST)		78.0	88.1	59	59
LEXINGTON/FRKFT, KY. (LEX)		88.9	93.8	81	81	ROCHESTER, N.Y. (ROC)		80.3	85.9	426	426
LIHUE, KAUAI, HI. (LIH)		86.1	93.2	251	251	SACRAMENTO, CA. (SMF)		88.3	91.9	1,123	1,125
LINCOLN, NE. (LNK)		88.9	94.4	18	18	SAGINAW, MI. (MBS)		78.7	91.8	61	61
LITTLE ROCK, AR. (LIT)		80.0	86.2	426	426	SALT LAKE CITY, UT. (SLC)		88.6	89.7	2,062	2,064
LONG BEACH, CA. (LGB)		76.9	92.3	78	78	SAN ANGELO, TX. (SJT)		83.9	89.3	56	56
LONGVIEW, TX. (GGG)		81.3	93.8	48	48	SAN ANTONIO, TX. (SAT)		80.3	86.8	972	972
LOS ANGELES, CA. (LAX)		77.9	85.1	6,496	6,491	SAN DIEGO, CA. (SAN)		84.9	89.9	2,329	2,330
LOUISVILLE, KY. (SDF)		81.3	88.1	540	540	SAN FRANCISCO, CA. (OAK)		86.3	87.8	1,779	1,780
LUBBOCK, TX. (LBB)		79.7	86.5	222	222	SAN FRANCISCO, CA. (SFO)		83.0	87.4	3,516	3,516
MADISON, WI. (MSN)		68.9	88.6	167	167	SAN JOSE, CA. (SJC)		85.7	87.3	2,006	2,006
MANCHESTER, N.H. (MHT)		83.4	88.6	464	465	SAN JUAN, P.R. (SJU)		80.5	88.2	606	609
MARQUETTE, MI. (MQT)		70.0	70.0	10	10	SAN LUIS OBISPO, CA. (SBP)		87.7	69.2	65	65
MEDFORD, OR. (MFR)		86.8	84.2	38	38	SANTA BARBARA, CA. (SBA)		76.9	74.6	173	173
MELBOURNE, FL. (MLB)		97.7	88.6	44	44	SARASOTA/BRAD., FL. (SRQ)		88.5	92.8	96	97
MEMPHIS, TN. (MEM)		84.4	86.6	1,574	1,576	SAVANNAH, GA. (SAV)		80.9	90.0	199	200
MIAMI, FL. (MIA)		79.9	80.3	2,076	2,078	SCRANTON/WILKES-BARRE, PA. (AVP)		82.5	97.5	40	40
MIDLAND/ODESSA, TX. (MAF)		83.1	86.1	201	201	SEATTLE, WA. (SEA)		82.9	86.6	3,064	3,061
MILWAUKEE, WI. (MKE)		78.7	87.1	474	474	SHREVEPORT, LA. (SHV)		88.9	90.2	153	153
MINNEAPLS/ST.P. MN. (MSP)		84.1	84.7	3,900	3,898	SIOUX FALLS, S.D. (FSD)		89.2	91.6	83	83
MINOT, N.D. (MOT)		86.2	93.1	29	29	SITKA, AK. (SIT)		83.9	98.2	56	56
MISSION/MCALLEN, TX. (MFE)		67.1	75.3	85	85	SOUTH BEND, IN. (SBN)		91.3	84.8	46	46
MISSOULA, MT. (MSO)		92.0	94.0	50	50	SPOKANE, WA. (GEG)		85.3	93.1	333	333
MOBILE, AL./PASCAGOULA, MS. (MOB)		87.7	92.4	65	66	SPRINGFIELD, MO. (SGF)		79.7	81.3	128	128
MOLINE, IL. (MLI)		87.0	90.7	54	54	ST. CROIX, V.I. (STX)		95.0	85.0	20	20
MONROE, LA. (MLU)		69.2	88.5	26	26	ST. LOUIS, MO. (STL)		85.5	87.6	4,413	4,410
MONTEREY, CA. (MRY)		89.9	81.4	69	70	ST. THOMAS, V.I. (STT)		87.1	92.1	62	63
MYRTLE BEACH, S.C. (MYR)		87.2	93.0	86	86	SYRACUSE, N.Y. (SYR)		84.5	90.2	297	297
NASHVILLE, TN. (BNA)		87.5	89.6	1,526	1,526	TALLAHASSEE, FL. (TLH)		86.5	94.6	37	37
NEW ORLEANS, LA. (MSY)		80.3	84.9	1,394	1,396	TAMPA, FL. (TPA)		82.3	85.1	1,877	1,878
NEW YORK, N.Y. (JFK)		73.5	81.3	1,879	1,878	TEXARKANA, AR. (TXK)		80.4	87.0	46	46
NEW YORK, N.Y. (LGA)		67.9	78.4	3,247	3,246	TOLEDO, OH. (TOL)		65.5	68.5	55	54
NEWARK, N.J. (EWR)		71.1	81.8	3,413	3,414	TRAVERSE CITY, MI. (TVC)		72.8	74.7	81	83
NEWBURGH, N.Y. (SWF)		65.0	72.5	40	40	TUCSON, AZ. (TUS)		89.0	91.3	554	554
NOME, AK. (OME)		60.0	70.0	30	30	TULSA, OK. (TUL)		79.6	86.3	612	612
NORFOLK/VA. BEACH, VA. (ORF)		79.1	86.3	502	502	TYLER, TX. (TYR)		83.7	90.7	86	86
OKLAHOMA CITY, OK. (OKC)		79.4	86.6	588	588	VALPARAISO, FL. (VPS)		88.2	91.0	68	67
OMAHA, NE. (OMA)		79.7	86.1	512	511	WACO, TX. (ACT)		87.5	91.7	72	72
ONTARIO, CA. (ONT)		85.2	90.0	969	968	WASHINGTON, D.C. (DCA)		83.9	89.9	2,448	2,446
ORANGE COUNTY, CA. (SNA)		86.3	90.4	1,203	1,203	WASHINGTON, D.C. (IAD)		81.3	86.2	1,548	1,545
ORLANDO, FL. (MCO)		83.6	87.3	2,766	2,766	WEST PALM BEACH, FL. (PBI)		84.5	91.1	683	683
PASCO, WA. (PSC)		92.9	92.9	28	28	WHITE PLAINS, N.Y. (HPN)		75.7	79.2	206	207
PENSACOLA, FL. (PNS)		83.0	92.2	141	141	WICHITA FALLS, TX. (SPS)		86.3	92.2	51	51
PEORIA, IL. (PIA)		72.3	74.5	47	47	WICHITA, KS. (ICT)		74.1	88.4	216	216
PETERSBURG, AK. (PSG)		60.0	50.0	20	20	WILMINGTON, N.C. (ILM)		95.0	93.3	60	60
PHILADELPHIA, PA. (PHL)		75.2	81.8	3,286	3,288	WORCESTER, MA. (ORH)		80.0	83.3	30	30
PHOENIX, AZ. (PHX)		87.3	85.8	5,085	5,086	WRANGELL, AK. (WRG)		55.0	65.0	20	20
PITTSBURGH, PA. (PIT)		86.6	89.9	2,942	2,938	YAKUTAT, AK. (YAK)		20.0	35.0	20	20
PORTLAND, ME. (PWM)		76.5	79.5	302	302						
PORTLAND, OR. (PDX)		86.8	90.6	1,569	1,570						
PROVIDENCE, R.I. (PVD)		81.7	86.9	847	847						
RALEIGH/DURHAM, N.C. (RDU)		82.0	85.9	1,149	1,152						

NOTE: This table contains flight delay data for the period September 1-10 only. Carrier operations during the remainder of the month were significantly and adversely affected by several factors resulting from the tragic events of September 11. The days following September 11 were a period during which all airline operations were cancelled under government order for several days and carriers required several additional days to resume scheduled operations. In addition, operations at Washington Reagan National Airport were cancelled under government order from September 11 through the end of the month.

SEPTEMBER 2001

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/ -----	AT 32 REPORTABLE AIRPORTS B/ -----				AT ALL REPORTED AIRPORTS C/ -----			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE S/	18	8127	415	5.1	105	13919	739	5.3
AMERICAN S/	32	15765	515	3.3	94	20511	611	3.0
ALOHA S/	1	30	3	10.0	8	1803	51	2.8
UNITED S/	31	16467	422	2.6	89	20045	498	2.5
ALASKA S/	8	2567	46	1.8	37	4733	108	2.3
DELTA S/	32	17135	354	2.1	112	22662	437	1.9
US AIRWAYS S/	28	14797	285	1.9	87	19556	372	1.9
CONTINENTAL S/	31	7795	128	1.6	85	10190	159	1.6
NORTHWEST S/	32	10013	169	1.7	110	14759	231	1.6
AMERICA WEST S/	26	4595	77	1.7	52	5895	89	1.5
TRANS WORLD S/	30	5080	53	1.0	69	6629	63	1.0
SOUTHWEST S/	15	11044	79	0.7	58	25906	212	0.8
T O T A L		113,415	2,546	2.2		166,608	3,570	2.1

NOTE: This table contains flight delay data for the period September 1-10 only. Carrier operations during the remainder of the month were significantly and adversely affected by several factors resulting from the tragic events of September 11. The days following September 11 were a period during which all airline operations were cancelled under government order for several days and carriers required several additional days to resume scheduled operations. In addition, operations at Washington Reagan National Airport were cancelled under government order from September 11 through the end of the month.

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

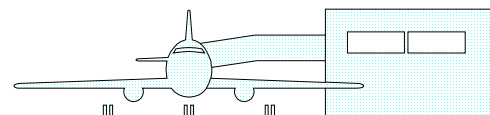
Atlanta. Hartsfield	ATL
Baltimore/Washington. International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. Midway	MDW
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth. International	DFW
Denver. International	DEN
Detroit. Metro Wayne County	DTW
Ft. Lauderdale.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

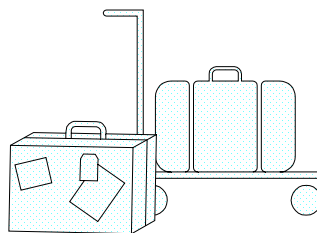
Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

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.



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

RANK	AIRLINE	SEPTEMBER 2001			SEPTEMBER 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	US AIRWAYS	4,496	1,399,770	3.21	26,835	4,605,662	5.83
2	AMERICA WEST AIRLINES	1,962	551,844	3.56	6,894	1,479,983	4.66
3	SOUTHWEST AIRLINES	7,331	2,056,092	3.57	25,280	5,816,018	4.35
4	DELTA AIR LINES	8,077	2,221,702	3.64	30,509	7,512,461	4.06
5	NORTHWEST AIRLINES	4,731	1,284,655	3.68	16,416	3,787,048	4.33
6	ALASKA AIRLINES	1,329	358,332	3.71	2,438	926,155	2.63
7	UNITED AIRLINES	7,717	1,977,057	3.90	25,478	5,479,666	4.65
8	AMERICAN AIRLINES	7,533	1,781,773	4.23	22,849	5,227,715	4.37
9	TRANS WORLD AIRLINES	2,327	502,474	4.63	10,580	2,008,311	5.27
10	CONTINENTAL AIRLINES	4,967	982,319	5.06	13,181	2,792,192	4.72
11	AMERICAN EAGLE AIRLINES	1,799	321,479	5.60	*	*	*
TOTALS		52,269	13,437,497	3.89	180,460	39,635,211	4.55

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

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

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

RANK	AIRLINE	JANUARY TO SEPTEMBER 2001			JANUARY TO SEPTEMBER 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	26,981	8,943,033	3.02	31,592	9,003,750	3.51
2	US AIRWAYS	164,324	41,336,099	3.98	203,132	42,471,549	4.78
3	NORTHWEST AIRLINES	148,220	35,405,444	4.19	181,408	36,881,513	4.92
4	DELTA AIR LINES	289,210	67,663,664	4.27	330,221	77,308,664	4.27
5	AMERICA WEST AIRLINES	65,850	15,075,588	4.37	99,728	14,629,797	6.82
6	CONTINENTAL AIRLINES	123,212	27,928,692	4.41	143,861	27,597,353	5.21
7	AMERICAN AIRLINES	227,015	49,856,041	4.55	283,275	53,443,002	5.30
8	SOUTHWEST AIRLINES	275,204	55,814,537	4.93	243,766	54,066,715	4.51
9	UNITED AIRLINES	273,926	53,564,221	5.11	379,900	56,389,061	6.74
10	TRANS WORLD AIRLINES	95,676	16,487,826	5.80	110,572	19,548,814	5.66
11	AMERICAN EAGLE AIRLINES	54,612	8,715,192	6.27	*	*	*
TOTALS		1,744,230	380,790,337	4.58	2,007,455	391,340,218	5.13

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

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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

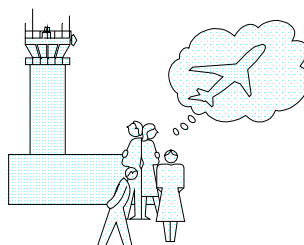
OVERSALES

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

	SEPTEMBER 2001					SEPTEMBER 2000			
	Complaints	Opinions	Compliments	Info Requests		Complaints	Opinions	Compliments	Info Requests
U.S. Airlines	865	73	3	77		1,410	44	6	32
Foreign Airlines	118	4	0	8		145	1	0	2
Travel Agents	26	1	0	2		16	0	0	0
Tour Operators	7	0	0	1		7	0	0	0
Miscellaneous	27	37	0	60		9	12	0	7
Industry Totals	1,043	115	3	148		1,587	57	6	41

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	SEPTEMBER 2001			SEPTEMBER 2000		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
REFUNDS	1	252		5	90	
FLIGHT PROBLEMS	2	250		1	611	
CANCELLATIONS			105			221
DELAYS			59			217
MISCONNECTIONS			30			104
CUSTOMER SERVICE	3	140		2	305	
BAGGAGE	4	126		3	242	
RES/TKTG/BOARDING	5	118		4	123	
FARES	6	41		6	57	
OVERSALES	7	39		8	48	
OTHER	8	36		7	50	
FREQUENT FLYER			12			17
DISABILITY	9	34		9	47	
ADVERTISING	10	4		10	10	
TOURS OR CHARTERS	11	2		11	4	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		1,043			1,587	

* 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*

SEPTEMBER 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	7	1	1	0	3	5	2	0	0	0	0	0	19
ALASKA AIRLINES	5	0	2	0	4	2	1	0	0	0	0	0	14
AMERICA WEST AIRLINES	13	0	6	3	18	3	6	1	0	0	0	2	52
AMERICAN AIRLINES	28	1	15	4	18	17	16	1	1	0	0	2	103
AMERICAN EAGLE AIRLINES	4	2	1	0	0	2	1	0	0	0	0	0	10
AMERICAN TRANS AIR	7	1	0	1	4	6	2	0	0	0	0	0	21
ATLANTIC SOUTHEAST AIRLINES	5	0	0	0	0	1	0	0	0	0	0	0	6
CONTINENTAL AIRLINES	14	3	6	3	31	6	15	1	0	1	1	5	86
DELTA AIR LINES	23	3	16	9	34	9	10	7	0	0	0	4	115
GREAT LAKES AVIATION	2	2	1	0	0	0	0	0	0	0	0	0	5
HAWAIIAN AIRLINES	3	0	1	0	1	1	2	2	0	0	0	0	10
MIDWAY AIRLINES	0	1	1	0	3	0	1	1	0	0	0	0	7
NATIONAL AIRLINES	3	0	0	1	5	1	1	0	0	0	0	0	11
NORTHWEST AIRLINES	18	4	13	5	13	7	13	4	0	0	0	5	82
SOUTHWEST AIRLINES	2	1	1	1	2	2	6	1	0	0	0	0	16
SPIRIT AIRLINES	2	0	1	0	1	3	3	0	0	0	0	0	10
SUN COUNTRY AIRLINES	1	0	1	0	2	0	1	0	0	0	0	0	5
TRANS WORLD AIRLINES	8	4	3	1	8	4	9	2	0	0	0	0	39
UNITED AIRLINES	38	5	14	7	27	16	22	0	0	0	0	4	133
UNITED EXPRESS	6	1	0	0	0	0	0	3	0	0	0	0	10
US AIRWAYS	31	0	6	2	19	5	8	2	0	0	0	3	76
OTHER U.S. AIRLINES	13	3	3	1	2	2	4	4	1	0	0	2	35
TOTAL SEPTEMBER 2001	233	32	92	38	195	92	123	29	2	1	1	27	865
% OF TOTAL COMPLAINTS	29.5	4.1	11.7	4.8	24.7	11.7	15.6	3.7	0.3	0.1	0.1	3.4	
TOTAL SEPTEMBER 2000	584	44	100	48	74	191	276	38	10	1	0	44	1,410
% OF TOTAL COMPLAINTS	41.4	3.1	7.1	3.4	5.2	13.5	19.6	2.7	0.7	0.1	0	3.1	

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

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

Table 4

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

SEPTEMBER 2001

U.S. AIRLINES*	COMPS RECD IN SEPT.	INC- DENTS IN SEPT.	PERCENT	INCI- DENTS IN AUG.	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	19	4	21.1	2	10.5	9	47.4	4	21.1
ALASKA AIRLINES	14	2	14.3	6	42.9	4	28.6	2	14.3
AMERICA WEST AIRLINES	52	25	48.1	11	21.2	6	11.5	10	19.2
AMERICAN AIRLINES	103	20	19.4	32	31.1	27	26.2	24	23.3
AMERICAN EAGLE AIRLINES	10	2	20.0	8	80.0	0	0.0	0	0.0
AMERICAN TRANS AIR	21	3	14.3	9	42.9	8	38.1	1	4.8
ATLANTIC SOUTHEAST AIRLINES	6	0	0.0	1	16.7	5	83.3	0	0.0
CONTINENTAL AIRLINES	86	28	32.6	18	20.9	20	23.3	20	23.3
DELTA AIR LINES	115	42	36.5	31	27.0	24	20.9	18	15.7
GREAT LAKES AVIATION	5	0	0.0	0	0.0	5	100.0	0	0.0
HAWAIIAN AIRLINES	10	3	30.0	2	20.0	5	50.0	0	0.0
MIDWAY AIRLINES	7	3	42.9	2	28.6	1	14.3	1	14.3
NATIONAL AIRLINES	11	5	45.5	2	18.2	4	36.4	0	0.0
NORTHWEST AIRLINES	82	15	18.3	23	28.0	28	34.1	16	19.5
SOUTHWEST AIRLINES	16	4	25.0	3	18.8	8	50.0	1	6.2
SPIRIT AIRLINES	10	0	0.0	4	40.0	3	30.0	3	30.0
SUN COUNTRY AIRLINES	5	1	20.0	1	20.0	1	20.0	2	40.0
TRANS WORLD AIRLINES	39	8	20.5	13	33.3	16	41.0	2	5.1
UNITED AIRLINES	133	29	21.8	39	29.3	41	30.8	24	18.0
UNITED EXPRESS	10	1	10.0	4	40.0	4	40.0	1	10.0
US AIRWAYS	76	11	14.5	36	47.4	23	30.3	6	7.9
OTHER U.S. AIRLINES	35	5	14.3	9	25.7	9	25.7	12	34.3
TOTALS	865	211	24.4	256	29.6	251	29.0	147	17.0
PREVIOUS YEAR'S TOTALS	1,410	275	19.5	338	24.0	455	32.3	342	24.3

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

Table 5

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

SEPTEMBER 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	0	0	1	1	2	3	2	0	0	0	0	1	10
AIR FRANCE	0	1	3	0	3	3	1	3	0	0	0	0	14
AIR JAMAICA	0	0	0	1	3	1	1	0	0	0	0	0	6
ALITALIA AIRLINES	0	1	0	0	0	4	3	1	0	0	0	0	9
BRITISH AIRWAYS	0	1	1	0	3	1	0	0	0	0	0	1	7
LUFTHANSA	1	0	1	0	0	2	1	1	0	0	0	1	7
VIRGIN ATLANTIC	0	0	0	0	3	2	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	11	4	5	1	13	17	8	0	0	0	0	1	60
TOTALS	12	7	11	3	27	33	16	5	0	0	0	4	118
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	1	0	2	0	4	0	0	0	0	0	0	0	7
PRICELINE.COM	1	0	1	0	6	0	0	0	0	0	0	0	8
OTHER TRAVEL AGENTS	1	0	3	0	7	0	0	0	0	0	0	0	11
TOTALS	3	0	6	0	17	0	0	0	0	0	0	0	26
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	6	1	0	0	0	0	0	0	7
TOTALS	0	0	0	0	6	1	0	0	0	0	0	0	7
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	2	0	9	0	7	0	1	0	2	1	0	5	27
TOTALS	2	0	9	0	7	0	1	0	2	1	0	5	27

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

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

TABLE 6

SEPTEMBER
Consumer Complaints: Rankings
U.S. AIRLINES *

		SEPTEMBER 2001			SEPTEMBER 2000		
			SYSTEMWIDE	COMPLAINTS		SYSTEMWIDE	COMPLAINTS
Rank	Airline	COMPLAINTS	ENPLANEMENTS	PER 100,000 ENPLANEMENTS	COMPLAINTS	ENPLANEMENTS	PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	16	4,204,951	0.38	22	5,832,608	0.38
2	AMERICAN EAGLE AIRLINES	10	660,370	1.51	19	958,952	1.98
3	ALASKA AIRLINES	14	805,505	1.74	10	1,026,265	0.97
4	DELTA AIR LINES	115	5,067,562	2.27	159	7,888,640	2.02
5	AMERICAN AIRLINES	103	4,270,952	2.41	217	6,654,356	3.26
6	US AIRWAYS	76	2,920,510	2.60	152	4,815,533	3.16
7	NORTHWEST AIRLINES	82	3,115,238	2.63	99	4,705,059	2.10
8	UNITED AIRLINES	133	4,239,069	3.14	327	6,478,617	5.05
9	CONTINENTAL AIRLINES	86	2,348,474	3.66	102	3,532,259	2.89
10	TRANS WORLD AIRLINES	39	1,010,272	3.86	54	2,101,653	2.57
11	AMERICA WEST AIRLINES	52	1,157,784	4.49	68	1,508,099	4.51
	TOTAL	726	29,800,687	2.44	1,229	45,502,041	2.70

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.

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY TO SEPTEMBER 2001					JANUARY TO SEPTEMBER 2000			
	Complaints	Opinions	Compliments	Info Requests		Complaints	Opinions	Compliments	Info Requests
U.S. Airlines	12,667	950	68	403		16,959	1,237	125	747
Foreign Airlines	1,524	25	4	38		1,644	16	12	19
Travel Agents	193	1	0	4		178	1	0	0
Tour Operators	95	2	0	7		123	4	0	4
Miscellaneous	152	176	0	175		210	293	1	86
Industry Totals	14,631	1,154	72	627		19,114	1,551	138	856

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY TO SEPTEMBER 2001			JANUARY TO SEPTEMBER 2000		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	5,136		1	7658	
CANCELLATIONS			1,804			2,835
DELAYS			1,609			2,599
MISCONNECTIONS			583			952
CUSTOMER SERVICE	2	2,748		2	3778	
BAGGAGE	3	2,250		3	2796	
RES/TKTG/BOARDING	4	1,398		4	1314	
REFUNDS	5	846		5	858	
OVERSALES	6	600		6	755	
OTHER	7	558		8	631	
FREQUENT FLYER			195			303
FARES	8	557		7	694	
DISABILITY	9	447		9	519	
ADVERTISING	10	44		11	48	
TOURS OR CHARTERS	11	42		10	63	
ANIMALS	12	5		12	0	
COMPLAINT TOTAL		14,631			19,114	

* 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*
JANUARY TO SEPTEMBER 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													
AIR WISCONSIN	18	0	1	0	0	2	0	0	0	0	0	1	22
AIRTRAN AIRWAYS	160	29	29	9	15	84	70	6	4	0	0	5	411
ALASKA AIRLINES	68	3	16	4	8	27	22	2	0	0	1	6	157
ALOHA AIRLINES	4	6	4	0	2	3	6	1	0	0	0	0	26
AMERICA WEST AIRLINES	265	32	55	12	37	77	121	26	0	0	0	16	641
AMERICAN AIRLINES	655	53	165	63	91	294	336	55	4	0	1	66	1,783
AMERICAN EAGLE AIRLINES	103	16	8	0	1	27	32	4	0	0	0	4	195
AMERICAN TRANS AIR	137	16	24	9	14	57	55	6	1	0	0	10	329
ATLANTIC COAST AIRLINES	5	1	1	1	0	1	2	1	0	0	0	0	12
ATLANTIC SOUTHEAST AIRLINES	52	6	2	1	4	5	7	2	0	0	0	2	81
CHAMPION AIR	16	0	0	0	0	3	5	1	0	1	0	2	28
COMAIR	36	5	3	0	5	4	5	0	0	0	0	2	60
CONTINENTAL AIRLINES	211	37	84	39	60	126	211	28	3	1	2	39	841
CONTINENTAL EXPRESS	14	2	2	0	0	1	6	2	0	0	0	2	29
DELTA AIR LINES	712	42	184	101	90	231	297	58	3	0	0	79	1,797
DELTA CONNECTION	30	5	2	2	3	8	14	3	0	0	0	3	70
FRONTIER AIRLINES	38	2	10	3	9	5	9	1	0	0	0	5	82
GREAT LAKES AVIATION	13	5	1	0	0	0	1	0	0	0	0	1	21
HAWAIIAN AIRLINES	26	4	8	4	4	4	18	8	0	0	1	3	80
HORIZON AIRLINES	18	3	4	1	3	3	13	0	0	0	0	1	46
JETBLUE	4	2	2	3	2	5	7	0	2	0	0	2	29
MESABA AVIATION	9	2	3	0	0	2	6	0	0	0	0	0	22
MIDWAY AIRLINES	27	3	13	1	3	11	15	3	0	0	0	1	77
MIDWEST EXPRESS AIRLINES	8	0	4	0	1	0	5	1	0	0	0	0	19
NATIONAL AIRLINES	21	6	4	6	9	20	28	2	0	0	0	4	100
NORTHWEST AIRLINES	301	33	91	51	51	135	181	38	1	0	0	46	928
NORTHWEST AIRLINK	5	2	1	0	0	0	3	0	0	0	0	1	12
OMNI AIR INT'L	5	0	0	0	0	2	5	1	0	1	0	0	14
PAN AM	18	1	1	0	3	1	3	1	0	1	0	1	30
RYAN INTERNATIONAL AIRLINES	20	0	1	1	0	3	3	6	0	2	0	1	37
SKY WEST AIRLINES	4	2	1	0	0	4	1	0	0	0	0	1	13
SOUTHWEST AIRLINES	50	11	27	6	6	48	53	21	3	0	0	6	231
SPIRIT AIRLINES	186	20	24	8	11	68	63	8	0	0	0	5	393
SUN COUNTRY AIRLINES	19	2	8	2	3	7	5	1	1	0	0	2	50
TOWER AIR	0	0	2	1	5	2	0	0	0	0	0	1	11
TRANS WORLD AIRLINES	142	27	65	22	36	57	103	18	1	0	0	21	492
TRANS WORLD EXPRESS	3	1	0	0	0	2	3	0	0	0	0	1	10
UNITED AIRLINES	822	89	187	72	86	320	488	47	5	1	0	77	2,194
UNITED EXPRESS	62	11	8	1	4	13	19	6	0	0	0	5	129
US AIRWAYS	372	15	88	57	32	103	179	48	3	1	0	29	927
US AIRWAYS EXPRESS	24	1	2	0	0	3	7	1	0	0	0	1	39
VANGUARD AIRLINES	25	2	10	1	11	6	9	0	0	0	0	2	66
OTHER U.S. AIRLINES	56	6	15	0	12	14	18	1	0	2	0	9	133
TOTAL JANUARY 2001	4,764	503	1,160	481	621	1,788	2,434	407	31	10	5	463	12,667
% OF TOTAL COMPLAINTS	37.8	4	9.2	3.8	4.9	14.2	19.3	3.2	0.2	0.1	0	3.7	
TOTAL JANUARY 2000	7,277	655	1,086	563	650	2,243	3,415	473	37	19	0	541	16,959
% OF TOTAL COMPLAINTS	42.9	3.9	6.4	3.3	3.8	13.2	20.1	2.8	0.2	0.1	0	3.2	

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

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

Table 4

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

JANUARY TO SEPTEMBER 2001

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	0	0	2	0	1	4	0	1	1	0	0	1	10
AEROMEXICO	5	1	3	1	1	6	6	0	0	0	0	1	24
AIR AFRIQUE	5	1	1	0	0	9	0	1	0	0	0	0	17
AIR ARUBA	1	1	0	0	21	0	0	0	0	0	0	1	24
AIR CANADA	9	3	6	3	7	22	18	2	0	1	0	2	73
AIR FRANCE	41	16	13	4	18	59	30	9	0	0	0	7	197
AIR INDIA	3	4	1	0	0	4	3	0	0	0	0	1	16
AIR JAMAICA	25	7	0	2	4	7	12	0	1	0	0	0	58
AIR PLUS COMET	3	0	0	0	0	0	8	0	0	0	0	1	12
ALITALIA AIRLINES	28	17	17	0	7	50	39	5	0	0	0	4	167
ALLEGRO AIRLINES	18	0	0	0	0	2	8	0	0	1	0	6	35
AUSTRIAN AIRLINES	5	0	2	0	2	3	0	0	1	0	0	1	14
BRITISH AIRWAYS	25	7	16	5	8	33	31	3	0	2	0	7	137
BWIA	3	1	2	3	0	6	0	1	0	0	0	0	16
COPA	0	1	5	0	1	8	4	0	0	0	0	0	19
EGYPTAIR	0	2	1	0	1	5	1	0	0	0	0	0	10
GHANA AIRWAYS	4	0	1	0	1	10	0	0	0	0	0	1	17
HAITI INT'L AIRLINES	4	0	0	0	18	1	0	0	0	0	0	0	23
IBERIA AIRLINES	3	1	1	1	3	8	4	0	0	0	0	2	23
KLM	11	1	3	1	1	13	9	2	0	0	0	4	45
LACSA	2	2	4	0	1	15	4	0	0	0	0	1	29
LUFTHANSA	10	5	7	2	3	18	14	1	0	0	0	5	65
MEXICANA	11	5	2	1	1	11	6	0	0	0	0	2	39
PHILIPPINE AIRLINES	4	0	2	1	0	1	2	0	0	0	0	1	11
QANTAS AIRWAYS	2	1	3	0	2	2	3	1	0	0	0	0	14
ROYAL AIR MAROC	1	1	0	1	2	5	2	0	0	0	0	0	12
SABENA	4	0	2	0	1	6	3	0	0	0	0	0	16
SWISSAIR	3	3	2	0	2	7	4	0	0	0	0	2	23
TACA INTERNATIONAL AIRLINES	4	4	2	2	1	19	3	0	1	0	0	0	36
VIRGIN ATLANTIC	3	0	3	2	5	6	3	0	0	0	0	2	24
OTHER FOREIGN AIRLINES	68	11	34	5	30	104	43	11	0	4	0	8	316
TOTALS	305	95	135	34	142	444	260	37	4	8	0	60	1,524

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

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

Table 4—Cont.

AIR TRAVEL CONSUMER REPORT
 COMPANIES OTHER THAN U.S. AIRLINES*
 BY COMPLAINT CATEGORY**
 JANUARY TO SEPTEMBER 2001

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
<u>TRAVEL AGENTS</u>													
CHEAP TICKETS	1	0	10	2	6	0	1	0	0	0	0	1	21
EXPEDIA.COM	3	0	8	2	7	0	4	0	0	0	0	1	25
ORBITZ.COM	0	0	5	3	0	0	1	0	0	0	0	1	10
PRICELINE.COM	1	0	20	3	14	0	2	0	1	0	0	0	41
TRAVELOCITY.COM	4	0	12	2	7	0	2	0	0	0	0	0	27
OTHER TRAVEL AGENTS	6	0	19	13	19	2	4	0	4	0	0	2	69
TOTALS	15	0	74	25	53	2	14	0	5	0	0	5	193
<u>TOUR OPERATORS</u>													
APPLE VACATIONS	3	0	1	0	3	1	4	0	0	2	0	2	16
FUN JET INCORPORATED	11	1	2	0	0	0	0	0	0	0	0	0	14
SUNTRIPS OF CALIFORNIA	6	0	0	0	0	2	3	0	0	0	0	0	11
OTHER TOUR OPERATORS	8	0	3	0	11	1	9	2	1	18	0	1	54
TOTALS	28	1	6	0	14	4	16	2	1	20	0	3	95
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	24	1	23	17	15	12	24	1	3	4	0	28	152
TOTALS	24	1	23	17	15	12	24	1	3	4	0	28	152

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

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

TABLE 5

JANUARY-SEPTEMBER
Consumer Complaints: Rankings
U.S. AIRLINES *

Rank	Airline	JANUARY-SEPTEMBER 2001			JANUARY-SEPTEMBER 2000		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	231	56,538,141	0.41	282	54,174,620	0.52
2	<i>ALASKA AIRLINES</i>	157	10,642,728	1.48	231	10,254,899	2.25
3	<i>US AIRWAYS</i>	927	44,988,254	2.06	1,270	44,212,690	2.87
4	<i>AMERICAN EAGLE AIRLINES</i>	195	9,292,673	2.10	272	9,176,910	2.96
5	<i>NORTHWEST AIRLINES</i>	928	42,789,767	2.17	1,223	44,760,838	2.73
6	<i>DELTA AIR LINES</i>	1,797	73,445,674	2.45	1,717	80,686,964	2.13
7	<i>CONTINENTAL AIRLINES</i>	841	33,508,096	2.51	1,061	34,303,799	3.09
8	<i>AMERICAN AIRLINES</i>	1,783	61,372,096	2.91	2,558	65,910,421	3.88
9	<i>TRANS WORLD AIRLINES</i>	492	16,910,452	2.91	706	20,304,800	3.48
10	<i>UNITED AIRLINES</i>	2,194	60,004,160	3.66	3,758	64,011,986	5.87
11	<i>AMERICA WEST AIRLINES</i>	641	15,432,190	4.15	1,262	15,014,016	8.41
	TOTAL	10,186	424,924,231	2.40	14,340	442,811,943	3.24

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.

