



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: DECEMBER 2001

Includes data for the following periods:

Flight Delays	October 2001 12 Months Ending October 2001
Mishandled Baggage	October 2001
Oversales	3rd Quarter 2001 January-September 2001
Consumer Complaints (Includes Disability Complaints)	October 2001

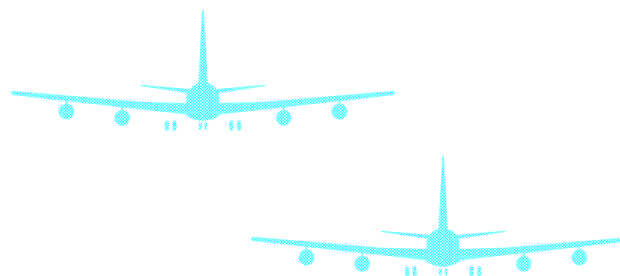
Office of Aviation Enforcement and Proceedings

<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.

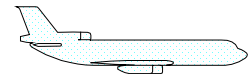
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



OCTOBER 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/ -----
DELTA S/	32	90.2	112	90.1
CONTINENTAL S/	30	88.5	75	88.7
SOUTHWEST S/	15	87.4	59	86.6
US AIRWAYS S/	27	86.3	81	86.6
TRANS WORLD S/	29	85.1	66	85.3
NORTHWEST S/	32	84.9	109	84.5
AMERICAN EAGLE S/	19	83.8	104	83.2
AMERICA WEST S/	25	83.2	51	83.1
UNITED S/	31	80.8	89	80.7
AMERICAN S/	32	79.7	92	80.0
ALOHA S/	1	84.9	8	79.9
ALASKA S/	8	76.2	36	76.4
T O T A L		84.8		84.8

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.

OCTOBER 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				12 MONTHS		DATABASE TO DATE					
	10-12 2000		01-03 2001		04-06 2001		07-09 2001		08 2001		ENDING		09 1987 - 10 2001					
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK				
ALASKA	64.5	(10)	63.5	(12)	72.5	(11)	66.8	(12)	64.7	(12)	80.0	(8)	76.4	(12)	67.3	(11)	75.7	(9)
ALOHA	90.6	(1)	85.3	(1)	84.5	(1)	83.8	(1)	84.5	(1)	89.7	(1)	79.9	(11)	85.3	(1)	85.7	---
AMERICA WEST	64.1	(11)	68.7	(10)	75.2	(9)	72.1	(7)	70.6	(11)	82.3	(6)	83.1	(8)	71.8	(9)	78.2	(5)
AMERICAN	69.5	(7)	73.7	(7)	77.9	(8)	71.1	(9)	75.2	(7)	78.0	(9)	80.0	(10)	73.3	(8)	78.7	(3)
AMERICAN EAGLE	----	---	63.7	(11)	70.1	(12)	69.8	(10)	71.8	(9)	77.0	(11)	83.2	(7)	69.3	---	69.3	---
CONTINENTAL	78.7	(2)	79.5	(2)	82.6	(3)	75.8	(5)	77.7	(5)	74.2	(12)	88.7	(2)	79.6	(3)	78.4	(4)
DELTA	68.7	(8)	73.2	(9)	78.9	(7)	75.2	(6)	76.8	(6)	84.4	(4)	90.1	(1)	74.3	(7)	77.4	(8)
NORTHWEST	72.2	(5)	79.1	(3)	80.9	(5)	76.9	(4)	80.7	(4)	80.9	(7)	84.5	(6)	77.2	(5)	79.7	(2)
SOUTHWEST	70.4	(6)	77.8	(4)	83.2	(2)	81.5	(2)	81.7	(3)	86.8	(2)	86.6	(3)	79.6	(2)	82.3	(1)
TRANS WORLD	73.3	(4)	76.1	(6)	82.4	(4)	81.1	(3)	83.7	(2)	86.2	(3)	85.3	(5)	78.8	(4)	77.9	(7)
UNITED	66.7	(9)	73.6	(8)	74.3	(10)	68.0	(11)	71.1	(10)	77.7	(10)	80.7	(9)	71.4	(10)	75.2	(10)
US AIRWAYS	73.3	(3)	77.3	(5)	80.3	(6)	72.0	(8)	74.1	(8)	84.4	(5)	86.6	(4)	76.1	(6)	78.1	(6)
TOTAL	70.6		74.5		78.7		74.2		76.2		81.5		84.8		75.2		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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The 09 2001 ranking column in this table is based on flight delay data for the period September 1-10 only (which was the basis for the September rankings in the ATRC issued in November 2001). The other ranking columns in this table that include September 2001 data (3rd Quarter 2001, 12 months ending October 2001, and Database to Date) reflect data submitted by the carriers to BTS for the entire month of September. The days following the tragic events of 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 (DCA) were cancelled under government order from September 11 through the end of the month. Flights were allowed to resume on a limited basis at DCA on October 4.

OCTOBER 2001

AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT															
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	571	80.2	1170	85.6	333	77.2	182	74.7	93	82.8	386	70.2	639	78.2	11698	79.8
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		H/		H/		H/		H/	
CO	364	93.7	541	97.0	306	85.0	27	92.6	H/		287	78.4	355	83.7	428	87.6
DL	15914	92.6	1635	90.5	371	84.9	218	93.1	4308	90.7	530	77.7	527	90.3	2899	88.6
HP	150	73.3	123	66.7	157	54.8	H/		H/		H/		220	75.9	201	81.1
MQ	H/		2615	84.1	368	84.5	104	74.0	162	74.1	203	42.9	H/		6277	86.5
NW	513	82.1	482	85.5	307	76.5	209	84.2	85	81.2	198	87.4	329	73.3	411	77.4
TW	212	85.8	182	85.2	185	83.2	120	91.7	H/		H/		182	77.5	457	80.5
UA	478	85.4	964	86.3	375	80.8	123	91.9	123	87.0	174	77.0	7434	85.2	549	82.3
US	495	87.3	1551	86.0	1442	87.8	7894	89.9	H/		674	94.1	246	77.6	303	81.5
WN	H/		H/		4014	87.2	H/		H/		H/		H/		H/	
TOTAL	18697	91.4	9263	86.6	7858	85.1	8877	89.4	4771	89.7	2452	79.0	9932	84.0	23223	82.9
CARRIER	ARRIVAL AIRPORT															
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# 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	464	79.1	735	81.6	403	84.4	536	80.6	460	73.5	1055	79.9	677	83.8	2463	81.8
AQ	H/		H/		H/		H/		H/		H/		93	84.9	H/	
AS	H/		H/		H/		H/		H/		H/		268	87.7	556	79.7
CO	299	90.6	4663	93.3	317	92.4	197	88.3	7630	87.3	H/		459	79.7	573	85.0
DL	247	85.4	550	90.0	1053	86.5	540	86.1	213	88.3	960	86.9	744	91.0	1298	90.0
HP	123	78.9	158	78.5	61	65.6	H/		181	79.0	182	81.9	2202	80.7	591	82.2
MQ	159	79.9	377	80.4	H/		214	88.3	H/		1360	83.8	H/		1979	85.1
NW	8635	87.5	511	88.5	124	81.5	377	84.4	365	78.4	124	83.1	252	80.2	468	77.4
TW	185	83.2	185	89.2	93	75.3	177	87.6	89	74.2	55	94.5	154	76.0	184	75.0
UA	248	77.4	631	82.4	34	91.2	2511	85.5	304	78.0	407	83.8	1006	80.4	4151	81.1
US	346	77.7	345	89.9	606	79.9	216	88.9	315	69.8	H/		186	79.0	346	74.3
WN	573	83.2	H/		984	85.2	H/		196	86.2	H/		5206	88.1	3478	89.3
TOTAL	11279	86.2	8155	89.7	3675	84.6	4768	85.4	9753	85.2	4143	83.5	11247	85.0	16087	84.0

OCTOBER 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																
CARRIER	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME
AA	1366	88.9	640	80.8	89	76.4	2608	74.3	452	76.8	8093	80.4	154	68.2	651	79.6
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		H/		30	93.3	1221	79.4	H/	
CO	305	88.9	421	90.7	93	93.5	295	90.5	219	93.6	486	83.5	124	78.2	201	88.6
DL	2011	89.6	2043	91.1	93	81.7	344	84.9	279	92.5	580	84.5	401	82.3	405	86.9
HP	H/		87	72.4	H/		62	79.0	119	75.6	220	71.8	182	72.0	123	78.9
MQ	1045	81.4	251	92.0	H/		911	89.1	H/		5075	82.2	H/		317	79.8
NW	545	87.5	404	81.2	357	81.8	141	80.9	8250	88.0	578	74.4	151	71.5	422	82.9
TW	236	82.6	203	87.7	H/		128	83.6	294	86.7	325	74.2	62	54.8	182	91.8
UA	769	85.4	490	85.1	H/		432	83.1	503	78.5	9985	80.9	781	69.5	542	85.2
US	1491	89.3	944	79.0	H/		375	86.4	219	88.1	541	78.4	H/		5802	86.2
WN	H/		1701	90.4	3714	87.0	H/		H/		H/		1004	87.5	H/	
TOTAL	7768	87.5	7184	87.2	4346	86.4	5296	80.5	10335	87.1	25913	80.8	4080	78.3	8645	85.3
ARRIVAL AIRPORT																
CARRIER	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME
AA	488	82.0	93	83.9	642	79.1	496	67.5	1086	74.5	187	72.7	216	74.5	434	82.5
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	271	83.4	H/		255	77.3	2909	72.2	431	76.1	H/		H/		H/	
CO	310	84.2	57	93.0	216	82.4	275	71.3	362	82.9	62	82.3	81	88.9	342	91.5
DL	622	90.7	248	94.8	403	90.3	494	70.0	682	88.3	3687	90.6	186	84.4	1029	89.3
HP	6199	88.4	H/		355	82.8	185	69.7	314	74.2	147	83.0	62	82.3	61	80.3
MQ	H/		244	76.6	723	80.8	H/		H/		H/		H/		147	90.5
NW	281	83.6	174	81.6	156	76.9	370	57.6	279	63.8	62	77.4	295	80.0	247	81.8
TW	155	76.1	178	89.3	124	77.4	185	67.6	155	79.4	93	75.3	9539	86.8	154	89.0
UA	764	82.7	154	79.2	794	77.8	1112	63.9	4980	73.5	464	85.8	217	75.6	251	77.7
US	217	75.1	6483	88.7	212	72.6	201	63.7	311	71.4	H/		239	77.8	818	77.8
WN	5532	89.1	H/		2328	83.9	1130	83.1	H/		1191	90.2	2440	83.8	1725	88.8
TOTAL	14839	87.7	7631	88.1	6208	81.6	7357	71.0	8600	75.0	5893	88.9	13275	85.5	5208	85.9

OCTOBER 2001

AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME			ARRIVAL AIRPORT																
			ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA
600 - 659 AM	89.7	89.3	100.0	94.3	93.3	J/	J/	91.5	89.7	96.8	100.0	91.8	93.9	87.3	98.0	83.9	73.9	89.1	
700 - 759 AM	94.4	88.8	89.0	91.5	89.1	75.4	96.6	90.5	89.2	87.6	82.1	87.3	84.9	86.2	94.6	91.5	91.8	88.7	
800 - 859 AM	92.9	89.2	90.1	89.5	93.5	74.7	89.6	88.3	91.2	94.5	93.5	87.2	85.8	78.3	90.1	87.8	88.7	94.0	
900 - 959 AM	92.7	91.9	90.4	88.0	93.8	76.1	88.8	82.0	91.5	87.1	90.7	94.8	82.9	91.7	91.3	85.3	93.7	91.9	
1000 - 1059 AM	90.8	88.0	91.9	88.2	92.7	83.5	84.7	83.0	87.6	90.2	84.0	92.8	85.8	90.4	81.8	83.1	87.8	89.1	
1100 - 1159 AM	92.0	82.1	89.9	92.0	91.7	75.6	86.3	83.2	88.7	92.8	86.9	81.8	85.3	91.3	86.4	86.1	86.2	88.6	
1200 - 1259 PM	92.3	83.3	91.9	89.3	83.5	84.2	86.3	86.7	87.6	87.0	90.8	93.1	88.9	80.7	82.6	84.8	90.4	88.2	
100 - 159 PM	91.9	90.1	90.5	93.0	89.0	75.5	83.8	84.8	90.1	90.2	84.8	89.4	86.6	82.6	82.9	86.7	84.1	87.4	
200 - 259 PM	91.0	81.8	85.6	89.3	91.4	85.8	83.1	86.9	89.1	92.6	83.3	90.3	87.5	92.4	87.6	83.2	86.7	91.6	
300 - 359 PM	90.4	88.0	85.6	84.5	90.7	82.4	76.9	79.8	85.7	90.6	89.2	91.5	89.3	82.9	85.5	85.2	84.8	88.3	
400 - 459 PM	92.7	84.3	83.2	88.9	86.7	79.7	83.2	79.4	84.5	88.6	85.5	79.6	82.3	85.3	87.5	85.4	89.9	86.3	
500 - 559 PM	92.3	83.6	81.6	87.5	90.8	75.1	82.2	77.9	81.9	90.1	82.9	80.2	81.4	85.8	77.0	82.3	84.6	85.6	
600 - 659 PM	91.6	88.1	76.8	92.9	87.2	87.1	80.7	81.8	83.2	89.8	75.0	84.5	85.8	85.9	84.8	81.7	86.7	84.1	
700 - 759 PM	89.1	86.9	81.7	89.0	87.0	76.9	81.9	78.8	83.8	87.6	79.1	84.3	85.6	69.2	78.9	78.1	84.6	81.7	
800 - 859 PM	90.8	82.6	82.6	88.3	89.9	84.6	82.3	79.9	84.2	91.3	77.6	82.6	83.2	82.1	82.5	80.2	85.6	85.1	
900 - 959 PM	89.2	86.1	81.3	93.1	85.9	78.2	85.2	77.3	74.0	88.3	77.5	82.2	81.0	74.7	85.1	81.8	88.0	84.3	
1000 - 1059 PM	91.6	87.9	79.9	82.5	79.4	40.0	85.0	88.2	71.3	89.9	83.1	84.9	81.9	77.4	84.2	84.2	87.6	87.5	
1100 - 559 AM	87.6	89.3	84.9	84.3	96.8	0.0	78.5	84.9	86.7	87.3	91.5	84.1	84.3	77.9	86.5	85.5	90.3	83.7	
TOTAL, ALL ARRIVALS, BY AIRPORT	91.4	86.6	85.1	89.4	89.7	79.0	84.0	82.9	86.2	89.7	84.6	85.4	85.2	83.5	85.0	84.0	87.5	87.2	

SCHEDULED ARRIVAL TIME			ARRIVAL AIRPORT														
			MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	83.7	87.1	95.0	86.3	90.0	84.3	94.2	92.6	73.9	87.8	72.0	J/	93.0	100.0	90.1		
700 - 759 AM	94.7	94.6	91.2	84.4	96.9	93.2	95.8	91.9	72.0	93.6	93.8	95.1	87.0	90.4	89.9		
800 - 859 AM	95.0	90.3	93.8	85.6	94.0	86.1	91.5	87.2	75.3	84.7	93.8	98.1	88.1	91.0	89.2		
900 - 959 AM	88.8	79.2	89.0	86.0	88.3	86.3	89.3	87.1	77.7	85.1	75.3	92.0	87.8	85.8	87.2		
1000 - 1059 AM	92.1	84.2	84.3	83.9	78.8	90.0	88.8	92.4	81.4	78.0	70.5	90.0	86.9	89.2	85.9		
1100 - 1159 AM	92.1	83.4	90.8	84.6	83.9	87.1	90.3	83.3	81.3	69.4	68.3	85.5	87.0	84.9	85.5		
1200 - 1259 PM	89.4	83.9	90.5	85.0	80.5	87.5	87.6	88.1	82.3	77.8	73.2	80.6	89.0	86.4	86.4		
100 - 159 PM	93.3	87.4	87.9	86.5	74.4	90.8	86.9	89.3	79.3	65.8	73.3	89.7	84.0	91.9	86.3		
200 - 259 PM	83.5	81.4	89.5	81.6	75.0	85.0	88.0	89.2	83.8	70.7	71.7	82.4	87.5	93.2	85.4		
300 - 359 PM	85.0	71.3	88.0	80.2	82.6	84.0	85.9	90.1	81.3	77.2	69.3	88.5	86.8	85.1	84.5		
400 - 459 PM	83.0	81.6	89.2	77.8	81.7	84.8	88.1	87.3	82.7	69.1	77.3	87.4	83.6	87.8	84.2		
500 - 559 PM	83.0	69.8	87.1	76.7	71.6	85.6	84.0	84.9	83.7	64.7	71.4	87.4	83.7	89.6	82.3		
600 - 659 PM	81.0	79.4	85.0	74.3	81.1	79.5	85.6	84.2	83.4	65.3	78.0	87.3	80.4	79.3	82.3		
700 - 759 PM	74.1	75.0	81.6	71.7	67.4	84.8	83.6	86.1	87.1	62.0	73.1	91.2	85.0	81.8	81.2		
800 - 859 PM	78.3	79.3	82.1	77.2	75.9	79.8	84.7	85.9	82.4	63.1	76.8	87.3	80.9	80.3	82.5		
900 - 959 PM	81.7	77.2	80.1	80.9	71.5	88.7	84.5	86.0	79.1	64.6	74.6	86.0	83.5	82.8	82.3		
1000 - 1059 PM	80.4	87.1	82.9	77.2	75.2	84.4	87.3	91.1	83.3	72.6	77.5	86.7	81.6	87.7	84.3		
1100 - 559 AM	88.8	84.7	73.3	83.2	77.7	82.9	92.8	91.7	84.6	72.9	83.9	93.5	86.8	83.8	85.1		
TOTAL, ALL ARRIVALS, BY AIRPORT	86.4	80.5	87.1	80.8	78.3	85.3	87.7	88.1	81.6	71.0	75.0	88.9	85.5	85.9	84.8		

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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	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA
600 - 659 AM	89.3	78.3	84.5	95.7	97.8	45.6	88.4	85.5	83.9	91.6	91.8	85.6	94.3	48.6	92.8	90.7	88.7	93.0	
700 - 759 AM	90.2	83.8	76.7	89.8	92.6	85.3	89.7	85.2	87.9	91.7	96.1	83.0	93.5	75.8	92.1	90.0	85.3	95.7	
800 - 859 AM	88.8	78.4	82.6	89.9	86.0	74.3	85.3	82.9	88.5	92.7	89.4	84.9	89.3	76.4	91.9	87.2	88.3	95.2	
900 - 959 AM	87.6	75.6	83.9	88.6	92.1	80.2	89.0	80.6	86.7	91.6	96.7	83.6	92.5	79.6	86.6	87.5	90.9	94.3	
1000 - 1059 AM	89.1	84.0	88.6	87.7	98.4	66.7	84.9	76.8	88.7	95.7	86.7	88.1	86.6	84.9	85.0	83.9	80.8	95.8	
1100 - 1159 AM	86.9	83.7	83.1	84.1	95.5	74.0	83.7	76.6	88.3	91.2	78.5	87.2	87.9	75.2	83.5	83.2	89.5	89.5	
1200 - 1259 PM	89.6	77.4	79.8	90.5	92.1	81.3	86.1	76.4	87.5	91.7	80.7	83.6	89.3	74.2	82.1	84.0	87.1	91.7	
100 - 159 PM	88.2	82.0	81.3	86.8	90.3	80.6	83.7	87.7	81.3	92.9	90.7	89.9	90.1	73.6	81.1	84.5	87.3	90.7	
200 - 259 PM	87.9	81.6	81.5	92.6	89.2	77.3	81.8	78.2	85.0	88.7	77.9	89.1	88.6	77.1	78.3	82.6	86.1	87.8	
300 - 359 PM	77.9	80.0	74.3	84.2	92.5	91.0	81.2	81.3	79.0	91.1	88.3	83.0	86.4	70.0	82.7	84.6	84.4	87.7	
400 - 459 PM	80.9	77.0	73.6	83.3	92.3	77.9	82.1	76.8	79.4	84.6	89.2	79.9	88.0	69.6	81.7	81.8	84.9	85.5	
500 - 559 PM	81.9	78.8	71.5	86.6	86.7	78.4	85.0	75.5	83.6	87.1	81.3	73.1	85.5	80.2	80.1	84.4	85.9	88.9	
600 - 659 PM	82.6	76.5	77.6	83.6	87.4	79.5	84.3	79.9	76.7	85.8	74.2	76.1	86.9	68.8	80.3	83.1	85.6	87.5	
700 - 759 PM	85.6	83.6	68.8	89.2	89.2	83.5	84.2	75.5	79.8	90.3	80.5	92.6	87.9	88.3	82.8	81.8	87.8	92.6	
800 - 859 PM	85.7	81.9	73.4	91.9	84.4	84.7	83.6	73.0	76.0	88.5	88.2	87.2	87.0	68.9	75.1	82.7	78.5	84.8	
900 - 959 PM	88.2	76.8	77.0	91.0	86.9	80.8	86.7	84.8	84.9	J/	86.0	78.1	86.2	72.6	82.4	85.0	80.2	90.3	
1000 - 1059 PM	85.4	J/	74.1	94.3	92.5	J/	89.0	88.5	0.0	J/	100.0	J/	85.2	86.4	92.4	87.3	71.4	93.5	
1100 - 559 AM	92.9	95.3	74.2	J/	J/	J/	90.6	71.0	93.5	92.9	87.1	77.4	96.8	66.0	84.0	88.9	75.0	96.8	
TOTAL, ALL DEPARTURES, BY AIRPORT	86.3	80.0	78.5	88.1	90.5	79.1	84.9	78.9	83.7	90.1	85.2	82.3	88.7	75.7	84.2	85.3	86.4	90.8	

SCHEDULED DEPARTURE TIME			DEPARTURE AIRPORT														
			MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	94.3	90.1	91.4	90.7	87.5	90.8	93.7	92.8	91.7	93.8	90.9	94.1	90.9	96.0	89.5		
700 - 759 AM	93.5	86.5	89.1	90.3	90.1	90.1	92.9	89.9	91.6	90.8	86.3	93.4	91.5	95.2	89.2		
800 - 859 AM	92.5	85.4	88.5	84.8	87.1	85.3	89.1	92.2	80.3	89.9	88.0	94.5	88.8	92.9	87.2		
900 - 959 AM	93.7	80.3	89.9	83.5	82.2	87.7	87.0	88.4	77.7	82.1	82.2	94.3	87.3	93.2	86.4		
1000 - 1059 AM	87.2	88.5	86.8	84.9	78.8	82.4	88.6	91.5	74.6	87.0	82.2	92.8	90.0	91.0	85.9		
1100 - 1159 AM	91.7	79.2	86.8	83.0	85.9	86.7	85.0	91.0	76.5	82.5	73.1	91.3	87.1	88.9	84.4		
1200 - 1259 PM	84.4	90.7	88.4	81.5	87.0	88.3	82.8	93.9	84.4	81.3	76.7	100.0	88.4	88.6	84.3		
100 - 159 PM	87.4	81.5	87.9	80.0	84.5	86.6	82.8	89.1	78.8	78.0	75.7	81.9	89.1	88.2	84.2		
200 - 259 PM	76.4	78.8	87.1	79.0	74.6	82.3	76.3	89.1	78.0	71.0	74.5	90.9	82.5	87.8	82.7		
300 - 359 PM	78.7	76.0	82.6	77.4	66.5	79.7	82.1	84.5	80.2	75.0	78.5	87.7	80.1	89.2	81.2		
400 - 459 PM	79.2	75.8	87.6	78.2	80.7	82.4	80.9	85.8	82.8	75.3	76.6	88.6	84.8	82.4	81.8		
500 - 559 PM	72.5	70.5	86.6	76.5	77.1	79.8	82.4	84.6	85.2	81.4	75.3	88.2	84.8	87.1	81.1		
600 - 659 PM	75.5	73.7	86.7	73.8	79.6	77.7	81.8	86.2	82.3	68.4	78.8	89.0	81.5	85.5	80.5		
700 - 759 PM	66.7	69.3	86.0	74.5	72.9	76.6	80.1	88.2	89.9	72.2	85.2	91.4	78.9	89.3	80.5		
800 - 859 PM	61.8	81.3	82.3	77.5	72.0	86.6	84.2	85.3	84.7	66.5	76.6	92.6	82.4	78.7	81.1		
900 - 959 PM	74.1	87.1	J/	76.7	79.4	89.2	83.0	91.1	82.5	75.9	85.2	84.3	82.2	76.8	84.0		
1000 - 1059 PM	J/	93.4	0.0	81.5	91.4	J/	87.7	89.2	90.0	79.8	89.0	91.8	85.6	88.9	88.0		
1100 - 559 AM	100.0	86.0	88.9	96.3	91.4	0.0	95.5	100.0	100.0	89.7	89.4	100.0	85.2	95.1	88.3		
TOTAL, ALL DEPARTURES, BY AIRPORT	82.9	80.1	87.1	80.7	82.1	84.4	84.9	88.5	82.9	81.8	81.1	91.0	85.5	89.2	84.2		

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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
AS	533	SAN-PDX	2009	27	85.19	25	24
DL	1010	ATL-DCA	0630	16	81.25	1	8

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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	356	3	0.8
AMERICAN	1,693	3	0.2
AMERICAN EAGLE	1,276	2	0.2
DELTA	1,950	1	0.1
ALOHA	138	0	0.0
AMERICA WEST	542	0	0.0
TRANS WORLD	626	0	0.0
CONTINENTAL	898	0	0.0
NORTHWEST	1,256	0	0.0
US AIRWAYS	1,388	0	0.0
UNITED	1,678	0	0.0
SOUTHWEST	2,808	0	0.0
TOTAL	14,609	9	0.1

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TABLE 7.

ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABILENE, TX. (ABI)	79.6	90.6	191	191	DUTCH HARBOR, AK. (DUT)	71.2	27.1	59	59
AKRON/CANTON, OH. (CAK)	97.6	86.0	42	43	EL PASO, TX. (ELP)	86.5	89.4	1,654	1,654
ALBANY, N.Y. (ALB)	85.0	89.0	1,277	1,276	ERIE, PA. (ERI)	94.9	95.8	118	118
ALBUQUERQUE, N.M. (ABQ)	88.4	89.1	3,043	3,069	EUGENE, OR. (EUG)	79.7	88.3	153	154
ALLENTOWN, PA. (ABE)	89.3	90.3	391	393	EVANSVILLE, IN. (EVV)	85.0	85.6	173	174
AMARILLO, TX. (AMA)	82.3	90.7	502	503	FAIRBANKS, AK. (FAI)	73.1	78.0	412	413
ANCHORAGE, AK. (ANC)	70.1	76.5	1,533	1,529	FARGO, N.D. (FAR)	86.0	97.5	121	120
ASHEVILLE, N.C. (AVL)	95.8	98.6	144	144	FAYETTEVILLE ARKANSAS REG (XNA)	78.0	80.4	477	475
ATLANTA, GA. (ATL)	91.4	86.3	18,697	18,708	FLINT, MI. (FNT)	78.8	78.8	33	33
AUSTIN, TX. (AUS)	85.6	88.8	3,413	3,409	FRESNO, CA. (FAT)	88.4	88.0	259	259
BAKERSFIELD, CA. (BFL)	83.8	82.6	130	132	FT. LAUDERDALE, FL. (FLL)	84.6	85.2	3,675	3,668
BALTIMORE, MD. (BWI)	85.1	78.5	7,858	7,849	FT. MYERS, FL. (RSW)	86.3	91.4	1,102	1,102
BANGOR, ME. (BGR)	89.2	86.7	361	362	FT. SMITH, AR. (FSM)	85.4	88.5	254	252
BARROW, AK. (BRW)	79.0	74.2	62	62	FT. WAYNE, IN. (FWA)	78.9	86.9	213	213
BATON ROUGE, LA. (BTR)	89.4	89.0	348	347	GRAND FORKS, N.D. (GFK)	85.2	85.7	27	28
BEAUMONT/PORT ARTHUR, TX (BPT)	89.1	90.8	175	173	GRAND RAPIDS, MI. (GRR)	81.8	88.9	863	862
BETHEL, AK. (BET)	74.8	79.6	103	103	GREAT FALLS, MT. (GTF)	91.7	95.4	217	217
BILLINGS, MT. (BIL)	85.3	94.5	217	217	GREEN BAY, WI. (GRB)	77.7	88.9	273	271
BIRMINGHAM, AL. (BHM)	86.7	90.1	1,378	1,378	GREENBRIER, W.V. (LWB)	91.7	91.7	12	12
BISMARCK, N.D. (BIS)	89.2	94.6	93	93	GREENSBORO/HIGH PT., N.C. (GSO)	89.1	89.9	951	952
BLOOMINGTON, IL. (BMI)	82.5	91.7	120	120	GREENVILLE/SPARTBG., S.C. (GSP)	84.9	87.8	431	433
BOISE, ID. (BOI)	85.7	90.2	973	974	GULFPORT/BILOXI, MS. (GPT)	67.6	84.8	34	33
BOSTON, MA. (BOS)	86.6	80.0	9,263	9,262	HARLINGEN, TX. (HRL)	75.2	77.8	408	410
BOZEMAN, MT. (BZN)	84.7	95.2	124	124	HARRISBURG, PA. (MDT)	84.5	87.6	611	612
BUFFALO, N.Y. (BUF)	85.1	89.3	1,285	1,281	HARTFORD, CT./SPGFLD, MA. (BDL)	85.7	89.1	2,487	2,495
BURBANK, CA. (BUR)	86.4	87.7	2,184	2,184	HELENA, MT. (HLN)	95.2	91.9	62	62
BURLINGTON, VT. (BTV)	75.8	81.3	289	288	HILO, HAWAII, HI. (ITO)	84.2	87.5	279	279
CEDAR RAPIDS/IOWA CTY, IA. (CID)	82.9	89.6	643	642	HONOLULU, OAHU, HI. (HNL)	78.8	85.0	2,712	2,707
CHAMPAIGN, IL. (CMI)	80.6	86.5	155	155	HOUSTON, TX. (HOU)	80.1	76.8	4,991	4,991
CHARLESTON, S.C. (CHS)	91.9	95.6	431	432	HOUSTON, TX. (IAH)	85.2	88.7	9,753	9,726
CHARLESTON, W.V. (CRW)	90.9	91.7	11	12	HUNTSVILLE/DECATUR, AL. (HSV)	86.5	92.7	356	357
CHARLOTTE, N.C. (CLT)	89.4	88.1	8,877	8,915	INDIANAPOLIS, IN. (IND)	85.9	88.2	2,845	2,849
CHATTANOOGA, TN. (CHA)	80.2	86.1	101	101	INDIO/PALM SPRINGS, CA. (PSP)	83.9	88.3	461	460
CHICAGO, IL. (MDW)	86.4	82.9	4,346	4,350	ISLIP/LONG IS., N.Y. (ISP)	87.0	86.1	1,070	1,075
CHICAGO, IL. (ORD)	80.8	80.7	25,913	25,884	JACKSON/VICKSBURG, MS. (JAN)	90.3	92.5	681	683
CINCINNATI, OH. (CVG)	89.7	90.5	4,771	4,776	JACKSON, WY. (JAC)	100.0	100.0	1	1
CLEVELAND, OH. (CLE)	88.2	89.8	3,850	3,849	JACKSONVILLE, FL. (JAX)	87.5	89.8	1,958	1,958
COLLEGE STATION, TX. (CLL)	87.9	90.8	215	217	JUNEAU, AK. (JNU)	72.3	77.4	336	337
COLORADO SPRINGS, CO. (COS)	86.1	91.1	754	755	KAHULUI, MAUI, HI. (OGG)	77.0	79.5	1,087	1,087
COLUMBIA, S.C. (CAE)	94.7	92.6	171	175	KALAMAZOO, MI. (AZO)	81.9	89.0	210	209
COLUMBUS, OH. (CMH)	85.2	88.3	2,953	2,957	KALISPELL, MT. (FCA)	88.7	91.9	124	124
CORDOVA, AK. (CDV)	75.8	80.6	62	62	KANSAS CITY, MO. (MCI)	85.1	88.3	4,828	4,826
CORPUS CHRISTI, TX. (CRP)	79.4	85.1	470	471	KETCHIKAN, AK. (KTN)	81.2	85.5	186	186
DALLAS/FT. WORTH, TX. (DAL)	83.0	80.7	3,959	3,957	KEY WEST, FL. (EYW)	83.0	83.0	206	206
DALLAS/FT. WORTH, TX. (DFW)	82.9	78.9	23,223	23,219	KILLEEN, TX. (ILE)	89.5	92.1	267	267
DAYTON, OH. (DAY)	89.3	91.5	826	828	KING SALMON, AK. (AKN)	46.4	60.7	28	28
DAYTONA BEACH, FL. (DAB)	94.4	97.6	124	124	KNOXVILLE, TN. (TYS)	92.3	94.0	351	351
DEADHORSE, AK. (SCC)	73.3	80.0	45	45	KODIAK, AK. (ADQ)	72.6	77.4	62	62
DENVER, CO. (DEN)	84.0	84.9	9,932	9,925	KONA, HAWAII, HI. (KOA)	81.5	86.6	546	546
DES MOINES, IA. (DSM)	83.0	87.2	701	703	KOTZEBUE, AK. (OTZ)	76.6	71.3	94	94
DETROIT, MI. (DTW)	86.2	83.7	11,279	11,276	LA CROSSE, WI. (LSE)	77.9	84.0	131	131
DILLINGHAM, AK. (DLG)	53.6	64.3	28	28	LAFAYETTE, LA. (LFT)	89.0	86.8	181	182
DUBUQUE, IA. (DBQ)	76.7	87.5	120	120	LANSING, MI. (LAN)	79.9	88.2	209	211
DULUTH, MN. (DLH)	78.2	90.8	119	120	LAREDO, TX. (LRD)	77.6	87.6	147	145

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TABLE 7.

ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LAS VEGAS, NV. (LAS)	85.0	84.2	11,247	11,210	RENO, NV. (RNO)	86.6	89.9	2,049	2,050
LAWTON, OK. (LAW)	88.0	90.0	200	200	RICHMOND, VA. (RIC)	86.8	88.7	1,228	1,227
LEXINGTON/FRKFT, KY. (LEX)	93.5	97.3	186	186	ROANOKE, VA. (ROA)	95.5	95.7	22	23
LIHUE, KAUAI, HI. (LIH)	75.9	81.5	593	593	ROCHESTER, MN. (RST)	83.8	90.3	154	155
LINCOLN, NE. (LNK)	77.6	91.4	58	58	ROCHESTER, N.Y. (ROC)	82.4	87.4	882	887
LITTLE ROCK, AR. (LIT)	87.4	89.1	1,292	1,295	SACRAMENTO, CA. (SMF)	84.2	85.7	3,362	3,362
LONG BEACH, CA. (LGB)	78.9	91.1	223	224	SAGINAW, MI. (MBS)	84.7	93.2	190	191
LONGVIEW, TX. (GGG)	85.5	85.5	138	138	SALT LAKE CITY, UT. (SLC)	88.9	91.0	5,893	5,893
LOS ANGELES, CA. (LAX)	84.0	85.3	16,087	16,072	SAN ANGELO, TX. (SJT)	86.6	89.1	164	165
LOUISVILLE, KY. (SDF)	85.5	89.6	1,545	1,541	SAN ANTONIO, TX. (SAT)	84.3	87.8	2,931	2,935
LUBBOCK, TX. (LBB)	83.5	86.0	692	692	SAN DIEGO, CA. (SAN)	81.6	82.9	6,208	6,206
MADISON, WI. (MSN)	79.5	90.9	487	484	SAN FRANCISCO, CA. (OAK)	84.6	83.0	5,262	5,265
MANCHESTER, N.H. (MHT)	84.9	89.2	1,240	1,239	SAN FRANCISCO, CA. (SFO)	75.0	81.1	8,600	8,605
MARQUETTE, MI. (MQT)	71.0	83.9	31	31	SAN JOSE, CA. (SJC)	85.6	84.1	5,588	5,587
MEDFORD, OR. (MFR)	86.1	82.1	122	123	SAN JUAN, P.R. (SJU)	77.5	84.8	1,477	1,478
MELBOURNE, FL. (MLB)	92.7	98.4	124	124	SAN LUIS OBISPO, CA. (SBP)	80.4	79.8	204	213
MEMPHIS, TN. (MEM)	86.7	87.0	3,658	3,665	SANTA BARBARA, CA. (SBA)	82.3	82.8	441	442
MIAMI, FL. (MIA)	80.5	80.1	5,296	5,291	SARASOTA/BRAD., FL. (SRQ)	89.9	94.6	278	278
MIDLAND/ODESSA, TX. (MAF)	82.4	89.2	636	636	SAVANNAH, GA. (SAV)	89.7	95.0	496	498
MILWAUKEE, WI. (MKE)	83.3	91.0	1,306	1,304	SCRANTON/WILKES-BARRE, PA. (AVP)	88.5	91.1	113	112
MINNEAPLS/ST.P. MN. (MSP)	87.1	87.1	10,335	10,368	SEATTLE, WA. (SEA)	71.0	81.8	7,357	7,362
MINOT, N.D. (MOT)	89.2	98.9	93	93	SHREVEPORT, LA. (SHV)	86.6	89.1	439	439
MISSION/MCALLEN, TX. (MFE)	86.7	93.8	240	240	SIOUX FALLS, S.D. (FSD)	84.8	92.6	244	244
MISSOULA, MT. (MSO)	88.4	94.8	155	155	SITKA, AK. (SIT)	71.0	80.6	93	93
MOBILE, AL./PASCAGOULA, MS. (MOB)	87.6	91.8	186	184	SOUTH BEND, IN. (SBN)	89.8	100.0	49	49
MOLINE, IL. (MLI)	89.6	91.8	182	182	SPOKANE, WA. (GEG)	81.7	88.2	979	980
MONROE, LA. (MLU)	94.6	92.5	93	93	SPRINGFIELD, MO. (SGF)	88.6	90.8	421	422
MONTEREY, CA. (MRY)	92.9	91.6	155	155	ST. CROIX, V.I. (STX)	77.4	91.9	62	62
MYRTLE BEACH, S.C. (MYR)	89.6	92.0	260	261	ST. LOUIS, MO. (STL)	85.5	85.5	13,275	13,268
NASHVILLE, TN. (BNA)	86.9	88.3	4,391	4,395	ST. THOMAS, V.I. (STT)	83.0	90.2	153	153
NEW ORLEANS, LA. (MSY)	84.0	86.3	4,021	4,023	SYRACUSE, N.Y. (SYR)	87.8	93.0	670	670
NEW YORK, N.Y. (JFK)	83.5	75.7	4,143	4,143	TALLAHASSEE, FL. (TLH)	93.5	94.4	123	124
NEW YORK, N.Y. (LGA)	87.5	86.4	7,768	7,773	TAMPA, FL. (TPA)	85.9	89.2	5,208	5,199
NEWARK, N.J. (EWR)	89.7	90.1	8,155	8,160	TEXARKANA, AR. (TXK)	82.8	90.3	134	134
NEWBURGH, N.Y. (SWF)	79.6	88.2	93	93	TOLEDO, OH. (TOL)	75.8	86.3	161	161
NOME, AK. (OME)	76.6	72.3	94	94	TRAVERSE CITY, MI. (TVC)	82.8	86.6	209	209
NORFOLK/VA. BEACH, VA. (ORF)	88.7	92.7	1,564	1,567	TUCSON, AZ. (TUS)	87.0	91.3	1,637	1,638
OKLAHOMA CITY, OK. (OKC)	81.8	84.4	1,600	1,601	TULSA, OK. (TUL)	82.4	88.4	1,786	1,787
OMAHA, NE. (OMA)	84.8	87.3	1,548	1,547	TYLER, TX. (TYR)	87.0	90.8	262	262
ONTARIO, CA. (ONT)	86.5	89.2	3,010	3,012	VALPARAISO, FL. (VPS)	89.4	91.5	188	188
ORANGE COUNTY, CA. (SNA)	82.4	83.3	3,505	3,501	WACO, TX. (ACT)	89.5	93.3	209	209
ORLANDO, FL. (MCO)	87.2	90.8	7,184	7,171	WASHINGTON, D.C. (DCA)	79.0	79.1	2,452	2,436
PASCO, WA. (PSC)	93.5	98.4	62	62	WASHINGTON, D.C. (IAD)	85.4	82.3	4,768	4,779
PENSACOLA, FL. (PNS)	87.0	93.8	400	401	WEST PALM BEACH, FL. (PBI)	87.4	91.7	1,740	1,744
PEORIA, IL. (PIA)	77.1	80.2	131	131	WHITE PLAINS, N.Y. (HPN)	81.0	76.2	600	602
PETERSBURG, AK. (PSG)	75.8	75.8	62	62	WICHITA FALLS, TX. (SPS)	80.6	85.3	170	170
PHILADELPHIA, PA. (PHL)	85.3	84.4	8,645	8,630	WICHITA, KS. (ICT)	85.0	92.6	622	620
PHOENIX, AZ. (PHX)	87.7	84.9	14,839	14,828	WILMINGTON, N.C. (ILM)	89.1	97.7	129	130
PITTSBURGH, PA. (PIT)	88.1	88.5	7,631	7,625	WORCESTER, MA. (ORH)	80.6	90.3	62	62
PORTLAND, ME. (PWM)	85.7	85.7	837	838	WRANGELL, AK. (WRG)	75.8	80.6	62	62
PORTLAND, OR. (PDX)	78.3	82.1	4,080	4,079	YAKUTAT, AK. (YAK)	66.1	85.5	62	62
PROVIDENCE, R.I. (PVD)	85.3	86.8	2,322	2,328					
RALEIGH/DURHAM, N.C. (RDU)	87.3	87.9	3,436	3,439					
RAPID CITY, S.D. (RAP)	95.7	96.8	93	93					

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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/	19	22496	1522	6.8	104	38898	2579	6.6
ALOHA S/	1	93	2	2.2	8	4222	80	1.9
NORTHWEST S/	32	26096	411	1.6	109	37967	626	1.6
AMERICAN S/	32	39556	651	1.6	92	51963	793	1.5
US AIRWAYS S/	27	32811	468	1.4	81	42941	584	1.4
ALASKA S/	8	5940	39	0.7	36	11240	108	1.0
DELTA S/	32	45509	469	1.0	112	60133	549	0.9
AMERICA WEST S/	25	12459	103	0.8	51	16206	138	0.9
SOUTHWEST S/	15	35214	279	0.8	59	83264	710	0.9
TRANS WORLD S/	29	14474	114	0.8	66	19140	150	0.8
CONTINENTAL S/	30	20271	153	0.8	75	26537	182	0.7
UNITED S/	31	41737	279	0.7	89	51285	351	0.7
T O T A L		296,656	4,490	1.5		443,796	6,850	1.5

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

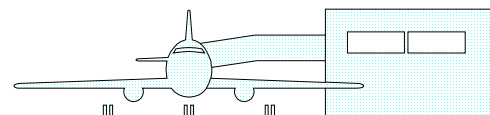
Atlanta. Hartsfield	ATL
Baltimore/Washington. International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. Midway	MDW
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth. International	DFW
Denver. International	DEN
Detroit. Metro Wayne County	DTW
Ft. Lauderdale.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

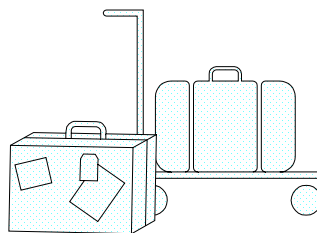
Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

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.



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

RANK	AIRLINE	OCTOBER 2001			OCTOBER 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,268	882,210	2.57	2,105	916,604	2.30
2	DELTA AIR LINES	20,206	6,333,228	3.19	30,235	8,311,571	3.64
3	NORTHWEST AIRLINES	10,648	3,231,228	3.30	16,780	4,072,278	4.12
4	AMERICA WEST AIRLINES	5,161	1,462,327	3.53	9,666	1,599,108	6.04
5	CONTINENTAL AIRLINES	9,587	2,657,739	3.61	14,486	3,059,894	4.73
6	US AIRWAYS	13,630	3,394,115	4.02	21,480	5,204,092	4.13
7	SOUTHWEST AIRLINES	24,480	6,050,079	4.05	34,651	6,364,310	5.44
8	UNITED AIRLINES	24,047	5,002,954	4.81	28,917	6,378,384	4.53
9	AMERICAN AIRLINES	21,975	4,463,678	4.92	25,487	5,551,284	4.59
10	TRANS WORLD AIRLINES	8,273	1,340,493	6.17	12,666	2,110,304	6.00
11	AMERICAN EAGLE AIRLINES	9,227	878,745	10.50	*	*	*
TOTALS		149,502	35,696,796	4.19	196,473	43,567,829	4.51

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.

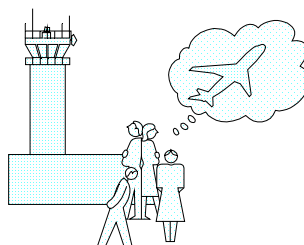
OVERSALES

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.



JULY-SEPTEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JULY-SEPTEMBER 2001				JULY-SEPTEMBER 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	<i>US AIRWAYS</i>	18,038	229	13,400,761	0.17	19,166	559	15,116,844	0.37
2	<i>AMERICA WEST AIRLINES</i>	10,586	109	5,140,026	0.21	14,507	376	5,314,934	0.71
3	<i>NORTHWEST AIRLINES</i>	13,057	320	12,837,481	0.25	24,102	602	14,354,388	0.42
4	<i>AMERICAN AIRLINES</i>	30,515	664	18,076,630	0.37	47,289	634	20,643,034	0.31
5	<i>CONTINENTAL AIRLINES</i>	15,394	531	9,548,608	0.56	12,538	1,922	10,299,565	1.87
6	<i>DELTA AIR LINES</i>	29,534	1,420	21,724,341	0.65	55,339	662	26,293,384	0.25
7	<i>UNITED AIRLINES</i>	35,377	1,532	17,933,795	0.85	25,452	2,531	19,507,333	1.30
8	<i>AMERICAN EAGLE AIRLINES</i>	265	37	410,087	0.90	859	206	583,095	3.53
9	<i>ALASKA AIRLINES</i>	8,787	490	3,740,709	1.31	8,147	481	3,652,675	1.32
10	<i>SOUTHWEST AIRLINES</i>	19,871	2,694	18,564,869	1.45	18,379	3,220	18,821,145	1.71
11	<i>TRANS WORLD AIRLINES</i>	7,714	870	5,111,512	1.70	19,717	2,754	7,127,292	3.86
	TOTALS	189,138	8,896	126,488,819	0.70	245,495	13,947	141,713,689	0.98

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

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

RANK	AIRLINE	JANUARY-SEPTEMBER 2001				JANUARY-SEPTEMBER 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	65,589	1,357	43,258,363	0.31	65,909	2,846	42,471,549	0.67
2	AMERICAN AIRLINES	103,966	1,937	55,466,583	0.35	168,262	2,624	59,663,773	0.44
3	AMERICA WEST AIRLINES	40,010	604	15,622,332	0.39	46,888	1,941	15,321,997	1.27
4	NORTHWEST AIRLINES	58,054	1,557	38,495,416	0.40	82,574	1,739	40,374,668	0.43
5	DELTA AIR LINES	135,690	4,544	69,750,219	0.65	172,546	2,675	77,988,654	0.34
6	CONTINENTAL AIRLINES	54,383	2,599	29,749,486	0.87	47,828	4,356	30,294,940	1.44
7	UNITED AIRLINES	120,191	5,499	54,721,034	1.00	91,362	9,643	58,805,953	1.64
8	ALASKA AIRLINES	25,922	1,567	10,624,014	1.47	26,620	1,572	10,244,180	1.53
9	SOUTHWEST AIRLINES	63,289	9,215	56,439,110	1.63	68,628	9,975	54,066,772	1.84
10	AMERICAN EAGLE AIRLINES	1,463	270	1,433,495	1.88	2,469	648	1,734,291	3.74
11	TRANS WORLD AIRLINES	30,440	3,303	16,413,933	2.01	54,774	6,207	19,933,218	3.11
	TOTALS	698,997	32,452	391,973,985	0.83	827,860	44,226	410,899,995	1.08

* 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

	OCTOBER 2001					OCTOBER 2000			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS		COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	633	58	5	77		1,395	48	10	47
FOREIGN AIRLINES	96	1	0	13		181	2	1	3
TRAVEL AGENTS	56	1	0	4		9	0	0	0
TOUR OPERATORS	9	0	0	1		4	0	0	0
MISCELLANEOUS	31	24	0	23		16	8	0	8
INDUSTRY TOTALS	825	84	5	118		1,605	58	11	58

DURING THE MONTH OF OCTOBER 2001, U.S. GOVERNMENT OFFICES IN THE WASHINGTON, D.C. AREA EXPERIENCED MAIL DELIVERY PROBLEMS WHICH MAY HAVE AFFECTED THE COMPLAINT TOTALS.

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

<u>COMPLAINT CATEGORY</u>	<u>OCTOBER 2001</u>			<u>OCTOBER 2000</u>		
	<u>RANKING</u>	<u>COMPLAINTS**</u>	<u>SUB-CATEGORY</u>	<u>RANKING</u>	<u>COMPLAINTS**</u>	<u>SUB-CATEGORY</u>
REFUNDS	1	264		5	71	
FLIGHT PROBLEMS	2	155		1	585	
CANCELLATIONS			72			243
DELAYS			27			178
MISCONNECTIONS			21			65
CUSTOMER SERVICE	3	109		2	319	
RES/TKTG/BOARDING	4	97		4	127	
BAGGAGE	5	88		3	258	
FARES	6	45		6	67	
OTHER	7	27		7	67	
FREQUENT FLYER			11			31
DISABILITY	8	25		8	57	
OVERSALES	9	7		9	47	
TOURS OR CHARTERS	10	4		10	4	
ADVERTISING	11	4		11	3	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		825			1,605	

DURING THE MONTH OF OCTOBER 2001, U.S. GOVERNMENT OFFICES IN THE WASHINGTON, D.C. AREA EXPERIENCED MAIL DELIVERY PROBLEMS WHICH MAY HAVE AFFECTED THE COMPLAINT TOTALS.

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

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3

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

OCTOBER 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	0	1	1	3	4	2	0	0	0	0	0	18
ALASKA AIRLINES	3	0	1	1	1	1	0	0	0	0	0	0	7
AMERICA WEST AIRLINES	11	0	3	1	17	4	3	3	1	0	0	1	44
AMERICAN AIRLINES	21	0	8	2	20	13	8	0	0	0	0	3	75
AMERICAN TRANS AIR	3	0	3	1	0	0	0	0	1	0	0	2	10
CONTINENTAL AIRLINES	7	0	9	4	23	6	7	1	0	0	0	0	57
DELTA AIR LINES	15	1	14	5	36	12	14	4	0	0	0	4	105
HAWAIIAN AIRLINES	3	0	0	0	0	0	1	0	0	0	0	1	5
MIDWAY AIRLINES	0	0	0	0	4	0	1	0	0	0	0	0	5
NATIONAL AIRLINES	0	0	0	1	0	1	2	0	0	2	0	0	6
NORTHWEST AIRLINES	11	1	5	5	22	4	14	4	0	0	0	0	66
SOUTHWEST AIRLINES	1	0	4	1	1	4	8	1	1	0	0	1	22
SPIRIT AIRLINES	4	0	0	0	5	0	0	0	0	0	0	0	9
SUN COUNTRY AIRLINES	1	0	0	0	2	0	1	0	0	0	0	1	5
TRANS WORLD AIRLINES	1	1	5	0	7	1	3	1	0	0	0	0	19
UNITED AIRLINES	19	3	10	9	23	6	15	4	0	0	0	7	96
US AIRWAYS	19	1	3	2	15	6	5	2	0	0	0	1	54
OTHER U.S. AIRLINES	12	0	3	2	4	1	6	1	0	0	0	1	30
TOTAL OCTOBER 2001	138	7	69	35	183	63	90	21	3	2	0	22	633
% OF TOTAL COMPLAINTS	21.8	1.2	10.9	5.5	28.9	9.9	14.2	3.3	0.5	0.3	0	3.5	
TOTAL OCTOBER 2000	536	41	102	59	55	198	292	52	2	2	0	56	1,395
% OF TOTAL COMPLAINTS	38.4	2.9	7.3	4.2	3.9	14.2	20.9	3.7	0.1	0.1	0	4.0	

DURING THE MONTH OF OCTOBER 2001, U.S. GOVERNMENT OFFICES IN THE WASHINGTON, D.C. AREA EXPERIENCED MAIL DELIVERY PROBLEMS WHICH MAY HAVE AFFECTED THE COMPLAINT TOTALS.

* 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

OCTOBER 2001

U.S. AIRLINES*	COMPS RECD IN OCT.	INCI- DENTS IN OCT.	PERCENT	INCI- DENTS IN SEPT.	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	18	7	38.9	4	22.2	5	27.8	2	11.1
ALASKA AIRLINES	7	2	28.6	1	14.3	2	28.6	2	28.6
AMERICA WEST AIRLINES	44	11	25.0	11	25.0	15	34.1	7	15.9
AMERICAN AIRLINES	75	35	46.7	12	16.0	19	25.3	9	12.0
AMERICAN TRANS AIR	10	2	20.0	4	40.0	3	30.0	1	10.0
CONTINENTAL AIRLINES	57	15	26.3	26	45.6	13	22.8	3	5.3
DELTA AIR LINES	105	37	35.2	22	21.0	22	21.0	24	22.9
HAWAIIAN AIRLINES	5	2	40.0	2	40.0	1	20.0	0	0.0
MIDWAY AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
NATIONAL AIRLINES	6	2	33.3	4	66.7	0	0.0	0	0.0
NORTHWEST AIRLINES	66	30	45.5	15	22.7	17	25.8	4	6.1
SOUTHWEST AIRLINES	22	8	36.4	2	9.1	5	22.7	7	31.8
SPIRIT AIRLINES	9	4	44.4	2	22.2	2	22.2	1	11.1
SUN COUNTRY AIRLINES	5	0	0.0	1	20.0	1	20.0	3	60.0
TRANS WORLD AIRLINES	19	6	31.6	4	21.1	7	36.8	2	10.5
UNITED AIRLINES	96	40	41.7	23	24.0	14	14.6	19	19.8
US AIRWAYS	54	30	55.6	6	11.1	11	20.4	7	13.0
OTHER U.S. AIRLINES	30	9	30.0	7	23.3	5	16.7	9	30.0
TOTALS	633	244	38.5	146	23.1	143	22.6	100	15.8
PREVIOUS YEAR'S TOTALS	1,395	370	26.5	298	21.4	484	34.7	243	17.4

DURING THE MONTH OF OCTOBER 2001, U.S. GOVERNMENT OFFICES IN THE WASHINGTON, D.C. AREA EXPERIENCED MAIL DELIVERY PROBLEMS WHICH MAY HAVE AFFECTED THE COMPLAINT TOTALS.

*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**

OCTOBER 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>													
AEROCALIFORNIA	1	0	1	0	3	0	0	0	0	0	0	0	5
AIR CANADA	1	0	1	0	1	3	1	0	0	0	0	0	7
AIR FRANCE	2	0	0	0	4	2	3	0	0	0	0	0	11
KLM	1	0	0	0	1	2	1	0	0	0	0	0	5
SABENA	0	0	0	0	3	1	0	1	0	0	0	0	5
SWISSAIR	2	0	2	1	9	1	1	0	0	0	0	0	16
VIRGIN ATLANTIC	0	0	1	0	0	0	3	0	0	0	0	1	5
OTHER FOREIGN AIRLINES	5	0	6	0	11	11	3	3	0	0	0	3	42
TOTALS	12	0	11	1	32	20	12	4	0	0	0	4	96
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	0	0	2	1	6	0	0	0	0	0	0	0	9
PRICELINE.COM	0	0	3	1	4	0	0	0	0	0	0	0	8
TRAVELOCITY.COM	1	0	3	0	4	0	0	0	0	0	0	0	8
OTHER TRAVEL AGENTS	2	0	5	2	19	0	1	0	1	1	0	0	31
TOTALS	3	0	13	4	33	0	1	0	1	1	0	0	56
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	0	2	5	0	0	0	0	1	0	0	9
TOTALS	1	0	0	2	5	0	0	0	0	1	0	0	9
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	4	3	11	5	6	0	0	0	0	1	31
TOTALS	1	0	4	3	11	5	6	0	0	0	0	1	31

DURING THE MONTH OF OCTOBER 2001, U.S. GOVERNMENT OFFICES IN THE WASHINGTON, D.C. AREA EXPERIENCED MAIL DELIVERY PROBLEMS WHICH MAY HAVE AFFECTED THE COMPLAINT TOTALS.

* 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

OCTOBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	OCTOBER 2001			OCTOBER 2000		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	AMERICAN EAGLE AIRLINES	2	889,513	0.22	22	1,046,466	2.10
2	SOUTHWEST AIRLINES	22	5,882,440	0.37	19	6,377,694	0.30
3	ALASKA AIRLINES	7	923,418	0.76	24	1,023,983	2.34
4	AMERICAN AIRLINES	75	5,218,041	1.44	192	6,964,543	2.76
5	TRANS WORLD AIRLINES	19	1,310,251	1.45	95	2,190,471	4.34
6	US AIRWAYS	54	3,544,029	1.52	138	5,410,060	2.55
7	DELTA AIR LINES	105	6,511,418	1.61	154	8,631,790	1.78
8	UNITED AIRLINES	96	5,368,082	1.79	265	7,249,760	3.66
9	NORTHWEST AIRLINES	66	3,657,968	1.80	116	4,925,867	2.35
10	CONTINENTAL AIRLINES	57	2,949,043	1.93	93	3,738,990	2.49
11	AMERICA WEST AIRLINES	44	1,429,234	3.08	90	1,637,233	5.50
	TOTAL	547	37,683,437	1.45	1,208	49,196,857	2.46

DURING THE MONTH OF OCTOBER 2001, U.S. GOVERNMENT OFFICES IN THE WASHINGTON, D.C. AREA EXPERIENCED MAIL DELIVERY PROBLEMS WHICH MAY HAVE AFFECTED THE COMPLAINT TOTALS.

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.

