



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: MAY 2001

Includes data for the following periods:

Flight Delays	March 2001 12 Months Ending March 2001
Mishandled Baggage	March 2001 January-March 2001
Oversales	4 th Quarter 2000 January-December 2000
Consumer Complaints (Includes Disability Complaints)	March 2001 January-March 2001

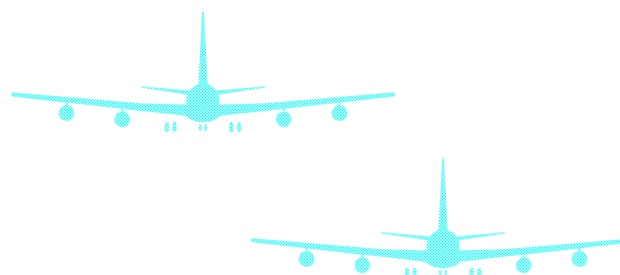
Office of Aviation Enforcement and Proceedings

<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 31 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 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.

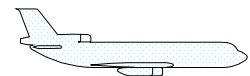
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



MARCH 2001

AIR TRAVEL CONSUMER REPORT

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

CARRIER*A/ -----	AT 31 REPORTABLE AIRPORTS B/ -----		AT ALL REPORTED AIRPORTS C/ -----	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----
ALOHA S/	1	51.6	7	82.0
TRANS WORLD S/	29	81.4	71	81.7
NORTHWEST S/	31	80.8	116	81.2
SOUTHWEST S/	15	78.8	59	79.8
CONTINENTAL S/	30	77.7	87	77.9
US AIRWAYS S/	27	75.3	88	75.2
UNITED S/	30	74.2	99	74.7
AMERICAN S/	31	73.6	99	74.2
DELTA S/	30	73.2	110	73.4
AMERICA WEST S/	25	69.9	53	69.7
AMERICAN EAGLE	17	66.3	103	66.0
ALASKA S/	8	58.0	34	62.1
 T O T A L		 74.6		 75.2

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. At the present time, and beginning with the December 2000 report, Aloha Airlines is the only carrier that reports voluntarily.

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

MARCH 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*	2ND QUARTER 04-06 2000		3RD QUARTER 07-09 2000		4TH QUARTER 10-12 2000		1ST QUARTER 01-03 2001		01 2001		02 2001		03 2001		12 MONTHS ENDING 03 2001	DATA BASE TO DATE 09 1987 - 03 2001
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	70.9	(7)	70.2	(8)	64.5	(10)	63.5	(11)	66.2	(11)	62.1	(11)	62.1	(12)	67.3	(8)
ALOHA	----	--	----	--	90.6	(1)	85.3	(1)	93.9	(1)	79.5	(2)	82.0	(1)	----	---
AMERICA WEST	66.6	(9)	66.4	(9)	64.1	(11)	68.7	(10)	68.5	(10)	68.0	(10)	69.7	(10)	66.5	(9)
AMERICAN	71.6	(6)	75.3	(6)	69.5	(7)	73.7	(7)	76.1	(8)	70.5	(7)	74.2	(8)	72.5	(7)
AMERICAN EAGLE	----	--	----	--	----	--	----	--	----	--	----	--	66.0	(11)	----	---
CONTINENTAL	76.9	(3)	79.1	(2)	78.7	(2)	79.5	(2)	80.6	(3)	80.1	(1)	77.9	(5)	78.6	(1)
DELTA	78.0	(2)	77.2	(5)	68.7	(8)	73.2	(9)	73.1	(9)	73.3	(6)	73.4	(9)	74.3	(5)
NORTHWEST	78.3	(1)	79.6	(1)	72.2	(5)	79.1	(3)	81.0	(2)	74.7	(5)	81.2	(3)	77.3	(2)
SOUTHWEST	75.6	(4)	78.8	(3)	70.4	(6)	77.8	(4)	77.7	(5)	75.8	(4)	79.8	(4)	75.6	(3)
TRANS WORLD	74.4	(5)	78.7	(4)	73.3	(4)	76.1	(6)	76.9	(6)	69.2	(9)	81.7	(2)	75.6	(4)
UNITED	56.8	(10)	51.6	(10)	66.7	(9)	73.6	(8)	76.2	(7)	69.7	(8)	74.7	(7)	61.9	(10)
US AIRWAYS	70.7	(8)	70.9	(7)	73.3	(3)	77.3	(5)	78.3	(4)	78.6	(3)	75.2	(6)	73.0	(6)
TOTAL	72.0		72.7		70.6		75.2		76.6		73.5		75.2		72.6	

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. At the present time, and beginning with the December 2000 report, Aloha Airlines is the only carrier that reports voluntarily.

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AIR TRAVEL CONSUMER REPORT

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

	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	684	69.6	1752	59.9	368	75.5	186	79.6	93	75.3	1046	72.9	792	78.3	14540	79.7
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		H/		H/		H/		H/	
CO	571	68.1	719	68.8	304	80.3	105	67.6			616	80.0	394	81.7	601	83.7
DL	18699	72.5	2309	63.9	403	85.1	279	75.6	5377	82.3	1675	75.9	589	77.1	3769	76.5
HP	152	64.5	202	49.0	184	53.3			H/		155	71.6	247	57.1	207	66.2
MQ	H/		2341	50.5	155	38.1			H/		150	70.0	354	50.6	7080	79.2
NW	574	74.6	508	61.8	357	73.9	238	81.9	31	90.3	590	79.8	372	74.7	495	78.4
TW	206	76.2	260	64.6	186	86.6	119	84.0			238	89.1	211	77.7	268	80.6
UA	584	72.6	1264	63.1	402	78.6	155	79.4	155	73.5	481	76.1	8996	79.0	737	73.8
US	618	67.6	2588	67.8	2538	71.7	10102	79.0			3063	84.1	310	83.5	336	78.6
WN	H/		H/		3730	81.5			H/		H/		H/		H/	
TOTAL	22088	72.2	11943	61.4	8627	76.8	11184	78.9	5806	81.7	8218	78.4	11911	78.5	28033	78.9

	ARRIVAL AIRPORT															
	DTW		EWR		IAD		IAH		JFK		LAS		LAX		LGA	
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	441	78.2	900	63.2	392	70.9	544	71.7	1096	69.8	715	77.1	3734	73.0	1873	57.8
AQ	H/		H/		H/		H/		H/		62	51.6	H/		H/	
AS	H/		H/		H/		H/		H/		366	59.0	690	62.3	H/	
CO	356	79.8	6336	75.5	84	96.4	8844	82.1	57	89.5	453	81.9	658	72.8	567	69.1
DL	341	73.9	1103	60.3	465	74.8	279	64.5	986	73.5	680	78.7	1390	73.2	2452	62.2
HP	153	49.7	268	50.7	H/		185	56.2	246	59.3	2648	70.8	758	67.7	H/	
MQ	102	20.6	189	49.2	H/		H/		1849	49.8	H/		2767	63.1	1125	43.0
NW	10087	85.8	561	68.8	265	82.3	411	79.6	124	78.2	372	83.1	588	73.0	649	59.3
TW	180	85.6	207	71.0	120	85.0	120	76.7	680	75.9	155	82.6	429	76.5	201	68.2
UA	279	72.0	906	63.6	2925	77.0	403	76.2	529	73.9	1117	75.3	5366	70.6	944	58.4
US	363	82.4	487	65.3	403	73.0	336	64.6	H/		253	82.2	518	83.2	3082	69.6
WN	574	84.5	H/		H/		194	80.9	H/		5027	79.2	3572	72.7	H/	
TOTAL	12876	83.7	10957	70.0	4654	76.8	11316	79.9	5567	64.9	11848	76.4	20470	70.8	10893	61.5

MARCH 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															
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
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	661	72.5	124	83.9	3243	68.5	513	78.2	9303	73.4	239	77.8	687	63.9	758	78.1
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		31	67.7	1558	71.7	H/		402	52.7
CO	659	71.8	22	95.5	405	71.1	215	82.8	581	71.6	119	75.6	244	75.4	390	73.6
DL	2575	65.7	H/		408	74.0	339	79.6	769	71.8	558	78.9	636	67.3	621	67.6
HP	61	63.9	H/		61	54.1	123	51.2	247	54.3	211	69.2	154	54.5	7123	76.3
MQ	427	53.9	H/		1454	59.8	H/		4865	77.4	H/		193	30.1	H/	
NW	496	73.2	431	82.6	296	61.8	9872	84.4	817	76.9	155	72.9	445	66.1	432	72.0
TW	341	73.9	H/		342	81.6	286	80.1	317	77.6	124	76.6	173	76.3	186	72.6
UA	625	79.4	H/		535	71.4	637	72.8	12197	76.1	889	74.2	767	69.5	929	74.0
US	1704	66.5	119	77.3	528	68.4	243	86.0	653	69.7	H/		7411	71.3	341	76.8
WN	1609	79.7	3530	82.5	H/		H/		H/		925	80.1	H/		5320	76.1
TOTAL	9158	70.3	4226	82.5	7272	67.6	12228	83.0	29780	75.0	4778	75.1	10710	69.4	16502	75.1

	ARRIVAL AIRPORT													
	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
AA	93	90.3	730	79.7	574	67.1	1371	72.0	191	64.9	526	73.4	496	70.2
AQ	H/		H/		H/		H/		H/		H/		H/	
AS	H/		346	65.3	3637	50.8	572	59.8	H/		H/		H/	
CO	84	88.1	243	81.5	269	63.6	416	74.0	129	72.9	105	82.9	466	74.9
DL	217	78.3	464	77.4	526	62.0	739	73.5	4430	80.4	217	77.9	1182	65.6
HP	H/		366	69.1	216	44.4	340	60.3	150	65.3	62	59.7	61	54.1
MQ	322	60.9	1085	65.3	H/		H/		H/		H/		177	55.4
NW	146	80.1	217	82.0	446	61.2	429	76.9	93	66.7	353	83.6	465	66.5
TW	172	79.7	124	79.8	156	60.3	256	80.5	93	68.8	9862	84.1	185	79.5
UA	180	83.9	952	78.7	1304	64.5	6277	71.8	527	80.1	248	75.4	347	71.2
US	8125	81.0	217	81.1	248	74.6	403	85.6	H/		279	81.4	1301	60.0
WN	H/		2305	81.3	1123	67.3	49	53.1	1182	80.8	2462	83.2	1642	77.5
TOTAL	9339	80.5	7049	76.6	8499	58.5	10852	71.8	6795	79.2	14114	83.1	6322	68.9

MARCH 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	EWB	IAD	IAH	JFK	LAS	LAX	LGA
600 - 659 AM	85.0	67.8	73.3	J/	89.8	81.8	91.9	85.5	82.7	76.4	86.7	92.9	80.8	95.5	86.2	59.2
700 - 759 AM	85.0	70.4	81.0	87.7	90.0	80.2	88.4	90.5	90.3	73.1	79.1	93.8	67.7	95.5	89.5	75.5
800 - 859 AM	77.9	69.5	88.5	84.2	86.3	73.5	85.4	88.3	90.3	83.9	87.9	86.5	72.8	87.9	84.3	67.6
900 - 959 AM	76.5	73.4	86.6	81.9	83.7	83.6	83.7	84.7	87.1	87.4	86.3	84.1	71.9	88.5	81.8	67.4
1000 - 1059 AM	76.7	68.9	90.4	77.1	86.6	88.4	80.6	84.9	83.2	79.3	83.6	85.1	67.9	81.2	72.7	60.9
1100 - 1159 AM	78.6	66.2	89.1	81.9	80.9	82.4	81.5	79.4	85.2	81.0	83.1	81.2	50.3	79.8	68.1	63.4
1200 - 1259 PM	76.5	70.3	79.1	81.7	82.9	84.1	77.9	78.8	88.3	77.1	79.0	85.1	48.0	75.2	71.1	63.3
100 - 159 PM	76.4	70.2	81.4	77.4	85.6	76.5	81.4	79.1	81.9	74.0	83.6	82.9	73.8	78.7	70.4	66.1
200 - 259 PM	71.9	62.9	75.4	77.7	81.1	82.6	78.7	77.2	87.4	68.1	71.0	79.7	54.3	77.1	67.8	61.0
300 - 359 PM	70.3	59.0	78.1	78.3	81.3	82.0	83.9	79.4	80.6	65.7	77.5	76.2	72.0	74.3	70.3	60.1
400 - 459 PM	69.5	60.0	76.7	75.3	78.2	74.8	77.6	77.0	84.0	66.4	79.2	76.9	67.2	69.0	68.1	59.6
500 - 559 PM	65.6	52.8	73.3	79.2	78.6	77.3	71.8	72.1	82.4	62.1	72.2	80.4	66.4	68.7	69.3	57.8
600 - 659 PM	66.3	49.7	71.8	75.0	81.6	77.1	75.6	73.0	78.1	57.0	68.5	75.0	65.4	76.9	67.4	56.5
700 - 759 PM	64.7	49.1	67.3	77.3	75.7	70.6	71.1	74.9	84.0	64.1	71.0	75.9	52.4	70.6	67.4	55.4
800 - 859 PM	65.0	53.8	70.0	68.0	71.0	76.9	71.2	72.3	79.8	65.9	73.5	70.3	55.6	69.5	65.4	55.5
900 - 959 PM	54.9	58.3	65.8	74.8	81.7	73.9	74.5	77.0	81.9	67.0	61.3	70.3	58.2	71.3	60.1	58.2
1000 - 1059 PM	72.9	58.9	71.1	78.1	71.0	85.9	71.1	73.2	79.6	65.7	75.5	72.9	66.0	70.0	59.1	62.5
1100 - 559 AM	72.9	62.4	71.8	77.1	67.7	69.1	77.6	80.0	79.5	71.6	77.5	69.3	70.9	71.4	72.2	66.0
TOTAL, ALL ARRIVALS, BY AIRPORT	72.2	61.4	76.8	78.9	81.7	78.4	78.5	78.9	83.7	70.0	76.8	79.9	64.9	76.4	70.8	61.5

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	66.7	88.6	73.0	87.3	90.0	J/	85.2	J/	82.0	J/	83.6	78.9	J/	87.4	72.1	84.3
700 - 759 AM	90.1	92.6	85.5	84.5	81.2	81.0	80.9	86.0	91.3	90.3	85.4	91.4	89.7	89.4	98.1	85.4
800 - 859 AM	89.3	90.1	65.9	84.6	83.2	89.0	75.8	91.0	83.9	87.7	81.1	90.1	93.4	90.4	89.4	84.3
900 - 959 AM	79.6	92.0	74.9	83.6	80.4	83.7	73.6	84.6	75.5	88.0	73.2	78.9	88.0	89.1	62.9	81.6
1000 - 1059 AM	72.6	91.4	77.5	84.2	76.7	79.2	74.5	77.0	85.3	81.0	71.7	73.4	82.6	84.8	76.6	78.8
1100 - 1159 AM	76.5	84.7	75.0	86.0	78.4	87.5	83.3	78.7	82.5	82.4	70.2	73.3	81.2	87.2	68.3	78.2
1200 - 1259 PM	60.5	87.5	61.1	88.0	76.6	78.6	75.5	82.3	82.4	75.9	66.7	66.5	78.3	86.2	64.0	76.6
100 - 159 PM	65.7	82.5	56.7	84.4	75.8	75.6	68.1	77.6	83.2	78.1	62.6	68.7	80.4	79.5	73.3	76.5
200 - 259 PM	72.0	87.5	74.6	82.4	70.6	81.8	68.0	73.3	83.2	73.4	67.0	69.6	80.9	82.9	76.6	74.4
300 - 359 PM	76.9	78.1	70.7	81.4	74.1	69.1	67.3	71.4	80.9	76.5	54.5	68.4	77.1	82.0	70.0	73.5
400 - 459 PM	75.5	78.8	67.0	84.8	70.8	72.7	68.1	73.4	79.6	72.9	62.5	74.0	75.8	80.1	72.7	73.0
500 - 559 PM	67.8	82.0	68.2	82.5	72.7	67.2	63.5	72.1	74.9	74.3	60.8	75.3	73.5	81.3	63.8	71.8
600 - 659 PM	67.8	75.7	64.2	81.9	72.5	76.6	62.9	72.5	73.4	70.7	50.5	68.2	81.0	83.7	57.8	69.7
700 - 759 PM	62.6	75.0	58.4	82.5	70.4	62.7	58.7	68.9	77.7	75.1	41.8	71.5	79.3	78.4	70.9	70.5
800 - 859 PM	60.1	71.7	56.1	74.8	67.7	73.7	62.9	67.6	71.2	71.3	42.4	62.4	80.9	82.2	65.4	67.3
900 - 959 PM	68.6	76.8	58.8	80.5	70.3	67.2	61.3	72.9	77.5	70.1	48.2	66.6	68.6	77.8	63.6	69.6
1000 - 1059 PM	69.7	80.7	67.3	77.8	69.0	73.3	64.0	67.5	75.8	73.3	40.4	66.9	66.0	76.4	62.2	68.3
1100 - 559 AM	65.4	72.4	68.7	73.7	75.3	73.5	72.2	68.1	79.6	70.7	57.5	70.6	70.2	79.0	69.3	71.1
TOTAL, ALL ARRIVALS, BY AIRPORT	70.3	82.5	67.6	83.0	75.0	75.1	69.4	75.1	80.5	76.6	58.5	71.8	79.2	83.1	68.9	74.6

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAD	IAH	JFK	LAS	LAX	LGA
600 - 659 AM	90.8	81.9	94.0	92.3	89.7	92.7	90.0	88.3	88.3	88.4	91.0	94.4	85.1	93.0	89.3	86.3
700 - 759 AM	86.4	74.2	93.6	89.9	90.8	89.2	88.3	84.6	85.6	86.9	85.9	94.0	71.4	88.2	86.9	79.0
800 - 859 AM	84.3	70.4	90.0	87.1	89.8	87.3	86.5	84.6	85.2	82.4	90.3	93.4	71.8	89.7	83.1	77.5
900 - 959 AM	77.4	70.4	84.0	84.2	89.6	81.8	78.9	83.7	82.5	84.3	85.3	90.8	76.7	83.2	81.6	76.5
1000 - 1059 AM	77.5	75.5	85.7	81.7	83.5	87.3	75.2	83.4	83.2	84.6	80.6	87.5	72.0	80.3	74.9	72.5
1100 - 1159 AM	78.1	63.7	83.8	79.2	90.3	85.9	77.6	79.6	76.1	82.3	81.4	87.3	75.5	78.0	71.9	65.0
1200 - 1259 PM	79.1	69.9	81.3	80.1	86.9	84.8	73.1	78.2	81.8	79.6	88.1	86.9	63.3	70.7	71.1	65.5
100 - 159 PM	75.7	65.0	75.2	81.2	82.8	86.5	74.8	73.2	80.6	77.7	76.8	85.0	41.9	65.3	73.3	67.7
200 - 259 PM	71.8	65.7	71.8	73.1	87.1	80.8	74.1	76.1	83.1	75.8	74.4	84.8	73.5	72.1	67.8	66.2
300 - 359 PM	70.9	59.0	71.9	68.1	84.3	83.1	71.5	74.9	77.3	69.2	69.4	75.8	63.6	67.1	70.2	66.7
400 - 459 PM	65.3	51.9	74.5	71.4	86.6	76.9	79.4	73.0	74.0	71.6	71.2	84.9	62.8	62.5	70.5	64.1
500 - 559 PM	67.1	55.7	66.3	72.2	64.5	82.3	72.0	71.2	80.6	66.8	72.0	76.5	69.6	64.1	68.8	60.7
600 - 659 PM	65.5	51.4	64.3	68.1	82.6	85.0	68.5	71.5	73.8	64.7	73.9	79.4	60.2	65.8	66.0	62.1
700 - 759 PM	65.3	50.4	65.3	75.7	79.2	79.9	72.9	73.1	77.8	62.1	67.0	76.8	67.8	62.6	64.0	61.2
800 - 859 PM	63.8	52.0	65.9	79.6	80.1	76.4	67.2	74.3	80.5	68.5	77.3	80.5	58.1	60.2	64.9	55.7
900 - 959 PM	67.4	53.0	57.0	74.6	89.1	86.1	75.0	75.4	80.9	70.4	77.9	76.1	51.0	67.2	68.7	65.4
1000 - 1059 PM	71.1	84.6	66.7	80.8	85.7	J/	77.4	82.9	83.1	76.9	80.6	78.9	62.4	78.8	78.7	65.4
1100 - 559 AM	76.1	80.2	90.3	77.4	J/	J/	87.8	J/	97.0	84.7	93.5	J/	61.0	78.7	83.7	88.9
TOTAL, ALL DEPARTURES, BY AIRPORT	73.8	64.0	77.4	78.3	85.4	84.0	75.9	78.0	81.0	76.5	79.2	84.3	67.4	74.6	74.8	69.1

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	94.4	97.7	91.8	94.9	87.3	91.2	89.3	96.8	91.2	94.7	88.0	90.3	95.8	93.4	93.9	90.1
700 - 759 AM	88.0	90.1	85.8	84.6	81.9	90.3	85.0	94.8	87.6	94.5	87.4	86.4	92.9	91.6	89.7	87.0
800 - 859 AM	92.5	90.4	81.2	84.3	82.5	92.7	83.4	87.6	85.4	88.9	88.7	83.5	88.9	88.5	87.7	84.7
900 - 959 AM	87.4	85.6	85.4	80.9	82.5	84.8	73.8	88.6	88.0	83.1	76.6	79.3	84.7	87.3	85.7	82.8
1000 - 1059 AM	76.6	88.2	74.2	80.9	79.5	83.8	73.0	76.9	79.6	80.4	79.1	76.4	88.1	87.7	74.4	80.0
1100 - 1159 AM	72.9	86.9	80.3	80.3	77.9	82.3	69.6	73.7	85.3	77.6	70.7	70.7	85.4	85.3	74.5	77.9
1200 - 1259 PM	76.0	78.8	73.0	81.0	78.9	89.3	84.1	71.6	86.9	81.0	73.5	71.6	69.4	81.6	67.2	76.9
100 - 159 PM	63.7	78.3	73.0	83.4	75.4	80.1	74.5	72.9	74.7	75.7	68.3	74.5	76.8	82.9	68.7	75.5
200 - 259 PM	69.1	78.5	70.7	81.9	74.4	81.0	68.8	70.1	83.2	74.8	71.0	73.1	84.0	82.0	72.7	75.3
300 - 359 PM	68.1	75.7	68.8	84.7	69.5	75.1	63.2	68.3	73.5	75.2	66.6	71.1	77.9	81.7	67.5	71.6
400 - 459 PM	74.6	63.2	65.3	84.0	69.7	74.7	67.8	67.2	78.6	71.8	59.1	70.9	74.5	77.9	71.4	71.0
500 - 559 PM	79.8	76.9	67.6	77.6	65.9	74.9	69.7	68.5	75.3	67.9	67.2	66.3	78.1	78.6	70.2	70.6
600 - 659 PM	69.1	70.0	64.3	78.3	69.3	77.3	63.5	65.8	73.8	73.3	60.0	71.9	75.1	79.5	66.3	69.5
700 - 759 PM	72.6	71.5	73.3	84.5	70.0	68.4	62.5	65.3	83.9	67.7	49.8	70.0	78.5	81.6	73.7	69.6
800 - 859 PM	67.2	70.1	69.3	77.1	68.9	75.8	65.5	62.8	80.3	70.6	37.5	68.9	80.0	77.5	71.5	70.3
900 - 959 PM	71.1	64.9	65.6	100.0	72.3	78.7	64.8	63.5	78.9	69.1	54.4	71.3	78.1	78.4	57.4	70.6
1000 - 1059 PM	83.6	J/	70.0	82.7	73.7	71.9	100.0	77.2	81.3	86.7	67.0	75.7	76.9	87.6	73.1	79.1
1100 - 559 AM	J/	J/	75.5	83.6	88.9	88.8	100.0	78.4	96.8	96.7	73.2	87.8	82.8	87.1	96.7	80.0
TOTAL, ALL DEPARTURES, BY AIRPORT	76.9	80.8	74.9	81.8	75.4	82.9	72.5	74.4	82.2	80.2	71.4	76.3	82.1	83.3	76.2	76.8

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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
MQ	5036	BOS-JFK	1900	30	93.33	78	58
MQ	4514	ORF-LGA	1805	26	92.31	56	46
MQ	4505	LGA-ORF	1605	26	92.31	47	47
MQ	4740	BOS-BGR	2005	26	92.31	47	31
DL	2519	BDL-TPA	1515	24	91.67	58	50
AS	217	LAX-SEA	2026	31	90.32	44	37
AS	413	OAK-SEA	1812	31	90.32	43	32
MQ	4508	LGA-DTW	1130	26	88.46	66	68
MQ	4885	ROC-BOS	1840	26	88.46	40	32
AS	334	SEA-SMF	2117	26	88.46	34	30
MQ	4527	DTW-LGA	1345	25	88.00	62	50
AS	472	GEG-SEA	1730	31	87.10	48	37
MQ	5058	DCA-JFK	2010	31	87.10	46	25
AS	481	LAX-SEA	1716	31	87.10	45	44
AS	111	SEA-FAI	2310	31	87.10	34	26
AS	471	LAX-SEA	1819	22	86.36	51	36
AS	491	SJC-SEA	2032	22	86.36	43	34
AS	289	SFO-SEA	1834	27	85.19	79	50
MQ	4542	RIC-LGA	1825	26	84.62	65	55
MQ	4551	LGA-CMH	1900	26	84.62	62	49
MQ	4504	LGA-DTW	0900	26	84.62	59	31
MQ	4994	BOS-PHL	1700	26	84.62	44	38
MQ	4976	BOS-CMH	1600	26	84.62	38	27
MQ	4538	LGA-DTW	1830	25	84.00	52	36
DL	2442	RSW-BOS	1920	31	83.87	58	41
MQ	4973	BOS-ORF	2040	31	83.87	51	33
AS	457	SEA-GEG	1600	31	83.87	37	29
AS	665	LAS-SEA	1603	31	83.87	36	31
AS	291	LAX-SFO	1934	18	83.33	47	31
DL	2326	TPA-BDL	1855	24	83.33	58	48
DL	2300	TPA-BDL	1200	24	83.33	28	20
MQ	4552	ORF-LGA	1430	30	83.33	45	41
AS	558	GEG-SEA	1900	22	81.82	66	58
US	1908	PHL-BOS	1730	22	81.82	46	37
MQ	4549	LGA-CMH	2010	21	80.95	56	37
MQ	4492	ROC-LGA	1740	26	80.77	57	38
AS	558	SEA-SAN	2043	26	80.77	52	39
MQ	4884	BOS-ROC	1625	26	80.77	35	32
MQ	5290	MCO-MIA	1245	26	80.77	28	24
AA	1169	JFK-SJU	2015	31	80.65	65	44
US	2972	PBI-BWI	1847	31	80.65	53	42
AS	466	SEA-LAX	1856	31	80.65	45	27
MQ	4864	BOS-PWM	2040	31	80.65	43	42
AS	722	SEA-PHX	2051	31	80.65	35	31
AS	485	SNA-SEA	1753	31	80.65	34	32

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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	199	SEA-ANC	2042	31	80.65	31	34
MQ	5059	JFK-DCA	0715	31	80.65	28	25
MQ	4960	BOS-PHL	0855	31	80.65	26	20
AS	295	LAX-SEA	1829	15	80.00	55	43
MQ	4539	DTW-LGA	1645	25	80.00	51	33

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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	435	39	9.0
AMERICAN EAGLE	1431	62	4.3
DELTA	2431	24	1.0
AMERICA WEST	632	4	0.6
US AIRWAYS	2076	7	0.3
SOUTHWEST	2746	7	0.3
AMERICAN	2131	5	0.2
UNITED	2099	4	0.2
TRANS WORLD	724	1	0.1
NORTHWEST	1552	1	0.1
ALOHA	171	0	0.0
CONTINENTAL	1173	0	0.0
TOTAL	17,601	154	0.9

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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)	76.8	84.0	237	238	DURANGO, CO. (DRO)	77.8	85.7	36	35
AGUADILLA, P.R. (BQN)	80.6	87.1	31	31	DUTCH HARBOR, AK. (DUT)	58.1	22.6	31	31
AKRON/CANTON, OH. (CAK)	78.4	88.6	88	88	EAGLE, CO. (EGE)	72.8	82.1	335	335
ALBANY, N.Y. (ALB)	69.8	80.4	1,430	1,426	EL PASO, TX. (ELP)	79.5	84.4	1,886	1,887
ALBUQUERQUE, N.M. (ABQ)	77.5	81.5	3,006	3,004	ELMIRA, N.Y. (ELM)	78.3	85.0	120	120
ALLEN TOWN, PA. (ABE)	76.4	85.9	518	517	ERIE, PA. (ERI)	77.4	83.9	124	124
AMARILLO, TX. (AMA)	73.3	84.5	559	560	EUGENE, OR. (EUG)	68.8	75.8	186	186
ANCHORAGE, AK. (ANC)	63.9	78.1	1,468	1,470	EVANSVILLE, IN. (EVV)	74.5	78.0	141	141
ASHEVILLE, N.C. (AVL)	73.4	83.9	124	124	FAIRBANKS, AK. (FAI)	72.7	86.1	381	381
ATLANTA, GA. (ATL)	72.2	73.8	22,088	22,114	FARGO, N.D. (FAR)	87.6	91.1	145	146
AUSTIN, TX. (AUS)	77.3	84.4	3,740	3,742	FAYETTEVILLE ARKANSAS REG (XNA)	67.7	75.2	541	541
BAKERSFIELD, CA. (BFL)	68.8	72.4	186	185	FAYETTEVILLE, N.C. (FAY)	85.5	85.5	62	62
BALTIMORE, MD. (BWI)	76.8	77.4	8,627	8,629	FLINT, MI. (FNT)	90.3	93.5	93	93
BANGOR, ME. (BGR)	39.4	53.5	269	269	FRESNO, CA. (FAT)	74.8	77.7	274	273
BARROW, AK. (BRW)	88.0	90.7	75	75	FT. LAUDERDALE, FL. (FLL)	66.7	73.1	4,920	4,918
BATON ROUGE, LA. (BTR)	75.0	81.6	553	553	FT. MYERS, FL. (RSW)	65.4	77.4	1,997	1,999
BEAUMONT/PORT ARTHUR, TX (BPT)	75.3	79.2	150	125	FT. SMITH, AR. (FSM)	73.1	85.0	238	240
BETHEL, AK. (BET)	80.6	80.6	93	93	FT. WAYNE, IN. (FWA)	78.9	83.8	265	266
BILLINGS, MT. (BIL)	82.3	90.6	310	310	GRAND FORKS, N.D. (GFK)	81.8	88.8	88	89
BINGHAMTON, N.Y. (BGM)	69.4	83.9	62	62	GRAND RAPIDS, MI. (GRR)	76.3	85.6	946	949
BIRMINGHAM, AL. (BHM)	80.1	82.4	1,661	1,658	GREAT FALLS, MT. (GTF)	88.7	91.9	186	186
BISMARCK, N.D. (BIS)	85.7	96.7	119	120	GREEN BAY, WI. (GRB)	79.9	89.1	358	358
BLOOMINGTON, IL. (BMI)	78.7	82.0	150	150	GREENSBORO/HIGH PT., N.C. (GSO)	74.3	79.5	1,441	1,437
BOISE, ID. (BOI)	76.1	83.5	1,060	1,060	GREENVILLE/SPARTBG., S.C. (GSP)	71.8	80.5	642	642
BOSTON, MA. (BOS)	61.4	64.0	11,943	11,956	GULFPORT/BILOXI, MS. (GPT)	81.8	90.9	88	88
BOZEMAN, MT. (BZN)	79.2	91.1	159	158	GUNNISON, CO. (GUC)	73.1	81.8	67	66
BRISTOL, TN. (TRI)	80.6	93.5	62	62	HARLINGEN, TX. (HRL)	74.0	78.2	473	472
BROWNSVILLE, TX. (BRO)	82.9	91.7	35	36	HARRISBURG, PA. (MDT)	73.8	83.6	585	584
BUFFALO, N.Y. (BUF)	75.9	82.0	1,819	1,844	HARTFORD, CT./SPGFLD, MA. (BDL)	69.8	77.1	3,213	3,216
BURBANK, CA. (BUR)	76.6	78.2	2,314	2,313	HELENA, MT. (HLN)	83.9	90.3	62	62
BURLINGTON, VT. (BTV)	57.7	66.3	392	392	HILO, HAWAII, HI. (ITO)	82.0	85.0	434	434
CEDAR RAPIDS/IOWA CTY, IA. (CID)	75.0	87.9	609	611	HONOLULU, OAHU, HI. (HNL)	81.6	84.4	3,458	3,441
CHAMPAIGN, IL. (CMI)	83.1	83.9	136	137	HOUSTON, TX. (HOU)	77.9	75.2	5,171	5,168
CHARLESTON, S.C. (CHS)	76.7	82.8	589	588	HOUSTON, TX. (IAH)	79.9	84.3	11,316	11,318
CHARLESTON, W.V. (CRW)	81.7	88.2	93	93	HUNTSVILLE/DECATUR, AL. (HSV)	81.6	86.9	543	544
CHARLOTTE, N.C. (CLT)	78.9	78.3	11,184	11,185	INDIANAPOLIS, IN. (IND)	80.0	85.8	3,278	3,278
CHATTANOOGA, TN. (CHA)	86.1	86.2	180	181	INDIO/PALM SPRINGS, CA. (PSP)	74.1	75.6	1,050	1,052
CHICAGO, IL. (MDW)	82.5	80.8	4,226	4,225	ISLIP/LONG IS., N.Y. (ISP)	72.0	78.2	993	995
CHICAGO, IL. (ORD)	75.0	75.4	29,780	29,782	ITHACA, N.Y. (ITH)	74.2	84.2	120	120
CINCINNATI, OH. (CVG)	81.7	85.4	5,806	5,811	JACKSON/VICKSBURG, MS. (JAN)	78.1	85.5	892	895
CLEVELAND, OH. (CLE)	78.2	84.7	4,931	4,934	JACKSON, WY. (JAC)	71.6	77.4	134	133
COLLEGE STATION, TX. (CLL)	77.8	91.2	216	217	JACKSONVILLE, FL. (JAX)	73.5	78.4	2,396	2,398
COLORADO SPRINGS, CO. (COS)	73.7	86.2	977	975	JUNEAU, AK. (JNU)	70.0	72.6	310	310
COLUMBIA, S.C. (CAE)	81.0	83.1	331	331	KAHULUI, MAUI, HI. (OGG)	82.1	82.3	1,484	1,477
COLUMBUS, OH. (CMH)	76.0	82.5	3,367	3,365	KALAMAZOO, MI. (AZO)	78.1	85.6	269	270
CORDOVA, AK. (CDV)	75.8	79.0	62	62	KALISPELL, MT. (FCA)	86.3	88.7	124	124
CORPUS CHRISTI, TX. (CRP)	67.4	79.5	472	473	KANSAS CITY, MO. (MCI)	79.1	84.8	5,328	5,330
DALLAS/FT. WORTH, TX. (DAL)	81.5	77.7	4,225	4,223	KETCHIKAN, AK. (KTN)	70.4	78.0	186	186
DALLAS/FT. WORTH, TX. (DFW)	78.9	78.0	28,033	28,035	KEY WEST, FL. (EYW)	49.0	66.3	306	306
DAYTON, OH. (DAY)	79.5	87.3	1,002	1,003	KILLEEN, TX. (ILE)	73.8	83.2	271	274
DAYTONA BEACH, FL. (DAB)	70.8	82.8	185	186	KNOXVILLE, TN. (TYS)	80.1	84.7	487	485
DEADHORSE, AK. (SCC)	83.9	83.9	31	31	KODIAK, AK. (ADQ)	59.7	69.4	62	62
DENVER, CO. (DEN)	78.5	75.9	11,911	11,904	KONA, HAWAII, HI. (KOA)	80.4	83.7	718	716
DES MOINES, IA. (DSM)	80.7	87.2	755	756	KOTZEBUE, AK. (OTZ)	82.7	82.7	75	75
DETROIT, MI. (DTW)	83.7	81.0	12,876	12,877	LA CROSSE, WI. (LSE)	84.1	88.4	145	146
DUBUQUE, IA. (DBQ)	69.3	86.1	114	115	LAFAYETTE, LA. (LFT)	80.5	85.5	185	186
DULUTH, MN. (DLH)	78.4	88.7	167	168	LANSING, MI. (LAN)	82.4	95.0	199	199

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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.
LAREDO, TX. (LRD)	64.2	77.4	123	124	RENO, NV. (RNO)	78.8	78.9	2,345	2,346
LAS VEGAS, NV. (LAS)	76.4	74.6	11,848	11,815	RICHMOND, VA. (RIC)	76.5	81.1	1,635	1,635
LAWTON, OK. (LAW)	74.9	90.4	187	187	ROANOKE, VA. (ROA)	74.7	79.0	186	186
LEXINGTON/FRKFT, KY. (LEX)	79.2	89.7	274	272	ROCHESTER, MN. (RST)	81.3	86.5	198	200
LIHUE, KAUAI, HI. (LIH)	80.4	86.4	817	815	ROCHESTER, N.Y. (ROC)	67.8	75.4	1,466	1,466
LINCOLN, NE. (LNK)	74.0	84.0	181	181	SACRAMENTO, CA. (SMF)	79.6	81.5	3,342	3,344
LITTLE ROCK, AR. (LIT)	81.8	86.4	1,409	1,409	SAGINAW, MI. (MBS)	84.6	91.7	350	349
LONG BEACH, CA. (LGB)	77.3	88.1	260	261	SALT LAKE CITY, UT. (SLC)	79.2	82.1	6,795	6,796
LONGVIEW, TX. (GGG)	77.9	87.7	154	155	SAN ANGELO, TX. (SJT)	77.8	89.6	212	212
LOS ANGELES, CA. (LAX)	70.8	74.8	20,470	20,452	SAN ANTONIO, TX. (SAT)	77.6	83.5	3,206	3,205
LOUISVILLE, KY. (SDF)	83.1	88.0	1,839	1,836	SAN DIEGO, CA. (SAN)	76.6	80.2	7,049	7,045
LUBBOCK, TX. (LBB)	75.6	82.9	745	747	SAN FRANCISCO, CA. (OAK)	79.6	76.3	5,371	5,371
MADISON, WI. (MSN)	79.2	83.9	601	601	SAN FRANCISCO, CA. (SFO)	71.8	76.3	10,852	10,837
MANCHESTER, N.H. (MHT)	72.6	77.7	1,374	1,374	SAN JOSE, CA. (SJC)	78.5	78.7	6,426	6,418
MARQUETTE, MI. (MQT)	56.0	80.0	25	25	SAN JUAN, P.R. (SJU)	70.4	75.8	2,633	2,634
MEDFORD, OR. (MFR)	72.6	84.7	124	124	SAN LUIS OBISPO, CA. (SBP)	69.3	67.5	212	212
MELBOURNE, FL. (MLB)	72.9	81.3	155	155	SANTA BARBARA, CA. (SBA)	75.2	74.5	552	553
MEMPHIS, TN. (MEM)	84.2	83.4	5,050	5,040	SARASOTA/BRAD., FL. (SRQ)	65.9	80.4	557	557
MIAMI, FL. (MIA)	67.6	74.9	7,272	7,263	SAVANNAH, GA. (SAV)	68.7	80.1	527	527
MIDLAND/ODESSA, TX. (MAF)	73.8	80.1	640	642	SCRANTON/WILKES-BARRE, PA. (AVP)	79.8	90.3	124	124
MILWAUKEE, WI. (MKE)	78.9	87.2	1,613	1,613	SEATTLE, WA. (SEA)	58.5	71.4	8,499	8,495
MINNEAPLS/ST.P, MN. (MSP)	83.0	81.8	12,228	12,227	SHREVEPORT, LA. (SHV)	70.3	80.3	558	557
MINOT, N.D. (MOT)	74.2	88.2	93	93	SIOUX CITY, IA. (SUX)	82.5	91.2	57	57
MISSION/MCALLEN, TX. (MFE)	80.7	89.8	331	332	SIOUX FALLS, S.D. (FSD)	85.8	93.1	274	275
MISSOULA, MT. (MSO)	82.6	93.5	155	154	SITKA, AK. (SIT)	66.7	81.7	93	93
MOBILE, AL./PASCAGOULA, MS. (MOB)	74.6	73.6	370	371	SOUTH BEND, IN. (SBN)	79.2	85.0	120	120
MOLINE, IL. (MLI)	85.6	90.7	181	182	SPOKANE, WA. (GEG)	70.4	80.2	1,099	1,101
MONROE, LA. (MLU)	73.5	87.6	185	185	SPRINGFIELD, MO. (SGF)	80.8	87.1	454	456
MONTEREY, CA. (MRY)	76.3	76.8	186	185	ST. CROIX, V.I. (STX)	71.0	85.5	62	62
MONTROSE, CO. (MTJ)	75.0	90.3	72	72	ST. LOUIS, MO. (STL)	83.1	83.3	14,114	14,113
MYRTLE BEACH, S.C. (MYR)	71.9	87.4	231	231	ST. THOMAS, V.I. (STT)	77.8	85.3	333	333
NAPLES, FL. (APF)	60.6	69.1	94	94	STEAMBOAT SPRINGS, CO. (HDN)	67.2	80.9	174	173
NASHVILLE, TN. (BNA)	81.2	83.1	4,972	4,969	SYRACUSE, N.Y. (SYR)	67.2	81.4	1,053	1,052
NEW ORLEANS, LA. (MSY)	77.1	81.7	4,535	4,533	TALLAHASSEE, FL. (TLH)	69.7	74.8	155	155
NEW YORK, N.Y. (JFK)	64.9	67.4	5,567	5,572	TAMPA, FL. (TPA)	68.9	76.2	6,322	6,321
NEW YORK, N.Y. (LGA)	61.5	69.1	10,893	10,896	TEXARKANA, AR. (TXK)	69.3	88.1	150	151
NEWARK, N.J. (EWR)	70.0	76.5	10,957	10,974	TOLEDO, OH. (TOL)	73.1	82.1	212	212
NEWBURGH, N.Y. (SWF)	69.9	82.8	93	93	TRAVERSE CITY, MI. (TVC)	79.4	81.3	155	155
NOME, AK. (OME)	82.6	83.7	86	86	TUCSON, AZ. (TUS)	74.8	81.0	1,767	1,766
NORFOLK/VA. BEACH, VA. (ORF)	73.3	84.0	1,564	1,564	TULSA, OK. (TUL)	78.4	83.9	1,966	1,964
OKLAHOMA CITY, OK. (OKC)	78.1	83.8	1,934	1,934	TYLER, TX. (TYR)	75.9	83.5	274	279
OMAHA, NE. (OMA)	77.1	84.4	1,575	1,574	VALPARAISO, FL. (VPS)	77.4	89.5	124	124
ONTARIO, CA. (ONT)	78.6	81.8	3,089	3,106	WACO, TX. (ACT)	80.3	89.5	238	239
ORANGE COUNTY, CA. (SNA)	78.1	81.0	3,676	3,681	WASHINGTON, D.C. (DCA)	78.4	84.0	8,218	8,226
ORLANDO, FL. (MCO)	70.3	76.9	9,158	9,158	WASHINGTON, D.C. (IAD)	76.8	79.2	4,654	4,658
PASCO, WA. (PSC)	84.7	86.3	124	124	WEST PALM BEACH, FL. (PBI)	66.3	72.8	2,597	2,599
PENSACOLA, FL. (PNS)	74.1	82.1	491	486	WHITE PLAINS, N.Y. (HPN)	63.9	68.6	629	630
PEORIA, IL. (PIA)	74.9	81.8	175	176	WICHITA FALLS, TX. (SPS)	76.2	86.6	185	186
PETERSBURG, AK. (PSG)	61.3	72.6	62	62	WICHITA, KS. (ICT)	81.9	86.9	711	711
PHILADELPHIA, PA. (PHL)	69.4	72.5	10,710	10,719	WILMINGTON, N.C. (ILM)	83.3	87.6	186	186
PHOENIX, AZ. (PHX)	75.1	74.4	16,502	16,493	WORCESTER, MA. (ORH)	38.7	46.2	93	93
PITTSBURGH, PA. (PIT)	80.5	82.2	9,339	9,339	WRANGELL, AK. (WRG)	62.9	67.7	62	62
PORTLAND, ME. (PWM)	63.4	65.3	805	806	YAKUTAT, AK. (YAK)	69.4	83.9	62	62
PORTLAND, OR. (PDX)	75.1	82.9	4,778	4,772					
PROVIDENCE, R.I. (PVD)	73.7	79.1	2,544	2,546					
RALEIGH/DURHAM, N.C. (RDU)	77.6	83.6	2,983	2,987					
RAPID CITY, S.D. (RAP)	83.0	81.8	88	88					

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

CARRIER A/ -----	AT 31 REPORTABLE AIRPORTS B/ -----				AT ALL REPORTED AIRPORTS C/ -----			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	17	24623	1724	7.0	103	42813	2932	6.8
AMERICAN S/	31	48673	2505	5.1	99	64627	2954	4.6
UNITED S/	30	51663	2296	4.4	99	64102	2634	4.1
US AIRWAYS S/	27	46569	1926	4.1	88	63404	2562	4.0
DELTA S/	30	54493	2271	4.2	110	74960	2885	3.8
AMERICA WEST S/	25	14573	387	2.7	53	19216	535	2.8
CONTINENTAL S/	30	25006	688	2.8	87	34194	884	2.6
NORTHWEST S/	31	31314	805	2.6	116	46587	1058	2.3
ALASKA S/	8	7598	166	2.2	34	13104	293	2.2
TRANS WORLD S/	29	16200	332	2.0	71	21819	411	1.9
ALOHA S/	1	62	2	3.2	7	5487	93	1.7
SOUTHWEST S/	15	33233	269	0.8	59	80806	635	0.8
 T O T A L		 354,007	 13,371	 3.8		 531,119	 17,876	 3.4

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

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

APPENDIX

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

Airports Covered by the Rule

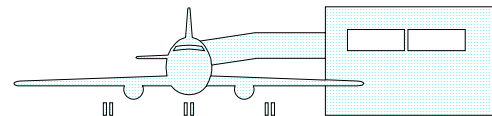
Atlanta. Hartsfield	ATL
Baltimore/Washington. International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. Midway	MDW
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth. International	DFW
Denver. International	DEN
Detroit. Metro Wayne County	DTW
Houston. George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

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

AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
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

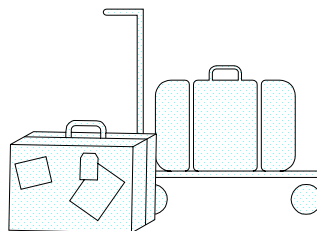
Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

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.



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

RANK	AIRLINE	MARCH 2001			MARCH 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,321	1,213,068	1.91	3,319	998,696	3.32
2	NORTHWEST AIRLINES	18,200	4,430,706	4.11	18,525	4,344,581	4.26
3	US AIRWAYS	22,378	5,178,168	4.32	18,890	4,805,574	3.93
4	CONTINENTAL AIRLINES	15,557	3,449,991	4.51	15,892	3,299,528	4.82
5	DELTA AIR LINES	40,306	8,606,057	4.68	47,088	9,351,475	5.04
6	AMERICAN AIRLINES	29,974	6,173,385	4.86	34,908	6,197,216	5.63
7	AMERICA WEST AIRLINES	10,020	1,939,861	5.17	12,949	1,693,759	7.65
8	UNITED AIRLINES	34,736	6,567,735	5.29	44,835	6,881,977	6.51
9	TRANS WORLD AIRLINES	11,800	2,145,072	5.50	11,923	2,274,786	5.24
10	SOUTHWEST AIRLINES	40,661	6,857,381	5.93	25,974	6,189,303	4.20
11	AMERICAN EAGLE	7,266	1,055,864	6.88	*	*	
TOTALS		233,219	47,617,288	4.90	234,303	46,036,895	5.09

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

*

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

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

RANK	AIRLINE	JANUARY TO MARCH 2001			JANUARY TO MARCH 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	7,382	2,912,564	2.53	9,644	2,723,182	3.54
2	US AIRWAYS	61,322	13,557,619	4.52	52,223	12,400,715	4.21
3	NORTHWEST AIRLINES	53,411	11,484,933	4.65	52,897	11,199,882	4.72
4	CONTINENTAL AIRLINES	44,905	9,352,821	4.80	46,613	8,795,037	5.30
5	DELTA AIR LINES	115,287	22,637,829	5.09	118,925	24,192,169	4.92
6	AMERICAN AIRLINES	86,368	16,613,463	5.20	87,610	16,322,519	5.37
7	UNITED AIRLINES	92,840	17,540,880	5.29	122,423	18,081,609	6.77
8	AMERICA WEST AIRLINES	27,294	5,141,828	5.31	29,541	4,478,915	6.60
9	SOUTHWEST AIRLINES	108,644	18,417,612	5.90	70,517	16,418,368	4.30
10	TRANS WORLD AIRLINES	36,189	5,596,769	6.47	31,261	5,849,978	5.34
11	AMERICAN EAGLE	19,283	2,770,633	6.96	*	*	
TOTALS		652,925	126,026,951	5.18	621,654	120,462,374	5.16

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

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

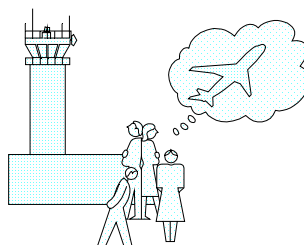
OVERSALES

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.



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

RANK	AIRLINE	OCTOBER-DECEMBER 2000				OCTOBER-DECEMBER 1999			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<i>DELTA AIR LINES</i>	39,504	652	24,042,911	0.27	35,040	377	24,946,036	0.15
2	<i>AMERICAN AIRLINES</i>	42,165	650	18,565,990	0.35	56,106	851	19,117,505	0.45
3	<i>US AIRWAYS</i>	28,350	894	15,009,965	0.60	20,601	537	13,645,066	0.39
4	<i>AMERICA WEST AIRLINES</i>	11,047	333	4,907,424	0.68	17,459	702	4,881,725	1.44
5	<i>UNITED AIRLINES</i>	27,944	1,458	18,818,818	0.77	36,048	3,079	19,963,617	1.54
6	<i>NORTHWEST AIRLINES</i>	25,927	1,272	12,737,656	1.00	18,652	150	12,697,747	0.12
7	<i>ALASKA AIRLINES</i>	6,493	338	3,267,931	1.03	5,721	221	3,291,358	0.67
8	<i>TRANS WORLD AIRLINES</i>	14,299	1,075	5,875,474	1.83	13,392	151	6,063,236	0.25
9	<i>SOUTHWEST AIRLINES</i>	21,724	3,766	18,501,627	2.04	18,997	2,187	16,789,416	1.30
10	<i>CONTINENTAL AIRLINES</i>	18,563	2,903	9,975,265	2.91	16,696	493	9,935,520	0.50
	TOTALS	236,016	13,341	131,703,061	1.01	238,712	8,748	131,331,226	0.67

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

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

RANK	AIRLINE	JANUARY-DECEMBER 2000				JANUARY-DECEMBER 1999			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<i>DELTA AIR LINES</i>	212,050	3,327	102,031,565	0.33	178,747	15,607	101,872,066	1.53
2	<i>AMERICAN AIRLINES</i>	210,427	3,274	78,229,763	0.42	248,225	3,129	73,550,598	0.43
3	<i>NORTHWEST AIRLINES</i>	108,501	3,011	53,112,324	0.57	87,216	922	51,071,787	0.18
4	<i>US AIRWAYS</i>	94,259	3,740	57,481,514	0.65	80,750	2,839	54,162,381	0.52
5	<i>AMERICA WEST AIRLINES</i>	57,935	2,274	20,229,421	1.12	58,550	2,651	19,042,148	1.39
6	<i>ALASKA AIRLINES</i>	33,113	1,910	13,512,111	1.41	23,649	1,239	13,604,018	.91
7	<i>UNITED AIRLINES</i>	119,306	11,101	77,624,771	1.43	138,233	7,249	80,217,857	0.90
8	<i>CONTINENTAL AIRLINES</i>	66,391	7,259	40,270,205	1.80	63,671	1,332	39,432,089	0.34
9	<i>SOUTHWEST AIRLINES</i>	90,352	13,741	72,568,399	1.89	78,772	9,003	65,348,225	1.38
10	<i>TRANS WORLD AIRLINES</i>	65,061	6,385	25,138,095	2.54	66,344	1,803	24,780,273	0.73
	TOTALS	1,057,395	56,022	540,198,168	1.04	1,024,157	45,774	523,081,442	0.88

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	MARCH 2001					MARCH 2000			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS		COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,529	97	12	43		1,663	155	6	76
FOREIGN AIRLINES	167	1	0	4		181	4	0	0
TRAVEL AGENTS	19	0	0	0		22	0	0	0
TOUR OPERATORS	12	0	0	2		37	2	0	0
MISCELLANEOUS	30	12	0	12		21	9	0	16
INDUSTRY TOTALS	1,757	110	12	61		1,924	170	6	92

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MARCH 2001			MARCH 2000		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	627		1	701	
CANCELLATIONS			210			217
DELAYS			197			244
MISCONNECTIONS			74			78
CUSTOMER SERVICE	2	351		2	366	
BAGGAGE	3	282		3	277	
RES/TKTG/BOARDING	4	145		4	140	
OVERSALES	5	78		6	107	
REFUNDS	6	77		5	109	
FARES	7	71		8	72	
OTHER	8	63		9	54	
FREQUENT FLYER			27			35
DISABILITY	9	50		7	78	
ADVERTISING	10	8		11	3	
TOURS OR CHARTERS	11	4		10	17	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		1,757			1,924	

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

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

Table 3

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

MARCH 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	17	6	4	1	0	15	12	0	1	0	0	0	56
ALASKA AIRLINES	9	0	2	0	0	3	3	0	0	0	0	1	18
AMERICA WEST AIRLINES	30	5	5	2	2	12	19	3	0	0	0	1	79
AMERICAN AIRLINES	95	7	14	4	13	32	46	3	0	0	0	6	220
AMERICAN EAGLE	12	0	1	0	0	3	5	1	0	0	0	0	22
AMERICAN TRANS AIR	14	2	2	2	1	10	9	0	0	0	0	1	41
ATLANTIC SOUTHEAST AIRLINES	5	1	0	0	0	0	0	0	0	0	0	0	6
COMAIR	4	0	0	0	0	1	0	0	0	0	0	0	5
CONTINENTAL AIRLINES	15	8	4	9	3	11	21	2	0	0	1	3	77
DELTA AIR LINES	108	9	19	12	7	30	36	6	1	0	0	8	236
DELTA CONNECTION	4	0	0	0	1	0	2	0	0	0	0	0	7
FRONTIER AIRLINES	2	0	1	0	2	0	0	0	0	0	0	0	5
HAWAIIAN AIRLINES	4	1	0	1	1	0	3	1	0	0	0	1	12
HORIZON AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
MIDWAY AIRLINES	1	1	1	0	0	1	1	0	0	0	0	0	5
MIDWEST EXPRESS AIRLINES	2	0	1	0	0	0	2	0	0	0	0	0	5
NATIONAL AIRLINES	5	0	1	3	2	3	3	1	0	0	0	1	19
NORTHWEST AIRLINES	40	3	8	5	7	23	25	6	0	0	0	10	127
RYAN INTERNATIONAL AIRLINES	6	0	1	0	0	0	0	0	0	0	0	0	7
SOUTHWEST AIRLINES	8	1	3	2	1	8	7	4	1	0	0	0	35
SPIRIT AIRLINES	16	2	1	1	0	3	8	0	0	0	0	0	31
TRANS WORLD AIRLINES	17	2	10	3	4	7	12	1	0	0	0	2	58
UNITED AIRLINES	92	7	31	9	9	43	63	6	2	0	0	12	274
UNITED EXPRESS	3	0	0	0	0	1	1	0	0	0	0	0	5
US AIRWAYS	38	5	10	5	2	14	31	10	0	0	0	4	119
US AIRWAYS EXPRESS	6	0	0	0	0	1	0	1	0	0	0	0	8
VANGUARD AIRLINES	3	0	1	0	0	1	1	0	0	0	0	0	6
OTHER U.S. AIRLINES	17	3	5	0	3	5	5	0	0	1	0	2	41
TOTAL MARCH 2001	577	63	125	59	58	227	316	45	5	1	1	52	1,529
% OF TOTAL COMPLAINTS	37.9	4.1	8.2	3.9	3.8	14.9	20.7	3	0.3	0.1	0.1	3.4	
TOTAL MARCH 2000	652	96	113	54	77	223	327	70	2	5	0	44	1,663
% OF TOTAL COMPLAINTS	39.2	5.8	6.8	3.2	4.6	13.4	19.7	4.2	0.1	0.3	0	2.6	

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

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

Table 4

AIR TRAVEL CONSUMER REPORT									
COMPLAINTS AGAINST U.S. AIRLINES									
BY INCIDENT DATE									
MARCH 2001									
U.S. AIRLINES*	COMPS RECD IN MARCH	INCI- DENTS IN MARCH	PERCENT	INCI- DENTS IN FEB.	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	56	15	26.8	5	8.9	5	8.9	31	55.4
ALASKA AIRLINES	18	6	33.3	3	16.7	2	11.1	7	38.9
AMERICA WEST AIRLINES	79	21	26.6	17	21.5	15	19.0	26	32.9
AMERICAN AIRLINES	220	46	20.9	41	18.6	38	17.3	95	43.2
AMERICAN EAGLE	22	5	22.7	6	27.3	1	4.5	10	45.5
AMERICAN TRANS AIR	41	11	26.8	7	17.1	1	2.4	22	53.7
ATLANTIC SOUTHEAST AIRLINES	6	2	33.3	0	0.0	0	0.0	4	66.7
COMAIR	5	0	0.0	2	40.0	0	0.0	3	60.0
CONTINENTAL AIRLINES	77	20	26.0	13	16.9	19	24.7	25	32.5
DELTA AIR LINES	236	52	22.0	53	22.5	34	14.4	97	41.1
DELTA CONNECTION	7	0	0.0	2	28.6	4	57.1	1	14.3
FRONTIER AIRLINES	5	1	20.0	2	40.0	0	0.0	2	40.0
HAWAIIAN AIRLINES	12	1	8.3	1	8.3	3	25.0	7	58.3
HORIZON AIRLINES	5	1	20.0	0	0.0	1	20.0	3	60.0
MIDWAY AIRLINES	5	2	40.0	1	20.0	0	0.0	2	40.0
MIDWEST EXPRESS AIRLINES	5	0	0.0	0	0.0	0	0.0	5	100.0
NATIONAL AIRLINES	19	2	10.5	1	5.3	1	5.3	15	78.9
NORTHWEST AIRLINES	127	30	23.6	17	13.4	30	23.6	50	39.4
RYAN INTERNATIONAL AIRLINES	7	4	57.1	0	0.0	0	0.0	3	42.9
SOUTHWEST AIRLINES	35	9	25.7	2	5.7	2	5.7	22	62.9
SPIRIT AIRLINES	31	6	19.4	2	6.5	6	19.4	17	54.8
TRANS WORLD AIRLINES	58	15	25.9	5	8.6	11	19.0	27	46.6
UNITED AIRLINES	274	48	17.5	60	21.9	51	18.6	115	42.0
UNITED EXPRESS	5	1	20.0	2	40.0	1	20.0	1	20.0
US AIRWAYS	119	28	23.5	29	24.4	11	9.2	51	42.9
US AIRWAYS EXPRESS	8	2	25.0	2	25.0	1	12.5	3	37.5
VANGUARD AIRLINES	6	0	0.0	0	0.0	4	66.7	2	33.3
OTHER U.S. AIRLINES	41	7	17.1	6	14.6	7	17.1	21	51.2
TOTALS	1,529	335	21.9	279	18.2	248	16.2	667	43.6
PREVIOUS YEAR'S TOTALS	1,663	542	32.6	555	33.4	387	23.3	179	10.8

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

Table 5

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

MARCH 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 AFRIQUE	3	0	0	0	0	2	0	1	0	0	0	0	6
AIR CANADA	2	0	0	0	1	2	2	0	0	0	0	1	8
AIR FRANCE	2	2	0	0	4	7	1	0	0	0	0	2	18
AIR JAMAICA	2	1	0	0	0	2	2	0	0	0	0	0	7
ALITALIA AIRLINES	4	5	0	0	1	6	4	1	0	0	0	0	21
BRITISH AIRWAYS	5	0	2	0	1	1	3	0	0	0	0	0	12
LUFTHANSA	0	1	0	2	1	3	2	0	0	0	0	1	10
TACA INTERNATIONAL AIRLINES	1	3	0	1	0	1	1	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	16	3	8	2	6	28	12	1	0	1	0	1	78
TOTALS	35	15	10	5	14	52	27	3	0	1	0	5	167
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	3	0	6	5	2	1	0	0	1	0	0	1	19
TOTALS	3	0	6	5	2	1	0	0	1	0	0	1	19
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	5	0	1	0	0	0	3	1	0	1	0	1	12
TOTALS	5	0	1	0	0	0	3	1	0	1	0	1	12
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	7	0	3	2	3	2	5	1	2	1	0	4	30
TOTALS	7	0	3	2	3	2	5	1	2	1	0	4	30

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

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

TABLE 6

MARCH
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

Rank	Airline	MARCH 2001			MARCH 2000		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	35	6,682,254	0.52	35	6,199,801	0.56
2	<i>ALASKA AIRLINES</i>	18	1,214,896	1.48	27	1,159,401	2.33
3	<i>CONTINENTAL AIRLINES</i>	77	4,004,813	1.92	96	4,059,051	2.37
4	<i>AMERICAN EAGLE AIRLINES</i>	22	1,089,883	2.02	26	1,097,116	2.37
5	<i>US AIRWAYS</i>	119	5,440,024	2.19	82	4,972,717	1.65
6	<i>NORTHWEST AIRLINES</i>	127	5,126,614	2.48	122	5,169,093	2.36
7	<i>DELTA AIR LINES</i>	236	9,005,587	2.62	194	9,734,435	1.99
8	<i>TRANS WORLD AIRLINES</i>	58	2,158,157	2.69	78	2,369,505	3.29
9	<i>AMERICAN AIRLINES</i>	220	7,277,935	3.02	326	7,709,899	4.23
10	<i>UNITED AIRLINES</i>	274	7,075,375	3.87	207	7,635,981	2.71
11	<i>AMERICA WEST AIRLINES</i>	79	1,926,026	4.10	158	1,742,419	9.07
TOTAL		1,265	51,001,564	2.48	1,325	50,752,302	2.61

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. For American Eagle, effective January 2001.

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY TO MARCH 2001				JANUARY TO MARCH 2000			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	4,591	395	25	102	5,130	518	32	274
FOREIGN AIRLINES	508	7	1	8	561	7	0	9
TRAVEL AGENTS	49	0	0	0	67	0	0	0
TOUR OPERATORS	30	0	0	3	72	2	0	3
MISCELLANEOUS	48	71	0	27	120	180	0	36
INDUSTRY TOTALS	5,226	473	26	140	5,950	707	32	322

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY TO MARCH 2001			JANUARY TO MARCH 2000		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,956		1	2,097	
CANCELLATIONS			723			690
DELAYS			595			732
MISCONNECTIONS			169			266
CUSTOMER SERVICE	2	966		2	1168	
BAGGAGE	3	916		3	930	
RES/TKTG/BOARDING	4	451		4	469	
REFUNDS	5	210		5	303	
FARES	6	186		6	271	
OVERSALES	7	179		7	246	
OTHER	8	178		9	192	
FREQUENT FLYER			67			101
DISABILITY	9	148		8	232	
ADVERTISING	10	18		11	14	
TOURS OR CHARTERS	11	16		10	28	
ANIMALS	12	2		12	0	
COMPLAINT TOTAL		5,226			5,950	

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

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

Table 3

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

JANUARY TO MARCH 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	59	10	12	2	4	47	28	0	3	0	0	2	167
ALASKA AIRLINES	28	1	5	1	2	11	6	0	0	0	1	1	56
AMERICA WEST AIRLINES	94	10	13	4	8	31	51	8	0	0	0	9	228
AMERICAN AIRLINES	282	14	54	19	37	125	133	18	1	0	0	21	704
AMERICAN EAGLE	35	6	3	0	1	8	8	1	0	0	0	0	62
AMERICAN TRANS AIR	50	4	7	4	3	27	19	2	0	0	0	4	120
ATLANTIC SOUTHEAST AIRLINES	10	2	0	0	1	1	0	1	0	0	0	1	16
COMAIR	18	2	1	0	0	2	1	0	0	0	0	2	26
CONTINENTAL AIRLINES	69	15	23	15	7	59	74	7	1	0	1	11	282
DELTA AIR LINES	348	19	71	28	21	94	120	18	1	0	0	23	743
DELTA CONNECTION	11	0	1	1	1	3	7	0	0	0	0	0	24
FRONTIER AIRLINES	11	0	2	1	3	0	1	1	0	0	0	1	20
HAWAIIAN AIRLINES	10	1	0	1	2	2	9	1	0	0	0	1	27
HORIZON AIRLINES	11	0	1	0	0	0	3	0	0	0	0	0	15
MIDWAY AIRLINES	6	1	4	0	0	6	7	0	0	0	0	1	25
MIDWEST EXPRESS AIRLINES	4	0	2	0	0	0	4	1	0	0	0	0	11
NATIONAL AIRLINES	8	0	2	3	2	4	7	2	0	0	0	1	29
NORTHWEST AIRLINES	109	13	19	16	10	60	59	11	0	0	0	18	315
PAN AM	8	1	1	0	2	1	3	1	0	0	0	1	18
RYAN INTERNATIONAL AIRLINES	12	0	1	1	0	0	2	4	0	2	0	0	22
SOUTHWEST AIRLINES	29	3	12	3	1	23	24	7	1	0	0	1	104
SPIRIT AIRLINES	128	7	10	4	5	30	36	2	0	0	0	2	224
SUN COUNTRY AIRLINES	4	0	1	2	0	3	2	0	0	0	0	0	12
TRANS WORLD AIRLINES	59	5	26	8	8	28	39	6	0	0	0	9	188
UNITED AIRLINES	237	17	71	26	24	105	139	24	3	0	0	25	671
UNITED EXPRESS	9	1	3	1	3	5	5	1	0	0	0	0	28
US AIRWAYS	113	7	29	17	4	47	60	20	2	0	0	10	309
US AIRWAYS EXPRESS	15	0	1	0	0	2	3	1	0	0	0	0	22
VANGUARD AIRLINES	9	0	3	0	0	1	3	0	0	0	0	1	17
OTHER U.S. AIRLINES	42	6	13	0	7	13	19	1	0	2	0	3	106
TOTAL JANUARY 2001	1,828	145	391	157	156	738	872	138	12	4	2	148	4,591
% OF TOTAL COMPLAINTS	40	3.2	8.5	3.4	3.4	16.1	19.1	3	0.3	0.1	0	3.2	
TOTAL JANUARY 2000	1,947	217	390	198	220	731	1,032	215	10	7	0	163	5,130
% OF TOTAL COMPLAINTS	38	4.2	7.6	3.9	4.3	14.2	20.1	4.2	0.2	0.1	0	3.2	

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

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

Table 4

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

JANUARY TO MARCH 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 ARUBA	0	1	0	0	15	0	0	0	0	0	0	1	17
AIR CANADA	5	0	0	1	1	7	5	1	0	0	0	1	21
AIR FRANCE	12	5	0	1	7	24	7	1	0	0	0	4	61
AIR JAMAICA	6	3	0	0	0	2	4	0	0	0	0	0	15
ALITALIA AIRLINES	12	10	4	0	3	20	8	2	0	0	0	2	61
BRITISH AIRWAYS	11	0	4	3	1	8	12	0	0	1	0	2	42
BWIA	2	1	2	3	0	5	0	1	0	0	0	0	14
KLM	1	1	0	0	0	6	2	0	0	0	0	1	11
LACSA	0	2	2	0	1	12	1	0	0	0	0	0	18
LUFTHANSA	1	1	0	2	1	6	5	0	0	0	0	1	17
MEXICANA	5	1	0	0	0	3	5	0	0	0	0	0	14
TACA INTERNATIONAL AIRLINES	1	4	0	2	0	6	1	0	1	0	0	0	15
OTHER FOREIGN AIRLINES	49	5	20	3	11	73	29	3	0	2	0	7	202
TOTALS	105	34	32	15	40	172	79	8	1	3	0	19	508
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	5	0	21	10	7	1	0	0	3	0	0	2	49
TOTALS	5	0	21	10	7	1	0	0	3	0	0	2	49
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	7	0	2	0	4	0	6	1	0	8	0	2	30
TOTALS	7	0	2	0	4	0	6	1	0	8	0	2	30
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	11	0	5	4	3	5	9	1	2	1	0	7	48
TOTALS	11	0	5	4	3	5	9	1	2	1	0	7	48

* 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.

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

TABLE 5

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

Rank	Airline	JANUARY-MARCH 2001			JANUARY-MARCH 2000		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	104	17,950,136	0.58	103	16,445,256	0.63
2	<i>ALASKA AIRLINES</i>	56	3,197,981	1.75	72	3,167,722	2.27
3	<i>US AIRWAYS</i>	309	14,200,981	2.18	293	12,819,787	2.29
4	<i>AMERICAN EAGLE AIRLINES</i>	62	2,849,775	2.18	83	2,847,493	2.91
5	<i>NORTHWEST AIRLINES</i>	315	13,393,992	2.35	377	13,440,369	2.80
6	<i>CONTINENTAL AIRLINES</i>	282	10,801,164	2.61	365	10,789,000	3.38
7	<i>DELTA AIR LINES</i>	743	23,622,259	3.15	546	25,075,338	2.18
8	<i>TRANS WORLD AIRLINES</i>	188	5,581,972	3.37	221	6,062,454	3.65
9	<i>UNITED AIRLINES</i>	671	18,858,985	3.56	689	20,141,417	3.42
10	<i>AMERICAN AIRLINES</i>	704	19,702,680	3.57	931	20,483,970	4.55
11	<i>AMERICA WEST AIRLINES</i>	228	5,103,753	4.47	418	4,612,138	9.06
	TOTAL	3,662	135,263,678	2.71	4,015	133,037,451	3.02

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. For American Eagle, 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.

