



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: JUNE 2001

Includes data for the following periods:

Flight Delays	April 2001 12 Months Ending April 2001
Mishandled Baggage	April 2001
Oversales	1st Quarter 2001
Consumer Complaints (Includes Disability Complaints)	April 2001

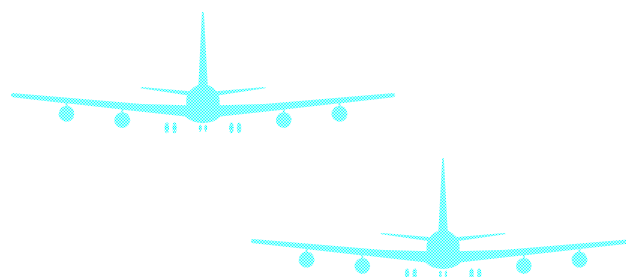
Office of Aviation Enforcement and Proceedings

<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.

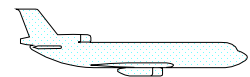
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



APRIL 2001
AIR TRAVEL CONSUMER REPORT

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

CARRIER A/ -----	AT 32 REPORTABLE AIRPORTS B/ -----		AT ALL REPORTED AIRPORTS C/ -----	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----
ALOHA S/	1	57.6	7	87.5
CONTINENTAL S/	31	85.4	87	85.7
TRANS WORLD S/	30	83.6	70	83.3
SOUTHWEST S/	15	81.8	58	82.9
US AIRWAYS S/	28	82.8	88	82.9
DELTA S/	31	81.2	110	81.4
NORTHWEST S/	32	79.7	115	80.6
AMERICAN S/	32	78.8	94	78.9
AMERICA WEST S/	26	72.9	52	73.5
UNITED S/	31	71.4	99	71.5
AMERICAN EAGLE S/	17	71.8	103	71.1
ALASKA S/	8	68.4	36	71.0
T O T A L		78.8		79.3

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. At the present time, and beginning with the December 2000 report, Aloha Airlines is the only carrier that reports voluntarily. American Eagle reporting effective January 2001.

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	2ND QUARTER 04-06 2000		3RD QUARTER 07-09 2000		4TH QUARTER 10-12 2000		1ST QUARTER 01-03 2001		02 2001		03 2001		04 2001		12 MONTHS ENDING 04 2001	DATA BASE TO DATE 09 1987 - 04 2001
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	70.9	(7)	70.2	(8)	64.5	(10)	63.5	(12)	62.1	(12)	62.1	(12)	71.0	(12)	67.4	(9)
ALOHA	----	--	----	--	90.6	(1)	85.3	(1)	79.5	(2)	82.0	(1)	87.5	(1)	87.9	---
AMERICA WEST	66.6	(9)	66.4	(9)	64.1	(11)	68.7	(10)	68.0	(10)	69.7	(10)	73.5	(9)	66.8	(9)
AMERICAN	71.6	(6)	75.3	(6)	69.5	(7)	73.7	(7)	70.5	(7)	74.2	(8)	78.9	(8)	72.9	(7)
AMERICAN EAGLE	----	--	----	--	----	--	63.7	(11)	63.5	(11)	66.0	(11)	71.1	(11)	65.6	---
CONTINENTAL	76.9	(3)	79.1	(2)	78.7	(2)	79.5	(2)	80.1	(1)	77.9	(5)	85.7	(2)	79.1	(1)
DELTA	78.0	(2)	77.2	(5)	68.7	(8)	73.2	(9)	73.3	(6)	73.4	(9)	81.4	(6)	74.4	(5)
NORTHWEST	78.3	(1)	79.6	(1)	72.2	(5)	79.1	(3)	74.7	(5)	81.2	(3)	80.6	(7)	77.3	(2)
SOUTHWEST	75.6	(4)	78.8	(3)	70.4	(6)	77.8	(4)	75.8	(4)	79.8	(4)	82.9	(4)	76.1	(3)
TRANS WORLD	74.4	(5)	78.7	(4)	73.3	(4)	76.1	(6)	69.2	(9)	81.7	(2)	83.3	(3)	75.8	(4)
UNITED	56.8	(10)	51.6	(10)	66.7	(9)	73.6	(8)	69.7	(8)	74.7	(7)	71.5	(10)	62.4	(10)
US AIRWAYS	70.7	(8)	70.9	(7)	73.3	(3)	77.3	(5)	78.6	(3)	75.2	(6)	82.9	(5)	73.9	(6)
TOTAL	72.0		72.7		70.6		74.5		72.7		75.2		79.3		72.9	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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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	664	81.6	1704	76.8	354	80.8	210	88.6	90	82.2	1023	80.7	766	74.9	13970	86.1
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		H/		H/		H/		H/	
CO	566	88.9	697	80.2	283	89.0	104	88.5	H/		596	87.9	381	82.7	594	88.2
DL	18082	82.5	2263	78.7	389	80.2	270	84.1	5205	89.9	1626	87.1	569	74.0	3565	83.5
HP	150	72.7	180	67.8	180	63.3	H/		H/		150	78.0	236	72.9	172	79.7
MQ	H/		2443	67.9	150	58.7	H/		175	58.3	380	66.1	H/		6866	84.0
NW	557	81.0	499	71.9	378	77.5	227	83.3	26	92.3	601	79.5	360	71.4	479	75.8
TW	202	84.7	254	74.0	180	87.2	116	85.3	H/		232	85.3	206	73.8	283	82.7
UA	560	76.8	1210	73.8	419	75.7	146	76.7	146	69.2	481	66.1	8563	75.9	700	70.4
US	600	78.3	2505	81.1	2490	85.3	9855	87.0	H/		2978	87.1	299	77.9	325	76.6
WN	H/		H/		3684	87.7	H/		H/		H/		H/		H/	
TOTAL	21381	82.3	11755	75.7	8507	84.3	10928	86.7	5642	88.2	8067	83.3	11380	75.8	26954	84.5

	ARRIVAL AIRPORT															
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	446	76.9	849	73.9	488	78.3	412	79.4	531	81.2	1065	83.2	689	78.7	3629	73.1
AQ		H/		H/		H/		H/		H/		H/	59	57.6		H/
AS		H/		H/		H/		H/		H/		H/	325	69.5	702	62.4
CO	348	86.2	6181	83.4	544	85.5	81	93.8	8518	90.6	56	87.5	446	78.9	613	69.7
DL	329	76.0	1066	73.9	1194	76.3	480	84.2	269	80.7	988	81.8	630	77.8	1380	67.9
HP	150	69.3	218	62.8	60	73.3		H/	152	73.7	240	77.9	2447	70.9	727	70.3
MQ	101	38.6	188	50.0		H/		H/		H/	1843	63.2		H/	2624	69.6
NW	10060	85.4	551	79.1	192	82.3	283	79.5	398	79.1	120	75.0	360	62.5	563	67.3
TW	179	84.4	202	81.7	180	88.3	85	82.4	115	80.9	644	79.8	150	66.0	406	62.3
UA	300	75.3	826	70.5	91	74.7	2904	81.2	367	70.3	521	79.8	1108	71.5	5059	69.4
US	351	83.2	491	72.9	1018	82.6	390	84.9	326	73.6		H/	184	75.5	508	62.8
WN	556	81.7		H/	978	88.1		H/	188	86.7		H/	4896	80.5	3473	74.2
TOTAL	12820	83.9	10572	78.9	4745	82.0	4635	81.8	10864	87.9	5477	75.1	11294	75.9	19684	70.3

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

CARRIER	ARRIVAL AIRPORT															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# 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	1821	69.6	638	85.6	120	90.8	3099	83.6	497	76.7	9134	72.7	260	77.7	677	74.3
AQ		H/		H/		H/		H/		H/		H/		H/		H/
AS		H/		H/		H/		H/		H/	30	70.0	1513	79.4		H/
CO	554	81.2	634	84.4	21	100.0	386	90.9	210	81.0	569	73.8	142	76.1	232	81.0
DL	2375	75.5	2436	81.9		H/	424	84.0	330	77.6	707	65.2	419	82.3	625	78.7
HP		H/	60	71.7		H/	60	78.3	119	61.3	240	58.3	176	72.2	150	73.3
MQ	1092	56.6	406	72.9		H/	1344	75.7		H/	4802	67.4		H/	210	59.0
NW	635	71.7	481	82.1	403	82.4	258	81.8	9500	81.5	796	68.2	150	67.3	494	72.1
TW	197	74.6	330	88.8		H/	329	92.7	279	79.2	309	73.8	119	73.1	167	80.8
UA	919	67.0	610	85.9		H/	516	72.1	568	61.1	11901	70.0	925	67.5	731	70.2
US	2969	81.8	1644	83.2	116	83.6	511	83.6	238	81.9	634	63.6		H/	7139	79.1
WN		H/	1594	90.8	3488	85.6		H/		H/		H/	920	79.0		H/
TOTAL	10562	73.6	8833	84.3	4148	85.4	6927	82.0	11741	79.9	29122	70.1	4624	76.2	10425	77.4

CARRIER	ARRIVAL AIRPORT															
	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	735	72.2	90	91.1	740	73.0	557	75.2	1299	68.3	184	66.3	504	76.6	479	84.6
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	380	58.4	H/		357	66.4	3567	66.7	551	65.0	H/		H/		H/	
CO	376	73.4	81	91.4	240	75.4	292	85.6	402	71.4	90	74.4	103	91.3	445	87.4
DL	629	75.0	240	82.5	450	72.7	508	72.2	720	65.1	4286	81.9	210	74.8	1147	81.7
HP	6600	75.9	H/		365	71.0	209	71.3	329	58.4	124	68.5	60	71.7	60	78.3
MQ	H/		326	62.9	1050	69.8	H/		H/		H/		H/		171	77.2
NW	360	54.7	171	71.9	210	67.6	506	63.2	416	57.2	90	65.6	373	83.1	389	69.2
TW	180	66.1	167	86.2	120	63.3	150	74.7	240	56.7	90	75.6	9395	87.1	180	86.1
UA	921	71.1	171	71.9	951	68.6	1308	67.4	6066	64.9	466	75.1	243	72.4	300	69.3
US	330	66.1	7902	86.9	210	65.7	240	81.3	396	59.3	H/		270	82.6	1260	79.4
WN	5190	78.3	H/		2264	79.4	1084	75.6	H/		1148	81.7	2399	82.9	1597	86.9
TOTAL	15701	74.9	9148	85.4	6957	73.0	8421	69.9	10419	64.7	6478	80.3	13557	85.3	6028	81.8

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME		ARRIVAL AIRPORT																	
		ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM		90.0	86.3	73.3	100.0	89.9	J/	92.0	81.1	90.3	84.6	J/	86.7	96.3	83.5	97.6	92.4	90.5	87.8
700 - 759 AM		89.0	87.4	92.4	94.8	90.9	92.3	85.8	88.5	91.0	88.5	93.9	90.0	93.5	81.3	93.9	93.9	85.5	81.7
800 - 859 AM		81.3	75.3	90.0	89.3	96.4	82.9	79.1	87.9	92.3	90.4	92.3	90.2	94.3	78.3	85.8	87.3	77.3	94.1
900 - 959 AM		84.9	84.5	88.4	83.3	90.8	88.1	84.7	84.0	84.9	95.1	93.8	82.5	92.4	85.9	88.6	79.3	81.9	88.6
1000 - 1059 AM		85.5	82.3	93.2	88.3	95.2	89.5	75.8	89.6	84.2	89.7	89.7	90.2	90.5	76.2	76.3	71.7	76.9	91.0
1100 - 1159 AM		86.4	82.4	88.9	86.7	88.9	87.2	79.1	84.0	83.8	88.0	81.4	83.8	89.9	67.3	80.1	61.9	78.2	90.2
1200 - 1259 PM		85.7	83.3	89.9	89.0	76.3	89.2	73.9	81.7	89.2	82.3	90.0	85.0	91.5	58.3	73.7	67.6	75.5	85.5
100 - 159 PM		81.8	83.9	91.2	79.3	92.3	87.2	74.6	86.5	82.0	85.9	84.0	82.9	90.0	78.1	77.1	69.4	77.0	85.5
200 - 259 PM		81.2	77.2	86.1	86.7	83.3	81.0	75.8	82.4	85.1	76.2	83.8	83.1	88.2	65.3	71.9	66.8	79.8	85.9
300 - 359 PM		84.4	76.7	86.8	88.5	82.5	84.2	77.3	85.4	87.3	75.4	83.9	86.5	85.0	77.2	76.7	69.0	78.9	89.0
400 - 459 PM		81.3	76.3	84.1	83.5	85.6	85.4	74.0	84.5	85.0	75.2	76.6	80.8	83.5	81.7	66.1	69.1	75.5	89.0
500 - 559 PM		82.8	73.0	85.0	87.5	88.3	79.7	75.3	80.2	80.7	73.6	84.1	81.0	80.2	76.5	71.4	72.7	67.2	81.3
600 - 659 PM		81.5	68.5	82.2	86.3	85.8	80.5	72.2	82.8	79.7	71.3	77.4	81.6	83.1	76.4	70.5	66.8	71.4	83.9
700 - 759 PM		78.1	64.3	74.4	83.9	91.3	77.7	72.2	81.9	78.9	75.5	81.2	85.4	88.5	67.0	79.8	61.2	62.4	77.9
800 - 859 PM		76.8	61.3	79.6	84.7	67.8	78.8	70.9	84.2	77.1	68.8	78.1	76.6	86.9	63.2	68.9	67.7	63.7	77.4
900 - 959 PM		77.0	66.7	80.4	83.6	87.9	74.7	74.3	84.7	82.9	72.6	75.5	76.5	84.0	70.7	70.7	61.4	68.8	78.6
1000 - 1059 PM		82.9	71.6	75.7	84.2	73.3	79.8	70.1	80.8	83.1	75.0	69.7	78.2	74.9	73.6	70.2	62.1	67.5	74.7
1100 - 559 AM		82.0	78.4	78.0	83.0	75.3	80.3	70.8	83.8	80.5	79.5	79.2	80.3	82.1	74.7	72.1	73.4	72.5	78.9

TOTAL, ALL ARRIVALS,
BY AIRPORT

82.3 75.7 84.3 86.7 88.2 83.3 75.8 84.5 83.9 78.9 82.0 81.8 87.9 75.1 75.9 70.3 73.6 84.3

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	90.5	83.3	91.6	83.1	J/	84.2	89.9	88.5	96.2	80.2	75.0	J/	89.3	86.7	87.4
700 - 759 AM	93.3	83.3	83.8	78.3	92.7	87.3	91.8	95.6	87.6	91.7	91.0	89.4	91.7	85.0	88.4
800 - 859 AM	89.7	78.6	85.4	79.3	86.4	83.4	85.2	88.2	93.0	81.6	85.5	95.3	91.1	97.3	86.4
900 - 959 AM	93.7	87.9	82.1	79.6	89.0	81.6	74.6	81.1	89.5	82.0	78.3	85.0	90.0	91.3	84.1
1000 - 1059 AM	91.2	89.9	80.7	74.0	82.2	84.3	79.5	89.4	76.0	74.7	61.3	80.9	87.6	88.2	82.2
1100 - 1159 AM	90.0	83.3	82.5	73.1	88.8	86.7	82.5	83.3	75.2	72.3	65.1	83.3	86.6	84.5	80.9
1200 - 1259 PM	85.4	85.3	88.2	76.7	85.1	84.0	74.2	83.3	70.6	76.6	61.4	79.1	87.8	82.5	80.8
100 - 159 PM	88.8	76.9	84.8	71.4	76.7	76.8	72.8	87.5	76.3	72.6	61.6	82.5	87.4	87.2	81.0
200 - 259 PM	85.1	84.9	78.1	65.7	72.2	78.2	80.5	88.4	67.1	77.6	65.5	76.6	86.3	84.8	78.2
300 - 359 PM	85.2	79.7	79.7	68.6	68.4	73.7	71.5	88.5	74.2	68.5	66.1	80.2	82.9	85.1	78.8
400 - 459 PM	81.3	83.9	76.1	65.1	74.8	77.7	71.5	84.7	67.8	67.3	66.2	71.7	82.6	84.3	78.3
500 - 559 PM	84.6	78.3	77.3	65.0	69.7	72.9	69.4	75.6	73.9	63.0	62.5	77.8	81.5	79.9	75.5
600 - 659 PM	81.3	79.6	76.3	62.3	67.5	70.7	67.4	77.1	66.3	59.1	65.0	79.7	82.4	76.4	75.2
700 - 759 PM	82.3	78.1	72.4	60.3	67.9	65.8	72.4	83.9	69.5	61.5	59.9	80.2	83.7	75.9	74.0
800 - 859 PM	77.3	76.3	70.8	59.0	69.6	72.2	66.5	80.2	65.6	60.2	54.6	85.0	81.0	79.4	72.1
900 - 959 PM	81.2	80.5	78.5	63.6	71.8	70.3	72.0	84.4	64.3	65.0	59.8	73.6	81.4	74.4	74.8
1000 - 1059 PM	75.0	78.9	76.9	68.5	74.7	74.3	67.4	81.5	70.6	64.5	57.4	65.7	75.6	79.1	73.3
1100 - 559 AM	81.9	80.7	75.5	77.8	76.0	78.9	69.5	78.8	68.8	73.3	61.0	80.1	82.1	75.0	76.9

TOTAL, ALL ARRIVALS,
BY AIRPORT

85.4 82.0 79.9 70.1 76.2 77.4 74.9 85.4 73.0 69.9 64.7 80.3 85.3 81.8 78.8

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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	90.3	92.5	96.1	93.9	78.2	94.6	88.5	90.8	86.8	94.4	92.2	91.7	96.4	93.5	93.0	91.2	91.9	94.9	
700 - 759 AM	92.1	88.3	94.6	92.1	94.6	92.2	86.2	87.6	86.7	91.8	94.8	92.8	96.3	81.2	93.4	87.3	85.7	92.9	
800 - 859 AM	87.4	80.8	92.6	92.8	91.1	87.0	84.3	86.4	86.3	91.0	91.1	92.2	92.8	84.5	90.9	87.0	85.7	91.7	
900 - 959 AM	80.8	81.2	88.2	88.5	93.3	88.4	82.5	84.7	88.1	88.0	93.5	83.4	93.8	82.1	84.4	85.6	85.6	91.1	
1000 - 1059 AM	85.9	85.9	91.7	86.7	92.6	90.2	79.5	86.9	82.3	91.9	90.7	86.4	93.7	81.0	76.1	80.1	82.9	91.1	
1100 - 1159 AM	82.9	81.1	86.6	82.8	92.4	90.5	77.0	84.6	84.2	87.5	82.7	89.0	91.4	79.9	75.2	72.2	81.5	90.1	
1200 - 1259 PM	83.3	85.0	89.2	84.2	91.6	87.2	76.8	84.3	79.5	87.4	80.0	88.9	90.9	77.4	75.4	69.7	78.2	89.1	
100 - 159 PM	79.7	80.1	86.4	84.1	87.2	90.3	75.9	81.3	83.0	86.8	91.3	83.9	91.0	50.8	70.7	70.6	77.5	84.8	
200 - 259 PM	81.0	79.9	81.9	75.8	86.6	84.8	75.3	84.0	75.8	84.5	83.5	85.2	87.0	79.6	71.3	72.4	79.0	84.8	
300 - 359 PM	76.7	74.2	81.8	77.7	91.8	86.4	71.0	82.9	80.5	76.4	73.3	78.9	88.5	72.0	65.8	71.9	82.0	83.5	
400 - 459 PM	77.5	71.5	79.9	81.8	85.5	79.6	76.0	75.8	73.4	78.4	83.2	77.6	87.7	70.2	67.7	72.5	76.4	86.7	
500 - 559 PM	75.2	70.9	76.3	80.4	80.0	89.0	71.9	79.5	81.8	76.9	79.2	72.8	83.6	76.3	67.5	70.0	79.1	89.0	
600 - 659 PM	77.4	72.0	77.7	76.7	81.5	80.2	73.0	73.1	77.5	71.6	73.3	75.6	84.3	73.7	66.5	73.5	72.9	82.4	
700 - 759 PM	79.0	62.6	75.1	83.8	84.7	81.6	74.7	81.6	77.1	75.0	78.0	77.5	83.0	73.3	70.0	66.2	74.3	85.3	
800 - 859 PM	79.0	65.1	74.4	88.6	89.0	77.9	70.2	83.4	83.4	76.0	75.2	87.1	87.1	66.7	76.1	73.6	68.2	79.4	
900 - 959 PM	76.7	62.8	71.8	84.0	92.2	89.9	71.4	85.2	81.1	63.8	73.2	73.7	90.2	70.9	71.4	74.1	68.4	82.4	
1000 - 1059 PM	77.4	76.9	42.3	89.1	91.3	J/	82.9	90.1	80.9	84.6	J/	J/	89.0	82.8	77.1	80.2	66.7	96.7	
1100 - 559 AM	88.8	89.8	89.7	58.6	J/	J/	90.4	94.6	93.3	95.3	93.3	J/	96.7	83.6	80.8	86.8	91.2	J/	
TOTAL, ALL DEPARTURES, BY AIRPORT	81.4	78.1	84.3	84.8	89.1	86.8	77.0	83.8	82.0	83.5	84.2	82.1	89.7	77.2	77.0	77.3	79.9	87.9	

SCHEDULED DEPARTURE TIME			DEPARTURE AIRPORT														
			MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	97.7	91.6	94.2	90.6	93.1	92.1	93.4	88.7	93.7	93.5	92.2	96.2	90.2	94.4	92.2		
700 - 759 AM	93.7	88.4	89.3	85.0	92.4	90.2	90.8	90.9	92.9	89.6	89.7	92.7	90.8	94.2	90.2		
800 - 859 AM	88.7	83.7	81.3	83.0	87.7	87.0	87.4	91.8	92.0	86.6	84.5	87.5	91.0	92.8	87.3		
900 - 959 AM	89.5	93.9	85.8	80.2	89.0	82.6	80.7	91.3	89.3	84.7	85.3	94.3	89.5	90.5	86.0		
1000 - 1059 AM	89.3	79.9	84.1	80.2	86.0	81.0	78.8	86.7	80.5	81.5	76.7	86.4	88.9	89.4	84.4		
1100 - 1159 AM	83.3	87.2	83.1	76.1	83.0	85.5	81.3	90.0	76.0	73.4	71.7	86.5	86.8	83.8	82.1		
1200 - 1259 PM	81.0	83.7	83.9	73.3	82.5	84.9	73.9	91.6	78.6	76.6	70.8	73.4	85.0	83.5	80.7		
100 - 159 PM	83.8	83.8	85.8	76.2	83.9	85.0	73.8	74.7	69.5	75.5	69.0	83.2	86.5	82.2	80.2		
200 - 259 PM	76.7	77.5	83.6	67.9	86.0	76.2	73.4	87.5	74.4	78.4	69.3	84.0	84.8	86.3	79.9		
300 - 359 PM	75.3	78.4	77.5	66.7	72.6	74.3	70.1	69.1	70.8	74.9	71.2	78.7	83.3	81.5	76.3		
400 - 459 PM	69.5	75.1	79.4	66.8	70.0	74.5	74.3	87.3	73.7	76.9	75.9	81.0	82.8	81.5	76.4		
500 - 559 PM	78.3	81.4	77.6	61.2	79.1	73.4	72.3	79.3	68.0	70.0	65.8	80.6	79.8	85.2	76.2		
600 - 659 PM	73.3	70.3	77.6	63.2	74.8	71.1	67.6	75.6	69.2	64.1	71.4	78.2	81.3	78.4	73.4		
700 - 759 PM	74.5	79.8	79.0	60.6	70.4	72.6	69.8	80.2	71.3	64.6	69.7	80.8	76.6	85.0	75.2		
800 - 859 PM	68.5	81.5	71.5	59.9	76.5	75.5	73.0	86.1	66.3	58.0	64.4	79.5	82.1	80.8	75.9		
900 - 959 PM	69.6	87.8	J/	61.1	60.0	76.1	73.2	85.1	72.3	71.3	75.1	80.6	82.0	74.4	76.2		
1000 - 1059 PM	J/	94.4	80.6	66.0	96.7	J/	82.7	87.1	88.7	79.0	79.8	85.6	84.0	84.6	82.8		
1100 - 559 AM	J/	86.7	91.9	92.0	92.1	100.0	93.1	J/	93.3	88.1	84.6	86.2	81.4	100.0	86.4		
TOTAL, ALL DEPARTURES, BY AIRPORT	81.8	82.9	82.0	72.2	83.6	79.9	77.8	86.3	79.4	78.5	76.7	84.3	85.0	86.2	81.1		

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
MQ	4527	DTW-LGA	1415	26	84.62	57	52
DL	323	ATL-FLL	2035	30	83.33	48	24
MQ	4549	LGA-CMH	2040	21	80.95	49	43
MQ	4508	LGA-DTW	1155	25	80.00	48	46
DL	1466	FLL-ATL	1130	30	80.00	30	23

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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	5	1.1
AMERICAN EAGLE	1440	13	0.9
ALOHA	174	1	0.6
AMERICA WEST	603	2	0.3
UNITED	2111	7	0.3
DELTA	2423	5	0.2
SOUTHWEST	2764	3	0.1
CONTINENTAL	1169	1	0.1
NORTHWEST	1568	1	0.1
US AIRWAYS	2081	1	0.0
AMERICAN	2113	1	0.0
TRANS WORLD	714	0	0.0
TOTAL	17,595	40	0.2

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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)	83.2	88.8	232	232	DUBUQUE, IA. (DBQ)	49.5	65.8	109	111
AGUADILLA, P.R. (BQN)	80.0	100.0	30	30	DULUTH, MN. (DLH)	73.8	77.2	168	167
AKRON/CANTON, OH. (CAK)	90.7	91.9	86	86	DURANGO, CO. (DRO)		100.0		1
ALBANY, N.Y. (ALB)	81.1	87.8	1,383	1,384	DUTCH HARBOR, AK. (DUT)	84.4	65.6	32	32
ALBUQUERQUE, N.M. (ABQ)	81.3	83.9	3,010	3,010	EAGLE, CO. (EGE)	47.1	78.9	17	19
ALLENTOWN, PA. (ABE)	80.8	85.4	527	527	EL PASO, TX. (ELP)	80.0	85.2	1,829	1,832
AMARILLO, TX. (AMA)	82.7	90.5	543	545	ELMIRA, N.Y. (ELM)	89.7	94.0	116	116
ANCHORAGE, AK. (ANC)	76.7	86.6	1,444	1,438	ERIE, PA. (ERI)	94.2	98.3	120	120
ASHEVILLE, N.C. (AVL)	79.2	94.2	120	120	EUGENE, OR. (EUG)	67.1	79.8	173	173
ATLANTA, GA. (ATL)	82.3	81.4	21,381	21,401	EVANSVILLE, IN. (EVV)	70.8	75.2	137	137
ATLANTIC CITY, N.J. (ACY)				1	FAIRBANKS, AK. (FAI)	83.7	89.1	404	402
AUSTIN, TX. (AUS)	82.8	87.4	3,730	3,732	FARGO, N.D. (FAR)	88.8	90.4	116	115
BAKERSFIELD, CA. (BFL)	70.0	78.9	180	180	FAYETTEVILLE ARKANSAS REG (XNA)	75.6	78.9	495	494
BALTIMORE, MD. (BWI)	84.3	84.3	8,507	8,504	FAYETTEVILLE, N.C. (FAY)	90.0	93.3	60	60
BANGOR, ME. (BGR)	54.3	66.0	291	291	FLINT, MI. (FNT)	81.9	92.2	116	115
BARROW, AK. (BRW)	90.4	90.4	73	73	FRESNO, CA. (FAT)	75.9	80.5	266	266
BATON ROUGE, LA. (BTR)	77.1	86.1	506	505	FT. LAUDERDALE, FL. (FLL)	82.0	84.2	4,745	4,747
BEAUMONT/PORT ARTHUR, TX (BPT)	88.4	92.5	146	146	FT. MYERS, FL. (RSW)	84.1	88.8	1,804	1,806
BETHEL, AK. (BET)	80.0	81.1	90	90	FT. SMITH, AR. (FSM)	82.8	90.1	232	232
BILLINGS, MT. (BIL)	83.6	89.3	299	299	FT. WAYNE, IN. (FWA)	69.8	76.3	258	257
BINGHAMTON, N.Y. (BGM)	80.0	93.3	60	60	GRAND FORKS, N.D. (GFK)	70.0	93.3	30	30
BIRMINGHAM, AL. (BHM)	86.0	88.9	1,610	1,613	GRAND RAPIDS, MI. (GRR)	72.6	82.4	980	980
BISMARCK, N.D. (BIS)	77.6	93.9	116	115	GREAT FALLS, MT. (GTF)	90.6	92.8	180	180
BLOOMINGTON, IL. (BMI)	66.4	73.3	116	116	GREEN BAY, WI. (GRB)	74.2	82.1	364	364
BOISE, ID. (BOI)	80.3	86.2	1,021	1,022	GREENSBORO/HIGH PT., N.C. (GSO)	79.3	85.4	1,368	1,367
BOSTON, MA. (BOS)	75.7	78.1	11,755	11,754	GREENVILLE/SPARTBG., S.C. (GSP)	79.7	86.2	669	669
BOZEMAN, MT. (BZN)	80.8	93.4	120	121	GULFPORT/BILOXI, MS. (GPT)	87.8	93.3	90	90
BRISTOL, TN. (TRI)	93.3	95.0	60	60	GUNNISON, CO. (GUC)	100.0	100.0	1	2
BROWNSVILLE, TX. (BRO)	80.8	100.0	26	25	HARLINGEN, TX. (HRL)	83.4	88.6	446	446
BUFFALO, N.Y. (BUF)	80.0	84.8	1,824	1,828	HARRISBURG, PA. (MDT)	79.8	86.2	564	565
BURBANK, CA. (BUR)	75.9	77.6	2,237	2,237	HARTFORD, CT./SPGFLD, MA. (BDL)	81.4	87.1	3,130	3,134
BURLINGTON, VT. (BTV)	72.4	82.2	471	471	HELENA, MT. (HLN)	91.7	93.3	60	60
CEDAR RAPIDS/IOWA CTY, IA. (CID)	74.7	83.0	553	552	HILO, HAWAII, HI. (ITO)	84.8	88.1	420	420
CHAMPAIGN, IL. (CMI)	68.3	73.8	142	141	HONOLULU, OAHU, HI. (HNL)	85.2	89.5	3,288	3,293
CHARLESTON, S.C. (CHS)	83.1	89.9	575	575	HOUSTON, TX. (HOU)	84.0	81.1	5,019	5,022
CHARLESTON, W.V. (CRW)	91.1	91.1	90	90	HOUSTON, TX. (IAH)	87.9	89.7	10,864	10,863
CHARLOTTE, N.C. (CLT)	86.7	84.8	10,928	10,931	HUNTSVILLE/DECATUR, AL. (HSV)	81.6	86.5	532	532
CHATTANOOGA, TN. (CHA)	77.7	84.6	175	175	INDIANAPOLIS, IN. (IND)	80.5	85.5	3,210	3,209
CHICAGO, IL. (MDW)	85.4	81.8	4,148	4,149	INDIO/PALM SPRINGS, CA. (PSP)	71.6	79.1	920	925
CHICAGO, IL. (ORD)	70.1	72.2	29,122	29,119	ISLIP/LONG IS., N.Y. (ISP)	82.8	84.4	965	964
CINCINNATI, OH. (CVG)	88.2	89.1	5,642	5,647	ITHACA, N.Y. (ITH)	92.2	95.7	116	116
CLEVELAND, OH. (CLE)	81.2	87.3	4,897	4,897	JACKSON/VICKSBURG, MS. (JAN)	84.3	89.4	859	861
COLLEGE STATION, TX. (CLL)	86.2	92.4	210	210	JACKSON, WY. (JAC)	100.0	100.0	1	2
COLORADO SPRINGS, CO. (COS)	75.8	87.6	972	970	JACKSONVILLE, FL. (JAX)	82.6	87.3	2,347	2,348
COLUMBIA, S.C. (CAE)	85.4	91.3	322	322	JUNEAU, AK. (JNU)	78.5	78.7	302	301
COLUMBUS, OH. (CMH)	78.9	84.4	3,293	3,294	KAHULUI, MAUI, HI. (OGG)	83.9	87.0	1,405	1,405
CORDOVA, AK. (CDV)	76.7	81.7	60	60	KALAMAZOO, MI. (AZO)	66.5	76.7	236	236
CORPUS CHRISTI, TX. (CRP)	79.1	87.7	464	462	KALISPELL, MT. (FCA)	90.0	90.0	120	120
DALLAS/FT. WORTH, TX. (DAL)	85.4	81.6	4,106	4,107	KANSAS CITY, MO. (MCI)	81.2	85.4	5,215	5,211
DALLAS/FT. WORTH, TX. (DFW)	84.5	83.8	26,954	26,923	KETCHIKAN, AK. (KTN)	78.0	86.8	182	182
DAYTON, OH. (DAY)	74.8	85.4	913	913	KEY WEST, FL. (EYW)	71.1	81.6	305	305
DAYTONA BEACH, FL. (DAB)	78.0	83.3	150	150	KILLEEN, TX. (ILE)	82.3	89.5	266	266
DEADHORSE, AK. (SCC)	90.0	90.0	30	30	KING SALMON, AK. (AKN)	81.8	81.8	11	11
DENVER, CO. (DEN)	75.8	77.0	11,380	11,375	KNOXVILLE, TN. (TYS)	86.7	92.0	502	503
DES MOINES, IA. (DSM)	70.0	79.9	714	713	KODIAK, AK. (ADQ)	73.3	78.3	60	60
DETROIT, MI. (DTW)	83.9	82.0	12,820	12,821	KONA, HAWAII, HI. (KOA)	86.6	91.9	744	741
DILLINGHAM, AK. (DLG)	81.8	81.8	11	11	KOTZEBUE, AK. (OTZ)	78.1	76.7	73	73

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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.
LA CROSSE, WI. (LSE)	66.1	66.7	121	120	PROVIDENCE, R.I. (PVD)	83.0	87.4	2,513	2,510
LAFAYETTE, LA. (LFT)	81.9	90.1	182	181	RALEIGH/DURHAM, N.C. (RDU)	83.0	86.6	2,997	2,993
LANSING, MI. (LAN)	80.6	88.6	201	201	RAPID CITY, S.D. (RAP)	79.4	82.2	107	107
LAREDO, TX. (LRD)	77.5	84.2	120	120	RENO, NV. (RNO)	76.4	81.3	2,212	2,211
LAS VEGAS, NV. (LAS)	75.9	77.0	11,294	11,288	RICHMOND, VA. (RIC)	79.6	84.4	1,615	1,616
LAWTON, OK. (LAW)	75.6	87.8	180	180	ROANOKE, VA. (ROA)	86.1	91.7	180	180
LEXINGTON/FRKFT, KY. (LEX)	89.0	95.5	264	265	ROCHESTER, MN. (RST)	72.9	82.6	199	201
LIHUE, KAUAI, HI. (LIH)	87.1	92.4	776	775	ROCHESTER, N.Y. (ROC)	75.9	81.9	1,477	1,475
LINCOLN, NE. (LNK)	76.9	81.5	173	173	SACRAMENTO, CA. (SMF)	77.0	79.9	3,297	3,297
LITTLE ROCK, AR. (LIT)	83.1	90.9	1,337	1,337	SAGINAW, MI. (MBS)	80.5	86.7	329	330
LONG BEACH, CA. (LGB)	78.7	90.1	253	252	SALT LAKE CITY, UT. (SLC)	80.3	84.3	6,478	6,460
LONGVIEW, TX. (GGG)	85.3	90.0	150	150	SAN ANGELO, TX. (SJT)	86.3	92.2	205	206
LOS ANGELES, CA. (LAX)	70.3	77.3	19,684	19,679	SAN ANTONIO, TX. (SAT)	82.6	88.3	3,145	3,145
LOUISVILLE, KY. (SDF)	87.2	91.3	1,750	1,749	SAN DIEGO, CA. (SAN)	73.0	79.4	6,957	6,959
LUBBOCK, TX. (LBB)	81.1	86.7	725	724	SAN FRANCISCO, CA. (OAK)	76.1	75.8	5,292	5,291
MADISON, WI. (MSN)	72.5	80.1	553	552	SAN FRANCISCO, CA. (SFO)	64.7	76.7	10,419	10,415
MANCHESTER, N.H. (MHT)	84.5	88.5	1,356	1,354	SAN JOSE, CA. (SJC)	73.3	78.2	6,202	6,199
MARQUETTE, MI. (MQT)	60.0	86.2	30	29	SAN JUAN, P.R. (SJU)	80.2	83.4	2,469	2,471
MEDFORD, OR. (MFR)	78.2	77.3	110	110	SAN LUIS OBISPO, CA. (SBP)	68.0	74.8	206	206
MELBOURNE, FL. (MLB)	83.3	90.7	150	150	SANTA BARBARA, CA. (SBA)	77.9	75.9	526	526
MEMPHIS, TN. (MEM)	86.0	84.3	4,831	4,830	SARASOTA/BRAD., FL. (SRQ)	83.7	87.8	496	498
MIAMI, FL. (MIA)	82.0	82.9	6,927	6,926	SAVANNAH, GA. (SAV)	80.9	90.9	559	559
MIDLAND/ODESSA, TX. (MAF)	78.6	84.5	621	621	SCRANTON/WILKES-BARRE, PA. (AVP)	80.0	93.3	120	120
MILWAUKEE, WI. (MKE)	74.2	85.4	1,563	1,565	SEATTLE, WA. (SEA)	69.9	78.5	8,421	8,417
MINNEAPLS/ST.P. MN. (MSP)	79.9	82.0	11,741	11,749	SHREVEPORT, LA. (SHV)	78.8	86.6	538	539
MINOT, N.D. (MOT)	77.8	87.8	90	90	SIOUX CITY, IA. (SUX)	78.6	92.7	56	55
MISSION/MCALLEEN, TX. (MFE)	84.2	93.8	322	321	SIOUX FALLS, S.D. (FSD)	83.1	92.8	266	265
MISSOULA, MT. (MSO)	82.7	91.3	150	149	SITKA, AK. (SIT)	73.3	86.7	90	90
MOBILE, AL./PASCAGOULA, MS. (MOB)	79.6	86.9	357	359	SOUTH BEND, IN. (SBN)	85.4	92.7	137	137
MOLINE, IL. (MLI)	89.0	92.4	146	145	SPOKANE, WA. (GEG)	74.3	82.9	1,024	1,024
MONROE, LA. (MLU)	79.9	92.7	179	178	SPRINGFIELD, MO. (SGF)	81.9	90.2	442	441
MONTEREY, CA. (MRY)	74.4	76.1	180	180	ST. CROIX, V.I. (STX)	88.3	86.7	60	60
MONTROSE, CO. (MTJ)	100.0	87.5	8	8	ST. LOUIS, MO. (STL)	85.3	85.0	13,557	13,569
MYRTLE BEACH, S.C. (MYR)	73.7	83.0	247	247	ST. THOMAS, V.I. (STT)	83.2	88.7	292	292
NAPLES, FL. (APF)	77.6	80.0	58	60	STEAMBOAT SPRINGS, CO. (HDN)	100.0	100.0	2	3
NASHVILLE, TN. (BNA)	86.0	87.9	4,764	4,766	SYRACUSE, N.Y. (SYR)	80.1	86.9	1,047	1,049
NEW ORLEANS, LA. (MSY)	84.8	88.6	4,388	4,392	TALLAHASSEE, FL. (TLH)	78.3	91.7	120	120
NEW YORK, N.Y. (JFK)	75.1	77.2	5,477	5,471	TAMPA, FL. (TPA)	81.8	86.2	6,028	6,036
NEW YORK, N.Y. (LGA)	73.6	79.9	10,562	10,560	TEXARKANA, AR. (TXK)	81.5	89.0	146	145
NEWARK, N.J. (EWR)	78.9	83.5	10,572	10,565	TOLEDO, OH. (TOL)	71.4	79.0	206	205
NEWBURGH, N.Y. (SWF)	78.9	87.8	90	90	TRAVERSE CITY, MI. (TVC)	72.5	77.2	178	180
NOME, AK. (OME)	76.6	72.7	77	77	TUCSON, AZ. (TUS)	78.2	84.2	1,667	1,667
NORFOLK/VA. BEACH, VA. (ORF)	77.9	84.7	1,501	1,500	TULSA, OK. (TUL)	82.2	87.1	1,913	1,913
OKLAHOMA CITY, OK. (OKC)	79.3	84.6	1,875	1,876	TYLER, TX. (TYR)	87.8	91.5	270	270
OMAHA, NE. (OMA)	78.1	83.6	1,594	1,593	VALPARAISO, FL. (VPS)	86.7	90.8	120	120
ONTARIO, CA. (ONT)	78.1	82.8	3,005	3,020	WACO, TX. (ACT)	87.5	90.0	232	231
ORANGE COUNTY, CA. (SNA)	75.8	81.0	3,559	3,555	WASHINGTON, D.C. (DCA)	83.3	86.8	8,067	8,063
ORLANDO, FL. (MCO)	84.3	87.9	8,833	8,838	WASHINGTON, D.C. (IAD)	81.8	82.1	4,635	4,632
PASCO, WA. (PSC)	84.4	92.2	90	90	WEST PALM BEACH, FL. (PBI)	78.7	84.8	2,463	2,464
PENSACOLA, FL. (PNS)	85.0	91.9	446	446	WHITE PLAINS, N.Y. (HPN)	73.3	78.8	643	643
PEORIA, IL. (PIA)	67.8	75.3	146	146	WICHITA FALLS, TX. (SPS)	79.9	83.8	179	179
PETERSBURG, AK. (PSG)	76.7	80.0	60	60	WICHITA, KS. (ICT)	80.8	88.6	686	686
PHILADELPHIA, PA. (PHL)	77.4	79.9	10,425	10,423	WILMINGTON, N.C. (ILM)	92.2	92.2	180	180
PHOENIX, AZ. (PHX)	74.9	77.8	15,701	15,711	WORCESTER, MA. (ORH)	49.4	67.8	89	90
PITTSBURGH, PA. (PIT)	85.4	86.3	9,148	9,152	WRANGELL, AK. (WRG)	75.0	85.0	60	60
PORTLAND, ME. (PWM)	75.9	82.1	841	840	YAKUTAT, AK. (YAK)	75.0	81.7	60	60
PORTLAND, OR. (PDX)	76.2	83.6	4,624	4,628					

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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/	17	24164	1236	5.1	104	41858	2185	5.2
UNITED S/	31	49995	1970	3.9	99	61722	2350	3.8
AMERICAN S/	32	47715	1450	3.0	98	62332	1727	2.8
DELTA S/	31	53785	1114	2.1	110	72243	1432	2.0
AMERICA WEST S/	26	13611	274	2.0	53	17832	365	2.0
TRANS WORLD S/	30	15687	322	2.1	70	20799	422	2.0
NORTHWEST S/	32	30891	634	2.1	114	45488	842	1.9
US AIRWAYS S/	28	46178	829	1.8	88	61582	1061	1.7
ALASKA S/	8	7433	98	1.3	36	12791	195	1.5
ALOHA S/	1	59	0	N/A	7	5344	47	0.9
SOUTHWEST S/	15	33470	225	0.7	58	79095	579	0.7
CONTINENTAL S/	31	24787	170	0.7	87	33101	209	0.6
T O T A L		347,775	8,322	2.4		514,187	11,414	2.2

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

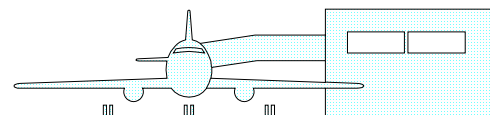
Atlanta. Hartsfield	ATL
Baltimore/Washington. International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. Midway	MDW
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth. International	DFW
Denver. International	DEN
Detroit. Metro Wayne County	DTW
Ft. Lauderdale.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

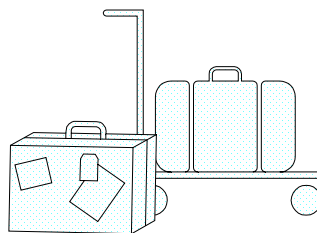
Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

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.



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

RANK	AIRLINE	APRIL 2001			APRIL 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,799	1,007,504	2.78	2,615	943,845	2.77
2	CONTINENTAL AIRLINES	12,898	3,413,351	3.78	12,674	3,098,177	4.09
3	AMERICA WEST AIRLINES	6,710	1,757,949	3.82	9,257	1,593,201	5.81
4	NORTHWEST AIRLINES	16,153	4,204,647	3.84	17,106	4,031,346	4.24
5	AMERICAN AIRLINES	23,804	5,962,369	3.99	29,236	5,826,188	5.02
6	US AIRWAYS	22,103	5,286,711	4.18	21,034	4,903,202	4.29
7	DELTA AIR LINES	34,510	8,183,378	4.22	33,439	8,776,696	3.81
8	TRANS WORLD AIRLINES	9,444	2,010,979	4.70	9,627	2,130,251	4.52
9	UNITED AIRLINES	29,858	6,297,914	4.74	37,722	6,425,215	5.87
10	SOUTHWEST AIRLINES	32,947	6,696,551	4.92	24,185	6,030,012	4.01
11	AMERICAN EAGLE	6,019	1,042,790	5.77	*	*	
TOTALS		197,245	45,864,143	4.30	196,895	43,758,133	4.50

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.

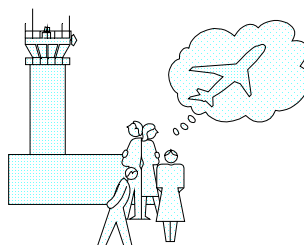
OVERSALES

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.



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

RANK	AIRLINE	JANUARY-MARCH 2001				JANUARY-MARCH 2000			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	AMERICAN AIRLINES	40,821	682	17,817,614	0.38	67,298	1,102	18,577,574	0.59
2	DELTA AIR LINES	50,898	933	22,777,490	0.41	47,522	1,061	24,342,046	0.44
3	AMERICA WEST AIRLINES	16,119	247	5,053,333	0.49	17,354	841	4,695,690	1.79
4	NORTHWEST AIRLINES	24,148	622	12,017,912	0.52	24,822	141	12,132,199	0.12
5	US AIRWAYS	26,484	708	13,550,384	0.52	22,539	998	12,400,715	0.80
6	UNITED AIRLINES	32,692	1,412	17,280,438	0.82	30,196	3,006	18,617,529	1.61
7	CONTINENTAL AIRLINES	17,109	1,249	9,601,442	1.30	15,608	849	9,578,794	0.89
8	ALASKA AIRLINES	9,001	478	3,192,066	1.50	6,930	464	3,160,695	1.47
9	SOUTHWEST AIRLINES	20,550	2,811	17,916,390	1.57	24,852	2,796	16,418,368	1.70
10	TRANS WORLD AIRLINES	12,245	1,357	5,252,809	2.58	14,183	1,068	5,855,293	1.82
11	AMERICAN EAGLE AIRLINES	488	202	508,844	3.97	508	129	538,442	2.40
	TOTALS	250,555	10,701	124,968,722	0.86	271,812	12,455	126,317,345	0.99

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.

Note: Totals for January thru March 2000 reflect corrections of the Continental Airlines and Trans World Airlines data for the 1st Q of 2000.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. American Eagle ranking effective 1st quarter 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

	APRIL 2001					APRIL 2000			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUEST		COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUEST
U.S. AIRLINES	1,498	91	5	27		1,826	211	20	82
FOREIGN AIRLINES	132	0	0	0		205	0	6	2
TRAVEL AGENTS	20	0	0	0		23	0	0	0
TOUR OPERATORS	6	0	0	1		20	0	0	1
MISCELLANEOUS	11	9	0	8		25	15	1	8
INDUSTRY TOTALS	1,667	100	5	36		2,099	226	27	93

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	APRIL 2001			APRIL 2000		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	575		1	749	
CANCELLATIONS			196			231
DELAYS			168			239
MISCONNECTIONS			83			95
CUSTOMER SERVICE	2	328		2	454	
BAGGAGE	3	263		3	302	
RES/TKTG/BOARDING	4	152		4	151	
OVERSALES	5	91		6	98	
FARES	6	72		8	84	
REFUNDS	7	64		5	114	
OTHER	8	64		7	85	
FREQUENT FLYER			26			39
DISABILITY	9	49		9	44	
TOURS OR CHARTERS	10	8		10	11	
ADVERTISING	11	1		11	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,667			2,099	

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*

APRIL 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	20	3	2	2	1	8	9	2	0	0	0	1	48
ALASKA AIRLINES	5	0	1	0	0	7	4	0	0	0	0	1	18
AMERICA WEST AIRLINES	23	11	7	2	1	12	13	4	0	0	0	1	74
AMERICAN AIRLINES	97	14	21	10	5	37	45	9	0	0	0	7	245
AMERICAN EAGLE	20	2	3	0	0	1	3	0	0	0	0	2	31
AMERICAN TRANS AIR	11	4	5	0	1	10	7	0	0	0	0	0	38
ATLANTIC SOUTHEAST AIRLINES	8	1	1	0	0	1	3	0	0	0	0	0	14
COMAIR	5	0	1	0	0	0	0	0	0	0	0	0	6
CONTINENTAL AIRLINES	19	4	8	5	6	13	16	3	0	0	0	3	77
DELTA AIR LINES	65	3	22	15	8	29	35	6	0	0	0	11	194
DELTA CONNECTION	0	3	0	1	0	0	0	1	0	0	0	1	6
FRONTIER AIRLINES	10	0	0	1	2	2	1	0	0	0	0	1	17
MIDWAY AIRLINES	4	0	1	1	0	1	1	0	0	0	0	0	8
NATIONAL AIRLINES	4	1	0	1	1	3	5	0	0	0	0	1	16
NORTHWEST AIRLINES	45	1	8	9	6	16	23	5	0	0	0	6	119
PAN AM	4	0	0	0	0	0	0	0	0	1	0	0	5
RYAN INTERNATIONAL AIRLINES	5	0	0	0	0	0	1	2	0	0	0	0	8
SOUTHWEST AIRLINES	3	1	2	0	1	2	5	1	1	0	0	2	18
SPIRIT AIRLINES	13	4	3	3	2	11	9	4	0	0	0	1	50
TRANS WORLD AIRLINES	15	8	6	0	2	6	10	0	0	0	0	2	49
UNITED AIRLINES	98	9	19	8	8	45	68	3	0	1	0	11	270
UNITED EXPRESS	6	1	0	0	0	2	1	1	0	0	0	1	12
US AIRWAYS	45	3	13	8	0	18	23	4	0	1	0	1	116
OTHER U.S. AIRLINES	21	6	6	1	6	4	11	1	0	0	0	3	59
TOTAL APRIL 2001	546	79	129	67	50	228	293	46	1	3	0	56	1,498
% OF TOTAL COMPLAINTS	39.5	5.7	9.4	4.8	3.6	16.5	21.2	3.3	0.1	0.2	0	4	
TOTAL APRIL 2000	712	85	115	74	82	241	402	42	3	4	0	66	1,826
% OF TOTAL COMPLAINTS	39	4.7	6.3	4.1	4.5	13.2	22	2.3	0.2	0.2	0	3.6	

* 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									
APRIL 2001									
U.S. AIRLINES*	COMPS RECD IN APRIL	INCI- DENTS IN APRIL	PERCENT	INCI- DENTS IN MARCH	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	48	11	22.9	9	18.8	2	4.2	26	54.2
ALASKA AIRLINES	18	4	22.2	0	0.0	3	16.7	11	61.1
AMERICA WEST AIRLINES	74	21	28.4	9	12.2	9	12.2	35	47.3
AMERICAN AIRLINES	245	38	15.5	39	15.9	35	14.3	133	54.3
AMERICAN EAGLE	31	6	19.4	6	19.4	5	16.1	14	45.2
AMERICAN TRANS AIR	38	4	10.5	1	2.6	8	21.1	25	65.8
ATLANTIC SOUTHEAST AIRLINES	14	3	21.4	5	35.7	0	0.0	6	42.9
COMAIR	6	0	0.0	0	0.0	0	0.0	6	100.0
CONTINENTAL AIRLINES	77	12	15.6	13	16.9	10	13.0	42	54.5
DELTA AIR LINES	194	50	25.8	18	9.3	30	15.5	96	49.5
DELTA CONNECTION	6	3	50.0	0	0.0	1	16.7	2	33.3
FRONTIER AIRLINES	17	1	5.9	0	0.0	4	23.5	12	70.6
MIDWAY AIRLINES	8	2	25.0	0	0.0	2	25.0	4	50.0
NATIONAL AIRLINES	16	5	31.2	2	12.5	0	0.0	9	56.2
NORTHWEST AIRLINES	119	28	23.5	11	9.2	18	15.1	62	52.1
PAN AM	5	1	20.0	1	20.0	1	20.0	2	40.0
RYAN INTERNATIONAL AIRLINES	8	1	12.5	1	12.5	3	37.5	3	37.5
SOUTHWEST AIRLINES	18	4	22.2	2	11.1	4	22.2	8	44.4
SPIRIT AIRLINES	50	9	18.0	5	10.0	6	12.0	30	60.0
TRANS WORLD AIRLINES	49	7	14.0	7	14.0	6	12.0	30	60.0
UNITED AIRLINES	270	60	22.2	37	13.7	37	13.7	136	50.4
UNITED EXPRESS	12	5	41.7	2	16.7	1	8.3	4	33.3
US AIRWAYS	116	18	15.5	22	19.0	5	4.3	71	61.2
OTHER U.S. AIRLINES	59	15	25.4	6	10.2	9	15.3	29	49.2
TOTALS	1,498	308	20.5	196	13.1	199	13.3	796	53.1
PREVIOUS YEAR'S TOTALS	1,826	643	35.2	559	30.6	448	24.5	176	9.6

*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**

APRIL 2001

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	2	1	1	0	0	3	2	0	0	0	0	0	9
AIR FRANCE	3	5	1	0	3	3	4	0	0	0	0	1	20
ALITALIA AIRLINES	3	1	3	0	0	1	7	0	0	0	0	1	16
BRITISH AIRWAYS	1	1	1	0	0	4	2	1	0	1	0	0	11
KLM	2	0	0	0	0	2	2	1	0	0	0	0	7
LUFTHANSA	1	1	0	0	0	2	1	0	0	0	0	2	7
OTHER FOREIGN AIRLINES	13	3	8	1	4	20	11	1	0	0	0	1	62
TOTALS	25	12	14	1	7	35	29	3	0	1	0	5	132
<u>TRAVEL AGENTS</u>													
PRICELINE.COM	0	0	4	1	2	0	0	0	0	0	0	0	7
TRAVELOCITY.COM	0	0	2	0	4	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	1	0	3	1	0	0	2	0	0	0	0	0	7
TOTALS	1	0	9	2	6	0	2	0	0	0	0	0	20
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	2	0	0	0	0	0	0	0	0	4	0	0	6
TOTALS	2	0	0	0	0	0	0	0	0	4	0	0	6
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	0	2	1	0	4	0	0	0	0	3	11
TOTALS	1	0	0	2	1	0	4	0	0	0	0	3	11

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

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

TABLE 6

**APRIL
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES ***

Rank	Airline	APRIL 2001			APRIL 2000		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	18	6,533,305	0.28	31	6,037,432	0.51
2	<i>ALASKA AIRLINES</i>	18	1,179,929	1.53	44	1,100,485	4.00
3	<i>CONTINENTAL AIRLINES</i>	77	3,921,528	1.96	114	3,811,932	2.99
4	<i>US AIRWAYS</i>	116	5,565,501	2.08	122	5,079,665	2.40
5	<i>DELTA AIR LINES</i>	194	8,571,084	2.26	210	9,144,755	2.30
6	<i>TRANS WORLD AIRLINES</i>	49	1,993,841	2.46	78	2,194,922	3.55
7	<i>NORTHWEST AIRLINES</i>	119	4,838,993	2.46	135	4,849,264	2.78
8	<i>AMERICAN EAGLE AIRLINES</i>	31	1,081,565	2.87	44	994,455	4.42
9	<i>AMERICAN AIRLINES</i>	245	7,058,778	3.47	299	7,311,858	4.09
10	<i>UNITED AIRLINES</i>	270	6,809,584	3.96	272	7,286,698	3.73
11	<i>AMERICA WEST AIRLINES</i>	74	1,728,335	4.28	137	1,637,127	8.37
TOTAL		1,211	49,282,443	2.46	1,486	49,448,593	3.01

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.

