



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: September 2001

Includes data for the following periods:

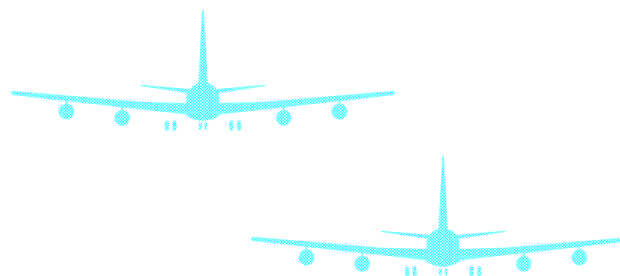
Flight Delays	July 2001 12 Months Ending July 2001
Mishandled Baggage	July 2001
Oversales	2nd Quarter 2001 January-June 2001
Consumer Complaints (Includes Disability Complaints)	July 2001

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.

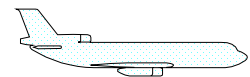
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



JULY 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	89.1	8	83.6
SOUTHWEST S/	15	82.8	58	83.5
CONTINENTAL S/	31	82.2	84	82.8
TRANS WORLD	30	81.8	69	81.9
NORTHWEST S/	32	80.0	112	80.2
AMERICAN S/	32	77.8	93	78.2
US AIRWAYS S/	28	78.3	89	78.1
DELTA S/	31	78.0	109	78.0
AMERICA WEST S/	26	74.0	52	74.3
AMERICAN EAGLE S/	18	74.8	104	73.2
UNITED S/	31	72.1	96	71.7
ALASKA S/	8	68.1	37	70.6
T O T A L		77.6		78.1

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

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	3RD QUARTER		4TH QUARTER		1ST QUARTER		2ND QUARTER						12 MONTHS			
	07-09 2000		10-12 2000		01-03 2001		04-06 2001		05 2001		06 2001		07 2001		ENDING	
															07 2001	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	70.2	(8)	64.5	(10)	63.5	(12)	72.5	(11)	77.3	(10)	69.3	(11)	70.6	(12)	68.3	(10)
ALOHA	----	--	90.6	(1)	85.3	(1)	84.5	(1)	87.3	(1)	79.0	(2)	83.6	(1)	86.4	---
AMERICA WEST	66.4	(9)	64.1	(11)	68.7	(10)	75.2	(9)	77.0	(11)	75.1	(7)	74.3	(9)	69.4	(8)
AMERICAN	75.3	(6)	69.5	(7)	73.7	(7)	77.9	(8)	79.6	(8)	75.1	(6)	78.2	(6)	74.5	(7)
AMERICAN EAGLE	----	--	----	--	63.7	(11)	70.1	(12)	71.6	(12)	67.6	(12)	73.2	(10)	67.9	---
CONTINENTAL	79.1	(2)	78.7	(2)	79.5	(2)	82.6	(3)	86.1	(2)	76.0	(5)	82.8	(3)	80.2	(1)
DELTA	77.2	(5)	68.7	(8)	73.2	(9)	78.9	(7)	83.3	(6)	71.9	(10)	78.0	(8)	74.6	(6)
NORTHWEST	79.6	(1)	72.2	(5)	79.1	(3)	80.9	(5)	84.0	(5)	78.0	(4)	80.2	(5)	78.2	(3)
SOUTHWEST	78.8	(3)	70.4	(6)	77.8	(4)	83.2	(2)	85.0	(4)	81.7	(1)	83.5	(2)	78.0	(4)
TRANS WORLD	78.7	(4)	73.3	(4)	76.1	(6)	82.4	(4)	85.2	(3)	78.7	(3)	81.9	(4)	78.3	(2)
UNITED	51.6	(10)	66.7	(9)	73.6	(8)	74.3	(10)	77.9	(9)	73.6	(9)	71.7	(11)	69.0	(9)
US AIRWAYS	70.9	(7)	73.3	(3)	77.3	(5)	80.3	(6)	83.1	(7)	74.6	(8)	78.1	(7)	76.0	(5)
TOTAL	72.7		70.6		74.5		78.7		81.5		75.2		78.1		74.9	

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT															
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	686	72.0	1804	73.2	420	74.8	246	83.3	92	78.3	1046	78.3	824	79.9	14795	84.9
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		H/		H/		H/		H/	
CO	504	77.4	747	74.0	310	81.9	95	80.0			572	84.3	387	82.4	564	82.4
DL	18973	76.3	2281	77.5	432	75.7	278	70.9	5289	83.2	1646	79.5	619	79.0	3570	84.7
HP	155	45.2	155	67.7	185	53.5	H/		H/		155	69.0	268	63.1	201	64.2
MQ	H/		2783	63.9	361	58.4	153	56.9	175	62.3	426	72.1	H/		6803	87.6
NW	632	71.7	645	67.4	393	73.5	246	84.1	26	84.6	635	77.6	433	66.5	533	83.9
TW	206	71.4	243	65.0	186	79.0	118	83.9	H/		240	79.2	276	77.5	295	83.7
UA	586	67.1	1307	70.9	433	73.7	154	69.5	153	71.2	485	67.0	9260	75.3	790	75.3
US	609	68.6	2394	76.7	2267	79.8	10326	81.1	H/		2889	85.7	334	81.7	332	84.9
WN	H/		H/		3903	84.7	H/		H/		H/		H/		H/	
TOTAL	22351	75.4	12359	71.8	8890	79.6	11616	80.5	5735	82.1	8094	80.4	12401	75.7	27883	85.0

	ARRIVAL AIRPORT															
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	556	75.2	878	69.1	380	71.1	442	70.1	579	70.5	1151	79.0	677	80.2	3640	76.4
AQ		H/		H/		H/		H/		H/		H/	92	89.1		H/
AS		H/		H/		H/		H/		H/		H/	306	69.6	823	70.8
CO	365	74.8	6361	80.8	499	81.2	86	86.0	8827	85.8	59	84.7	450	84.0	687	78.5
DL	340	65.9	1103	73.3	1426	74.4	491	76.0	274	69.7	1049	68.2	711	85.4	1422	81.0
HP	155	55.5	186	62.4	62	43.5		H/	150	71.3	279	67.4	2578	74.4	760	69.6
MQ	118	65.3	211	59.2		H/		H/			2058	63.9		H/	2705	77.8
NW	10576	84.7	600	76.7	93	75.3	298	80.5	430	82.8	155	72.3	341	77.7	680	69.7
TW	186	79.6	206	76.7	155	83.9	121	81.8	119	79.0	640	75.2	155	81.9	427	81.0
UA	308	70.1	935	68.8	62	64.5	3081	76.1	431	71.0	598	77.4	1142	74.1	5671	76.5
US	389	76.1	522	73.2	1000	76.2	403	75.7	332	70.5		H/	252	84.1	544	75.9
WN	589	75.9		H/	972	78.7		H/	193	83.4		H/	5105	85.0	3522	77.6
TOTAL	13582	82.0	11002	76.7	4649	75.9	4922	76.1	11335	83.2	5989	70.7	11809	80.7	20881	76.6

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

CARRIER	ARRIVAL AIRPORT											
	LGA		MCO		MDW		MIA		MSP		ORD	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1751	66.5	658	77.4	122	74.6	3189	77.2	552	79.7	9671	73.5
AQ	H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		H/		H/	
CO	480	77.1	560	84.6	17	100.0	392	80.1	300	86.0	644	73.9
DL	2371	74.4	2546	76.9	H/		435	72.0	340	80.9	884	62.1
HP	H/		62	46.8	H/		62	67.7	124	66.9	247	60.3
MQ	1160	72.2	300	62.7	H/		1059	70.7	H/		5334	73.0
NW	641	73.0	465	71.6	435	80.2	204	76.0	10927	82.9	838	68.4
TW	231	66.2	310	80.6	H/		221	83.3	299	82.9	324	72.2
UA	1000	64.6	607	71.8	H/		495	62.8	649	64.9	12443	71.5
US	2794	79.2	1598	80.0	93	81.7	430	81.2	248	73.8	674	65.3
WN	H/		1602	82.8	3719	85.2	H/		H/		H/	
TOTAL	10428	73.1	8708	77.9	4386	84.4	6487	75.2	13439	81.6	31090	71.9

CARRIER	ARRIVAL AIRPORT											
	PHX		PIT		SAN		SEA		SFO		SLC	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	724	77.3	93	77.4	792	78.4	746	81.5	1365	70.0	186	64.0
AQ	H/		H/		H/		H/		H/		H/	
AS	248	68.5	H/		429	70.2	4256	65.6	549	63.8	H/	
CO	355	83.4	99	82.8	239	77.8	367	84.7	508	72.4	117	77.8
DL	614	85.0	238	79.0	463	84.2	589	76.2	742	71.7	4274	85.5
HP	6998	80.0	H/		432	73.6	224	73.7	310	54.2	150	76.0
MQ	H/		301	64.5	1055	79.3	H/		H/		H/	
NW	340	75.6	206	80.6	217	64.1	712	74.2	493	64.5	124	61.3
TW	186	79.0	175	79.4	124	86.3	217	76.5	248	77.4	122	80.3
UA	896	70.9	183	71.0	1025	74.0	1607	69.4	6693	68.3	527	73.1
US	279	82.8	8051	78.5	279	79.6	365	70.4	518	75.7	H/	
WN	5515	82.9	H/		2378	84.6	1129	78.8	H/		1196	84.4
TOTAL	16155	80.4	9346	78.0	7433	79.2	10212	71.3	11426	68.7	6696	82.9

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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		74.2	83.4	85.5	89.9	79.6	J/	95.7	91.1	94.2	84.4	J/	80.0	87.5	87.1	98.1	93.4	84.7	80.6
700 - 759 AM		87.8	87.5	93.2	90.4	89.1	96.1	91.7	93.0	91.5	83.7	78.8	89.2	95.8	89.4	96.7	94.0	91.3	87.7
800 - 859 AM		83.4	82.8	92.8	87.0	92.0	90.7	90.9	92.9	95.1	92.8	91.8	91.3	93.3	88.6	91.0	88.3	86.6	94.7
900 - 959 AM		83.3	82.2	91.3	88.1	83.4	87.5	88.5	90.0	87.8	89.9	92.2	85.7	92.6	84.9	91.8	84.5	86.2	92.5
1000 - 1059 AM		87.5	79.5	90.5	89.2	90.3	84.5	87.6	90.7	86.7	89.6	88.1	78.5	88.7	73.1	84.1	71.6	78.8	91.6
1100 - 1159 AM		87.4	79.3	86.4	88.2	86.5	86.6	82.9	88.2	85.4	83.6	78.4	78.9	88.5	76.7	83.7	66.5	77.2	86.2
1200 - 1259 PM		86.4	78.6	86.6	82.7	71.4	88.0	82.7	87.9	86.6	78.8	80.8	86.8	86.1	57.6	83.5	68.9	79.4	79.2
100 - 159 PM		87.3	77.7	86.5	84.7	84.2	83.9	81.4	87.7	85.1	83.1	82.8	82.3	83.6	76.6	82.0	74.2	79.2	80.9
200 - 259 PM		78.9	79.1	85.5	83.2	79.8	83.5	75.3	87.4	82.9	77.2	82.1	78.2	80.1	74.5	76.5	76.2	78.3	85.3
300 - 359 PM		72.5	72.5	78.2	77.8	83.3	77.3	71.6	87.1	80.6	75.2	84.3	77.2	78.6	73.0	75.5	76.8	75.7	80.0
400 - 459 PM		66.6	70.7	77.8	72.3	76.1	79.6	76.5	82.7	77.7	76.7	78.6	76.1	80.4	72.5	74.1	77.3	68.0	79.8
500 - 559 PM		68.6	61.4	76.0	73.4	84.3	75.8	68.3	80.3	79.9	71.4	73.2	67.0	77.4	65.6	71.3	79.9	65.2	69.2
600 - 659 PM		70.6	60.5	69.6	75.1	78.9	75.8	61.4	81.1	77.2	73.2	64.8	73.9	74.1	59.5	75.4	79.6	64.8	63.8
700 - 759 PM		63.8	56.9	69.9	71.4	75.0	66.4	58.3	78.1	80.7	69.9	67.3	67.7	80.7	57.8	79.1	73.8	64.3	63.9
800 - 859 PM		61.8	61.0	76.5	68.5	78.6	72.2	54.8	77.9	78.3	68.2	64.2	68.2	80.5	57.7	75.8	72.6	65.2	63.7
900 - 959 PM		57.1	68.3	74.8	74.7	74.7	71.6	65.0	79.7	73.5	67.2	79.8	66.4	79.9	66.5	75.8	70.4	68.2	72.6
1000 - 1059 PM		69.0	66.0	68.3	71.4	75.0	81.2	67.2	70.6	73.2	67.6	65.5	67.1	66.9	65.6	74.6	70.9	66.2	71.3
1100 - 559 AM		77.5	70.8	74.8	74.8	73.3	74.5	71.0	80.1	76.3	76.8	71.0	79.0	73.3	70.4	79.9	81.9	68.1	72.5

TOTAL, ALL ARRIVALS,
BY AIRPORT

75.4 71.8 79.6 80.5 82.1 80.4 75.7 85.0 82.0 76.7 75.9 76.1 83.2 70.7 80.7 76.6 73.1 77.9

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	97.8	91.9	90.5	90.1	J/	74.0	95.2	90.0	92.3	77.4	95.2	J/	88.9	86.3	88.9
700 - 759 AM	96.6	82.8	89.1	82.8	90.2	91.5	90.8	95.1	89.5	97.6	96.6	93.5	92.5	93.3	90.3
800 - 859 AM	91.2	83.7	88.0	79.4	90.3	78.1	86.5	85.2	88.8	82.8	88.7	97.3	85.8	95.3	88.1
900 - 959 AM	85.9	87.0	77.8	80.1	92.2	79.5	83.8	83.6	90.2	83.5	72.5	90.9	86.9	92.3	85.7
1000 - 1059 AM	90.2	88.2	79.4	77.0	90.5	83.1	87.5	84.6	86.8	75.4	63.2	89.7	84.5	93.2	83.7
1100 - 1159 AM	87.7	82.1	81.2	74.0	85.4	81.7	86.7	76.1	84.8	73.9	69.1	83.8	87.9	83.5	82.2
1200 - 1259 PM	86.5	74.7	83.0	77.6	79.6	81.3	84.6	77.0	80.9	68.7	67.6	77.9	86.1	82.7	80.3
100 - 159 PM	88.3	76.5	84.5	73.4	81.6	78.0	79.0	79.8	77.3	65.4	68.0	88.5	81.5	83.5	81.2
200 - 259 PM	87.1	78.4	85.5	69.8	75.6	72.2	80.5	72.0	77.5	71.5	65.9	79.2	85.2	82.4	78.6
300 - 359 PM	83.6	71.4	80.9	73.7	80.6	73.0	80.0	78.3	82.1	70.6	67.8	84.1	82.7	71.9	77.3
400 - 459 PM	83.2	73.6	78.4	67.8	73.1	69.3	73.9	75.3	71.9	62.3	70.7	74.3	78.4	78.2	74.7
500 - 559 PM	79.3	67.2	80.7	64.7	70.1	67.2	73.9	69.9	73.5	69.3	70.3	78.9	76.5	69.6	72.3
600 - 659 PM	76.3	69.0	82.8	62.4	76.6	57.2	75.0	71.2	71.4	71.5	71.1	83.1	71.7	65.8	71.5
700 - 759 PM	76.1	71.3	79.4	61.5	72.6	61.3	73.5	73.3	76.4	65.2	66.4	82.4	75.9	69.7	70.9
800 - 859 PM	73.7	64.2	77.1	64.0	74.1	64.0	74.8	68.9	74.4	61.9	62.1	76.7	79.0	72.3	69.3
900 - 959 PM	78.4	63.9	79.8	62.3	69.6	62.3	78.0	73.7	72.6	65.2	60.1	72.5	74.4	68.8	71.2
1000 - 1059 PM	84.5	68.9	72.7	61.3	74.5	62.0	73.3	66.7	77.1	69.1	60.8	70.8	69.6	75.9	69.5
1100 - 559 AM	85.4	77.8	77.5	76.4	73.9	73.0	76.6	79.5	80.5	76.5	66.4	76.6	82.0	72.8	75.7

TOTAL, ALL ARRIVALS,
BY AIRPORT

84.4 75.2 81.6 71.9 78.3 71.9 80.4 78.0 79.2 71.3 68.7 82.9 81.8 77.7 77.6

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

SCHEDULED DEPARTURE TIME		DEPARTURE AIRPORT																	
		ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM		91.7	90.5	95.0	93.5	100.0	93.3	90.0	90.5	90.9	92.5	94.6	90.3	97.3	86.7	95.3	93.6	94.2	93.9
700 - 759 AM		88.9	85.2	93.5	88.8	93.1	91.2	89.4	89.7	89.4	93.2	95.2	91.5	93.4	80.2	90.6	90.9	89.3	93.2
800 - 859 AM		87.3	82.6	90.4	89.6	92.8	93.6	85.6	87.7	90.2	85.9	88.7	92.8	91.6	82.5	90.6	88.2	86.1	91.3
900 - 959 AM		83.7	80.5	90.3	90.9	91.7	91.7	86.7	86.8	87.8	89.9	90.9	87.5	92.9	79.1	84.4	85.9	86.8	93.3
1000 - 1059 AM		87.4	81.4	91.6	88.6	86.2	91.0	79.4	86.1	82.6	83.2	88.7	81.8	87.2	78.1	81.9	80.9	86.7	90.3
1100 - 1159 AM		84.5	80.7	87.7	82.3	92.5	90.3	80.7	85.2	81.5	89.0	85.1	81.9	88.0	77.2	79.9	72.3	82.5	90.2
1200 - 1259 PM		84.6	79.3	85.4	87.8	87.8	87.7	77.9	83.6	84.9	85.2	76.4	85.6	87.0	70.9	78.3	71.4	77.5	85.3
100 - 159 PM		79.7	76.3	83.4	83.0	83.2	88.9	81.9	80.1	79.6	83.1	79.7	83.0	86.3	56.7	76.2	74.3	79.3	77.9
200 - 259 PM		81.9	68.4	81.8	73.9	83.7	80.1	75.0	81.2	73.6	84.0	82.4	80.5	80.1	77.8	74.4	74.4	81.0	82.7
300 - 359 PM		71.8	70.5	74.4	75.6	87.4	87.1	69.2	81.3	76.5	80.2	78.8	77.4	81.4	71.5	74.0	77.8	78.1	79.2
400 - 459 PM		69.7	64.4	78.8	72.6	82.9	78.2	65.3	74.6	72.3	75.7	77.4	71.6	79.6	63.1	68.0	78.5	76.4	77.2
500 - 559 PM		64.0	64.2	75.3	76.5	68.9	82.9	61.7	75.2	78.5	71.6	76.3	72.9	80.3	67.8	70.4	78.0	70.9	74.5
600 - 659 PM		66.7	61.4	73.3	70.7	80.7	78.6	57.2	74.0	76.9	71.5	69.2	70.7	79.9	66.7	71.1	80.3	70.2	66.7
700 - 759 PM		63.2	56.7	70.2	72.3	78.8	78.8	52.2	76.0	73.4	71.6	67.9	73.8	79.5	72.8	70.3	78.2	70.5	68.7
800 - 859 PM		65.1	62.0	70.6	73.8	77.2	77.4	39.8	79.1	75.7	70.7	63.9	76.7	81.7	62.9	73.9	76.9	68.3	65.8
900 - 959 PM		63.2	60.8	72.9	73.7	82.1	82.5	57.8	77.4	79.2	61.3	72.0	69.2	86.5	57.6	75.4	78.0	74.5	71.6
1000 - 1059 PM		61.3	100.0	22.2	80.1	77.7	J/	59.1	85.7	75.7	81.8	J/	77.8	89.8	76.9	82.6	85.3	79.2	74.2
1100 - 559 AM		75.8	82.7	83.9	54.8	J/	J/	87.1	87.1	69.4	84.2	96.8	J/	93.1	78.1	79.9	90.9	J/	J/
TOTAL, ALL DEPARTURES, BY AIRPORT		76.0	73.9	82.7	80.8	85.0	85.9	71.6	82.1	81.2	82.2	81.4	80.1	85.6	73.0	79.1	81.0	80.2	82.3

SCHEDULED DEPARTURE TIME		DEPARTURE AIRPORT														
		MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM		97.2	92.0	95.2	92.4	94.6	93.7	95.1	94.6	95.4	94.2	91.9	95.8	91.9	95.0	93.1
700 - 759 AM		95.2	91.3	87.8	86.7	91.0	86.6	90.8	92.9	90.9	86.6	87.8	91.4	90.5	94.5	90.2
800 - 859 AM		88.8	85.7	82.2	84.1	89.8	87.2	84.0	89.2	90.1	88.1	90.7	90.1	92.6	89.6	87.9
900 - 959 AM		84.0	87.6	85.0	79.9	86.4	84.1	79.0	87.0	83.8	78.3	84.3	91.5	86.3	90.4	86.0
1000 - 1059 AM		85.0	82.6	81.6	80.2	77.4	86.8	82.4	83.0	80.1	84.6	77.1	90.7	88.2	89.6	84.2
1100 - 1159 AM		87.1	83.4	80.3	77.3	82.5	82.7	79.6	84.0	84.7	70.7	70.1	88.0	84.3	85.4	81.9
1200 - 1259 PM		78.5	86.2	78.2	75.4	83.8	83.6	78.3	84.0	83.5	74.0	71.4	74.2	84.7	85.1	80.9
100 - 159 PM		81.3	80.0	83.3	76.5	82.9	81.8	77.9	77.6	78.5	69.8	73.4	80.6	84.2	87.3	79.5
200 - 259 PM		81.9	76.9	82.0	69.9	80.0	77.4	70.4	77.3	75.5	73.1	70.1	86.3	80.1	79.8	77.9
300 - 359 PM		70.6	71.9	80.7	69.1	75.6	74.9	72.8	64.9	81.1	75.4	71.4	84.2	79.6	75.6	75.9
400 - 459 PM		71.6	69.2	79.2	66.9	77.4	74.4	73.0	75.2	77.1	73.3	70.5	81.5	81.7	71.0	73.3
500 - 559 PM		78.2	65.9	76.9	63.6	66.4	68.4	69.1	72.2	75.9	69.4	69.9	76.9	79.0	73.2	72.1
600 - 659 PM		68.5	66.9	76.5	62.8	75.9	67.9	74.1	71.1	77.4	75.3	72.6	81.0	76.1	70.6	71.0
700 - 759 PM		69.6	66.6	81.1	63.0	78.9	67.0	74.0	79.1	77.5	69.0	71.3	84.8	76.8	77.2	71.0
800 - 859 PM		69.4	63.7	77.3	65.0	77.5	66.4	71.9	77.7	78.4	67.8	62.0	77.8	77.3	73.6	70.9
900 - 959 PM		69.0	64.5	J/	63.8	71.3	73.6	80.3	79.4	79.2	67.7	77.0	75.6	75.3	67.3	72.7
1000 - 1059 PM		J/	64.5	83.1	73.0	79.6	57.1	87.2	82.3	88.4	83.9	86.1	77.8	79.8	67.7	80.1
1100 - 559 AM		J/	87.1	96.8	100.0	91.8	93.5	93.5	J/	95.2	92.6	87.6	95.6	75.9	96.8	84.7
TOTAL, ALL DEPARTURES, BY AIRPORT		80.6	78.1	81.6	73.7	83.2	78.1	78.9	80.9	83.5	78.4	77.9	84.6	82.4	83.2	79.6

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
DL	1993	JFK-ATL	1715	31	96.77	73	69
WN	1201	SJC-LAS	1630	27	88.89	29	27
DL	96	ATL-JFK	1400	31	83.87	38	35
WN	1201	LAS-PHX	1805	31	83.87	38	39
DL	1129	ORD-ATL	1810	30	80.00	50	35

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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 -----
AMERICAN EAGLE	1448	11	0.8
UNITED	2162	15	0.7
DELTA	2421	11	0.5
ALASKA	496	2	0.4
AMERICA WEST	613	2	0.3
SOUTHWEST	2772	8	0.3
US AIRWAYS	2042	2	0.1
AMERICAN	2140	2	0.1
ALOHA	191	0	0.0
TRANS WORLD	736	0	0.0
CONTINENTAL	1173	0	0.0
NORTHWEST	1630	0	0.0
TOTAL	17824	53	0.3

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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABILENE, TX. (ABI)	79.2	90.3	207	207	DUBUQUE, IA. (DBQ)	62.6	73.9	115	115
AGUADILLA, P.R. (BQN)	51.6	96.8	31	31	DULUTH, MN. (DLH)	68.4	75.0	177	176
AKRON/CANTON, OH. (CAK)	82.1	89.3	84	84	DUTCH HARBOR, AK. (DUT)	45.2	48.4	62	62
ALBANY, N.Y. (ALB)	74.0	83.8	1,492	1,493	EL PASO, TX. (ELP)	79.6	83.2	1,914	1,914
ALBUQUERQUE, N.M. (ABQ)	81.7	82.7	3,202	3,199	ELMIRA, N.Y. (ELM)	87.0	96.5	115	115
ALLENTOWN, PA. (ABE)	76.7	88.5	480	480	ERIE, PA. (ERI)	83.9	88.7	124	124
AMARILLO, TX. (AMA)	82.5	86.7	503	505	EUGENE, OR. (EUG)	67.6	77.3	185	185
ANCHORAGE, AK. (ANC)	73.5	79.3	2,512	2,512	EVANSVILLE, IN. (EVV)	67.1	77.1	140	140
ASHEVILLE, N.C. (AVL)	72.3	92.3	155	155	FAIRBANKS, AK. (FAI)	75.0	80.0	584	584
ATLANTA, GA. (ATL)	75.4	76.0	22,351	22,391	FARGO, N.D. (FAR)	81.2	90.3	154	154
AUSTIN, TX. (AUS)	82.9	88.5	3,816	3,819	FAYETTEVILLE ARKANSAS REG (XNA)	78.4	83.4	505	506
BAKERSFIELD, CA. (BFL)	89.0	85.2	155	155	FAYETTEVILLE, N.C. (FAY)	80.4	93.5	46	46
BALTIMORE, MD. (BWI)	79.6	82.7	8,890	8,890	FLINT, MI. (FNT)	80.7	94.9	119	118
BANGOR, ME. (BGR)	52.3	64.2	407	408	FRESNO, CA. (FAT)	79.3	84.1	397	397
BARROW, AK. (BRW)	78.8	78.8	80	80	FT. LAUDERDALE, FL. (FLL)	75.9	81.4	4,649	4,650
BATON ROUGE, LA. (BTR)	70.8	85.1	336	335	FT. MYERS, FL. (RSW)	77.6	85.7	1,372	1,373
BEAUMONT/PORT ARTHUR, TX (BPT)	85.9	90.6	149	149	FT. SMITH, AR. (FSM)	82.7	92.0	237	237
BETHEL, AK. (BET)	83.9	89.2	93	93	FT. WAYNE, IN. (FWA)	61.3	79.3	181	179
BILLINGS, MT. (BIL)	76.7	86.7	279	279	GRAND FORKS, N.D. (GFK)	100.0	100.0	1	2
BINGHAMTON, N.Y. (BGM)	61.5	85.7	13	14	GRAND RAPIDS, MI. (GRR)	74.5	84.4	965	966
BIRMINGHAM, AL. (BHM)	80.7	86.5	1,671	1,668	GREAT FALLS, MT. (GTF)	82.4	91.8	159	159
BISMARCK, N.D. (BIS)	84.7	94.4	124	124	GREEN BAY, WI. (GRB)	78.2	84.5	381	381
BLOOMINGTON, IL. (BMI)	73.3	69.2	120	120	GREENBRIER, W.V. (LWB)	100.0	100.0	13	13
BOISE, ID. (BOI)	79.4	86.4	1,095	1,095	GREENSBORO/HIGH PT., N.C. (GSO)	73.4	85.2	1,374	1,368
BOSTON, MA. (BOS)	71.8	73.9	12,359	12,357	GREENVILLE/SPARTBG., S.C. (GSP)	72.5	83.0	662	663
BOZEMAN, MT. (BZN)	74.8	89.4	159	160	GULFPORT/BILOXI, MS. (GPT)	85.7	89.0	91	91
BRISTOL, TN. (TRI)	79.0	96.8	62	62	GUSTAVUS, AK. (GST)	83.9	87.1	31	31
BROWNSVILLE, TX. (BRO)	87.0	100.0	23	23	HARLINGEN, TX. (HRL)	82.8	86.9	459	459
BUFFALO, N.Y. (BUF)	75.4	83.9	1,948	1,943	HARRISBURG, PA. (MDT)	74.2	84.5	619	621
BURBANK, CA. (BUR)	81.6	83.2	2,393	2,394	HARTFORD, CT./SPGFLD, MA. (BDL)	78.3	85.0	3,289	3,290
BURLINGTON, VT. (BTV)	63.6	78.0	450	449	HELENA, MT. (HLN)	91.4	88.2	93	93
CEDAR RAPIDS/IOWA CTY, IA. (CID)	73.9	84.7	666	666	HILO, HAWAII, HI. (ITO)	84.6	89.9	434	434
CHAMPAIGN, IL. (CMI)	75.3	74.7	154	154	HONOLULU, OAHU, HI. (HNL)	83.6	86.1	3,514	3,512
CHARLESTON, S.C. (CHS)	73.3	84.8	532	532	HOUSTON, TX. (HOU)	81.7	77.4	5,205	5,206
CHARLESTON, W.V. (CRW)	78.5	88.2	93	93	HOUSTON, TX. (IAH)	83.2	85.6	11,335	11,329
CHARLOTTE, N.C. (CLT)	80.5	80.8	11,616	11,619	HUNTSVILLE/DECATUR, AL. (HSV)	76.7	84.9	515	516
CHATTANOOGA, TN. (CHA)	75.7	85.1	181	181	INDIANAPOLIS, IN. (IND)	74.8	82.5	3,379	3,379
CHICAGO, IL. (MDW)	84.4	80.6	4,386	4,386	INDIO/PALM SPRINGS, CA. (PSP)	76.5	79.2	374	375
CHICAGO, IL. (ORD)	71.9	73.7	31,090	31,090	ISLIP/LONG IS., N.Y. (ISP)	74.8	81.3	1,065	1,064
CINCINNATI, OH. (CVG)	82.1	85.0	5,735	5,732	ITHACA, N.Y. (ITH)	87.0	93.9	115	115
CLEVELAND, OH. (CLE)	81.9	87.1	4,567	4,564	JACKSON/VICKSBURG, MS. (JAN)	78.4	85.0	801	800
COLLEGE STATION, TX. (CLL)	76.7	90.2	215	215	JACKSON, WY. (JAC)	67.9	87.2	109	109
COLORADO SPRINGS, CO. (COS)	75.9	87.1	1,103	1,104	JACKSONVILLE, FL. (JAX)	77.4	84.6	2,265	2,267
COLUMBIA, S.C. (CAE)	74.9	84.4	339	339	JUNEAU, AK. (JNU)	74.1	80.1	598	598
COLUMBUS, OH. (CMH)	77.3	85.1	3,439	3,441	KAHULUI, MAUI, HI. (OGG)	82.1	85.0	1,521	1,522
CORDOVA, AK. (CDV)	80.6	85.5	62	62	KALAMAZOO, MI. (AZO)	71.5	84.1	207	207
CORPUS CHRISTI, TX. (CRP)	78.6	85.7	476	475	KALISPELL, MT. (FCA)	77.4	87.0	155	154
DALLAS/FT. WORTH, TX. (DAL)	83.5	78.7	4,249	4,248	KANSAS CITY, MO. (MCI)	81.6	86.3	5,487	5,485
DALLAS/FT. WORTH, TX. (DFW)	85.0	82.1	27,883	27,854	KETCHIKAN, AK. (KTN)	71.7	82.4	279	279
DAYTON, OH. (DAY)	72.1	83.3	975	974	KEY WEST, FL. (EYW)	74.7	79.6	186	186
DAYTONA BEACH, FL. (DAB)	71.0	85.2	155	155	KILLEEN, TX. (ILE)	81.0	89.0	273	273
DEADHORSE, AK. (SCC)	84.1	86.4	44	44	KING SALMON, AK. (AKN)	71.9	60.9	64	64
DENVER, CO. (DEN)	75.7	71.6	12,401	12,404	KNOXVILLE, TN. (TYS)	79.4	89.8	557	557
DES MOINES, IA. (DSM)	75.6	86.6	819	819	KODIAK, AK. (ADQ)	79.0	82.3	62	62
DETROIT, MI. (DTW)	82.0	81.2	13,582	13,575	KONA, HAWAII., HI. (KOA)	83.6	85.2	828	827
DILLINGHAM, AK. (DLG)	68.2	75.0	44	44	KOTZEBUE, AK. (OTZ)	63.9	72.3	83	83

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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)	72.7	79.3	150	150	RALEIGH/DURHAM, N.C. (RDU)	78.0	85.1	3,329	3,330
LAFAYETTE, LA. (LFT)	71.1	87.8	180	180	RAPID CITY, S.D. (RAP)	83.7	90.8	153	153
LANSING, MI. (LAN)	79.3	92.5	242	241	RED RIVER, ND (RDR)	80.6	93.3	31	30
LAREDO, TX. (LRD)	78.0	93.5	123	123	RENO, NV. (RNO)	82.1	82.7	2,235	2,235
LAS VEGAS, NV. (LAS)	80.7	79.1	11,809	11,812	RICHMOND, VA. (RIC)	76.5	83.5	1,694	1,694
LAWTON, OK. (LAW)	84.3	91.4	185	185	ROANOKE, VA. (ROA)	78.0	84.4	186	186
LEXINGTON/FRKFT, KY. (LEX)	78.3	90.3	277	277	ROCHESTER, MN. (RST)	81.6	86.5	179	178
LIHUE, KAUAI, HI. (LIH)	81.5	88.0	852	852	ROCHESTER, N.Y. (ROC)	75.3	83.0	1,374	1,373
LINCOLN, NE. (LNK)	78.4	84.3	88	89	SACRAMENTO, CA. (SMF)	81.4	82.3	3,677	3,676
LITTLE ROCK, AR. (LIT)	78.7	84.9	1,382	1,384	SAGINAW, MI. (MBS)	81.9	93.0	199	201
LONG BEACH, CA. (LGB)	83.2	91.4	268	269	SALT LAKE CITY, UT. (SLC)	82.9	84.6	6,696	6,694
LONGVIEW, TX. (GGG)	86.4	95.5	154	154	SAN ANGELO, TX. (SJT)	85.4	92.8	178	180
LOS ANGELES, CA. (LAX)	76.6	81.0	20,881	20,887	SAN ANTONIO, TX. (SAT)	82.8	88.6	3,234	3,232
LOUISVILLE, KY. (SDF)	77.6	84.7	1,929	1,928	SAN DIEGO, CA. (SAN)	79.2	83.5	7,433	7,433
LUBBOCK, TX. (LBB)	82.7	87.4	716	716	SAN FRANCISCO, CA. (OAK)	82.1	79.9	5,730	5,726
MADISON, WI. (MSN)	76.2	87.7	537	537	SAN FRANCISCO, CA. (SFO)	68.7	77.9	11,426	11,426
MANCHESTER, N.H. (MHT)	79.0	83.2	1,474	1,474	SAN JOSE, CA. (SJC)	79.8	81.7	6,670	6,667
MARQUETTE, MI. (MQT)	58.1	80.6	31	31	SAN JUAN, P.R. (SJU)	75.1	77.1	2,229	2,235
MEDFORD, OR. (MFR)	78.0	67.5	123	123	SAN LUIS OBISPO, CA. (SBP)	78.4	76.5	213	213
MELBOURNE, FL. (MLB)	76.0	90.3	154	154	SANTA BARBARA, CA. (SBA)	76.5	76.1	549	549
MEMPHIS, TN. (MEM)	82.5	82.9	5,088	5,090	SARASOTA/BRAD., FL. (SRQ)	83.5	92.9	310	310
MIAMI, FL. (MIA)	75.2	78.1	6,487	6,487	SAVANNAH, GA. (SAV)	71.8	84.8	653	652
MIDLAND/ODESSA, TX. (MAF)	81.7	87.1	650	650	SCRANTON/WILKES-BARRE, PA. (AVP)	70.2	86.3	124	124
MILWAUKEE, WI. (MKE)	73.9	84.7	1,552	1,553	SEATTLE, WA. (SEA)	71.3	78.4	10,212	10,212
MINNEAPLS/ST.P. MN. (MSP)	81.6	81.6	13,439	13,442	SHREVEPORT, LA. (SHV)	79.7	88.4	547	554
MINOT, N.D. (MOT)	77.4	89.2	93	93	SIOUX FALLS, S.D. (FSD)	82.8	90.5	274	274
MISSION/MCALLEN, TX. (MFE)	84.1	89.6	270	270	SITKA, AK. (SIT)	70.4	78.0	186	186
MISSOULA, MT. (MSO)	76.9	87.0	186	185	SOUTH BEND, IN. (SBN)	79.0	86.8	105	106
MOBILE, AL./PASCAGOULA, MS. (MOB)	76.3	81.1	278	275	SPOKANE, WA. (GEG)	76.1	83.4	1,117	1,116
MOLINE, IL. (MLI)	87.8	89.4	180	179	SPRINGFIELD, MO. (SGF)	76.6	86.3	423	423
MONROE, LA. (MLU)	78.0	89.6	123	115	ST. CROIX, V.I. (STX)	79.0	91.9	62	62
MONTEREY, CA. (MRY)	78.8	76.4	245	246	ST. LOUIS, MO. (STL)	81.8	82.4	14,636	14,644
MYRTLE BEACH, S.C. (MYR)	78.1	92.2	256	256	ST. THOMAS, V.I. (STT)	71.1	81.4	253	253
NASHVILLE, TN. (BNA)	83.5	85.9	4,915	4,914	SYRACUSE, N.Y. (SYR)	77.1	86.3	953	953
NEW ORLEANS, LA. (MSY)	80.0	85.5	4,396	4,395	TALLAHASSEE, FL. (TLH)	66.1	91.1	124	124
NEW YORK, N.Y. (JFK)	70.7	73.0	5,989	5,994	TAMPA, FL. (TPA)	77.7	83.2	5,887	5,892
NEW YORK, N.Y. (LGA)	73.1	80.2	10,428	10,421	TEXARKANA, AR. (TXK)	80.7	92.6	150	149
NEWARK, N.J. (EWR)	76.7	82.2	11,002	10,999	TOLEDO, OH. (TOL)	70.2	73.5	188	189
NEWBURGH, N.Y. (SWF)	71.8	89.4	124	123	TRAVERSE CITY, MI. (TVC)	73.3	78.6	322	323
NOME, AK. (OME)	67.4	70.9	86	86	TUCSON, AZ. (TUS)	81.6	86.7	1,725	1,725
NORFOLK/VA. BEACH, VA. (ORF)	74.6	84.4	1,613	1,611	TULSA, OK. (TUL)	80.3	85.5	2,050	2,048
OKLAHOMA CITY, OK. (OKC)	78.9	84.5	1,921	1,919	TYLER, TX. (TYR)	86.7	91.0	278	278
OMAHA, NE. (OMA)	76.8	83.6	1,662	1,661	VALPARAISO, FL. (VPS)	82.3	93.5	124	124
ONTARIO, CA. (ONT)	81.2	84.1	3,154	3,154	WACO, TX. (ACT)	84.9	89.9	238	237
ORANGE COUNTY, CA. (SNA)	81.3	84.5	3,972	3,965	WASHINGTON, D.C. (DCA)	80.4	85.9	8,094	8,103
ORLANDO, FL. (MCO)	77.9	82.3	8,708	8,711	WASHINGTON, D.C. (IAD)	76.1	80.1	4,922	4,924
PASCO, WA. (PSC)	88.2	93.5	93	93	WEST PALM BEACH, FL. (PBI)	80.5	86.0	2,195	2,196
PENSACOLA, FL. (PNS)	77.4	85.1	460	457	WHITE PLAINS, N.Y. (HPN)	65.3	75.9	686	686
PEORIA, IL. (PIA)	65.3	75.2	150	149	WICHITA FALLS, TX. (SPS)	84.3	89.6	153	154
PETERSBURG, AK. (PSG)	61.3	69.4	62	62	WICHITA, KS. (ICT)	80.3	89.6	714	714
PHILADELPHIA, PA. (PHL)	71.9	78.1	10,421	10,417	WILMINGTON, N.C. (ILM)	72.5	86.0	193	193
PHOENIX, AZ. (PHX)	80.4	78.9	16,155	16,161	WORCESTER, MA. (ORH)	69.6	72.8	92	92
PITTSBURGH, PA. (PIT)	78.0	80.9	9,346	9,344	WRANGELL, AK. (WRG)	67.7	77.4	62	62
PORTLAND, ME. (PWM)	69.0	76.2	968	967	YAKUTAT, AK. (YAK)	79.0	83.9	62	62
PORTLAND, OR. (PDX)	78.3	83.2	5,101	5,100					
PROVIDENCE, R.I. (PVD)	76.5	83.2	2,714	2,716					

JULY 2001

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/ -----	AT 32 REPORTABLE AIRPORTS B/ -----				AT ALL REPORTED AIRPORTS C/ -----			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE S/	18	25390	1124	4.4	104	43379	1918	4.4
UNITED S/	31	53953	1608	3.0	96	66026	1826	2.8
DELTA S/	31	55814	1614	2.9	109	74288	1990	2.7
AMERICAN S/	32	49909	1385	2.8	93	65232	1693	2.6
US AIRWAYS S/	28	46383	973	2.1	89	61545	1271	2.1
ALOHA S/	1	93	0	N/A	8	6034	115	1.9
AMERICA WEST S/	26	14391	263	1.8	52	18647	363	1.9
ALASKA S/	8	8127	117	1.4	37	15095	265	1.8
NORTHWEST S/	32	33840	524	1.5	112	49433	663	1.3
TRANS WORLD	30	16972	207	1.2	69	22272	261	1.2
CONTINENTAL S/	31	25469	287	1.1	83	33555	352	1.0
SOUTHWEST S/	15	35039	211	0.6	58	82934	569	0.7
T O T A L		365380	8313	2.3		538440	11286	2.1

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

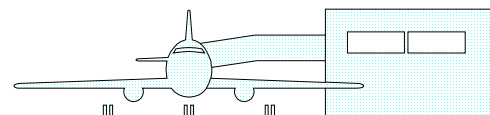
Atlanta. Hartsfield	ATL
Baltimore/Washington. International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. Midway	MDW
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth. International	DFW
Denver. International	DEN
Detroit. Metro Wayne County	DTW
Ft. Lauderdale.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

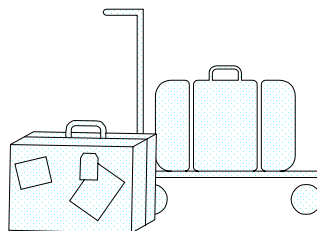
Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

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.



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

RANK	AIRLINE	JULY 2001			JULY 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	4,184	1,277,348	3.28	4,925	1,158,854	4.25
2	US AIRWAYS	18,358	5,330,348	3.44	26,171	5,251,870	4.98
3	DELTA AIR LINES	34,600	8,951,820	3.87	41,316	9,433,422	4.38
4	NORTHWEST AIRLINES	19,965	4,799,085	4.16	25,793	4,633,678	5.57
5	AMERICA WEST AIRLINES	8,258	1,978,891	4.17	15,228	1,771,888	8.59
6	CONTINENTAL AIRLINES	15,504	3,596,982	4.31	18,465	3,240,439	5.70
7	AMERICAN AIRLINES	29,751	6,645,236	4.48	37,455	6,847,643	5.47
8	SOUTHWEST AIRLINES	33,435	7,342,583	4.55	33,104	6,541,706	5.06
9	UNITED AIRLINES	40,517	7,064,145	5.74	53,745	6,812,654	7.89
10	AMERICAN EAGLE AIRLINES	7,213	1,178,373	6.12	*	*	
11	TRANS WORLD AIRLINES	13,480	2,163,096	6.23	15,177	2,462,472	6.16
TOTALS		225,265	50,327,907	4.48	271,379	48,154,626	5.64

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

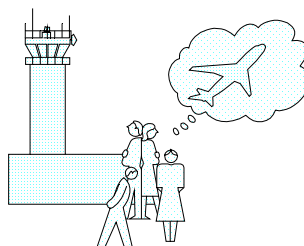
OVERSALES

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

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

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

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



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

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. American Eagle ranking effective 1st quarter 2001.

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

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

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

	JULY 2001					JULY 2000			
	Complaints	Opinions	Compliments	Info Requests		Complaints	Opinions	Compliments	Info Requests
U.S. Airlines	1,618	133	11	63		2,243	101	10	78
Foreign Airlines	209	6	2	0		163	2	0	1
Travel Agents	29	0	0	0		16	0	0	0
Tour Operators	20	1	0	2		5	0	0	0
Miscellaneous	51	16	0	32		18	24	0	8
Industry Totals	1,927	156	13	97		2,445	127	10	87

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JULY 2001			JULY 2000		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	724		1	1142	
CANCELLATIONS			248			455
DELAYS			238			387
MISCONNECTIONS			107			148
CUSTOMER SERVICE	2	369		2	445	
BAGGAGE	3	264		3	350	
RES/TKTG/BOARDING	4	197		4	137	
REFUNDS	5	91		6	81	
OVERSALES	5	91		5	107	
OTHER	7	71		8	60	
FREQUENT FLYER			26			34
FARES	8	68		7	62	
DISABILITY	9	40		9	53	
ADVERTISING	10	8		11	3	
TOURS OR CHARTERS	11	4		10	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,927			2,445	

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
COMPANIES OTHER THAN U.S. AIRLINES
BY COMPLAINT CATEGORY*

JULY 2001

U.S. Airlines**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILTLY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	6	0	0	0	0	0	0	0	0	0	0	0	6
AIRTRAN AIRWAYS	15	7	2	1	1	6	10	0	0	0	0	0	42
ALASKA AIRLINES	10	1	2	1	1	0	3	1	0	0	0	2	21
ALOHA AIRLINES	2	0	1	0	0	1	2	0	0	0	0	0	6
AMERICA WEST AIRLINES	50	5	8	1	1	11	15	1	0	0	0	1	93
AMERICAN AIRLINES	64	6	20	7	7	39	38	7	0	0	0	8	196
AMERICAN EAGLE	10	2	0	0	0	4	6	0	0	0	0	1	23
AMERICAN TRANS AIR	23	1	4	2	1	6	7	1	1	0	0	2	48
ATLANTIC SOUTHEAST AIRLINES	10	0	0	0	1	1	1	1	0	0	0	0	14
CHAMPION AIR	5	0	0	0	0	1	0	0	0	0	0	0	6
CONTINENTAL AIRLINES	34	5	18	3	2	9	30	3	1	0	0	0	105
CONTINENTAL EXPRESS	4	0	1	0	0	0	3	0	0	0	0	0	8
DELTA AIR LINES	100	6	22	14	3	22	43	6	1	0	0	11	228
DELTA CONNECTION	8	0	0	0	2	2	2	0	0	0	0	0	14
FRONTIER AIRLINES	3	0	3	0	2	2	3	0	0	0	0	0	13
GREAT LAKES AVIATION	4	1	0	0	0	0	1	0	0	0	0	1	7
HAWAIIAN AIRLINES	5	1	0	0	0	0	0	0	0	0	0	1	7
HORIZON AIRLINES	4	1	1	0	0	1	2	0	0	0	0	0	9
MIDWAY AIRLINES	7	0	2	0	0	0	1	0	0	0	0	0	10
NATIONAL AIRLINES	0	2	1	0	0	4	8	0	0	0	0	1	16
NORTHWEST AIRLINES	33	2	8	4	7	15	19	1	1	0	0	8	98
SOUTHWEST AIRLINES	3	2	1	1	0	4	1	2	1	0	0	1	16
SPIRIT AIRLINES	10	4	4	1	1	3	5	0	0	0	0	0	28
TRANS WORLD AIRLINES	24	3	15	4	6	7	14	3	0	0	0	3	79
UNITED AIRLINES	134	22	28	7	8	44	66	3	1	0	0	8	321
UNITED EXPRESS	14	3	2	0	0	1	5	0	0	0	0	0	25
US AIRWAYS	64	1	11	8	1	7	29	6	0	0	0	2	129
VANGUARD AIRLINES	3	1	3	0	4	0	0	0	0	0	0	0	11
OTHER U.S. AIRLINES	18	2	3	1	3	2	6	0	0	0	0	4	39
TOTAL JULY 2001	667	78	160	55	51	192	320	35	6	0	0	54	1,618
% OF TOTAL COMPLAINTS	41.5	4.9	10	3.4	3.2	11.9	19.9	2.2	0.4	0	0	3.4	
TOTAL JULY 2000	1,103	91	118	49	66	297	414	48	2	0	0	55	2,243
% OF TOTAL COMPLAINTS	49.2	4.1	5.3	2.2	2.9	13.2	18.5	2.1	0.1	0	0	2.5	

* 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									
JULY 2001									
U.S. AIRLINES*	COMPS RECD IN JULY	INC- DENTS IN JULY	PERCENT	INC- DENTS IN JUNE	PERCENT	INC- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	6	1	16.7	0	0.0	3	50.0	2	33.3
AIRTRAN AIRWAYS	42	12	28.6	10	23.8	3	7.1	17	40.5
ALASKA AIRLINES	21	6	28.6	6	28.6	2	9.5	7	33.3
ALOHA AIRLINES	6	0	0.0	3	50.0	1	16.7	2	33.3
AMERICA WEST AIRLINES	93	27	29.0	26	28.0	13	14.0	27	29.0
AMERICAN AIRLINES	196	50	25.5	45	23.0	45	23.0	56	28.6
AMERICAN EAGLE	23	3	13.0	7	30.4	4	17.4	9	39.1
AMERICAN TRANS AIR	48	21	43.8	16	33.3	1	2.1	10	20.8
ATLANTIC SOUTHEAST AIRLINES	14	2	14.3	0	0.0	1	7.1	11	78.6
CHAMPION AIR	6	3	50.0	0	0.0	2	33.3	1	16.7
CONTINENTAL AIRLINES	105	19	18.1	27	25.7	14	13.3	45	42.9
CONTINENTAL EXPRESS	8	2	25.0	1	12.5	0	0.0	5	62.5
DELTA AIR LINES	228	58	25.4	68	29.8	21	9.2	81	35.5
DELTA CONNECTION	14	5	35.7	4	28.6	3	21.4	2	14.3
FRONTIER AIRLINES	13	4	30.8	6	46.2	0	0.0	3	23.1
GREAT LAKES AVIATION	7	3	42.9	3	42.9	0	0.0	1	14.3
HAWAIIAN AIRLINES	7	3	42.9	3	42.9	1	14.3	0	0.0
HORIZON AIRLINES	9	2	22.2	0	0.0	0	0.0	7	77.8
MIDWAY AIRLINES	10	7	70.0	2	20.0	1	10.0	0	0.0
NATIONAL AIRLINES	16	5	31.2	5	31.2	1	6.2	5	31.2
NORTHWEST AIRLINES	98	29	29.6	15	15.3	11	11.2	43	43.9
SOUTHWEST AIRLINES	16	4	25.0	4	25.0	5	31.2	3	18.8
SPIRIT AIRLINES	28	9	32.1	1	3.6	6	21.4	12	42.9
TRANS WORLD AIRLINES	79	25	31.6	11	13.9	17	21.5	26	32.9
UNITED AIRLINES	321	72	22.4	97	30.2	48	15.0	104	32.4
UNITED EXPRESS	25	10	40.0	5	20.0	2	8.0	8	32.0
US AIRWAYS	129	37	28.7	42	32.6	7	5.4	43	33.3
VANGUARD AIRLINES	11	2	18.2	3	27.3	2	18.2	4	36.4
OTHER U.S. AIRLINES	39	14	35.9	10	25.6	1	2.6	14	35.9
TOTALS	1,618	435	26.9	420	26.0	215	13.3	548	33.9
PREVIOUS YEAR'S TOTALS	2,243	695	31.0	960	42.8	335	14.9	253	11.3

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

Table 5

AIR TRAVEL CONSUMER REPORT

COMPANIES OTHER THAN U.S. AIRLINES*
BY COMPLAINT CATEGORY**

JULY 2001

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	0	0	1	0	0	4	2	0	0	0	0	0	7
AIR FRANCE	8	1	3	1	2	9	5	2	0	0	0	2	33
AIR JAMAICA	6	2	0	0	1	0	1	0	0	0	0	0	10
ALITALIA AIRLINES	2	2	2	0	2	8	3	1	0	0	0	0	20
ALLEGRO AIRLINES	9	0	0	0	0	1	2	0	0	0	0	5	17
BRITISH AIRWAYS	2	2	3	0	3	9	4	0	0	0	0	1	24
LUFTHANSA	2	0	2	0	1	3	2	0	0	0	0	0	10
MEXICANA	0	1	0	1	0	2	1	0	0	0	0	0	5
SWISSAIR	1	1	0	0	0	4	2	0	0	0	0	1	9
OTHER FOREIGN AIRLINES	12	3	7	2	11	26	6	2	2	0	0	3	74
TOTALS	42	12	18	4	20	66	28	5	2	0	0	12	209
<u>TRAVEL AGENTS</u>													
CHEAP TICKETS	0	0	2	0	3	0	0	0	0	0	0	0	5
EXPEDIA.COM	1	0	2	1	1	0	1	0	0	0	0	1	7
OTHER TRAVEL AGENTS	1	0	9	2	2	0	3	0	0	0	0	0	17
TOTALS	2	0	13	3	6	0	4	0	0	0	0	1	29
<u>TOUR OPERATORS</u>													
FUN JET INCORPORATED	5	1	2	0	0	0	0	0	0	0	0	0	8
SUNTRIPS OF CALIFORNIA	3	0	0	0	0	1	2	0	0	0	0	0	6
OTHER TOUR OPERATORS	0	0	0	0	1	0	2	0	0	3	0	0	6
TOTALS	8	1	2	0	1	1	4	0	0	3	0	0	20
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	5	0	4	6	12	5	13	0	0	1	0	5	51
TOTALS	5	0	4	6	12	5	13	0	0	1	0	5	51

* 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

JULY
Consumer Complaints: Rankings
U.S. AIRLINES *

Rank	Airline	JULY 2001			JULY 2000		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	16	7,122,625	0.22	35	6,557,450	0.53
2	<i>ALASKA AIRLINES</i>	21	1,437,138	1.46	21	1,296,319	1.62
3	<i>NORTHWEST AIRLINES</i>	98	5,573,663	1.76	166	5,653,132	2.94
4	<i>AMERICAN EAGLE AIRLINES</i>	23	1,205,008	1.91	29	1,134,651	2.56
5	<i>US AIRWAYS</i>	129	5,643,809	2.29	187	5,501,693	3.40
6	<i>DELTA AIR LINES</i>	228	9,339,183	2.44	178	9,876,544	1.80
7	<i>AMERICAN AIRLINES</i>	196	7,966,752	2.46	227	8,233,143	2.76
8	<i>CONTINENTAL AIRLINES</i>	105	4,206,722	2.50	125	4,114,548	3.04
9	<i>TRANS WORLD AIRLINES</i>	79	2,150,504	3.67	70	2,562,702	2.73
10	<i>UNITED AIRLINES</i>	321	7,661,639	4.19	725	7,759,262	9.34
11	<i>AMERICA WEST AIRLINES</i>	93	1,927,144	4.83	198	1,842,460	10.75
TOTAL		1,309	54,234,187	2.41	1,961	54,531,904	3.60

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.

