



U.S. Department
of Transportation



Air Travel Consumer Report



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Includes data for the following periods:

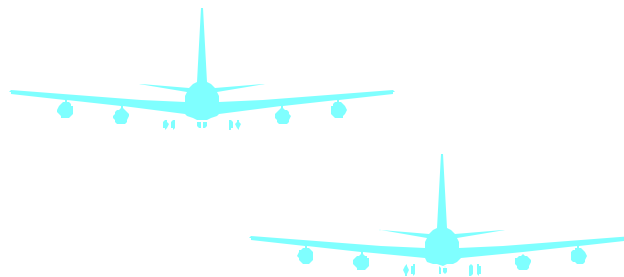
Flight Delays	January 2001 12 Months Ending January 2001
Mishandled Baggage	January 2001
Oversales	4 th Quarter 2000 January-December 2000
Consumer Complaints (Includes Disability Complaints)	January 2001

Office of Aviation Enforcement and Proceedings

<http://www.dot.gov/airconsumer/>

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INTRODUCTION

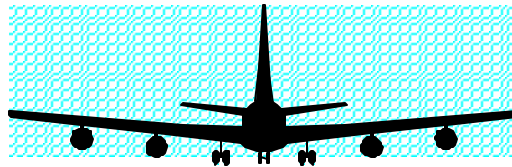
The Air Travel Consumer Report is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings. The report is designed to assist consumers with information on the quality of services provided by the airlines.

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 ten carriers that have at least one percent of total domestic scheduled-service passenger revenues. These airlines account for more than 85 percent of domestic operating revenues.

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 11 reporting air carriers, 4 (American, Northwest, United and US Airways) use ACARS exclusively; 3 (Alaska, Aloha, America West and Southwest) rely solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 3 (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.



JANUARY 2001

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/ -----	AT 31 REPORTABLE AIRPORTS B/ -----		AT ALL REPORTED AIRPORTS C/ -----	
	NUMBER OF AIRPORTS REPORTED -----	PERCENT OF ARRIVALS ON TIME D/ -----	NUMBER OF AIRPORTS REPORTED -----	PERCENT OF ARRIVALS ON TIME D/ -----
ALOHA S/	0	N/A	6	93.9
NORTHWEST S/	31	80.9	117	81.0
CONTINENTAL S/	30	79.7	85	80.6
US AIRWAYS S/	27	78.5	88	78.3
SOUTHWEST S/	15	76.0	59	77.7
TRANS WORLD S/	29	76.4	72	76.9
UNITED S/	30	75.6	99	76.2
AMERICAN S/	31	75.5	98	76.1
DELTA S/	30	72.8	109	73.1
AMERICA WEST S/	25	69.0	53	68.5
ALASKA S/	8	64.2	34	66.2
T O T A L		75.9		76.6

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

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

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.

JANUARY 2001

AIR TRAVEL CONSUMER REPORT

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

CARRIER	1ST QUARTER		2ND QUARTER		3RD QUARTER		4TH QUARTER		11 2000		12 2000		01 2001		12 MONTHS ENDING 01 2001		DATA BASE TO DATE 09 1987 - 01 2001	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	66.5	(9)	70.9	(8)	70.2	(8)	64.5	(10)	66.1	(11)	57.0	(10)	66.2	(11)	67.7	(8)	76.2	(9)
ALOHA	----	---	----	---	----	---	90.6	(1)	89.3	(1)	91.9	(1)	93.9	(1)	----	---	----	---
AMERICA WEST	64.7	(10)	66.6	(9)	66.4	(9)	64.1	(11)	67.5	(9)	64.6	(5)	68.5	(10)	65.4	(9)	78.5	(4)
AMERICAN	75.2	(6)	71.6	(7)	75.3	(6)	69.5	(7)	72.3	(7)	60.8	(7)	76.1	(8)	72.9	(6)	78.9	(3)
CONTINENTAL	77.7	(3)	76.9	(3)	79.1	(2)	78.7	(2)	80.0	(3)	74.0	(2)	80.6	(3)	78.5	(1)	78.4	(5)
DELTA	77.4	(4)	78.0	(2)	77.2	(5)	68.7	(8)	67.4	(10)	56.1	(11)	73.1	(9)	75.3	(4)	77.4	(8)
NORTHWEST	79.4	(2)	78.3	(1)	79.6	(1)	72.2	(5)	74.5	(5)	58.2	(9)	81.0	(2)	77.7	(2)	79.7	(2)
SOUTHWEST	76.0	(5)	75.6	(4)	78.8	(3)	70.4	(6)	75.1	(4)	65.3	(4)	77.7	(5)	75.1	(5)	82.3	(1)
TRANS WORLD	81.1	(1)	74.4	(5)	78.7	(4)	73.3	(3)	81.5	(2)	60.4	(8)	76.9	(6)	76.6	(3)	77.8	(7)
UNITED	70.8	(8)	56.8	(10)	51.6	(10)	66.7	(9)	69.1	(8)	61.3	(6)	76.2	(7)	61.8	(10)	75.3	(10)
US AIRWAYS	72.5	(7)	72.7	(6)	70.3	(7)	73.2	(4)	74.1	(6)	67.1	(3)	78.3	(4)	73.3	(7)	78.1	(6)
TOTAL	75.2		72.2		72.5		70.7		72.8		62.8		76.6		72.9		78.3	

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT															
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# 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	659	78.6	123	80.5	3286	77.2	514	77.4	9331	73.6	239	85.8	685	61.9	758	74.5
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/	31	87.1	1519	75.2	H/		372	49.7	
CO	647	78.8	22	95.5	380	80.0	216	91.2	585	68.9	120	93.3	249	77.5	391	75.4
DL	2809	69.6	H/		437	76.7	340	74.4	767	63.2	617	81.8	668	64.1	725	62.9
HP	62	64.5	H/		62	69.4	124	49.2	249	52.6	213	71.8	155	60.0	7082	71.9
NW	475	78.3	436	78.2	271	75.3	9722	84.2	812	75.1	161	76.4	455	66.8	354	74.0
TW	341	81.2	H/		224	78.1	289	75.1	320	65.9	124	79.8	178	72.5	186	65.1
UA	624	83.8	H/		543	79.2	577	78.7	11986	74.2	873	75.5	756	71.8	943	71.9
US	1667	72.7	121	79.3	433	70.7	244	82.8	662	70.5	H/		7246	71.4	279	79.2
WN	1486	83.3	3553	81.7	H/		H/		H/		932	79.4	H/		5372	70.0
TOTAL	8770	75.8	4255	81.3	5636	76.9	12026	82.9	24743	73.1	4798	77.9	10392	70.2	16462	70.7

CARRIER	ARRIVAL AIRPORT													
	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
AA	93	78.5	731	81.4	577	86.5	1377	74.8	186	73.1	525	69.5	495	81.0
AQ	H/		H/		H/		H/		H/		H/		H/	
AS	H/		371	69.3	3610	61.7	547	63.4	H/		H/		H/	
CO	84	84.5	243	76.5	273	83.2	416	77.9	120	70.8	106	83.0	443	85.1
DL	247	74.1	495	66.9	582	73.9	774	68.9	4541	74.1	217	76.5	1187	71.4
HP	H/		366	65.3	217	64.1	341	59.8	153	54.9	62	66.1	62	75.8
NW	154	74.0	249	85.1	411	76.2	405	81.5	97	79.4	327	78.6	366	76.2
TW	173	82.7	128	71.9	186	79.6	279	78.1	93	68.8	9898	78.7	186	74.7
UA	185	78.4	924	77.1	1248	74.4	6061	73.9	527	71.2	216	70.4	307	73.0
US	8151	81.2	217	82.9	244	86.1	399	84.2	H/		279	71.3	1298	71.3
WN	H/		2413	74.1	1114	77.5	440	67.7	1165	72.4	2481	76.4	1491	82.0
TOTAL	9087	80.9	6137	74.8	8462	70.7	11039	73.4	6882	73.1	14111	77.6	5835	76.5

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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	EWR	IAD	IAH	JFK	LAS	LAX	LGA
600 - 659 AM	86.0	80.0	87.1	97.7	82.7	63.6	95.8	80.3	79.8	78.5	90.3	96.5	73.5	91.8	90.9	79.5
700 - 759 AM	84.2	85.0	87.8	88.0	86.0	77.3	83.9	88.2	87.1	83.8	84.8	91.5	75.5	91.9	90.2	89.6
800 - 859 AM	76.3	81.4	87.8	84.6	82.9	79.8	86.1	85.3	89.3	86.2	85.4	83.7	75.0	83.3	82.0	76.3
900 - 959 AM	73.4	79.3	90.7	83.8	80.1	87.6	81.4	80.1	83.6	85.4	91.4	82.0	71.0	84.2	79.3	71.2
1000 - 1059 AM	75.2	77.5	86.8	80.0	83.1	82.9	80.5	86.2	82.7	86.6	86.3	85.4	70.4	77.0	72.0	71.2
1100 - 1159 AM	79.4	72.2	86.2	86.5	78.9	78.9	82.0	80.3	82.4	86.2	81.1	84.2	J/	75.6	72.1	65.4
1200 - 1259 PM	77.2	77.8	82.2	84.4	78.3	80.9	79.6	79.6	85.6	80.5	81.8	85.4	J/	70.4	68.9	73.8
100 - 159 PM	70.8	75.9	84.9	89.7	81.2	78.6	82.8	81.8	84.3	73.6	78.7	84.6	55.4	77.5	71.9	77.4
200 - 259 PM	74.8	71.0	82.1	83.8	82.9	81.8	80.2	79.7	83.0	72.8	78.5	81.6	63.2	75.3	73.7	67.8
300 - 359 PM	76.2	66.3	79.1	80.1	77.5	83.5	83.1	84.7	80.9	68.4	75.2	81.1	76.9	70.1	70.9	64.5
400 - 459 PM	72.4	69.2	77.3	81.4	75.8	77.5	78.0	78.9	79.6	66.2	81.3	79.0	67.8	71.1	69.1	63.0
500 - 559 PM	73.5	67.0	81.7	84.3	77.9	73.9	80.5	73.7	78.8	64.8	78.4	79.7	70.4	66.1	73.5	59.5
600 - 659 PM	73.0	65.6	75.4	81.2	77.0	76.0	74.5	76.8	81.2	64.0	78.8	75.9	65.0	73.0	69.5	51.7
700 - 759 PM	72.7	63.4	73.2	86.3	76.2	76.6	74.2	77.3	78.7	65.6	70.4	78.7	67.4	71.8	67.9	51.5
800 - 859 PM	70.1	62.6	69.6	78.6	78.5	79.0	75.8	71.1	77.7	65.5	77.0	79.5	62.1	69.7	68.0	51.3
900 - 959 PM	64.7	62.8	73.7	84.3	79.9	71.1	74.5	79.5	80.1	67.1	75.1	78.5	69.0	74.4	67.0	61.3
1000 - 1059 PM	74.9	63.2	75.4	78.2	66.1	84.0	69.0	75.6	76.6	66.8	74.8	67.1	59.1	71.6	67.7	62.0
1100 - 559 AM	76.8	71.8	74.1	80.8	78.3	75.3	77.5	79.1	76.5	72.6	84.2	76.7	67.4	74.5	77.6	65.6
TOTAL, ALL ARRIVALS, BY AIRPORT	74.7	70.3	79.7	83.8	79.4	78.9	79.4	79.8	81.6	72.3	79.9	81.4	68.2	75.1	72.7	64.5

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	78.3	89.7	85.9	85.2	83.8	J/	82.5	J/	79.4	J/	83.9	81.0	J/	83.9	75.8	83.7
700 - 759 AM	85.4	92.6	J/	90.1	81.9	89.5	81.7	79.1	87.0	90.6	86.5	91.5	78.4	82.6	98.0	85.4
800 - 859 AM	85.2	89.9	91.9	88.9	79.6	86.1	74.4	87.0	79.5	88.3	80.3	89.5	85.7	83.8	85.6	83.5
900 - 959 AM	80.4	86.0	77.6	85.7	79.1	85.6	78.3	75.0	75.6	86.1	75.3	80.3	77.9	83.3	87.7	80.1
1000 - 1059 AM	75.8	88.7	82.1	84.6	77.6	81.2	85.5	71.8	82.0	79.9	82.9	76.3	74.6	78.7	81.8	79.2
1100 - 1159 AM	81.4	87.3	75.4	82.5	76.2	89.1	83.6	73.5	80.0	82.4	78.7	76.4	80.4	79.9	79.2	79.4
1200 - 1259 PM	75.0	83.3	76.3	86.7	77.4	83.4	71.5	74.7	83.2	78.3	71.2	69.4	69.7	79.3	80.2	77.9
100 - 159 PM	72.5	85.1	69.5	85.4	72.3	79.1	64.8	71.9	83.4	75.5	75.4	68.6	72.1	77.2	73.5	77.4
200 - 259 PM	80.0	81.9	78.5	80.8	71.2	86.5	66.2	68.0	87.1	66.7	76.4	70.9	75.0	74.6	80.5	75.8
300 - 359 PM	81.9	82.0	77.9	85.8	73.1	70.5	66.6	70.3	84.9	72.0	69.3	67.0	69.9	73.5	74.0	75.4
400 - 459 PM	77.2	74.4	79.2	79.1	68.6	73.8	69.0	69.7	80.4	65.0	69.9	73.3	71.1	74.9	81.3	74.0
500 - 559 PM	75.1	80.5	77.0	80.6	69.5	72.4	66.0	67.1	74.3	69.5	67.2	71.8	72.8	75.8	69.0	73.0
600 - 659 PM	72.3	71.3	72.4	77.7	66.0	79.8	65.5	65.7	74.0	69.6	64.7	66.2	71.2	76.0	75.8	71.8

700 - 759 PM	69.0	77.6	79.5	79.5	66.0	64.9	60.6	65.6	81.8	72.5	66.1	72.5	72.3	72.6	75.4	72.0
800 - 859 PM	65.9	68.9	67.7	75.0	63.9	81.8	65.7	65.6	76.5	66.8	63.1	69.3	78.1	78.6	72.7	70.0
900 - 959 PM	75.9	77.2	75.4	81.1	67.7	73.2	64.1	71.7	78.6	73.5	63.1	68.0	67.6	75.0	68.3	73.1
1000 - 1059 PM	69.4	73.3	74.5	71.8	68.8	76.7	65.3	65.4	71.4	67.0	64.5	70.9	64.2	75.3	71.1	70.7
1100 - 559 AM	77.1	75.9	77.2	80.0	81.4	70.1	73.5	67.6	82.8	78.3	70.0	73.7	66.9	80.1	77.2	74.9

TOTAL, ALL ARRIVALS, BY AIRPORT	75.8	81.3	76.9	82.9	73.1	77.9	70.2	70.7	80.9	74.8	70.7	73.4	73.1	77.6	76.5	75.9
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JANUARY 2001

AIR TRAVEL CONSUMER REPORT

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAD	IAH	JFK	LAS	LAX	LGA
600 - 659 AM	87.9	87.5	94.7	89.6	93.5	91.8	94.4	88.9	84.3	87.5	93.9	91.2	81.7	92.8	89.4	86.9
700 - 759 AM	85.8	84.6	92.0	93.1	89.2	88.7	88.5	87.8	83.6	89.2	90.1	93.7	80.9	90.0	88.4	81.2
800 - 859 AM	81.3	80.9	89.6	90.7	88.2	86.8	85.2	84.8	83.4	82.0	92.7	95.6	79.3	86.0	83.0	82.0
900 - 959 AM	75.6	80.2	88.7	89.6	89.1	87.7	80.0	82.3	83.2	86.0	84.5	89.5	82.5	75.8	77.7	80.7
1000 - 1059 AM	78.7	82.5	81.3	86.4	82.6	85.8	79.0	81.5	78.2	85.4	83.6	89.4	63.6	71.6	72.2	74.8
1100 - 1159 AM	78.5	77.7	82.7	82.5	85.7	86.3	79.1	83.7	78.4	80.3	85.4	83.9	82.3	73.3	71.1	73.6
1200 - 1259 PM	77.3	79.1	79.2	85.6	81.0	88.2	79.6	82.4	80.4	83.9	82.3	92.3	79.2	68.7	74.6	73.8
100 - 159 PM	76.9	77.3	76.9	83.6	78.1	87.7	77.4	78.2	78.1	77.7	82.1	85.5	J/	65.8	69.5	77.1
200 - 259 PM	72.3	74.3	74.9	74.4	84.8	81.7	75.7	81.1	78.4	76.3	75.9	84.7	81.0	71.8	74.1	78.3
300 - 359 PM	75.1	69.2	73.0	77.6	89.4	86.1	75.3	79.4	75.6	77.0	74.1	79.8	71.0	69.1	71.5	73.2
400 - 459 PM	73.7	72.5	75.7	75.3	85.3	81.3	75.6	80.2	76.7	73.9	72.0	89.6	74.6	65.8	70.5	67.9
500 - 559 PM	71.4	70.8	69.2	75.5	67.7	83.0	74.9	78.7	80.6	68.4	75.7	80.2	73.1	65.2	70.3	70.9
600 - 659 PM	73.0	70.7	71.3	74.7	80.9	81.9	75.7	75.8	76.6	67.3	72.9	82.5	71.6	62.8	66.6	62.9
700 - 759 PM	74.2	68.9	72.8	80.1	76.2	81.7	75.5	77.8	78.1	67.9	74.4	81.6	70.2	63.6	67.2	61.0
800 - 859 PM	73.2	75.3	69.2	85.1	79.3	85.0	69.7	81.0	74.4	71.1	80.7	84.1	74.7	61.1	61.2	60.6
900 - 959 PM	72.8	82.0	68.9	82.4	80.5	90.2	78.9	73.2	79.5	67.0	78.0	90.6	79.7	66.4	67.1	78.3
1000 - 1059 PM	75.2	88.5	60.0	89.8	82.2	J/	77.8	87.3	87.1	100.0	J/	86.6	77.4	78.1	82.4	92.3
1100 - 559 AM	82.3	84.6	90.3	71.0	J/	J/	91.4	J/	76.0	87.6	96.8	J/	50.0	77.5	85.8	85.7

TOTAL, ALL DEPARTURES, BY AIRPORT	76.8	77.2	79.5	83.5	83.3	85.7	78.6	81.6	79.9	78.4	81.2	86.2	76.0	73.2	75.3	74.3
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SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	MCO	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	93.2	97.0	87.1	88.8	89.3	91.5	88.9	95.7	92.8	94.4	89.6	92.2	89.7	89.3	93.6	90.0
700 - 759 AM	88.0	90.3	82.3	82.5	87.3	90.3	84.9	94.1	86.9	92.7	87.7	86.9	88.2	89.3	91.1	87.9
800 - 859 AM	91.1	87.9	83.6	84.8	82.4	89.3	82.7	83.3	91.2	89.7	84.5	84.4	84.2	85.9	92.4	84.7
900 - 959 AM	86.9	84.1	92.0	85.1	81.6	78.5	79.2	83.0	84.3	85.3	79.3	84.7	74.3	87.2	89.3	83.3
1000 - 1059 AM	83.5	78.3	80.2	84.2	78.7	82.9	80.9	74.5	77.7	85.3	77.4	79.3	76.0	80.3	83.0	79.6

1100 - 1159 AM	80.2	80.7	83.7	82.6	78.3	84.0	80.5	71.3	84.5	74.7	78.2	74.3	75.9	80.3	81.1	78.9
1200 - 1259 PM	80.0	77.7	74.6	84.4	75.5	87.8	77.5	71.1	85.5	77.4	79.2	75.4	48.3	77.8	76.3	79.0
100 - 159 PM	75.7	81.8	80.0	84.4	79.3	81.7	74.2	70.2	73.3	73.2	72.6	73.4	72.1	80.8	73.9	77.5
200 - 259 PM	73.7	72.2	76.2	80.2	74.9	81.3	71.3	68.0	81.8	71.1	75.9	72.0	77.1	77.7	76.2	76.7
300 - 359 PM	73.5	74.7	70.2	82.7	72.5	78.7	66.7	68.8	78.6	70.7	74.1	69.9	71.7	74.1	71.7	74.3
400 - 459 PM	79.3	67.2	74.2	79.6	71.8	72.9	72.0	64.7	80.0	65.2	67.9	69.0	74.0	68.7	78.0	74.2
500 - 559 PM	74.6	63.6	68.5	77.4	68.6	71.4	71.0	62.4	79.4	61.1	70.2	67.9	73.2	73.4	70.3	72.8
600 - 659 PM	69.5	66.5	72.6	77.8	68.5	84.5	69.9	66.5	81.0	66.0	61.2	70.1	69.5	73.6	74.5	71.7
700 - 759 PM	74.2	71.4	73.2	81.2	66.7	71.7	66.7	65.6	91.5	71.1	62.4	65.4	69.1	78.7	83.5	72.6
800 - 859 PM	69.2	68.7	69.8	78.5	66.3	74.2	65.7	64.0	83.2	64.5	65.7	69.7	76.0	73.6	82.6	73.2
900 - 959 PM	67.3	67.6	J/	74.3	67.6	75.0	74.3	66.0	82.7	65.1	65.1	74.2	81.8	75.1	71.6	74.2
1000 - 1059 PM	85.2	J/	J/	83.9	77.2	80.6	J/	75.0	84.1	91.0	73.1	75.0	75.6	79.1	86.7	81.4
1100 - 559 AM	J/	J/	74.2	83.9	100.0	91.1	95.2	82.8	93.5	100.0	82.6	87.9	85.2	87.2	87.1	82.7

TOTAL, ALL DEPARTURES,
BY AIRPORT 79.1 78.2 77.7 81.8 75.9 82.5 75.1 72.7 83.3 78.5 76.3 77.0 76.2 78.8 81.4 78.5

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AIR TRAVEL CONSUMER REPORT

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 AVERAGE	MIN. LATE MEDIAN
AS	720	SEA-PHX	1952	31	83.87	49	24

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TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS 1/
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	428	8	1.9
AMERICA WEST	630	3	0.5
CONTINENTAL	1161	4	0.3
TRANS WORLD	729	2	0.3
AMERICAN	2130	4	0.2
SOUTHWEST	2703	5	0.2
DELTA	2491	3	0.1
NORTHWEST	1521	1	0.1
ALOHA	176	0	0.0
UNITED	2037	0	0.0
US AIRWAYS	2091	0	0.0
TOTAL	16,097	30	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.
AGUADILLA, P.R. (BQN)	71.0	90.3	31	31	EL PASO, TX. (ELP)	76.1	81.6	1,918	1,917
AKRON/CANTON, OH. (CAK)	67.7	82.8	93	93	ELMIRA, N.Y. (ELM)	76.7	86.7	120	120
ALBANY, N.Y. (ALB)	76.6	85.4	1,190	1,187	ERIE, PA. (ERI)	74.2	82.3	124	124
ALBUQUERQUE, N.M. (ABQ)	74.6	79.2	2,999	3,001	EUGENE, OR. (EUG)	78.0	82.7	186	185
ALLENTOWN, PA. (ABE)	76.3	85.2	514	513	FAIRBANKS, AK. (FAI)	77.2	83.3	412	412
AMARILLO, TX. (AMA)	78.0	84.9	404	404	FARGO, N.D. (FAR)	78.7	90.7	183	183
ANCHORAGE, AK. (ANC)	71.4	79.6	1,528	1,524	FAYETTEVILLE, N.C. (FAY)	76.3	86.0	93	93
ASHEVILLE, N.C. (AVL)	84.7	93.5	124	124	FLINT, MI. (FNT)	78.8	90.7	118	118
ATLANTA, GA. (ATL)	74.7	76.8	22,375	22,377	FRESNO, CA. (FAT)	90.3	93.5	31	31
AUSTIN, TX. (AUS)	77.6	84.4	3,737	3,737	FT. LAUDERDALE, FL. (FLL)	72.9	75.6	4,812	4,813
BALTIMORE, MD. (BWI)	79.7	79.5	8,307	8,307	FT. MYERS, FL. (RSW)	76.2	81.5	1,535	1,535
BARROW, AK. (BRW)	73.7	73.7	76	76	FT. WAYNE, IN. (FWA)	72.2	77.4	54	53
BATON ROUGE, LA. (BTR)	82.0	85.9	306	305	GRAND FORKS, N.D. (GFK)	82.6	93.0	86	86
BETHEL, AK. (BET)	71.0	75.3	93	93	GRAND RAPIDS, MI. (GRR)	76.6	84.2	615	613
BILLINGS, MT. (BIL)	81.4	90.6	307	309	GREAT FALLS, MT. (GTF)	86.0	87.6	186	186
BINGHAMTON, N.Y. (BGM)	75.8	79.0	62	62	GREEN BAY, WI. (GRB)	82.3	92.2	231	231
BIRMINGHAM, AL. (BHM)	82.3	85.9	1,692	1,692	GREENSBORO/HIGH PT., N.C. (GSO)	81.3	87.1	1,282	1,282
BISMARCK, N.D. (BIS)	86.7	93.3	120	120	GREENVILLE/SPARTBG., S.C. (GSP)	81.3	86.3	534	534
BOISE, ID. (BOI)	74.6	77.9	1,071	1,070	GULFPORT/BILOXI, MS. (GPT)	84.3	95.7	70	70
BOSTON, MA. (BOS)	70.3	77.2	9,815	9,816	GUNNISON, CO. (GUC)	68.3	82.5	63	63
BOZEMAN, MT. (BZN)	81.9	85.0	155	153	HARLINGEN, TX. (HRL)	75.1	77.7	358	358
BRISTOL, TN. (TRI)	87.1	86.0	93	93	HARRISBURG, PA. (MDT)	75.3	83.3	586	587
BROWNSVILLE, TX. (BRO)	85.2	84.6	27	26	HARTFORD, CT./SPGFLD, MA. (BDL)	76.2	81.2	3,030	3,028
BUFFALO, N.Y. (BUF)	79.2	83.8	1,732	1,742	HELENA, MT. (HLN)	69.4	82.3	62	62
BURBANK, CA. (BUR)	73.6	75.5	2,312	2,311	HILO, HAWAII, HI. (ITO)	95.0	96.8	441	441
BURLINGTON, VT. (BTV)	78.8	78.8	217	217	HONOLULU, OAHU, HI. (HNL)	90.1	92.6	3,429	3,428
CEDAR RAPIDS/IOWA CTY, IA. (CID)	76.2	82.7	399	398	HOUSTON, TX. (HOU)	80.2	78.1	4,812	4,813
CHARLESTON, S.C. (CHS)	78.0	85.3	587	587	HOUSTON, TX. (IAH)	81.4	86.2	11,203	11,213
CHARLESTON, W.V. (CRW)	81.7	89.2	93	93	HUNTSVILLE/DECATUR, AL. (HSV)	77.8	84.4	482	482
CHARLOTTE, N.C. (CLT)	83.8	83.5	11,217	11,219	INDIANAPOLIS, IN. (IND)	77.4	84.6	3,020	3,019
CHATTANOOGA, TN. (CHA)	84.9	91.4	93	93	INDIO/PALM SPRINGS, CA. (PSP)	73.2	81.7	544	542
CHICAGO, I.L. (MDW)	81.3	78.2	4,255	4,255	ISLIP/LONG IS., N.Y. (ISP)	79.7	84.1	847	848
CHICAGO, I.L. (ORD)	73.1	75.9	24,743	24,749	ITHACA, N.Y. (ITH)	75.8	86.7	120	120
CINCINNATI, OH. (CVG)	79.4	83.3	5,814	5,805	JACKSON/VICKSBURG, MS. (JAN)	82.7	85.4	732	733
CLEVELAND, OH. (CLE)	77.9	86.0	4,513	4,516	JACKSON, WY. (JAC)	76.6	78.1	128	128
COLORADO SPRINGS, CO. (COS)	73.5	83.7	1,011	1,011	JACKSONVILLE, FL. (JAX)	81.7	84.6	2,210	2,210
COLUMBIA, S.C. (CAE)	83.2	87.1	364	364	JUNEAU, AK. (JNU)	73.9	78.1	310	310
COLUMBUS, OH. (CMH)	77.4	83.0	2,889	2,887	KAHULUI, MAUI, HI. (OGG)	91.8	90.8	1,468	1,467
CORDOVA, AK. (CDV)	87.1	90.3	62	62	KALAMAZOO, MI. (AZO)	78.5	88.2	93	93
CORPUS CHRISTI, TX. (CRP)	72.5	86.8	258	257	KALISPELL, MT. (FCA)	81.5	77.4	124	124
DALLAS/FT. WORTH, TX. (DAL)	82.6	80.9	4,264	4,264	KANSAS CITY, MO. (MCI)	78.5	82.1	5,316	5,315

DALLAS/FT. WORTH, TX. (DFW)	79.8	81.6	20,927	20,912	KETCHIKAN, AK. (KTN)	69.9	80.6	186	186
DAYTON, OH. (DAY)	79.0	87.1	929	929	KNOXVILLE, TN. (TYS)	81.6	86.7	570	570
DAYTONA BEACH, FL. (DAB)	77.4	78.0	186	186	KODIAK, AK. (ADQ)	59.7	67.7	62	62
DEADHORSE, AK. (SCC)	67.7	67.7	31	31	KONA, HAWAII., HI. (KOA)	92.2	94.7	728	730
DENVER, CO. (DEN)	79.4	78.6	11,474	11,470	KOTZEBUE, AK. (OTZ)	75.0	75.0	76	76
DES MOINES, IA. (DSM)	80.7	84.6	565	564	LA CROSSE, WI. (LSE)	85.4	89.0	82	82
DETROIT, MI. (DTW)	81.6	79.9	12,640	12,634	LANSING, MI. (LAN)	78.5	92.3	209	209
DULUTH, MN. (DLH)	79.8	84.3	89	89	LAS VEGAS, NV. (LAS)	75.1	73.2	11,666	11,668
DURANGO, CO. (DRO)	74.2	77.4	31	31	LEXINGTON/FRKFT, KY. (LEX)	75.8	86.5	273	274
DUTCH HARBOR, AK. (DUT)	45.0	46.7	60	60	LIHUE, KAUAI, HI. (LIH)	93.9	94.9	823	823
EAGLE, CO. (EGE)	81.1	84.9	285	285	LINCOLN, NE. (LNK)	80.2	86.3	182	182

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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.
LITTLE ROCK, AR. (LIT)	81.7	87.7	1,143	1,144	SAGINAW, MI. (MBS)	80.7	90.4	322	322
LONG BEACH, CA. (LGB)	74.8	82.4	262	262	SALT LAKE CITY, UT. (SLC)	73.1	76.2	6,882	6,875
LOS ANGELES, CA. (LAX)	72.7	75.3	17,871	17,882	SAN ANTONIO, TX. (SAT)	76.9	84.6	3,231	3,230
LOUISVILLE, KY. (SDF)	81.4	86.7	1,915	1,908	SAN DIEGO, CA. (SAN)	74.8	78.5	6,137	6,163
LUBBOCK, TX. (LBB)	81.0	81.9	437	437	SAN FRANCISCO, CA. (OAK)	74.7	73.8	5,121	5,123
MADISON, WI. (MSN)	78.7	89.0	301	301	SAN FRANCISCO, CA. (SFO)	73.4	77.0	11,039	11,040
MANCHESTER, N.H. (MHT)	78.3	82.5	1,175	1,175	SAN JOSE, CA. (SJC)	76.2	78.1	6,321	6,324
MEDFORD, OR. (MFR)	75.0	80.6	124	124	SAN JUAN, P.R. (SJU)	72.8	75.0	2,408	2,410
MELBOURNE, FL. (MLB)	71.8	91.1	124	124	SANTA BARBARA, CA. (SBA)	80.0	74.7	155	154
MEMPHIS, TN. (MEM)	83.4	84.0	4,754	4,755	SARASOTA/BRAD., FL. (SRQ)	80.1	86.7	413	414
MIAMI, FL. (MIA)	76.9	77.7	5,636	5,632	SAVANNAH, GA. (SAV)	80.9	83.4	435	435
MIDLAND/ODESSA, TX. (MAF)	81.0	85.6	431	431	SCRANTON/WILKES-BARRE, PA. (AVP)	75.8	85.5	124	124
MILWAUKEE, WI. (MKE)	77.1	87.0	1,251	1,250	SEATTLE, WA. (SEA)	70.7	76.3	8,462	8,474
MINNEAPLS/ST.P, MN. (MSP)	82.9	81.8	12,026	12,025	SHREVEPORT, LA. (SHV)	74.0	78.3	215	217
MINOT, N.D. (MOT)	74.2	87.1	93	93	ST. LOUIS, MO. (STL)	77.6	78.8	14,111	14,129
MISSION/MCALLEN, TX. (MFE)	78.1	90.7	333	332	ST. THOMAS, V.I. (STT)	78.5	83.9	330	330
MISSOULA, MT. (MSO)	79.0	88.0	157	158	STEAMBOAT SPRINGS, CO. (HDN)	80.2	79.0	167	167
MOBILE, AL./PASCAGOULA, MS. (MOB)	77.6	83.4	370	368	SYRACUSE, N.Y. (SYR)	73.2	84.5	918	916
MOLINE, IL. (MLI)	77.3	81.2	181	181	TALLAHASSEE, FL. (TLH)	74.2	77.4	155	155
MONROE, LA. (MLU)	73.1	83.6	186	183	TAMPA, FL. (TPA)	76.5	81.4	5,835	5,836
MONTROSE, CO. (MTJ)	94.3	98.6	70	70					
MYRTLE BEACH, S.C. (MYR)	85.2	94.7	189	189					
NASHVILLE, TN. (BNA)	80.7	82.5	4,931	4,926					
NEW ORLEANS, LA. (MSY)	80.2	84.3	4,468	4,465					
NEW YORK, N.Y. (JFK)	68.2	76.0	3,786	3,785					
NEW YORK, N.Y. (LGA)	64.5	74.3	9,901	9,895					
NEWARK, N.J. (EWR)	72.3	78.4	10,557	10,557					

NEWBURGH, N.Y. (SWF)	73.9	82.6	92	92	TOLEDO, OH. (TOL)	69.4	90.3	62	62
NOME, AK. (OME)	72.2	78.5	79	79	TRAVERSE CITY, MI. (TVC)	79.0	88.7	62	62
NORFOLK/VA. BEACH, VA. (ORF)	79.8	87.2	1,320	1,322	TUCSON, AZ. (TUS)	71.4	80.3	1,736	1,734
OKLAHOMA CITY, OK. (OKC)	76.7	83.5	1,636	1,637	TULSA, OK. (TUL)	78.5	84.2	1,699	1,697
OMAHA, NE. (OMA)	76.6	82.4	1,446	1,445	VALPARAISO, FL. (VPS)	83.9	91.9	124	124
ONTARIO, CA. (ONT)	73.6	78.4	3,058	3,035	WASHINGTON, D.C. (DCA)	78.9	85.7	8,019	8,029
ORANGE COUNTY, CA. (SNA)	77.4	80.5	3,726	3,724	WASHINGTON, D.C. (IAD)	79.9	81.2	4,590	4,591
ORLANDO, FL. (MCO)	75.8	79.1	8,770	8,764	WEST PALM BEACH, FL. (PBI)	72.5	76.1	2,138	2,136
PASCO, WA. (PSC)	77.7	81.0	121	121	WHITE PLAINS, N.Y. (HPN)	67.2	65.3	418	418
PENSACOLA, FL. (PNS)	77.6	86.7	491	488	WICHITA, KS. (ICT)	80.4	86.9	601	601
PETERSBURG, AK. (PSG)	54.8	61.3	62	62	WILMINGTON, N.C. (ILM)	87.6	93.0	185	185
PHILADELPHIA, PA. (PHL)	70.2	75.1	10,392	10,384	WRANGELL, AK. (WRG)	59.7	66.1	62	62
PHOENIX, AZ. (PHX)	70.7	72.7	16,462	16,481	YAKUTAT, AK. (YAK)	83.9	90.3	62	62
PITTSBURGH, PA. (PIT)	80.9	83.3	9,087	9,083					
PORTLAND, ME. (PWM)	78.0	82.4	522	523					
PORTLAND, OR. (PDX)	77.9	82.5	4,798	4,801					
PROVIDENCE, R.I. (PVD)	80.1	85.8	2,292	2,291					
RALEIGH/DURHAM, N.C. (RDU)	79.8	86.0	2,973	2,973					
RAPID CITY, S.D. (RAP)	82.6	89.1	92	92					
RENO, NV. (RNO)	76.4	78.4	2,354	2,351					
RICHMOND, VA. (RIC)	80.9	85.3	1,405	1,404					
ROANOKE, VA. (ROA)	84.1	86.8	182	182					
ROCHESTER, MN. (RST)	76.1	85.8	176	176					
ROCHESTER, N.Y. (ROC)	76.1	82.5	1,199	1,200					
SACRAMENTO, CA. (SMF)	76.2	77.9	3,325	3,327					

JANUARY 2001

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTED AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
DELTA S/	30	55867	2949	5.3	109	76671	3805	5.0
AMERICAN S/	31	48841	2612	5.3	98	64641	3163	4.9
ALASKA S/	8	7477	276	3.7	34	13050	530	4.1
AMERICA WEST S/	25	14550	518	3.6	53	19235	725	3.8

UNITED S/	30	50124	1992	4.0	99	62351	2360	3.8
US AIRWAYS S/	27	46561	1397	3.0	89	63830	1959	3.1
NORTHWEST S/	31	30770	1001	3.3	117	45865	1365	3.0
TRANS WORLD S/	29	16386	375	2.3	72	21929	468	2.1
ALOHA S/	0	0	0	N/A	6	5404	83	1.5
CONTINENTAL S/	30	24739	371	1.5	85	33777	494	1.5
SOUTHWEST S/	15	33536	503	1.5	59	80464	1076	1.3
T O T A L		328,851	11,994	3.6		487,217	16,028	3.3

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.

- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

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

Airports Covered by the Rule

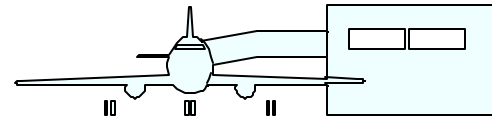
Atlanta. Hartsfield	ATL
Baltimore/Washington. International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. Midway	MDW
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth. International	DFW
Denver. International	DEN
Detroit. Metro Wayne County	DTW
Houston. George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

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

AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
CO	Continental Airlines
DL	Delta Air Lines
NW	Northwest Airlines
WN	Southwest Airlines
TW	Trans World Airlines
UA	United Airlines
US	US Airways

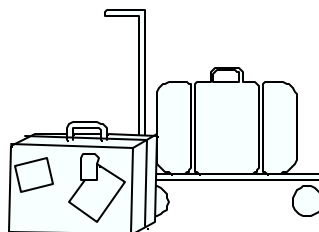
Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

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.



JANUARY
MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

U.S. AIRLINES*

RANK	AIRLINE	JANUARY 2001			JANUARY 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,725	846,625	3.22	3,244	861,999	3.76
2	US AIRWAYS	20,600	4,185,075	4.92	16,054	3,583,465	4.48
3	NORTHWEST AIRLINES	18,837	3,537,969	5.32	17,391	3,323,518	5.23
4	UNITED AIRLINES	30,081	5,603,709	5.37	39,679	5,558,150	7.14
5	CONTINENTAL AIRLINES	16,630	3,021,087	5.50	16,047	2,732,984	5.87
6	AMERICAN AIRLINES	31,054	5,358,679	5.80	26,282	5,025,806	5.23
7	AMERICA WEST AIRLINES	9,536	1,620,931	5.88	8,700	1,390,710	6.26
8	DELTA AIR LINES	42,823	7,098,132	6.03	40,550	7,172,163	5.65
9	SOUTHWEST AIRLINES	35,683	5,806,499	6.15	22,572	4,906,298	4.60
10	TRANS WORLD AIRLINES	14,142	1,790,434	7.90	10,738	1,762,336	6.09
TOTALS		222,111	38,869,140	5.71	201,257	36,317,429	5.54

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.

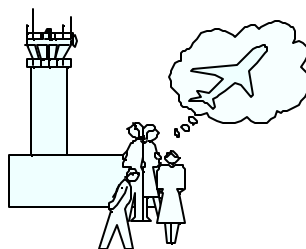
OVERSALES

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

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

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

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



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

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

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

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

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

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

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

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

CONSUMER COMPLAINTS

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

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

Complaint Categories. Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report. Note that beginning with the September 1999 report, disability complaints are listed as a separate category. Prior to September 1999, disability complaints were included in the Reservations/Ticketing/Boarding category. Also, effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category.

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. Effective with the September 1999 report, complaints against “cargo companies” (formerly a separate grouping) are included with the “miscellaneous” grouping.

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**

	JANUARY 2001				JANUARY 2000			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,972	125	11	33	1,777	188	14	110
FOREIGN AIRLINES	200	3	1	2	173	1	0	1
TRAVEL AGENTS	15	0	0	0	23	0	0	0
TOUR OPERATORS	13	0	0	0	17	0	0	1
MISCELLANEOUS	21	15	0	13	44	93	0	5
INDUSTRY TOTALS	2,221	143	12	48	2,034	282	14	117

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY 2001			JANUARY 2000		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	888		1	686	
CANCELLATIONS			343			236
DELAYS			273			228
MISCONNECTIONS			55			98
BAGGAGE	2	418		3	344	
CUSTOMER SERVICE	3	393		2	435	
RES/TKTG/BOARDING	4	188		4	164	
REFUNDS	5	89		6	87	
OTHER	6	72		9	59	
FREQUENT FLYER			25			31
OVERSALES	7	60		7	78	
FARES	8	58		5	106	
DISABILITY	9	46		8	65	
TOURS OR CHARTERS	10	6		11	4	
ADVERTISING	11	2		10	6	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		2, 221			2, 034	

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

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

Table 3

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

JANUARY 2001

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	33	3	5	0	4	27	11	0	1	0	0	2	86
ALASKA AIRLINES	9	0	1	1	0	4	1	0	0	0	1	0	17
AMERICA WEST AIRLINES	47	2	4	1	6	10	22	1	0	0	0	6	99
AMERICAN AIRLINES	119	3	24	10	20	65	52	8	0	0	0	8	309
AMERICAN EAGLE	12	3	0	0	0	4	2	0	0	0	0	0	21
AMERICAN TRANS AIR	23	2	3	1	1	11	7	1	0	0	0	3	52
COMAIR	12	1	1	0	0	0	1	0	0	0	0	2	17
CONTINENTAL AIRLINES	39	7	9	2	2	31	36	1	0	0	0	7	134
DELTA AIR LINES	185	5	37	7	8	36	52	5	0	0	0	5	340
DELTA CONNECTION	3	0	0	0	0	1	5	0	0	0	0	0	9
FRONTIER AIRLINES	3	0	0	0	1	0	1	1	0	0	0	1	7
HAWAIIAN AIRLINES	4	0	0	0	1	2	4	0	0	0	0	0	11
HORIZON AIRLINES	3	0	0	0	0	0	2	0	0	0	0	0	5
MESABA AIRLINES	3	0	1	0	0	1	2	0	0	0	0	0	7
MIDWAY AIRLINES	4	0	1	0	0	5	3	0	0	0	0	1	14
NATIONAL AIRLINES	3	0	0	0	0	1	1	1	0	0	0	0	6
NORTHWEST AIRLINES	46	5	8	5	2	26	20	1	0	0	0	7	120
PAN AM	2	1	1	0	0	1	3	1	0	0	0	1	10
RYAN INTERNATIONAL AIRLINES	1	0	0	0	0	0	2	4	0	0	0	0	7
SOUTHWEST AIRLINES	16	2	5	1	0	6	11	2	0	0	0	1	44
SPIRIT AIRLINES	90	0	6	3	3	22	19	1	0	0	0	1	145
TRANS WORLD AIRLINES	30	3	12	4	2	13	22	3	0	0	0	3	92
UNITED AIRLINES	78	6	29	9	8	47	46	6	0	0	0	7	236
UNITED EXPRESS	6	0	2	0	2	4	2	0	0	0	0	0	16
US AIRWAYS	45	1	7	6	1	25	18	6	0	0	0	4	113
US AIRWAYS EXPRESS	4	0	0	0	0	1	2	0	0	0	0	0	7
OTHER U. S. AIRLINES	21	3	6	1	4	5	6	1	0	0	0	1	48
TOTAL JANUARY 2001	841	47	162	51	65	348	353	43	1	0	1	60	1,972
% OF TOTAL COMPLAINTS	42.8	2.4	8.2	2.6	3.3	17.7	18	2.2	0.1	0	0.1	3.1	
TOTAL JANUARY 2000	645	65	143	81	68	270	391	60	3	0	0	51	1,777
% OF TOTAL COMPLAINTS	36.3	3.7	8	4.6	3.8	15.2	22	3.4	0.2	0	0	2.9	

* 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

JANUARY 2001

U. S. AIRLINES*	COMPS RECD IN JAN.	INCI- DENTS IN JAN.	PERCENT	INCI- DENTS IN DEC.	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	86	12	14.0	41	47.7	12	14.0	21	24.4
ALASKA AIRLINES	17	5	29.4	5	29.4	3	17.6	4	23.5
AMERICA WEST AIRLINES	99	28	28.3	33	33.3	21	21.2	17	17.2
AMERICAN AIRLINES	309	71	23.0	142	46.0	51	16.5	45	14.6
AMERICAN EAGLE	21	3	14.3	12	57.1	4	19.0	2	9.5
AMERICAN TRANS AIR	52	7	13.5	27	51.9	7	13.5	11	21.2
COMAIR	17	3	17.6	7	41.2	1	5.9	6	35.3
CONTINENTAL AIRLINES	134	30	22.4	68	50.7	16	11.9	20	14.9
DELTA AIR LINES	340	75	22.1	185	54.4	29	8.5	51	15.0
DELTA CONNECTION	9	4	44.4	0	0.0	0	0.0	5	55.6
FRONTIER AIRLINES	7	2	28.6	1	14.3	3	42.9	1	14.3
HAWAIIAN AIRLINES	11	4	36.4	6	54.5	1	9.1	0	0.0
HORIZON AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
MESABA AVIATION	7	2	28.6	4	57.1	0	0.0	1	14.3
MIDWAY AIRLINES	14	6	42.9	4	28.6	2	14.3	2	14.3
NATIONAL AIRLINES	6	2	33.3	3	50.0	0	0.0	1	16.7
NORTHWEST AIRLINES	120	27	22.5	64	53.3	17	14.2	12	10.0
PAN AM	10	2	20.0	0	0.0	0	0.0	8	80.0
RYAN INTERNATIONAL AIRLINES	7	0	0.0	3	42.9	0	0.0	4	57.1
SOUTHWEST AIRLINES	44	13	29.5	9	20.5	11	25.0	11	25.0
SPIRIT AIRLINES	145	52	35.9	66	45.5	10	6.9	17	11.7
TRANS WORLD AIRLINES	92	20	21.7	40	43.5	13	14.1	19	20.7
UNITED AIRLINES	236	55	23.3	83	35.2	59	25.0	39	16.5
UNITED EXPRESS	16	2	12.5	7	43.8	2	12.5	5	31.2
US AIRWAYS	113	26	23.0	41	36.3	20	17.7	26	23.0
US AIRWAYS EXPRESS	7	1	14.3	5	71.4	1	14.3	0	0.0
OTHER U. S. AIRLINES	48	14	29.2	11	22.9	7	14.6	16	33.3
TOTALS	1,972	469	23.8	869	44.1	290	14.7	344	17.4
PREVIOUS YEAR' S TOTALS	1,777	377	21.2	590	33.2	579	32.6	231	13.0

*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**

JANUARY 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>													
AEROMEXICO	1	0	2	0	0	2	2	0	0	0	0	0	7
AIR ARUBA	0	1	0	0	8	0	0	0	0	0	0	0	9
AIR CANADA	1	0	0	1	0	2	3	1	0	0	0	0	8
AIR FRANCE	7	3	0	0	2	9	4	0	0	0	0	1	26
AIR INDIA	2	1	1	0	0	0	0	0	0	0	0	1	5
AIR JAMAICA	2	1	0	0	0	0	2	0	0	0	0	0	5
ALITALIA AIRLINES	7	2	1	0	2	9	2	1	0	0	0	2	26
BRITISH AIRWAYS	4	0	1	2	0	4	5	0	0	0	0	2	18
KLM	1	0	0	0	0	4	0	0	0	0	0	0	5
LACSA	0	2	2	0	0	3	1	0	0	0	0	0	8
SKYSERVICE	2	0	0	0	0	0	1	0	0	0	0	2	5
TACA INTERNATIONAL AIRLINES	0	1	0	1	0	2	0	0	1	0	0	0	5
OTHER FOREIGN AIRLINES	12	2	7	0	4	31	13	1	0	1	0	2	73
TOTALS	39	13	14	4	16	66	33	3	1	1	0	10	200
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	9	1	4	0	0	0	0	0	0	0	15
TOTALS	1	0	9	1	4	0	0	0	0	0	0	0	15
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	1	0	4	0	2	0	0	4	0	1	13
TOTALS	1	0	1	0	4	0	2	0	0	4	0	1	13
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	6	0	2	2	0	4	5	0	0	1	0	1	21
TOTALS	6	0	2	2	0	4	5	0	0	1	0	1	21

* 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" IS ADDED AS A NEW CATEGORY.

TABLE 6

JANUARY
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

Rank	Airline	JANUARY 2001			JANUARY 2000		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	44	5,659,473	0.78	38	4,915,350	0.77
2	ALASKA AIRLINES	17	985,834	1.72	20	997,848	2.00
3	US AIRWAYS	113	4,382,519	2.58	113	3,710,426	3.05
4	NORTHWEST AIRLINES	120	4,176,488	2.87	130	4,023,712	3.23
5	CONTINENTAL AIRLINES	134	3,494,062	3.84	148	3,363,103	4.40
6	UNITED AIRLINES	236	6,066,611	3.89	252	6,214,088	4.06
7	DELTA AIR LINES	340	7,416,778	4.58	199	7,430,716	2.68
8	AMERICAN AIRLINES	309	6,438,406	4.80	301	6,385,285	4.71
9	TRANS WORLD AIRLINES	92	1,784,963	5.15	81	1,827,739	4.43
10	AMERICA WEST AIRLINES	99	1,609,901	6.15	120	1,431,955	8.38
	TOTAL	1,504	42,015,035	3.58	1,402	40,300,222	3.48

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.

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.

