

U.S. Department of Transportation

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# ***Air Travel Consumer Report***

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**Issued: JULY 2001**

Includes data for the following periods:

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

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**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.

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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	68.8	8	87.3
CONTINENTAL S/	31	85.5	83	86.1
TRANS WORLD S/	30	84.7	70	85.2
SOUTHWEST S/	15	84.6	58	85.0
NORTHWEST S/	32	83.9	114	84.0
DELTA S/	31	83.2	109	83.3
US AIRWAYS S/	28	83.3	89	83.1
AMERICAN S/	32	78.9	92	79.6
UNITED S/	31	77.9	95	77.9
ALASKA S/	8	75.6	36	77.3
AMERICA WEST S/	26	76.9	51	77.0
AMERICAN EAGLE S/	17	72.2	103	71.6
T O T A L		81.1		81.5

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.

MAY 2001  
AIR TRAVEL CONSUMER REPORT

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

CARRIER	2ND QUARTER 04-06 2000		3RD QUARTER 07-09 2000		4TH QUARTER 10-12 2000		1ST QUARTER 01-03 2001		03 2001		04 2001		05 2001		12 MONTHS ENDING 05 2001		DATA BASE TO DATE 09 1987 - 05 2001	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	70.9	(7)	70.2	(8)	64.5	(10)	63.5	(12)	62.1	(12)	71.0	(12)	77.3	(10)	67.5	(8)	76.0	(9)
ALOHA	----	--	----	--	90.6	(1)	85.3	(1)	82.0	(1)	87.5	(1)	87.3	(1)	87.8	---	87.8	---
AMERICA WEST	66.6	(9)	66.4	(9)	64.1	(11)	68.7	(10)	69.7	(10)	73.5	(9)	77.0	(11)	67.4	(9)	78.3	(5)
AMERICAN	71.6	(6)	75.3	(6)	69.5	(7)	73.7	(7)	74.2	(8)	78.9	(8)	79.6	(8)	73.3	(7)	78.8	(3)
AMERICAN EAGLE	----	--	----	--	----	--	63.7	(11)	66.0	(11)	71.1	(11)	71.6	(12)	66.8	---	66.8	---
CONTINENTAL	76.9	(3)	79.1	(2)	78.7	(2)	79.5	(2)	77.9	(5)	85.7	(2)	86.1	(2)	79.8	(1)	78.4	(4)
DELTA	78.0	(2)	77.2	(5)	68.7	(8)	73.2	(9)	73.4	(9)	81.4	(6)	83.3	(6)	74.6	(5)	77.4	(8)
NORTHWEST	78.3	(1)	79.6	(1)	72.2	(5)	79.1	(3)	81.2	(3)	80.6	(7)	84.0	(5)	77.7	(2)	79.8	(2)
SOUTHWEST	75.6	(4)	78.8	(3)	70.4	(6)	77.8	(4)	79.8	(4)	82.9	(4)	85.0	(4)	76.7	(3)	82.3	(1)
TRANS WORLD	74.4	(5)	78.7	(4)	73.3	(4)	76.1	(6)	81.7	(2)	83.3	(3)	85.2	(3)	76.6	(4)	77.8	(7)
UNITED	56.8	(10)	51.6	(10)	66.7	(9)	73.6	(8)	74.7	(7)	71.5	(10)	77.9	(9)	64.2	(10)	75.3	(10)
US AIRWAYS	70.7	(8)	70.9	(7)	73.3	(3)	77.3	(5)	75.2	(6)	82.9	(5)	83.1	(7)	74.5	(6)	78.2	(6)
TOTAL	72.0		72.7		70.6		74.5		75.2		79.3		81.5		73.5		78.3	

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

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

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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															
	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	679	77.2	1715	70.3	368	76.6	214	74.8	93	80.6	1048	76.7	784	79.7	14504	85.5
AQ		H/		H/		H/		H/		H/		H/		H/		H/
AS		H/		H/		H/		H/		H/		H/		H/		H/
CO	555	87.7	750	78.7	313	88.5	106	88.7		H/	611	84.6	383	85.6	599	86.6
DL	18470	83.0	2340	79.3	401	81.8	276	79.7	5312	89.2	1662	84.2	580	84.5	3658	84.1
HP	152	64.5	179	49.7	186	36.0		H/		H/	153	55.6	242	67.8	183	69.9
MQ		H/	2731	69.8	302	71.2		H/	182	64.8	404	66.1		H/	6876	82.9
NW	573	79.6	573	69.5	389	80.2	235	86.0	27	77.8	635	79.4	370	82.2	494	82.8
TW	211	78.2	270	72.6	186	84.9	120	94.2		H/	240	77.1	184	82.6	297	84.8
UA	576	78.1	1239	70.9	432	76.9	154	72.7	151	65.6	505	65.3	9014	82.7	751	74.8
US	627	83.7	2532	79.8	2554	84.7	10266	86.7		H/	3055	88.0	310	90.3	337	82.5
WN		H/		H/	3800	85.1		H/		H/		H/		H/		H/
TOTAL	21843	82.5	12329	74.1	8931	82.5	11371	86.2	5765	87.6	8313	81.5	11867	82.6	27699	84.2

CARRIER	ARRIVAL AIRPORT															
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	489	73.8	871	70.4	412	76.9	421	70.5	576	80.4	1126	74.7	680	80.0	3610	75.5
AQ		H/		H/		H/		H/		H/		H/	93	68.8		H/
AS		H/		H/		H/		H/		H/		H/	326	76.7	785	72.9
CO	362	83.1	6220	82.4	516	83.9	85	88.2	8731	89.4	57	86.0	455	87.9	684	83.2
DL	337	73.9	1059	75.7	1311	78.9	487	79.3	277	80.1	1017	74.6	651	88.9	1421	82.4
HP	155	49.7	185	47.0	62	61.3		H/	161	70.8	248	56.5	2440	78.9	776	71.1
MQ	105	67.6	210	57.6		H/		H/		H/	2035	64.4		H/	2748	55.8
NW	10354	87.1	598	77.4	124	78.2	297	82.5	413	86.2	124	70.2	371	84.9	651	80.3
TW	183	79.2	208	75.0	124	74.2	118	83.1	120	80.8	615	78.5	155	86.5	386	82.9
UA	304	74.7	902	65.4	65	76.9	2913	79.1	387	77.5	555	69.5	1142	83.7	5274	76.5
US	364	85.7	519	74.0	1033	82.1	403	78.4	337	76.3		H/	242	85.5	547	84.1
WN	570	77.9		H/	1000	83.1		H/	192	81.3		H/	5043	86.5	3576	76.9
TOTAL	13223	84.7	10772	77.4	4647	80.5	4724	78.7	11194	87.3	5777	70.2	11598	83.9	20458	74.3

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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															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1768	63.2	659	82.4	121	84.3	3202	80.4	509	78.0	9444	75.5	271	80.8	693	71.1
AQ		H/		H/		H/		H/		H/		H/		H/		H/
AS		H/		H/		H/		H/		H/	31	77.4	1497	83.1		H/
CO	500	75.2	559	87.1	22	100.0	352	83.5	214	81.3	585	77.4	146	76.7	242	81.8
DL	2427	76.0	2503	82.8		H/	438	79.5	337	87.8	728	73.9	430	86.7	608	76.6
HP		H/	62	53.2		H/	62	69.4		H/	246	45.1	180	80.0	153	52.9
MQ	1148	63.4	340	77.1		H/	1244	82.8		H/	5058	74.4		H/	220	69.1
NW	659	70.4	466	76.8	443	83.3	233	74.2	10117	87.1	836	74.5	155	80.6	507	73.8
TW	237	69.2	370	82.4		H/	342	86.5		H/	320	79.1	154	87.7	175	74.3
UA	947	66.6	618	81.9		H/	499	71.7	623	70.5	12379	74.5	993	80.6	758	67.5
US	3005	80.5	1638	83.8	120	87.5	521	81.4	245	86.9	654	72.8		H/	7289	77.0
WN		H/	1637	87.1	3586	86.8		H/		H/		H/	949	86.0		H/
TOTAL	10691	72.4	8852	83.2	4292	86.4	6893	80.4	12459	85.5	30281	74.6	4775	83.1	10645	75.3

CARRIER	ARRIVAL AIRPORT															
	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	728	79.4	93	82.8	756	83.7	638	79.6	1339	83.0	186	74.2	471	76.9	496	80.8
AQ		H/		H/		H/		H/		H/		H/		H/		H/
AS	271	78.2		H/	403	80.6	3826	71.9	538	78.3		H/		H/		H/
CO	362	87.3	82	87.8	243	87.7	335	81.5	501	88.4	92	87.0	55	89.1	431	86.5
DL	643	89.0	245	86.5	462	91.8	524	79.0	741	87.3	4303	88.7	213	73.7	1107	82.7
HP	6882	85.2		H/	394	81.2	197	70.1	340	72.4	148	75.7	92	58.7	62	58.1
MQ		H/	336	69.6	1108	59.4		H/		H/		H/		H/	178	78.1
NW	340	83.2	207	72.0	217	85.3	558	75.8	402	82.1	93	74.2	410	80.7	341	74.2
TW	185	90.3	170	84.7	124	91.1	184	74.5	247	89.1	93	87.1	10045	86.7	155	85.2
UA	941	84.0	179	70.4	968	86.6	1350	76.9	6266	85.2	477	82.2	271	66.8	310	73.5
US	289	89.3	8196	85.8	217	86.2	260	85.8	451	89.1		H/	279	83.5	1224	80.5
WN	5335	85.6		H/	2328	87.5	1114	84.8		H/	1180	88.0	2456	81.1	1642	85.7
TOTAL	15976	85.2	9508	84.7	7220	82.2	8986	76.2	10825	84.6	6572	87.1	14292	84.4	5946	81.9



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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	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	74.2	83.2	80.6	91.2	90.1	J/	90.2	87.7	85.0	79.4	J/	83.9	95.9	76.2	100.0	89.9	93.2	77.4
700 - 759 AM	88.6	91.6	90.8	94.1	95.5	96.0	91.0	86.9	92.7	91.0	95.1	91.3	92.0	84.5	94.7	89.7	90.4	94.3
800 - 859 AM	84.1	81.8	94.2	91.2	96.2	90.8	92.4	88.2	92.0	93.7	94.4	87.7	95.3	87.9	93.2	85.5	85.0	91.1
900 - 959 AM	86.8	84.7	89.9	89.1	90.9	86.6	90.8	87.5	86.3	95.5	94.8	92.4	88.4	92.4	89.0	85.5	81.8	90.7
1000 - 1059 AM	88.4	81.8	92.7	91.2	94.8	91.8	87.7	89.1	87.9	91.0	89.6	89.2	90.2	79.0	88.9	73.0	75.8	92.2
1100 - 1159 AM	88.0	77.0	89.4	88.6	91.6	91.2	87.2	86.7	85.3	90.4	84.0	78.8	90.0	79.2	86.7	65.2	79.7	90.5
1200 - 1259 PM	89.7	81.3	93.1	91.8	82.1	88.9	83.3	85.3	91.6	82.7	89.5	88.8	91.7	55.5	86.3	67.0	76.7	85.0
100 - 159 PM	86.2	84.7	91.9	83.9	89.1	84.6	86.6	87.1	92.3	84.5	78.0	85.9	89.4	88.4	87.0	72.3	80.2	86.0
200 - 259 PM	84.5	78.8	89.1	90.4	87.4	85.7	87.5	87.9	89.4	81.7	83.4	81.0	86.7	67.5	81.7	74.1	79.3	88.5
300 - 359 PM	85.0	71.9	82.2	80.8	84.5	80.2	83.8	89.0	84.2	77.1	85.7	77.9	87.9	73.0	85.5	76.8	76.4	87.7
400 - 459 PM	81.2	69.9	80.7	83.7	81.5	75.0	83.0	84.8	83.8	75.7	78.3	76.0	84.3	73.9	76.4	73.5	68.4	86.9
500 - 559 PM	79.7	64.5	80.0	85.5	87.2	76.8	76.5	81.5	79.9	72.9	78.8	79.0	80.5	67.9	81.6	77.1	62.3	80.7
600 - 659 PM	80.6	66.3	78.3	84.9	82.2	77.1	76.1	81.4	77.5	68.1	74.3	68.4	84.1	65.1	80.5	72.5	71.9	76.2
700 - 759 PM	78.7	64.6	71.0	80.1	86.6	70.3	72.6	77.3	82.6	67.5	73.3	81.7	83.2	55.7	84.6	72.8	61.2	72.3
800 - 859 PM	79.5	62.4	76.2	76.7	65.9	75.4	72.6	78.4	79.4	66.3	75.7	72.4	81.8	55.3	77.4	68.6	59.3	77.8
900 - 959 PM	74.4	67.4	77.1	78.5	86.1	71.3	73.5	80.4	79.1	72.6	71.2	74.0	86.5	57.9	75.2	66.3	64.8	78.2
1000 - 1059 PM	75.3	71.8	74.2	80.8	76.4	78.6	75.3	74.1	82.0	69.7	66.4	73.0	74.9	63.7	77.7	71.5	65.7	75.6
1100 - 559 AM	74.3	71.5	72.9	80.1	74.2	73.5	77.7	75.4	79.1	74.0	79.2	77.9	84.0	68.3	82.9	80.8	69.5	73.0
TOTAL, ALL ARRIVALS, BY AIRPORT	82.5	74.1	82.5	86.2	87.6	81.5	82.6	84.2	84.7	77.4	80.5	78.7	87.3	70.2	83.9	74.3	72.4	83.2
SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															TOTAL		
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA				
600 - 659 AM	97.7	87.9	90.4	91.3	J/	81.5	94.2	90.6	76.0	86.4	81.3	J/	89.0	73.8	88.0			
700 - 759 AM	97.6	96.8	92.8	85.9	94.8	87.6	91.5	92.1	76.7	95.3	97.4	96.0	92.1	95.2	90.5			
800 - 859 AM	94.8	93.8	93.3	84.0	86.8	81.1	88.7	89.0	80.3	87.8	91.2	93.4	88.4	96.6	88.9			
900 - 959 AM	92.9	88.8	88.2	86.2	86.1	77.0	89.6	85.9	86.9	80.3	86.6	93.5	88.2	92.7	87.5			
1000 - 1059 AM	94.3	94.0	89.4	84.7	88.4	85.4	92.5	89.8	87.7	82.4	87.1	91.0	89.8	91.2	87.5			
1100 - 1159 AM	97.8	82.8	88.9	83.4	88.7	86.7	92.0	84.1	92.1	77.9	87.8	84.8	88.3	86.6	85.3			
1200 - 1259 PM	89.2	78.2	88.1	82.0	85.9	82.4	88.0	91.8	86.2	76.7	82.1	85.6	85.4	86.5	84.3			
100 - 159 PM	91.2	82.2	89.1	75.5	82.1	77.6	86.6	88.1	84.5	78.5	85.4	92.1	84.0	89.0	84.7			
200 - 259 PM	87.7	84.2	85.2	74.2	83.9	73.0	83.7	84.7	78.1	78.9	86.8	87.5	81.7	82.1	82.7			
300 - 359 PM	87.1	78.8	88.7	72.0	81.3	76.1	82.9	87.4	83.8	80.3	88.6	85.5	82.9	83.9	81.5			
400 - 459 PM	78.2	81.8	82.1	68.4	82.2	75.0	78.0	80.7	76.9	71.3	86.5	85.9	81.5	83.8	78.7			
500 - 559 PM	82.6	77.4	83.9	64.0	79.0	73.7	81.8	77.8	80.7	74.8	83.9	86.8	80.7	78.2	76.8			
600 - 659 PM	84.0	77.3	75.0	64.5	82.2	67.0	80.5	75.5	80.1	66.6	83.8	84.2	82.8	72.5	76.0			
700 - 759 PM	75.6	72.1	78.7	63.3	78.1	62.3	81.5	82.5	80.0	70.6	78.7	87.2	85.4	75.9	75.4			
800 - 859 PM	74.2	73.9	84.5	61.1	82.1	69.7	79.6	80.6	79.7	71.9	82.4	87.2	81.0	77.0	74.3			
900 - 959 PM	78.6	73.9	78.7	62.5	76.1	73.9	81.3	80.1	74.5	70.4	80.7	77.3	80.0	74.4	74.9			
1000 - 1059 PM	78.8	74.4	76.0	70.6	83.3	69.3	81.3	72.5	80.1	73.1	79.1	76.1	72.2	76.4	74.6			
1100 - 559 AM	82.5	74.0	79.0	77.3	83.0	73.6	78.0	81.8	82.5	76.9	82.7	83.3	82.5	76.2	76.8			
TOTAL, ALL ARRIVALS, BY AIRPORT	86.4	80.4	85.5	74.6	83.1	75.3	85.2	84.7	82.2	76.2	84.6	87.1	84.4	81.9	81.1			

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT																	
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.3	93.7	97.6	93.3	85.7	94.0	93.8	90.4	91.2	95.7	98.0	92.5	96.2	87.6	93.2	93.0	94.8	97.4
700 - 759 AM	90.6	92.3	95.2	89.2	92.3	93.4	91.4	89.1	92.0	93.7	95.5	93.5	95.7	84.7	89.4	89.4	92.6	95.3
800 - 859 AM	89.9	86.8	95.6	91.9	97.5	92.6	88.4	85.2	87.4	91.5	92.9	92.6	93.9	88.4	90.1	87.8	88.3	96.5
900 - 959 AM	85.1	89.0	90.6	91.2	93.6	92.4	91.4	85.2	88.1	91.8	95.4	89.2	94.2	85.6	84.9	86.3	86.3	95.3
1000 - 1059 AM	86.4	88.8	93.8	90.8	89.9	91.2	87.8	87.8	84.5	93.4	92.7	83.3	89.3	89.5	84.5	80.7	87.5	90.3
1100 - 1159 AM	88.0	85.6	87.2	90.6	94.8	91.9	86.1	85.7	87.4	91.8	88.1	86.6	87.7	78.5	83.6	72.8	85.7	91.6
1200 - 1259 PM	85.7	82.9	86.1	87.7	90.9	91.7	85.0	85.3	86.6	89.4	82.9	89.8	89.5	77.4	82.4	70.8	81.8	91.0
100 - 159 PM	85.2	78.7	85.8	86.8	89.7	89.1	82.5	83.1	84.9	86.7	90.0	85.7	91.8	53.3	80.9	72.3	80.8	88.1
200 - 259 PM	85.1	76.6	84.8	86.4	85.0	87.1	84.3	84.7	90.9	84.9	82.3	84.6	87.5	75.4	79.9	77.6	83.1	87.6
300 - 359 PM	79.6	75.7	75.7	80.3	86.1	87.3	84.5	82.3	81.8	82.3	80.8	77.7	86.9	73.2	78.6	77.9	79.6	86.7
400 - 459 PM	77.5	70.5	79.9	79.7	87.6	78.5	80.5	77.6	80.1	75.8	86.9	73.8	88.0	67.0	76.6	77.9	76.0	83.4
500 - 559 PM	78.1	72.2	71.3	79.2	72.1	78.7	80.2	79.6	82.6	76.9	76.2	78.0	82.7	76.8	72.7	74.9	75.1	86.8
600 - 659 PM	78.9	65.9	78.4	76.2	81.2	81.6	77.2	79.9	68.6	73.2	79.6	75.3	86.2	69.9	77.6	77.2	73.3	80.0
700 - 759 PM	79.8	67.7	74.8	80.4	82.6	81.4	76.3	79.2	78.0	75.8	74.7	76.9	86.4	72.9	79.4	73.9	73.9	78.1
800 - 859 PM	79.9	75.6	71.6	82.6	88.5	78.8	69.9	79.8	82.4	73.4	69.5	82.9	86.9	64.5	80.1	79.7	69.1	75.7
900 - 959 PM	81.6	69.7	63.3	81.3	86.2	91.1	71.2	79.1	82.5	71.7	74.0	77.3	92.2	68.4	69.9	76.7	73.0	80.0
1000 - 1059 PM	79.3	88.0	33.3	88.0	96.5	J/	76.3	87.0	85.0	73.1	J/	J/	89.0	77.4	84.3	83.8	72.5	96.8
1100 - 559 AM	82.0	96.0	100.0	77.4	J/	J/	91.9	74.4	96.8	95.2	93.5	J/	93.5	80.3	84.5	92.8	89.3	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	83.5	80.4	84.0	85.3	88.6	87.6	83.4	83.5	84.3	85.2	85.9	83.8	89.4	77.0	82.6	80.4	82.0	88.3

  

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.9	93.3	95.6	92.7	96.0	92.5	94.1	93.5	92.6	93.5	93.7	96.8	90.4	95.6	93.7
700 - 759 AM	94.0	90.1	89.7	86.8	92.6	89.4	91.4	89.9	91.3	90.1	91.4	96.8	94.4	95.6	91.6
800 - 859 AM	91.4	90.0	88.9	86.4	90.5	89.3	87.6	89.2	87.0	89.2	91.1	94.4	93.7	92.9	89.6
900 - 959 AM	88.8	92.1	90.8	85.8	89.3	82.0	84.3	90.8	87.3	84.0	88.7	89.8	91.1	93.8	88.4
1000 - 1059 AM	90.0	87.8	90.3	84.5	86.4	79.0	85.5	84.3	80.0	87.2	86.1	91.0	90.9	91.4	87.2
1100 - 1159 AM	88.6	89.4	89.2	84.5	88.4	87.9	84.6	91.1	81.5	78.3	82.3	91.0	89.5	89.9	86.3
1200 - 1259 PM	85.3	85.6	85.9	78.5	87.1	86.8	81.8	91.8	87.8	85.1	88.9	83.3	90.3	88.7	84.8
100 - 159 PM	83.9	81.5	87.9	80.4	86.9	83.9	81.9	82.1	84.5	79.7	85.3	89.3	86.6	87.2	83.6
200 - 259 PM	84.3	85.9	85.8	72.4	86.7	76.4	77.1	90.0	81.8	83.3	84.6	89.4	85.0	86.1	83.1
300 - 359 PM	76.9	80.0	85.6	71.6	85.2	76.8	75.3	76.7	79.5	82.6	86.6	86.4	81.5	83.3	80.0
400 - 459 PM	68.0	73.9	84.4	67.5	86.4	77.9	78.1	84.3	81.8	81.8	90.3	85.6	81.2	78.5	78.3
500 - 559 PM	73.5	77.7	81.7	64.3	81.2	77.8	73.9	80.4	77.2	78.1	84.7	88.5	82.9	83.8	77.9
600 - 659 PM	75.8	82.2	80.0	63.6	80.7	75.0	78.1	77.9	79.8	78.5	87.4	83.7	82.6	83.0	76.3
700 - 759 PM	74.4	77.2	80.3	63.0	87.0	73.3	78.7	82.8	77.5	73.6	86.3	84.2	83.7	85.6	76.8
800 - 859 PM	68.7	81.3	79.6	65.3	85.2	72.8	79.7	85.5	75.7	75.3	89.1	83.7	83.3	78.5	77.8
900 - 959 PM	60.2	84.9	76.9	66.2	87.1	75.1	81.4	84.6	70.3	83.9	85.4	84.5	81.4	75.5	77.9
1000 - 1059 PM	J/	J/	84.4	68.3	96.8	J/	89.3	89.1	96.6	88.4	92.0	87.1	83.2	88.5	85.3
1100 - 559 AM	J/	92.9	96.1	100.0	93.3	100.0	95.9	J/	100.0	85.2	95.6	86.9	82.8	96.8	88.3
TOTAL, ALL DEPARTURES, BY AIRPORT	82.8	84.1	85.8	76.0	88.5	80.8	82.7	87.1	84.0	84.1	88.3	88.8	86.4	88.2	83.7

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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	LATE MEDIAN
AQ	482	HNL-SNA	1125	31	87.10	29	29
HP	247	LAS-BWI	2356	31	80.65	33	21

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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 -----
AMERICA WEST	600	9	1.5
ALOHA	178	2	1.1
AMERICAN EAGLE	1454	8	0.6
SOUTHWEST	2764	4	0.1
US AIRWAYS	2076	3	0.1
TRANS WORLD	726	1	0.1
UNITED	2124	2	0.1
AMERICAN	2118	1	0.0
ALASKA	446	0	0.0
CONTINENTAL	1153	0	0.0
NORTHWEST	1572	0	0.0
DELTA	2416	0	0.0
TOTAL	17,627	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.
ABILENE, TX. (ABI)	76.4	88.6	237	237	DUBUQUE, IA. (DBQ)	64.3	75.0	115	116
AGUADILLA, P.R. (BQN)	78.3	100.0	23	23	DULUTH, MN. (DLH)	77.8	85.4	185	185
AKRON/CANTON, OH. (CAK)	88.8	88.8	89	89	DUTCH HARBOR, AK. (DUT)	83.3	81.3	48	48
ALBANY, N.Y. (ALB)	77.1	86.5	1,452	1,452	EL PASO, TX. (ELP)	83.0	86.8	1,876	1,877
ALBUQUERQUE, N.M. (ABQ)	83.5	85.4	3,102	3,101	ELMIRA, N.Y. (ELM)	90.0	91.7	120	120
ALLENTOWN, PA. (ABE)	81.6	85.7	517	518	ERIE, PA. (ERI)	90.3	89.5	124	124
AMARILLO, TX. (AMA)	80.3	85.3	498	498	EUGENE, OR. (EUG)	87.7	91.6	179	179
ANCHORAGE, AK. (ANC)	76.5	87.6	1,827	1,824	EVANSVILLE, IN. (EVV)	67.1	67.8	143	143
ASHEVILLE, N.C. (AVL)	84.7	93.5	124	124	FAIRBANKS, AK. (FAI)	80.3	89.4	483	482
ATLANTA, GA. (ATL)	82.5	83.5	21,843	21,832	FARGO, N.D. (FAR)	86.2	92.7	123	123
AUSTIN, TX. (AUS)	83.9	89.8	3,884	3,887	FAYETTEVILLE ARKANSAS REG (XNA)	74.3	78.3	510	512
BAKERSFIELD, CA. (BFL)	74.3	73.2	183	183	FAYETTEVILLE, N.C. (FAY)	83.9	87.1	62	62
BALTIMORE, MD. (BWI)	82.5	84.0	8,931	8,931	FLINT, MI. (FNT)	90.0	94.2	120	120
BANGOR, ME. (BGR)	60.4	73.1	328	327	FRESNO, CA. (FAT)	69.2	67.5	393	394
BARROW, AK. (BRW)	76.7	76.7	86	86	FT. LAUDERDALE, FL. (FLL)	80.5	85.9	4,647	4,649
BATON ROUGE, LA. (BTR)	75.8	86.4	509	509	FT. MYERS, FL. (RSW)	83.8	88.5	1,535	1,537
BEAUMONT/PORT ARTHUR, TX (BPT)	84.9	92.5	146	146	FT. SMITH, AR. (FSM)	75.3	90.6	235	234
BETHEL, AK. (BET)	86.0	87.1	93	93	FT. WAYNE, IN. (FWA)	62.3	74.3	204	206
BILLINGS, MT. (BIL)	83.4	96.3	247	245	GRAND FORKS, N.D. (GFK)	87.1	100.0	31	31
BINGHAMTON, N.Y. (BGM)	93.5	93.5	62	62	GRAND RAPIDS, MI. (GRR)	74.6	84.2	1,009	1,010
BIRMINGHAM, AL. (BHM)	85.7	87.7	1,665	1,664	GREAT FALLS, MT. (GTF)	89.8	90.7	216	216
BISMARCK, N.D. (BIS)	88.7	95.2	124	124	GREEN BAY, WI. (GRB)	80.1	87.3	332	332
BLOOMINGTON, IL. (BMI)	72.5	77.5	120	120	GREENBRIER, W.V. (LWB)	91.7	91.7	12	12
BOISE, ID. (BOI)	84.3	91.5	1,050	1,048	GREENSBORO/HIGH PT., N.C. (GSO)	76.7	85.9	1,394	1,394
BOSTON, MA. (BOS)	74.1	80.4	12,329	12,332	GREENVILLE/SPARTBG., S.C. (GSP)	77.1	84.3	687	688
BOZEMAN, MT. (BZN)	86.3	94.4	124	124	GULFPORT/BILOXI, MS. (GPT)	83.5	96.7	91	91
BRISTOL, TN. (TRI)	82.3	96.8	62	62	HARLINGEN, TX. (HRL)	83.1	85.7	455	456
BROWNSVILLE, TX. (BRO)	92.3	100.0	26	26	HARRISBURG, PA. (MDT)	78.1	87.7	640	641
BUFFALO, N.Y. (BUF)	77.5	85.6	1,974	1,981	HARTFORD, CT./SPGFLD, MA. (BDL)	81.3	87.6	3,279	3,278
BURBANK, CA. (BUR)	86.7	87.5	2,314	2,314	HELENA, MT. (HLN)	90.0	91.7	60	60
BURLINGTON, VT. (BTV)	74.6	83.8	452	452	HILO, HAWAII, HI. (ITO)	91.5	93.5	434	434
CEDAR RAPIDS/IOWA CTY, IA. (CID)	76.5	87.0	600	600	HONOLULU, OAHU, HI. (HNL)	90.7	89.4	3,383	3,382
CHAMPAIGN, IL. (CMI)	73.5	77.4	155	155	HOUSTON, TX. (HOU)	83.2	79.6	5,149	5,151
CHARLESTON, S.C. (CHS)	86.2	91.9	552	553	HOUSTON, TX. (IAH)	87.3	89.4	11,194	11,191
CHARLESTON, W.V. (CRW)	89.2	88.2	93	93	HUNTSVILLE/DECATUR, AL. (HSV)	81.4	88.3	537	540
CHARLOTTE, N.C. (CLT)	86.2	85.3	11,371	11,371	INDIANAPOLIS, IN. (IND)	80.1	86.4	3,426	3,425
CHATTANOOGA, TN. (CHA)	80.0	90.6	180	180	INDIO/PALM SPRINGS, CA. (PSP)	73.3	72.0	550	553
CHICAGO, IL. (MDW)	86.4	82.8	4,292	4,292	ISLIP/LONG IS., N.Y. (ISP)	82.2	86.0	1,039	1,039
CHICAGO, IL. (ORD)	74.6	76.0	30,281	30,267	ITHACA, N.Y. (ITH)	89.2	93.3	120	120
CINCINNATI, OH. (CVG)	87.6	88.6	5,765	5,762	JACKSON/VICKSBURG, MS. (JAN)	80.9	86.2	815	818
CLEVELAND, OH. (CLE)	82.2	88.1	4,854	4,854	JACKSONVILLE, FL. (JAX)	82.4	88.2	2,405	2,406
COLLEGE STATION, TX. (CLL)	81.7	93.4	213	213	JUNEAU, AK. (JNU)	82.2	82.7	353	352
COLORADO SPRINGS, CO. (COS)	80.1	91.5	1,061	1,061	KAHULUI, MAUI, HI. (OGG)	88.6	90.3	1,450	1,449
COLUMBIA, S.C. (CAE)	82.3	88.4	327	327	KALAMAZOO, MI. (AZO)	70.1	82.4	244	244
COLUMBUS, OH. (CMH)	78.7	84.8	3,451	3,452	KALISPELL, MT. (FCA)	91.1	91.1	123	124
CORDOVA, AK. (CDV)	79.0	83.9	62	62	KANSAS CITY, MO. (MCI)	81.7	85.6	5,424	5,423
CORPUS CHRISTI, TX. (CRP)	78.4	89.0	473	473	KETCHIKAN, AK. (KTN)	75.1	88.0	217	217
DALLAS/FT. WORTH, TX. (DAL)	83.7	80.3	4,209	4,209	KEY WEST, FL. (EYW)	79.2	84.0	269	269
DALLAS/FT. WORTH, TX. (DFW)	84.2	83.5	27,699	27,660	KILLEEN, TX. (ILE)	79.0	85.0	291	294
DAYTON, OH. (DAY)	77.3	84.7	990	989	KING SALMON, AK. (AKN)	83.3	86.1	36	36
DAYTONA BEACH, FL. (DAB)	74.0	85.7	154	154	KNOXVILLE, TN. (TYS)	80.3	90.5	547	548
DEADHORSE, AK. (SCC)	86.1	88.9	36	36	KODIAK, AK. (ADQ)	83.9	88.7	62	62
DENVER, CO. (DEN)	82.6	83.4	11,867	11,866	KONA, HAWAII., HI. (KOA)	88.6	90.7	766	766
DES MOINES, IA. (DSM)	74.0	83.8	782	784	KOTZEBUE, AK. (OTZ)	77.3	80.0	75	75
DETROIT, MI. (DTW)	84.7	84.3	13,223	13,225	LA CROSSE, WI. (LSE)	70.1	77.6	147	147
DILLINGHAM, AK. (DLG)	77.8	80.6	36	36	LAFAYETTE, LA. (LFT)	79.0	84.5	181	181

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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.
LANSING, MI. (LAN)	81.2	91.2	239	239	RENO, NV. (RNO)	84.0	86.7	2,242	2,242
LAREDO, TX. (LRD)	75.6	82.1	123	123	RICHMOND, VA. (RIC)	80.0	86.0	1,655	1,655
LAS VEGAS, NV. (LAS)	83.9	82.6	11,598	11,592	ROANOKE, VA. (ROA)	79.8	84.2	183	183
LAWTON, OK. (LAW)	75.8	84.2	182	183	ROCHESTER, MN. (RST)	83.1	86.3	183	183
LEXINGTON/FRKFT, KY. (LEX)	85.3	93.0	272	272	ROCHESTER, N.Y. (ROC)	77.6	83.4	1,513	1,512
LIHUE, KAUAI, HI. (LIH)	88.2	92.4	799	799	SACRAMENTO, CA. (SMF)	85.2	84.4	3,423	3,424
LINCOLN, NE. (LNK)	78.6	89.0	182	182	SAGINAW, MI. (MBS)	84.6	87.8	319	320
LITTLE ROCK, AR. (LIT)	81.5	87.7	1,363	1,366	SALT LAKE CITY, UT. (SLC)	87.1	88.8	6,572	6,566
LONG BEACH, CA. (LGB)	87.2	95.0	258	258	SAN ANGELO, TX. (SJT)	82.8	93.3	209	210
LONGVIEW, TX. (GGG)	80.1	90.7	151	151	SAN ANTONIO, TX. (SAT)	84.1	90.0	3,235	3,234
LOS ANGELES, CA. (LAX)	74.3	80.4	20,458	20,460	SAN DIEGO, CA. (SAN)	82.2	84.0	7,220	7,224
LOUISVILLE, KY. (SDF)	82.3	88.6	1,898	1,897	SAN FRANCISCO, CA. (OAK)	85.4	83.8	5,495	5,496
LUBBOCK, TX. (LBB)	78.5	86.0	712	714	SAN FRANCISCO, CA. (SFO)	84.6	88.3	10,825	10,822
MADISON, WI. (MSN)	76.1	85.6	570	570	SAN JOSE, CA. (SJC)	84.5	85.0	6,501	6,498
MANCHESTER, N.H. (MHT)	83.2	87.7	1,419	1,420	SAN JUAN, P.R. (SJU)	82.1	85.5	2,335	2,335
MARQUETTE, MI. (MQT)	70.0	83.9	30	31	SAN LUIS OBISPO, CA. (SBP)	67.3	65.9	211	211
MEDFORD, OR. (MFR)	92.1	95.6	114	114	SANTA BARBARA, CA. (SBA)	73.7	73.4	509	508
MELBOURNE, FL. (MLB)	85.5	93.4	152	152	SARASOTA/BRAD., FL. (SRQ)	79.7	93.2	311	310
MEMPHIS, TN. (MEM)	86.4	86.5	5,007	5,008	SAVANNAH, GA. (SAV)	76.5	86.9	621	620
MIAMI, FL. (MIA)	80.4	84.1	6,893	6,892	SCRANTON/WILKES-BARRE, PA. (AVP)	83.1	97.6	124	124
MIDLAND/ODESSA, TX. (MAF)	80.1	83.9	638	639	SEATTLE, WA. (SEA)	76.2	84.1	8,986	8,988
MILWAUKEE, WI. (MKE)	78.0	88.3	1,601	1,605	SHREVEPORT, LA. (SHV)	79.5	87.7	551	553
MINNEAPLS/ST.P, MN. (MSP)	85.5	85.8	12,459	12,466	SIOUX CITY, IA. (SUX)	83.3	95.1	60	61
MINOT, N.D. (MOT)	88.0	92.4	92	92	SIOUX FALLS, S.D. (FSD)	83.7	93.5	276	276
MISSION/MCALLEN, TX. (MFE)	86.9	93.6	328	330	SITKA, AK. (SIT)	76.2	84.8	105	105
MISSOULA, MT. (MSO)	82.5	94.8	154	153	SOUTH BEND, IN. (SBN)	86.8	92.7	151	151
MOBILE, AL./PASCAGOULA, MS. (MOB)	76.4	83.9	335	335	SPOKANE, WA. (GEG)	82.2	88.9	1,025	1,025
MOLINE, IL. (MLI)	88.6	93.8	176	176	SPRINGFIELD, MO. (SGF)	78.2	85.6	449	451
MONROE, LA. (MLU)	80.9	91.4	152	152	ST. CROIX, V.I. (STX)	71.0	82.3	62	62
MONTEREY, CA. (MRY)	69.3	68.2	244	242	ST. LOUIS, MO. (STL)	84.4	86.4	14,292	14,297
MYRTLE BEACH, S.C. (MYR)	81.6	90.6	256	256	ST. THOMAS, V.I. (STT)	86.2	89.2	268	268
NASHVILLE, TN. (BNA)	84.3	86.9	4,937	4,936	SYRACUSE, N.Y. (SYR)	80.5	88.0	1,083	1,083
NEW ORLEANS, LA. (MSY)	85.3	88.1	4,492	4,493	TALLAHASSEE, FL. (TLH)	76.7	88.5	120	122
NEW YORK, N.Y. (JFK)	70.2	77.0	5,777	5,777	TAMPA, FL. (TPA)	81.9	88.2	5,946	5,945
NEW YORK, N.Y. (LGA)	72.4	82.0	10,691	10,691	TEXARKANA, AR. (TXK)	85.8	91.8	148	147
NEWARK, N.J. (EWR)	77.4	85.2	10,772	10,770	TOLEDO, OH. (TOL)	74.2	80.8	213	213
NEWBURGH, N.Y. (SWF)	71.0	83.9	93	93	TRAVERSE CITY, MI. (TVC)	75.3	85.2	223	223
NOME, AK. (OME)	85.0	85.0	80	80	TUCSON, AZ. (TUS)	84.8	87.7	1,689	1,689
NORFOLK/VA. BEACH, VA. (ORF)	77.4	85.6	1,549	1,552	TULSA, OK. (TUL)	79.0	85.2	1,969	1,968
OKLAHOMA CITY, OK. (OKC)	80.6	84.4	1,924	1,927	TYLER, TX. (TYR)	84.3	90.5	274	274
OMAHA, NE. (OMA)	80.8	85.8	1,657	1,659	VALPARAISO, FL. (VPS)	87.1	91.1	124	124
ONTARIO, CA. (ONT)	87.3	88.4	3,152	3,163	WACO, TX. (ACT)	87.3	91.9	236	236
ORANGE COUNTY, CA. (SNA)	84.3	87.1	3,746	3,744	WASHINGTON, D.C. (DCA)	81.5	87.6	8,313	8,319
ORLANDO, FL. (MCO)	83.2	88.3	8,852	8,853	WASHINGTON, D.C. (IAD)	78.7	83.8	4,724	4,723
PASCO, WA. (PSC)	95.7	94.6	92	92	WEST PALM BEACH, FL. (PBI)	82.4	88.1	2,323	2,325
PENSACOLA, FL. (PNS)	83.7	92.1	453	453	WHITE PLAINS, N.Y. (HPN)	71.1	77.6	712	713
PEORIA, IL. (PIA)	70.2	76.8	151	151	WICHITA FALLS, TX. (SPS)	71.7	86.9	152	153
PETERSBURG, AK. (PSG)	82.3	85.5	62	62	WICHITA, KS. (ICT)	81.8	89.6	710	711
PHILADELPHIA, PA. (PHL)	75.3	80.8	10,645	10,641	WILMINGTON, N.C. (ILM)	85.5	91.4	186	186
PHOENIX, AZ. (PHX)	85.2	82.7	15,976	15,974	WORCESTER, MA. (ORH)	61.1	71.1	90	90
PITTSBURGH, PA. (PIT)	84.7	87.1	9,508	9,510	WRANGELL, AK. (WRG)	85.5	85.5	62	62
PORTLAND, ME. (PWM)	77.1	82.6	838	838	YAKUTAT, AK. (YAK)	78.7	85.5	61	62
PORTLAND, OR. (PDX)	83.1	88.5	4,775	4,775					
PROVIDENCE, R.I. (PVD)	82.0	88.4	2,649	2,649					
RALEIGH/DURHAM, N.C. (RDU)	82.1	88.2	3,130	3,129					
RAPID CITY, S.D. (RAP)	87.0	91.9	123	123					

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/			AT ALL REPORTED AIRPORTS C/				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE S/	17	25189	1057	4.2	103	43282	1837	4.2
AMERICAN S/	32	48963	1332	2.7	92	64075	1563	2.4
ALOHA S/	1	92	0	N/A	8	5635	118	2.1
DELTA S/	31	54946	1214	2.2	109	73793	1522	2.1
AMERICA WEST S/	26	14060	272	1.9	51	18282	360	2.0
UNITED S/	31	51941	1114	2.1	95	63938	1276	2.0
ALASKA S/	8	7679	122	1.6	36	13598	233	1.7
US AIRWAYS S/	28	47513	718	1.5	89	63437	953	1.5
NORTHWEST S/	32	32216	440	1.4	112	47345	593	1.3
TRANS WORLD S/	30	16511	137	0.8	70	21909	170	0.8
CONTINENTAL S/	31	25145	199	0.8	84	33286	245	0.7
SOUTHWEST S/	15	34408	248	0.7	58	81360	582	0.7
T O T A L		358,663	6,853	1.9		529,940	9452	1.8

**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.

**MAY**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	MAY 2001			MAY 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,831	1,039,701	2.72	3,116	988,920	3.15
2	NORTHWEST AIRLINES	14,023	4,281,334	3.28	20,587	4,134,693	4.98
3	AMERICA WEST AIRLINES	5,853	1,782,927	3.28	9,894	1,711,514	5.78
4	DELTA AIR LINES	27,584	8,223,371	3.35	32,654	8,969,160	3.64
5	AMERICAN AIRLINES	21,038	5,972,265	3.52	32,410	5,963,005	5.44
6	CONTINENTAL AIRLINES	12,764	3,436,805	3.71	15,256	3,181,001	4.80
7	US AIRWAYS	19,973	5,208,183	3.83	23,084	5,056,713	4.57
8	SOUTHWEST AIRLINES	28,937	6,794,003	4.26	26,078	6,303,868	4.14
9	UNITED AIRLINES	27,871	6,516,716	4.28	43,493	6,482,313	6.71
10	TRANS WORLD AIRLINES	9,694	2,034,258	4.77	11,642	2,226,295	5.23
11	AMERICAN EAGLE	5,334	1,110,961	4.80	*	*	
<b>TOTALS</b>		<b>175,902</b>	<b>46,400,524</b>	<b>3.79</b>	<b>218,214</b>	<b>45,017,482</b>	<b>4.85</b>

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

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

**ENPLANED PASSENGERS**—For the domestic system only.

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

## **OVERSALES**

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

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

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

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

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

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

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

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

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

	MAY 2001				MAY 2000			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	987	54	8	29	1,544	137	10	104
FOREIGN AIRLINES	135	3	0	4	145	2	0	2
TRAVEL AGENTS	15	0	0	0	17	1	0	0
TOUR OPERATORS	7	0	0	0	8	1	0	0
MISCELLANEOUS*	14	8	0	14	15	9	0	11
<b>INDUSTRY TOTALS</b>	<b>1,158</b>	<b>65</b>	<b>8</b>	<b>47</b>	<b>1,729</b>	<b>150</b>	<b>10</b>	<b>117</b>

\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MAY 2001			MAY 2000		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	399		1	648	
DELAYS			140			220
CANCELLATIONS			136			240
MISCONNECTIONS			41			66
CUSTOMER SERVICE	2	212		2	341	
BAGGAGE	3	175		3	228	
RES/TKTG/BOARDING	4	115		4	125	
REFUNDS	5	60		5	93	
FARES	6	50		7	79	
OVERSALES	7	49		6	80	
DISABILITY	8	48		9	50	
OTHER	9	40		8	76	
FREQUENT FLYER			17			38
TOURS OR CHARTERS	10	4		11	4	
ADVERTISING	10	4		10	5	
ANIMALS	12	2		12	0	
COMPLAINT TOTAL		1,158			1,729	

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\*

MAY 2001

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	TOURS	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	10	2	4	1	2	5	5	2	0	0	0	0	31
ALASKA AIRLINES	4	0	1	0	0	3	1	0	0	0	0	0	9
AMERICA WEST AIRLINES	22	3	3	0	1	7	7	3	0	0	0	1	47
AMERICAN AIRLINES	55	6	17	5	4	24	34	11	1	0	2	9	168
AMERICAN EAGLE	5	0	0	0	0	3	3	1	0	0	0	0	12
AMERICAN TRANS AIR	10	0	0	0	0	3	0	0	0	0	0	0	13
ATLANTIC SOUTHEAST AIRLINES	3	2	1	0	0	0	2	0	0	0	0	0	8
COMAIR	4	1	1	0	1	1	1	0	0	0	0	0	9
CONTINENTAL AIRLINES	16	2	9	3	2	7	15	6	0	0	0	4	64
DELTA AIR LINES	36	1	9	12	6	18	22	2	0	0	0	8	114
DELTA CONNECTION	3	2	0	0	0	0	2	0	0	0	0	1	8
HAWAIIAN AIRLINES	2	0	4	1	0	0	1	3	0	0	0	0	11
MIDWAY AIRLINES	3	1	0	0	0	1	3	0	0	0	0	0	8
NATIONAL AIRLINES	1	1	1	0	1	1	2	0	0	0	0	0	7
NORTHWEST AIRLINES	23	5	12	4	5	7	14	2	0	0	0	1	73
SOUTHWEST AIRLINES	3	0	2	0	0	4	6	2	0	0	0	0	17
SPIRIT AIRLINES	9	3	3	0	2	3	3	1	0	0	0	0	24
SUN COUNTRY AIRLINES	6	0	0	0	0	0	0	0	1	0	0	0	7
TRANS WORLD AIRLINES	11	0	8	2	4	5	9	1	0	0	0	3	43
UNITED AIRLINES	81	8	10	6	5	24	37	5	0	0	0	4	180
UNITED EXPRESS	1	1	1	0	0	1	3	0	0	0	0	0	7
US AIRWAYS	28	1	4	7	4	5	13	6	1	0	0	1	70
VANGUARD AIRLINES	6	1	1	0	2	3	3	0	0	0	0	0	16
OTHER U.S. AIRLINES	15	2	3	2	7	8	4	0	0	0	0	0	41
TOTAL MAY 2001	357	42	94	43	46	133	190	45	3	0	2	32	987
% OF TOTAL COMPLAINTS	36.2	4.3	9.5	4.4	4.7	13.5	19.3	4.6	0.3	0.0	0.2	3.2	
TOTAL MAY 2000	611	69	105	69	74	186	310	47	4	3	0	66	1,544
% OF TOTAL COMPLAINTS	39.6	4.5	6.8	4.5	4.8	12.0	20.1	3.0	0.3	0.2	0.0	4.3	

\* 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

MAY 2001

U.S. AIRLINES*	COMPS RECD IN MAY	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN APRIL	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	31	12	38.7	8	25.8	5	16.1	6	19.4
ALASKA AIRLINES	9	2	22.2	3	33.3	0	0.0	4	44.4
AMERICA WEST AIRLINES	47	7	14.9	6	12.8	10	21.3	24	51.1
AMERICAN AIRLINES	168	15	8.9	16	9.5	30	17.9	107	63.7
AMERICAN EAGLE	12	2	16.7	1	8.3	0	0.0	9	75.0
AMERICAN TRANS AIR	13	4	30.8	0	0.0	3	23.1	6	46.2
ATLANTIC SOUTHEAST AIRLINES	8	1	12.5	0	0.0	4	50.0	3	37.5
COMAIR	9	0	0.0	1	11.1	0	0.0	8	88.9
CONTINENTAL AIRLINES	64	19	29.7	6	9.4	9	14.1	30	46.9
DELTA AIR LINES	114	25	21.9	12	10.5	32	28.1	45	39.5
DELTA CONNECTION	8	0	0.0	3	37.5	0	0.0	5	62.5
HAWAIIAN AIRLINES	11	1	9.1	0	0.0	6	54.5	4	36.4
MIDWAY AIRLINES	8	3	37.5	0	0.0	0	0.0	5	62.5
NATIONAL AIRLINES	7	1	14.3	1	14.3	1	14.3	4	57.1
NORTHWEST AIRLINES	73	7	9.6	8	11.0	13	17.8	45	61.6
SOUTHWEST AIRLINES	17	3	17.6	3	17.6	3	17.6	8	47.1
SPIRIT AIRLINES	24	5	20.8	1	4.2	5	20.8	13	54.2
SUN COUNTRY AIRLINES	7	1	14.3	1	14.3	1	14.3	4	57.1
TRANS WORLD AIRLINES	43	12	27.9	4	9.3	4	9.3	23	53.5
UNITED AIRLINES	180	33	18.3	32	17.8	24	13.3	91	50.6
UNITED EXPRESS	7	3	42.9	3	42.9	0	0.0	1	14.3
US AIRWAYS	70	17	24.3	13	18.6	11	15.7	29	41.4
VANGUARD AIRLINES	16	1	6.2	1	6.2	4	25.0	10	62.5
OTHER U.S. AIRLINES	41	8	19.5	8	19.5	7	17.1	18	43.9
<b>TOTALS</b>	<b>987</b>	<b>182</b>	<b>18.4</b>	<b>131</b>	<b>13.3</b>	<b>172</b>	<b>17.4</b>	<b>502</b>	<b>50.9</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>1,544</b>	<b>664</b>	<b>43.0</b>	<b>450</b>	<b>29.1</b>	<b>336</b>	<b>21.8</b>	<b>94</b>	<b>6.1</b>

\*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\*\*

MAY 2001

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	3	0	3	1	0	7	3	1	0	0	0	0	18
AIR JAMAICA	4	1	0	0	0	0	1	0	0	0	0	0	6
ALITALIA AIRLINES	3	0	3	0	0	4	3	0	0	0	0	0	13
BRITISH AIRWAYS	3	0	2	1	0	0	1	0	0	0	0	1	8
IBERIA AIRLINES	0	1	1	0	0	1	2	0	0	0	0	0	5
KLM	3	0	0	0	0	1	2	1	0	0	0	2	9
LUFTHANSA	1	2	1	0	0	1	1	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	17	3	5	2	6	26	6	1	0	2	0	2	70
<b>TOTALS</b>	<b>34</b>	<b>7</b>	<b>15</b>	<b>4</b>	<b>6</b>	<b>40</b>	<b>19</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>135</b>
<b><u>TRAVEL AGENTS</u></b>													
PRICELINE.COM	0	0	2	0	1	0	1	0	1	0	0	0	5
OTHER TRAVEL AGENTS	0	0	1	2	5	0	1	0	0	0	0	1	10
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>15</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	4	0	0	0	1	0	0	0	0	2	0	0	7
<b>TOTALS</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	4	0	3	1	1	2	1	0	0	0	0	2	14
<b>TOTALS</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>14</b>

\* 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

**MAY  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \***

Rank	Airline	MAY 2001			MAY 2000		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	17	6,618,574	0.26	29	6,314,868	0.46
2	<i>ALASKA AIRLINES</i>	9	1,195,523	0.75	28	1,130,084	2.48
3	<i>AMERICAN EAGLE AIRLINES</i>	12	1,140,060	1.05	37	1,043,519	3.55
4	<i>US AIRWAYS</i>	70	5,492,392	1.27	120	5,262,757	2.28
5	<i>DELTA AIR LINES</i>	114	8,588,957	1.33	151	9,378,949	1.61
6	<i>NORTHWEST AIRLINES</i>	73	4,964,497	1.47	109	5,025,627	2.17
7	<i>CONTINENTAL AIRLINES</i>	64	3,924,439	1.63	88	3,916,828	2.25
8	<i>TRANS WORLD AIRLINES</i>	43	2,010,109	2.14	80	2,306,275	3.47
9	<i>AMERICAN AIRLINES</i>	168	7,017,658	2.39	206	7,439,695	2.77
10	<i>UNITED AIRLINES</i>	180	7,016,299	2.57	372	7,298,937	5.10
11	<i>AMERICA WEST AIRLINES</i>	47	1,744,669	2.69	96	1,743,456	5.51
	<b>TOTAL</b>	<b>797</b>	<b>49,713,177</b>	<b>1.60</b>	<b>1,316</b>	<b>50,860,995</b>	<b>2.59</b>

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.