



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: JUNE 2002

Includes data for the following periods:

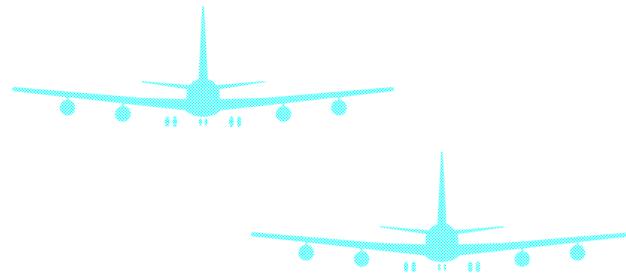
Flight Delays	April 2002 12 Months Ending April 2002
Mishandled Baggage	April 2002
Oversales	1st Quarter 2002
Consumer Complaints (Includes Disability Complaints)	April 2002

Office of Aviation Enforcement and Proceedings

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

TABLE OF CONTENTS

Section	Page	Section	Page
INTRODUCTION2		
Flight Delays			
Explanation3	Mishandled Baggage	
Table 14	Explanation17
Overall Percentage of Reported Flight		Ranking18
Operations Arriving On Time, by Carrier			
Table 1A5	Oversales	
Overall Percentage of Reported Flight		Explanation19
Operations Arriving On Time and Carrier Rank,		Ranking--Quarter20
by Month, Quarter, and Data Base to Date			
Table 26	Consumer Complaints	
Number of Reported Flight Arrivals and Per-		Explanation21
centage Arriving On Time, by Carrier and Airport		Complaint Tables 1-522
Table 38	Summary, Complaint Categories, U.S. Airlines,	
Percentage of All Carriers' Reported Flight		Incident Date, and Companies Other Than	
Operations Arriving On Time, by Airport and		U.S. Airlines	
Time of Day		Rankings, Table 627
Table 49	Complaint Categories28
Percentage of All Carriers' Reported Flight			
Operations Departing On Time, by Airport and			
Time of Day			
Table 510		
List of Regularly Scheduled Flights			
Arriving Late 80% of the Time or More			
Table 611		
Number and Percentage of Regularly			
Scheduled Flights Arriving Late 70% of the			
Time or More			
Table 712		
On-Time Arrival and Departure			
Percentage, by Airport			
Table 814		
Overall Number and Percentage			
of Flight Cancellations, by Carrier			
Footnotes15		
Appendix16		



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.

NOTE REGARDING BAGGAGE-MATCH TEST

During the period April 24-May 7, 2002, American Airlines and United Airlines participated in a DOT-sponsored baggage-passenger match program for a limited number of connecting flights at Chicago's O'Hare airport. So as not to penalize the participating carriers, DOT agreed to exclude flights delayed because of the test program from the monthly on-time calculations. For the month of April, the exclusion of these flights resulted in no changes to the carrier ranking tables (Tables 1, 1A, 6 and 8).

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 ten U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues. (Aloha Airlines reported data voluntarily for the period October 2000 through October 2001; TWA ceased operating in December 2001).

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 10 reporting air carriers, 5 (American, Continental, Northwest, United and US Airways) use ACARS exclusively; 1 (Southwest) relies solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 4 (Alaska, America West, American Eagle, and Delta) 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 32 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system.

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/>. Computer tapes containing data for all reported flight operations are available for purchase from the Transportation Systems Center in Cambridge, Massachusetts. The Department cannot respond to inquiries about the performance of individual flights.

However, information on the performance of specific flights is displayed on the Computerized Reservations Systems used by most airlines and travel agencies. Each of the reporting carriers' flights has a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.



APRIL 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/ -----	AT 32 REPORTABLE AIRPORTS B/ -----		AT ALL REPORTED AIRPORTS C/ -----	
	NUMBER OF AIRPORTS REPORTED -----	PERCENT OF ARRIVALS ON TIME D/ -----	NUMBER OF AIRPORTS REPORTED -----	PERCENT OF ARRIVALS ON TIME D/ -----
CONTINENTAL S/	30	87.3	84	87.9
SOUTHWEST S/	15	85.0	59	85.0
AMERICA WEST S/	26	84.1	51	84.9
AMERICAN S/	32	83.7	98	83.8
UNITED S/	31	83.5	86	83.4
ALASKA S/	12	82.6	40	82.0
US AIRWAYS S/	27	80.9	69	80.7
NORTHWEST S/	32	80.9	111	80.6
AMERICAN EAGLE S/	21	81.3	105	79.4
DELTA S/	32	78.9	109	79.1
T O T A L		82.6		82.6

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.

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.

APRIL 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	2ND QUARTER 04-06 2001		3RD QUARTER 07-09 2001		4TH QUARTER 10-12 2001		1ST QUARTER 01-03 2002		02 2002		03 2002		04 2002		12 MONTHS ENDING 04 2002		DATABASE TO DATE 09 1987 - 04 2002	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	72.5	(11)	66.8	(12)	73.7	(11)	75.3	(10)	77.9	(10)	73.3	(9)	82.0	(6)	72.8	(10)	75.7	(8)
ALOHA	84.5	(1)	83.8	(1)	79.9	---	---	---	---	---	---	---	---	---	---	---	---	---
AMERICA WEST	75.2	(9)	72.1	(7)	85.2	(3)	86.4	(1)	88.5	(1)	84.8	(2)	84.9	(3)	80.1	(3)	78.4	(5)
AMERICAN	77.9	(8)	71.1	(9)	81.8	(8)	83.2	(4)	86.5	(4)	80.3	(4)	83.8	(4)	78.9	(6)	78.8	(3)
AMERICAN EAGLE	70.1	(12)	69.8	(10)	81.6	(9)	79.8	(7)	82.5	(7)	76.2	(8)	79.4	(9)	75.5	(9)	72.9	(10)
CONTINENTAL	82.6	(3)	75.8	(5)	85.8	(2)	85.1	(2)	87.0	(3)	84.8	(1)	87.9	(1)	82.2	(2)	78.6	(4)
DELTA	78.9	(7)	75.2	(6)	86.2	(1)	77.4	(8)	81.2	(9)	76.6	(7)	79.1	(10)	79.0	(5)	77.5	(7)
NORTHWEST	80.9	(5)	76.9	(4)	82.3	(7)	76.9	(9)	81.6	(8)	70.7	(10)	80.6	(8)	79.2	(4)	79.7	(2)
SOUTHWEST	83.2	(2)	81.5	(2)	84.4	(5)	83.8	(3)	87.3	(2)	79.7	(5)	85.0	(2)	83.4	(1)	82.4	(1)
TRANS WORLD	82.4	(4)	81.1	(3)	84.0	(6)	---	---	---	---	---	---	---	---	---	---	---	---
UNITED	74.3	(10)	68.0	(11)	79.9	(10)	82.2	(5)	86.4	(5)	80.8	(3)	83.4	(5)	76.2	(8)	75.3	(9)
US AIRWAYS	80.3	(6)	72.0	(8)	84.6	(4)	81.3	(6)	84.1	(6)	79.0	(6)	80.7	(7)	78.8	(7)	78.2	(6)
TOTAL	78.7		74.2		83.2		81.3		84.7		78.6		82.6		79.3		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. Aloha Airlines reported data voluntarily each month from October 2000 through October 2001. American Eagle reporting effective January 2001. Trans World ceased operating December 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.

The ranking columns in this table that include September 2001 data (3rd Quarter 2001, 12 months ending April 2002, and Database to Date) reflect data submitted by the carriers to BTS for the entire month of September. The flight delay data for the period September 1-10 only was the basis for the September rankings in the ATCR's issued in November and December 2001 and January 2002.

APRIL 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT															
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	813	80.6	1422	88.3	586	79.2	292	89.0	90	87.8	811	82.7	894	82.8	12989	85.8
AS	H/		27	88.9	H/		H/		H/		30	73.3	9	100.0	H/	
CO	410	83.2	560	91.8	250	90.8	26	92.3	H/		358	88.8	341	85.6	384	87.8
DL	16611	78.0	1800	86.8	420	81.7	210	88.1	4750	81.0	1114	77.5	600	74.5	2634	81.4
HP	150	80.0	144	88.9	179	85.5	H/		H/		119	86.6	281	84.7	198	80.8
MQ	H/		2081	84.4	370	84.3	90	64.4	176	64.2	377	78.2	H/		5852	84.8
NW	482	75.1	438	82.9	341	74.5	199	79.9	31	77.4	476	76.9	340	68.8	449	73.9
UA	465	78.5	914	90.6	445	85.2	113	81.4	119	79.0	297	87.5	7212	88.8	547	80.3
US	464	76.5	1934	85.9	820	82.6	8592	85.1	H/		1860	89.1	270	64.8	296	76.0
WN	H/		H/		3947	87.1	H/									
TOTAL	19395	78.1	9320	86.8	7358	84.9	9522	85.0	5166	80.5	5442	83.7	9947	85.8	23349	84.6

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	578	81.5	981	84.2	716	87.7	631	86.4	623	85.4	1199	87.0	808	75.5	2710	83.2
AS	H/		H/		H/		30	96.7	H/		H/		383	82.2	614	85.2
CO	252	87.3	4973	86.1	431	89.6	82	93.9	7879	90.6	H/		428	77.1	531	74.2
DL	234	79.9	742	80.3	1056	79.0	540	79.3	240	72.9	828	80.3	630	69.4	1166	74.4
HP	150	80.0	175	87.4	60	80.0	H/		146	82.9	233	79.4	2171	77.9	566	80.9
MQ	134	64.9	267	75.7	128	83.6	58	79.3	H/		1217	78.4	H/		2168	90.4
NW	9213	86.3	479	76.8	215	77.2	282	80.5	344	80.8	120	83.3	361	59.3	449	69.5
UA	259	88.4	682	84.8	73	79.5	1988	88.3	346	80.3	479	92.5	924	81.0	3092	81.0
US	240	78.3	412	78.6	626	76.7	176	85.8	296	72.3	H/		210	50.0	359	54.6
WN	526	82.9	H/		1034	86.8	H/		167	89.2	H/		4943	81.7	3240	83.2
TOTAL	11586	85.3	8711	84.2	4339	83.1	3787	86.0	10041	88.5	4076	83.2	10858	78.2	14895	81.7

APRIL 2002

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	1752	80.5	976	85.7	106	82.1	3029	87.4	720	80.7	8885	79.2	267	74.9	825	78.9
AS	H/		H/		H/		H/		H/		30	100.0	1370	84.5	H/	
CO	299	83.9	522	89.7	104	84.6	356	86.8	237	84.0	444	80.6	90	85.6	142	85.2
DL	2049	81.2	1581	84.4	90	82.2	300	73.0	300	75.0	594	64.1	420	82.1	531	75.1
HP	H/		126	86.5	H/		60	81.7	126	86.5	236	78.4	180	87.8	150	88.7
MQ	812	71.8	126	89.7	H/		756	90.9	H/		5043	73.3	H/		301	71.4
NW	498	72.5	479	77.7	343	81.9	260	84.2	9095	83.6	583	68.4	150	68.7	424	67.7
UA	550	83.5	488	87.9	H/		385	86.0	496	81.9	10106	81.6	788	83.4	537	83.6
US	1771	84.3	866	79.7	H/		364	80.2	232	68.1	580	67.6	H/		6005	77.1
WN	H/		1675	89.4	3546	86.4	H/		H/		H/		971	85.4	H/	
TOTAL	7731	80.5	6839	85.5	4189	85.7	5510	86.3	11206	82.8	26501	78.2	4236	83.2	8915	77.2

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	644	78.4	89	88.8	772	76.6	545	80.7	1328	73.5	236	77.5	8026	87.7	626	89.1
AS	380	81.3	H/		356	80.9	3550	82.5	483	75.4	H/		H/		H/	
CO	351	81.8	79	97.5	236	80.1	296	87.2	355	71.5	96	86.5	82	89.0	424	88.7
DL	480	70.0	240	82.9	450	74.0	562	76.0	598	63.0	3712	80.9	180	85.0	1083	81.1
HP	5973	87.4	H/		240	86.7	180	76.1	326	73.9	146	85.6	60	85.0	60	81.7
MQ	299	84.9	317	72.2	719	94.3	H/		H/		H/		H/		120	85.8
NW	335	60.6	151	77.5	180	60.0	380	65.0	299	60.9	96	67.7	330	77.6	377	81.7
UA	633	80.4	149	86.6	726	81.1	1164	83.7	4462	77.1	365	82.7	265	81.9	273	88.6
US	206	69.4	5993	84.1	210	59.5	210	62.4	326	49.4	H/		240	79.6	708	79.1
WN	5246	85.7	H/		2209	82.1	1143	87.8	H/		1139	84.4	2157	82.6	1628	88.9
TOTAL	14547	84.3	7018	83.6	6098	80.7	8030	81.5	8177	73.3	5790	81.6	11340	86.1	5299	85.3

APRIL 2002

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	93.1	95.3	J/	89.5	96.6	J/	J/	89.2	100.0	90.9	J/	94.9	94.5	98.3	100.0	95.2	80.0	J/
700 - 759 AM	92.1	92.0	96.7	90.6	87.9	92.4	96.0	90.8	93.4	88.3	91.2	98.2	94.1	85.4	95.9	94.2	93.9	93.2
800 - 859 AM	80.5	87.4	94.3	85.1	84.6	86.7	91.4	90.7	92.0	93.2	94.0	90.9	89.7	86.8	89.0	95.0	87.8	84.6
900 - 959 AM	81.1	96.4	96.3	85.0	83.3	91.8	91.5	89.1	91.4	96.3	88.4	94.4	90.8	90.0	88.5	88.1	92.6	92.9
1000 - 1059 AM	83.9	91.9	94.0	88.8	90.3	90.7	88.6	89.1	88.2	94.0	89.6	97.7	87.1	92.0	75.5	83.3	90.5	92.0
1100 - 1159 AM	85.1	91.8	91.3	87.7	79.9	89.3	86.9	91.0	86.8	92.6	89.1	87.4	89.2	89.4	79.0	79.0	88.8	90.8
1200 - 1259 PM	85.0	93.1	94.6	91.8	91.7	87.5	89.5	85.2	89.4	92.8	87.5	84.6	92.5	J/	81.7	81.8	88.2	87.4
100 - 159 PM	86.9	93.6	93.1	96.0	80.1	88.8	86.4	87.6	90.0	86.4	85.3	89.2	90.9	87.7	77.5	86.5	88.8	93.0
200 - 259 PM	80.4	89.9	91.4	89.2	89.3	93.6	86.6	81.0	87.3	88.3	87.0	88.7	93.4	84.7	81.8	81.5	86.3	86.4
300 - 359 PM	74.2	88.5	79.4	85.7	81.3	86.5	85.3	84.2	87.1	86.2	89.7	86.4	92.0	88.5	79.4	87.3	80.4	89.2
400 - 459 PM	64.6	83.1	80.3	85.5	72.5	79.0	82.2	84.1	85.2	85.8	80.2	86.6	87.1	82.2	76.4	82.0	78.3	86.9
500 - 559 PM	74.5	80.1	82.0	78.2	80.5	75.9	87.4	79.1	82.5	81.4	78.3	75.7	85.5	83.0	73.2	82.4	73.6	80.4
600 - 659 PM	77.7	81.7	78.1	77.7	75.0	74.8	80.5	79.0	76.9	77.9	76.7	84.8	87.7	79.5	74.7	78.8	69.9	77.3
700 - 759 PM	69.4	83.1	73.1	80.9	73.2	76.7	87.4	77.1	83.7	72.3	73.3	83.1	86.6	71.3	78.2	76.7	68.3	80.1
800 - 859 PM	72.6	81.0	74.4	75.3	81.3	74.9	74.3	79.0	76.4	68.9	83.2	80.3	67.2	68.9	73.9	73.2	68.3	79.3
900 - 959 PM	66.8	84.5	79.1	82.6	84.0	83.5	87.0	81.4	78.1	78.8	78.0	82.5	85.9	82.7	70.6	73.9	75.9	80.7
1000 - 1059 PM	79.3	83.0	80.0	69.4	64.3	J/	78.8	76.1	80.8	80.2	76.4	81.0	79.4	80.4	73.2	73.7	74.2	83.9
1100 - 559 AM	85.1	83.2	83.1	80.3	83.1	J/	76.6	89.5	86.8	88.3	74.8	86.5	81.0	92.1	72.6	84.0	79.2	79.1
TOTAL, ALL ARRIVALS, BY AIRPORT	78.1	86.8	84.9	85.0	80.5	83.7	85.8	84.6	85.3	84.2	83.1	86.0	88.5	83.2	78.2	81.7	80.5	85.5

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	94.0	92.9	93.8	88.9	J/	91.6	96.2	68.3	J/	81.7	97.1	95.7	93.5	90.0	92.8
700 - 759 AM	97.6	89.9	89.6	86.8	95.8	93.6	93.3	93.7	95.3	96.4	92.4	92.5	90.2	93.7	91.3
800 - 859 AM	93.1	91.9	88.1	88.7	96.3	85.0	92.3	86.3	94.4	92.1	95.5	92.2	90.4	94.0	89.2
900 - 959 AM	91.0	91.5	84.2	81.2	92.8	83.3	85.5	91.3	85.6	93.3	79.7	94.3	92.9	90.9	87.8
1000 - 1059 AM	88.2	93.5	78.7	84.4	86.5	91.9	86.3	88.3	81.4	88.2	68.2	80.5	86.4	94.0	86.1
1100 - 1159 AM	88.2	84.6	88.4	87.0	88.1	89.3	86.3	90.2	82.4	85.5	68.6	85.6	86.0	86.5	86.1
1200 - 1259 PM	92.4	91.2	86.8	85.6	89.5	85.6	83.6	92.2	84.4	84.7	70.0	84.6	91.2	89.2	87.1
100 - 159 PM	92.5	84.3	83.1	85.5	82.3	86.4	86.3	88.5	80.8	82.9	79.5	81.2	87.5	90.1	86.5
200 - 259 PM	85.6	92.0	83.8	80.2	84.0	84.2	85.0	91.2	83.3	90.3	76.5	80.9	89.0	88.5	85.0
300 - 359 PM	82.1	90.4	80.5	76.4	89.3	87.7	82.8	84.7	84.9	79.6	78.4	85.4	86.3	85.3	83.3
400 - 459 PM	88.3	85.7	80.1	76.1	87.4	75.1	84.3	79.3	77.9	82.0	78.5	72.0	81.3	87.9	80.8
500 - 559 PM	85.0	78.9	85.0	72.5	81.2	68.0	80.2	80.1	82.6	76.2	75.4	74.0	85.4	79.0	79.3
600 - 659 PM	77.5	81.7	81.9	65.7	74.6	63.0	78.8	71.9	72.8	71.8	68.6	77.0	79.4	78.1	75.7
700 - 759 PM	75.3	75.9	74.9	61.7	80.0	60.2	85.6	78.1	77.6	78.7	68.4	86.5	81.4	75.9	76.3
800 - 859 PM	77.7	82.9	75.7	65.5	78.5	62.6	76.9	78.5	75.5	73.8	69.3	69.5	82.3	79.5	73.9
900 - 959 PM	75.6	83.3	86.1	71.4	73.7	74.4	80.9	79.8	65.9	71.1	60.8	72.0	76.7	78.4	77.4
1000 - 1059 PM	83.2	79.9	82.0	81.4	77.7	72.1	78.7	73.7	77.7	78.3	67.3	78.0	76.2	81.0	77.8
1100 - 559 AM	84.7	80.9	85.0	90.7	79.4	81.2	78.7	85.6	82.7	82.1	77.0	81.4	93.4	87.7	83.7
TOTAL, ALL ARRIVALS, BY AIRPORT	85.7	86.3	82.8	78.2	83.2	77.2	84.3	83.6	80.7	81.5	73.3	81.6	86.1	85.3	82.6

APRIL 2002

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	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	94.2	94.5	94.8	97.1	97.0	92.5	95.0	92.7	88.9	95.9	98.7	95.9	94.0	93.3	97.3	93.3	92.6	95.4
700 - 759 AM	92.7	93.4	93.9	86.6	95.3	95.0	97.3	91.1	92.5	97.2	97.4	95.3	95.0	97.1	93.6	94.8	94.6	96.2
800 - 859 AM	94.0	93.0	93.3	90.5	92.5	94.8	93.8	91.8	88.2	95.8	95.1	96.0	94.7	92.7	92.8	92.4	94.2	95.8
900 - 959 AM	87.8	91.8	92.0	88.3	93.1	93.9	92.4	90.5	86.6	94.9	94.9	95.5	95.6	94.4	91.4	92.2	92.0	95.6
1000 - 1059 AM	92.1	93.5	91.8	86.8	91.4	93.9	92.0	91.7	85.6	93.9	88.4	94.1	94.7	91.9	82.6	87.0	95.4	94.7
1100 - 1159 AM	91.7	91.8	91.2	85.5	92.9	96.1	92.4	87.8	84.9	94.0	92.3	93.7	91.5	99.1	79.1	83.6	91.1	92.6
1200 - 1259 PM	92.7	91.3	85.7	89.2	91.0	95.4	92.9	86.8	80.8	93.8	89.2	92.7	93.3	88.8	84.8	83.0	92.4	92.5
100 - 159 PM	91.7	89.7	89.1	90.2	92.9	91.4	93.4	82.1	78.6	91.1	87.1	90.8	91.8	96.7	76.3	84.8	90.5	89.1
200 - 259 PM	90.7	91.3	83.4	80.7	81.8	88.7	89.3	81.0	80.9	86.2	86.2	92.0	91.2	90.5	76.0	87.2	91.5	92.0
300 - 359 PM	83.4	84.3	74.8	76.8	87.8	86.6	87.6	82.0	70.7	85.1	84.2	87.7	90.1	92.2	73.8	83.5	85.1	84.4
400 - 459 PM	81.8	85.1	74.5	82.6	86.0	83.7	83.4	80.1	77.5	82.9	82.1	85.1	88.8	80.8	77.0	83.8	85.1	83.7
500 - 559 PM	77.3	79.5	71.6	82.4	78.6	83.0	84.6	81.1	76.4	84.0	81.6	83.1	87.9	83.5	70.9	79.6	80.6	87.7
600 - 659 PM	79.0	74.4	75.1	78.9	78.1	75.2	88.1	71.3	64.5	79.2	76.7	85.0	91.0	82.2	73.6	82.6	77.8	83.8
700 - 759 PM	81.3	76.6	68.2	73.4	80.3	80.9	86.9	78.0	73.5	77.2	82.6	77.9	90.1	77.9	78.2	80.7	73.2	80.9
800 - 859 PM	79.8	83.5	71.6	82.9	79.6	82.9	87.5	82.0	76.3	77.7	73.5	83.7	90.7	77.6	70.3	77.3	71.7	79.1
900 - 959 PM	77.4	94.3	63.8	81.4	87.5	88.8	87.3	83.5	74.2	J/	80.6	89.4	94.7	85.0	70.5	80.8	76.7	79.5
1000 - 1059 PM	81.9	J/	67.3	86.8	89.3	J/	J/	85.0	78.7	J/	76.7	J/	100.0	86.3	76.9	88.4	J/	J/
1100 - 559 AM	88.1	95.9	91.7	J/	J/	J/	93.8	97.2	100.0	94.9	93.3	100.0	J/	J/	83.5	91.8	97.1	93.3
TOTAL, ALL DEPARTURES, BY AIRPORT	86.4	87.7	82.9	84.1	87.2	88.9	90.3	84.8	79.6	89.0	87.7	89.7	92.0	88.1	81.3	86.5	87.4	89.8

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.1	93.1	93.8	95.9	94.4	92.3	97.2	94.4	94.8	93.4	93.0	97.3	95.9	93.1	94.2
700 - 759 AM	93.5	93.3	91.7	92.5	94.4	88.7	93.5	91.4	94.7	92.8	95.3	94.8	94.7	92.5	93.6
800 - 859 AM	93.6	92.3	89.2	90.1	90.6	87.6	90.7	90.5	90.3	89.7	95.4	96.4	93.1	93.4	92.4
900 - 959 AM	88.4	91.0	87.8	87.6	88.3	87.1	88.7	91.2	90.1	87.5	92.0	92.9	91.8	94.2	90.8
1000 - 1059 AM	83.5	91.7	85.6	88.2	88.7	87.7	86.6	91.8	79.5	87.3	89.5	92.4	92.2	92.3	89.5
1100 - 1159 AM	82.7	91.6	82.8	86.7	92.8	91.2	82.4	89.6	83.0	84.3	87.2	91.3	92.2	91.1	88.6
1200 - 1259 PM	79.0	88.4	85.6	87.3	89.3	89.7	82.7	90.0	81.8	83.9	81.8	88.3	86.7	86.6	87.5
100 - 159 PM	77.8	90.7	84.5	84.9	88.8	88.5	82.4	90.2	79.2	81.8	86.0	84.4	89.8	87.1	86.5
200 - 259 PM	70.1	86.4	80.7	83.1	90.0	86.4	80.1	85.5	78.0	83.9	88.4	89.8	89.5	88.1	85.5
300 - 359 PM	74.1	88.9	82.4	80.2	85.9	74.7	79.8	78.9	80.5	81.6	89.4	83.3	86.8	86.8	82.1
400 - 459 PM	64.0	82.2	81.7	75.7	84.8	87.5	78.0	83.1	77.7	84.6	88.3	82.4	85.0	77.5	81.2
500 - 559 PM	68.6	83.5	81.7	76.1	85.7	66.9	80.1	82.9	78.0	76.1	86.4	82.4	84.1	88.3	80.0
600 - 659 PM	69.2	85.6	83.0	73.7	84.6	68.1	79.7	82.2	82.9	75.9	90.0	86.9	84.5	80.1	79.4
700 - 759 PM	67.0	83.6	81.5	70.7	73.7	60.4	78.9	70.6	75.5	72.1	80.2	79.7	81.4	84.3	77.0
800 - 859 PM	67.2	87.5	82.0	66.0	82.0	61.5	78.2	79.1	78.1	71.0	70.8	89.6	80.4	80.8	78.5
900 - 959 PM	67.1	90.3	85.1	73.5	83.3	65.7	80.5	79.9	81.4	75.5	87.6	88.4	84.5	76.7	79.0
1000 - 1059 PM	J/	96.7	100.0	87.2	100.0	69.3	88.9	83.9	88.5	83.3	85.9	80.5	84.6	69.2	84.0
1100 - 559 AM	J/	94.4	100.0	100.0	94.9	94.0	96.0	100.0	98.0	94.6	90.5	J/	69.2	100.0	90.1
TOTAL, ALL DEPARTURES, BY AIRPORT	78.8	88.7	84.8	82.0	89.1	79.2	84.2	85.8	84.1	84.5	88.6	88.2	88.2	88.0	85.6

APRIL 2002
AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS 1/ 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
NW	1784	DTW-PHL	1520	21	80.95	34	33
DL	1251	JFK-SLC	1745	30	80.00	43	32

APRIL 2002
AIR TRAVEL CONSUMER REPORT

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	440	2	0.5
US AIRWAYS	1496	5	0.3
DELTA	2042	4	0.2
AMERICA WEST	546	1	0.2
NORTHWEST	1407	2	0.1
AMERICAN EAGLE	1268	1	0.1
SOUTHWEST	2764	1	0.0
CONTINENTAL	968	0	0.0
UNITED	1612	0	0.0
AMERICAN	2472	0	0.0
TOTAL	15,015	16	0.1

APRIL 2002
AIR TRAVEL CONSUMER REPORT

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)	81.7	91.0	202	201	DURANGO, CO. (DRO)	81.8	91.2	33	34
AGUADILLA, P. R. (BQN)	76.5	100.0	17	17	DUTCH HARBOR, AK. (DUT)	68.3	55.0	60	60
AKRON/CANTON, OH. (CAK)	86.7	86.7	30	30	EAGLE, CO. (EGE)	83.1	89.4	65	66
ALBANY, N. Y. (ALB)	79.5	88.3	1,151	1,151	EL PASO, TX. (ELP)	85.7	89.2	1,716	1,717
ALBUQUERQUE, N. M. (ABQ)	84.4	86.2	3,070	3,069	EUGENE, OR. (EUG)	91.1	94.4	90	90
ALLENTOWN, PA. (ABE)	80.1	92.8	181	181	EVANSVILLE, IN. (EVV)	71.6	81.0	116	116
AMARILLO, TX. (AMA)	77.8	83.0	513	513	FAIRBANKS, AK. (FAI)	80.0	86.9	406	406
ANCHORAGE, AK. (ANC)	70.0	83.8	1,518	1,516	FARGO, N. D. (FAR)	79.0	89.8	167	167
ASHEVILLE, N. C. (AVL)	80.4	92.0	112	112	FAYETTEVILLE ARKANSAS REG (XNA)	71.8	78.0	476	477
ATLANTA, GA. (ATL)	78.1	86.4	19,395	19,420	FLINT, MI. (FNT)	72.9	86.7	59	60
AUSTIN, TX. (AUS)	87.3	90.8	3,207	3,249	FRESNO, CA. (FAT)	91.3	93.2	264	264
BALTIMORE, MD. (BWI)	84.9	82.9	7,358	7,352	FT. LAUDERDALE, FL. (FLL)	83.1	87.7	4,339	4,342
BANGOR, ME. (BGR)	79.2	89.4	255	254	FT. MYERS, FL. (RSW)	83.5	91.2	1,376	1,381
BARROW, AK. (BRW)	85.0	83.3	60	60	FT. SMITH, AR. (FSM)	84.9	91.8	232	232
BATON ROUGE, LA. (BTR)	80.3	84.6	315	318	FT. WAYNE, IN. (FWA)	69.9	85.1	176	175
BEAUMONT/PORT ARTHUR, TX (BPT)	87.0	95.8	23	24	GRAND FORKS, N. D. (GFK)	78.3	92.8	83	83
BETHEL, AK. (BET)	84.5	88.8	116	116	GRAND RAPIDS, MI. (GRR)	77.4	88.9	876	877
BILLINGS, MT. (BIL)	77.0	92.7	222	220	GREAT FALLS, MT. (GTF)	84.2	86.3	203	204
BIRMINGHAM, AL. (BHM)	84.6	89.6	1,394	1,392	GREEN BAY, WI. (GRB)	71.5	86.7	383	383
BISMARCK, N. D. (BIS)	82.8	94.8	116	116	GREENSBORO/HIGH PT., N. C. (GSO)	80.8	85.6	838	838
BLOOMINGTON, IL. (BMI)	74.4	75.6	90	90	GREENVILLE/SPARTANBURG, S. C. (GSP)	75.6	87.2	390	390
BOISE, ID. (BOI)	86.0	92.1	840	839	GULFPORT/BILLOXI, MS. (GPT)	87.8	91.1	90	90
BOSTON, MA. (BOS)	86.8	87.7	9,320	9,324	GUNNISON, CO. (GUC)	80.0	83.3	5	6
BOZEMAN, MT. (BZN)	84.8	94.4	125	126	HARLINGEN, TX. (HRL)	85.8	88.1	345	345
BROWNSVILLE, TX. (BRO)	96.8	100.0	31	31	HARRISBURG, PA. (MDT)	81.7	89.4	436	436
BUFFALO, N. Y. (BUF)	79.0	87.7	1,284	1,284	HARTFORD, CT./SPGFLD, MA. (BDL)	83.3	89.8	2,779	2,778
BURBANK, CA. (BUR)	82.0	81.7	2,099	2,100	HELENA, MT. (HLN)	86.7	95.0	60	60
BURLINGTON, VT. (BTV)	78.5	88.1	209	210	HONOLULU, OAHU, HI. (HNL)	76.1	92.3	922	920
CEDAR RAPIDS/IOWA CTY, I.A. (CID)	79.2	89.4	418	417	HOUSTON, TX. (HOU)	84.1	79.3	4,626	4,627
CHAMPAIGN, IL. (CMI)	64.4	78.1	146	146	HOUSTON, TX. (IAH)	88.5	92.0	10,041	10,045
CHARLESTON, S. C. (CHS)	81.0	91.5	389	389	HUNTSVILLE/DECATUR, AL. (HSV)	77.4	89.5	288	287
CHARLOTTE, N. C. (CLT)	85.0	84.1	9,522	9,527	INDIANAPOLIS, IN. (IND)	82.8	89.8	2,633	2,644
CHATTANOOGA, TN. (CHA)	73.3	81.1	90	90	INDIO/PALM SPRINGS, CA. (PSP)	85.8	86.7	671	675
CHICAGO, IL. (MDW)	85.7	78.8	4,189	4,190	ISLIP/LONG IS., N. Y. (ISP)	90.1	92.1	889	890
CHICAGO, IL. (ORD)	78.2	82.0	26,501	26,078	JACKSON/VICKSBURG, MS. (JAN)	80.8	89.0	563	562
CINCINNATI, OH. (CVG)	80.5	87.2	5,166	5,169	JACKSON, WY. (JAC)	83.3	100.0	12	13
CLEVELAND, OH. (CLE)	84.0	89.4	3,825	3,823	JACKSONVILLE, FL. (JAX)	83.3	88.0	2,038	2,038
COLLEGE STATION, TX. (CLL)	88.6	93.2	175	176	JUNEAU, AK. (JNU)	87.2	86.1	304	303
COLORADO SPRINGS, CO. (COS)	83.5	90.7	701	701	KAHULUI, MAUI, HI. (OGG)	78.8	88.3	325	324
COLUMBIA, S. C. (CAE)	93.9	92.2	180	180	KALAMAZOO, MI. (AZO)	76.7	84.7	150	150
COLUMBUS, OH. (CMH)	81.6	87.9	3,067	3,067	KALISPELL, MT. (FCA)	85.0	92.5	120	120
CORDOVA, AK. (CDV)	81.7	83.3	60	60	KANSAS CITY, MO. (MCI)	85.4	89.2	4,610	4,608
CORPUS CHRISTI, TX. (CRP)	74.6	82.1	401	402	KETCHIKAN, AK. (KTN)	89.1	92.3	183	183
DALLAS/FT. WORTH, TX. (DAL)	85.1	81.0	3,611	3,611	KEY WEST, FL. (EYW)	91.9	92.9	210	210
DALLAS/FT. WORTH, TX. (DFW)	84.6	84.8	23,349	23,346	KILLEEN, TX. (ILE)	85.8	90.5	261	262
DAYTON, OH. (DAY)	79.5	87.6	693	695	KING SALMON, AK. (AKN)	66.7	73.3	15	15
DAYTONA BEACH, FL. (DAB)	77.0	88.9	126	126	KNOXVILLE, TN. (TYS)	81.6	90.5	359	359
DEADHORSE, AK. (SCC)	90.7	88.4	43	43	KODIAK, AK. (ADQ)	90.0	98.3	60	60
DENVER, CO. (DEN)	85.8	90.3	9,947	9,950	KONA, HAWAII, HI. (KOA)	77.5	88.3	120	120
DES MOINES, IA. (DSM)	80.9	88.6	691	692	KOTZEBUE, AK. (OTZ)	62.2	63.3	90	90
DETROIT, MI. (DTW)	85.3	79.6	11,586	11,636	LA CROSSE, WI. (LSE)	60.4	77.5	101	102
DILLINGHAM, AK. (DLG)	66.7	66.7	15	15	LAFAYETTE, LA. (LFT)	89.4	87.5	47	48
DUBUQUE, IA. (DBQ)	73.0	85.6	89	90	LANSING, MI. (LANT)	78.2	93.2	220	220
DULUTH, MN. (DLH)	75.6	84.4	193	192	LAREDO, TX. (LRD)	76.0	87.7	146	146

APRIL 2002
AIR TRAVEL CONSUMER REPORT

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.
LAS VEGAS, NV. (LAS)	78.2	81.3	10,858	10,851	RENO, NV. (RNO)	83.5	86.5	1,997	1,997
LAWTON, OK. (LAW)	81.5	94.2	205	206	RI CHMOND, VA. (RIC)	79.7	87.6	1,180	1,186
LEXINGTON/FRKFT, KY. (LEX)	80.6	93.9	180	180	ROCHESTER, MN. (RST)	78.7	88.3	178	180
LI HUE, KAUAI, HI. (LIH)	86.9	95.1	61	61	ROCHESTER, N.Y. (ROC)	79.7	88.4	782	782
LITTLE ROCK, AR. (LIT)	83.6	88.5	1,128	1,128	SACRAMENTO, CA. (SMF)	82.7	83.4	3,291	3,292
LONG BEACH, CA. (LGB)	86.3	93.2	205	205	SAGINAW, MI. (MBS)	83.5	93.0	188	187
LONGVIEW, TX. (GGG)	85.3	94.8	116	116	SALT LAKE CITY, UT. (SLC)	81.6	88.2	5,790	5,795
LOS ANGELES, CA. (LAX)	81.7	86.5	14,895	14,981	SAN ANGELO, TX. (SJT)	86.9	94.8	175	174
LOUISVILLE, KY. (SDF)	82.9	88.5	1,604	1,604	SAN ANTONIO, TX. (SAT)	84.7	88.4	2,955	2,956
LUBBOCK, TX. (LBB)	79.6	84.3	632	632	SAN DIEGO, CA. (SAN)	80.7	84.1	6,098	6,100
MADISON, WI. (MSN)	69.7	81.8	544	544	SAN FRANCISCO, CA. (OAK)	81.1	78.5	5,027	5,032
MANCHESTER, N.H. (MHT)	81.7	87.9	1,215	1,216	SAN FRANCISCO, CA. (SFO)	73.3	88.6	8,177	8,203
MARQUETTE, MI. (MQT)	40.9	86.4	22	22	SAN JOSE, CA. (SJC)	80.4	83.2	5,149	5,145
MEDFORD, OR. (MFR)	90.0	87.8	90	90	SAN JUAN, P.R. (SJU)	85.2	89.3	2,055	2,057
MELBOURNE, FL. (MLB)	76.7	90.8	120	120	SAN LUIS OBISPO, CA. (SBP)	89.0	93.5	200	201
MEMPHIS, TN. (MEM)	83.3	85.8	3,660	3,662	SANTA BARBARA, CA. (SBA)	95.9	95.5	266	266
MIAMI, FL. (MIA)	86.3	88.7	5,510	5,507	SARASOTA/BRAD., FL. (SRQ)	82.7	90.6	381	383
MIDLAND/ODESSA, TX. (MAF)	82.4	86.8	592	592	SAVANNAH, GA. (SAV)	79.6	91.7	515	515
MILWAUKEE, WI. (MKE)	73.4	87.2	1,186	1,186	SCRANTON/WILKES-BARRE, PA. (AVP)	85.8	94.2	120	120
MINNEAPLS/ST. P, MN. (MSP)	82.8	84.8	11,206	11,205	SEATTLE, WA. (SEA)	81.5	84.5	8,030	8,024
MINOT, N.D. (MOT)	76.7	92.2	90	90	SHREVEPORT, LA. (SHV)	85.1	90.1	423	424
MISSION/MCALLEN, TX. (MFE)	85.4	93.3	240	240	SI OUX FALLS, S.D. (FSD)	78.3	89.5	143	143
MISSOULA, MT. (MSO)	85.3	93.3	150	150	SITKA, AK. (SIT)	91.1	94.4	90	90
MOBILE, AL. /PASCAGOULA, MS. (MOB)	84.4	90.6	180	180	SOUTH BEND, IN. (SBN)	83.3	90.0	30	30
MOLINE, IL. (MLI)	90.4	92.5	146	146	SPOKANE, WA. (GEG)	84.7	90.4	995	995
MONROE, LA. (MLU)	100.0	100.0	17	18	SPRINGFIELD, MO. (SGF)	79.6	86.2	377	378
MONTEREY, CA. (MRY)	95.7	97.2	141	141	ST. CROIX, V.I. (STX)	88.3	96.7	60	60
MONTRORSE, CO. (MTJ)	100.0	100.0	7	7	ST. LOUIS, MO. (STL)	86.1	88.2	11,340	11,336
MYRTLE BEACH, S.C. (MYR)	77.4	93.9	230	230	ST. THOMAS, V.I. (STT)	85.2	92.9	311	311
NASHVILLE, TN. (BNA)	86.9	88.7	4,217	4,215	STEAMBOAT SPRINGS, CO. (HDN)	87.5	90.9	32	33
NEW ORLEANS, LA. (MSY)	85.2	87.2	4,107	4,108	SYRACUSE, N.Y. (SYR)	80.3	90.1	716	717
NEW YORK, N.Y. (JFK)	83.2	88.1	4,076	4,076	TALLAHASSEE, FL. (TLH)	77.8	91.1	90	90
NEW YORK, N.Y. (LGA)	80.5	87.4	7,731	7,751	TAMPA, FL. (TPA)	85.3	88.0	5,299	5,301
NEWARK, N.J. (EWR)	84.2	89.0	8,711	8,728	TEXARKANA, AR. (TXK)	84.4	95.5	90	89
NEWBURGH, N.Y. (SWF)	79.8	87.6	89	89	TOLEDO, OH. (TOL)	61.3	78.7	150	150
NOME, AK. (OME)	68.9	74.4	90	90	TRAVERSE CITY, MI. (TVC)	67.1	84.6	149	149
NORFOLK/VA. BEACH, VA. (ORF)	80.7	87.6	1,585	1,585	TUCSON, AZ. (TUS)	81.7	87.9	1,391	1,391
OKLAHOMA CITY, OK. (OKC)	82.4	88.2	1,640	1,638	TULSA, OK. (TUL)	83.9	87.8	1,677	1,677
OMAHA, NE. (OMA)	82.5	89.1	1,437	1,436	TYLER, TX. (TYR)	88.9	93.2	235	236
ONTARIO, CA. (ONT)	83.1	85.6	2,728	2,728	VALPARAISO, FL. (VPS)	72.2	88.9	180	180
ORANGE COUNTY, CA. (SNA)	82.6	85.0	3,436	3,451	WACO, TX. (ACT)	88.8	92.2	206	206
ORLANDO, FL. (MCO)	85.5	89.8	6,839	6,846	WASHINGTON, D.C. (DCA)	83.7	88.9	5,442	5,518
PASCO, WA. (PSC)	91.7	95.0	60	60	WASHINGTON, D.C. (IAD)	86.0	89.7	3,787	3,787
PENSACOLA, FL. (PNS)	82.5	93.3	342	343	WEST PALM BEACH, FL. (PBI)	82.2	88.0	1,904	1,910
PEORIA, IL. (PIA)	64.2	73.3	120	120	WHITE PLAINS, N.Y. (HPN)	85.8	85.6	549	550
PETERSBURG, AK. (PSG)	91.7	91.7	60	60	WICHITA FALLS, TX. (SPS)	83.5	86.7	164	166
PHILADELPHIA, PA. (PHL)	77.2	79.2	8,915	8,885	WICHITA, KS. (ICT)	85.0	90.3	472	472
PHOENIX, AZ. (PHX)	84.3	84.2	14,547	14,556	WILMINGTON, N.C. (ILM)	89.2	94.3	176	176
PITTSBURGH, PA. (PIT)	83.6	85.8	7,018	7,049	WORCESTER, MA. (ORH)	73.3	63.3	30	30
PORTLAND, ME. (PWM)	81.1	90.8	657	655	WRANGELL, AK. (WRG)	91.7	95.0	60	60
PORTLAND, OR. (PDX)	83.2	89.1	4,236	4,238	YAKUTAT, AK. (YAK)	78.3	81.7	60	60
PROVIDENCE, R.I. (PVD)	84.8	88.8	2,261	2,259					
RALEIGH/DURHAM, N.C. (RDU)	83.0	85.9	3,755	3,753					
RAPID CITY, S.D. (RAP)	82.2	89.6	107	106					

APRIL 2002
AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/			AT ALL REPORTED AIRPORTS C/				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE S/	21	21395	650	3.0	106	36795	1175	3.2
ALASKA S/	12	7262	108	1.5	40	12936	262	2.0
NORTHWEST S/	32	28196	337	1.2	111	41068	461	1.1
AMERICAN S/	32	54922	587	1.1	98	71732	769	1.1
US AIRWAYS S/	27	34266	365	1.1	69	44120	467	1.1
SOUTHWEST S/	15	33571	290	0.9	59	78742	658	0.8
AMERICA WEST S/	26	12436	76	0.6	51	16096	107	0.7
DELTA S/	32	46756	270	0.6	109	61107	341	0.6
UNITED S/	31	39293	198	0.5	86	47201	228	0.5
CONTINENTAL S/	30	21019	33	0.2	84	27872	44	0.2
T O T A L		299,116	2914	1.0		437,669	4,512	1.0

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

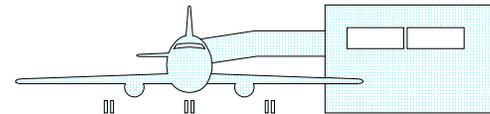
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements 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

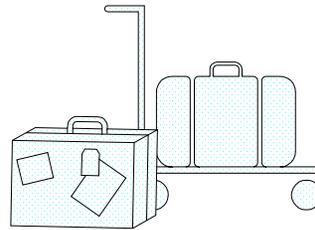
Air Carriers Required to Report Data to DOT and to CRS Vendors

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
UA	United Airlines
US	US Airways



MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues. See 14 CFR Part 234.



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

RANK	AIRLINE	APRIL 2002			APRIL 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,476	983,024	2.52	2,799	1,007,504	2.78
2	CONTINENTAL AIRLINES	8,306	2,950,328	2.82	13,158	3,413,351	3.85
3	US AIRWAYS	11,936	4,056,126	2.94	22,103	5,286,711	4.18
4	AMERICA WEST AIRLINES	4,947	1,623,575	3.05	6,710	1,757,949	3.82
5	DELTA AIR LINES	22,694	7,154,047	3.17	34,510	8,183,378	4.22
6	SOUTHWEST AIRLINES	21,420	6,262,609	3.42	32,947	6,696,551	4.92
7	UNITED AIRLINES	18,452	5,040,664	3.66	29,858	6,297,914	4.74
8	AMERICAN AIRLINES	28,086	6,711,934	4.18	23,804	5,962,369	3.99
9	NORTHWEST AIRLINES	17,553	3,724,923	4.71	16,153	4,204,647	3.84
10	AMERICAN EAGLE AIRLINES**	9,572	959,746	9.97	11,522	1,042,790	11.05
TOTALS***		145,442	39,466,976	3.69	193,564	43,853,164	4.41

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 Airlines incorrectly reported to DOT its mishandled baggage data for April 2001. Therefore, the data in this report reflect a correction of the American Eagle data.

*** Trans World Airlines (TWA) ceased operating December 2001. Effective January 2002, TWA is no longer ranked in this table. Totals for April 2001 reflect the deletion of TWA's data for that month.

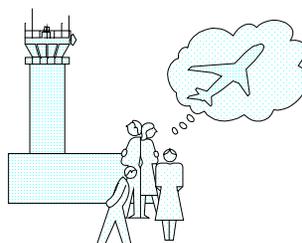
OVERSALES

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 2002				JANUARY-MARCH 2001			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	AMERICAN EAGLE AIRLINES**	351	5	281,429	0.18	514	1	459,174	0.02
2	AMERICAN AIRLINES	42,418	561	20,320,507	0.28	40,821	682	17,817,614	0.38
3	AMERICA WEST AIRLINES	14,166	142	4,359,877	0.33	16,119	247	5,053,333	0.49
4	US AIRWAYS	35,859	423	11,141,864	0.38	26,484	708	13,550,384	0.52
5	UNITED AIRLINES	19,980	910	13,962,769	0.65	32,692	1,412	17,280,438	0.82
6	NORTHWEST AIRLINES	18,784	776	10,639,379	0.73	24,148	622	12,017,912	0.52
7	DELTA AIR LINES	52,039	1,730	19,530,348	0.89	50,898	933	22,777,490	0.41
8	SOUTHWEST AIRLINES	16,812	1,899	16,633,381	1.14	20,550	2,811	17,916,390	1.57
9	CONTINENTAL AIRLINES	15,171	1,589	8,590,079	1.85	17,109	1,249	9,601,442	1.30
10	ALASKA AIRLINES	8,560	704	3,187,314	2.21	9,001	478	3,192,066	1.50
	TOTALS***	224,140	8,739	108,646,947	.80	238,336	9,143	119,666,243	0.76

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.

** American Eagle Airlines incorrectly reported to DOT its oversales data for the first quarter of calendar year 2001. Therefore, the data in this report reflect a correction of the American Eagle data.

*** Trans World Airlines (TWA) ceased operating December 2001. Effective with the 1st quarter 2002, TWA is no longer ranked in this table. Totals for January-March 2001 reflect the deletion of TWA's data for that 3-month period.

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	APRIL 2002				APRIL 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	771	73	0	35	1,499	91	5	27
FOREIGN AIRLINES	92	1	0	2	132	0	0	0
TRAVEL AGENTS	28	0	0	1	20	0	0	0
TOUR OPERATORS	10	0	0	0	7	0	0	1
MISCELLANEOUS	25	19	1	6	8	9	0	8
INDUSTRY TOTALS	926	93	1	44	1,666	100	5	36

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

<u>COMPLAINT CATEGORY</u>	<u>APRIL 2002</u>			<u>APRIL 2001</u>		
	<u>RANKING</u>	<u>COMPLAINTS**</u>	<u>SUB-CATEGORY</u>	<u>RANKING</u>	<u>COMPLAINTS**</u>	<u>SUB-CATEGORY</u>
FLIGHT PROBLEMS	1	197		1	576	
DELAYS			76			168
CANCELLATIONS			44			197
MISCONNECTIONS			30			83
CUSTOMER SERVICE	2	191		2	316	
BAGGAGE	3	128		3	261	
RES/TKTG/BOARDING	4	109		4	153	
REFUNDS	5	102		8	66	
OVERSALES	6	66		5	91	
FARES	7	38		6	72	
DISABILITY	8	37		9	48	
OTHER	9	33		7	72	
FREQUENT FLYER			19			26
DISCRIMINATION	10	18		10	10	
ADVERTISING	11	7		11	1	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		926			1,666	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3

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

APRIL 2002

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	7	4	2	0	3	2	3	0	0	0	0	0	21
ALASKA AIRLINES	4	1	1	1	1	1	4	1	0	0	0	2	16
AMERICA WEST AIRLINES	7	2	3	2	3	1	8	1	0	1	0	1	29
AMERICAN AIRLINES	28	11	15	5	7	20	35	6	0	1	0	5	133
AMERICAN EAGLE AIRLINES	3	0	0	0	0	2	2	0	0	1	0	0	8
AMERICAN TRANS AIR	7	2	7	0	3	3	6	1	0	0	0	1	30
CHAMPION AIR	3	0	0	0	0	0	3	0	0	0	0	0	6
CONTINENTAL AIRLINES	9	4	9	2	1	6	12	1	0	4	0	4	52
DELTA AIR LINES	29	8	9	6	10	11	23	10	0	1	0	3	110
FRONTIER AIRLINES	1	2	0	0	0	2	2	0	0	0	0	0	7
HAWAIIAN AIRLINES	3	1	0	0	0	1	3	1	0	0	0	1	10
NORTHWEST AIRLINES	15	10	16	5	2	9	17	4	1	4	0	6	89
PAN AM	2	0	2	0	0	0	0	1	0	0	0	0	5
SKY WEST AIRLINES	4	2	1	0	0	1	1	1	0	0	0	0	10
SOUTHWEST AIRLINES	0	0	2	0	0	5	10	0	3	2	0	0	22
SPIRIT AIRLINES	0	2	0	0	2	1	2	0	0	0	0	0	7
SUN COUNTRY AIRLINES	0	0	0	0	16	0	0	0	1	0	0	0	17
UNITED AIRLINES	24	2	12	7	10	19	27	4	0	0	0	2	107
US AIRWAYS	13	2	4	2	2	10	5	3	0	2	0	2	45
OTHER U. S. AIRLINES	18	3	3	1	5	5	9	1	0	1	0	1	47
TOTAL APRIL 2002	177	56	86	31	65	99	172	35	5	17	0	28	771
% OF TOTAL COMPLAINTS	23.0	7.3	11.2	4.0	8.4	12.8	22.3	4.5	0.6	2.2	0	3.6	
TOTAL APRIL 2001	547	79	130	67	52	226	285	45	1	8	0	59	1,499
% OF TOTAL COMPLAINTS	36.5	5.3	8.7	4.5	3.5	15.1	19.0	3.0	0.1	0.5	0	3.9	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

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

TABLE 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE

APRIL 2002

U. S. AIRLINES*	COMPS RECD IN APRIL	INCI - DENTS IN APRIL	PERCENT	INCI - DENTS IN MARCH	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	21	4	19.0	14	66.7	2	9.5	1	4.8
ALASKA AIRLINES	16	7	43.8	8	50.0	1	6.2	0	0.0
AMERICA WEST AIRLINES	29	11	37.9	7	24.1	8	27.6	3	10.3
AMERICAN AIRLINES	133	39	29.3	51	38.3	41	30.8	2	1.5
AMERICAN EAGLE AIRLINES	8	4	50.0	1	12.5	3	37.5	0	0.0
AMERICAN TRANS AIR	30	7	23.3	11	36.7	10	33.3	2	6.7
CHAMPION AIR	6	0	0.0	6	100.0	0	0.0	0	0.0
CONTINENTAL AIRLINES	52	9	17.3	16	30.8	19	36.5	8	15.4
DELTA AIRLINES	110	22	20.0	34	30.9	45	40.9	9	8.2
FRONTIER AIRLINES	7	1	14.3	4	57.1	2	28.6	0	0.0
HAWAIIAN AIRLINES	10	2	20.0	7	70.0	1	10.0	0	0.0
NORTHWEST AIRLINES	89	25	28.1	31	34.8	28	31.5	5	5.6
PAN AM	5	1	20.0	3	60.0	1	20.0	0	0.0
SKY WEST AIRLINES	10	1	10.0	7	70.0	0	0.0	2	20.0
SOUTHWEST AIRLINES	22	6	27.3	9	40.9	7	31.8	0	0.0
SPIRIT AIRLINES	7	3	42.9	1	14.3	3	42.9	0	0.0
SUN COUNTRY AIRLINES	17	0	0.0	1	5.9	6	35.3	10	58.8
UNITED AIRLINES	107	27	25.2	43	40.2	33	30.8	4	3.7
US AIRWAYS	45	17	37.8	7	15.6	15	33.3	6	13.3
OTHER U. S. AIRLINES	47	11	23.4	18	38.3	17	36.2	1	2.1
TOTALS	771	197	25.6	279	36.2	242	31.4	53	6.9
PREVIOUS YEAR'S TOTALS	1,499	307	20.5	198	13.2	204	13.6	790	52.7

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

TABLE 5

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

APRIL 2002

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR FRANCE	0	2	2	0	0	6	3	0	0	0	0	0	13
AIR JAMAICA	2	1	0	0	1	1	1	0	0	0	0	0	6
ALITALIA AIRLINES	0	2	0	0	0	2	2	0	0	0	0	0	6
BRITISH AIRWAYS	0	0	1	0	1	2	0	1	0	0	0	0	5
TACA	1	0	2	1	0	2	3	0	0	0	0	0	9
OTHER FOREIGN AIRLINES	7	4	5	3	12	15	5	1	0	1	0	0	53
TOTALS	10	9	10	4	14	28	14	2	0	1	0	0	92
TRAVEL AGENTS													
PRI CELINE.COM	0	0	5	0	2	0	0	0	0	0	0	0	7
TRAVELOCITY.COM	0	0	1	0	3	0	0	0	0	0	0	1	5
OTHER TRAVEL AGENTS	0	0	3	0	10	0	1	0	2	0	0	0	16
TOTALS	0	0	9	0	15	0	1	0	2	0	0	1	28
TOUR OPERATORS													
OTHER TOUR OPERATORS	4	0	1	0	2	0	3	0	0	0	0	0	10
TOTALS	4	0	1	0	2	0	3	0	0	0	0	0	10
MISCELLANEOUS													
OTHER MISCELLANEOUS	6	1	3	3	6	1	1	0	0	0	0	4	25
TOTALS	6	1	3	3	6	1	1	0	0	0	0	4	25

* 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.

** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

TABLE 6

APRIL
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES*

RANK	AIRLINE	APRIL 2002			APRIL 2001		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	22	6,079,436	0.36	18	6,533,305	0.28
2	<i>AMERICAN EAGLE AIRLINES</i>	8	997,621	0.80	31	1,081,565	2.87
3	<i>US AIRWAYS</i>	45	4,337,192	1.04	116	5,565,501	2.08
4	<i>ALASKA AIRLINES</i>	16	1,150,037	1.39	18	1,179,929	1.53
5	<i>DELTA AIR LINES</i>	110	7,491,523	1.47	196	8,571,084	2.29
6	<i>CONTINENTAL AIRLINES</i>	52	3,421,268	1.52	77	3,921,528	1.96
7	<i>AMERICAN AIRLINES</i>	133	7,734,308	1.72	245	7,058,778	3.47
8	<i>AMERICA WEST AIRLINES</i>	29	1,607,441	1.80	74	1,728,335	4.28
9	<i>UNITED AIRLINES</i>	107	5,476,645	1.95	270	6,809,584	3.96
10	<i>NORTHWEST AIRLINES</i>	89	4,314,207	2.06	119	4,838,993	2.46
	TOTAL**	611	42,609,678	1.43	1164	47,288,602	2.46

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.

** Trans World Airlines (TWA) ceased operating December 2001. Effective January 2002, TWA is no longer ranked in this table. Totals for April 2001 reflect the deletion of TWA's data for that month.

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.

Discrimination: Civil rights complaints by air travelers, other than disability; for example, complaints based on race, national origin, religion, etc.

Animals: Loss, injury or death of an animal during air transport provided by an air carrier.

Other: Frequent flyer, smoking, Tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

***Note:** Effective with the *Air Travel Consumer Report* issued in May 2002, “Discrimination” has been added as a new category. Complaints about “Tours or Charters”, which formerly were a separate category, are now included in the “Other” category.

