



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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**Issued: AUGUST 2002**

Includes data for the following periods:

Flight Delays	June 2002 12 Months Ending June 2002
Mishandled Baggage	June 2002 January-June 2002
Oversales	2nd Quarter 2002 January-June 2002
Consumer Complaints (Includes Disability and Other Discrimination Complaints)	June 2002 January-June 2002

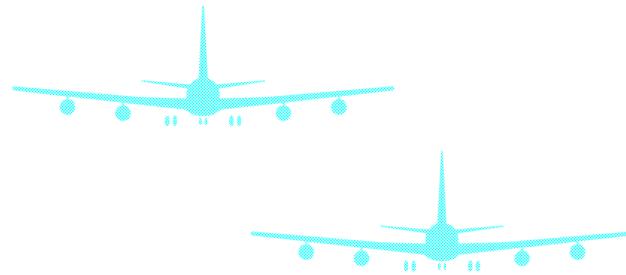
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**Office of Aviation Enforcement and Proceedings**

<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 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.

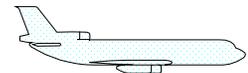
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



JUNE 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/	31	81.3	80	81.5
US AIRWAYS S/	27	81.1	69	81.0
AMERICA WEST S/	26	80.5	51	80.3
AMERICAN S/	32	79.0	97	79.4
SOUTHWEST S/	15	79.9	59	78.7
UNITED S/	31	78.3	83	78.3
DELTA S/	32	78.0	108	77.9
NORTHWEST S/	32	77.6	111	77.4
AMERICAN EAGLE S/	21	77.9	106	76.2
ALASKA S/	12	73.3	41	74.6
T O T A L		79.0		78.6

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.

JUNE 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*	3RD QUARTER 07-09 2001		4TH QUARTER 10-12 2001		1ST QUARTER 01-03 2002		2ND QUARTER 04-06 2002		04 2002		05 2002		06 2002		12 MONTHS ENDING 06 2002		DATA BASE TO DATE 09 1987 - 06 2002		
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	
ALASKA	66.8	(12)	73.7	(11)	75.3	(10)	79.1	(8)	82.0	(6)	80.9	(8)	74.6	(10)	73.6	(10)	75.7	(8)	
ALOHA	83.8	(1)	79.9	---	---	---	---	---	---	---	---	---	---	---	---	83.0	---	85.7	---
AMERICA WEST	72.1	(7)	85.2	(3)	86.4	(1)	84.2	(2)	84.9	(3)	87.7	(1)	80.3	(3)	81.5	(3)	78.5	(5)	
AMERICAN	71.1	(9)	81.8	(8)	83.2	(4)	82.6	(3)	83.8	(4)	84.5	(4)	79.4	(4)	79.8	(4)	78.9	(3)	
AMERICAN EAGLE	69.8	(10)	81.6	(9)	79.8	(7)	78.8	(9)	79.4	(9)	80.8	(9)	76.2	(9)	77.1	(9)	73.5	(10)	
CONTINENTAL	75.8	(5)	85.8	(2)	85.1	(2)	85.2	(1)	87.9	(1)	86.0	(3)	81.5	(1)	82.6	(2)	78.7	(4)	
DELTA	75.2	(6)	86.2	(1)	77.4	(8)	78.8	(10)	79.1	(10)	79.3	(10)	77.9	(7)	79.2	(5)	77.5	(7)	
NORTHWEST	76.9	(4)	82.3	(7)	76.9	(9)	79.6	(7)	80.6	(8)	81.1	(7)	77.4	(8)	78.8	(7)	79.7	(2)	
SOUTHWEST	81.5	(2)	84.4	(5)	83.8	(3)	82.1	(5)	85.0	(2)	82.5	(5)	78.7	(5)	82.9	(1)	82.3	(1)	
TRANS WORLD	81.1	(3)	84.0	(6)	---	---	---	---	---	---	---	---	---	---	---	82.4	---	78.0	---
UNITED	68.0	(11)	79.9	(10)	82.2	(5)	82.5	(4)	83.4	(5)	86.2	(2)	78.3	(6)	77.3	(8)	75.4	(9)	
US AIRWAYS	72.0	(8)	84.6	(4)	81.3	(6)	81.0	(6)	80.7	(7)	81.3	(6)	81.0	(2)	79.2	(6)	78.2	(6)	
TOTAL	74.2		83.2		81.3		81.3		82.6		82.8		78.6		79.7		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 (3<sup>rd</sup> Quarter 2001, 12 months ending June 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.**

JUNE 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	805	72.0	1344	77.1	635	73.7	286	85.3	90	78.9	964	73.4	921	77.7	13158	85.8
AS	H/		30	86.7	H/		H/		H/		30	43.3	90	75.6	H/	
CO	377	74.3	539	80.5	254	74.8	25	72.0	H/		416	83.7	359	73.0	379	82.1
DL	16942	78.1	1742	80.6	450	74.0	210	82.4	4705	81.5	1051	85.8	570	74.9	2618	80.7
HP	150	69.3	150	76.7	180	76.1	H/		H/		120	71.7	309	78.6	225	78.7
MQ	H/		2049	76.1	310	75.2	120	64.2	199	62.8	405	74.3	H/		5773	88.0
NW	535	71.2	553	73.8	383	68.4	205	70.7	31	64.5	526	71.9	432	70.8	486	78.6
UA	463	71.1	990	76.0	497	75.9	120	67.5	164	73.8	381	69.0	7761	85.4	682	76.0
US	465	72.9	1838	81.6	727	79.1	8521	85.3	H/		1843	87.2	285	85.3	327	86.5
WN	H/		H/		3985	75.8	H/									
TOTAL	19737	77.2	9235	78.3	7421	75.4	9487	84.4	5189	80.4	5736	80.3	10727	82.9	23648	85.2

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	617	76.0	970	74.6	599	77.5	614	78.7	639	79.0	1309	73.0	787	81.3	2932	81.1
AS	H/		H/		H/		53	49.1	H/		H/		360	75.0	662	82.2
CO	271	78.2	4790	80.3	367	75.7	83	73.5	7823	84.7	33	81.8	436	79.1	558	81.2
DL	235	74.5	680	76.2	1101	66.9	539	78.8	240	68.8	982	68.1	630	70.0	1168	74.7
HP	150	82.7	175	78.9	60	78.3	H/		145	74.5	270	65.6	2288	79.5	564	80.1
MQ	155	45.8	259	71.0	130	75.4	60	73.3	H/		1228	68.3	H/		2103	91.7
NW	9551	82.8	537	70.0	121	66.1	289	77.5	400	75.3	120	62.5	305	68.5	551	72.8
UA	353	77.1	744	69.2	60	63.3	1977	81.0	351	77.2	481	82.3	949	81.8	3314	83.8
US	240	79.6	414	74.4	516	68.4	164	81.1	297	76.1	H/		225	72.4	425	78.4
WN	525	69.3	H/		1031	65.8	H/		162	66.0	H/		4947	83.4	3311	84.7
TOTAL	12097	80.9	8569	77.1	3985	69.6	3779	79.3	10057	82.6	4423	70.9	10927	80.4	15588	83.0

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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	1742	71.0	985	77.9	127	76.4	3130	75.3	739	67.8	9133	71.8	313	77.3	859	70.0
AS	H/		H/		H/		H/		H/		30	60.0	1295	73.3	H/	
CO	318	72.0	479	83.7	96	80.2	323	79.3	241	78.0	467	71.5	120	72.5	140	76.4
DL	1990	80.6	1602	75.7	120	82.5	300	67.0	330	75.8	590	61.9	415	77.8	539	69.2
HP	H/		180	86.1	H/		60	86.7	150	62.7	235	64.7	180	58.9	178	68.5
MQ	927	57.4	120	86.7	H/		673	79.3	H/		5014	69.4	H/		289	66.4
NW	572	69.6	474	68.4	398	70.1	171	75.4	10042	80.5	765	66.8	198	62.6	483	67.5
UA	628	67.0	522	75.1	H/		389	72.8	589	70.6	11437	73.7	825	80.0	668	66.3
US	1647	83.3	793	75.8	H/		314	65.3	235	77.0	600	67.8	H/		5896	77.1
WN	H/		1693	73.7	3687	75.8	H/		H/		H/		993	84.4	H/	
TOTAL	7824	74.0	6848	76.0	4428	75.5	5360	74.9	12326	78.8	28271	71.7	4339	76.7	9052	74.1

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	640	80.0	105	81.0	802	82.4	674	78.2	1339	73.9	235	80.9	8112	85.0	640	79.8
AS	248	76.6	H/		382	79.8	4092	71.9	487	69.2	H/		H/		H/	
CO	332	86.4	78	89.7	235	81.7	295	76.3	371	76.0	90	88.9	65	76.9	379	83.1
DL	450	76.2	240	79.2	469	78.5	570	78.4	565	68.1	3698	83.9	180	77.2	1160	76.1
HP	6421	85.6	H/		276	81.2	180	58.9	325	70.5	145	78.6	60	56.7	91	83.5
MQ	300	78.3	260	58.8	720	93.5	H/		H/		H/		H/		90	71.1
NW	305	73.8	181	75.1	183	70.5	534	70.0	348	65.8	114	54.4	363	69.7	303	71.0
UA	601	80.4	174	73.6	769	83.2	1387	80.5	4812	80.4	385	78.7	317	71.6	274	75.9
US	210	84.3	5891	83.2	210	88.6	269	74.0	360	74.2	H/		240	80.0	624	77.6
WN	5241	86.0	H/		2284	84.8	1145	83.6	H/		1142	79.8	2133	75.2	1625	74.3
TOTAL	14748	84.4	6929	81.7	6330	84.0	9146	75.4	8607	76.5	5809	82.0	11470	81.9	5186	76.4

JUNE 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	J/	83.9	83.3	83.5	86.7	J/	73.3	93.4	89.1	79.1	87.5	82.5	92.7	77.0	100.0	94.8	95.0	92.6
700 - 759 AM	92.8	90.6	94.0	92.1	93.9	91.8	94.8	93.9	91.4	89.0	94.1	75.0	92.6	80.6	96.3	93.1	89.1	93.1
800 - 859 AM	85.3	85.8	94.1	91.0	93.6	95.7	89.8	93.5	90.1	93.4	87.1	95.2	87.6	85.9	94.4	91.7	82.7	87.5
900 - 959 AM	85.4	90.2	96.9	84.9	91.4	92.4	90.7	91.0	86.0	90.8	78.0	93.3	89.8	83.9	92.7	91.7	90.9	90.2
1000 - 1059 AM	84.7	90.8	89.7	84.9	89.4	89.9	87.5	93.5	86.9	89.9	85.4	89.9	86.2	78.3	82.0	88.4	87.0	84.7
1100 - 1159 AM	84.3	86.7	86.6	92.3	83.2	88.5	93.4	92.2	87.1	91.3	84.1	90.5	90.2	81.1	83.3	87.4	89.3	84.2
1200 - 1259 PM	84.3	86.7	94.9	92.8	93.3	89.6	87.3	88.2	84.9	84.1	72.2	86.6	90.9	J/	85.0	85.3	85.6	83.8
100 - 159 PM	88.5	88.4	81.3	94.4	82.5	86.8	88.9	90.3	89.5	84.9	66.6	79.2	82.4	78.8	85.5	86.9	83.7	85.2
200 - 259 PM	80.7	83.3	76.3	88.5	83.9	88.3	87.7	84.4	83.9	87.4	73.8	87.2	79.5	85.9	83.2	85.1	82.3	76.9
300 - 359 PM	74.9	84.8	75.8	85.1	84.8	81.3	81.9	86.0	80.5	77.7	76.3	83.8	83.2	76.2	80.2	85.8	78.7	69.3
400 - 459 PM	69.7	76.7	68.8	85.8	69.8	75.7	77.7	83.9	78.4	73.3	63.1	75.2	75.9	73.1	72.3	82.6	69.8	74.1
500 - 559 PM	72.3	69.9	64.5	85.2	78.5	75.4	79.8	76.7	75.4	73.3	61.8	76.3	75.1	65.6	76.4	81.4	70.0	68.8
600 - 659 PM	74.5	69.2	61.4	74.5	69.8	70.9	72.3	79.7	72.3	68.5	58.9	70.4	77.5	54.5	78.8	80.4	61.6	67.8
700 - 759 PM	66.3	70.0	67.0	74.0	67.6	70.6	71.6	76.2	72.2	65.7	56.6	71.3	78.5	64.0	75.8	77.3	55.6	70.6
800 - 859 PM	65.7	65.9	61.5	70.1	70.4	69.0	71.2	73.3	77.3	64.9	62.6	71.6	73.6	58.2	70.8	76.0	58.4	60.4
900 - 959 PM	65.0	70.8	63.4	76.2	73.8	71.5	76.4	76.0	70.5	65.1	66.0	73.8	78.7	66.7	69.4	74.6	62.6	68.5
1000 - 1059 PM	71.2	68.7	68.1	61.3	67.8	62.0	79.7	73.5	74.8	70.1	59.3	68.8	79.0	58.9	77.2	69.8	65.2	69.3
1100 - 559 AM	77.2	71.5	70.6	76.3	72.9	70.9	73.2	83.6	74.9	76.4	68.3	79.6	80.7	80.2	70.3	78.3	66.7	74.2
TOTAL, ALL ARRIVALS, BY AIRPORT	77.2	78.3	75.4	84.4	80.4	80.3	82.9	85.2	80.9	77.1	69.6	79.3	82.6	70.9	80.4	83.0	74.0	76.0

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	92.5	88.7	83.7	90.9	66.7	79.0	92.5	83.0	J/	67.8	92.6	J/	88.7	83.3	86.3
700 - 759 AM	91.9	91.1	85.1	84.8	100.0	95.1	92.7	95.8	96.3	96.8	92.6	94.3	92.3	92.2	91.2
800 - 859 AM	89.2	97.4	82.3	81.0	95.9	81.3	91.5	91.9	95.7	84.1	91.1	97.5	88.0	95.9	89.1
900 - 959 AM	86.9	81.2	82.9	75.2	92.9	81.9	86.7	95.5	92.7	89.1	80.9	92.5	90.9	94.1	87.2
1000 - 1059 AM	87.7	81.8	78.9	81.8	83.2	85.6	88.7	87.3	90.7	84.8	76.6	89.8	90.0	90.1	86.2
1100 - 1159 AM	87.1	73.6	84.0	78.4	84.3	86.7	91.7	81.9	87.6	84.9	73.3	79.6	84.9	88.5	86.4
1200 - 1259 PM	85.6	75.5	84.4	74.7	87.0	85.4	86.6	92.0	89.0	84.9	76.3	84.6	88.5	88.5	84.5
100 - 159 PM	88.0	75.4	83.2	73.8	71.7	84.8	88.6	87.3	92.3	76.4	85.2	85.1	89.4	90.8	84.8
200 - 259 PM	73.4	80.1	84.2	72.9	84.0	83.5	84.6	84.3	84.6	78.4	83.6	79.3	86.1	71.4	82.2
300 - 359 PM	69.7	72.3	80.0	70.3	75.0	83.3	84.7	87.4	81.3	74.6	82.0	85.1	83.7	77.4	79.5
400 - 459 PM	71.9	67.8	76.4	67.8	73.8	74.1	82.4	76.1	80.3	70.9	80.7	68.3	72.9	75.5	75.3
500 - 559 PM	66.0	66.4	77.6	64.2	68.0	69.3	77.8	83.6	83.2	68.9	79.9	79.4	72.8	71.7	73.6
600 - 659 PM	63.4	73.3	72.9	60.3	67.2	62.3	79.7	76.0	81.4	69.7	76.2	72.7	69.0	59.6	70.9
700 - 759 PM	59.5	76.6	73.0	60.6	73.8	49.4	80.8	69.0	75.1	65.4	68.0	82.9	76.3	66.3	70.7
800 - 859 PM	62.9	69.1	70.1	60.6	67.1	61.4	75.7	68.4	76.3	64.2	72.5	74.4	76.5	65.2	68.7
900 - 959 PM	57.3	73.4	72.5	62.2	67.6	62.4	75.2	76.1	75.1	68.4	62.1	68.1	71.1	66.8	70.3
1000 - 1059 PM	67.9	69.8	67.2	65.6	72.2	62.0	78.6	70.9	75.7	66.6	61.9	69.9	66.7	66.3	69.8
1100 - 559 AM	78.9	67.9	74.1	79.5	71.1	71.4	73.6	74.9	85.1	74.9	75.7	75.8	83.2	72.5	75.4
TOTAL, ALL ARRIVALS, BY AIRPORT	75.5	74.9	78.8	71.7	76.7	74.1	84.4	81.7	84.0	75.4	76.5	82.0	81.9	76.4	79.0

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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	93.2	94.1	93.5	95.2	95.0	93.0	93.9	93.9	88.6	94.3	97.3	92.8	94.4	85.0	94.2	92.4	92.4	97.5
700 - 759 AM	92.2	90.3	88.8	87.8	93.5	94.7	95.1	93.4	88.8	93.3	96.0	94.3	94.2	93.4	91.2	91.3	89.0	95.5
800 - 859 AM	92.6	90.5	88.8	89.5	92.1	92.8	92.1	92.0	87.7	92.7	94.7	89.8	94.8	90.1	90.3	84.7	86.4	91.6
900 - 959 AM	89.2	88.6	86.7	90.1	93.4	96.2	89.9	90.2	87.5	92.3	92.9	92.1	91.7	87.8	91.9	85.4	84.1	93.7
1000 - 1059 AM	89.2	91.6	86.6	86.6	96.1	93.9	90.3	91.8	84.4	94.6	84.1	87.2	93.2	85.1	84.5	83.0	90.5	88.9
1100 - 1159 AM	89.0	91.0	80.9	82.4	90.4	94.9	87.4	89.0	81.2	93.3	90.7	93.0	88.1	95.2	78.7	84.3	89.0	84.2
1200 - 1259 PM	91.9	87.0	73.4	85.2	91.5	90.9	90.6	87.8	81.3	92.6	86.8	88.2	93.4	87.1	79.7	87.2	88.4	89.7
100 - 159 PM	88.3	81.8	75.5	91.4	82.1	83.3	85.8	82.5	74.8	83.5	74.1	93.5	91.0	90.0	79.2	83.1	89.1	83.9
200 - 259 PM	89.6	83.3	66.9	80.7	80.0	87.5	83.9	87.9	83.1	85.4	68.7	83.4	83.3	83.5	74.6	81.6	82.0	79.4
300 - 359 PM	78.9	79.6	62.0	80.9	85.2	87.3	82.2	83.1	68.1	83.5	69.5	81.3	83.0	86.3	78.1	81.0	78.2	69.9
400 - 459 PM	80.7	76.9	64.2	80.5	84.0	77.3	79.1	80.3	70.3	78.7	73.0	69.0	84.2	77.5	74.6	80.7	82.0	71.5
500 - 559 PM	74.3	73.0	53.7	75.5	67.7	73.7	80.0	74.5	70.7	73.8	68.3	74.0	79.0	72.7	72.4	74.9	73.3	73.3
600 - 659 PM	71.6	62.8	60.6	70.7	70.2	76.5	75.3	70.6	56.8	72.2	53.7	76.5	82.7	74.7	71.0	79.3	69.8	75.4
700 - 759 PM	68.4	66.3	47.0	63.2	78.5	75.2	71.9	75.6	69.7	70.4	64.5	67.0	84.0	67.8	67.3	83.0	65.8	78.0
800 - 859 PM	70.2	69.3	56.8	75.4	72.6	82.8	70.6	76.2	69.4	73.8	68.9	70.1	85.0	60.6	70.0	77.8	59.6	68.8
900 - 959 PM	67.0	92.0	38.5	74.5	70.8	86.7	72.4	79.2	75.0	J/	67.8	71.2	94.7	69.3	66.0	81.8	68.9	69.8
1000 - 1059 PM	67.5	83.3	43.1	79.9	81.7	J/	J/	76.4	80.6	J/	J/	J/	J/	71.7	76.2	84.8	J/	J/
1100 - 559 AM	75.1	90.2	95.0	J/	J/	J/	97.3	96.6	J/	93.8	90.0	J/	J/	J/	81.9	87.0	100.0	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	81.9	82.1	71.6	81.6	84.6	86.6	84.3	84.3	77.1	85.3	79.0	83.0	87.6	80.4	79.8	84.0	81.6	83.1

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
600 - 659 AM	95.9	95.7	88.2	94.1	94.6	93.0	94.9	90.9	93.1	93.1	92.2	95.2	93.9	96.9	93.3
700 - 759 AM	91.1	91.3	85.8	88.9	91.3	88.0	89.9	93.7	90.4	89.2	92.6	96.3	93.4	94.5	91.3
800 - 859 AM	84.5	90.4	83.2	85.6	90.0	86.1	86.0	88.5	91.2	89.3	92.8	95.8	92.1	88.4	89.7
900 - 959 AM	74.4	88.7	83.2	83.0	88.8	83.9	83.3	94.5	90.1	82.3	88.5	97.2	93.5	94.3	88.4
1000 - 1059 AM	74.0	87.6	80.8	80.8	91.7	83.9	84.0	93.2	89.5	86.3	88.8	91.6	91.0	91.1	87.2
1100 - 1159 AM	78.6	86.1	80.7	80.1	82.8	86.4	80.1	90.0	86.6	83.5	83.4	91.6	88.9	85.2	85.7
1200 - 1259 PM	66.8	83.5	79.4	76.3	81.6	87.4	77.5	84.0	81.1	79.8	80.1	88.2	85.2	85.2	84.7
100 - 159 PM	58.5	77.7	80.7	75.2	84.4	87.3	80.1	83.9	85.3	80.9	84.7	82.2	83.6	85.2	82.0
200 - 259 PM	49.6	74.2	80.5	70.5	71.0	82.4	72.4	86.7	82.6	70.5	84.7	83.4	83.6	78.4	80.5
300 - 359 PM	48.5	72.0	79.9	70.1	73.2	79.3	68.8	78.3	82.3	77.2	84.9	85.9	81.3	70.3	77.4
400 - 459 PM	45.1	66.8	74.9	66.8	71.2	73.8	75.7	82.6	76.2	74.0	86.8	81.5	77.5	65.6	75.8
500 - 559 PM	40.6	74.6	77.9	65.9	74.1	68.7	72.7	80.1	76.4	71.7	85.1	78.1	69.6	68.7	72.4
600 - 659 PM	48.3	71.7	74.1	66.0	73.7	69.6	73.1	77.3	78.7	69.2	86.4	78.7	71.3	67.2	71.5
700 - 759 PM	46.7	77.6	75.4	63.2	72.9	58.4	73.7	62.1	73.3	64.6	83.9	67.0	64.4	69.1	69.8
800 - 859 PM	44.3	83.8	75.5	63.2	60.9	61.3	73.4	80.0	76.6	57.8	72.8	86.5	74.9	65.5	71.3
900 - 959 PM	52.4	83.3	77.6	65.1	65.9	70.5	77.8	73.6	78.4	65.0	84.0	67.1	75.2	56.0	71.3
1000 - 1059 PM	J/	96.7	73.6	67.2	70.0	75.2	89.0	82.0	92.9	80.1	81.2	88.4	77.4	76.0	79.3
1100 - 559 AM	J/	92.2	96.2	63.6	86.0	95.6	94.0	93.3	96.6	85.1	85.0	86.7	50.0	100.0	85.4
TOTAL, ALL DEPARTURES, BY AIRPORT	63.5	81.6	79.7	74.2	81.9	78.4	79.7	85.0	84.7	79.7	86.1	87.2	82.2	81.2	81.2

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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	MEDI AN
WN	1367	DTW-MDW	1835	25	96.00	59	56
WN	1791	MDW-MCI	1810	19	94.74	64	51
WN	990	SJC-BUR	1655	19	94.74	38	29
WN	681	MDW-DTW	1605	30	90.00	49	35
WN	1367	MDW-MCI	1900	27	88.89	55	50
MQ	4436	ORF-LGA	1840	20	85.00	68	63
MQ	4460	PWM-LGA	1710	25	84.00	47	28
NW	994	DTW-PHL	1720	24	83.33	54	31
WN	1428	CLE-BWI	1810	30	83.33	54	42
WN	1428	MDW-CLE	1540	30	83.33	40	34
DL	2054	CVG-BOS	1450	30	83.33	32	23
WN	2336	MDW-DTW	2135	27	81.48	50	42
AA	2245	ORD-DFW	1715	21	80.95	51	33
WN	486	SDF-STL	2145	25	80.00	52	45
WN	1347	BWI-BDL	1935	30	80.00	45	29
WN	1209	FLL-MSY	1815	30	80.00	43	28
DL	2192	MEM-ATL	1700	30	80.00	35	26
DL	170	SLC-JFK	1100	30	80.00	31	23
DL	665	DFW-SLC	1240	30	80.00	23	23

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TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS 1/  
ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER -----	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA -----	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/ -----	
		NUMBER -----	PERCENTAGE -----
SOUTHWEST	2,772	37	1.3
AMERICAN EAGLE	1,266	11	0.9
ALASKA	481	4	0.8
DELTA	2,080	8	0.4
CONTINENTAL	933	1	0.1
NORTHWEST	1,545	1	0.1
UNITED	1,787	1	0.1
US AIRWAYS	1,936	1	0.1
AMERICAN	2,370	1	0.0
AMERICA WEST	587	0	0.0
TOTAL	15,757	65	0.4

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## 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)	83.5	94.0	200	200	DULUTH, MN. (DLH)	72.7	82.4	176	176
AGUADILLA, P. R. (BQN)	73.1	96.2	26	26	DURANGO, CO. (DRO)	92.5	92.5	40	40
AKRON/CANTON, OH. (CAK)	73.3	60.0	30	30	DUTCH HARBOR, AK. (DUT)	54.7	56.3	64	64
ALBANY, N. Y. (ALB)	73.0	83.0	1,153	1,153	EL PASO, TX. (ELP)	79.0	83.2	1,769	1,768
ALBUQUERQUE, N. M. (ABQ)	80.2	81.1	3,113	3,113	EUGENE, OR. (EUG)	88.6	91.2	114	114
ALLENTOWN, PA. (ABE)	78.3	89.7	175	175	EVANSVILLE, IN. (EVV)	67.8	75.7	115	115
AMARILLO, TX. (AMA)	72.3	79.0	505	505	FAIRBANKS, AK. (FAI)	73.1	81.5	527	524
ANCHORAGE, AK. (ANC)	75.7	80.8	2,237	2,234	FARGO, N. D. (FAR)	77.6	89.0	210	209
ASHEVILLE, N. C. (AVL)	86.7	96.7	120	120	FAYETTEVILLE ARKANSAS REG (XNA)	70.6	77.0	496	496
ATLANTA, GA. (ATL)	77.2	81.9	19,737	19,743	FLINT, MI. (FNT)	78.3	93.3	60	60
AUSTIN, TX. (AUS)	81.3	86.6	3,309	3,310	FRESNO, CA. (FAT)	92.5	96.2	265	265
BALTIMORE, MD. (BWI)	75.4	71.6	7,421	7,421	FT. LAUDERDALE, FL. (FLL)	69.6	79.0	3,985	3,987
BANGOR, ME. (BGR)	68.9	77.9	289	290	FT. MYERS, FL. (RSW)	78.5	90.7	1,015	1,015
BARROW, AK. (BRW)	83.3	80.3	66	66	FT. SMITH, AR. (FSM)	89.0	95.2	228	230
BATON ROUGE, LA. (BTR)	77.3	84.8	255	256	FT. WAYNE, IN. (FWA)	68.2	81.8	220	220
BETHEL, AK. (BET)	85.2	88.7	115	115	GRAND FORKS, N. D. (GFK)	72.9	88.2	85	85
BILLINGS, MT. (BIL)	78.2	92.6	229	229	GRAND RAPIDS, MI. (GRR)	71.1	81.9	942	940
BIRMINGHAM, AL. (BHM)	75.9	82.2	1,500	1,500	GREAT FALLS, MT. (GTF)	90.2	90.7	163	162
BISMARCK, N. D. (BIS)	77.5	90.0	120	120	GREEN BAY, WI. (GRB)	69.2	82.5	396	395
BLOOMINGTON, IL. (BMI)	70.0	75.6	90	90	GREENSBORO/HIGH PT., N. C. (GSO)	74.5	84.8	867	864
BOISE, ID. (BOI)	78.3	86.5	955	954	GREENVILLE/SPARTBG., S. C. (GSP)	73.0	84.3	389	389
BOSTON, MA. (BOS)	78.3	82.1	9,235	9,228	GULFPORT/BILOXI, MS. (GPT)	81.5	93.8	81	81
BOZEMAN, MT. (BZN)	75.4	86.9	122	122	GUSTAVUS, AK. (GST)	63.6	68.2	22	22
BROWNSVILLE, TX. (BRO)	92.0	92.0	25	25	HARLINGEN, TX. (HRL)	68.5	72.0	336	336
BUFFALO, N. Y. (BUF)	76.1	85.7	1,394	1,393	HARRISBURG, PA. (MDT)	72.7	83.2	488	488
BURBANK, CA. (BUR)	81.2	80.8	2,127	2,127	HARTFORD, CT./SPGFLD, MA. (BDL)	77.0	83.8	2,855	2,854
BURLINGTON, VT. (BTV)	71.0	83.6	269	269	HELENA, MT. (HLN)	85.9	95.3	85	85
CEDAR RAPIDS/IOWA CTY, I.A. (CID)	71.5	82.5	347	348	HONOLULU, OAHU, HI. (HNL)	87.7	92.7	921	919
CHAMPAIGN, IL. (CMI)	60.7	75.9	145	145	HOUSTON, TX. (HOU)	75.0	65.8	4,587	4,587
CHARLESTON, S. C. (CHS)	83.9	90.6	392	392	HOUSTON, TX. (IAH)	82.6	87.6	10,057	10,057
CHARLOTTE, N. C. (CLT)	84.4	81.6	9,487	9,487	HUNTSVILLE/DECATUR, AL. (HSV)	78.0	86.3	291	291
CHATTANOOGA, TN. (CHA)	68.9	74.4	90	90	INDIANAPOLIS, IN. (IND)	74.7	81.9	2,768	2,768
CHICAGO, IL. (MDW)	75.5	63.5	4,428	4,429	INDIO/PALM SPRINGS, CA. (PSP)	87.0	90.4	301	302
CHICAGO, IL. (ORD)	71.7	74.2	28,271	28,282	ISLIP/LONG IS., N. Y. (ISP)	81.8	83.5	899	899
CINCINNATI, OH. (CVG)	80.4	84.6	5,189	5,193	JACKSON/VICKSBURG, MS. (JAN)	76.9	83.9	533	533
CLEVELAND, OH. (CLE)	77.7	83.6	3,752	3,754	JACKSON, WY. (JAC)	79.5	89.6	78	77
COLLEGE STATION, TX. (CLL)	91.4	97.1	175	175	JACKSONVILLE, FL. (JAX)	74.9	84.3	1,979	1,980
COLORADO SPRINGS, CO. (COS)	80.2	90.1	779	779	JUNEAU, AK. (JNU)	79.3	79.3	522	521
COLUMBIA, S. C. (CAE)	91.3	90.7	150	150	KAHULUI, MAUI, HI. (OGG)	88.7	86.1	337	339
COLUMBUS, OH. (CMH)	73.6	83.0	2,984	2,985	KALAMAZOO, MI. (AZO)	71.9	80.1	167	166
CORDOVA, AK. (CDV)	60.0	63.3	60	60	KALISPELL, MT. (FCA)	85.8	95.8	120	120
CORPUS CHRISTI, TX. (CRP)	73.2	82.6	396	396	KANSAS CITY, MO. (MCI)	80.0	84.8	4,767	4,768
DALLAS/FT. WORTH, TX. (DAL)	74.4	68.8	3,572	3,572	KETCHIKAN, AK. (KTN)	78.4	87.4	255	254
DALLAS/FT. WORTH, TX. (DFW)	85.2	84.3	23,648	23,644	KEY WEST, FL. (EYW)	77.2	86.1	180	180
DAYTON, OH. (DAY)	72.6	80.8	682	681	KILLEEN, TX. (ILE)	86.8	93.2	235	235
DAYTONA BEACH, FL. (DAB)	60.9	85.2	115	115	KING SALMON, AK. (AKN)	83.3	92.9	42	42
DEADHORSE, AK. (SCC)	92.3	89.7	39	39	KNOXVILLE, TN. (TYS)	76.7	86.4	360	360
DENVER, CO. (DEN)	82.9	84.3	10,727	10,724	KODIAK, AK. (ADQ)	75.0	80.0	60	60
DES MOINES, IA. (DSM)	75.5	84.7	738	740	KONA, HAWAII, HI. (KOA)	88.2	91.0	144	144
DETROIT, MI. (DTW)	80.9	77.1	12,097	12,100	KOTZEBUE, AK. (OTZ)	76.7	68.9	90	90
DILLINGHAM, AK. (DLG)	81.4	90.7	43	43	LA CROSSE, WI. (LSE)	71.0	80.7	145	145
DUBUQUE, IA. (DBQ)	67.8	77.8	90	90	LAFAYETTE, LA. (LFT)	89.3	89.3	28	28

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## 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.
LANSING, MI. (LAN)	79.1	90.0	230	230	RALEIGH/DURHAM, N.C. (RDU)	74.9	80.4	3,920	3,919
LAREDO, TX. (LRD)	90.3	94.5	144	145	RAPID CITY, S.D. (RAP)	81.9	88.2	144	144
LAS VEGAS, NV. (LAS)	80.4	79.8	10,927	10,928	RENO, NV. (RNO)	81.6	84.6	2,016	2,015
LAWTON, OK. (LAW)	82.4	95.6	205	205	RICHMOND, VA. (RIC)	78.0	84.1	1,218	1,216
LEXINGTON/FRKFT, KY. (LEX)	78.2	90.0	110	110	ROCHESTER, MN. (RST)	67.7	82.6	201	201
LIHUE, KAUAI, HI. (LIH)	88.8	91.3	80	80	ROCHESTER, N.Y. (ROC)	76.6	85.0	833	832
LITTLE ROCK, AR. (LIT)	76.3	84.4	1,163	1,163	SACRAMENTO, CA. (SMF)	79.3	81.5	3,446	3,446
LONG BEACH, CA. (LGB)	82.5	92.7	263	261	SAGINAW, MI. (MBS)	80.8	91.3	172	173
LONGVIEW, TX. (GGG)	87.0	98.3	115	115	SALT LAKE CITY, UT. (SLC)	82.0	87.2	5,809	5,807
LOS ANGELES, CA. (LAX)	83.0	84.0	15,588	15,587	SAN ANGELO, TX. (SJT)	92.0	97.1	174	175
LOUISVILLE, KY. (SDF)	72.7	80.2	1,512	1,513	SAN ANTONIO, TX. (SAT)	79.7	84.5	3,032	3,031
LUBBOCK, TX. (LBB)	82.7	86.7	631	631	SAN DIEGO, CA. (SAN)	84.0	84.7	6,330	6,331
MADISON, WI. (MSN)	66.3	78.2	564	563	SAN FRANCISCO, CA. (OAK)	79.3	74.4	5,200	5,198
MANCHESTER, N.H. (MHT)	75.4	83.3	1,272	1,272	SAN FRANCISCO, CA. (SFO)	76.5	86.1	8,607	8,612
MARQUETTE, MI. (MQT)	40.0	75.0	20	20	SAN JOSE, CA. (SJC)	81.4	82.2	5,138	5,143
MEDFORD, OR. (MFR)	87.8	90.0	90	90	SAN JUAN, P.R. (SJU)	82.6	89.0	2,008	2,011
MELBOURNE, FL. (MLB)	73.0	92.2	115	115	SAN LUIS OBISPO, CA. (SBP)	94.0	97.0	201	201
MEMPHIS, TN. (MEM)	80.9	81.5	4,189	4,191	SANTA BARBARA, CA. (SBA)	97.0	98.1	265	265
MIAMI, FL. (MIA)	74.9	81.6	5,360	5,351	SARASOTA/BRAD., FL. (SRQ)	81.2	88.1	260	261
MIDLAND/ODESSA, TX. (MAF)	79.9	86.8	593	592	SAVANNAH, GA. (SAV)	76.9	89.9	506	507
MILWAUKEE, WI. (MKE)	72.0	85.1	1,244	1,241	SCRANTON/WILKES-BARRE, PA. (AVP)	87.5	95.0	120	120
MINNEAPOLIS/ST. P., MN. (MSP)	78.8	79.7	12,326	12,339	SEATTLE, WA. (SEA)	75.4	79.7	9,146	9,147
MINOT, N.D. (MOT)	81.1	86.7	90	90	SHREVEPORT, LA. (SHV)	84.2	91.8	380	380
MISSION/MCALLEN, TX. (MFE)	82.9	87.5	240	240	SI OUX FALLS, S.D. (FSD)	75.0	88.7	204	203
MISSOULA, MT. (MSO)	83.3	90.7	150	150	SITKA, AK. (SIT)	79.9	90.9	164	164
MOBILE, AL. /PASCAGOULA, MS. (MOB)	77.7	86.3	175	175	SOUTH BEND, IN. (SBN)	76.7	81.7	60	60
MOLINE, IL. (MLI)	79.4	83.9	160	161	SPOKANE, WA. (GEG)	80.3	88.9	1,039	1,037
MONTEREY, CA. (MRY)	91.5	95.8	142	142	SPRINGFIELD, MO. (SGF)	83.1	89.5	361	362
MYRTLE BEACH, S.C. (MYR)	80.2	92.8	237	237	ST. CROIX, V.I. (STX)	83.3	85.0	60	60
NASHVILLE, TN. (BNA)	80.0	81.0	4,192	4,193	ST. LOUIS, MO. (STL)	81.9	82.2	11,470	11,468
NEW ORLEANS, LA. (MSY)	76.9	80.8	4,094	4,092	ST. THOMAS, V.I. (STT)	80.4	94.9	235	235
NEW YORK, N.Y. (JFK)	70.9	80.4	4,423	4,424	SYRACUSE, N.Y. (SYR)	77.8	85.8	779	779
NEW YORK, N.Y. (LGA)	74.0	81.6	7,824	7,823	TALLAHASSEE, FL. (TLH)	69.7	87.5	145	144
NEWARK, N.J. (EWR)	77.1	85.3	8,569	8,567	TAMPA, FL. (TPA)	76.4	81.2	5,186	5,191
NEWBURGH, N.Y. (SWF)	67.8	74.4	90	90	TEXARKANA, AR. (TXK)	86.7	97.8	90	90
NOME, AK. (OME)	77.8	72.2	90	90	TOLEDO, OH. (TOL)	59.3	73.2	150	149
NORFOLK/VA. BEACH, VA. (ORF)	72.4	83.6	1,618	1,618	TRAVERSE CITY, MI. (TVC)	73.2	81.9	239	238
OKLAHOMA CITY, OK. (OKC)	75.7	83.2	1,671	1,671	TUCSON, AZ. (TUS)	82.7	89.0	1,343	1,342
OMAHA, NE. (OMA)	76.7	85.8	1,521	1,520	TULSA, OK. (TUL)	77.4	83.7	1,682	1,683
ONTARIO, CA. (ONT)	81.7	82.5	2,740	2,739	TYLER, TX. (TYR)	88.9	94.5	235	235
ORANGE COUNTY, CA. (SNA)	79.8	81.2	3,562	3,563	VALPARAISO, FL. (VPS)	79.4	91.2	204	204
ORLANDO, FL. (MCO)	76.0	83.1	6,848	6,845	WACO, TX. (ACT)	88.8	94.1	205	204
PASCO, WA. (PSC)	86.7	96.7	60	60	WASHINGTON, D.C. (DCA)	80.3	86.6	5,736	5,732
PENSACOLA, FL. (PNS)	79.4	86.6	335	335	WASHINGTON, D.C. (IAD)	79.3	83.0	3,779	3,780
PEORIA, IL. (PIA)	66.7	75.0	120	120	WEST PALM BEACH, FL. (PBI)	76.4	87.5	1,592	1,590
PETERSBURG, AK. (PSG)	66.7	61.7	60	60	WHITE PLAINS, N.Y. (HPN)	69.2	78.4	452	453
PHILADELPHIA, PA. (PHL)	74.1	78.4	9,052	9,020	WICHITA FALLS, TX. (SPS)	86.5	92.9	170	170
PHOENIX, AZ. (PHX)	84.4	79.7	14,748	14,752	WICHITA, KS. (ICT)	80.0	89.1	410	412
PITTSBURGH, PA. (PIT)	81.7	85.0	6,929	6,955	WILMINGTON, N.C. (ILM)	82.5	92.1	177	177
PORTLAND, ME. (PWM)	70.2	82.4	645	646	WORCESTER, MA. (ORH)	73.3	76.7	30	30
PORTLAND, OR. (PDX)	76.7	81.9	4,339	4,338	WRANGELL, AK. (WRG)	70.0	81.7	60	60
PROVIDENCE, R.I. (PVD)	74.2	81.0	2,342	2,341	YAKUTAT, AK. (YAK)	60.0	71.7	60	60

JUNE 2002  
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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/	21	21186	797	3.8	106	36447	1404	3.9
NORTHWEST S/	32	30473	794	2.6	111	44630	1065	2.4
ALASKA S/	12	7762	176	2.3	41	14155	328	2.3
AMERICA WEST S/	26	13266	218	1.6	51	17210	321	1.9
UNITED S/	31	43073	824	1.9	83	51753	953	1.8
AMERICAN S/	32	56232	1106	2.0	97	72925	1336	1.8
US AIRWAYS S/	27	33574	601	1.8	69	43304	742	1.7
DELTA S/	32	47088	507	1.1	108	61645	630	1.0
SOUTHWEST S/	15	33904	290	0.9	59	79124	745	0.9
CONTINENTAL S/	31	20734	105	0.5	80	27129	142	0.5
T O T A L		307,292	5,418	1.8		448,322	7,666	1.7

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

**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**

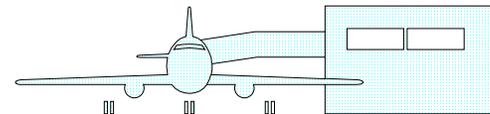
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements 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 (14 CFR PART 234)**

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

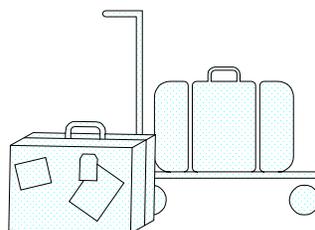
**Air Carriers Required to Report Data to DOT and to CRS Vendors**

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.



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

RANK	AIRLINE	JUNE 2002			JUNE 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	US AIRWAYS	10,501	3,976,463	2.64	17,361	5,221,144	3.33
2	ALASKA AIRLINES	3,406	1,153,235	2.95	3,852	1,176,047	3.28
3	CONTINENTAL AIRLINES	9,769	3,002,349	3.25	15,745	3,455,998	4.56
4	DELTA AIR LINES	25,865	7,611,623	3.40	37,518	8,674,701	4.32
5	SOUTHWEST AIRLINES	25,218	6,829,919	3.69	32,221	7,038,487	4.58
6	AMERICA WEST AIRLINES	6,637	1,795,685	3.70	7,494	1,867,279	4.01
7	UNITED AIRLINES	25,111	5,748,953	4.37	36,484	6,895,162	5.29
8	AMERICAN AIRLINES	32,471	7,386,181	4.40	28,515	6,285,377	4.54
9	NORTHWEST AIRLINES	22,308	4,152,646	5.37	19,850	4,505,278	4.41
10	AMERICAN EAGLE AIRLINES**	10,911	1,056,713	10.33	13,715	1,144,814	11.98
TOTALS***		172,197	42,713,767	4.03	212,755	46,264,287	4.60

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 June 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 June 2001 reflect the deletion of TWA's data for that month.

**JANUARY TO JUNE**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	JANUARY-JUNE 2002			JANUARY-JUNE 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES**	14,892	5,847,637	2.55	16,864	5,969,020	2.83
2	CONTINENTAL AIRLINES	53,401	17,278,877	3.09	86,572	19,658,975	4.40
3	US AIRWAYS	72,790	23,253,801	3.13	120,759	29,273,657	4.13
4	AMERICA WEST AIRLINES	31,717	9,458,465	3.35	47,351	10,549,983	4.49
5	SOUTHWEST AIRLINES	134,701	36,886,882	3.65	202,749	38,946,653	5.21
6	UNITED AIRLINES	110,022	30,069,392	3.66	187,053	37,250,672	5.02
7	DELTA AIR LINES	158,679	42,119,875	3.77	214,899	47,719,279	4.50
8	AMERICAN AIRLINES	184,755	40,118,208	4.61	159,725	34,833,474	4.59
9	NORTHWEST AIRLINES	110,720	21,892,280	5.06	103,437	24,476,192	4.23
10	AMERICAN EAGLE AIRLINES***	59,197	5,681,389	10.42	73,444	6,069,198	12.10
TOTALS****		930,874	232,606,806	4.00	1,212,853	254,747,103	4.76

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.

**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.

\*\* Alaska Airlines incorrectly reported to DOT its mishandled baggage data for March 2002. Therefore, the data in this report reflect a correction of the Alaska data for January-June 2002.

\*\*\* American Eagle Airlines incorrectly reported to DOT its mishandled baggage data for January, February, March, April, May and June 2001. Therefore, the data in this report reflect a correction of the American Eagle data for January-June 2001.

\*\*\*\* Trans World Airlines (TWA) ceased operating December 2001. Effective January 2002, TWA is no longer ranked in this table. Totals for January-June 2001 reflect the deletion of TWA's data for that 6-month period.

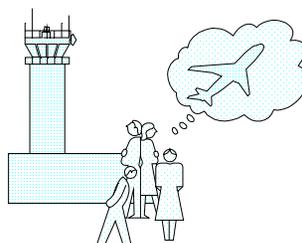
## OVERSALES

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.

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

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

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



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

RANK	AIRLINE	APRIL-JUNE 2002				APRIL-JUNE 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	<b>AMERICAN EAGLE AIRLINES</b>	532	5	324,910	<b>0.15</b>	590	31	514,564	<b>0.60</b>
2	<b>AMERICAN AIRLINES</b>	33,666	431	22,567,734	<b>0.19</b>	32,630	591	19,572,339	<b>0.30</b>
3	<b>AMERICA WEST AIRLINES</b>	12,646	125	5,109,918	<b>0.24</b>	13,305	248	5,428,973	<b>0.46</b>
4	<b>US AIRWAYS</b>	23,542	370	12,107,148	<b>0.31</b>	21,067	420	16,307,218	<b>0.26</b>
5	<b>NORTHWEST AIRLINES</b>	21,897	622	12,322,251	<b>0.50</b>	20,849	615	13,640,023	<b>0.45</b>
6	<b>CONTINENTAL AIRLINES</b>	10,880	510	9,237,902	<b>0.55</b>	21,880	819	10,599,436	<b>0.77</b>
7	<b>UNITED AIR LINES</b>	28,054	1,276	16,003,234	<b>0.80</b>	52,122	2,555	19,506,801	<b>1.31</b>
8	<b>DELTA AIR LINES</b>	32,435	1,854	21,264,376	<b>0.87</b>	55,258	2,191	25,248,388	<b>0.87</b>
9	<b>ALASKA AIRLINES</b>	5,752	321	3,611,865	<b>0.89</b>	8,134	599	3,691,239	<b>1.62</b>
10	<b>SOUTHWEST AIRLINES</b>	27,415	2,388	19,283,599	<b>1.24</b>	22,868	3,710	19,957,851	<b>1.86</b>
	<b>TOTALS**</b>	196,819	7,902	121,832,937	<b>0.65</b>	248,703	11,779	134,466,832	<b>0.88</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.

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

\*\* Trans World Airlines (TWA) ceased operating December 2001. Totals for April-June 2001 reflect the deletion of TWA's data for that 3-month period.

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

RANK	AIRLINE	JANUARY-JUNE 2002				JANUARY-JUNE 2001			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>AMERICAN EAGLE AIRLINES**</b>	883	10	606,339	.16	1,104	32	973,738	.33
2	<b>AMERICAN AIRLINES</b>	76,084	992	42,888,241	.23	73,451	1,273	37,389,953	.34
3	<b>AMERICA WEST AIRLINES</b>	26,812	267	9,469,795	.28	29,424	495	10,482,306	.47
4	<b>US AIRWAYS</b>	59,401	793	23,249,012	.34	47,551	1,128	29,857,602	.38
5	<b>NORTHWEST AIRLINES</b>	40,681	1,398	22,961,630	.61	44,997	1,237	25,657,935	.48
6	<b>UNITED AIRLINES</b>	48,034	2,186	29,966,003	.73	84,814	3,967	36,787,239	1.08
7	<b>DELTA AIR LINES</b>	84,474	3,584	40,794,724	.88	105,156	3,124	48,025,878	.65
8	<b>CONTINENTAL AIRLINES</b>	26,051	2,099	17,827,981	1.18	38,989	2,068	20,200,878	1.02
9	<b>SOUTHWEST AIRLINES</b>	44,227	4,287	35,916,980	1.19	43,418	6,521	37,874,241	1.72
10	<b>ALASKA AIRLINES</b>	14,312	1,025	6,799,179	1.51	17,135	1,077	6,883,305	1.56
	<b>TOTALS***</b>	420,959	16,641	230,479,884	0.72	487,039	20,922	254,133,075	0.82

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 Airlines incorrectly reported to DOT its oversales data for the first quarter of calendar year 2001. Therefore, this report reflects a correction of the American Eagle data.  
 \*\*\* Trans World Airlines (TWA) ceased operating December 2001. Totals for January-June 2001 reflect the deletion of TWA's data for that 6-month period.

## **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

	JUNE 2002				JUNE 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	714	63	6	54	1,473	87	13	48
FOREIGN AIRLINES	131	1	0	6	190	2	1	6
TRAVEL AGENTS	13	1	0	0	26	0	0	2
TOUR OPERATORS	7	0	0	0	15	0	0	0
MISCELLANEOUS	27	8	1	10	19	15	0	15
<b>INDUSTRY TOTALS</b>	<b>892</b>	<b>73</b>	<b>7</b>	<b>70</b>	<b>1,723</b>	<b>104</b>	<b>14</b>	<b>71</b>

TABLE 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

<u>COMPLAINT CATEGORY</u>	JUNE 2002			JUNE 2001		
	<u>RANKING</u>	<u>COMPLAINTS**</u>	<u>SUB-CATEGORY</u>	<u>RANKING</u>	<u>COMPLAINTS**</u>	<u>SUB-CATEGORY</u>
FLIGHT PROBLEMS	1	204		1	589	
DELAYS			74			186
CANCELLATIONS			59			191
MISCONNECTIONS			26			85
CUSTOMER SERVICE	2	173		2	340	
BAGGAGE	3	150		3	238	
RES/TKTG/BOARDING	4	108		4	156	
REFUNDS	5	69		5	91	
FARES	6	53		7	84	
DISABILITY	7	50		9	46	
OVERSALES	8	39		8	76	
OTHER	9	27		6	86	
FREQUENT FLYER			12			29
DISCRIMINATION	10	13		10	12	
ADVERTISING	11	6		11	4	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		892			1,723	

\* 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\*

JUNE 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	5	0	1	1	0	6	6	3	0	0	0	0	22
ALASKA AIRLINES	4	1	4	1	1	1	3	0	0	1	0	0	16
AMERICA WEST AIRLINES	16	0	3	1	1	7	4	2	0	0	0	0	34
AMERICAN AIRLINES	21	7	15	4	9	23	20	8	0	2	0	5	114
AMERICAN EAGLE AIRLINES	2	1	2	0	0	1	2	0	0	0	0	0	8
AMERICAN TRANS AIR	2	1	0	0	1	4	6	2	1	0	0	0	17
ATLANTIC SOUTHEAST AIRLINES	6	0	0	0	0	2	4	0	0	0	0	0	12
COMAIR	2	0	0	0	0	2	0	0	0	1	0	1	6
CONTINENTAL AIRLINES	9	3	4	2	3	4	12	1	0	2	0	0	40
DELTA AIRLINES	18	5	14	10	6	14	26	9	0	1	0	4	107
DELTA CONNECTION	3	0	2	0	0	2	1	0	0	0	0	0	8
HAWAIIAN AIRLINES	5	0	0	0	0	0	0	1	0	0	0	0	6
NATIONAL AIRLINES	1	0	1	1	0	1	1	1	0	0	0	0	6
NORTHWEST AIRLINES	22	5	9	4	4	10	13	2	2	1	0	4	76
SOUTHWEST AIRLINES	5	1	5	4	0	6	6	2	0	2	0	0	31
SPIRIT AIRLINES	0	0	1	0	1	2	2	1	0	0	0	0	7
UNITED AIRLINES	22	5	12	8	5	25	20	7	0	2	0	6	112
UNITED EXPRESS	2	1	1	0	1	2	0	0	0	0	0	0	7
US AIRWAYS	13	1	4	5	1	5	8	5	0	0	0	2	44
VANGUARD AIRLINES	5	0	2	0	0	2	1	0	0	0	0	0	10
OTHER U. S. AIRLINES	9	0	6	1	5	3	6	0	0	1	0	0	31
TOTAL JUNE 2002	172	31	86	42	38	122	141	44	3	13	0	22	714
% OF TOTAL COMPLAINTS	24.1	4.3	12.0	5.9	5.3	17.1	19.7	6.2	0.4	1.8	0	3.1	
TOTAL JUNE 2001	538	66	120	72	65	194	290	42	3	9	1	73	1,473
% OF TOTAL COMPLAINTS	36.5	4.5	8.1	4.9	4.4	13.2	19.7	2.9	0.2	0.6	0.1	5.0	

\* 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

JUNE 2002

U. S. AIRLINES*	COMPS RECD IN JUNE	INCI - DENTS IN JUNE	PERCENT	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AI RTRAN AIRWAYS	22	7	31.8	8	36.4	6	27.3	1	4.5
ALASKA AIRLINES	16	5	31.2	2	12.5	4	25.0	5	31.2
AMERICA WEST AIRLINES	34	14	41.2	10	29.4	9	26.5	1	2.9
AMERICAN AIRLINES	114	41	36.0	30	26.3	33	28.9	10	8.8
AMERICAN EAGLE AIRLINES	8	1	12.5	3	37.5	4	50.0	0	0.0
AMERICAN TRANS AIR	17	4	23.5	7	41.2	5	29.4	1	5.9
ATLANTIC SOUTHEAST AIRLINES	12	9	75.0	1	8.3	2	16.7	0	0.0
COMAIR	6	3	50.0	0	0.0	3	50.0	0	0.0
CONTINENTAL AIRLINES	40	12	30.0	12	30.0	10	25.0	6	15.0
DELTA AIRLINES	107	28	26.2	25	23.4	39	36.4	15	14.0
DELTA CONNECTION	8	2	25.0	2	25.0	1	12.5	3	37.5
HAWAIIAN AIRLINES	6	2	33.3	1	16.7	1	16.7	2	33.3
NATIONAL AIRLINES	6	3	50.0	2	33.3	1	16.7	0	0.0
NORTHWEST AIRLINES	76	23	30.3	12	15.8	38	50.0	3	3.9
SOUTHWEST AIRLINES	31	9	29.0	10	32.3	8	25.8	4	12.9
SPIRIT AIRLINES	7	2	28.6	3	42.9	2	28.6	0	0.0
UNITED AIRLINES	112	50	44.6	30	26.8	24	21.4	8	7.1
UNITED EXPRESS	7	3	42.9	0	0.0	3	42.9	1	14.3
US AIRWAYS	44	8	18.2	17	38.6	17	38.6	2	4.5
VANGUARD AIRLINES	10	6	60.0	2	20.0	2	20.0	0	0.0
OTHER U. S. AIRLINES	31	11	35.5	3	9.7	12	38.7	5	16.1
<b>TOTALS</b>	<b>714</b>	<b>243</b>	<b>34.0</b>	<b>180</b>	<b>25.2</b>	<b>224</b>	<b>31.4</b>	<b>67</b>	<b>9.4</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>1,473</b>	<b>344</b>	<b>23.4</b>	<b>175</b>	<b>11.9</b>	<b>205</b>	<b>13.9</b>	<b>749</b>	<b>50.8</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\*\*

JUNE 2002

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-I NATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	2	1	0	0	1	0	1	0	0	0	0	0	5
AIR FRANCE	0	1	0	2	1	4	7	3	0	0	0	0	18
ALITALIA AIRLINES	2	0	0	0	1	3	0	0	0	0	0	0	6
ALLEGRO AIRLINES	2	0	0	0	0	0	3	0	0	0	0	0	5
BRITISH AIRWAYS	8	0	5	1	3	3	4	1	2	0	0	0	27
GUYANA AIRWAYS	0	0	0	0	5	0	0	0	0	0	0	0	5
KOREAN AIR LINES	2	0	2	0	0	1	1	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	6	6	10	4	11	13	7	1	0	0	0	1	59
<b>TOTALS</b>	<b>22</b>	<b>8</b>	<b>17</b>	<b>7</b>	<b>22</b>	<b>24</b>	<b>23</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>131</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	0	3	2	6	0	0	0	1	0	0	0	13
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	2	0	0	0	0	1	2	0	0	0	0	2	7
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>7</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	7	0	2	2	3	3	7	1	0	0	0	2	27
<b>TOTALS</b>	<b>7</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>27</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.

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

TABLE 6

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

RANK	AIRLINE	JUNE 2002			JUNE 2001		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	31	6,609,184	<b>0.47</b>	26	6,840,537	<b>0.38</b>
2	<i>AMERICAN EAGLE AIRLINES</i>	8	1,082,262	<b>0.74</b>	22	1,179,494	<b>1.87</b>
3	<i>US AIRWAYS</i>	44	4,284,468	<b>1.03</b>	96	5,534,311	<b>1.73</b>
4	<i>CONTINENTAL AIRLINES</i>	40	3,566,244	<b>1.12</b>	134	4,012,693	<b>3.34</b>
5	<i>ALASKA AIRLINES</i>	16	1,297,959	<b>1.23</b>	22	1,322,175	<b>1.66</b>
6	<i>AMERICAN AIRLINES</i>	114	8,555,060	<b>1.33</b>	177	7,442,315	<b>2.38</b>
7	<i>DELTA AIR LINES</i>	107	7,979,595	<b>1.34</b>	194	9,066,546	<b>2.14</b>
8	<i>NORTHWEST AIRLINES</i>	76	4,845,500	<b>1.57</b>	107	5,261,753	<b>2.03</b>
9	<i>UNITED AIRLINES</i>	112	6,267,184	<b>1.79</b>	310	7,505,360	<b>4.13</b>
10	<i>AMERICA WEST AIRLINES</i>	34	1,777,485	<b>1.91</b>	70	1,821,214	<b>3.84</b>
	<b>TOTAL**</b>	<b>582</b>	<b>46,264,941</b>	<b>1.26</b>	<b>1,158</b>	<b>49,986,398</b>	<b>2.32</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.

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

TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY-JUNE 2002				JANUARY-JUNE 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	4,575	365	22	212	8,548	633	51	212
FOREIGN AIRLINES	708	5	0	19	978	13	2	20
TRAVEL AGENTS	163	5	1	3	111	0	0	2
TOUR OPERATORS	43	0	0	0	64	0	0	4
MISCELLANEOUS	137	87	4	45	72	102	0	63
<b>INDUSTRY TOTALS</b>	<b>5,626</b>	<b>462</b>	<b>27</b>	<b>279</b>	<b>9,773</b>	<b>748</b>	<b>53</b>	<b>301</b>

TABLE 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY-JUNE 2002			JANUARY-JUNE 2001		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,221		1	3523	
DELAYS			421			1,088
CANCELLATIONS			336			1,251
MISCONNECTIONS			178			380
CUSTOMER SERVICE	2	1,062		2	1,787	
BAGGAGE	3	878		3	1,591	
REFUNDS	4	714		5	425	
RES/TKTG/BOARDING	5	554		4	871	
FARES	6	323		8	390	
OVERSALES	7	270		7	394	
DISABILITY	8	247		9	294	
OTHER	9	178		6	396	
FREQUENT FLYER			87			139
DISCRIMINATION	10	138		10	71	
ADVERTISING	11	41		11	27	
ANIMALS	12	0		12	4	
COMPLAINT TOTAL		5,626			9,773	

\* 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\*

JANUARY-JUNE 2002

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-I NATION	ANI MALS	OTHER	TOTAL
AI RTRAN AIRWAYS	46	13	12	3	6	33	33	7	0	0	0	3	156
ALASKA AIRLINES	19	6	8	6	5	11	18	3	0	3	0	2	81
ALOHA AIRLINES	6	0	0	1	1	1	5	0	0	1	0	1	16
AMERICA WEST AIRLINES	49	9	18	9	16	23	46	7	1	9	0	4	191
AMERICAN AIRLINES	143	31	78	31	68	130	158	33	2	13	0	30	717
AMERICAN EAGLE AIRLINES	14	5	4	0	0	8	10	0	0	1	0	0	42
AMERICAN TRANS AIR	58	7	12	3	9	21	32	6	1	1	0	2	152
ATLANTIC SOUTHEAST AIRLINES	16	4	1	2	0	7	11	0	0	1	0	0	42
CHAMPION AIR	6	0	1	0	0	2	4	0	0	0	0	0	13
COMAIR	9	1	2	0	2	4	4	0	0	1	0	1	24
CONTINENTAL AIRLINES	46	23	36	14	43	39	77	13	4	11	0	10	316
DELTA AIR LINES	183	30	76	68	77	88	127	43	2	16	0	27	737
DELTA CONNECTION	6	1	4	0	1	8	5	0	0	0	0	0	25
FRONTIER AIRLINES	2	2	4	2	1	4	5	2	0	0	0	0	22
HAWAIIAN AIRLINES	11	2	4	2	4	2	7	3	1	0	0	2	38
HORIZON AIRLINES	5	0	2	1	3	3	3	1	0	0	0	1	19
JETBLUE	2	0	1	1	6	3	1	0	0	0	0	0	14
MIDWAY AIRLINES	5	0	2	2	6	3	0	0	0	0	0	1	19
MIDWEST EXPRESS AIRLINES	3	0	0	0	1	0	4	3	0	0	0	1	12
NATIONAL AIRLINES	9	1	3	2	3	5	5	1	0	0	0	1	30
NORTHWEST AIRLINES	103	25	51	28	41	64	70	29	5	12	0	24	452
OMNI AIR	7	0	1	0	0	1	1	0	0	0	0	0	10
PAN AM	10	2	3	0	4	1	0	1	0	0	0	0	21
RYAN INTERNATIONAL AIRLINES	4	0	0	0	1	2	5	1	0	0	0	0	13
SKY WEST AIRLINES	9	2	2	1	0	2	5	2	0	0	0	0	23
SOUTHWEST AIRLINES	13	2	13	7	7	24	54	9	4	18	0	3	154
SPIRIT AIRLINES	3	4	6	2	11	7	8	1	0	1	0	0	43
SUN COUNTRY AIRLINES	3	0	0	0	39	2	0	0	1	1	0	2	48
TRANS WORLD AIRLINES	1	0	4	1	3	2	2	1	0	1	0	1	16
UNITED AIRLINES	157	31	54	48	62	121	134	22	4	21	0	22	676
UNITED EXPRESS	10	3	2	0	1	7	3	1	0	0	0	0	27
US AIRWAYS	92	7	18	31	28	39	66	29	2	13	0	7	332
VANGUARD AIRLINES	10	1	5	0	4	4	4	0	0	0	0	0	28
OTHER U. S. AIRLINES	24	5	4	0	8	13	9	2	0	1	0	0	66
TOTAL JANUARY 2002	1,084	217	431	265	461	684	916	220	27	125	0	145	4,575
% OF TOTAL COMPLAINTS	23.7	4.7	9.4	5.8	10.1	15.0	20.0	4.8	0.6	2.7	0	3.2	
TOTAL JANUARY 2001	3,273	332	731	337	317	1,293	1,595	273	19	59	4	315	8,548
% OF TOTAL COMPLAINTS	38.3	3.9	8.6	3.9	3.7	15.1	18.7	3.2	0.2	0.7	0	3.7	

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

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 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

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

JANUARY-JUNE 2002

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>													
AEROFLOT	3	0	2	1	0	3	1	0	0	0	0	0	10
AIR CANADA	6	4	3	3	4	4	2	0	0	0	0	0	26
AIR FRANCE	4	9	6	4	11	39	21	4	0	1	0	1	100
AIR INDIA	2	1	1	0	1	3	2	0	0	0	0	0	10
AIR JAMAICA	14	3	0	2	1	6	6	0	0	0	0	2	34
ALITALIA AIRLINES	9	3	4	0	1	13	9	0	0	0	0	0	39
ALLEGRO AIRLINES	7	0	0	0	0	3	3	0	0	0	0	1	14
AUSTRIAN AIRLINES	0	2	0	0	6	4	2	0	0	0	0	0	14
BRITISH AIRWAYS	8	0	15	2	13	13	11	5	2	0	0	0	69
EVA AIRWAYS	0	0	4	3	2	3	0	0	0	0	0	0	12
GHANA AIRWAYS	3	0	0	0	1	7	2	0	0	0	0	0	13
KLM	5	5	1	1	1	1	4	2	0	0	0	1	21
KOREAN AIR LINES	4	0	4	0	1	2	3	0	0	0	0	0	14
LUFTHANSA	3	2	2	2	6	4	6	1	0	0	0	1	27
MEXICANA	2	1	1	2	2	7	2	0	0	0	0	0	17
SWISSAIR	2	0	2	0	5	3	0	1	0	0	0	0	13
TACA AIRLINES	1	1	4	3	4	8	4	2	0	2	0	0	29
VIRGIN ATLANTIC	7	2	1	0	2	2	9	1	0	1	0	0	25
OTHER FOREIGN AIRLINES	24	19	23	9	55	50	22	9	1	3	0	6	221
<b>TOTALS</b>	<b>104</b>	<b>52</b>	<b>73</b>	<b>32</b>	<b>116</b>	<b>175</b>	<b>109</b>	<b>25</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>12</b>	<b>708</b>
<b>TRAVEL AGENTS</b>													
CHEAP TICKETS	2	0	1	0	11	0	0	0	0	0	0	0	14
EXPEDIA.COM	0	0	4	1	14	0	1	0	0	0	0	0	20
ORBITZ.COM	0	0	4	2	6	0	0	0	2	0	0	0	14
PRI CELINE.COM	0	0	9	4	17	0	1	0	0	0	0	0	31
TRAVELOCITY.COM	1	0	7	0	11	0	1	0	1	0	0	1	22
OTHER TRAVEL AGENTS	0	0	6	5	40	0	3	0	4	0	0	4	62
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>31</b>	<b>12</b>	<b>99</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>163</b>
<b>TOUR OPERATORS</b>													
FUN JET INCORPORATED	3	0	0	3	0	1	3	0	0	0	0	2	12
OTHER TOUR OPERATORS	7	0	2	0	15	0	5	0	0	0	0	2	31
<b>TOTALS</b>	<b>10</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>15</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>43</b>
<b>MISCELLANEOUS</b>													
OTHER MISCELLANEOUS	20	1	17	11	23	18	23	2	4	6	0	12	137
<b>TOTALS</b>	<b>20</b>	<b>1</b>	<b>17</b>	<b>11</b>	<b>23</b>	<b>18</b>	<b>23</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>12</b>	<b>137</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 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 5

JANUARY-JUNE  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JANUARY-JUNE 2002			JANUARY-JUNE 2001		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	154	35,959,111	<b>0.43</b>	167	37,942,552	<b>0.44</b>
2	<i>AMERICAN EAGLE AIRLINES</i>	42	5,880,911	<b>0.71</b>	127	6,250,894	<b>2.03</b>
3	<i>ALASKA AIRLINES</i>	81	6,809,185	<b>1.19</b>	103	6,895,608	<b>1.49</b>
4	<i>US AIRWAYS</i>	332	24,812,122	<b>1.34</b>	593	30,793,185	<b>1.93</b>
5	<i>AMERICAN AIRLINES</i>	717	46,358,281	<b>1.55</b>	1,291	41,221,431	<b>3.13</b>
6	<i>CONTINENTAL AIRLINES</i>	316	20,223,602	<b>1.56</b>	555	22,659,824	<b>2.45</b>
7	<i>DELTA AIR LINES</i>	737	44,059,142	<b>1.67</b>	1,248	49,848,846	<b>2.50</b>
8	<i>NORTHWEST AIRLINES</i>	452	25,570,523	<b>1.77</b>	615	28,459,235	<b>2.16</b>
9	<i>AMERICA WEST AIRLINES</i>	191	9,382,788	<b>2.04</b>	422	10,397,971	<b>4.06</b>
10	<i>UNITED AIRLINES</i>	676	32,859,420	<b>2.06</b>	1,431	40,190,228	<b>3.56</b>
	<b>TOTAL**</b>	<b>3,698</b>	<b>251,915,085</b>	<b>1.47</b>	<b>6,552</b>	<b>274,659,774</b>	<b>2.39</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.

\*\* Trans World Airlines (TWA) ceased operating December 2001. Effective January 2002, TWA is no longer ranked in this table. Totals for January-June 2001 reflect the deletion of TWA's data for that 6-month period.

## **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.

