



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: SEPTEMBER 2002

Includes data for the following periods:

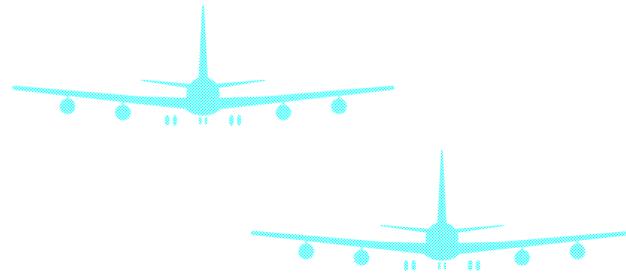
Flight Delays	July 2002 12 Months Ending July 2002
Mishandled Baggage	July 2002
Oversales	2nd Quarter 2002 January-June 2002
Consumer Complaints (Includes Disability and Other Discrimination Complaints)	July 2002

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 (CRS). 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.

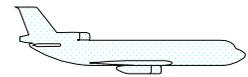
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage 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 CRS used by most airlines and travel agencies. Each of the reporting carriers' flights has a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.



JULY 2002

AIR TRAVEL CONSUMER REPORT

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

<u>CARRIER A/</u>	<u>AT 32 REPORTABLE AIRPORTS B/</u>		<u>AT ALL REPORTABLE AIRPORTS C/</u>	
	<u>NUMBER OF AIRPORTS REPORTED</u>	<u>PERCENT OF ARRIVALS ON-TIME D/</u>	<u>NUMBER OF AIRPORTS REPORTED</u>	<u>PERCENT OF ARRIVALS ON-TIME D/</u>
UNITED S/	31	83.4	83	83.2
US AIRWAYS S/	27	83.6	68	83.2
CONTINENTAL S/	31	82.8	80	82.8
AMERICAN S/	32	80.2	96	80.3
AMERICA WEST S/	26	79.0	51	78.7
DELTA S/	32	79.1	108	78.6
SOUTHWEST S/	15	79.7	59	77.9
NORTHWEST S/	32	78.3	108	77.9
ALASKA S/	12	77.4	41	77.1
AMERICAN EAGLE S/	22	77.9	108	76.2
TOTAL		80.9		79.8

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.

JULY 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		05 2002		06 2002		07 2002		12 MONTHS ENDING 07 2002		DATA-BASE TO DATE 09 1987 07 2002	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	66.8	(12)	73.7	(11)	75.3	(10)	79.1	(8)	80.9	(8)	74.6	(10)	77.1	(9)	74.2	(10)	75.8	(8)
ALOHA	83.8	(1)	79.9	---	--	--	--	--	--	--	--	--	--	--	82.8	---	85.7	---
AMERICA WEST	72.1	(7)	85.2	(3)	86.4	(1)	84.2	(2)	87.7	(1)	80.3	(3)	78.7	(5)	82.0	(3)	78.5	(5)
AMERICAN	71.1	(9)	81.8	(8)	83.2	(4)	82.6	(3)	84.5	(4)	79.4	(4)	80.3	(4)	80.0	(4)	78.9	(3)
AMERICAN EAGLE	69.8	(10)	81.6	(9)	79.8	(7)	78.8	(9)	80.8	(9)	76.2	(9)	76.2	(10)	77.4	(9)	73.7	(10)
CONTINENTAL	75.8	(5)	85.8	(2)	85.1	(2)	85.2	(1)	86.0	(3)	81.5	(1)	82.8	(3)	82.6	(1)	78.7	(4)
DELTA	75.2	(6)	86.2	(1)	77.4	(8)	78.8	(10)	79.3	(10)	77.9	(7)	78.6	(6)	79.2	(6)	77.5	(7)
NORTHWEST	76.9	(4)	82.3	(7)	76.9	(9)	79.6	(7)	81.1	(7)	77.4	(8)	77.9	(7)	78.6	(7)	79.7	(2)
SOUTHWEST	81.5	(2)	84.4	(5)	83.8	(3)	82.1	(5)	82.5	(5)	78.7	(5)	77.9	(8)	82.4	(2)	82.3	(1)
TRANS WORLD	81.1	(3)	84.0	(6)	--	--	--	--	--	--	--	--	--	--	82.5	---	78.0	---
UNITED	68.0	(11)	79.9	(10)	82.2	(5)	82.5	(4)	86.2	(2)	78.3	(6)	83.2	(1)	78.5	(8)	75.5	(9)
US AIRWAYS	72.0	(8)	84.6	(4)	81.3	(6)	81.0	(6)	81.3	(6)	81.0	(2)	83.2	(2)	79.6	(5)	78.4	(6)
Total	74.2		83.2		81.3		81.3		82.8		78.6		79.7		79.9		78.4	

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 July 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.

JULY 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	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME														
AA	834	74.9	1462	79.8	721	73.6	297	79.8	93	86.0	1027	77.0	976	82.2	13756	82.2
AS	H/		31	90.3	H/		H/		H/		31	45.2	93	71.0	H/	
CO	384	81.0	559	85.5	262	72.9	25	68.0	0		408	86.8	386	78.8	391	78.3
DL	17263	78.2	1782	81.2	459	73.9	212	75.5	4826	82.0	1098	86.9	586	81.7	2675	79.4
HP	152	51.3	151	68.2	182	62.6	H/		H/		124	64.5	317	76.0	230	66.5
MQ	0	0.0	2297	70.6	320	76.9	121	74.4	202	66.8	419	73.0	H/		5943	81.8
NW	571	68.8	584	72.9	397	68.0	208	76.4	27	77.8	547	69.7	462	75.3	512	72.3
UA	467	73.7	1030	80.9	519	75.7	120	72.5	182	80.2	413	73.8	8084	89.1	720	77.8
US	476	74.4	1817	86.1	663	78.4	8822	85.6	H/		1947	90.2	310	88.4	339	79.9
WN	H/		H/		4117	77.3	H/									
TOTAL	20147	77.5	9713	78.9	7640	75.8	9805	84.6	5330	81.4	6014	82.2	11214	86.7	24566	81.2

CARRIER	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME														
AA	607	75.0	1027	78.7	592	81.1	648	78.7	667	75.3	1453	73.4	798	81.0	3062	82.6
AS	H/		H/		H/		62	69.4	H/		H/		372	77.7	677	83.0
CO	295	72.5	4957	83.5	355	80.8	87	77.0	8077	85.0	57	80.7	453	77.7	577	82.0
DL	239	71.5	697	79.5	1157	77.6	513	76.4	243	60.1	1009	65.5	650	77.4	1206	82.7
HP	153	64.7	177	66.1	62	72.6	H/		146	65.1	272	62.5	2329	82.2	573	75.0
MQ	161	67.7	307	70.7	94	74.5	62	74.2	H/		1321	68.1	H/		2210	87.3
NW	10042	81.4	562	72.1	124	79.0	300	78.3	430	74.0	124	62.1	310	78.4	587	79.4
UA	381	77.2	777	77.1	62	75.8	2007	86.5	356	79.2	497	82.5	953	84.9	3424	88.5
US	243	78.2	431	79.6	463	80.1	148	85.1	306	75.5	H/		246	88.2	478	82.4
WN	546	70.1	H/		1058	70.8	H/		166	69.9	H/		5075	80.4	3409	84.2
TOTAL	12667	79.6	8935	80.4	3967	76.8	3827	82.5	10391	82.4	4733	70.4	11186	80.9	16203	84.4

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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)

ARRIVAL AIRPORT																
CARRIER	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						
AA	1845	76.5	1053	76.9	145	76.6	3395	76.1	775	72.9	9689	79.3	336	80.1	909	74.8
AS	H/		H/		H/		H/		H/		31	90.3	1348	79.0	H/	
CO	321	76.9	486	85.2	98	89.8	329	77.2	255	80.8	513	75.2	124	83.1	143	60.8
DL	2029	81.0	1641	76.5	121	81.0	308	64.6	340	70.6	599	71.1	429	84.6	544	67.6
HP	H/		176	79.0	H/		62	66.1	155	61.3	239	59.8	183	79.8	182	65.9
MQ	953	70.0	100	75.0	H/		580	81.0	H/		5089	77.6	H/		304	68.1
NW	605	68.3	496	70.4	413	75.8	167	80.8	10668	81.9	827	68.8	248	73.0	509	66.6
UA	661	72.6	590	80.0	H/		428	75.7	626	80.0	12024	79.4	859	87.0	715	72.4
US	1612	86.5	776	79.9	H/		307	78.8	245	77.6	611	72.2	H/		6126	80.4
WN	H/		1742	77.0	3830	79.2	H/		H/		H/		1029	86.0	H/	
TOTAL	8026	77.9	7060	77.6	4607	79.1	5576	76.2	13064	80.7	29622	78.2	4556	82.5	9432	76.8

ARRIVAL AIRPORT																
CARRIER	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	642	80.7	124	88.7	853	84.3	747	76.7	1260	81.3	244	84.4	8466	83.8	736	80.6
AS	248	79.4	H/		403	75.2	4360	76.0	515	81.2	H/		H/		H/	
CO	326	83.4	81	85.2	242	86.0	305	82.0	388	82.7	93	84.9	57	73.7	381	81.1
DL	463	78.2	242	74.4	487	85.8	588	80.6	583	80.3	3816	85.7	182	75.3	1181	76.4
HP	6538	84.6	H/		297	79.8	185	62.2	332	75.0	148	78.4	62	56.5	93	79.6
MQ	273	71.1	268	71.3	789	87.3	H/		172	85.5	H/		H/		33	69.7
NW	310	71.6	203	67.0	190	75.8	589	72.3	370	77.6	124	61.3	406	74.6	310	72.3
UA	607	84.8	182	76.4	786	87.4	1476	87.3	5047	87.8	399	86.0	334	78.1	283	79.9
US	215	82.8	5986	85.1	215	87.0	341	79.2	399	80.7	H/		245	85.3	595	79.8
WN	5416	81.9	H/		2382	84.5	1182	86.9	H/		1173	78.0	2206	73.8	1675	74.5
TOTAL	15038	82.6	7086	83.5	6644	84.4	9773	79.2	9066	84.6	5997	83.5	11958	81.2	5287	77.1

JULY 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)

ARRIVAL AIRPORT

SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	J/	89.9	80.0	94.5	96.8	J/	87.1	91.9	89.9	81.1	74.2	82.1	91.8	82.7	85.7	93.2	95.2	91.9
700 - 759 AM	92.6	91.4	93.0	90.6	94.0	88.4	97.1	91.8	87.7	89.7	95.2	85.5	92.5	75.7	94.2	94.6	93.2	98.9
800 - 859 AM	89.0	86.2	94.3	91.7	90.9	94.1	94.3	92.5	92.1	90.4	90.6	89.9	89.5	86.5	93.5	91.9	87.5	82.3
900 - 959 AM	83.6	91.4	94.7	88.3	93.0	94.3	91.8	88.7	88.4	91.2	91.0	90.0	92.1	86.0	94.4	92.5	93.8	94.4
1000 - 1059 AM	84.8	86.8	89.0	87.5	93.1	87.1	91.2	91.3	86.5	92.5	93.2	88.5	86.8	84.4	85.6	91.7	89.4	90.1
1100 - 1159 AM	86.3	85.4	87.6	92.0	85.2	86.7	93.9	90.6	85.3	92.2	90.7	89.8	89.7	78.5	86.4	88.7	89.1	89.3
1200 - 1259 PM	86.0	87.5	91.6	94.3	91.9	92.4	86.1	85.3	87.7	91.0	83.2	89.1	88.8	81.6	84.9	88.9	88.2	85.1
100 - 159 PM	89.1	87.8	82.7	94.7	82.1	91.5	91.7	90.6	82.8	86.0	79.7	85.3	82.8	82.9	85.4	90.0	83.9	86.3
200 - 259 PM	85.3	80.4	83.0	91.2	89.0	89.1	88.9	82.4	80.3	88.5	82.7	92.9	85.7	82.1	84.6	88.4	84.1	80.3
300 - 359 PM	80.5	82.8	80.3	85.2	84.2	86.6	86.5	82.4	76.3	81.8	84.9	87.7	81.0	74.3	81.9	84.4	80.0	75.1
400 - 459 PM	74.5	79.3	70.0	82.1	67.0	78.9	84.9	76.7	77.5	80.3	69.6	79.7	77.5	72.9	71.8	83.2	77.6	76.0
500 - 559 PM	70.3	68.9	68.9	84.3	80.7	76.3	78.8	70.0	72.8	76.8	64.8	81.8	72.6	59.6	74.5	79.2	74.1	67.0
600 - 659 PM	67.8	72.5	62.7	70.9	73.6	74.3	78.9	71.6	68.3	72.6	72.2	79.8	72.1	54.9	72.0	81.9	64.0	67.6
700 - 759 PM	62.9	73.6	64.4	72.3	70.0	75.8	81.4	69.8	72.9	69.2	66.3	79.1	77.7	65.1	76.7	78.8	62.1	65.8
800 - 859 PM	64.5	69.7	60.0	69.4	71.0	71.2	80.7	67.4	77.9	72.3	72.2	76.8	72.3	57.9	70.8	74.9	65.5	66.0
900 - 959 PM	60.4	74.0	63.1	79.3	70.2	73.1	78.2	69.2	68.1	71.7	66.0	81.0	73.6	66.8	70.5	78.0	69.8	63.8
1000 - 1059 PM	71.0	71.0	65.3	60.5	68.6	65.8	80.9	65.6	69.2	70.3	63.7	70.6	75.1	62.4	78.1	73.4	72.1	71.8
1100 - 559 AM	72.7	72.2	69.9	75.4	77.1	71.9	76.2	78.5	77.7	78.8	73.0	78.8	73.6	74.8	74.5	80.5	68.3	74.3
TOTAL, ALL ARRIVALS, BY AIRPORT	77.5	78.9	75.8	84.6	81.4	82.2	86.7	81.2	79.6	80.4	76.8	82.5	82.4	70.4	80.9	84.4	77.9	77.6

ARRIVAL AIRPORT

SCHEDULED ARRIVAL TIME	MDW	MI A	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	97.6	83.2	93.2	95.0	90.3	85.5	90.9	82.4	J/	59.7	95.2	J/	91.6	77.4	88.9
700 - 759 AM	95.7	79.4	89.5	90.6	100.0	96.4	91.9	96.5	89.5	96.7	93.8	96.6	92.2	96.1	92.0
800 - 859 AM	94.0	89.2	86.4	89.4	98.6	83.8	90.9	94.7	90.5	93.7	96.2	93.5	94.1	92.3	90.9
900 - 959 AM	86.5	87.6	84.5	86.3	95.5	87.7	87.6	92.4	90.6	91.6	86.2	93.1	92.2	90.3	89.6
1000 - 1059 AM	91.6	88.9	81.8	87.4	93.7	91.9	86.5	86.9	90.3	86.9	83.1	91.0	87.9	93.9	88.0
1100 - 1159 AM	89.9	79.1	85.6	87.2	89.8	81.7	88.1	87.4	89.2	88.3	87.8	86.1	87.1	91.7	88.3
1200 - 1259 PM	86.4	85.2	85.5	85.2	87.7	86.7	89.3	82.3	89.6	87.6	88.0	90.3	86.3	87.7	87.5
100 - 159 PM	87.4	77.7	84.7	83.7	84.7	88.0	87.2	88.9	87.5	79.1	92.3	88.0	87.4	83.7	86.6
200 - 259 PM	81.0	72.9	85.9	78.2	89.0	83.5	79.5	90.6	84.8	80.5	90.5	85.9	84.5	75.3	84.0
300 - 359 PM	77.1	70.8	81.4	74.3	86.6	80.7	85.5	84.7	79.9	80.0	86.4	85.1	79.4	78.7	81.0
400 - 459 PM	78.5	65.3	79.3	74.6	81.9	80.5	78.0	79.8	82.0	80.0	84.2	73.5	76.6	69.9	77.3
500 - 559 PM	74.6	65.8	77.6	67.9	70.5	68.2	74.1	81.0	82.1	72.1	88.5	78.9	74.9	71.1	73.7
600 - 659 PM	58.7	72.6	71.0	66.3	79.9	66.3	79.5	71.7	80.1	75.6	86.0	81.5	68.1	63.9	71.4
700 - 759 PM	62.0	70.1	71.5	65.1	79.4	58.6	74.9	76.5	83.7	72.3	78.3	77.6	74.3	66.5	71.7
800 - 859 PM	71.6	72.7	66.9	64.9	73.8	63.4	73.3	78.0	76.5	71.1	78.4	71.4	73.5	64.4	70.4
900 - 959 PM	54.5	67.1	77.3	67.6	70.4	66.9	70.8	77.1	80.5	70.5	72.8	73.2	68.3	71.5	71.2
1000 - 1059 PM	75.3	72.3	75.8	74.7	76.0	62.8	73.4	68.5	77.8	71.7	73.1	75.1	69.0	70.7	71.7
1100 - 559 AM	75.0	74.3	83.0	83.5	69.0	72.7	68.3	82.8	84.7	74.6	80.9	60.3	72.9	70.7	75.9
TOTAL, ALL ARRIVALS, BY AIRPORT	79.1	76.2	80.7	78.2	82.5	76.8	82.6	83.5	84.4	79.2	84.6	83.5	81.2	77.1	78.7

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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)

		DEPARTURE AIRPORT																
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	94.7	94.9	93.3	96.4	95.1	93.1	97.1	94.2	89.3	94.4	94.4	93.6	96.2	80.6	94.1	92.1	92.8	95.7
700 - 759 AM	91.5	92.0	89.7	90.6	94.6	93.9	93.8	91.3	91.0	94.5	93.8	94.6	94.7	93.9	91.0	88.8	87.4	96.2
800 - 859 AM	92.3	88.1	89.6	92.7	94.6	92.5	92.1	89.3	83.8	93.2	91.6	93.9	95.1	91.0	90.9	89.3	90.6	92.8
900 - 959 AM	87.1	88.0	89.3	90.4	94.0	96.6	89.4	89.7	87.4	94.1	92.5	93.3	91.7	87.3	89.0	87.7	89.6	91.3
1000 - 1059 AM	90.3	89.1	88.6	87.4	95.4	94.6	90.3	91.1	84.0	92.8	89.8	85.5	90.3	81.2	85.5	85.1	89.3	92.9
1100 - 1159 AM	88.5	90.9	83.8	87.4	91.9	94.8	90.9	88.2	77.7	94.6	94.5	93.5	91.1	91.2	82.7	87.6	91.3	89.1
1200 - 1259 PM	91.6	86.4	74.9	87.7	94.0	92.0	89.0	88.1	78.8	93.1	88.8	91.9	88.7	86.2	81.9	86.4	88.3	88.4
100 - 159 PM	90.4	86.1	75.6	91.1	91.4	92.0	88.0	85.8	76.9	86.5	84.2	98.2	90.4	55.6	77.2	83.6	88.2	84.5
200 - 259 PM	87.3	78.9	73.2	82.3	81.8	89.7	87.0	84.0	78.6	84.8	77.4	84.8	84.7	84.9	71.1	80.5	89.1	82.0
300 - 359 PM	80.8	78.1	67.6	83.7	83.7	90.2	84.9	79.9	64.3	83.2	75.8	82.0	87.4	80.4	78.8	79.3	83.8	68.7
400 - 459 PM	80.2	78.6	63.6	79.7	84.0	81.3	82.3	74.8	68.5	76.7	79.1	77.9	77.4	71.3	72.1	81.7	87.3	70.6
500 - 559 PM	75.3	72.7	56.7	81.2	63.8	79.8	81.2	72.3	69.8	80.8	72.8	79.8	80.1	69.6	72.0	74.3	80.3	73.1
600 - 659 PM	70.0	67.5	62.6	68.8	74.0	79.2	76.0	73.8	59.2	75.7	63.3	81.3	81.6	69.8	65.0	78.8	75.9	70.9
700 - 759 PM	66.2	69.4	49.4	64.8	78.3	77.5	77.6	71.8	67.6	70.9	69.9	72.9	78.7	58.5	61.1	82.7	70.0	73.1
800 - 859 PM	65.4	69.4	59.7	75.0	75.7	84.3	81.2	69.1	67.3	77.6	76.8	81.6	84.1	57.3	71.3	75.2	72.4	63.7
900 - 959 PM	64.8	69.5	48.6	79.0	73.0	93.3	78.2	71.3	71.3	100.0	72.0	78.9	98.7	60.8	59.8	78.0	73.3	70.4
1000 - 1059 PM	65.3	61.5	41.2	84.8	86.7	J/	J/	69.3	68.8	J/	J/	J/	J/	75.8	79.0	86.6	J/	J/
1100 - 559 AM	73.4	100.0	90.3	J/	J/	J/	95.6	100.0	J/	100.0	96.8	J/	J/	J/	82.1	91.1	J/	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	81.1	82.3	74.1	83.3	85.9	88.7	86.3	81.7	75.5	86.7	83.2	86.7	87.5	77.5	79.1	84.3	85.2	83.2

		DEPARTURE AIRPORT														
SCHEDULED DEPARTURE TIME	MDW	MI A	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
600 - 659 AM	94.1	94.9	90.2	93.0	92.3	92.9	94.3	96.1	96.0	94.7	94.8	97.7	94.7	97.5	93.8	
700 - 759 AM	90.4	91.4	88.9	90.2	90.7	90.3	89.6	94.5	92.1	87.8	94.1	94.3	95.4	95.0	91.7	
800 - 859 AM	78.8	90.8	90.1	90.4	90.6	89.1	87.6	93.2	90.5	91.2	94.2	95.1	92.6	90.2	90.7	
900 - 959 AM	78.0	86.5	83.2	89.9	92.1	86.7	85.1	94.1	85.1	89.6	92.7	94.3	93.8	95.4	89.4	
1000 - 1059 AM	74.7	86.4	83.9	88.5	96.0	84.7	83.7	88.6	84.0	87.4	87.8	94.7	90.3	90.0	88.2	
1100 - 1159 AM	78.2	85.5	82.5	85.9	89.1	89.4	78.0	88.8	89.4	84.6	87.5	91.6	87.3	92.6	87.4	
1200 - 1259 PM	70.8	84.1	82.4	85.3	88.8	82.9	81.2	85.4	77.9	85.6	88.9	88.2	78.1	92.1	86.2	
100 - 159 PM	64.6	75.9	82.2	84.5	82.4	86.8	83.5	90.3	85.4	78.4	91.9	89.4	81.8	82.4	84.1	
200 - 259 PM	55.1	71.7	78.3	78.8	82.0	86.4	73.8	85.2	79.0	73.4	88.5	84.4	82.0	79.2	81.5	
300 - 359 PM	60.1	62.0	79.4	76.3	77.7	79.1	68.4	78.0	82.5	77.8	89.4	90.9	81.3	70.3	78.3	
400 - 459 PM	49.2	73.4	76.5	73.5	76.6	74.8	76.1	81.7	73.3	78.9	88.0	82.1	73.5	66.1	76.8	
500 - 559 PM	52.9	66.2	80.1	72.1	80.7	70.6	72.3	77.1	75.1	78.5	86.0	78.7	72.9	68.0	74.1	
600 - 659 PM	58.4	61.5	74.3	69.7	70.9	71.0	67.4	76.1	70.8	69.7	87.8	81.9	75.0	64.3	72.4	
700 - 759 PM	42.8	62.1	72.7	67.7	86.8	65.7	76.7	70.9	76.6	78.7	88.8	65.2	64.6	76.6	70.0	
800 - 859 PM	49.4	75.8	73.4	66.4	68.8	66.1	61.9	83.8	77.5	64.9	85.2	77.6	76.2	68.5	71.3	
900 - 959 PM	45.9	84.6	72.3	68.8	66.4	67.6	70.6	81.8	80.5	72.2	87.3	70.6	73.5	58.3	71.1	
1000 - 1059 PM	J/	93.8	77.1	75.0	87.1	80.2	82.4	81.8	90.5	84.0	87.9	86.1	76.2	52.0	79.4	
1100 - 559 AM	J/	92.5	96.6	90.9	93.0	93.5	90.9	90.3	98.4	85.8	90.8	93.5	J/	J/	87.1	
TOTAL, ALL DEPARTURES, BY AIRPORT	66.5	77.4	80.4	79.9	85.7	80.2	79.5	85.5	83.8	82.5	90.1	87.6	82.3	82.5	78.7	

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS 1/ ARRIVING LATE 80% OF THE TIME OR MORE

<u>CARRIER</u>	<u>FLIGHT NUMBER</u>	<u>ORIGIN-DESTINATION AIRPORT</u>	<u>SCHEDULED DEPARTURE TIME</u>	<u>NUMBER OF OPERATIONS REPORTED</u>	<u>PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/</u>	<u>NUMBER OF AVERAGE</u>	<u>MIN. LATE MEDI AN</u>
DL	1992	ATL-JFK	1530	31	96.77	82	55
WN	1428	CLE-BWI	1810	31	87.10	46	37
WN	1428	MDW-CLE	1540	31	87.10	33	32
WN	1834	SAN-PHX	1600	29	86.21	36	33
DL	2192	MEM-ATL	1700	29	82.76	47	25
WN	1367	DTW-MDW	1835	27	81.48	44	34
WN	970	SAN-OAK	1240	26	80.77	26	22
WN	486	BWI -SDF	1945	30	80.00	59	42
WN	505	BWI -BDL	2215	25	80.00	42	30
WN	2336	MDW-DTW	2135	25	80.00	40	33
WN	1209	FLL-MSY	1815	30	80.00	34	27
WN	610	LAS-RNO	1550	30	80.00	34	23
WN	1702	LAX-LAS	1510	30	80.00	29	28

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

<u>CARRIER</u>	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH <u>CARRIER REPORTED DATA</u>	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE <u>D/</u>	
		<u>NUMBER</u>	<u>PERCENTAGE</u>
SOUTHWEST	2, 771	32	1. 1
DELTA	2, 080	11	0. 5
ALASKA	484	1	0. 2
NORTHWEST	1, 559	1	0. 1
US AIRWAYS	1, 464	1	0. 1
AMERICAN EAGLE	1, 284	2	0. 1
AMERICAN	2, 525	1	0. 0
UNITED	1, 795	0	0. 0
CONTINENTAL	962	0	0. 0
AMERICA WEST	590	0	0. 0
TOTAL	15, 514	49	0. 3

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

CITY (AIRPORTS)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORTS)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	81.5	89.3	205	205	DULUTH MN (DLH)	79.3	85.6	174	174
AGUADILLA P. R. (BQN)	68.2	90.5	22	21	DURANGO CO (DRO)	87.2	92.3	39	39
AKRON/CANTON OH. (CAK)	56.7	40.0	30	30	DUTCH HARBOR AK. (DUT)	61.3	56.5	62	62
ALBANY N. Y. (ALB)	71.9	83.3	1,189	1,185	EL PASO TX (ELP)	77.8	81.7	1,860	1,860
ALBUQUERQUE N. M. (ABQ)	78.5	79.6	3,195	3,196	EUGENE OR (EUG)	91.8	95.9	122	122
ALLEN TOWN PA (ABE)	75.0	90.0	180	180	EVANSVILLE IN. (EVV)	72.6	81.5	146	146
AMARILLO TX (AMA)	69.4	76.9	520	519	FAIRBANKS AK (FAI)	71.9	80.8	572	572
ANCHORAGE AK (ANC)	76.1	79.3	2,427	2,428	FARGO N. D. (FAR)	75.1	92.0	213	213
ASHEVILLE N. C. (AVL)	95.9	98.4	122	122	FAYETTEVILLE ARKANSAS REG (XNA)	63.5	70.2	425	423
ATLANTA GA (ATL)	77.5	81.1	20,153	20,147	FLINT MI. (FNT)	66.1	87.1	62	62
AUSTIN TX (AUS)	77.9	84.9	3,446	3,445	FRESNO CA (FAT)	84.5	90.9	297	296
BALTIMORE MD (BWI)	75.8	74.1	7,641	7,640	FT. LAUDERDALE FL. (FLL)	76.8	83.2	3,967	3,967
BANGOR ME (BGR)	65.1	73.6	364	364	FT. MYERS FL. (RSW)	81.6	89.4	998	998
BARROW AK (BRW)	84.5	81.7	71	71	FT. SMITH AR (FSM)	81.6	93.6	234	234
BATON ROUGE LA. (BTR)	79.7	88.7	266	266	FT. WAYNE IN (FWA)	65.3	76.7	236	236
BETHEL AK. (BET)	75.0	77.5	120	120	GRAND FORKS N. D. (GFK)	70.8	87.6	89	89
BILLINGS MT. (BIL)	76.1	90.5	243	243	GRAND RAPIDS MI. (GRR)	73.6	83.3	935	935
BIRMINGHAM AL (BHM)	75.0	81.7	1,557	1,556	GREAT FALLS MT. (GTF)	89.7	90.3	155	155
BISMARCK N. D. (BIS)	73.0	89.3	122	122	GREEN BAY WI (GRB)	73.2	88.3	403	403
BLOOMINGTON IL (BMI)	72.2	74.4	90	90	GREENSBORO/HIGH PT. N. C. (GSO)	74.3	85.4	883	883
BOISE ID (BOI)	80.3	87.7	977	978	GREENVILLE/SPARTANBURG S. C. (GSP)	69.4	82.9	392	392
BOSTON MA (BOS)	78.9	82.3	9,706	9,713	GULFPORT/BILLOXI MS. (GPT)	80.5	94.3	87	87
BOZEMAN MT. (BZN)	83.5	92.5	158	159	GUSTAVUS AK. (GST)	61.3	74.2	31	31
BROWNSVILLE TX (BRO)	96.2	100.0	26	26	HARLINGEN TX (HRL)	67.1	70.5	346	346
BUFFALO N. Y. (BUF)	75.7	87.0	1,502	1,501	HARRISBURG PA (MDT)	78.5	86.8	521	521
BURBANK CA (BUR)	81.6	82.4	2,215	2,215	HARTFORD CT./SPRINGFIELD MA. (BDL)	77.5	86.7	2,956	2,954
BURLINGTON VT (BTV)	67.6	81.5	275	275	HELENA MT. (HLN)	91.4	94.8	58	58
CEDAR RAPIDS/IOWA COUNTY IA. (CID)	74.3	87.5	382	383	HONOLULU OAHU HI (HNL)	88.7	94.4	952	953
CHAMPAIGN (CMI)	66.9	83.8	148	148	HOUSTON TX (HOU)	70.8	64.1	4,734	4,734
CHARLESTON S. C. (CHS)	79.4	88.8	403	403	HOUSTON TX (IAH)	82.4	87.5	10,395	10,391
CHARLOTTE N. C. (CLT)	84.6	83.3	9,807	9,805	HUNTSVILLE/DECATUR AL. (HSV)	77.1	85.6	297	298
CHATTANOOGA TN. (CHA)	56.1	86.0	57	57	INDIANAPOLIS IN. (IND)	76.9	85.0	2,899	2,899
CHICAGO IL (ORD)	78.2	79.9	29,625	29,622	INDIO/PALM SPRINGS CA (PSP)	88.4	92.1	277	277
CHICAGO I.L. (MDW)	79.1	66.5	4,607	4,607	ISLIP/LONG IS. N. Y. (ISP)	79.7	83.1	929	928
CINCINNATI OH (CVG)	81.4	85.9	5,330	5,330	JACKSON WY. (JAC)	80.2	85.3	162	163
CLEVELAND OH (CLE)	75.6	83.7	3,870	3,872	JACKSON/VICKSBURG MS. (JAN)	70.5	77.6	550	549
COLLEGE STATION TX (CLL)	85.6	90.6	180	180	JACKSONVILLE FL. (JAX)	76.7	85.4	2,029	2,026
COLORADO SPRINGS CO. (COS)	83.0	88.3	819	819	JUNEAU AK. (JNU)	80.4	78.6	597	597
COLUMBIA S. C. (CAE)	82.1	90.1	151	151	KAHULUI (OGG)	91.4	91.7	349	349
COLUMBUS OH (CMH)	76.7	86.4	3,126	3,130	KALAMAZOO MI. (AZO)	71.2	83.1	177	177
CORDOVA AK (CDV)	74.2	79.0	62	62	KALISPELL MT (FCA)	85.2	92.3	155	155
CORPUS CHRISTI TX. (CRP)	62.7	69.9	408	409	KANSAS CITY MO (MCI)	79.2	84.4	4,924	4,926
DALLAS/FT. WORTH TX. (DAL)	71.7	66.6	3,696	3,696	KETCHIKAN AK (KTN)	79.6	84.9	279	279
DALLAS/FT. WORTH TX. (DFW)	81.2	81.8	24,553	24,566	KEY WEST FL (EYW)	86.6	91.9	186	186
DAYTON OH (DAY)	74.4	82.4	695	695	KILLEEN TX. (ILE)	79.9	87.5	264	263
DAYTONA BEACH FL (DAB)	65.0	87.5	120	120	KING SALMON AK. (AKN)	76.3	76.3	59	59
DEADHORSE AK. (SCC)	77.5	77.5	40	40	KNOXVILLE TN. (TYS)	69.0	87.0	339	339
DENVER CO (DEN)	86.7	86.3	11,217	11,214	KODIAK AK (ADQ)	66.1	67.7	62	62
DES MOINES IA (DSM)	79.5	87.3	746	746	KONA HAWAII HI. (KOA)	85.2	91.6	155	155
DETROIT MI. (DTW)	79.7	75.5	12,669	12,667	KOTZEBUE AK. (OTZ)	73.1	62.4	93	93
DILLINGHAM AK. (DLG)	77.3	79.5	44	44	LA CROSSE WI. (LSE)	75.3	82.0	178	178
DUBUQUE IA. (DBQ)	84.1	83.0	88	88	LAFAYETTE LA. (LFT)	80.0	86.7	30	30

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

CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LANSING MI. (LAN)	76.8	88.6	237	237	RALEIGH/DURHAM N. C. (RDU)	74.0	79.5	4,042	4,044
LAREDO TX. (LRD)	72.5	83.1	149	148	RAPID CITY S. D. (RAP)	78.9	85.4	123	123
LAS VEGAS NV. (LAS)	80.9	79.1	11,184	11,186	RENO NV. (RNO)	81.9	82.9	2,074	2,074
LAWTON OK. (LAW)	87.0	94.7	207	209	RICHHMOND VA (RIC)	78.0	86.7	1,263	1,264
LEXINGTON/FRKFT KY. (LEX)	77.4	90.4	115	115	ROCHESTER MN. (RST)	77.6	89.0	210	209
LI HUE KAUAI HI. (LIH)	88.7	87.6	97	97	ROCHESTER N. Y. (ROC)	77.4	87.7	866	868
LITTLE ROCK AR. (LIT)	73.8	81.3	1,220	1,220	SACRAMENTO CA (SMF)	82.5	81.8	3,545	3,546
LONG BEACH CA. (LGB)	83.3	88.5	330	330	SAGINAW MI. (MBS)	79.0	90.4	167	167
LONGVIEW TX. (GGG)	87.1	92.2	116	116	SALT LAKE CITY UT (SLC)	83.5	87.6	5,998	5,997
LOS ANGELES CA. (LAX)	84.4	84.3	16,204	16,203	SAN ANGELO TX. (SJT)	87.1	93.8	178	177
LOUISVILLE KY (SDF)	74.2	79.3	1,523	1,523	SAN ANTONIO TX. (SAT)	76.0	81.9	3,166	3,167
LUBBOCK TX. (LBB)	76.4	80.9	649	649	SAN DIEGO CA (SAN)	84.4	83.8	6,641	6,644
MADISON WI. (MSN)	73.5	84.1	555	555	SAN FRANCISCO CA (SFO)	84.6	90.1	9,066	9,066
MANCHESTER N. H. (MHT)	76.9	84.8	1,317	1,318	SAN FRANCISCO CA. (OAK)	81.2	76.9	5,395	5,398
MARQUETTE MI (MOT)	69.6	82.6	23	23	SAN JOSE CA. (SJC)	84.4	84.8	5,349	5,350
MEDFORD OR (MFR)	95.6	98.9	91	91	SAN JUAN P. R. (SJU)	78.1	85.4	2,105	2,106
MELBOURNE FL (MLB)	72.0	91.5	118	118	SAN LUIS OBI SPO CA. (SBP)	89.5	96.2	210	211
MEMPHIS TN (MEM)	80.3	81.6	4,504	4,505	SANTA BARBARA CA. (SBA)	94.9	94.5	273	273
MIAMI FL (MIA)	76.2	77.4	5,571	5,576	SARASOTA/BRAD. FL (SRQ)	81.5	86.8	243	243
MIDLAND/ODESSA TX (MAF)	78.1	83.8	616	616	SAVANNAH GA. (SAV)	72.6	86.8	515	514
MILWAUKEE WI (MKE)	72.7	85.8	1,336	1,335	SCRANTON/WILKES-BARRE PA. (AVP)	84.7	96.0	124	124
MINNEAPLS./ST. P. MN (MSP)	80.7	80.4	13,068	13,064	SEATTLE WA (SEA)	79.2	82.5	9,771	9,773
MI NOT N. D. (MOT)	81.7	84.9	93	93	SHREVEPORT LA (SHV)	79.6	86.3	411	410
MISSION/MCALLEN TX. (MFE)	79.0	91.5	248	248	SI OUX FALLS S. D. (FSD)	77.8	88.7	212	212
MISSOULA MT (MSO)	83.8	94.1	185	186	SITKA AK. (SIT)	78.5	89.2	186	186
MOBILE AL./PASCAGOULA MS. (MOB)	69.5	89.3	177	177	SOUTH BEND IN (SBN)	83.9	83.9	31	31
MOLINE IL. (MLI)	85.6	93.4	181	181	SPOKANE WA (GEG)	81.6	89.1	1,080	1,080
MONTEREY CA. (MRY)	89.5	92.2	153	153	SPRINGFIELD MO (SGF)	76.9	81.9	389	387
MYRTLE BEACH S. C. (MYR)	82.1	93.9	246	246	ST. CROIX V. I. (STX)	87.1	95.2	62	62
NASHVILLE TN. (BNA)	78.2	80.5	4,203	4,202	ST. LOUIS MO (STL)	81.2	82.3	11,956	11,958
NEW ORLEANS LA (MSY)	76.1	81.6	4,191	4,190	ST. THOMAS V. I. (STT)	79.1	91.5	234	234
NEW YORK N. Y. (JFK)	70.4	77.5	4,733	4,733	SYRACUSE N. Y. (SYR)	75.8	86.4	795	797
NEW YORK N. Y. (LGA)	78.0	85.2	8,028	8,026	TALLAHASSEE FL (TLH)	78.7	87.3	150	150
NEWARK N. J. (EWR)	80.4	86.7	8,931	8,935	TAMPA FL (TPA)	77.1	82.4	5,291	5,287
NEWBURGH N. Y. (SWF)	72.0	82.8	93	93	TEXARKANA AR (TXK)	88.0	93.5	92	92
NOME AK. (OME)	63.4	59.1	93	93	TOLEDO OH. (TOL)	75.3	82.7	150	150
NORFOLK/VA. BEACH VA (ORF)	75.4	85.0	1,668	1,668	TRAVERSE CITY MI. (TVC)	72.1	79.3	333	333
OKLAHOMA CITY OK (OKC)	76.8	84.4	1,732	1,733	TUCSON AZ. (TUS)	82.2	88.5	1,368	1,368
OMAHA NE (OMA)	77.7	87.4	1,567	1,567	TULSA OK. (TUL)	76.6	84.1	1,743	1,744
ONTARIO CA (ONT)	83.4	84.8	2,850	2,849	TYLER TX. (TYR)	86.7	93.8	241	241
ORANGE COUNTY CA. (SNA)	83.3	82.9	3,777	3,774	VALPARAISO FL. (VPS)	77.8	85.6	216	216
ORLANDO FL (MCO)	77.6	83.2	7,056	7,060	WACO TX. (ACT)	89.0	91.9	209	209
PASCO WA. (PSC)	87.1	95.2	62	62	WASHINGTON D. C. (IAD)	82.5	86.8	3,826	3,827
PENSACOLA FL (PNS)	71.5	83.9	330	330	WASHINGTON DC(DCA)	82.2	88.7	6,015	6,014
PEORIA IL. (PIA)	80.3	89.3	122	122	WEST PALM BEACH FL. (PBI)	79.9	89.9	1,625	1,624
PETERSBURG AK (PSG)	62.9	66.1	62	62	WHITE PLAINS N. Y. (HPN)	73.9	81.0	444	443
PHILADELPHIA PA (PHL)	76.8	80.3	9,403	9,432	WICHITA FALLS TX. (SPS)	87.4	92.0	174	174
PHOENIX AZ (PHX)	82.6	79.5	15,040	15,038	WICHITA KS. (ICT)	75.9	84.3	415	414
PITTSBURGH PA (PIT)	83.6	85.4	7,122	7,086	WILMINGTON N. C. (ILM)	88.6	94.6	184	184
PORTLAND ME (PWM)	69.0	78.5	696	694	WORCESTER MA. (ORH)	83.9	80.6	31	31
PORTLAND OR (PDX)	82.5	85.7	4,557	4,556	WRANGELL AK. (WRG)	59.7	61.3	62	62
PROVIDENCE R. I. (PVD)	78.1	81.9	2,434	2,435	YAKUTAT AK. (YAK)	74.2	87.1	62	62

JULY 2002

AIR TRAVEL CONSUMER REPORT

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

<u>CARRIER A/</u>	<u>At 32 REPORTABLE AIRPORTS B/</u>				<u>AT ALL REPORTABLE AIRPORTS C/</u>			
	<u>NUMBER OF AIRPORTS REPORTED</u>	<u>FLIGHT OPERATIONS SCHEDULED</u>	<u>FLIGHT OPERATIONS CANCELLED</u>	<u>PERCENT OF OPERATIONS CANCELLED</u>	<u>NUMBER OF AIRPORTS REPORTED</u>	<u>FLIGHT OPERATIONS SCHEDULED</u>	<u>FLIGHT OPERATIONS CANCELLED</u>	<u>PERCENT OF OPERATIONS CANCELLED</u>
AMERICAN EAGLE	22	22009	533	2.4	108	37969	952	2.5
ALASKA	12	8171	115	1.4	41	15036	290	1.9
NORTHWEST	32	32226	671	2.1	108	47279	911	1.9
AMERICA WEST	26	13523	203	1.5	51	17515	275	1.6
AMERICAN	32	59236	813	1.4	96	76661	953	1.2
US AIRWAYS	27	34362	444	1.3	68	44330	545	1.2
SOUTHWEST	15	35006	324	0.9	59	81796	997	1.2
UNITED	31	45008	481	1.1	83	54017	528	1.0
DELTA	32	48172	439	0.9	108	62989	579	0.9
CONTINENTAL	31	21418	169	0.8	80	27981	230	0.8
TOTAL		319,131	4,192	1.3		465,573	6,260	1.3

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.

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

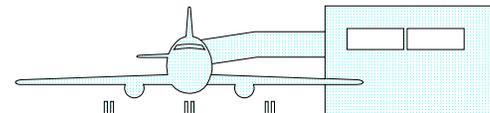
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

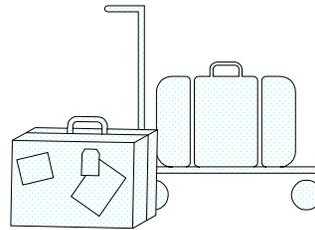
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

RANK	AIRLINE	JULY 2002			JULY 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	US AIRWAYS	11,031	4,073,074	2.71	18,358	5,330,348	3.44
2	ALASKA AIRLINES	3,780	1,246,407	3.03	4,184	1,277,348	3.28
3	CONTINENTAL AIRLINES	10,563	3,125,501	3.38	15,504	3,596,982	4.31
4	DELTA AIR LINES	27,850	7,897,333	3.53	34,600	8,951,820	3.87
5	SOUTHWEST AIRLINES	25,712	6,866,135	3.74	33,435	7,342,583	4.55
6	UNITED AIRLINES	23,137	6,081,665	3.80	40,517	7,064,145	5.74
7	AMERICA WEST AIRLINES	7,444	1,841,497	4.04	8,258	1,978,891	4.17
8	AMERICAN AIRLINES	34,517	7,709,561	4.48	29,751	6,645,236	4.48
9	NORTHWEST AIRLINES	22,720	4,454,161	5.10	19,965	4,799,085	4.16
10	AMERICAN EAGLE AIRLINES**	10,502	1,086,674	9.66	13,715	1,178,373	11.64
TOTALS***		177,256	44,382,008	3.99	218,287	48,164,811	4.53

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

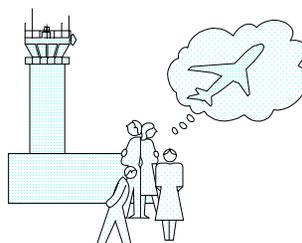
OVERSALES

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

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			
		<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 **	883	10	606,339	0.16	1,104	32	973,738	0.33
2	AMERICAN AIRLINES	76,084	992	42,888,241	0.23	73,451	1,273	37,389,953	0.34
3	AMERICA WEST AIRLINES	26,812	267	9,469,795	0.28	29,424	495	10,482,306	0.47
4	US AIRWAYS	59,401	793	23,249,012	0.34	47,551	1,128	29,857,602	0.38
5	NORTHWEST AIRLINES	40,681	1,398	22,961,630	0.61	44,997	1,237	25,657,935	0.48
6	UNITED AIRLINES	48,034	2,186	29,966,003	0.73	84,814	3,967	36,787,239	1.08
7	DELTA AIR LINES	84,474	3,584	40,794,724	0.88	106,156	3,124	48,025,878	0.65
8	CONTINENTAL AIRLINES	26,051	2,099	17,827,981	1.18	38,989	2,068	20,200,878	1.02
9	SOUTHWEST AIRLINES	44,227	4,287	35,916,980	1.19	43,418	6,521	37,874,241	1.72
10	ALASKA AIRLINES	14,312	1,025	6,799,179	1.51	17,135	1,077	6,883,305	1.56
	TOTALS ***	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

	JULY 2002				JULY 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	833	99	5	51	1,619	134	11	64
FOREIGN AIRLINES	111	0	0	3	220	6	2	1
TRAVEL AGENTS	16	0	0	1	35	0	0	0
TOUR OPERATORS	3	0	0	0	22	1	0	2
MISCELLANEOUS	71	18	0	3	30	16	0	32
INDUSTRY TOTALS	1,034	117	5	58	1,926	157	13	99

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

<u>COMPLAINT CATEGORY</u>	<u>JULY 2002</u>			<u>JULY 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	269		1	723	
DELAYS			103			238
CANCELLATIONS			65			248
MISCONNECTIONS			44			108
CUSTOMER SERVICE	2	209		2	353	
RES/TKTG/BOARDING	3	132		4	197	
BAGGAGE	4	128		3	263	
REFUNDS	5	83		5	92	
OVERSALES	6	55		6	90	
OTHER	7	46		7	74	
FREQUENT FLYER			19			26
DISABILITY	8	45		9	42	
FARES	9	44		8	68	
DISCRIMINATION	10	14		10	16	
ADVERTISING	11	9		11	8	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,034			1,926	

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

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3

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

JULY 2002

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AI RTRAN AIRWAYS	10	1	3	0	0	4	4	1	0	0	0	0	23
ALASKA AIRLINES	5	0	3	0	0	0	3	0	0	1	0	1	13
AMERICA WEST AIRLINES	10	3	2	2	5	5	7	2	0	0	0	2	38
AMERICAN AIRLINES	24	11	17	7	9	19	27	7	0	5	0	4	130
AMERICAN EAGLE AIRLINES	2	1	1	0	0	0	1	2	0	0	0	0	7
AMERICAN TRANS AIR	3	1	0	1	2	4	3	1	0	0	0	0	15
ATLANTIC SOUTHEAST AIRLINES	5	1	2	0	0	2	0	0	0	0	0	1	11
COMAIR	4	2	1	0	1	0	1	0	0	0	0	1	10
CONTINENTAL AIRLINES	14	0	5	2	4	1	12	1	0	0	0	4	43
CONTINENTAL EXPRESS	2	0	0	1	0	0	1	1	0	0	0	0	5
DELTA AIR LINES	25	10	19	4	6	18	19	6	0	2	0	6	115
HAWAIIAN AIRLINES	7	1	0	0	0	0	2	0	0	0	0	0	10
MESA AIRLINES	1	1	0	0	0	1	2	0	0	0	0	0	5
NATIONAL AIRLINES	0	0	1	1	0	0	3	0	1	0	0	0	6
NORTHWEST AIRLINES	26	2	11	4	4	9	20	4	1	0	0	3	84
RYAN INTERNATIONAL AIRLINES	6	0	0	0	0	0	5	0	0	0	0	0	11
SOUTHWEST AIRLINES	3	0	3	0	0	9	3	2	1	0	0	0	21
SPIRIT AIRLINES	3	0	0	0	0	4	1	0	1	0	0	0	9
UNITED AIRLINES	47	8	11	10	12	18	41	8	0	2	0	8	165
US AIRWAYS	24	1	6	5	1	5	9	7	1	0	0	3	62
VANGUARD AIRLINES	3	0	0	0	3	0	2	0	0	0	0	1	9
OTHER U. S. AIRLINES	16	0	4	1	4	2	12	1	0	0	0	1	41
TOTAL JULY 2002	240	43	89	38	51	101	178	43	5	10	0	35	833
% OF TOTAL COMPLAINTS	28.8	5.2	10.7	4.6	6.1	12.1	21.4	5.2	0.6	1.2	0	4.2	
TOTAL JULY 2001	666	77	160	55	52	192	306	37	6	14	0	54	1,619
% OF TOTAL COMPLAINTS	41.1	4.8	9.9	3.4	3.2	11.9	18.9	2.3	0.4	0.9	0	3.3	

* 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

JULY 2002

U. S. AIRLINES*	COMPS RECD IN JULY	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN JUNE	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	23	7	30.4	11	47.8	4	17.4	1	4.3
ALASKA AIRLINES	13	4	30.8	6	46.2	3	23.1	0	0.0
AMERICA WEST AIRLINES	38	23	60.5	9	23.7	3	7.9	3	7.9
AMERICAN AIRLINES	130	47	36.2	43	33.1	29	22.3	11	8.5
AMERICAN EAGLE AIRLINES	7	1	14.3	3	42.9	3	42.9	0	0.0
AMERICAN TRANS AIR	15	5	33.3	7	46.7	2	13.3	1	6.7
ATLANTIC SOUTHEAST AIRLINES	11	4	36.4	4	36.4	2	18.2	1	9.1
COMAIR	10	2	20.0	4	40.0	2	20.0	2	20.0
CONTINENTAL AIRLINES	43	11	25.6	15	34.9	15	34.9	2	4.7
CONTINENTAL EXPRESS	5	4	80.0	1	20.0	0	0.0	0	0.0
DELTA AIRLINES	115	40	34.8	36	31.3	28	24.3	11	9.6
HAWAIIAN AIRLINES	10	3	30.0	6	60.0	1	10.0	0	0.0
MESA AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
NATIONAL AIRLINES	6	0	0.0	1	16.7	4	66.7	1	16.7
NORTHWEST AIRLINES	84	22	26.2	36	42.9	16	19.0	10	11.9
RYAN INTERNATIONAL AIRLINES	11	0	0.0	11	100.0	0	0.0	0	0.0
SOUTHWEST AIRLINES	21	9	42.9	7	33.3	4	19.0	1	4.8
SPIRIT AIRLINES	9	4	44.4	1	11.1	4	44.4	0	0.0
UNITED AIRLINES	165	64	38.8	56	33.9	35	21.2	10	6.1
US AIRWAYS	62	26	41.9	18	29.0	14	22.6	4	6.5
VANGUARD AIRLINES	9	6	66.7	0	0.0	2	22.2	1	11.1
OTHER U. S. AIRLINES	41	10	24.4	14	34.1	5	12.2	12	29.3
TOTALS	833	296	35.5	290	34.8	176	21.1	71	8.5
PREVIOUS YEAR'S TOTALS	1,619	436	26.9	431	26.6	222	13.7	530	32.7

*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**

JULY 2002

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	3	0	0	0	0	2	2	0	0	0	0	0	7
AIR CANADA	1	3	1	0	0	1	0	0	0	0	0	0	6
AIR FRANCE	3	0	1	0	0	3	2	0	0	0	0	0	9
ALITALIA AIRLINES	1	1	0	0	0	4	0	0	0	0	0	1	7
BRITISH AIRWAYS	2	0	2	1	0	0	3	0	0	1	0	0	9
IBERIA AIRLINES	2	0	2	0	0	0	2	0	0	0	0	1	7
LUFTHANSA	1	0	1	1	1	0	1	1	0	0	0	0	6
ROYAL JORDANIAN AIRLINES	0	1	0	0	0	0	3	0	0	1	0	0	5
OTHER FOREIGN AIRLINES	9	5	10	1	1	12	10	1	2	2	0	2	55
TOTALS	22	10	17	3	2	22	23	2	2	4	0	4	111
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	1	7	0	5	0	3	0	0	0	0	0	16
TOTALS	0	1	7	0	5	0	3	0	0	0	0	0	16
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	0	0	1	0	0	0	0	0	0	1	3
TOTALS	1	0	0	0	1	0	0	0	0	0	0	1	3
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	6	1	19	3	23	5	5	0	2	0	0	7	71
TOTALS	6	1	19	3	23	5	5	0	2	0	0	7	71

* 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

JULY
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JULY 2002			JULY 2001		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	21	6,628,259	0.32	16	7,122,625	0.22
2	<i>AMERICAN EAGLE AIRLINES</i>	7	1,112,982	0.63	23	1,205,008	1.91
3	<i>ALASKA AIRLINES</i>	13	1,400,337	0.93	21	1,437,138	1.46
4	<i>CONTINENTAL AIRLINES</i>	43	3,736,844	1.15	105	4,206,722	2.50
5	<i>DELTA AIR LINES</i>	115	8,280,757	1.39	229	9,339,183	2.45
6	<i>US AIRWAYS</i>	62	4,388,720	1.41	129	5,643,809	2.29
7	<i>AMERICAN AIRLINES</i>	130	9,088,013	1.43	196	7,966,752	2.46
8	<i>NORTHWEST AIRLINES</i>	84	5,167,347	1.63	99	5,573,663	1.78
9	<i>AMERICA WEST AIRLINES</i>	38	1,817,382	2.09	94	1,927,144	4.88
10	<i>UNITED AIRLINES</i>	165	6,609,948	2.50	322	7,661,639	4.20
	TOTAL **	678	48,230,589	1.41	1,234	52,083,683	2.37

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 July 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, 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.

