



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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A Product Of The  
**OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS**  
*Aviation Consumer Protection Division*



**Issued: March 2004**

<b>Flight Delays*</b>	January 2004 12 Months Ending January 2004
<b>Mishandled Baggage*</b>	January 2004
<b>Oversales*</b>	4th Quarter 2003 January-December 2003
<b>Consumer Complaints**</b> (Includes Disability and Discrimination Complaints)	January 2004

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\* Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov/>

\*\*Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

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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 (OAEP). 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. The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division. 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://airconsumer.ost.dot.gov/>



## 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 18 U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, plus 1 other carrier that reports voluntarily.

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

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

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 19 reporting air carriers, 11 carriers (America West, American, Atlantic Coast, Continental, Delta, ExpressJet, Hawaiian, JetBlue, Northwest, United, and US Airways) use ACARS exclusively; 4 carriers (AirTran, Atlantic Southeast, Comair, and Southwest) record arrival times manually; and 4 carriers (Alaska, American Eagle, ATA, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 31 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 31 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was 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.

Table 9 displays airline flight delay causation data by categories and Table 10 provides an overall graphic representation of that data.

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/>. Airline Service Quality Performance data is available for purchase as a CD product from the BTS Product Distribution Center. It can be purchased by calling 202-366-DATA (3282). The Department cannot respond to inquiries about the performance of individual flights.

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.

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/V/	7	61.1	16	87.3
SOUTHWEST AIRLINES S/	15	82.7	59	83.5
ATLANTIC SOUTHEAST AIRLINES S/	16	80.2	100	81.5
US AIRWAYS S/	25	79.9	59	80.0
CONTINENTAL AIRLINES S/	30	79.7	78	79.9
JETBLUE AIRWAYS S/	10	78.3	22	78.1
EXPRESSJET AIRLINES S/	23	76.6	103	76.9
DELTA AIR LINES S/	31	76.5	107	76.5
AMERICA WEST AIRLINES S/	27	76.4	50	76.3
SKYWEST AIRLINES S/	13	73.7	106	73.9
NORTHWEST AIRLINES S/	31	73.7	111	73.8
AIRTRAN AIRWAYS S/	16	73.0	37	73.2
COMAIR S/	25	72.3	116	72.7
UNITED AIRLINES S/	30	71.4	82	71.6
AMERICAN AIRLINES S/	30	68.2	87	68.9
ATA AIRLINES S/	19	66.7	28	68.5
ALASKA AIRLINES S/	14	68.0	46	67.7
AMERICAN EAGLE AIRLINES S/	23	66.5	105	65.7
ATLANTIC COAST AIRLINES S/	12	59.7	81	64.8
<b>TOTAL</b>		<b>74.1</b>		<b>74.9</b>

- 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. Reporting by Hawaiian Airlines (voluntary) effective November 2003. Reporting by Comair effective January 2004. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

## JANUARY 2004

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		NOV-03		DEC-03		JAN-04		12 MONTHS ENDING JAN 2004		DATABASE TO DATE SEP 1987-JAN 2004	
	01-03 2003		04-06 2003		07-09 2003		10-12 2003											
	%	Rank	%	Rank	%	Rank												
AIRTRAN	77.3	(12)	81.2	(14)	75.3	(16)	78.8	(13)	82.0	(8)	70.1	(16)	73.2	(12)	77.4	(15)	--	(--)
ALASKA	80.7	(8)	85.4	(7)	81.4	(8)	76.5	(15)	75.9	(14)	72.9	(14)	67.7	(17)	79.9	(10)	76.3	(8)
AMERICA WEST	76.7	(13)	86.5	(4)	83.0	(6)	81.8	(6)	82.0	(9)	79.4	(5)	76.3	(9)	81.9	(6)	78.8	(5)
AMERICAN	84.4	(4)	83.8	(12)	78.6	(12)	80.0	(11)	77.2	(12)	74.1	(13)	68.9	(15)	80.3	(9)	79.3	(3)
AMERICAN EAGLE	77.7	(10)	83.0	(13)	79.0	(11)	74.9	(17)	71.1	(18)	68.5	(18)	65.7	(18)	77.4	(14)	76.0	(10)
ATA	73.4	(15)	83.8	(11)	81.9	(7)	80.2	(10)	74.7	(16)	77.1	(7)	68.5	(16)	79.3	(13)	--	(--)
ATLANTIC COAST	66.6	(17)	78.9	(16)	78.4	(13)	75.5	(16)	73.4	(17)	68.5	(17)	64.8	(19)	74.4	(17)	--	(--)
ATLANTIC SOUTHEAST	73.0	(16)	75.0	(17)	71.5	(17)	82.0	(5)	83.6	(7)	79.6	(4)	81.5	(3)	75.7	(16)	--	(--)
COMAIR	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	72.7	(13)	--	(--)	--	(--)
CONTINENTAL	82.1	(5)	85.4	(6)	79.5	(10)	81.1	(9)	78.7	(11)	76.7	(8)	79.9	(5)	81.6	(8)	78.9	(4)
DELTA	82.1	(6)	85.1	(9)	81.0	(9)	81.3	(8)	83.6	(6)	74.9	(12)	76.5	(8)	81.6	(7)	77.8	(7)
EXPRESSJET	77.4	(11)	84.5	(10)	77.7	(14)	78.4	(14)	77.2	(13)	72.6	(15)	76.9	(7)	79.3	(12)	--	(--)
HAWAIIAN	--	(--)	--	(--)	--	(--)	--	(--)	93.3	(1)	88.3	(1)	87.3	(1)	--	(--)	--	(--)
JETBLUE	76.3	(14)	87.5	(3)	86.2	(3)	86.7	(1)	88.8	(2)	81.5	(3)	78.1	(6)	84.0	(3)	--	(--)
NORTHWEST	81.6	(7)	85.2	(8)	83.4	(4)	81.4	(7)	79.8	(10)	76.1	(9)	73.8	(11)	82.0	(4)	80.0	(2)
SKYWEST	86.1	(1)	90.6	(1)	91.2	(1)	82.8	(4)	84.4	(5)	75.4	(10)	73.9	(10)	86.6	(1)	--	(--)
SOUTHWEST	84.7	(3)	88.8	(2)	86.5	(2)	85.2	(2)	85.5	(3)	83.5	(2)	83.5	(2)	86.0	(2)	82.8	(1)
UNITED	85.4	(2)	85.9	(5)	83.3	(5)	78.8	(12)	74.7	(15)	75.0	(11)	71.6	(14)	81.9	(5)	76.1	(9)
US AIRWAYS	78.9	(9)	80.8	(15)	75.8	(15)	83.3	(3)	84.6	(4)	78.5	(6)	80.0	(4)	79.5	(11)	78.6	(6)
<b>Total</b>	<b>81.0</b>		<b>84.7</b>		<b>81.4</b>		<b>80.8</b>		<b>80.2</b>		<b>76.0</b>		<b>74.9</b>		<b>81.2</b>		<b>78.9</b>	

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- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by Hawaiian Airlines (voluntary) effective November 2003. Reporting by Comair effective January 2004. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

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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*	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	704	63.8	1431	69.5	513	72.5	182	68.7	H/		840	71.0	734	71.3	14034	75.1
AS	H/		31	64.5	H/		H/		H/		31	67.7	182	70.9	H/	
B6	H/		193	96.4	H/		H/		H/		H/		56	75.0	H/	
CO	388	67.5	532	82.1	245	85.7	8	100.0	H/		376	83.2	320	79.4	307	85.0
DH	H/		643	70.5	H/		263	71.1	2611	73.8	31	87.1	H/		H/	
DL	17199	76.7	1537	83.3	427	76.3	241	73.4	4652	80.3	980	78.9	526	74.5	1785	79.4
EV	7014	79.0	31	90.3	H/		31	93.5	62	83.9	123	82.9	31	80.6	4322	83.0
FL	4644	72.3	455	81.3	868	76.4	H/		H/		155	84.5	101	55.4	265	62.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	154	78.6	217	64.5	155	61.3	H/		H/		93	74.2	334	83.2	301	72.8
MQ	H/		1712	65.6	196	54.6	148	66.9	330	52.1	720	64.4	H/		5828	84.1
NW	429	63.9	422	76.1	314	65.3	208	68.3	71	74.6	575	74.4	347	64.8	408	70.8
OH	3048	66.5	381	81.4	129	75.2	88	69.3	9403	74.3	804	82.2	H/		31	67.7
OO	H/		H/		H/		H/		H/		H/		2502	73.7	947	82.6
RU	164	67.1	40	92.5	132	71.2	383	76.0	215	64.2	241	64.3	35	62.9	155	80.0
TZ	H/		95	61.1	H/		107	69.2	H/		107	70.1	139	59.7	137	68.6
UA	394	71.8	797	81.3	469	77.0	244	72.1	67	55.2	376	73.4	7138	81.4	512	72.7
US	200	72.0	1616	85.1	455	76.5	7196	84.5	H/		2079	87.8	274	73.7	283	72.8
WN	H/		H/		4729	84.5	H/		H/		H/		H/		H/	
<b>TOTAL</b>	<b>34338</b>	<b>75.0</b>	<b>10133</b>	<b>76.8</b>	<b>8632</b>	<b>79.6</b>	<b>9099</b>	<b>81.9</b>	<b>17411</b>	<b>75.3</b>	<b>7531</b>	<b>78.6</b>	<b>12719</b>	<b>77.7</b>	<b>29315</b>	<b>78.4</b>

\* See Appendix at the end of this section for list of airport and carrier codes.

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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*	DTW		EWR		FLL		IAH		JFK		LAS		LAX		LGA	
	# 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	502	68.5	812	67.0	792	70.3	481	71.9	1245	69.4	779	70.9	2597	71.5	1975	61.0
AS	H/		62	80.6	H/		H/		H/		363	73.0	661	70.8	H/	
B6	H/		H/		580	72.2	H/		2630	79.1	186	75.3	H/		H/	
CO	191	88.5	4437	76.9	403	77.4	6996	85.4	31	87.1	501	79.2	515	76.7	312	68.6
DH	151	71.5	171	71.3	H/		H/		438	72.6	H/		H/		165	62.4
DL	260	69.2	686	71.1	917	75.8	279	67.4	899	77.0	720	73.2	1141	76.0	1907	74.7
EV	62	83.9	H/		H/		87	81.6	129	72.1	1	100.0	H/		H/	
FL	H/		123	75.6	407	73.0	H/		H/		H/		H/		397	69.0
HA	H/		H/		H/		H/		H/		29	89.7	91	62.6	H/	
HP	155	66.5	185	65.9	67	82.1	150	73.3	341	60.7	2685	75.3	697	75.5	H/	
MQ	120	60.0	281	54.4	18	55.6	7	71.4	293	60.4	H/		2065	90.6	1485	60.9
NW	8975	76.8	420	66.4	153	67.3	341	66.0	66	63.6	397	65.2	462	71.0	572	61.5
OH	358	64.5	67	59.7	129	78.3	110	73.6	354	66.9	1	0.0	H/		1260	70.2
OO	H/		H/		H/		909	88.3	H/		186	67.2	4052	90.6	H/	
RU	209	67.9	4344	71.1	H/		6119	83.6	31	83.9	H/		H/		159	69.8
TZ	H/		219	65.8	124	68.5	H/		H/		180	70.0	266	71.1	306	60.5
UA	340	68.5	627	76.2	130	62.3	341	65.1	369	84.8	972	75.5	3091	78.0	625	73.0
US	89	60.7	317	77.3	611	70.9	283	75.3	H/		300	66.3	320	66.9	1363	81.4
WN	488	82.6	H/		1087	82.4	158	88.0	H/		5469	84.1	3290	83.2	H/	
<b>TOTAL</b>	<b>11900</b>	<b>75.5</b>	<b>12751</b>	<b>72.6</b>	<b>5418</b>	<b>74.6</b>	<b>16261</b>	<b>83.0</b>	<b>6826</b>	<b>74.4</b>	<b>12769</b>	<b>78.1</b>	<b>19248</b>	<b>81.0</b>	<b>10526</b>	<b>68.6</b>

\* See Appendix at the end of this section for list of airport and carrier codes.

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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*	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	934	71.2	149	73.2	3599	75.7	512	56.8	8691	52.3	216	61.1	655	69.9	500	70.4
AS	62	45.2	H/		31	38.7	H/		31	80.6	1268	66.9	H/		306	67.0
B6	295	75.6	H/		H/		H/		H/		H/		H/		H/	
CO	438	80.6	120	63.3	312	79.5	185	76.8	385	52.5	98	68.4	142	61.3	322	83.5
DH	H/		56	69.6	H/		H/		3991	43.3	H/		344	68.0	H/	
DL	1381	84.2	155	69.0	372	75.0	363	68.9	545	45.3	314	70.1	513	78.2	334	75.4
EV	H/		H/		H/		50	82.0	141	61.7	H/		H/		75	78.7
FL	766	72.2	247	64.8	124	78.2	154	51.9	H/		H/		490	82.2	H/	
HA	H/		H/		H/		H/		H/		46	52.2	H/		30	66.7
HP	93	82.8	H/		67	71.6	166	61.4	243	46.5	204	60.8	185	71.4	5603	82.8
MQ	18	88.9	51	60.8	111	64.0	47	76.6	6753	44.6	H/		257	59.5	H/	
NW	483	70.2	346	76.0	212	64.6	9327	77.5	642	55.1	135	59.3	429	69.9	359	59.1
OH	463	80.8	48	56.2	62	64.5	235	71.5	170	46.5	H/		53	79.2	50	66.0
OO	H/		H/		H/		17	70.6	436	45.0	616	68.8	H/		407	80.3
RU	H/		126	69.8	13	92.3	212	69.8	150	46.0	H/		176	67.0	30	56.7
TZ	238	70.2	2464	68.6	92	71.7	160	61.9	H/		H/		99	59.6	129	72.1
UA	531	78.9	H/		311	82.3	591	66.5	10042	60.3	753	63.2	614	73.8	586	78.7
US	848	75.4	H/		306	68.6	181	69.1	495	46.5	H/		5245	78.0	243	74.9
WN	1956	84.7	3835	79.3	H/		H/		H/		1023	73.5	H/		5298	83.8
<b>TOTAL</b>	<b>8506</b>	<b>78.5</b>	<b>7597</b>	<b>74.1</b>	<b>5612</b>	<b>74.8</b>	<b>12200</b>	<b>74.7</b>	<b>32715</b>	<b>51.8</b>	<b>4673</b>	<b>67.3</b>	<b>9202</b>	<b>75.3</b>	<b>14272</b>	<b>81.0</b>

\* See Appendix at the end of this section for list of airport and carrier codes.

JANUARY 2004

## 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*	PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	155	78.7	585	64.8	538	67.8	997	65.4	248	61.3	1609	76.0	632	75.6
AS	H/		319	73.4	3740	68.0	389	60.2	H/		H/		H/	
B6	H/		93	79.6	31	54.8	H/		62	77.4	H/		235	79.6
CO	48	87.5	235	77.9	348	75.3	404	62.1	93	61.3	55	85.5	340	84.7
DH	217	82.0	H/		H/		H/		H/		H/		H/	
DL	217	76.0	432	78.9	470	75.1	603	67.7	3012	73.6	228	69.3	955	82.9
EV	31	83.9	H/		H/		H/		93	68.8	H/		H/	
FL	149	76.5	H/		H/		H/		H/		H/		407	75.2
HA	H/		30	53.3	50	48.0	30	66.7	H/		H/		H/	
HP	31	87.1	361	79.5	277	67.5	428	64.7	93	74.2	123	70.7	93	76.3
MQ	210	50.5	1015	92.1	H/		172	68.0	H/		93	66.7	H/	
NW	218	76.1	191	63.9	354	67.8	279	56.6	67	55.2	391	73.7	352	73.3
OH	205	71.7	H/		H/		H/		371	67.7	279	62.0	31	80.6
OO	H/		653	93.7	422	63.0	2862	63.3	5729	64.1	H/		H/	
RU	213	78.4	H/		H/		H/		50	82.0	314	72.6	15	86.7
TZ	86	54.7	H/		87	51.7	323	61.0	H/		H/		H/	
UA	186	66.1	652	75.5	1026	70.2	3995	70.9	310	57.1	227	67.0	336	76.5
US	3456	83.4	167	67.7	142	62.7	264	65.5	H/		H/		668	76.9
WN	H/		2443	83.4	1101	80.8	H/		1142	76.5	1678	81.2	1743	85.0
<b>TOTAL</b>	<b>5422</b>	<b>79.5</b>	<b>7176</b>	<b>81.2</b>	<b>8586</b>	<b>69.9</b>	<b>10746</b>	<b>66.4</b>	<b>11270</b>	<b>68.0</b>	<b>4997</b>	<b>75.7</b>	<b>5807</b>	<b>80.4</b>

\* See Appendix at the end of this section for list of airport and carrier codes.

JANUARY 2004

## 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	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.2	81.6	100.0	91.8	84.4	J/	J/	89.8	83.9	88.1	84.2	93.1	82.2	87.8	92.4	61.2	75.9	90.0
700 - 759 AM	86.7	71.3	84.1	91.5	78.9	83.1	80.4	88.8	75.9	84.2	88.2	90.0	82.0	96.7	94.6	75.4	86.2	73.5
800 - 859 AM	77.6	76.0	80.5	83.9	79.3	82.8	79.6	80.9	82.2	79.1	93.1	85.0	86.2	88.5	91.1	70.2	73.7	83.6
900 - 959 AM	74.9	82.3	88.2	82.0	81.9	80.9	85.2	83.4	80.6	85.6	86.6	88.1	84.3	91.0	84.5	76.7	85.0	75.8
1000 - 1059 AM	82.9	78.8	90.1	72.6	79.3	81.5	76.1	79.8	76.9	83.8	78.1	86.0	86.7	75.7	83.5	78.4	83.6	87.0
1100 - 1159 AM	85.2	80.1	84.5	85.7	78.0	83.5	81.5	81.8	71.9	81.0	75.2	78.1	77.4	79.7	79.0	73.1	78.4	79.3
1200 - 1259 PM	81.6	79.7	82.6	92.3	77.7	81.2	75.8	78.9	81.3	82.3	76.1	85.9	80.6	78.5	81.1	74.0	78.9	81.7
100 - 159 PM	84.5	84.4	82.6	84.6	80.2	80.8	76.4	80.7	75.2	80.0	75.8	84.4	82.5	78.7	79.8	74.8	81.8	76.1
200 - 259 PM	78.8	79.2	81.9	78.4	73.8	82.0	79.9	79.7	80.6	74.8	71.7	83.9	74.3	75.9	80.7	74.4	81.1	75.3
300 - 359 PM	71.5	80.8	80.2	81.2	73.2	80.7	76.2	79.4	78.1	71.3	77.6	86.0	80.6	77.2	79.4	73.1	78.3	75.6
400 - 459 PM	65.1	76.6	78.5	79.5	78.1	79.8	76.4	79.5	77.5	72.1	77.8	83.7	71.2	75.6	80.8	67.7	78.4	71.0
500 - 559 PM	70.3	76.6	83.0	82.2	75.2	78.4	76.3	75.5	75.2	75.4	73.7	83.3	71.6	75.9	80.5	61.5	80.8	68.5
600 - 659 PM	72.3	75.4	75.6	72.7	72.0	74.3	73.9	72.9	66.9	63.9	66.7	79.7	69.1	75.8	80.7	65.7	75.3	68.9
700 - 759 PM	68.4	72.8	77.1	81.8	68.1	76.0	76.1	69.5	71.9	55.9	74.3	78.0	64.0	74.3	75.3	61.3	67.6	62.4
800 - 859 PM	66.1	73.5	76.5	75.3	64.3	75.9	73.1	74.7	67.5	60.8	68.1	76.8	65.3	73.4	77.9	55.6	74.5	65.6
900 - 959 PM	65.2	69.8	73.5	78.5	71.4	74.1	75.7	71.5	71.6	68.2	72.8	71.3	63.1	77.6	76.4	64.8	73.5	69.9
1000 - 1059 PM	70.7	77.0	70.4	71.1	71.9	69.5	68.2	69.7	71.4	66.1	69.4	62.3	74.2	73.7	74.2	57.9	73.3	78.2
1100 - 559 AM	79.6	73.7	72.9	71.5	81.5	71.4	79.5	79.7	74.6	75.0	74.0	74.1	78.4	76.7	78.8	64.8	80.5	77.3
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>75.0</b>	<b>76.8</b>	<b>79.6</b>	<b>81.9</b>	<b>75.3</b>	<b>78.6</b>	<b>77.7</b>	<b>78.4</b>	<b>75.5</b>	<b>72.6</b>	<b>74.6</b>	<b>83.0</b>	<b>74.4</b>	<b>78.1</b>	<b>81.0</b>	<b>68.6</b>	<b>78.5</b>	<b>74.1</b>

\* See Appendix at the end of this section for list of airport codes.

JANUARY 2004

## 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	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	82.5	88.9	67.9	60.9	87.1	J/	89.3	100.0	65.6	80.4	J/	100.0	70.6	84.7
700 - 759 AM	83.3	80.6	69.8	78.9	75.3	87.8	J/	94.7	81.2	85.0	69.7	90.1	96.3	82.1
800 - 859 AM	96.8	77.9	67.7	79.3	77.8	90.6	81.6	97.4	76.3	81.7	75.4	81.2	93.3	80.2
900 - 959 AM	82.8	75.5	60.0	74.5	76.9	84.6	94.8	89.9	81.4	65.8	75.0	85.1	86.6	79.2
1000 - 1059 AM	79.3	71.8	62.8	71.5	84.0	82.8	87.1	85.4	77.2	61.1	66.2	80.2	87.8	77.6
1100 - 1159 AM	76.2	75.5	56.9	70.1	81.2	84.8	80.6	83.4	75.1	57.7	78.6	79.8	86.2	77.2
1200 - 1259 PM	77.8	78.8	57.3	69.1	83.3	82.3	85.1	76.8	75.0	49.2	68.5	78.1	82.6	76.5
100 - 159 PM	74.0	78.1	52.7	66.5	81.4	81.9	79.1	77.1	70.1	58.3	65.1	74.4	85.5	76.9
200 - 259 PM	73.3	74.4	52.3	64.6	82.0	82.1	86.8	80.5	66.2	72.4	68.3	77.3	83.5	75.8
300 - 359 PM	71.8	78.9	47.3	67.1	75.5	79.1	77.4	78.7	68.7	63.7	70.1	79.7	84.9	73.0
400 - 459 PM	60.9	69.9	42.3	69.5	75.7	79.5	79.1	85.1	71.2	69.6	70.1	75.3	78.5	72.3
500 - 559 PM	68.2	77.4	39.0	65.7	73.8	75.5	78.6	77.9	71.3	65.9	73.1	75.7	76.9	71.9
600 - 659 PM	74.5	70.8	35.2	72.2	67.8	83.7	66.1	89.2	67.0	68.9	62.6	69.4	77.3	67.9
700 - 759 PM	68.3	73.5	36.0	62.8	63.0	78.4	81.7	72.8	66.7	68.8	60.9	74.2	76.0	67.8
800 - 859 PM	69.9	59.2	41.0	66.1	69.0	80.6	70.5	77.3	63.6	64.4	64.6	72.8	77.0	68.0
900 - 959 PM	77.5	74.4	55.9	61.9	71.2	76.1	73.6	77.0	64.6	66.9	60.4	66.0	72.3	70.5
1000 - 1059 PM	75.9	72.3	65.7	56.2	71.8	74.3	75.9	77.6	65.3	68.8	70.4	70.4	70.9	70.7
1100 - 559 AM	70.5	72.3	80.2	64.9	76.3	75.9	73.1	77.2	66.6	78.7	68.3	72.3	78.4	75.5
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>74.8</b>	<b>74.7</b>	<b>51.8</b>	<b>67.3</b>	<b>75.3</b>	<b>81.0</b>	<b>79.5</b>	<b>81.2</b>	<b>69.9</b>	<b>66.4</b>	<b>68.0</b>	<b>75.7</b>	<b>80.4</b>	<b>74.1</b>

\* See Appendix at the end of this section for list of airport codes.

JANUARY 2004

## 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	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	91.4	86.1	90.7	92.0	84.7	90.8	95.5	91.6	91.7	86.5	98.4	94.0	83.6	94.5	93.6	86.3	96.0	87.8
700 - 759 AM	91.3	80.9	89.9	89.8	88.3	89.8	92.0	91.7	89.4	88.2	96.7	95.7	81.5	93.8	91.1	84.7	96.2	85.7
800 - 859 AM	89.5	76.8	86.0	90.5	85.3	89.5	87.9	89.7	82.7	84.4	90.6	94.2	84.1	90.6	92.2	82.7	90.8	80.6
900 - 959 AM	81.7	73.5	83.3	87.2	82.9	88.0	86.3	83.4	86.7	86.7	91.2	93.0	84.6	87.2	88.2	81.3	91.1	77.0
1000 - 1059 AM	83.6	86.7	84.4	85.8	84.9	90.6	84.4	84.1	84.2	84.7	84.9	91.5	83.2	85.2	87.1	84.9	89.3	82.7
1100 - 1159 AM	85.4	79.5	81.4	81.8	79.8	88.9	77.0	79.9	87.1	86.7	81.1	89.7	84.2	73.7	85.2	79.6	84.2	84.5
1200 - 1259 PM	85.2	82.3	82.5	86.3	78.5	85.8	82.0	77.6	78.8	87.0	76.7	91.0	78.9	77.6	81.2	80.0	79.7	78.6
100 - 159 PM	85.1	78.5	78.4	57.7	82.2	84.7	73.9	79.3	82.2	82.9	74.3	92.1	67.1	73.8	82.7	79.3	83.5	75.5
200 - 259 PM	84.8	80.8	78.6	83.9	79.4	85.5	76.6	73.8	83.3	80.9	65.6	88.0	85.7	76.9	78.8	75.2	79.7	68.1
300 - 359 PM	75.5	75.9	72.9	81.6	77.3	79.0	80.2	78.2	78.9	78.2	74.4	90.2	71.3	75.7	83.6	76.2	76.9	70.6
400 - 459 PM	77.4	77.6	77.0	79.1	73.9	77.3	77.7	76.7	68.4	73.9	66.0	91.7	74.9	77.8	82.2	74.1	77.0	70.3
500 - 559 PM	72.8	72.3	73.8	77.7	69.1	84.0	81.7	77.2	80.7	74.1	77.5	85.0	64.1	72.8	79.7	74.6	79.5	67.7
600 - 659 PM	71.8	76.2	76.6	79.4	72.2	82.5	77.1	68.4	70.9	74.4	76.5	83.2	69.9	74.8	82.9	67.7	82.2	68.6
700 - 759 PM	72.7	73.2	71.7	69.8	76.8	78.2	77.4	73.1	74.9	63.3	67.8	90.0	62.0	75.8	71.6	69.3	78.2	62.7
800 - 859 PM	74.1	81.7	73.5	78.1	72.1	80.7	76.0	69.7	75.3	63.0	69.7	89.0	63.9	81.8	82.7	67.6	72.8	67.7
900 - 959 PM	71.3	73.1	72.0	86.1	70.9	87.3	82.7	78.7	76.4	58.6	64.8	89.4	68.2	73.2	76.7	64.1	82.0	58.6
1000 - 1059 PM	74.6	63.3	76.2	87.5	70.5	J/	J/	67.9	50.0	100.0	77.4	91.5	65.6	80.7	89.8	75.0	74.2	74.2
1100 - 559 AM	77.8	91.1	90.3	J/	76.0	J/	85.6	95.1	74.2	88.8	100.0	96.0	93.8	83.3	87.0	100.0	100.0	84.6
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>79.9</b>	<b>78.4</b>	<b>79.9</b>	<b>83.2</b>	<b>77.9</b>	<b>85.2</b>	<b>81.1</b>	<b>79.3</b>	<b>80.7</b>	<b>79.6</b>	<b>79.5</b>	<b>90.2</b>	<b>74.8</b>	<b>80.2</b>	<b>85.0</b>	<b>77.6</b>	<b>84.1</b>	<b>74.5</b>

\* See Appendix at the end of this section for list of airport codes.

JANUARY 2004

## 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	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.4	93.7	84.9	82.1	88.0	93.5	89.1	93.2	88.4	92.0	90.8	92.3	96.2	90.1
700 - 759 AM	91.1	86.0	76.4	78.2	83.5	93.2	90.1	97.6	86.8	92.4	88.5	87.7	91.4	88.8
800 - 859 AM	93.0	78.5	70.0	78.3	83.6	91.4	83.3	93.5	82.7	87.4	81.4	90.2	94.3	85.7
900 - 959 AM	90.2	85.8	70.8	72.0	72.6	88.3	89.3	90.0	78.1	87.5	76.1	85.1	92.4	83.5
1000 - 1059 AM	84.1	81.1	65.3	78.5	80.5	82.8	90.3	81.6	76.8	82.5	80.5	87.1	89.9	82.4
1100 - 1159 AM	86.1	81.9	63.1	69.6	80.8	83.3	87.3	84.9	74.1	72.3	69.9	81.5	90.2	79.6
1200 - 1259 PM	83.5	76.9	65.3	72.5	82.9	81.3	82.9	80.4	71.8	69.6	74.7	80.4	87.2	79.3
100 - 159 PM	81.7	83.0	62.3	69.0	84.4	80.0	89.4	81.0	71.8	69.7	76.7	82.9	79.9	78.9
200 - 259 PM	86.3	80.6	54.0	67.0	82.0	78.8	80.5	75.9	70.9	66.3	71.8	78.4	84.0	77.0
300 - 359 PM	73.4	77.9	51.3	62.3	71.6	78.3	80.9	81.9	66.3	81.1	75.8	71.8	78.0	75.3
400 - 459 PM	70.2	77.1	50.1	78.3	75.8	75.6	81.7	82.3	68.2	80.7	74.4	74.6	83.6	73.9
500 - 559 PM	67.6	75.8	45.1	71.2	64.2	78.9	76.7	80.9	67.4	73.8	71.2	75.7	79.6	72.7
600 - 659 PM	71.1	79.3	44.2	67.4	66.3	73.9	76.5	89.0	67.7	81.9	78.8	72.5	78.9	72.1
700 - 759 PM	72.2	78.5	42.7	73.8	67.9	78.2	71.0	75.4	66.9	77.3	69.6	75.3	83.0	70.3
800 - 859 PM	65.0	74.0	42.9	66.3	68.8	78.8	83.0	84.6	66.7	76.9	69.3	78.3	80.4	71.9
900 - 959 PM	25.0	78.4	53.6	76.1	50.0	77.3	J/	85.5	70.8	85.8	70.5	75.8	82.9	73.6
1000 - 1059 PM	66.7	88.6	74.0	71.2	62.4	86.6	86.7	90.6	74.2	83.9	71.8	84.0	76.7	79.9
1100 - 559 AM	92.5	82.3	100.0	81.8	81.8	89.6	87.1	91.4	81.8	89.3	83.9	80.6	100.0	83.7
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>80.5</b>	<b>81.0</b>	<b>57.9</b>	<b>73.4</b>	<b>74.9</b>	<b>81.9</b>	<b>84.4</b>	<b>85.7</b>	<b>75.3</b>	<b>80.0</b>	<b>75.8</b>	<b>81.0</b>	<b>86.1</b>	<b>78.6</b>

\* See Appendix at the end of this section for list of airport codes.

JANUARY 2004

## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
AS	211	LAX-SEA	1951	31	93.55	45	36
OO	6816	FWA-ORD	1840	25	92.00	77	57
DH	7406	LEX-ORD	1046	25	92.00	56	31
OO	4110	SLC-IDA	1855	25	92.00	44	31
DL	2042	CVG-ORD	1850	24	91.67	39	31
MQ	4394	CMH-ORD	1843	31	90.32	65	53
MQ	4336	MDT-ORD	1852	31	90.32	44	38
AA	425	CLE-ORD	1858	26	88.46	61	42
DH	7371	BTV-ORD	1456	25	88.00	79	44
DH	7514	ORD-SYR	1810	25	88.00	60	33
DH	7508	ORD-MBS	1755	31	87.10	61	48
MQ	4049	ORD-CMH	1601	31	87.10	55	39
MQ	4292	SYR-ORD	1840	31	87.10	46	37
OH	5646	SLC-STL	1010	31	87.10	39	28
MQ	4338	BNA-ORD	1757	30	86.67	57	54
MQ	4380	CVG-ORD	2015	21	85.71	52	47
DH	7337	GRR-ORD	1716	21	85.71	47	45
UA	471	ORD-MSP	1845	20	85.00	32	29
MQ	4346	CMH-ORD	1607	26	84.62	60	41
OO	6861	LNK-ORD	1525	25	84.00	90	78
DH	7447	ORD-LNK	1650	25	84.00	55	32
MQ	4138	CID-ORD	1150	25	84.00	53	26
DH	7340	ORD-GRR	1615	25	84.00	49	32
AA	1861	MIA-ORD	1655	25	84.00	47	37
DH	7368	FSD-ORD	1825	25	84.00	47	36
DH	7339	GRR-ORD	1845	25	84.00	47	41
DH	7404	ORD-LEX	800	25	84.00	45	37
OO	6217	MOD-SFO	934	25	84.00	37	39
UA	521	GSO-ORD	818	25	84.00	27	21
DH	7649	BDL-ORD	1443	31	83.87	76	35

\* See Appendix at the end of this section for list of carrier codes.

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
DH	7455	GSP-ORD	1758	31	83.87	49	20
AA	1972	ATL-ORD	1247	31	83.87	43	32
AA	1415	ORD-MSP	1845	31	83.87	43	29
MQ	4175	ORD-DSM	1819	31	83.87	41	30
AA	1733	EWR-ORD	1805	27	81.48	83	26
MQ	4311	ORD-CVG	1952	26	80.77	51	40
MQ	4398	GRR-ORD	1924	26	80.77	37	36
AA	1134	MSP-ORD	1901	26	80.77	29	29
MQ	4194	GRR-ORD	1642	31	80.65	73	54
DH	7487	CHS-ORD	1725	31	80.65	67	40
DH	7617	HPN-ORD	1720	31	80.65	55	35
MQ	4234	ORD-BUF	1931	31	80.65	52	44
MQ	4093	ORD-CVG	1719	31	80.65	51	47
MQ	4226	DBQ-ORD	1714	31	80.65	51	40
DH	7612	ORD-HPN	1750	31	80.65	51	24
AS	225	LAX-SEA	2123	31	80.65	47	30
MQ	4320	CMH-ORD	839	31	80.65	32	31
DH	7411	ORD-LEX	1750	25	80.00	65	40
DH	7373	FWA-ORD	1604	25	80.00	63	55
OO	6836	MEM-ORD	1525	25	80.00	61	37
DH	7704	LNK-ORD	1830	25	80.00	59	45
DH	7503	MDT-ORD	1740	25	80.00	53	31
DH	7417	SYR-ORD	1000	25	80.00	49	30
DH	7263	AVP-ORD	1700	25	80.00	45	35

\* See Appendix at the end of this section for list of carrier codes.

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,306	85	6.5
ATLANTIC COAST	765	44	5.8
SKYWEST	1,202	22	1.8
AMERICAN	2,014	29	1.4
ALASKA	440	5	1.1
UNITED	1,490	14	0.9
AMERICA WEST	540	4	0.7
EXPRESSJET	997	6	0.6
COMAIR	1,010	4	0.4
NORTHWEST	1,351	4	0.3
US AIRWAYS	1,166	3	0.3
DELTA	1,885	4	0.2
SOUTHWEST	2,697	0	0.0
CONTINENTAL	810	0	0.0
ATLANTIC SOUTHEAST	746	0	0.0
AIRTRAN	406	0	0.0
ATA	224	0	0.0
JETBLUE	222	0	0.0
HAWAIIAN	128	0	0.0
<b>TOTAL</b>	<b>19,399</b>	<b>224</b>	<b>1.2</b>

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.

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	82.6	92.8	264	263
AGUADILLA PR (BQN)	90.3	100.0	31	31
AKRON/CANTON OH (CAK)	72.6	72.3	707	708
ALBANY NY (ALB)	71.1	77.7	1,351	1,348
ALBUQUERQUE NM (ABQ)	80.6	86.8	3,076	3,075
ALLENTOWN PA (ABE)	74.6	85.0	519	519
AMARILLO TX (AMA)	84.5	90.6	669	670
ANCHORAGE AK (ANC)	62.6	72.2	1,529	1,530
ASHEVILLE NC (AVL)	77.0	81.2	378	377
ATLANTA GA (ATL)	75.0	79.9	34,338	34,354
AUSTIN TX (AUS)	80.8	87.6	3,321	3,323
BAKERSFIELD CA (BFL)	88.7	81.5	239	243
BALTIMORE MD (BWI)	79.6	79.9	8,632	8,635
BANGOR ME (BGR)	64.6	73.8	401	400
BARROW AK (BRW)	77.4	72.6	62	62
BATON ROUGE LA (BTR)	83.4	86.7	639	639
BEAUMONT/PORT ARTHUR TX (BPT)	78.8	89.4	132	132
BETHEL AK (BET)	72.3	70.2	94	94
BILLINGS MT (BIL)	67.4	80.4	408	409
BINGHAMTON NY (BGM)	78.3	81.2	184	186
BIRMINGHAM AL (BHM)	78.4	84.3	1,838	1,842
BISMARCK ND (BIS)	74.1	91.4	185	185
BLOOMINGTON IL (BMI)	55.9	71.5	186	186
BOISE ID (BOI)	71.2	79.7	1,260	1,260
BOSTON MA (BOS)	76.8	78.4	10,133	10,129
BOZEMAN MT (BZN)	71.0	81.8	400	402
BRISTOL TN (TRI)	80.2	80.4	338	337
BROWNSVILLE TX (BRO)	83.1	92.3	142	142
BUFFALO NY (BUF)	68.0	74.3	2,128	2,130
BURBANK CA (BUR)	80.4	82.3	2,219	2,219
BURLINGTON VT (BTV)	69.7	73.9	666	666
CEDAR RAPIDS/IOWA CTY IA (CID)	56.8	67.4	516	518
CHAMPAIGN IL (CMI)	30.8	61.4	208	207
CHARLESTON SC (CHS)	77.9	81.4	1,150	1,153
CHARLESTON WV (CRW)	77.4	81.7	394	393
CHARLOTTE NC (CLT)	81.9	83.2	9,099	9,095
CHATTANOOGA TN (CHA)	78.6	82.4	420	420
CHICAGO IL (MDW)	74.1	74.5	7,597	7,599
CHICAGO IL (ORD)	51.8	57.9	32,715	32,713
CINCINNATI OH (CVG)	75.3	77.9	17,411	17,448
CLEVELAND OH (CLE)	74.4	84.2	7,284	7,280
COLLEGE STATION TX (CLL)	87.0	91.6	307	308
COLORADO SPRINGS CO (COS)	79.8	89.5	995	995

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	70.1	75.9	1,049	1,048
COLUMBUS OH (CMH)	71.8	81.7	3,145	3,137
CORDOVA AK (CDV)	61.3	72.6	62	62
CORPUS CHRISTI TX (CRP)	83.9	89.1	704	704
DALLAS/FT. WORTH TX (DAL)	87.0	86.3	3,774	3,781
DALLAS/FT. WORTH TX (DFW)	78.4	79.3	29,315	29,295
DAYTON OH (DAY)	69.2	77.9	1,284	1,286
DAYTONA BEACH FL (DAB)	78.4	78.9	343	342
DEADHORSE AK (SCC)	63.3	70.0	30	30
DENVER CO (DEN)	77.7	81.1	12,719	12,710
DES MOINES IA (DSM)	63.8	72.7	928	927
DETROIT MI (DTW)	75.5	80.7	11,900	11,885
DILLINGHAM AK (DLG)	53.8	53.8	13	13
DUBUQUE IA (DBQ)	32.3	55.9	93	93
DULUTH MN (DLH)	80.0	81.7	60	60
DURANGO CO (DRO)	67.2	72.9	58	59
DUTCH HARBOR AK (DUT)	34.5	32.7	55	55
EAGLE CO (EGE)	60.1	71.4	291	290
EL PASO TX (ELP)	81.8	89.0	1,724	1,722
ERIE PA (ERI)	68.0	69.3	75	75
EUGENE OR (EUG)	70.2	66.3	382	383
EVANSVILLE IN (EVV)	60.6	65.6	465	465
FAIRBANKS AK (FAI)	65.7	73.7	396	396
FARGO ND (FAR)	67.7	82.0	328	328
FAYETTEVILLE AR (XNA)	74.0	78.7	1,021	1,023
FAYETTEVILLE NC (FAY)	79.1	79.9	148	149
FLINT MI (FNT)	67.2	74.2	512	512
FRESNO CA (FAT)	78.6	80.1	1,124	1,140
FT. LAUDERDALE FL (FLL)	74.6	79.5	5,418	5,414
FT. MYERS FL (RSW)	74.4	83.7	1,904	1,904
FT. SMITH AR (FSM)	82.4	89.2	148	148
FT. WAYNE IN (FWA)	62.0	70.7	605	604
GRAND FORKS ND (GFK)	74.7	85.1	87	87
GRAND RAPIDS MI (GRR)	64.4	74.0	1,449	1,448
GREAT FALLS MT (GTF)	62.8	77.0	298	296
GREEN BAY WI (GRB)	64.5	79.6	529	529
GREENSBORO/HIGH PT. NC (GSO)	76.5	81.1	1,572	1,572
GREENVILLE/SPARTBG. SC (GSP)	69.7	76.4	1,151	1,151
GULFPORT/BILOXI MS (GPT)	83.7	85.4	473	472
GUNNISON CO (GUC)	77.8	86.7	45	45
HARLINGEN TX (HRL)	86.8	90.6	492	491
HARRISBURG PA (MDT)	67.6	73.5	991	993
HARTFORD CT/SPGFLD MA (BDL)	76.7	83.1	2,731	2,733

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HELENA MT (HLN)	70.0	70.1	203	204
HILO HAWAII HI (ITO)	92.3	92.3	194	194
HONOLULU OAHU HI (HNL)	80.4	89.9	2,839	2,839
HOUSTON TX (HOU)	83.4	81.3	4,964	4,963
HOUSTON TX (IAH)	83.0	90.2	16,261	16,255
HUNTSVILLE/DECATUR AL (HSV)	76.4	82.8	943	945
INDIANAPOLIS IN (IND)	73.5	80.3	3,618	3,621
INDIO/PALM SPRINGS CA (PSP)	80.8	81.0	1,181	1,180
ISLIP/LONG IS. NY (ISP)	79.4	81.4	1,051	1,051
JACKSON WY (JAC)	64.6	68.2	347	352
JACKSON/VICKSBURG MS (JAN)	80.4	87.3	960	961
JACKSONVILLE FL (JAX)	79.4	84.3	2,517	2,517
JUNEAU AK (JNU)	66.8	69.2	307	308
KAHULUI (OGG)	83.9	88.6	1,122	1,122
KALAMAZOO MI (AZO)	52.3	65.4	394	393
KALISPELL MT (FCA)	63.8	76.6	232	235
KANSAS CITY MO (MCI)	76.0	81.8	4,962	4,962
KETCHIKAN AK (KTN)	61.3	67.7	186	186
KEY WEST FL (EYW)	77.4	53.2	62	62
KILLEEN TX (ILE)	82.4	87.7	425	430
KING SALMON AK (AKN)	68.2	63.6	22	22
KNOXVILLE TN (TYS)	71.2	81.8	1,151	1,155
KODIAK AK (ADQ)	59.7	53.2	62	62
KONA HAWAII HI (KOA)	86.5	92.3	505	505
KOTZEBUE AK (OTZ)	63.4	70.7	82	82
LA CROSSE WI (LSE)	57.5	69.1	174	175
LAFAYETTE LA (LFT)	86.0	89.9	278	278
LANSING MI (LAN)	66.1	79.3	425	425
LAREDO TX (LRD)	81.7	90.0	180	180
LAS VEGAS NV (LAS)	78.1	80.2	12,769	12,772
LAWTON OK (LAW)	87.8	92.5	156	159
LEXINGTON/FRKFT KY (LEX)	71.7	77.6	791	782
LIHUE KAUAI HI (LIH)	87.4	91.2	611	611
LINCOLN NE (LNK)	47.5	63.2	339	340
LITTLE ROCK AR (LIT)	80.7	84.0	1,452	1,450
LONG BEACH CA (LGB)	77.5	86.7	962	964
LONGVIEW TX (GGG)	86.0	93.5	93	93
LOS ANGELES CA (LAX)	81.0	85.0	19,248	19,231
LOUISVILLE KY (SD)	74.9	80.5	1,970	1,972
LUBBOCK TX (LBB)	84.4	89.3	822	824
MADISON WI (MSN)	61.9	75.3	772	772
MANCHESTER NH (MHT)	76.9	82.3	1,773	1,777
MARQUETTE MI (MQT)	36.5	66.7	52	51

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MEDFORD OR (MFR)	74.0	70.4	362	362
MELBOURNE FL (MLB)	79.5	84.3	254	255
MEMPHIS TN (MEM)	79.8	83.2	4,154	4,152
MIAMI FL (MIA)	74.8	80.5	5,612	5,619
MIDLAND/ODESSA TX (MAF)	86.8	90.8	675	674
MILWAUKEE WI (MKE)	69.3	82.8	1,852	1,856
MINNEAPLS/ST.P MN (MSP)	74.7	81.0	12,200	12,172
MINOT ND (MOT)	71.9	88.5	96	96
MISSION/MCALLEN TX (MFE)	80.1	93.2	266	266
MISSOULA MT (MSO)	54.6	66.8	302	313
MOBILE AL/PASCAGOULA MS (MOB)	82.6	86.3	438	438
MOLINE IL (MLI)	66.2	74.1	325	324
MONROE LA (MLU)	88.1	89.4	303	303
MONTEREY CA (MRY)	89.4	83.8	625	625
MONTRROSE CO (MTJ)	71.6	69.5	275	275
MYRTLE BEACH SC (MYR)	83.1	84.3	497	491
NASHVILLE TN (BNA)	79.8	84.2	4,983	4,983
NEW ORLEANS LA (MSY)	80.1	87.2	4,484	4,485
NEW YORK NY (JFK)	74.4	74.8	6,826	6,805
NEW YORK NY (LGA)	68.6	77.6	10,526	10,526
NEWARK NJ (EWR)	72.6	79.6	12,751	12,745
NEWBURGH NY (SWF)	61.8	75.3	186	186
NOME AK (OME)	77.1	67.5	83	83
NORFOLK/VA BEACH VA (ORF)	72.1	80.4	1,982	1,982
OKLAHOMA CITY OK (OKC)	69.8	78.8	1,921	1,925
OMAHA NE (OMA)	73.0	80.0	1,789	1,789
ONTARIO CA (ONT)	82.3	86.0	3,044	3,040
ORANGE COUNTY CA (SNA)	81.0	84.3	4,084	4,090
ORLANDO FL (MCO)	78.5	84.1	8,506	8,506
PASCO WA (PSC)	62.5	63.7	312	311
PENSACOLA FL (PNS)	78.6	83.9	583	584
PEORIA IL (PIA)	51.8	61.7	342	342
PETERSBURG AK (PSG)	62.9	66.1	62	62
PHILADELPHIA PA (PHL)	75.3	74.9	9,202	9,200
PHOENIX AZ (PHX)	81.0	81.9	14,272	14,280
PITTSBURGH PA (PIT)	79.5	84.4	5,422	5,419
PORTLAND ME (PWM)	69.6	77.2	886	889
PORTLAND OR (PDX)	67.3	73.4	4,673	4,672
PROVIDENCE RI (PVD)	79.6	84.7	2,368	2,369
RALEIGH/DURHAM NC (RDU)	71.5	78.2	4,660	4,660
RAPID CITY SD (RAP)	71.3	83.7	404	405
RENO NV (RNO)	75.7	80.4	2,630	2,629
RICHMOND VA (RIC)	73.2	81.6	1,420	1,420

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ROANOKE VA (ROA)	77.1	77.2	477	482
ROCHESTER MN (RST)	56.8	72.4	169	170
ROCHESTER NY (ROC)	63.7	73.0	1,514	1,516
SACRAMENTO CA (SMF)	77.1	80.7	3,919	3,924
SAGINAW MI (MBS)	59.6	81.5	302	302
SALT LAKE CITY UT (SLC)	68.0	75.8	11,270	11,233
SAN ANGELO TX (SJT)	82.4	88.9	227	225
SAN ANTONIO TX (SAT)	77.2	86.0	3,250	3,251
SAN DIEGO CA (SAN)	81.2	85.7	7,176	7,171
SAN FRANCISCO CA (OAK)	81.7	83.3	5,797	5,797
SAN FRANCISCO CA (SFO)	66.4	80.0	10,746	10,722
SAN JOSE CA (SJC)	79.2	82.6	5,274	5,278
SAN JUAN PR (SJU)	74.3	82.5	2,378	2,379
SAN LUIS OBISPO CA (SBP)	91.3	88.2	458	458
SANTA BARBARA CA (SBA)	85.6	83.6	928	927
SARASOTA/BRAD. FL (SRQ)	75.9	84.4	569	571
SAVANNAH GA (SAV)	78.5	82.8	982	987
SCRANTON/WILKES-BARRE PA (AVP)	67.9	69.4	249	248
SEATTLE WA (SEA)	69.9	75.3	8,586	8,588
SHREVEPORT LA (SHV)	81.6	85.7	762	761
SIOUX FALLS SD (FSD)	58.8	72.4	524	525
SITKA AK (SIT)	55.9	78.3	93	92
SOUTH BEND IN (SBN)	66.4	74.7	381	380
SPOKANE WA (GEG)	66.9	72.9	1,154	1,164
SPRINGFIELD MO (SGF)	69.7	73.0	396	396
ST. CROIX VI (STX)	83.3	88.9	36	36
ST. LOUIS MO (STL)	75.7	81.0	4,997	4,987
ST. THOMAS VI (STT)	73.3	80.0	330	330
STEAMBOAT SPRINGS CO (HDN)	66.2	82.2	204	202
SYRACUSE NY (SYR)	65.7	76.3	1,147	1,149
TALLAHASSEE FL (TLH)	81.6	80.9	463	461
TAMPA FL (TPA)	80.4	86.1	5,807	5,810
TEXARKANA AR (TXK)	88.6	94.3	175	175
TOLEDO OH (TOL)	66.0	72.4	500	500
TRAVERSE CITY MI (TVC)	53.8	52.7	130	131
TUCSON AZ (TUS)	77.7	86.5	1,570	1,570
TULSA OK (TUL)	74.1	82.3	1,819	1,817
TYLER TX (TYR)	86.0	92.0	285	287
VALPARAISO FL (VPS)	79.3	81.5	498	498
WACO TX (ACT)	87.6	94.1	307	307
WASHINGTON DC (IAD)	80.4	82.4	8,633	8,632
WASHINGTON DC (DCA)	78.6	85.2	7,531	7,538
WEST PALM BEACH FL (PBI)	74.8	82.4	2,490	2,490

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WHITE PLAINS NY (HPN)	60.9	66.5	792	793
WICHITA FALLS TX (SPS)	85.6	92.0	188	188
WICHITA KS (ICT)	68.4	76.3	869	868
WILMINGTON NC (ILM)	83.9	85.1	329	329
WRANGELL AK (WRG)	62.9	62.9	62	62
YAKUTAT AK (YAK)	64.5	72.6	62	62

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE 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
ALASKA	14	7,475	562	7.5	46	13,281	1,019	7.7
ATLANTIC COAST	12	9,081	729	8.0	81	23,302	1,583	6.8
AMERICAN EAGLE	23	21,922	1,436	6.6	105	38,276	2,481	6.5
COMAIR	24	18,147	773	4.3	113	30,892	1,345	4.4
SKYWEST	13	19,663	640	3.3	106	36,623	1,385	3.8
AMERICAN	30	47,634	1,947	4.1	87	60,893	2,300	3.8
ATLANTIC SOUTHEAST	16	12,279	313	2.5	100	22,858	594	2.6
ATA	19	5,354	147	2.7	28	6,603	151	2.3
EXPRESSJET	23	13,513	361	2.7	103	28,336	638	2.3
DELTA	31	44,055	994	2.3	107	56,745	1,265	2.2
UNITED	30	36,644	879	2.4	82	45,809	1,017	2.2
SOUTHWEST	15	35,445	765	2.2	59	81,107	1,690	2.1
NORTHWEST	31	27,921	605	2.2	111	40,977	828	2.0
AMERICA WEST	27	13,502	264	2.0	50	16,278	314	1.9
US AIRWAYS	25	27,398	459	1.7	59	34,395	549	1.6
AIRTRAN	16	9,751	131	1.3	37	12,558	160	1.3
CONTINENTAL	30	19,084	212	1.1	78	24,391	240	1.0
HAWAIIAN	7	306	4	1.3	16	3,879	28	0.7
JETBLUE	10	4,354	17	0.4	22	6,784	24	0.4
<b>Total</b>		<b>373,528</b>	<b>11,238</b>	<b>3.0</b>	<b>Total</b>	<b>583,987</b>	<b>17,611</b>	<b>3.0</b>

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.

**JANUARY 2004**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	60,893	41,942	68.88%	2,300	3.78%	81	0.13%	3,513	5.77%	1,708	2.80%	7,107	11.67%	32	0.05%	4,210	6.91%
AS	13,281	8,991	67.70%	1,019	7.67%	56	0.42%	903	6.80%	125	0.94%	839	6.32%	42	0.32%	1,305	9.83%
B6	6,784	5,296	78.07%	24	0.35%	7	0.10%	417	6.15%	5	0.08%	549	8.09%	33	0.49%	452	6.67%
CO	24,391	19,480	79.87%	240	0.98%	33	0.14%	722	2.96%	129	0.53%	3,053	12.51%	18	0.07%	717	2.94%
DH	23,302	15,103	64.81%	1,583	6.79%	46	0.20%	2,085	8.95%	567	2.43%	2,406	10.33%	6	0.03%	1,506	6.46%
DL	56,745	43,434	76.54%	1,265	2.23%	62	0.11%	2,475	4.36%	319	0.56%	6,691	11.79%	20	0.04%	2,479	4.37%
EV	22,858	18,632	81.51%	594	2.60%	46	0.20%	1,132	4.95%	582	2.54%	1,468	6.42%	10	0.04%	394	1.73%
FL	12,558	9,188	73.16%	160	1.27%	13	0.10%	445	3.54%	16	0.13%	1,549	12.34%	0	0.00%	1,187	9.45%
HA	3,879	3,385	87.26%	28	0.72%	5	0.13%	270	6.96%	10	0.25%	7	0.19%	4	0.10%	170	4.39%
HP	16,278	12,427	76.34%	314	1.93%	21	0.13%	1,109	6.81%	54	0.33%	1,622	9.96%	24	0.15%	707	4.34%
MQ	38,276	25,130	65.65%	2,481	6.48%	81	0.21%	2,110	5.51%	476	1.24%	3,963	10.35%	9	0.02%	4,027	10.52%
NW	40,977	30,233	73.78%	828	2.02%	62	0.15%	2,678	6.54%	335	0.82%	5,476	13.36%	47	0.12%	1,318	3.22%
OH	30,892	22,458	72.70%	1,345	4.35%	76	0.25%	2,767	8.96%	1,909	6.18%	2,074	6.71%	8	0.03%	254	0.82%
OO	36,623	27,075	73.93%	1,385	3.78%	83	0.23%	3,969	10.84%	831	2.27%	1,831	5.00%	83	0.23%	1,366	3.73%
RU	28,336	21,798	76.93%	638	2.25%	38	0.13%	979	3.45%	185	0.65%	3,274	11.55%	12	0.04%	1,412	4.98%
TZ	6,603	4,520	68.45%	151	2.29%	6	0.09%	361	5.47%	38	0.58%	845	12.80%	14	0.22%	667	10.10%
UA	45,809	32,807	71.62%	1,017	2.22%	48	0.10%	2,548	5.56%	232	0.51%	5,947	12.98%	0	0.00%	3,210	7.01%
US	34,395	27,505	79.97%	549	1.60%	57	0.17%	1,333	3.87%	96	0.28%	2,867	8.34%	0	0.00%	1,988	5.78%
WN	81,107	67,721	83.50%	1,690	2.08%	194	0.24%	2,661	3.28%	291	0.36%	2,395	2.95%	60	0.07%	6,096	7.52%
<b>TOTAL</b>	<b>583,987</b>	<b>437,125</b>		<b>17,611</b>		<b>1,015</b>		<b>32,476</b>		<b>7,907</b>		<b>53,963</b>		<b>424</b>		<b>33,466</b>	
			<b>74.85%</b>		<b>3.02%</b>		<b>0.17%</b>		<b>5.56%</b>		<b>1.35%</b>		<b>9.24%</b>		<b>0.07%</b>		<b>5.73%</b>

**\*Causes of Delay:**

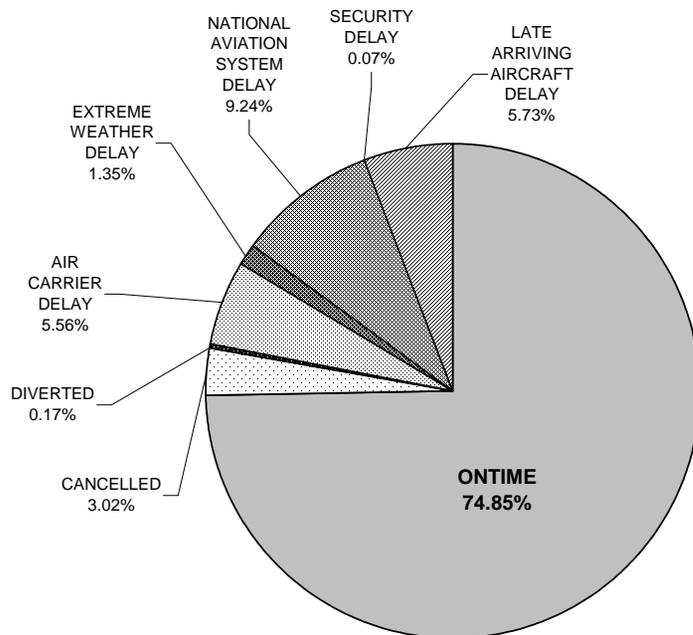
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

**\*\*See Appendix at the end of this section for list of carrier codes.**

**Note:** For additional airline-specific information, visit <http://www.bts.gov>

**JANUARY 2004**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 10. OVERALL CAUSES OF DELAY\***



**\*Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

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**Note:** For additional airline-specific information, visit <http://www.bts.gov>

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 31 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: Liberty 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: Reagan National	DCA

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

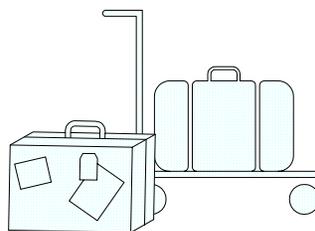
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways

**Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors**

HA	Hawaiian Airlines
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## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	JANUARY 2004			JANUARY 2003		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,911	920,956	3.16	2,803	870,731	3.22
2	CONTINENTAL AIRLINES	7,924	2,440,086	3.25	7,771	2,459,069	3.16
3	SOUTHWEST AIRLINES	19,210	5,527,985	3.48	22,316	5,655,710	3.95
4	JETBLUE AIRWAYS	3,096	849,945	3.64	2,469	662,850	3.72
5	HAWAIIAN AIRLINES	1,717	461,353	3.72	*	*	*
6	US AIRWAYS	10,243	2,663,519	3.85	10,509	2,659,514	3.95
7	AMERICA WEST AIRLINES	6,035	1,524,680	3.96	6,604	1,468,172	4.50
8	ALASKA AIRLINES	4,071	994,494	4.09	2,047	876,593	2.34
9	NORTHWEST AIRLINES	14,717	3,206,302	4.59	13,877	3,231,507	4.29
10	ATA AIRLINES	4,049	722,844	5.60	4,349	670,710	6.48
11	UNITED AIRLINES	25,015	4,434,315	5.64	23,550	4,687,430	5.02
12	DELTA AIR LINES	34,644	6,024,692	5.75	30,845	6,475,904	4.76
13	EXPRESSJET AIRLINES	4,770	827,843	5.76	2,689	682,099	3.94
14	AMERICAN AIRLINES	35,108	5,752,171	6.10	27,440	5,947,429	4.61
15	AMERICAN EAGLE AIRLINES	12,502	992,360	12.60	9,025	875,646	10.31
16	COMAIR	12,980	871,394	14.90	*	*	*
17	SKYWEST AIRLINES	15,961	950,423	16.79	6,800	744,185	9.14
18	ATLANTIC COAST AIRLINES	10,155	532,779	19.06	6,845	629,828	10.87
19	ATLANTIC SOUTHEAST AIRLINES	13,656	696,302	19.61	15,507	688,596	22.52
TOTALS		238,764	40,394,443	5.91	195,447	39,285,973	4.97

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, plus other carriers that report voluntarily. Reporting by Hawaiian (voluntary) effective November 2003. Reporting by Comair effective January 2004. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections of this report.

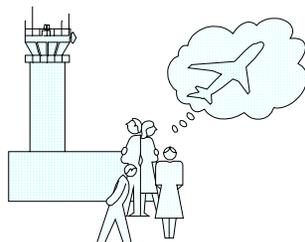
## OVERSALES

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 *and* operate aircraft with a passenger capacity of more than 60 seats (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 enplanements figures that are used to calculate the involuntary denied boarding rate do not include "shuttle" service on which reservations are not offered, nor do they include inbound international service, since the rule does not apply to these flights.



**OCTOBER - DECEMBER 2003**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	OCTOBER - DECEMBER 2003				OCTOBER - DECEMBER 2002			
		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>JETBLUE AIRWAYS</b>	4	0	2,377,510	<b>0.00</b>	*	*	*	*
2	<b>AMERICAN EAGLE AIRLINES</b>	245	5	352,336	<b>0.14</b>	217	9	272,877	<b>0.33</b>
3	<b>US AIRWAYS</b>	21,677	258	10,042,023	<b>0.26</b>	25,647	630	9,615,161	<b>0.66</b>
4	<b>AMERICA WEST AIRLINES</b>	9,845	161	4,967,920	<b>0.32</b>	14,663	80	4,975,675	<b>0.16</b>
5	<b>AIRTRAN AIRWAYS</b>	4,568	115	2,996,398	<b>0.38</b>	*	*	*	*
6	<b>NORTHWEST AIRLINES</b>	17,476	567	11,599,304	<b>0.49</b>	16,224	911	11,163,224	<b>0.82</b>
7	<b>AMERICAN AIRLINES</b>	17,175	1,126	19,693,148	<b>0.57</b>	30,682	1,184	21,069,812	<b>0.56</b>
8	<b>ATA AIRLINES</b>	998	151	2,323,876	<b>0.65</b>	*	*	*	*
9	<b>UNITED AIRLINES</b>	26,415	1,120	14,976,922	<b>0.75</b>	39,021	1,334	16,400,686	<b>0.81</b>
10	<b>HAWAIIAN AIRLINES</b>	284	109	1,416,878	<b>0.77</b>	*	*	*	*
11	<b>SOUTHWEST AIRLINES</b>	14,504	1,470	18,395,064	<b>0.80</b>	22,530	2,111	17,763,447	<b>1.19</b>
12	<b>DELTA AIR LINES</b>	43,603	2,346	20,208,431	<b>1.16</b>	49,703	3,799	21,267,637	<b>1.79</b>
13	<b>ALASKA AIRLINES</b>	6,443	478	3,704,804	<b>1.29</b>	4,919	318	3,361,246	<b>0.95</b>
14	<b>CONTINENTAL AIRLINES</b>	11,139	1,203	8,569,822	<b>1.40</b>	10,706	552	8,431,318	<b>0.65</b>
15	<b>ATLANTIC SOUTHEAST AIRLINES</b>	1,998	469	804,734	<b>5.83</b>	*	*	*	*
	<b>TOTALS</b>	176,374	9,578	122,429,170	<b>0.78</b>	214,312	10,928	114,321,083	<b>0.96</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 and operate aircraft with a passenger capacity of more than 60 seats. AirTran, ATA (formerly American Trans Air), Atlantic Southeast, and JetBlue were ranked in this section for the first time effective with the 1<sup>ST</sup> quarter 2003. Hawaiian Airlines was ranked in this section for the first time with the 4<sup>th</sup> quarter 2003.

**JANUARY - DECEMBER 2003**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - DECEMBER 2003				JANUARY - DECEMBER 2002			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<i>JETBLUE AIRWAYS</i>	19	0	9,011,552	<b>0.00</b>	*	*	*	*
2	<i>US AIRWAYS</i>	87,051	1,330	39,088,401	<b>0.34</b>	101,084	1,526	43,978,481	<b>0.35</b>
3	<i>AMERICAN EAGLE AIRLINES</i>	757	38	1,005,018	<b>0.38</b>	1,103	19	1,001,798	<b>0.19</b>
4	<i>AMERICA WEST AIRLINES</i>	49,415	820	20,355,547	<b>0.40</b>	52,593	385	19,711,035	<b>0.20</b>
5	<i>AMERICAN AIRLINES</i>	90,088	4,815	81,243,021	<b>0.59</b>	135,989	2,650	86,792,674	<b>0.31</b>
6	<i>UNITED AIRLINES</i>	107,589	3,929	60,570,978	<b>0.65</b>	112,673	4,395	65,530,209	<b>0.69</b>
7	<i>NORTHWEST AIRLINES</i>	81,692	3,298	46,843,255	<b>0.70</b>	76,878	2,809	46,993,514	<b>0.60</b>
8	<i>ALASKA AIRLINES</i>	19,608	1,223	15,023,499	<b>0.81</b>	24,921	1,657	14,132,047	<b>1.17</b>
9	<i>ATA AIRLINES</i>	3,518	834	9,375,960	<b>0.89</b>	*	*	*	*
10	<i>SOUTHWEST AIRLINES</i>	84,826	7,622	74,719,340	<b>1.02</b>	87,486	7,928	72,462,123	<b>1.09</b>
11	<i>CONTINENTAL AIRLINES</i>	48,257	3,626	34,338,402	<b>1.06</b>	46,771	3,051	35,215,605	<b>0.87</b>
12	<i>DELTA AIR LINES</i>	127,039	10,342	79,596,557	<b>1.30</b>	163,846	9,222	83,386,595	<b>1.11</b>
13	<i>AIRTRAN AIRWAYS</i>	19,344	1,677	11,601,332	<b>1.45</b>	*	*	*	*
14	<i>ATLANTIC SOUTHEAST AIRLINES</i>	7,657	2,378	3,024,407	<b>7.86</b>	*	*	*	*
--	<i>HAWAIIAN AIRLINES</i>	*	*	*	*	*	*	*	*
	<b>TOTALS</b>	726,860	41,932	485,797,269	<b>0.86</b>	803,344	33,642	467,204,981	<b>0.72</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 and operate aircraft with a passenger capacity of more than 60 seats. AirTran, ATA (formerly American Trans Air), Atlantic Southeast, and JetBlue were ranked in this table for the first time effective with the 1<sup>st</sup> quarter 2003. Hawaiian Airlines ranked in the "Passengers Denied Boarding" section for the first time with the 4<sup>th</sup> quarter 2003.

## 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) or security complaints (which are handled by the Transportation Security 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 is 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, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY 2004				JANUARY 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	529	107	1	69	533	65	3	55
FOREIGN AIRLINES	117	2	0	6	129	1	0	4
TRAVEL AGENTS	21	2	0	1	24	1	0	0
TOUR OPERATORS	2	0	0	1	2	1	0	1
MISCELLANEOUS	10	5	0	156	6	12	0	22
<b>INDUSTRY TOTALS</b>	<b>679</b>	<b>116</b>	<b>1</b>	<b>233</b>	<b>694</b>	<b>80</b>	<b>3</b>	<b>82</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY 2004			JANUARY 2003		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	169		1	141	
CANCELLATIONS			53			40
DELAYS			42			46
MISCONNECTIONS			42			18
BAGGAGE	2	127		2	130	
RES/TKTG/BOARDING	3	105		4	89	
CUSTOMER SERVICE	4	91		3	107	
REFUNDS	5	54		5	72	
DISABILITY	6	45		8	30	
OVERSALES	7	30		7	41	
OTHER	8	27		9	23	
FREQUENT FLYER			22			17
FARES	9	18		6	44	
DISCRIMINATION	10	11		10	13	
ADVERTISING	11	1		11	4	
ANIMALS	11	1		12	0	
COMPLAINT TOTAL		679			694	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY\*  
JANUARY 2004

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
AIR WISCONSIN	13	0	0	0	0	1	2	1	0	0	0	0	17
AIRTRAN AIRWAYS	2	1	1	0	1	2	5	3	0	0	0	2	17
ALASKA AIRLINES	4	0	1	0	0	3	6	0	0	1	0	1	16
AMERICA WEST AIRLINES	9	1	3	1	1	2	0	2	0	0	0	0	19
AMERICAN AIRLINES	18	3	14	3	2	13	12	6	0	2	0	4	77
AMERICAN EAGLE AIRLINES	2	1	2	0	0	0	1	1	0	0	0	0	7
ATA AIRLINES	8	0	1	0	0	4	1	0	0	0	0	0	14
ATLANTIC COAST AIRLINES	8	0	1	0	0	2	1	0	0	0	0	0	12
COMAIR	3	0	0	0	0	2	1	0	0	0	0	1	7
CONTINENTAL AIRLINES	0	0	4	0	1	7	5	4	0	0	0	0	21
DELTA AIRLINES	9	3	22	3	5	16	7	5	0	0	1	6	77
JETBLUE AIRWAYS	2	0	0	0	0	2	1	0	0	0	0	0	5
MESA AIRLINES	2	0	2	0	0	0	0	0	0	1	0	0	5
NORTH AMERICAN AIRLINES	1	1	0	0	0	2	0	1	0	0	0	0	5
NORTHWEST AIRLINES	14	4	5	3	5	7	5	4	1	1	0	4	53
SOUTHWEST AIRLINES	1	0	1	0	0	3	2	1	0	1	0	0	9
UNITED AIRLINES	13	3	7	0	5	16	15	3	0	2	0	3	67
UNITED EXPRESS	3	0	0	0	0	1	1	0	0	0	0	0	5
US AIRWAYS	3	1	3	2	4	7	4	3	0	2	0	2	31
WORLD AIRWAYS	5	0	0	0	0	0	0	0	0	0	0	0	5
OTHER U. S. AIRLINES	26	5	3	2	4	8	8	3	0	0	0	1	60
<b>TOTAL JANUARY 2004</b>	<b>146</b>	<b>23</b>	<b>70</b>	<b>14</b>	<b>28</b>	<b>98</b>	<b>77</b>	<b>37</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>24</b>	<b>529</b>
% OF TOTAL COMPLAINTS	27.6	4.3	13.2	2.6	5.3	18.5	14.6	7.0	0.2	1.9	0.2	4.5	
<b>TOTAL JANUARY 2003</b>	<b>122</b>	<b>29</b>	<b>72</b>	<b>33</b>	<b>43</b>	<b>86</b>	<b>89</b>	<b>28</b>	<b>1</b>	<b>13</b>	<b>0</b>	<b>17</b>	<b>533</b>
% OF TOTAL COMPLAINTS	22.9	5.4	13.5	6.2	8.1	16.1	16.7	5.3	0.2	2.4	0.0	3.2	

\* 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  
JANUARY 2004

U. S. AIRLINES*	COMPS RECD IN JAN.	INCI - DENTS IN JAN.	PERCENT	INCI - DENTS IN DEC.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	17	6	35.3	6	35.3	2	11.8	3	17.6
AIRTRAN AIRWAYS	17	5	29.4	9	52.9	3	17.6	0	0.0
ALASKA AIRLINES	16	10	62.5	2	12.5	3	18.8	1	6.2
AMERICA WEST AIRLINES	19	8	42.1	9	47.4	1	5.3	1	5.3
AMERICAN AIRLINES	77	18	23.4	37	48.1	13	16.9	9	11.7
AMERICAN EAGLE AIRLINES	7	3	42.9	0	0.0	3	42.9	1	14.3
ATA AIRLINES	14	10	71.4	4	28.6	0	0.0	0	0.0
ATLANTIC COAST AIRLINES	12	8	66.7	4	33.3	0	0.0	0	0.0
COMAIR	7	4	57.1	2	28.6	0	0.0	1	14.3
CONTINENTAL AIRLINES	21	2	9.5	15	71.4	3	14.3	1	4.8
DELTA AIRLINES	77	28	36.4	20	26.0	19	24.7	10	13.0
JETBLUE AIRWAYS	5	3	60.0	1	20.0	1	20.0	0	0.0
MESA AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
NORTH AMERICAN AIRLINES	5	2	40.0	1	20.0	0	0.0	2	40.0
NORTHWEST AIRLINES	53	10	18.9	17	32.1	18	34.0	8	15.1
SOUTHWEST AIRLINES	9	4	44.4	2	22.2	3	33.3	0	0.0
UNITED AIRLINES	67	21	31.3	25	37.3	15	22.4	6	9.0
UNITED EXPRESS	5	0	0.0	3	60.0	0	0.0	2	40.0
US AIRWAYS	31	6	19.4	9	29.0	5	16.1	11	35.5
WORLD AIRWAYS	5	3	60.0	1	20.0	0	0.0	1	20.0
OTHER U. S. AIRLINES	60	16	26.7	23	38.3	17	28.3	4	6.7
<b>TOTALS</b>	<b>529</b>	<b>170</b>	<b>32.1</b>	<b>191</b>	<b>36.1</b>	<b>107</b>	<b>20.2</b>	<b>61</b>	<b>11.5</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>533</b>	<b>153</b>	<b>28.7</b>	<b>209</b>	<b>39.2</b>	<b>124</b>	<b>23.3</b>	<b>47</b>	<b>8.8</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\*\*

JANUARY 2004

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMAR	1	0	1	0	6	1	0	0	0	0	0	0	9
AIR FRANCE	0	0	0	0	1	5	1	2	0	0	0	1	10
AIR INDIA	2	0	2	0	0	0	3	0	0	0	0	0	7
AIR JAMAICA	1	0	1	0	0	3	0	0	0	0	0	0	5
BRITISH AIRWAYS	3	0	2	1	2	1	0	0	0	0	0	1	10
IBERIA AIRLINES	2	2	1	0	0	1	2	0	0	0	0	0	8
KLM	1	1	1	0	1	1	0	0	0	0	0	0	5
LUFTHANSA	1	1	3	0	0	0	1	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	8	3	11	1	6	13	7	6	0	1	0	1	57
<b>TOTALS</b>	<b>19</b>	<b>7</b>	<b>22</b>	<b>2</b>	<b>16</b>	<b>25</b>	<b>14</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>117</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	2	0	9	2	8	0	0	0	0	0	0	0	21
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>9</b>	<b>2</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>21</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	1	0	0	0	0	0	0	0	0	0	2
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	1	0	3	0	2	4	0	0	0	0	0	0	10
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>

NOTE: Pursuant to Section 421(a) of Vision 100 (Public Law 108-176-December 12, 2003), DOT's Aviation Consumer Protection Division reports that 11 complaints were received in January 2004 by that office concerning the Department of Homeland Security's Transportation Security Administration's (TSA) screening of airline passengers and their bags. The complaints were forwarded to TSA.

\* 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

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

RANK	AIRLINE	JANUARY 2004			JANUARY 2003		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	9	5,364,488	0.17	16	5,490,506	0.29
2	<i>SKYWEST AIRLINES</i>	2	918,546	0.22	7	816,707	0.86
3	<i>EXPRESSJET AIRLINES</i>	2	878,450	0.23	0	703,793	0.00
4	<i>ATLANTIC SOUTHEAST AIRLINES</i>	3	716,054	0.42	3	696,369	0.43
5	<i>JETBLUE AIRWAYS</i>	5	826,052	0.61	3	644,194	0.47
6	<i>CONTINENTAL AIRLINES</i>	21	2,969,524	0.71	44	2,928,645	1.50
7	<i>AMERICAN EAGLE AIRLINES</i>	7	959,160	0.73	14	838,584	1.67
8	<i>COMAIR</i>	7	862,546	0.81	*	*	*
9	<i>HAWAIIAN AIRLINES</i>	4	461,353	0.87	*	*	*
10	<i>US AIRWAYS</i>	31	2,973,771	1.04	35	2,904,629	1.20
11	<i>AMERICAN AIRLINES</i>	77	6,957,086	1.11	101	7,022,626	1.44
12	<i>DELTA AIR LINES</i>	77	6,334,653	1.22	88	6,779,411	1.30
13	<i>AMERICA WEST AIRLINES</i>	19	1,549,799	1.23	21	1,475,951	1.42
14	<i>UNITED AIRLINES</i>	67	5,019,825	1.33	45	5,214,354	0.86
15	<i>NORTHWEST AIRLINES</i>	53	3,802,866	1.39	43	3,849,662	1.12
16	<i>ALASKA AIRLINES</i>	16	1,122,162	1.43	4	1,049,016	0.38
17	<i>ATA AIRLINES</i>	14	754,958	1.85	11	736,453	1.49
18	<i>AIRTRAN AIRWAYS</i>	17	893,013	1.90	7	814,330	0.86
19	<i>ATLANTIC COAST AIRLINES</i>	12	551,143	2.18	10	646,290	1.55
	<b>TOTAL</b>	<b>443</b>	<b>43,915,449</b>	<b>1.01</b>	<b>452</b>	<b>42,611,520</b>	<b>1.06</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, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections. November 2003 was the first ranking of Hawaiian Airlines (voluntary reporting of flight delay and mishandled baggage data). This report includes the first ranking of Comair.

## **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 made 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.

