



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: May 2004*

<b>Flight Delays*</b>	March 2004 12 Months Ending March 2004
<b>Mishandled Baggage*</b>	March 2004 January-March 2004
<b>Oversales*</b>	1 <sup>st</sup> Quarter 2004
<b>Consumer Complaints**</b> (Includes Disability and Discrimination Complaints)	March 2004 January-March 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.

MARCH 2004

## 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	81.0	15	91.7
ATLANTIC SOUTHEAST AIRLINES S/	17	87.5	97	87.8
SKYWEST AIRLINES S/	13	86.8	104	87.1
AIRTRAN AIRWAYS S/	17	85.6	37	85.3
JETBLUE AIRWAYS S/	10	83.5	23	85.0
COMAIR S/	25	84.2	113	84.4
US AIRWAYS S/	25	84.1	60	84.1
SOUTHWEST AIRLINES S/	15	84.2	59	83.9
DELTA AIRLINES S/	31	83.6	101	83.7
UNITED AIRLINES S/	30	80.8	81	80.8
ATA AIRLINES S/	19	79.8	27	80.4
ALASKA AIRLINES S/	14	82.3	45	80.2
CONTINENTAL AIRLINES S/	29	79.3	78	79.9
NORTHWEST AIRLINES S/	31	79.0	111	79.2
AMERICAN AIRLINES S/	30	78.3	86	79.0
EXPRESSJET AIRLINES S/	23	76.8	106	78.4
AMERICA WEST AIRLINES S/	27	75.2	50	74.8
ATLANTIC COAST AIRLINES S/	13	71.0	76	74.0
AMERICAN EAGLE AIRLINES S/	23	74.1	106	72.8
<b>TOTAL</b>		<b>81.0</b>		<b>81.3</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.

## MARCH 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	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		JAN-04		FEB-04		MAR-04		12 MONTHS ENDING MARCH 2004		DATABASE TO DATE SEP. 1987-MAR. 2004	
	04-06 2003		07-09 2003		10-12 2003		01-03 2004											
	%	Rank	%	Rank	%	Rank												
AIRTRAN	81.2	(14)	75.3	(16)	78.8	(13)	75.0	(15)	73.2	(12)	65.7	(19)	85.3	(4)	77.5	(14)	--	(--)
ALASKA	85.4	(7)	81.4	(8)	76.5	(15)	75.5	(14)	67.7	(17)	78.6	(9)	80.2	(12)	79.8	(11)	76.3	(8)
AMERICA WEST	86.5	(4)	83.0	(6)	81.8	(6)	74.3	(16)	76.3	(9)	71.7	(17)	74.8	(17)	81.4	(7)	78.7	(5)
AMERICAN	83.8	(12)	78.6	(12)	80.0	(11)	74.3	(17)	68.9	(15)	75.0	(13)	79.0	(15)	79.2	(13)	79.3	(3)
AMERICAN EAGLE	83.0	(13)	79.0	(11)	74.9	(17)	70.9	(18)	65.7	(18)	74.4	(14)	72.8	(19)	76.8	(16)	75.8	(10)
ATA	83.8	(11)	81.9	(7)	80.2	(10)	76.1	(13)	68.5	(16)	79.4	(8)	80.4	(11)	80.4	(10)	--	(--)
ATLANTIC COAST	78.9	(16)	78.4	(13)	75.5	(16)	70.6	(19)	64.8	(19)	73.0	(16)	74.0	(18)	75.9	(17)	--	(--)
ATLANTIC SOUTHEAST	75.0	(17)	71.5	(17)	82.0	(5)	81.0	(5)	81.5	(3)	73.1	(15)	87.8	(2)	77.4	(15)	--	(--)
COMAIR	--	(--)	--	(--)	--	(--)	78.1	(9)	72.7	(13)	77.2	(12)	84.4	(6)	--	(--)	--	(--)
CONTINENTAL	85.4	(6)	79.5	(10)	81.1	(9)	79.9	(6)	79.9	(5)	79.9	(7)	79.9	(13)	81.5	(5)	78.9	(4)
DELTA	85.1	(9)	81.0	(9)	81.3	(8)	77.2	(11)	76.5	(8)	70.9	(18)	83.7	(9)	81.0	(8)	77.8	(7)
EXPRESSJET	84.5	(10)	77.7	(14)	78.4	(14)	78.6	(8)	76.9	(7)	80.4	(6)	78.4	(16)	79.7	(12)	--	(--)
HAWAIIAN	--	(--)	--	(--)	--	(--)	89.5	(1)	87.3	(1)	89.6	(1)	91.7	(1)	--	(--)	--	(--)
JETBLUE	87.5	(3)	86.2	(3)	86.7	(1)	83.8	(2)	78.1	(6)	88.2	(2)	85.0	(5)	85.9	(2)	--	(--)
NORTHWEST	85.2	(8)	83.4	(4)	81.4	(7)	76.8	(12)	73.8	(11)	77.4	(11)	79.2	(14)	81.7	(4)	80.0	(2)
SKYWEST	90.6	(1)	91.2	(1)	82.8	(4)	79.7	(7)	73.9	(10)	78.1	(10)	87.1	(3)	85.8	(3)	--	(--)
SOUTHWEST	88.8	(2)	86.5	(2)	85.2	(2)	83.2	(3)	83.5	(2)	82.2	(4)	83.9	(8)	85.9	(1)	82.8	(1)
UNITED	85.9	(5)	83.3	(5)	78.8	(12)	78.0	(10)	71.6	(14)	81.9	(5)	80.8	(10)	81.5	(6)	76.2	(9)
US AIRWAYS	80.8	(15)	75.8	(15)	83.3	(3)	82.5	(4)	80.0	(4)	83.5	(3)	84.1	(7)	80.6	(9)	78.6	(6)
<b>Total</b>	<b>84.7</b>		<b>81.4</b>		<b>80.8</b>		<b>77.9</b>		<b>74.9</b>		<b>77.5</b>		<b>81.3</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.

MARCH 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*	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	712	78.7	1599	73.0	532	82.1	178	88.8	H/		910	79.6	736	82.6	13855	86.9
AS	H/		31	74.2	H/		H/		H/		31	90.3	213	89.2	H/	
B6	H/		341	90.6	H/		H/		H/		H/		62	85.5	H/	
CO	398	78.6	547	74.2	263	79.5	H/		H/		388	83.8	359	79.4	333	79.9
DH	H/		747	78.8	H/		279	80.6	2805	83.3	31	80.6	H/		H/	
DL	17872	83.2	1599	81.6	461	81.1	248	77.4	4701	86.1	1052	86.6	527	87.1	1797	88.6
EV	6465	87.6	31	90.3	3	0.0	31	96.8	62	82.3	124	81.5	132	90.9	4401	88.9
FL	4785	85.6	457	87.5	903	88.5	H/		H/		155	94.8	97	75.3	340	87.9
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	155	74.8	247	62.8	155	61.3	H/		H/		93	58.1	310	70.6	302	66.6
MQ	H/		1803	78.0	212	77.8	159	73.0	332	63.6	783	80.2	H/		6074	88.0
NW	441	75.3	422	77.5	364	74.7	213	81.7	54	70.4	592	81.2	418	77.8	414	76.6
OH	3284	81.4	379	90.8	124	80.6	85	82.4	9400	85.6	809	90.0	H/		39	76.9
OO	H/		H/		H/		H/		H/		H/		2300	89.8	685	86.7
RU	190	74.2	30	80.0	132	67.4	432	77.1	276	68.5	262	77.9	87	93.1	194	86.6
TZ	H/		103	77.7	H/		112	91.1	H/		109	80.7	143	85.3	142	78.9
UA	342	67.8	877	78.7	493	82.8	248	76.6	62	72.6	416	75.5	7216	90.3	523	80.7
US	166	75.9	1708	83.4	461	85.2	7154	89.3	H/		2174	90.8	279	85.7	286	83.9
WN	H/		H/		4795	84.9	H/		H/		H/		H/		H/	
<b>TOTAL</b>	<b>34810</b>	<b>83.6</b>	<b>10921</b>	<b>79.5</b>	<b>8898</b>	<b>83.3</b>	<b>9139</b>	<b>87.3</b>	<b>17692</b>	<b>84.6</b>	<b>7929</b>	<b>84.9</b>	<b>12879</b>	<b>88.2</b>	<b>29385</b>	<b>86.9</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	503	78.9	791	68.5	814	77.8	394	78.2	1300	71.8	791	82.2	2663	85.1	1983	65.5
AS	H/		62	82.3	H/		H/		H/		426	80.8	698	85.0	H/	
B6	H/		H/		682	83.0	H/		2784	81.4	217	88.9	H/		H/	
CO	204	77.0	5103	72.5	489	80.6	7347	85.2	31	80.6	521	81.4	542	86.2	337	71.2
DH	124	95.2	205	72.2	H/		H/		461	81.6	H/		H/		182	78.0
DL	302	81.1	701	69.5	1054	80.5	279	75.6	965	75.0	800	84.1	1236	86.6	2043	78.4
EV	62	80.6	H/		H/		154	85.1	76	73.7	H/		H/		H/	
FL	H/		155	71.0	438	84.0	H/		H/		62	91.9	H/		399	79.2
HA	H/		H/		H/		H/		H/		31	83.9	93	79.6	H/	
HP	155	59.4	186	46.8	66	53.0	151	62.9	341	49.0	2848	76.3	706	76.5	H/	
MQ	132	72.7	296	64.2	16	81.2	98	71.4	292	78.4	H/		1941	88.2	1580	70.3
NW	9684	81.9	418	69.1	252	73.8	333	68.5	93	77.4	477	76.7	453	83.4	588	68.9
OH	330	81.8	66	60.6	128	86.7	148	85.8	309	79.3	H/		H/		1271	77.4
OO	H/		H/		H/		944	85.5	H/		185	73.0	4049	85.0	H/	
RU	217	68.7	4682	69.9	H/		6665	82.5	31	80.6	H/		H/		163	71.2
TZ	H/		183	69.4	124	83.9	H/		H/		183	86.3	258	89.1	312	73.1
UA	333	79.3	634	72.9	186	71.5	341	75.7	372	79.6	966	84.2	3134	89.5	642	70.4
US	58	84.5	237	68.8	682	73.8	286	85.7	H/		336	76.2	325	80.0	1422	84.5
WN	503	76.7	H/		1140	81.1	166	77.7	H/		5603	85.7	3399	84.3	H/	
<b>TOTAL</b>	<b>12607</b>	<b>81.0</b>	<b>13719</b>	<b>70.5</b>	<b>6071</b>	<b>79.4</b>	<b>17306</b>	<b>83.0</b>	<b>7055</b>	<b>76.8</b>	<b>13446</b>	<b>82.3</b>	<b>19497</b>	<b>85.7</b>	<b>10922</b>	<b>74.1</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	938	80.7	147	81.6	3610	86.0	447	64.9	8594	61.5	212	74.5	662	74.5	554	82.9
AS	62	91.9	H/		31	90.3	H/		31	83.9	1270	83.6	H/		337	81.0
B6	403	84.9	H/		H/		H/		H/		H/		H/		H/	
CO	560	80.2	142	71.8	342	81.0	195	73.3	444	54.7	93	76.3	145	67.6	326	82.8
DH	H/		43	74.4	H/		H/		4231	57.1	H/		333	75.7	H/	
DL	1531	87.0	155	80.0	372	84.1	372	76.6	530	57.7	310	89.0	518	77.4	341	83.6
EV	H/		H/		H/		62	85.5	116	66.4	H/		1	100.0	66	78.8
FL	737	89.3	247	75.7	151	85.4	186	81.7	H/		H/		582	85.6	H/	
HA	H/		H/		H/		H/		H/		62	74.2	H/		31	90.3
HP	94	66.0	H/		61	70.5	186	58.1	243	45.3	217	66.8	186	59.1	5654	84.4
MQ	16	100.0	62	79.0	121	80.2	88	65.9	6931	56.3	H/		274	73.0	H/	
NW	584	81.8	344	73.3	291	81.4	9924	79.8	661	57.2	124	78.2	422	74.6	434	75.3
OH	465	90.3	50	76.0	62	85.5	248	85.9	168	54.2	H/		23	82.6	31	90.3
OO	H/		H/		H/		1	0.0	346	58.4	635	87.9	H/		433	88.9
RU	17	94.1	133	85.0	29	82.8	222	80.6	203	53.2	H/		187	68.4	31	93.5
TZ	234	79.5	2563	80.1	93	86.0	166	77.1	H/		H/		117	74.4	127	84.3
UA	618	85.1	H/		310	85.2	635	73.2	10220	70.8	787	86.7	652	70.6	632	85.9
US	880	80.2	H/		318	77.0	152	88.8	499	59.5	H/		5173	78.9	248	81.0
WN	1988	85.2	3926	81.7	H/		H/		H/		1041	85.8	H/		5465	85.0
<b>TOTAL</b>	<b>9127</b>	<b>84.3</b>	<b>7812</b>	<b>80.4</b>	<b>5791</b>	<b>84.5</b>	<b>12884</b>	<b>78.6</b>	<b>33217</b>	<b>62.2</b>	<b>4751</b>	<b>83.9</b>	<b>9275</b>	<b>77.0</b>	<b>14710</b>	<b>84.3</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*	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	86.5	611	80.9	546	78.9	1040	82.7	248	75.8	1658	86.3	647	85.5
AS	H/		325	84.3	3967	80.7	391	84.1	H/		H/		H/	
B6	H/		93	89.2	31	77.4	H/		62	85.5	H/		248	88.7
CO	19	78.9	242	83.5	341	78.9	451	82.0	93	68.8	55	90.9	438	81.7
DH	219	89.5	H/		H/		H/		H/		30	80.0	H/	
DL	217	84.8	434	88.5	465	84.5	612	87.4	2936	90.8	244	80.3	1023	89.0
EV	31	96.8	H/		H/		H/		93	78.5	H/		H/	
FL	155	87.1	H/		H/		H/		H/		H/		465	87.3
HA	H/		31	67.7	90	86.7	31	83.9	H/		H/		H/	
HP	31	51.6	367	72.2	279	66.3	492	72.8	93	68.8	124	78.2	93	48.4
MQ	213	59.6	904	86.5	H/		171	78.4	H/		93	75.3	H/	
NW	232	82.3	186	75.3	341	67.2	306	79.7	124	70.2	414	84.1	486	80.7
OH	176	84.7	H/		31	74.2	H/		403	92.1	279	84.9	31	96.8
OO	H/		633	88.3	395	88.6	2980	82.6	5974	90.6	H/		H/	
RU	257	70.0	H/		H/		H/		60	78.3	344	82.6	H/	
TZ	89	83.1	H/		120	52.5	281	81.9	H/		H/		H/	
UA	186	74.2	725	87.9	982	84.7	3987	86.5	279	73.8	209	74.6	341	85.0
US	3344	86.7	151	82.1	123	78.9	271	86.3	H/		H/		704	82.8
WN	H/		2501	82.9	1072	85.2	H/		1181	83.9	1772	83.2	1774	84.8
<b>TOTAL</b>	<b>5324</b>	<b>83.9</b>	<b>7203</b>	<b>83.8</b>	<b>8783</b>	<b>80.7</b>	<b>11013</b>	<b>83.8</b>	<b>11546</b>	<b>88.6</b>	<b>5222</b>	<b>83.6</b>	<b>6250</b>	<b>84.7</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 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/  
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT *																		
<u>SCHEDULED ARRIVAL TIME</u>	<u>ATL</u>	<u>BOS</u>	<u>BWI</u>	<u>CLT</u>	<u>CVG</u>	<u>DCA</u>	<u>DEN</u>	<u>DFW</u>	<u>DTW</u>	<u>EWR</u>	<u>FLL</u>	<u>IAH</u>	<u>JFK</u>	<u>LAS</u>	<u>LAX</u>	<u>LGA</u>	<u>MCO</u>	<u>MDW</u>
600 - 659 AM	96.9	83.3	72.6	96.6	97.6	J/	100.0	90.7	J/	88.7	62.9	94.4	70.9	86.2	91.2	67.3	79.0	91.3
700 - 759 AM	92.4	87.3	95.3	95.1	91.3	85.9	92.9	93.5	85.4	88.3	64.8	91.0	84.2	97.0	90.3	87.7	93.2	89.5
800 - 859 AM	84.0	86.7	88.3	89.2	91.2	91.9	93.9	91.0	89.2	87.4	87.0	87.1	90.3	94.5	90.1	85.0	96.7	92.8
900 - 959 AM	88.8	84.9	93.0	88.4	90.2	93.0	91.9	94.6	85.0	91.5	96.9	88.7	90.2	94.9	89.7	86.9	92.1	86.0
1000 - 1059 AM	91.6	82.3	93.4	92.1	90.4	89.6	90.9	92.7	88.3	89.8	84.7	89.7	88.6	83.9	89.4	84.1	90.3	87.8
1100 - 1159 AM	93.0	86.7	88.2	91.8	88.0	92.3	92.0	89.0	81.4	89.6	87.1	82.5	82.3	79.7	88.8	75.7	87.8	84.5
1200 - 1259 PM	94.3	86.9	89.1	94.5	90.4	86.3	83.6	90.4	83.9	86.5	80.3	85.3	87.1	85.1	85.8	74.2	87.5	83.7
100 - 159 PM	92.0	87.2	87.4	89.2	87.9	85.8	89.0	86.9	83.5	79.7	83.9	83.7	83.9	82.7	89.8	79.6	83.8	85.1
200 - 259 PM	87.9	85.1	85.4	87.2	84.1	88.9	89.2	86.4	84.4	69.3	80.0	87.2	78.3	83.9	87.3	75.6	89.8	81.0
300 - 359 PM	80.0	82.0	87.5	89.1	82.2	86.2	87.1	85.1	78.5	68.7	78.4	88.7	77.5	82.6	85.6	75.8	85.7	79.6
400 - 459 PM	73.9	83.0	80.4	88.2	82.9	86.4	85.6	84.2	80.6	67.2	78.0	81.1	72.2	77.0	85.0	72.8	86.6	75.7
500 - 559 PM	79.2	74.1	81.3	86.9	82.2	84.5	87.5	84.5	81.6	70.2	82.4	75.9	76.2	77.8	85.8	68.0	81.7	69.5
600 - 659 PM	82.2	74.1	80.0	82.4	78.0	84.3	88.2	83.5	76.5	57.9	71.3	78.5	78.6	82.1	82.0	70.5	77.7	74.4
700 - 759 PM	75.9	72.4	76.1	80.6	77.2	80.0	85.7	81.1	77.3	42.9	78.8	76.8	67.7	78.5	82.4	66.5	81.8	72.2
800 - 859 PM	73.4	71.4	78.2	78.6	77.8	80.5	79.6	83.4	73.3	54.0	66.2	70.6	70.0	75.6	80.6	66.9	79.2	72.5
900 - 959 PM	75.4	75.5	77.0	80.8	80.3	78.7	85.5	82.1	75.0	62.1	77.9	77.0	71.6	82.2	80.5	66.8	80.3	69.9
1000 - 1059 PM	81.3	71.1	71.3	76.7	81.5	74.0	81.5	74.1	78.9	65.3	74.2	77.7	76.1	74.8	82.1	66.7	76.9	82.1
1100 - 559 AM	82.7	74.6	79.0	76.9	87.9	75.1	82.3	85.2	72.4	72.9	78.1	81.1	78.5	75.4	82.9	64.0	80.3	83.7
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>83.6</b>	<b>79.5</b>	<b>83.3</b>	<b>87.3</b>	<b>84.6</b>	<b>84.9</b>	<b>88.2</b>	<b>86.9</b>	<b>81.0</b>	<b>70.5</b>	<b>79.4</b>	<b>83.0</b>	<b>76.8</b>	<b>82.3</b>	<b>85.7</b>	<b>74.1</b>	<b>84.3</b>	<b>80.4</b>

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/  
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT *														
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	96.8	85.1	85.9	J/	90.1	J/	90.1	100.0	79.6	92.1	J/	J/	57.4	87.0
700 - 759 AM	96.8	86.9	83.7	91.4	83.5	92.3	95.1	84.1	91.3	93.3	94.3	95.3	97.4	90.3
800 - 859 AM	78.7	85.6	82.4	97.6	80.2	97.6	89.7	80.0	91.5	95.1	92.5	89.6	93.1	87.9
900 - 959 AM	93.5	83.9	76.3	89.5	74.7	91.1	92.2	92.3	92.4	83.8	93.5	89.1	95.2	88.5
1000 - 1059 AM	89.9	80.8	74.5	89.6	85.7	89.1	89.6	90.0	86.6	84.4	88.4	89.6	90.2	87.3
1100 - 1159 AM	86.9	85.2	73.2	86.6	90.6	87.9	89.8	89.9	85.3	80.2	88.0	90.1	93.5	86.3
1200 - 1259 PM	86.8	85.3	67.4	83.5	83.5	86.4	92.5	88.4	83.7	79.6	89.0	90.7	89.8	84.9
100 - 159 PM	86.9	82.1	62.7	81.2	83.2	86.9	84.5	86.3	76.0	81.3	85.2	85.4	88.3	83.7
200 - 259 PM	88.7	80.3	61.6	83.9	83.3	87.5	90.1	84.7	82.4	85.2	87.6	88.6	86.4	82.9
300 - 359 PM	82.9	76.7	54.3	83.2	86.2	84.6	80.4	89.4	83.7	82.7	90.7	85.0	88.7	79.7
400 - 459 PM	75.1	74.7	51.7	93.3	77.0	83.4	81.1	82.7	78.6	82.0	89.1	80.3	85.1	77.4
500 - 559 PM	80.2	78.5	49.7	82.8	77.4	79.7	84.0	80.9	83.2	84.9	90.6	85.1	85.5	77.9
600 - 659 PM	81.2	74.2	43.6	85.2	69.6	82.5	74.4	87.4	77.6	82.5	87.5	78.9	84.1	74.4
700 - 759 PM	77.4	71.2	41.9	80.1	62.0	81.5	79.7	79.5	75.7	83.7	87.4	76.7	77.4	73.8
800 - 859 PM	79.2	62.6	45.5	79.9	70.2	79.6	73.9	72.3	78.6	79.1	81.9	76.4	83.5	72.9
900 - 959 PM	81.0	74.9	51.9	81.5	73.1	76.9	74.0	81.9	78.3	80.6	84.3	72.1	70.5	76.3
1000 - 1059 PM	84.5	85.0	66.4	74.9	70.5	75.4	77.9	80.7	72.8	83.7	83.0	85.8	77.9	76.7
1100 - 559 AM	76.6	77.5	84.9	80.4	74.7	72.7	83.1	76.5	74.7	90.4	77.0	76.9	78.9	78.5
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>84.5</b>	<b>78.6</b>	<b>62.2</b>	<b>84.0</b>	<b>77.0</b>	<b>84.3</b>	<b>83.9</b>	<b>83.8</b>	<b>80.7</b>	<b>83.8</b>	<b>88.6</b>	<b>83.6</b>	<b>84.7</b>	<b>81.0</b>

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

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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)

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT *																	
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	96.1	93.7	97.3	96.6	92.3	96.1	96.6	94.1	93.8	94.2	95.4	95.2	92.6	97.8	94.9	91.4	98.7	93.8
700 - 759 AM	92.5	90.4	96.2	92.7	92.8	95.7	96.8	92.9	94.0	92.9	97.9	97.1	91.9	94.1	92.7	91.9	94.6	92.0
800 - 859 AM	93.6	89.2	92.2	94.5	93.1	93.7	94.5	91.8	91.0	90.8	92.9	97.4	90.9	93.8	92.4	90.5	91.7	89.8
900 - 959 AM	87.7	87.2	88.0	86.7	92.3	93.7	92.8	90.6	89.0	91.4	93.6	95.1	93.6	90.9	91.4	87.7	95.0	86.8
1000 - 1059 AM	90.7	89.2	89.2	93.0	90.8	93.7	90.8	88.5	86.4	90.5	90.1	93.5	90.4	89.0	87.7	89.1	90.8	87.4
1100 - 1159 AM	90.3	88.1	88.7	96.3	88.0	93.7	89.1	89.5	86.3	92.5	88.0	91.4	91.3	79.1	89.9	86.8	87.6	82.9
1200 - 1259 PM	91.1	90.3	80.7	90.1	87.7	92.5	90.9	86.2	80.6	89.4	86.6	93.0	91.7	82.5	87.4	80.7	89.0	85.5
100 - 159 PM	92.6	88.5	85.3	70.4	90.5	90.0	86.0	86.4	83.8	83.5	75.6	92.4	81.6	78.2	87.5	84.9	84.6	78.7
200 - 259 PM	90.0	80.7	80.3	86.6	87.1	88.9	86.3	83.1	83.0	79.2	73.6	88.8	85.6	82.3	78.8	82.2	81.1	76.6
300 - 359 PM	81.4	79.2	75.7	95.1	85.0	86.1	88.3	82.8	83.4	75.6	82.0	88.6	78.8	78.5	88.2	79.1	82.5	78.1
400 - 459 PM	81.4	80.5	77.4	83.0	83.9	84.1	79.9	81.0	64.7	71.2	75.7	91.0	82.3	78.2	85.0	80.1	83.7	72.7
500 - 559 PM	77.5	76.0	72.9	80.4	76.8	82.9	85.7	81.5	84.7	73.7	76.9	83.7	70.8	75.6	84.8	74.8	79.1	67.1
600 - 659 PM	79.5	75.4	74.4	82.7	77.8	85.0	87.4	80.8	72.9	68.7	79.6	78.2	81.4	75.1	85.8	71.3	81.4	71.5
700 - 759 PM	80.1	72.7	66.9	75.1	83.0	84.2	86.0	83.1	81.2	60.0	76.7	88.1	74.0	75.0	78.8	75.9	84.8	68.0
800 - 859 PM	77.1	79.2	74.2	81.8	80.0	90.5	86.2	80.6	79.2	55.7	74.5	87.0	72.0	77.1	81.5	72.3	76.3	69.4
900 - 959 PM	76.7	76.7	64.8	87.1	85.1	89.3	80.4	83.4	81.9	54.8	63.5	87.9	72.2	75.6	75.2	67.6	83.0	76.1
1000 - 1059 PM	83.1	72.2	66.7	85.1	82.5	J/	J/	88.1	90.3	74.1	93.5	91.2	82.3	81.4	90.4	J/	J/	82.8
1100 - 559 AM	87.8	94.2	96.8	J/	87.0	J/	89.3	95.2	96.3	91.4	96.8	96.7	J/	81.3	90.0	93.1	93.5	88.6
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>85.4</b>	<b>84.0</b>	<b>82.1</b>	<b>86.9</b>	<b>86.3</b>	<b>90.0</b>	<b>89.0</b>	<b>86.0</b>	<b>84.2</b>	<b>80.4</b>	<b>84.4</b>	<b>90.2</b>	<b>83.2</b>	<b>82.6</b>	<b>87.7</b>	<b>82.6</b>	<b>86.8</b>	<b>80.0</b>

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

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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	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.8	93.7	89.6	95.7	92.5	94.7	94.6	94.2	92.6	96.0	96.0	97.1	97.8	94.4
700 - 759 AM	92.2	89.7	85.3	96.3	91.6	96.4	93.6	93.2	95.6	95.2	93.2	94.3	92.4	93.0
800 - 859 AM	93.8	88.7	84.5	88.9	85.6	93.8	88.1	87.3	91.1	93.8	94.0	93.0	95.0	91.6
900 - 959 AM	93.4	89.3	82.4	92.0	78.7	85.9	95.2	83.6	91.3	94.9	87.9	87.6	94.3	89.6
1000 - 1059 AM	91.8	86.7	80.5	88.7	81.0	85.8	88.1	84.5	90.4	86.9	91.5	89.7	91.9	88.5
1100 - 1159 AM	89.0	85.7	74.9	87.4	87.5	84.8	93.1	89.7	83.5	84.9	90.1	90.6	92.4	87.1
1200 - 1259 PM	86.8	82.6	79.4	85.2	89.2	81.5	85.0	86.1	83.3	83.1	90.1	90.1	91.7	86.3
100 - 159 PM	88.7	88.2	72.7	86.7	83.9	79.6	90.8	86.5	87.0	80.2	89.6	87.5	85.8	84.9
200 - 259 PM	90.9	81.0	66.3	83.9	82.1	80.6	84.9	79.6	77.6	87.2	88.7	84.0	85.5	82.6
300 - 359 PM	81.2	80.5	62.4	78.0	74.5	76.0	87.3	85.5	78.5	87.8	88.2	78.8	82.1	80.4
400 - 459 PM	75.7	78.8	60.4	91.8	83.8	74.4	85.9	87.8	78.0	88.7	89.3	76.8	80.8	79.2
500 - 559 PM	83.7	80.6	53.4	83.5	70.6	76.1	79.8	79.5	78.5	81.1	80.0	81.3	81.0	76.6
600 - 659 PM	85.2	81.2	50.5	80.8	71.5	71.2	76.8	82.5	79.9	89.4	92.5	79.4	82.9	77.1
700 - 759 PM	82.7	80.4	49.0	86.7	70.3	75.2	80.9	74.9	68.1	80.8	84.4	75.6	82.2	75.2
800 - 859 PM	74.2	51.7	45.6	83.7	70.4	78.2	80.3	78.2	71.9	89.5	90.5	73.8	86.4	76.0
900 - 959 PM	50.0	83.7	51.5	86.7	54.2	76.7	J/	70.7	83.6	92.5	84.2	74.1	70.3	77.2
1000 - 1059 PM	100.0	89.1	49.1	90.3	72.0	82.5	91.8	93.1	88.7	90.1	89.0	77.8	48.4	85.4
1100 - 559 AM	92.4	94.9	100.0	88.2	96.8	89.4	93.5	96.6	86.3	97.0	94.1	87.1	96.8	88.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>87.2</b>	<b>84.6</b>	<b>67.7</b>	<b>88.3</b>	<b>79.3</b>	<b>81.8</b>	<b>87.9</b>	<b>85.6</b>	<b>84.6</b>	<b>88.9</b>	<b>90.4</b>	<b>85.3</b>	<b>87.7</b>	<b>84.0</b>

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

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## 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	MIN LATE MEDIAN
RU	3398	GSP-EWR	1750	27	88.89	52	40
DH	7442	ORD-ABE	1615	28	85.71	88	63
DH	7535	ORD-AZO	1815	31	83.87	72	64
DH	7540	ORD-LAN	1755	31	83.87	62	51
DH	7521	AZO-ORD	1540	31	83.87	60	50
TZ	924	HNL-SEA	2225	31	83.87	38	30
HP	50	LAS-JFK	1130	31	83.87	33	26
OO	6118	PSP-LAX	1425	23	82.61	20	19
DH	7477	SYR-ORD	1451	28	82.14	60	48
DH	7752	ORD-BHM	1845	27	81.48	89	85
CO	1156	ATL-EWR	1815	27	81.48	53	38
RU	2335	SDF-EWR	1708	27	81.48	50	47
MQ	4407	DAY-ORD	1850	27	81.48	46	32
RU	3286	ROC-EWR	1800	21	80.95	36	32
MQ	4341	ORD-CLE	2002	31	80.65	68	63
DH	7518	ORD-SYR	1545	31	80.65	58	38
RU	2943	ORF-EWR	1756	31	80.65	53	46
DH	7517	ORD-SYR	1820	31	80.65	46	30
DH	7802	ORD-BUF	1555	31	80.65	40	26

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

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## AIR TRAVEL CONSUMER REPORT

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
ATLANTIC COAST	792	37	4.7
AMERICAN EAGLE	1,324	27	2.0
AMERICA WEST	548	7	1.3
EXPRESSJET	1,100	11	1.0
CONTINENTAL	911	6	0.7
ATA	226	1	0.4
AMERICAN	2,010	6	0.3
SKYWEST	1,195	3	0.3
ALASKA	445	1	0.2
US AIRWAYS	1,143	2	0.2
DELTA	1,924	3	0.2
UNITED	1,509	2	0.1
NORTHWEST	1,451	1	0.1
SOUTHWEST	2,804	0	0.0
COMAIR	1,016	0	0.0
ATLANTIC SOUTHEAST	713	0	0.0
AIRTRAN	432	0	0.0
JETBLUE	240	0	0.0
HAWAIIAN AIRLINES	128	0	0.0
<b>TOTAL</b>	<b>19,911</b>	<b>107</b>	<b>0.5</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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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	84.6	90.6	266	267
AGUADILLA PR (BQN)	77.4	87.1	31	31
AKRON/CANTON OH (CAK)	80.1	81.4	767	767
ALBANY NY (ALB)	73.5	83.6	1,490	1,490
ALBUQUERQUE NM (ABQ)	84.9	87.4	3,138	3,137
ALLENTOWN PA (ABE)	78.8	85.5	671	670
AMARILLO TX (AMA)	81.6	88.0	708	709
ANCHORAGE AK (ANC)	70.2	81.1	1,465	1,464
ASHEVILLE NC (AVL)	84.0	85.6	425	424
ATLANTA GA (ATL)	83.6	85.4	34,810	34,888
AUSTIN TX (AUS)	83.8	89.4	3,313	3,313
BAKERSFIELD CA (BFL)	91.9	90.0	209	209
BALTIMORE MD (BWI)	83.3	82.1	8,898	8,897
BANGOR ME (BGR)	78.6	83.3	426	426
BARROW AK (BRW)	74.2	75.8	62	62
BATON ROUGE LA (BTR)	82.5	86.5	624	630
BEAUMONT/PORT ARTHUR TX (BPT)	82.3	96.5	141	141
BETHEL AK (BET)	76.5	76.5	98	98
BILLINGS MT (BIL)	87.3	93.1	466	465
BINGHAMTON NY (BGM)	89.8	93.0	186	186
BIRMINGHAM AL (BHM)	81.8	85.2	1,937	1,938
BISMARCK ND (BIS)	85.7	94.8	210	210
BLOOMINGTON IL (BMI)	66.7	74.1	201	201
BOISE ID (BOI)	82.1	88.7	1,333	1,332
BOSTON MA (BOS)	79.5	84.0	10,921	10,894
BOZEMAN MT (BZN)	86.5	96.4	384	385
BRISTOL TN (TRI)	91.6	90.3	311	340
BROWNSVILLE TX (BRO)	87.6	95.4	153	153
BUFFALO NY (BUF)	75.5	82.3	2,219	2,221
BURBANK CA (BUR)	84.7	86.2	2,287	2,287
BURLINGTON VT (BTV)	73.1	84.7	674	674
CEDAR RAPIDS/IOWA CTY IA (CID)	68.2	78.5	506	507
CHAMPAIGN IL (CMI)	51.9	71.8	208	209
CHARLESTON SC (CHS)	83.5	86.6	1,185	1,187
CHARLESTON WV (CRW)	76.9	83.2	454	453
CHARLOTTE NC (CLT)	87.3	86.9	9,139	9,139
CHATTANOOGA TN (CHA)	83.1	89.2	426	427
CHICAGO IL (MDW)	80.4	80.0	7,812	7,810
CHICAGO IL (ORD)	62.2	67.7	33,217	33,216
CINCINNATI OH (CVG)	84.6	86.3	17,692	17,702
CLEVELAND OH (CLE)	80.6	87.2	8,004	8,003
COLLEGE STATION TX (CLL)	88.7	93.3	345	345
COLORADO SPRINGS CO (COS)	89.0	93.8	1,049	1,052

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	78.6	83.0	996	1,002
COLUMBUS OH (CMH)	75.4	83.7	3,191	3,191
CORDOVA AK (CDV)	67.7	69.4	62	62
CORPUS CHRISTI TX (CRP)	84.9	90.5	741	740
DALLAS/FT. WORTH TX (DAL)	84.0	81.0	3,917	3,917
DALLAS/FT. WORTH TX (DFW)	86.9	86.0	29,385	29,547
DAYTON OH (DAY)	76.8	85.0	1,330	1,331
DAYTONA BEACH FL (DAB)	78.4	82.6	380	380
DEADHORSE AK (SCC)	77.4	74.2	31	31
DENVER CO (DEN)	88.2	89.0	12,879	12,878
DES MOINES IA (DSM)	69.8	79.7	937	937
DETROIT MI (DTW)	81.0	84.2	12,607	12,607
DILLINGHAM AK (DLG)	42.9	42.9	14	14
DUBUQUE IA (DBQ)	44.1	65.6	93	93
DULUTH MN (DLH)	70.8	77.6	144	143
DURANGO CO (DRO)	86.1	90.3	72	72
EAGLE CO (EGE)	80.8	85.3	286	286
EL PASO TX (ELP)	83.7	87.5	1,947	1,918
ERIE PA (ERI)	76.3	86.0	93	93
EUGENE OR (EUG)	86.3	85.0	423	427
EVANSVILLE IN (EVV)	68.4	77.5	488	488
FAIRBANKS AK (FAI)	76.9	79.2	403	404
FARGO ND (FAR)	74.5	83.8	364	364
FAYETTEVILLE AR (XNA)	80.0	84.5	1,076	1,037
FAYETTEVILLE NC (FAY)	92.1	90.1	151	151
FLINT MI (FNT)	76.9	83.4	554	553
FRESNO CA (FAT)	90.1	90.4	1,179	1,180
FT. LAUDERDALE FL (FLL)	79.4	84.4	6,071	6,071
FT. MYERS FL (RSW)	84.6	90.3	2,408	2,409
FT. SMITH AR (FSM)	80.0	89.3	150	150
FT. WAYNE IN (FWA)	68.8	78.7	618	616
GRAND FORKS ND (GFK)	72.4	82.8	116	116
GRAND RAPIDS MI (GRR)	71.7	81.0	1,349	1,347
GREAT FALLS MT (GTF)	83.4	91.8	343	341
GREEN BAY WI (GRB)	72.0	82.9	492	492
GREENSBORO/HIGH PT. NC (GSO)	82.6	85.6	1,543	1,542
GREENVILLE/SPARTBG. SC (GSP)	78.9	85.3	1,177	1,177
GULFPORT/BILOXI MS (GPT)	87.4	87.0	478	478
GUNNISON CO (GUC)	79.1	88.4	43	43
HARLINGEN TX (HRL)	82.3	86.6	509	509
HARRISBURG PA (MDT)	76.5	81.2	1,003	1,003
HARTFORD CT/SPGFLD MA (BDL)	77.4	87.2	2,796	2,796
HELENA MT (HLN)	92.6	94.9	215	215

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HILO HAWAII HI (ITO)	94.4	95.3	213	213
HONOLULU OAHU HI (HNL)	88.0	92.6	3,001	2,999
HOUSTON TX (HOU)	84.3	80.3	5,062	5,063
HOUSTON TX (IAH)	83.0	90.2	17,306	17,303
HUNTSVILLE/DECATUR AL (HSV)	82.5	86.0	937	910
INDIANAPOLIS IN (IND)	79.7	86.2	3,652	3,652
INDIO/PALM SPRINGS CA (PSP)	85.1	80.2	1,396	1,394
ISLIP/LONG IS. NY (ISP)	80.2	82.4	1,060	1,061
JACKSON WY (JAC)	86.4	88.4	352	353
JACKSON/VICKSBURG MS (JAN)	84.9	91.6	958	931
JACKSONVILLE FL (JAX)	82.8	85.8	2,576	2,576
JUNEAU AK (JNU)	68.6	71.6	309	310
KAHULUI (OGG)	87.3	91.4	1,163	1,165
KALAMAZOO MI (AZO)	66.3	79.2	457	457
KALISPELL MT (FCA)	87.0	97.6	246	248
KANSAS CITY MO (MCI)	82.0	86.1	5,058	5,057
KETCHIKAN AK (KTN)	74.7	82.8	186	186
KEY WEST FL (EYW)	79.0	75.0	62	8
KILLEEN TX (ILE)	83.7	84.6	436	442
KING SALMON AK (AKN)	71.4	61.9	21	21
KNOXVILLE TN (TYS)	75.4	86.0	1,124	1,119
KODIAK AK (ADQ)	62.3	68.9	61	61
KONA HAWAII HI (KOA)	91.4	93.6	512	512
KOTZEBUE AK (OTZ)	68.6	65.7	70	70
LA CROSSE WI (LSE)	62.1	73.4	124	124
LAFAYETTE LA (LFT)	83.3	90.4	323	322
LANSING MI (LAN)	76.9	86.1	433	433
LAREDO TX (LRD)	83.7	89.3	178	178
LAS VEGAS NV (LAS)	82.3	82.6	13,446	13,445
LAWTON OK (LAW)	87.2	94.4	179	180
LEXINGTON/FRKFT KY (LEX)	76.1	82.2	863	836
LIHUE KAUAI HI (LIH)	90.5	94.4	623	623
LINCOLN NE (LNK)	74.6	77.8	189	189
LITTLE ROCK AR (LIT)	78.2	84.6	1,475	1,505
LONG BEACH CA (LGB)	91.0	94.3	953	953
LONGVIEW TX (GGG)	89.2	95.7	93	93
LOS ANGELES CA (LAX)	85.7	87.7	19,497	19,487
LOUISVILLE KY (SDF)	80.0	86.1	1,870	1,870
LUBBOCK TX (LBB)	83.2	90.7	803	803
MADISON WI (MSN)	68.2	79.5	755	755
MANCHESTER NH (MHT)	78.3	86.5	1,771	1,771
MARQUETTE MI (MQT)	37.9	63.8	58	58
MEDFORD OR (MFR)	85.5	88.3	413	411

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MELBOURNE FL (MLB)	82.1	88.9	252	252
MEMPHIS TN (MEM)	84.4	85.9	4,279	4,279
MIAMI FL (MIA)	84.5	87.2	5,791	5,790
MIDLAND/ODESSA TX (MAF)	82.0	87.0	694	693
MILWAUKEE WI (MKE)	75.0	87.0	1,886	1,886
MINNEAPLS/ST.P MN (MSP)	78.6	84.6	12,884	12,885
MINOT ND (MOT)	77.4	91.4	93	93
MISSION/MCALLEN TX (MFE)	82.4	93.0	273	273
MISSOULA MT (MSO)	87.9	94.3	314	316
MOBILE AL/PASCAGOULA MS (MOB)	85.5	91.6	455	455
MOLINE IL (MLI)	70.7	79.2	314	313
MONROE LA (MLU)	84.7	91.1	307	280
MONTEREY CA (MRY)	88.7	86.7	627	633
MONTROSE CO (MTJ)	88.4	89.8	293	293
MYRTLE BEACH SC (MYR)	87.2	88.9	648	648
NASHVILLE TN (BNA)	81.3	84.6	4,924	4,927
NEW ORLEANS LA (MSY)	83.6	88.3	4,610	4,609
NEW YORK NY (JFK)	76.8	83.2	7,055	7,074
NEW YORK NY (LGA)	74.1	82.6	10,922	10,919
NEWARK NJ (EWR)	70.5	80.4	13,719	13,719
NEWBURGH NY (SWF)	72.4	82.8	185	186
NOME AK (OME)	72.0	53.7	82	82
NORFOLK/VA. BEACH VA (ORF)	77.2	83.4	1,988	1,989
OKLAHOMA CITY OK (OKC)	78.2	83.9	2,093	2,094
OMAHA NE (OMA)	76.4	85.3	1,827	1,829
ONTARIO CA (ONT)	85.4	87.0	3,113	3,111
ORANGE COUNTY CA (SNA)	85.8	86.9	4,134	4,135
ORLANDO FL (MCO)	84.3	86.8	9,127	9,126
PASCO WA (PSC)	88.3	95.6	341	341
PENSACOLA FL (PNS)	85.0	91.4	612	583
PEORIA IL (PIA)	61.4	74.5	306	282
PETERSBURG AK (PSG)	62.9	71.0	62	62
PHILADELPHIA PA (PHL)	77.0	79.3	9,275	9,272
PHOENIX AZ (PHX)	84.3	81.8	14,710	14,708
PITTSBURGH PA (PIT)	83.9	87.9	5,324	5,323
PORTLAND ME (PWM)	72.2	83.3	802	802
PORTLAND OR (PDX)	83.9	88.3	4,751	4,748
PROVIDENCE RI (PVD)	77.9	87.9	2,265	2,266
RALEIGH/DURHAM NC (RDU)	78.4	84.8	4,773	4,774
RAPID CITY SD (RAP)	82.8	90.1	325	324
RENO NV (RNO)	83.2	85.4	2,610	2,611
RICHMOND VA (RIC)	79.7	86.5	1,440	1,440
ROANOKE VA (ROA)	85.1	87.8	484	484

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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.
ROCHESTER MN (RST)	55.2	73.4	154	154
ROCHESTER NY (ROC)	75.1	81.8	1,569	1,569
SACRAMENTO CA (SMF)	84.4	85.3	4,065	4,064
SAGINAW MI (MBS)	70.6	88.3	367	367
SALT LAKE CITY UT (SLC)	88.6	90.4	11,546	11,543
SAN ANGELO TX (SJT)	86.2	92.7	232	232
SAN ANTONIO TX (SAT)	82.0	86.0	3,339	3,347
SAN DIEGO CA (SAN)	83.8	85.6	7,203	7,205
SAN FRANCISCO CA (OAK)	86.7	86.2	5,870	5,871
SAN FRANCISCO CA (SFO)	83.8	88.9	11,013	11,003
SAN JOSE CA (SJC)	85.6	86.4	5,432	5,430
SAN JUAN PR (SJU)	81.3	88.0	2,389	2,390
SAN LUIS OBISPO CA (SBP)	87.1	85.8	490	492
SANTA BARBARA CA (SBA)	89.2	86.3	924	926
SARASOTA/BRAD. FL (SRQ)	85.1	90.4	705	705
SAVANNAH GA (SAV)	84.4	84.8	1,036	1,036
SCRANTON/WILKES-BARRE PA (AVP)	78.9	81.5	275	275
SEATTLE WA (SEA)	80.7	84.6	8,783	8,783
SHREVEPORT LA (SHV)	83.8	90.2	758	774
SIoux FALLS SD (FSD)	76.3	83.8	304	303
SITKA AK (SIT)	74.2	82.6	93	92
SOUTH BEND IN (SBN)	75.1	80.1	454	468
SPOKANE WA (GEG)	82.7	88.9	1,153	1,154
SPRINGFIELD MO (SGF)	72.0	78.7	347	348
ST. CROIX VI (STX)	94.3	94.3	35	35
ST. LOUIS MO (STL)	83.6	85.3	5,222	5,221
ST. THOMAS VI (STT)	82.3	86.2	333	333
STEAMBOAT SPRINGS CO (HDN)	83.2	84.2	202	202
SYRACUSE NY (SYR)	70.9	82.5	1,302	1,299
TALLAHASSEE FL (TLH)	87.3	90.5	465	465
TAMPA FL (TPA)	84.7	87.7	6,250	6,252
TEXARKANA AR (TXK)	84.7	94.4	177	177
TOLEDO OH (TOL)	75.8	82.7	462	463
TRAVERSE CITY MI (TVC)	57.8	67.2	244	244
TUCSON AZ (TUS)	82.7	86.2	1,638	1,638
TULSA OK (TUL)	80.5	86.0	1,872	1,869
TYLER TX (TYR)	90.7	94.5	290	290
VALPARAISO FL (VPS)	87.9	89.5	470	512
WACO TX (ACT)	86.6	90.3	321	320
WASHINGTON DC (IAD)	86.2	87.8	8,795	8,792
WASHINGTON DC (DCA)	84.9	90.0	7,929	7,930
WEST PALM BEACH FL (PBI)	82.8	87.2	2,775	2,775
WHITE PLAINS NY (HPN)	72.3	76.2	845	845

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WICHITA FALLS TX (SPS)	90.5	93.9	179	181
WICHITA KS (ICT)	75.0	82.4	859	859
WILMINGTON NC (ILM)	86.1	90.9	296	296
WRANGELL AK (WRG)	61.3	71.0	62	62
YAKUTAT AK (YAK)	58.1	71.0	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
AMERICAN EAGLE	23	22,578	768	3.4	106	39,445	1,346	3.4
ATLANTIC COAST	13	9,690	277	2.9	76	24,351	577	2.4
COMAIR	25	18,342	331	1.8	112	31,328	572	1.8
ALASKA	14	7,876	68	0.9	45	13,670	220	1.6
SKYWEST	13	19,544	266	1.4	104	36,565	586	1.6
AMERICAN	30	47,831	788	1.6	86	61,062	952	1.6
EXPRESSJET	23	14,842	228	1.5	106	31,235	439	1.4
AMERICA WEST	27	13,833	190	1.4	50	16,816	228	1.4
ATLANTIC SOUTHEAST	16	12,135	131	1.1	96	22,133	260	1.2
NORTHWEST	31	30,089	395	1.3	111	43,927	513	1.2
ATA	20	5,457	60	1.1	28	6,723	63	0.9
US AIRWAYS	25	27,438	250	0.9	60	34,269	290	0.8
SOUTHWEST	15	36,326	232	0.6	59	83,152	602	0.7
UNITED	30	37,348	285	0.8	81	46,512	321	0.7
DELTA	31	45,698	333	0.7	101	58,796	391	0.7
AIRTRAN	17	10,315	64	0.6	37	13,284	79	0.6
CONTINENTAL	29	20,750	123	0.6	78	26,727	145	0.5
HAWAIIAN AIRLINES	7	371	1	0.3	15	4,052	16	0.4
JETBLUE	10	4,922	1	0.0	23	7,365	3	0.0
<b>Total</b>		<b>385,385</b>	<b>4,791</b>	<b>1.2</b>	<b>Total</b>	<b>601,412</b>	<b>7,603</b>	<b>1.3</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.

**MARCH 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	61062	48257	79.03%	952	1.56%	110	0.18%	2403	3.94%	584	0.96%	5748	9.41%	32	0.05%	2976	4.87%
AS	13670	10969	80.24%	220	1.61%	51	0.37%	725	5.30%	27	0.19%	626	4.58%	26	0.19%	1026	7.50%
B6	7365	6261	85.01%	3	0.04%	4	0.05%	284	3.86%	2	0.03%	442	5.99%	29	0.40%	340	4.62%
CO	26727	21345	79.86%	145	0.54%	31	0.12%	801	3.00%	116	0.43%	3371	12.61%	29	0.11%	888	3.32%
DH	24351	18026	74.03%	577	2.37%	36	0.15%	1033	4.24%	53	0.22%	1818	7.47%	5	0.02%	2803	11.51%
DL	58796	49199	83.68%	391	0.67%	80	0.14%	1996	3.39%	102	0.17%	5259	8.94%	4	0.01%	1765	3.00%
EV	22133	19422	87.75%	260	1.17%	37	0.17%	873	3.95%	306	1.38%	964	4.36%	7	0.03%	263	1.19%
FL	13284	11328	85.28%	79	0.59%	14	0.11%	424	3.19%	17	0.13%	709	5.33%	0	0.00%	713	5.37%
HA	4052	3716	91.71%	16	0.39%	0	0.00%	197	4.87%	0	0.00%	3	0.07%	2	0.06%	117	2.89%
HP	16816	12581	74.82%	228	1.36%	13	0.08%	1259	7.48%	23	0.14%	1804	10.73%	22	0.13%	886	5.27%
MQ	39445	28707	72.78%	1346	3.41%	57	0.14%	2080	5.27%	291	0.74%	3503	8.88%	4	0.01%	3457	8.76%
NW	43927	34778	79.17%	513	1.17%	91	0.21%	2549	5.80%	301	0.68%	4487	10.22%	25	0.06%	1183	2.69%
OH	31328	26432	84.37%	572	1.83%	66	0.21%	1910	6.10%	951	3.04%	1298	4.14%	2	0.01%	96	0.31%
OO	36565	31836	87.07%	586	1.60%	41	0.11%	2212	6.05%	282	0.77%	685	1.87%	32	0.09%	891	2.44%
RU	31235	24502	78.44%	439	1.41%	66	0.21%	879	2.82%	155	0.50%	3705	11.86%	17	0.05%	1472	4.71%
TZ	6723	5404	80.38%	63	0.94%	5	0.07%	248	3.69%	7	0.10%	599	8.91%	13	0.20%	384	5.71%
UA	46512	37560	80.75%	321	0.69%	48	0.10%	1557	3.35%	66	0.14%	4488	9.65%	0	0.00%	2472	5.32%
US	34269	28829	84.13%	290	0.85%	24	0.07%	1075	3.14%	52	0.15%	2203	6.43%	0	0.00%	1797	5.24%
WN	83152	69747	83.88%	602	0.72%	105	0.13%	3255	3.91%	158	0.19%	2230	2.68%	31	0.04%	7025	8.45%
<b>TOTAL</b>	<b>601412</b>	<b>488899</b>		<b>7603</b>		<b>879</b>		<b>25760</b>		<b>3494</b>		<b>43941</b>		<b>280</b>		<b>30557</b>	
			<b>81.29%</b>		<b>1.26%</b>		<b>0.15%</b>		<b>4.28%</b>		<b>0.58%</b>		<b>7.31%</b>		<b>0.05%</b>		<b>5.08%</b>

**\*Causes of Delay:**

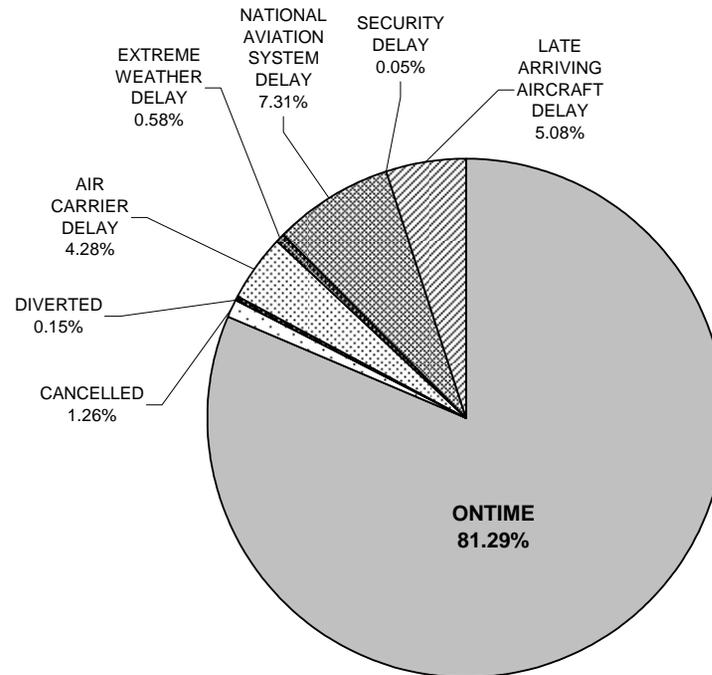
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the 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>

**MARCH 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.

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.

**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**

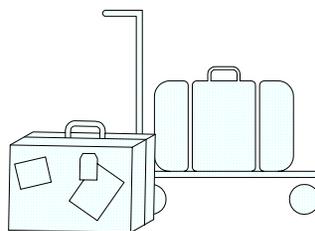
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines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



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

RANK	AIRLINE	MARCH 2004			MARCH 2003		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,327	501,722	2.64	*	*	*
2	ALASKA AIRLINES	3,337	1,216,045	2.74	2,149	998,927	2.15
3	JETBLUE AIRWAYS	2,925	1,004,444	2.91	2,832	770,218	3.68
4	AIRTRAN AIRWAYS	3,562	1,178,258	3.02	3,160	1,013,616	3.12
5	CONTINENTAL AIRLINES	8,977	2,943,499	3.05	9,451	2,862,232	3.30
6	SOUTHWEST AIRLINES	22,423	7,272,790	3.08	22,548	6,528,819	3.45
7	NORTHWEST AIRLINES	14,066	4,152,722	3.39	14,994	4,037,477	3.71
8	AMERICA WEST AIRLINES	6,187	1,768,729	3.50	6,092	1,729,923	3.52
9	UNITED AIRLINES	19,318	5,302,929	3.64	20,866	5,117,814	4.08
10	ATA AIRLINES	3,470	922,987	3.76	3,896	800,683	4.87
11	US AIRWAYS	13,274	3,347,738	3.97	12,021	3,652,101	3.29
12	AMERICAN AIRLINES	28,147	6,719,690	4.19	29,801	6,587,564	4.52
13	DELTA AIR LINES	31,601	7,514,324	4.21	28,628	7,184,339	3.98
14	EXPRESSJET AIRLINES	4,882	1,032,311	4.73	4,356	852,549	5.11
15	AMERICAN EAGLE AIRLINES	10,289	1,227,469	8.38	9,168	1,007,163	9.10
16	COMAIR	10,168	1,082,565	9.39	*	*	*
17	SKYWEST AIRLINES	10,834	1,069,083	10.13	6,670	860,516	7.75
18	ATLANTIC SOUTHEAST AIRLINES	10,166	835,531	12.17	13,219	777,834	16.99
19	ATLANTIC COAST AIRLINES	8,755	713,656	12.27	6,990	726,528	9.62
TOTALS		213,708	49,806,492	4.29	196,841	45,508,303	4.33

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.

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

RANK	AIRLINE	JANUARY - MARCH 2004			JANUARY - MARCH 2003		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	9,319	3,053,172	3.05	8,709	2,664,699	3.27
2	CONTINENTAL AIRLINES	24,091	7,850,853	3.07	25,130	7,658,491	3.28
3	JETBLUE AIRWAYS	8,523	2,709,793	3.15	7,700	2,049,872	3.76
4	SOUTHWEST AIRLINES	59,150	18,718,556	3.16	65,435	17,703,150	3.70
5	ALASKA AIRLINES	10,256	3,232,999	3.17	5,915	2,729,984	2.17
6	HAWAIIAN AIRLINES	4,643	1,409,166	3.29	*	*	*
7	AMERICA WEST AIRLINES	17,665	4,815,644	3.67	18,815	4,617,726	4.07
8	NORTHWEST AIRLINES	40,245	10,689,874	3.76	42,425	10,504,691	4.04
9	US AIRWAYS	33,803	8,821,272	3.83	33,373	8,962,636	3.72
10	ATA AIRLINES	10,294	2,409,437	4.27	11,338	2,085,684	5.44
11	UNITED AIRLINES	60,993	14,195,901	4.30	65,414	14,181,816	4.61
12	AMERICAN AIRLINES	90,193	18,236,856	4.95	84,597	18,012,782	4.70
13	EXPRESSJET AIRLINES	13,687	2,727,581	5.02	10,353	2,221,514	4.66
14	DELTA AIR LINES	99,065	19,703,524	5.03	87,148	19,727,359	4.42
15	AMERICAN EAGLE AIRLINES	31,768	3,280,447	9.68	28,369	2,718,540	10.44
16	COMAIR	32,830	2,877,970	11.41	*	*	*
17	SKYWEST AIRLINES	39,268	2,990,554	13.13	20,461	2,346,142	8.72
18	ATLANTIC COAST AIRLINES	27,350	1,860,849	14.70	20,372	1,941,436	10.49
19	ATLANTIC SOUTHEAST AIRLINES	35,205	2,239,570	15.72	40,687	2,118,639	19.20
TOTALS		648,348	131,824,018	4.92	576,241	122,245,161	4.71

\* 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.

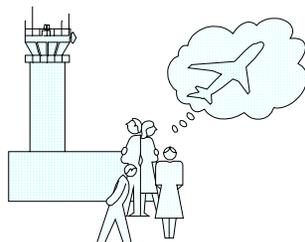
## OVERSALES

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 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 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.



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

RANK	AIRLINE	JANUARY – MARCH 2004				JANUARY – MARCH 2003			
		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	SKYWEST AIRLINES	188	0	14,893	0.00	*	*	*	*
2	JETBLUE AIRWAYS	12	2	2,650,073	0.01	4	0	2,010,617	0.00
3	AMERICAN EAGLE AIRLINES	572	15	399,270	0.38	191	4	180,430	0.22
4	HAWAIIAN AIRLINES	897	68	1,399,228	0.49	*	*	*	*
5	US AIRWAYS	22,751	494	9,211,456	0.54	17,191	394	8,648,573	0.46
6	AMERICAN AIRLINES	23,373	1,122	19,689,387	0.57	23,730	1,186	19,256,485	0.62
7	AMERICA WEST AIRLINES	11,888	363	4,967,978	0.73	15,157	240	4,712,876	0.51
8	UNITED AIRLINES	30,340	1,189	14,482,375	0.82	23,074	763	14,324,159	0.53
9	AIRTRAN AIRWAYS	9,782	254	2,961,286	0.86	4,339	857	2,550,184	3.36
10	NORTHWEST AIRLINES	19,978	963	11,175,103	0.86	19,879	765	10,972,653	0.70
11	CONTINENTAL AIRLINES	11,914	953	8,238,969	1.16	11,362	661	7,934,128	0.83
12	ATA AIRLINES	1,638	290	2,442,387	1.19	710	162	2,122,329	0.76
13	SOUTHWEST AIRLINES	31,275	2,674	18,190,404	1.47	23,791	2,216	17,169,572	1.29
14	DELTA AIR LINES	46,243	3,218	19,485,644	1.65	29,367	2,222	19,153,925	1.16
15	ALASKA AIRLINES	8,519	803	3,587,830	2.24	5,031	206	3,252,531	0.63
16	ATLANTIC SOUTHEAST AIRLINES	1,425	247	772,227	3.20	1,498	498	663,052	7.51
17	COMAIR	1,368	234	510,630	4.58	*	*	*	*
	<b>TOTALS</b>	<b>222,163</b>	<b>12,889</b>	<b>120,179,140</b>	<b>1.07</b>	<b>175,324</b>	<b>10,174</b>	<b>112,951,514</b>	<b>0.90</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. Hawaiian Airlines was ranked in this section for the first time with the 4<sup>th</sup> quarter 2003. Comair and SkyWest are ranked in this table for the first time with this report. With the exception of Atlantic Coast Airlines and ExpressJet Airlines (both of whose fleets consist of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and "Mishandled Baggage" sections of this report.

## **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

	MARCH 2004				MARCH 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	521	70	5	69	418	60	2	55
FOREIGN AIRLINES	89	2	0	7	82	2	0	5
TRAVEL AGENTS	15	3	0	3	21	3	0	2
TOUR OPERATORS	6	0	0	0	7	0	0	1
MISCELLANEOUS	11	2	0	82	9	13	1	18
<b>INDUSTRY TOTALS</b>	<b>642</b>	<b>77</b>	<b>5</b>	<b>161</b>	<b>537</b>	<b>78</b>	<b>3</b>	<b>81</b>

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MARCH 2004			MARCH 2003		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	176		1	112	
DELAYS			43			30
CANCELLATIONS			42			34
MISCONNECTIONS			32			22
BAGGAGE	2	112		2	88	
RES/TKTG/BOARDING	3	91		4	68	
CUSTOMER SERVICE	4	73		3	72	
DISABILITY	5	44		9	24	
REFUNDS	6	42		5	64	
OTHER	7	41		7	32	
FREQUENT FLYER			37			17
OVERSALES	8	35		8	29	
DISCRIMINATION	9	11		10	3	
FARES	10	9		6	43	
ADVERTISING	11	6		11	2	
ANIMALS	12	2		12	0	
COMPLAINT TOTAL		642			537	

\* 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\*

MARCH 2004

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-I-NATION	ANI MALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	7	0	1	0	0	4	1	0	0	0	0	0	13
AIRTRAN AIRWAYS	6	3	1	0	0	1	3	0	0	0	0	0	14
ALASKA AIRLINES	0	1	1	0	0	2	1	0	0	1	0	1	7
AMERICA WEST AIRLINES	12	3	0	0	1	2	2	1	0	0	0	0	21
AMERICAN AIRLINES	23	2	10	1	4	19	13	3	1	0	0	7	83
AMERICAN EAGLE AIRLINES	3	0	3	0	0	0	0	1	0	0	0	0	7
ATA AIRLINES	4	0	1	0	0	0	1	1	0	0	0	0	7
ATLANTIC COAST AIRLINES	2	1	1	0	0	1	1	0	0	0	0	0	6
ATLANTIC SOUTHEAST AIRLINES	4	0	1	0	0	1	0	0	0	0	0	0	6
COMAIR	5	2	2	0	0	0	1	2	0	0	0	0	12
CONTINENTAL AIRLINES	1	2	5	1	6	2	4	4	0	0	0	5	30
DELTA AIR LINES	12	3	7	2	3	14	9	10	0	1	1	12	74
MESA AIRLINES	3	0	0	0	0	2	1	0	0	0	0	0	6
MESABA AVIATION	3	1	1	0	0	0	1	0	0	0	0	0	6
NORTH AMERICAN AIRLINES	1	0	0	0	0	1	2	1	0	0	0	0	5
NORTHWEST AIRLINES	9	2	4	1	4	9	3	5	0	1	0	5	43
PINNACLE AIRLINES	0	1	1	0	0	0	3	0	0	0	0	0	5
SKYWEST AIRLINES	3	0	1	0	0	4	1	0	0	0	0	0	9
SOUTHWEST AIRLINES	3	1	1	0	0	2	2	3	2	1	0	0	15
UNITED AIRLINES	14	4	5	1	2	10	4	4	0	3	0	4	51
US AIRWAYS	6	1	5	1	2	6	5	0	0	0	0	1	27
USA3000	5	0	1	0	0	0	0	0	0	0	0	0	6
WORLD AIRWAYS	7	0	0	0	0	0	0	0	0	0	0	0	7
OTHER U. S. AIRLINES	19	3	10	1	6	8	7	5	0	2	0	0	61
<b>TOTAL MARCH 2004</b>	<b>152</b>	<b>30</b>	<b>62</b>	<b>8</b>	<b>28</b>	<b>88</b>	<b>65</b>	<b>40</b>	<b>3</b>	<b>9</b>	<b>1</b>	<b>35</b>	<b>521</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>29.2</b>	<b>5.8</b>	<b>11.9</b>	<b>1.5</b>	<b>5.4</b>	<b>16.9</b>	<b>12.5</b>	<b>7.7</b>	<b>0.6</b>	<b>1.7</b>	<b>0.2</b>	<b>6.7</b>	
<b>TOTAL MARCH 2003</b>	<b>95</b>	<b>23</b>	<b>53</b>	<b>37</b>	<b>36</b>	<b>65</b>	<b>59</b>	<b>21</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>26</b>	<b>418</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>22.7</b>	<b>5.5</b>	<b>12.7</b>	<b>8.9</b>	<b>8.6</b>	<b>15.6</b>	<b>14.1</b>	<b>5.0</b>	<b>0.2</b>	<b>0.5</b>	<b>0</b>	<b>6.2</b>	

\* 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  
MARCH 2004

U. S. AIRLINES*	COMPS RECD IN MARCH	INCI - DENTS IN MARCH	PERCENT	INCI - DENTS IN FEB.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	13	6	46.2	3	23.1	3	23.1	1	7.7
AIRTRAN AIRWAYS	14	6	42.9	3	21.4	5	35.7	0	0.0
ALASKA AIRLINES	7	3	42.9	2	28.6	0	0.0	2	28.6
AMERICA WEST AIRLINES	21	7	33.3	11	52.4	2	9.5	1	4.8
AMERICAN AIRLINES	83	25	30.1	17	20.5	27	32.5	14	16.9
AMERICAN EAGLE AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
ATA AIRLINES	7	3	42.9	2	28.6	1	14.3	1	14.3
ATLANTIC COAST AIRLINES	6	2	33.3	2	33.3	1	16.7	1	16.7
ATLANTIC SOUTHEAST AIRLINES	6	1	16.7	4	66.7	1	16.7	0	0.0
COMAIR	12	2	16.7	4	33.3	6	50.0	0	0.0
CONTINENTAL AIRLINES	30	5	16.7	2	6.7	15	50.0	8	26.7
DELTA AIRLINES	74	17	23.0	25	33.8	14	18.9	18	24.3
MESA AIRLINES	6	6	100.0	0	0.0	0	0.0	0	0.0
MESABA AVIATION	6	0	0.0	5	83.3	1	16.7	0	0.0
NORTH AMERICAN AIRLINES	5	1	20.0	3	60.0	1	20.0	0	0.0
NORTHWEST AIRLINES	43	11	25.6	12	27.9	9	20.9	11	25.6
PINNACLE AIRLINES	5	2	40.0	2	40.0	1	20.0	0	0.0
SKYWEST AIRLINES	9	2	22.2	7	77.8	0	0.0	0	0.0
SOUTHWEST AIRLINES	15	4	26.7	3	20.0	3	20.0	5	33.3
UNITED AIRLINES	51	15	29.4	15	29.4	17	33.3	4	7.8
US AIRWAYS	27	9	33.3	6	22.2	6	22.2	6	22.2
USA3000	6	3	50.0	0	0.0	2	33.3	1	16.7
WORLD AIRWAYS	7	0	0.0	0	0.0	6	85.7	1	14.3
OTHER U. S. AIRLINES	61	27	44.3	16	26.2	10	16.4	8	13.1
<b>TOTALS</b>	<b>521</b>	<b>162</b>	<b>31.1</b>	<b>145</b>	<b>27.8</b>	<b>132</b>	<b>25.3</b>	<b>82</b>	<b>15.7</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>418</b>	<b>147</b>	<b>35.2</b>	<b>127</b>	<b>30.4</b>	<b>115</b>	<b>27.5</b>	<b>29</b>	<b>6.9</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\*\*  
MARCH 2004

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-I NATION	ANIMALS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>													
ALLEGRO AIRLINES	0	0	0	0	6	0	0	0	0	0	0	0	6
BRITISH AIRWAYS	0	0	1	0	1	3	0	1	0	0	0	1	7
KLM	4	0	1	0	0	1	0	0	0	0	0	0	6
TACA AIRLINES	3	1	0	0	0	1	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	12	3	15	1	2	14	7	3	1	2	1	4	65
<b>TOTALS</b>	<b>19</b>	<b>4</b>	<b>17</b>	<b>1</b>	<b>9</b>	<b>19</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>89</b>
<b>TRAVEL AGENTS</b>													
OTHER TRAVEL AGENTS	1	0	8	0	3	0	1	0	2	0	0	0	15
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>
<b>TOUR OPERATORS</b>													
OTHER TOUR OPERATORS	0	0	2	0	1	3	0	0	0	0	0	0	6
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>MISCELLANEOUS</b>													
OTHER MISCELLANEOUS	4	1	2	0	1	2	0	0	0	0	0	1	11
<b>TOTALS</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>11</b>

**Public Complaints to the Department of Homeland Security for the Month of March 2004^**

Tort Claims^^		Discourteous Treatment	Inappropriate Screening	Processing Time at Checkpoint	Handling of Passenger Property
Checkpoint	Checked Baggage				
768	1,241	96	82	22	519

^ Pursuant to Section 421(a) of Vision 100 (Public Law 108-176-December 12, 2003), the Department of Homeland Security (DHS), through its Transportation Security Administration (TSA), has provided the above information on passenger and baggage screening complaints and incidents to the Department of Transportation. TSA expects to refine its categorization of this type of data in the coming months to provide the public with the most meaningful information possible.

^^ In some portion of these claims, the air carrier, and not TSA, is the responsible party for damage to checked baggage.

*Note:* Some of the complaints counted under "handling of passenger property" may also be included in the tort claims category. Data collection mechanisms at this point do not allow TSA to reconcile these numbers.

\* 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

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

RANK	AIRLINE	MARCH 2004			MARCH 2003		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>EXPRESSJET AIRLINES</i>	1	1,088,710	0.09	0	869,743	0.00
2	<i>SOUTHWEST AIRLINES</i>	15	7,092,671	0.21	5	6,334,231	0.08
3	<i>JETBLUE AIRWAYS</i>	3	975,861	0.31	5	748,826	0.67
4	<i>ALASKA AIRLINES</i>	7	1,336,303	0.52	5	1,187,564	0.42
5	<i>AMERICAN EAGLE AIRLINES</i>	7	1,194,807	0.59	2	970,078	0.21
6	<i>US AIRWAYS</i>	27	3,747,426	0.72	28	3,652,101	0.77
7	<i>ATLANTIC SOUTHEAST AIRLINES</i>	6	830,847	0.72	6	785,607	0.76
8	<i>ATA AIRLINES</i>	7	949,776	0.74	6	881,498	0.68
9	<i>HAWAIIAN AIRLINES</i>	4	501,722	0.80	*	*	*
10	<i>ATLANTIC COAST AIRLINES</i>	6	737,549	0.81	6	726,528	0.83
11	<i>CONTINENTAL AIRLINES</i>	30	3,533,070	0.85	33	3,380,664	0.98
12	<i>UNITED AIRLINES **</i>	51	5,957,870	0.86	54	5,654,810	0.95
13	<i>SKYWEST AIRLINES</i>	9	1,032,725	0.87	2	954,173	0.21
14	<i>NORTHWEST AIRLINES</i>	43	4,831,762	0.89	45	4,661,411	0.97
15	<i>DELTA AIR LINES **</i>	77	7,514,135	1.02	64	7,484,042	0.86
16	<i>AMERICAN AIRLINES</i>	83	7,967,528	1.04	77	7,635,465	1.01
17	<i>COMAIR</i>	12	1,074,335	1.12	*	*	*
18	<i>AMERICA WEST AIRLINES</i>	21	1,801,631	1.17	19	1,743,803	1.09
19	<i>AIRTRAN AIRWAYS</i>	14	1,154,651	1.21	10	989,885	1.01
	<b>TOTAL</b>	<b>423</b>	<b>53,323,379</b>	<b>0.79</b>	<b>367</b>	<b>48,660,429</b>	<b>0.75</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). January 2004 was the first ranking of Comair.

\*\* Delta and United data include data for Song and Ted, respectively. During March 2004, DOT received 3 complaints about Song and none about Ted.

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - MARCH 2004				JANUARY - MARCH 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,548	279	8	200	1,267	177	7	143
FOREIGN AIRLINES	313	6	1	22	299	4	0	12
TRAVEL AGENTS	63	7	0	4	68	4	0	2
TOUR OPERATORS	14	0	0	2	12	1	0	4
MISCELLANEOUS	45	12	0	327	26	35	1	56
<b>INDUSTRY TOTALS</b>	<b>1,983</b>	<b>304</b>	<b>9</b>	<b>555</b>	<b>1,672</b>	<b>221</b>	<b>8</b>	<b>217</b>

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - MARCH 2004			JANUARY - MARCH 2003		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	548		1	337	
CANCELLATIONS			144			98
DELAYS			140			103
MISCONNECTIONS			105			56
BAGGAGE	2	350		2	283	
RES/TKTG/BOARDING	3	263		3	239	
CUSTOMER SERVICE	4	244		4	237	
REFUNDS	5	150		5	173	
DISABILITY	6	139		9	77	
OTHER	7	107		8	80	
FREQUENT FLYER			90			54
OVERSALES	8	95		7	99	
FARES	9	45		6	111	
DISCRIMINATION	10	29		10	22	
ADVERTISING	11	10		11	13	
ANIMALS	12	3		12	1	
COMPLAINT TOTAL		1,983			1,672	

\* 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 – MARCH 2004

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	29	1	1	1	0	8	3	1	0	0	0	0	44
AIRTRAN AIRWAYS	11	4	3	0	2	6	8	7	0	0	0	2	43
ALASKA AIRLINES	8	1	3	1	0	9	8	1	1	2	0	3	37
ALOHA AIRLINES	5	0	0	1	3	1	1	1	0	0	0	0	12
AMERICA WEST AIRLINES	28	4	3	2	2	7	3	4	0	1	0	1	55
AMERICAN AIRLINES	59	8	30	5	10	41	39	17	1	3	0	19	232
AMERICAN EAGLE AIRLINES	8	2	5	0	0	0	1	2	0	0	0	0	18
ATA AIRLINES	15	1	3	0	0	5	2	1	0	0	0	0	27
ATLANTIC COAST AIRLINES	15	2	2	0	0	4	3	1	0	0	0	0	27
COMAIR	12	4	2	0	0	3	3	4	0	0	0	1	29
CONTINENTAL AIRLINES	6	3	13	2	10	11	11	11	0	1	0	9	77
DELTA AIR LINES	34	6	34	8	14	44	18	17	0	1	2	25	203
MESA AIRLINES	9	0	2	0	0	3	1	0	0	1	0	0	16
MESABA AVIATION	6	5	1	0	0	0	2	0	0	0	0	1	15
NORTH AMERICAN AIRLINES	2	2	0	0	0	3	2	2	0	0	0	0	11
NORTHWEST AIRLINES	30	10	14	6	13	23	13	13	1	2	0	14	139
RYAN INT'L AIRLINES	10	0	0	0	0	0	1	1	0	0	0	1	13
SKYWEST AIRLINES	5	0	2	0	0	9	1	0	0	1	0	0	18
SOUTHWEST AIRLINES	8	1	2	0	0	8	6	5	2	2	0	0	34
SPIRIT AIRLINES	1	2	0	1	0	2	3	0	0	0	0	1	10
UNITED AIRLINES	42	13	22	3	10	38	32	11	1	6	0	11	189
US AIRWAYS	16	3	11	4	9	18	12	10	1	3	0	4	91
USA3000	9	0	1	1	0	1	1	0	0	0	0	0	13
WORLD AIRWAYS	33	0	0	0	0	0	0	0	0	0	0	0	33
OTHER U. S. AIRLINES	60	7	18	1	11	26	26	11	0	2	0	0	162
TOTAL JANUARY-MARCH 2004	461	79	172	36	84	270	200	120	7	25	2	92	1,548
% OF TOTAL COMPLAINTS	29.8	5.1	11.1	2.3	5.4	17.4	12.9	7.8	0.5	1.6	0.1	5.9	
TOTAL JANUARY-MARCH 2003	287	72	184	86	103	194	191	65	5	18	1	61	1,267
% OF TOTAL COMPLAINTS	22.7	5.7	14.5	6.8	8.1	15.3	15.1	5.1	0.4	1.4	0.1	4.8	

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

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

Table 4

AIR TRAVEL CONSUMER REPORT  
 COMPANIES OTHER THAN U. S. AIRLINES\*, BY COMPLAINT CATEGORY\*\*  
 JANUARY - MARCH 2004

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-I NATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMAR	2	0	1	0	6	1	0	0	0	0	0	0	10
AIR CANADA	2	1	1	0	1	0	5	0	0	0	0	0	10
AIR FRANCE	1	0	1	1	2	7	2	6	0	0	0	1	21
AIR INDIA	2	1	3	0	0	2	6	0	0	0	0	0	14
ALITALIA AIRLINES	6	1	1	0	0	2	1	0	0	0	0	0	11
ALLEGRO AIRLINES	2	0	1	0	16	0	0	0	0	0	0	0	19
BRITISH AIRWAYS	5	0	6	2	5	6	3	2	0	1	0	3	33
IBERIA AIRLINES	3	3	1	0	0	1	2	0	0	0	0	0	10
KLM	6	1	3	0	1	2	2	0	0	0	0	0	15
LUFTHANSA	4	1	3	0	0	2	2	1	1	0	0	1	15
OTHER FOREIGN AIRLINES	24	7	32	1	9	45	16	10	0	3	1	7	155
<b>TOTALS</b>	<b>57</b>	<b>15</b>	<b>53</b>	<b>4</b>	<b>40</b>	<b>68</b>	<b>39</b>	<b>19</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>12</b>	<b>313</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	3	0	29	5	20	0	3	0	2	0	0	1	63
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>29</b>	<b>5</b>	<b>20</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>63</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	4	0	3	0	2	4	0	0	0	0	0	1	14
<b>TOTALS</b>	<b>4</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>1</b>	<b>14</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	23	1	6	0	4	8	2	0	0	0	0	1	45
<b>TOTALS</b>	<b>23</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>45</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 5

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

RANK	AIRLINE	JANUARY - MARCH 2004			JANUARY - MARCH 2003		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENT.
1	<i>SOUTHWEST AIRLINES</i>	34	18,208,783	0.19	33	17,184,694	0.19
2	<i>EXPRESSJET AIRLINES</i>	6	2,885,800	0.21	0	2,275,331	0.00
3	<i>JETBLUE AIRWAYS</i>	8	2,632,809	0.30	8	1,992,399	0.40
4	<i>ATLANTIC SOUTHEAST AIRLINES</i>	9	2,271,446	0.40	14	2,142,544	0.65
5	<i>AMERICAN EAGLE AIRLINES</i>	18	3,184,644	0.57	21	2,612,919	0.80
6	<i>SKYWEST AIRLINES</i>	18	2,890,848	0.62	11	2,595,211	0.42
7	<i>HAWAIIAN AIRLINES</i>	9	1,409,166	0.64	*	*	*
8	<i>CONTINENTAL AIRLINES</i>	77	9,437,770	0.82	104	9,049,826	1.15
9	<i>US AIRWAYS</i>	91	9,852,862	0.92	87	9,430,401	0.92
10	<i>COMAIR</i>	29	2,853,427	1.02	*	*	*
11	<i>ALASKA AIRLINES</i>	37	3,591,796	1.03	17	3,258,004	0.52
12	<i>DELTA AIR LINES **</i>	209	20,244,061	1.03	206	20,558,459	1.00
13	<i>AMERICAN AIRLINES</i>	232	21,762,896	1.07	224	21,028,853	1.07
14	<i>ATA AIRLINES</i>	27	2,491,387	1.08	23	2,302,783	1.00
15	<i>NORTHWEST AIRLINES</i>	139	12,538,438	1.11	130	12,323,091	1.05
16	<i>AMERICA WEST AIRLINES</i>	55	4,897,549	1.12	58	4,655,280	1.25
17	<i>UNITED AIRLINES **</i>	189	15,967,603	1.18	130	15,688,293	0.83
18	<i>ATLANTIC COAST AIRLINES</i>	27	1,914,427	1.41	17	1,972,478	0.86
19	<i>AIRTRAN AIRWAYS</i>	43	2,979,153	1.44	24	2,562,150	0.94
	<b>TOTAL</b>	<b>1,257</b>	<b>142,014,865</b>	<b>0.89</b>	<b>1,107</b>	<b>131,632,716</b>	<b>0.84</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). January 2004 was the first ranking of Comair.

\*\* Delta and United data include data for Song and Ted, respectively. During January-March 2004, DOT received 6 complaints about Song and none about Ted.

## **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.

