



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: JULY 2004



Flight Delays*	May 2004 12 Months Ending May 2004
Mishandled Baggage*	May 2004
Oversales*	1 st Quarter 2004
Consumer Complaints** (Includes Disability and Discrimination Complaints)	May 2004

* 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.

MAY 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	84.3	15	95.2
SKYWEST AIRLINES S/	12	86.9	103	86.8
JETBLUE AIRWAYS S/	11	84.3	25	83.4
ALASKA AIRLINES S/	14	82.8	45	81.7
US AIRWAYS S/	25	81.4	60	81.7
AMERICA WEST AIRLINES S/	27	80.2	50	80.3
SOUTHWEST AIRLINES S/	16	80.5	60	80.2
AIRTRAN AIRWAYS S/	17	79.8	38	80.2
ATLANTIC SOUTHEAST AIRLINES S/	15	80.5	100	80.1
ATA AIRLINES S/	19	77.2	26	79.0
COMAIR S/	24	77.7	110	78.0
AMERICAN AIRLINES S/	30	76.6	81	77.2
NORTHWEST AIRLINES S/	31	76.9	107	76.8
CONTINENTAL AIRLINES S/	29	75.5	79	76.0
DELTA AIR LINES S/	31	75.9	98	75.6
UNITED AIRLINES S/	30	74.5	78	74.3
EXPRESSJET AIRLINES S/	23	72.6	111	74.0
AMERICAN EAGLE AIRLINES S/	22	71.1	104	69.5
ATLANTIC COAST AIRLINES S/	13	68.9	77	69.4
TOTAL		77.5		77.6

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, 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.

MAY 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		MAR-04		APR-04		MAY-04		12 MONTHS ENDING MAY 2004		DATABASE TO DATE SEPT 1987-MAY 2004	
	04-06 2003		07-09 2003		10-12 2003		01-03 2004											
	%	Rank	%	Rank	%	Rank												
AIRTRAN	81.3	(14)	75.3	(16)	78.8	(13)	75.0	(15)	85.3	(4)	86.3	(5)	80.2	(8)	77.6	(15)	--	(--)
ALASKA	85.4	(7)	81.4	(8)	76.5	(15)	75.5	(14)	80.2	(12)	84.9	(9)	81.7	(4)	79.2	(11)	76.4	(8)
AMERICA WEST	86.5	(4)	83.0	(6)	81.8	(6)	74.3	(16)	74.8	(17)	76.9	(19)	80.3	(6)	80.0	(8)	78.7	(5)
AMERICAN	83.8	(12)	78.6	(12)	80.0	(11)	74.3	(17)	79.0	(15)	82.9	(13)	77.2	(12)	78.3	(13)	79.2	(3)
AMERICAN EAGLE	83.0	(13)	79.0	(11)	74.9	(17)	70.9	(18)	72.8	(19)	78.7	(17)	69.5	(18)	75.2	(17)	75.5	(10)
ATA	83.8	(11)	81.9	(7)	80.2	(10)	76.1	(13)	80.4	(11)	87.6	(2)	79.0	(10)	80.4	(6)	--	(--)
ATLANTIC COAST	78.9	(16)	78.4	(13)	75.5	(16)	70.6	(19)	74.0	(18)	79.7	(15)	69.4	(19)	75.4	(16)	--	(--)
ATLANTIC SOUTHEAST	75.0	(17)	71.5	(17)	82.0	(5)	81.0	(5)	87.8	(2)	86.1	(6)	80.1	(9)	78.6	(12)	--	(--)
COMAIR	--	(--)	--	(--)	--	(--)	78.1	(9)	84.4	(6)	85.3	(7)	78.0	(11)	--	(--)	--	(--)
CONTINENTAL	85.4	(6)	79.5	(10)	81.1	(9)	79.9	(6)	79.9	(13)	78.6	(18)	76.0	(14)	79.8	(10)	78.9	(4)
DELTA	85.1	(9)	81.0	(9)	81.3	(8)	77.2	(11)	83.7	(9)	83.0	(12)	75.6	(15)	79.9	(9)	77.8	(7)
EXPRESSJET	84.5	(10)	77.7	(14)	78.4	(14)	78.6	(8)	78.4	(16)	79.5	(16)	74.0	(17)	78.2	(14)	--	(--)
HAWAIIAN	--	(--)	--	(--)	--	(--)	89.5	(1)	91.7	(1)	94.9	(1)	95.2	(1)	--	(--)	--	(--)
JETBLUE	87.5	(3)	86.2	(3)	86.7	(1)	83.8	(2)	85.0	(5)	86.9	(4)	83.4	(3)	85.3	(2)	--	(--)
NORTHWEST	85.2	(8)	83.4	(4)	81.4	(7)	76.8	(12)	79.2	(14)	84.8	(10)	76.8	(13)	80.8	(4)	80.0	(2)
SKYWEST	90.6	(1)	91.2	(1)	82.8	(4)	79.7	(7)	87.1	(3)	87.1	(3)	86.8	(2)	85.3	(1)	--	(--)
SOUTHWEST	88.8	(2)	86.5	(2)	85.2	(2)	83.2	(3)	83.9	(8)	82.0	(14)	80.2	(7)	84.4	(3)	82.7	(1)
UNITED	85.9	(5)	83.3	(5)	78.8	(12)	78.0	(10)	80.8	(10)	85.1	(8)	74.3	(16)	80.3	(7)	76.1	(9)
US AIRWAYS	80.8	(15)	75.8	(15)	83.3	(3)	82.5	(4)	84.1	(7)	84.2	(11)	81.7	(5)	80.7	(5)	78.6	(6)
Total	84.7		81.4		80.8		77.9		81.3		83.0		77.6		80.2		78.8	

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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	696	68.5	1487	74.7	514	75.9	149	79.9	H/		870	74.5	697	77.9	13619	85.4
AS	H/		62	82.3	H/		H/		H/		31	71.0	212	88.2	H/	
B6	H/		397	91.7	H/		H/		H/		H/		75	77.3	H/	
CO	381	66.1	539	71.8	259	74.5	H/		H/		371	74.4	339	77.6	322	75.2
DH	H/		779	75.7	H/		279	76.0	2768	80.0	31	96.8	H/		H/	
DL	17835	71.8	1535	78.4	464	72.0	248	64.1	4840	84.2	1036	79.8	589	76.6	1786	85.1
EV	6633	76.5	31	83.9	H/		31	100.0	64	79.7	93	67.7	107	86.0	4646	86.9
FL	4832	78.2	453	79.0	861	81.6	H/		H/		155	83.9	98	85.7	340	85.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	152	78.3	279	57.0	155	71.0	H/		H/		93	75.3	310	80.6	303	68.6
MQ	H/		1826	68.1	219	71.7	246	69.5	327	56.0	786	74.9	H/		6227	85.8
NW	440	63.2	453	71.3	417	72.4	176	69.9	62	79.0	591	73.4	492	74.0	410	70.7
OH	3179	72.1	382	85.9	124	70.2	83	83.1	9496	79.6	811	80.1	H/		41	92.7
OO	H/		H/		H/		H/		H/		H/		2233	88.3	651	89.1
RU	180	71.7	27	85.2	134	61.2	410	70.7	254	64.2	258	64.7	52	92.3	186	81.2
TZ	H/		106	64.2	H/		109	73.4	H/		110	71.8	136	69.1	135	75.6
UA	331	63.1	931	74.7	525	75.8	248	66.1	62	58.1	403	66.0	7207	83.3	513	71.7
US	237	62.9	1698	78.4	458	78.2	6878	88.1	H/		1976	87.3	273	87.9	288	83.7
WN	H/		H/		4772	76.8	H/		H/		H/		H/		H/	
TOTAL	34896	73.3	10985	75.2	8902	76.2	8857	84.4	17873	80.2	7615	78.5	12820	83.1	29467	85.0

* 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	477	78.8	745	65.4	778	83.2	451	73.8	1296	78.1	797	79.5	2651	78.8	1923	66.8
AS	H/		62	83.9	H/		H/		H/		403	82.1	722	87.5	H/	
B6	H/		H/		545	88.3	H/		2684	82.5	217	82.0	2	0.0	H/	
CO	195	76.9	4645	69.0	378	84.1	7221	82.7	31	83.9	517	72.7	588	76.7	319	57.7
DH	126	76.2	202	63.4	H/		H/		445	76.2	H/		H/		218	67.0
DL	301	70.8	648	66.4	972	76.3	279	63.8	1175	72.6	702	82.9	1242	81.3	1954	75.8
EV	62	85.5	H/		H/		126	79.4	150	62.7	H/		H/		H/	
FL	H/		154	67.5	379	82.3	H/		H/		62	93.5	H/		396	68.7
HA	H/		H/		H/		H/		H/		31	93.5	93	82.8	H/	
HP	153	71.2	183	69.9	67	53.7	150	72.7	341	59.8	2812	80.9	703	80.1	H/	
MQ	137	70.1	280	65.0	20	95.0	93	64.5	394	73.9	H/		1931	91.8	1561	66.2
NW	9508	79.5	391	62.4	160	71.9	371	65.8	93	66.7	434	69.1	582	75.4	592	65.7
OH	291	75.9	53	58.5	129	78.3	145	79.3	250	62.0	H/		H/		1333	75.3
OO	H/		H/		H/		935	83.6	H/		179	77.7	3748	91.8	H/	
RU	216	72.2	4611	66.9	H/		6677	78.1	30	73.3	H/		H/		136	67.6
TZ	H/		135	61.5	122	76.2	H/		H/		179	85.5	233	77.3	292	64.4
UA	337	68.2	636	65.9	248	76.2	339	66.7	389	85.1	1028	80.6	3167	78.0	617	68.6
US	59	78.0	253	60.9	492	78.5	288	75.3	H/		360	72.8	325	75.7	1361	78.9
WN	443	72.5	H/		1120	75.4	163	69.9	H/		5556	85.2	3358	83.7	H/	
TOTAL	12305	78.3	12998	67.2	5410	79.2	17238	79.2	7278	77.0	13277	82.0	19345	83.6	10702	70.8

* 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	970	82.9	140	80.7	3471	84.3	428	66.4	8335	59.6	216	79.2	625	69.8	483	73.3
AS	62	82.3	H/		31	87.1	H/		93	64.5	1231	88.0	H/		274	83.9
B6	362	88.1	H/		H/		H/		H/		H/		H/		H/	
CO	487	78.2	130	67.7	320	75.3	191	71.7	438	53.9	93	68.8	142	63.4	357	80.4
DH	H/		31	77.4	H/		H/		3777	57.0	H/		359	67.7	H/	
DL	1369	77.9	155	65.2	371	72.0	371	72.2	562	52.3	340	81.2	516	63.4	330	86.4
EV	H/		H/		H/		62	82.3	113	65.5	H/		H/		93	92.5
FL	758	86.5	247	72.9	123	83.7	185	90.3	H/		H/		523	77.8	H/	
HA	H/		H/		H/		H/		H/		44	81.8	H/		31	96.8
HP	93	75.3	H/		62	69.4	185	76.8	243	49.8	215	75.8	184	66.3	5557	87.3
MQ	19	84.2	89	74.2	221	66.5	91	68.1	7045	52.6	H/		254	60.6	H/	
NW	493	78.9	352	63.6	196	78.1	9585	82.2	645	53.2	155	68.4	448	72.5	372	66.7
OH	496	80.0	47	53.2	62	88.7	248	76.6	175	57.1	H/		52	82.7	H/	
OO	H/		H/		H/		H/		452	54.4	645	93.2	H/		435	85.1
RU	H/		125	76.0	38	94.7	207	75.8	212	53.3	H/		181	51.9	29	96.6
TZ	271	87.1	2416	80.7	90	81.1	155	67.1	H/		H/		132	65.9	132	78.8
UA	598	82.6	H/		310	73.9	604	71.9	10136	67.6	755	72.6	694	69.0	587	78.7
US	843	78.4	H/		288	85.8	154	78.6	530	58.9	H/		5258	76.6	260	78.1
WN	2070	78.2	3997	73.6	H/		H/		H/		1021	83.2	315	75.2	5331	85.2
TOTAL	8891	80.5	7729	75.1	5583	81.4	12466	80.2	32756	59.8	4715	82.7	9683	73.1	14271	84.6

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

MAY 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	123	82.9	635	78.3	578	77.5	1055	78.5	246	76.4	1638	83.7	645	84.7
AS	H/		367	85.3	4259	80.4	419	83.8	H/		H/		H/	
B6	H/		93	77.4	31	54.8	H/		62	82.3	H/		248	89.1
CO	13	61.5	239	75.7	358	74.6	389	68.9	93	59.1	51	80.4	357	79.8
DH	217	79.3	H/		H/		H/		H/		31	93.5	H/	
DL	217	65.9	427	85.9	496	74.6	670	79.1	2867	85.1	243	74.1	983	80.1
EV	31	83.9	H/		H/		H/		93	79.6	H/		H/	
FL	154	90.9	H/		H/		H/		H/		H/		403	83.9
HA	H/		31	83.9	63	79.4	31	80.6	H/		H/		H/	
HP	31	87.1	333	85.0	278	72.7	525	74.5	93	83.9	122	82.8	67	64.2
MQ	217	59.0	953	91.8	H/		175	83.4	H/		H/		H/	
NW	212	76.9	186	62.9	372	76.3	279	70.3	124	66.1	471	74.3	333	70.3
OH	176	78.4	H/		31	67.7	H/		434	89.9	279	78.1	31	96.8
OO	H/		653	92.3	425	92.2	3058	82.3	6181	87.0	H/		H/	
RU	250	62.0	H/		H/		H/		58	86.2	337	75.1	34	85.3
TZ	83	73.5	H/		116	78.4	265	77.0	H/		H/		H/	
UA	185	65.4	689	74.7	1103	74.9	3994	77.7	277	62.1	246	70.3	342	80.4
US	3419	84.4	176	72.7	148	79.1	297	76.1	H/		H/		638	83.7
WN	H/		2462	82.7	1068	82.8	H/		1131	79.3	1725	75.9	1756	79.8
TOTAL	5328	80.1	7244	83.0	9326	79.3	11157	78.7	11659	84.5	5143	78.3	5837	80.9

* 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	93.7	88.7	85.4	82.5	94.1	J/	100.0	92.3	80.6	76.0	59.3	92.0	85.8	96.1	90.5	80.8	77.1	100.0
700 - 759 AM	90.3	93.0	94.0	96.5	89.5	91.8	89.9	93.5	87.2	88.3	90.2	88.1	82.3	94.8	96.3	88.9	93.9	91.4
800 - 859 AM	77.9	90.5	94.5	88.1	91.5	91.3	92.5	89.8	89.8	90.4	93.5	87.5	84.4	93.7	92.2	88.2	94.8	91.8
900 - 959 AM	86.6	91.9	91.1	88.6	89.3	93.2	92.3	90.0	87.2	88.2	93.4	85.7	90.0	91.9	89.7	90.1	92.7	82.5
1000 - 1059 AM	87.6	84.7	93.2	88.7	90.4	83.8	85.6	91.2	89.2	87.1	87.1	89.8	91.6	87.2	89.0	84.1	88.2	86.5
1100 - 1159 AM	87.3	88.1	89.0	89.0	87.0	82.9	89.0	89.8	83.4	83.9	94.4	83.2	88.2	85.2	85.5	85.2	90.1	80.6
1200 - 1259 PM	89.0	85.9	86.9	92.4	87.0	82.5	85.2	90.9	86.0	90.5	87.2	82.2	90.7	85.5	85.6	82.7	85.3	86.3
100 - 159 PM	84.0	82.2	87.8	90.3	83.9	90.2	83.6	88.7	85.5	84.0	86.9	79.0	84.7	85.4	85.3	79.0	89.6	82.7
200 - 259 PM	80.1	83.3	83.4	91.5	81.3	90.3	86.6	87.4	84.0	81.6	84.8	80.5	89.0	84.9	85.2	78.2	90.5	80.4
300 - 359 PM	74.9	81.2	82.7	88.3	79.9	82.9	82.6	87.0	78.0	73.4	89.0	76.2	80.8	82.5	86.3	72.6	87.8	76.3
400 - 459 PM	64.6	74.4	72.0	82.7	78.7	78.6	81.7	84.0	77.6	66.1	84.9	76.4	70.2	77.4	81.3	69.2	83.7	73.0
500 - 559 PM	63.5	70.5	71.3	78.5	78.9	74.4	82.3	80.0	73.8	62.5	81.2	75.3	69.8	77.9	83.8	64.4	74.4	71.1
600 - 659 PM	60.4	62.4	67.7	74.7	75.2	75.7	72.2	77.4	69.4	51.4	72.7	72.0	69.0	77.4	84.8	60.1	75.6	63.6
700 - 759 PM	55.8	61.9	58.4	77.2	66.6	70.9	73.5	76.7	67.1	36.4	67.9	71.9	75.1	78.4	77.2	57.7	73.2	53.5
800 - 859 PM	57.7	58.3	60.1	75.4	63.5	64.5	71.4	76.3	61.2	41.3	61.1	66.2	71.2	72.7	77.6	49.4	66.8	56.9
900 - 959 PM	55.0	54.9	65.3	75.0	72.6	64.3	75.6	74.6	66.1	43.6	58.2	65.5	66.1	76.4	76.3	56.6	68.3	59.2
1000 - 1059 PM	63.8	68.6	56.9	69.6	68.0	60.9	75.5	70.4	64.1	54.0	68.7	65.7	68.8	73.4	71.0	44.3	66.6	60.5
1100 - 559 AM	76.2	71.2	70.1	66.2	69.9	63.4	83.1	80.6	76.8	63.0	70.1	70.6	77.5	70.9	75.2	56.0	67.9	86.3
TOTAL, ALL ARRIVALS, BY AIRPORT	73.3	75.2	76.2	84.4	80.2	78.5	83.1	85.0	78.3	67.2	79.2	79.2	77.0	82.0	83.6	70.8	80.5	75.1

* 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 *														
<u>SCHEDULED ARRIVAL TIME</u>	<u>MIA</u>	<u>MSP</u>	<u>ORD</u>	<u>PDX</u>	<u>PHL</u>	<u>PHX</u>	<u>PIT</u>	<u>SAN</u>	<u>SEA</u>	<u>SFO</u>	<u>SLC</u>	<u>STL</u>	<u>TPA</u>	<u>TOTAL</u>
600 - 659 AM	100.0	89.5	82.4	J/	89.6	93.3	96.4	92.3	95.5	91.9	J/	J/	74.5	88.3
700 - 759 AM	85.5	85.5	80.0	98.3	95.4	94.4	93.8	96.4	94.8	93.1	94.9	94.3	98.7	90.3
800 - 859 AM	94.4	79.9	79.7	98.1	75.9	93.6	92.7	95.2	92.6	93.9	92.1	92.2	93.1	87.3
900 - 959 AM	89.7	83.3	74.0	96.8	83.0	88.6	91.0	94.9	94.7	82.9	90.1	86.1	96.1	87.5
1000 - 1059 AM	85.9	80.2	70.8	89.1	83.9	90.6	89.5	86.9	84.5	79.4	88.0	89.9	92.5	86.1
1100 - 1159 AM	85.7	84.3	69.2	88.6	82.3	88.1	85.7	90.6	86.9	75.9	87.3	85.6	92.7	85.0
1200 - 1259 PM	87.3	88.8	68.2	83.3	88.4	87.3	86.5	88.8	83.1	72.4	89.2	91.3	87.6	84.7
100 - 159 PM	86.5	87.1	63.8	86.9	87.4	88.6	80.1	83.2	83.4	78.4	86.9	89.2	90.9	83.4
200 - 259 PM	88.7	85.8	63.0	77.9	88.0	84.9	88.7	85.3	82.7	84.1	87.8	83.7	85.2	82.6
300 - 359 PM	87.5	82.6	56.9	82.1	78.0	83.1	88.0	82.5	78.1	78.4	87.5	78.9	88.9	79.3
400 - 459 PM	81.7	77.0	50.8	90.2	70.4	82.3	79.1	77.8	78.0	82.9	82.8	72.5	82.8	73.6
500 - 559 PM	76.5	83.4	47.4	79.3	70.1	82.8	76.5	80.1	75.5	78.9	81.4	76.3	76.8	73.2
600 - 659 PM	77.3	70.3	38.7	82.4	63.5	80.1	67.2	79.7	73.4	79.7	76.2	69.2	73.9	67.7
700 - 759 PM	78.5	72.5	38.1	79.2	56.6	83.4	72.6	74.6	70.6	78.1	74.4	67.1	68.5	66.0
800 - 859 PM	55.4	70.5	35.6	79.7	61.2	75.1	63.2	79.9	72.1	76.5	73.0	70.2	75.8	64.4
900 - 959 PM	74.2	72.4	41.9	65.6	56.5	64.3	66.2	73.2	70.9	69.7	79.9	62.3	66.4	66.1
1000 - 1059 PM	63.5	62.8	49.6	72.4	56.8	67.1	67.2	83.6	72.9	64.1	80.3	62.7	67.8	65.9
1100 - 559 AM	61.8	68.3	81.5	73.7	66.2	81.2	70.3	71.0	74.7	75.4	80.8	72.9	69.3	72.9
TOTAL, ALL ARRIVALS, BY AIRPORT	81.4	80.2	59.8	82.7	73.1	84.6	80.1	83.0	79.3	78.7	84.5	78.3	80.9	77.5

* 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	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	94.4	95.1	95.2	92.6	93.9	95.6	95.1	94.1	92.3	96.4	96.9	93.5	93.0	95.0	95.5	95.6	97.1	95.1
700 - 759 AM	92.3	92.1	92.7	94.8	91.7	94.8	93.2	92.1	92.3	95.4	98.5	93.8	94.9	95.2	95.6	93.5	95.8	90.3
800 - 859 AM	90.8	90.1	92.2	91.7	90.8	94.2	93.3	91.1	90.7	92.6	97.3	92.3	95.3	94.9	94.0	94.6	94.2	92.5
900 - 959 AM	83.1	90.9	91.3	87.2	92.4	95.7	94.5	89.6	90.6	91.1	94.4	91.4	93.1	89.9	90.5	89.8	92.2	85.7
1000 - 1059 AM	87.8	89.6	88.7	90.9	89.8	93.5	90.8	90.3	88.0	88.5	94.5	90.0	92.4	84.4	88.5	93.3	91.7	87.4
1100 - 1159 AM	87.7	88.8	87.2	89.4	83.8	89.8	86.4	90.7	86.7	93.1	89.2	88.5	92.5	82.7	88.5	90.5	89.5	78.3
1200 - 1259 PM	87.3	89.7	79.8	89.5	87.1	85.2	86.1	87.6	82.3	90.8	90.4	86.5	94.7	79.8	85.4	88.4	91.8	79.6
100 - 159 PM	87.6	86.3	83.9	73.1	84.3	87.3	81.9	87.7	82.5	86.7	87.1	85.5	87.7	78.7	86.7	89.5	83.6	72.8
200 - 259 PM	82.3	75.3	76.6	86.5	80.8	88.4	82.9	85.9	77.4	82.6	82.1	81.0	88.7	84.0	78.1	84.6	83.5	72.1
300 - 359 PM	77.0	77.7	68.4	84.5	82.0	85.9	85.7	83.4	75.7	77.2	77.1	82.2	84.8	77.7	87.6	81.1	79.2	68.5
400 - 459 PM	75.6	73.1	67.8	82.5	77.9	79.7	87.9	81.0	65.8	67.5	83.9	78.5	88.2	79.6	81.5	77.3	76.2	69.6
500 - 559 PM	67.3	68.5	66.6	71.7	71.4	76.4	81.3	79.9	76.3	67.2	75.4	78.1	70.6	73.6	82.9	73.4	76.7	60.2
600 - 659 PM	60.2	71.6	60.3	74.9	67.7	74.3	81.4	74.7	63.5	59.8	75.7	80.5	77.1	74.4	87.6	69.6	70.0	51.6
700 - 759 PM	63.7	61.6	60.0	73.5	73.9	70.8	75.6	76.4	67.3	49.9	70.6	84.2	78.3	80.4	86.3	65.4	75.4	54.1
800 - 859 PM	58.6	73.5	50.6	75.6	70.1	70.4	77.8	79.4	61.9	50.5	68.5	82.3	72.9	79.0	86.6	61.4	68.1	51.3
900 - 959 PM	57.2	64.8	49.8	81.0	70.0	75.9	86.7	81.0	67.5	36.0	67.9	85.7	72.9	74.8	79.5	56.1	72.2	55.9
1000 - 1059 PM	64.6	51.9	53.2	81.4	75.1	J/	J/	76.2	70.8	56.0	80.6	79.1	81.6	77.0	87.4	J/	67.9	63.3
1100 - 559 AM	75.0	97.4	96.9	J/	78.3	J/	84.8	91.8	92.3	94.3	98.4	87.1	100.0	81.5	87.5	92.9	96.7	93.3
TOTAL, ALL DEPARTURES, BY AIRPORT	76.5	81.7	76.5	83.9	81.0	85.9	86.0	85.1	79.3	79.1	86.0	85.5	85.5	82.6	87.8	83.1	84.5	73.5

* 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	95.1	90.7	89.7	95.7	92.8	95.3	85.1	95.3	96.6	96.2	95.5	96.7	97.4	94.4
700 - 759 AM	93.0	91.7	81.3	95.8	90.5	91.4	88.0	95.8	92.1	94.9	94.9	93.6	96.6	92.7
800 - 859 AM	89.8	80.9	84.2	89.8	86.1	87.2	88.2	92.6	92.2	95.8	94.0	93.6	94.8	91.3
900 - 959 AM	95.3	88.5	80.4	94.2	79.7	84.1	91.7	93.0	90.0	95.3	89.9	90.4	90.5	88.9
1000 - 1059 AM	88.3	87.9	78.4	93.8	83.6	85.5	85.1	88.7	85.9	87.6	92.8	87.6	92.5	88.0
1100 - 1159 AM	87.1	89.3	74.4	87.8	87.1	84.9	92.8	83.9	82.9	89.7	92.7	86.7	90.5	86.9
1200 - 1259 PM	90.2	84.8	74.7	88.9	84.0	82.1	77.4	91.8	86.2	82.9	88.0	87.5	90.3	85.5
100 - 159 PM	84.3	87.9	72.4	88.1	87.3	81.4	87.9	85.6	83.4	80.8	89.7	86.2	86.9	84.0
200 - 259 PM	79.7	84.4	63.5	81.9	77.2	72.7	78.3	81.9	76.7	80.8	89.1	87.1	83.1	80.4
300 - 359 PM	78.5	79.6	58.8	81.9	76.4	73.6	78.5	85.0	74.2	87.1	84.6	63.9	83.7	78.1
400 - 459 PM	75.1	78.0	58.6	84.0	71.1	80.8	82.8	81.7	72.6	86.3	86.0	70.3	79.2	76.3
500 - 559 PM	72.8	77.2	50.8	87.8	60.9	70.8	71.2	77.7	78.8	86.9	82.2	68.4	76.9	71.6
600 - 659 PM	72.1	79.9	47.6	81.4	65.0	79.8	71.8	81.1	76.4	86.6	86.6	63.7	74.9	71.4
700 - 759 PM	78.0	76.6	44.8	92.9	64.1	79.0	65.5	81.0	72.9	88.0	77.7	60.8	82.0	68.8
800 - 859 PM	78.5	69.1	37.6	83.7	64.8	76.0	66.8	77.8	73.0	91.9	80.8	70.4	72.3	67.9
900 - 959 PM	J/	82.1	42.1	89.2	66.7	76.6	J/	81.1	72.1	89.0	86.4	70.7	56.0	68.7
1000 - 1059 PM	J/	83.5	46.2	86.5	72.0	89.8	73.8	87.0	82.5	90.7	90.7	76.8	48.1	77.3
1100 - 559 AM	100.0	90.5	60.0	94.6	93.5	93.8	88.2	98.2	81.4	91.7	95.9	93.5	98.9	84.7
TOTAL, ALL DEPARTURES, BY AIRPORT	83.3	84.3	64.8	89.4	77.3	82.0	81.2	87.2	83.2	89.1	88.7	81.0	86.3	81.3

* 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	MEDIAN
RU	2933	AGS-EWR	1657	26	92.31	89	77
MQ	4264	MEM-ORD	1907	31	90.32	55	30
WN	106	BNA-MCO	2005	26	88.46	74	52
MQ	4288	MKE-ORD	1843	26	88.46	66	33
MQ	4025	ORD-ORF	1601	31	87.10	55	39
EV	4380	BTR-ATL	615	31	87.10	49	23
MQ	4146	ORF-ORD	1936	21	85.71	60	44
MQ	4531	PHL-BOS	1725	21	85.71	59	41
AA	1733	EWR-ORD	1806	26	84.62	88	85
RU	2454	CAE-EWR	1715	26	84.62	79	70
WN	106	MDW-BNA	1825	26	84.62	71	52
MQ	4231	IAD-ORD	1840	26	84.62	70	43
AA	1885	EWR-ORD	1934	25	84.00	98	76
RU	2154	IAD-EWR	1900	25	84.00	66	53
TZ	206	MDW-LGA	1859	25	84.00	62	50
WN	861	MCI-OKC	2050	25	84.00	46	40
DH	7420	ORD-GSP	1800	31	83.87	92	71
DH	7638	ORD-SBN	2120	31	83.87	71	56
DH	7561	LAN-ORD	1602	31	83.87	57	42
AA	1248	PHX-ORD	1300	31	83.87	54	40
MQ	3982	ICT-ORD	1710	31	83.87	49	41
AA	1070	MSP-ORD	1754	24	83.33	66	60
DL	728	ATL-ORD	1835	30	83.33	58	51
DH	7259	ABE-ORD	1730	28	82.14	82	48
MQ	4380	CVG-ORD	2040	22	81.82	38	30
MQ	4517	EWR-BOS	2030	21	80.95	46	54
DL	428	PHX-ATL	925	21	80.95	29	31
RU	2824	BHM-EWR	1600	26	80.77	101	70
AA	1569	PHL-ORD	1744	26	80.77	99	100
UA	1069	ORD-BOI	2000	26	80.77	88	64

* See Appendix at the end of this section for list of carrier 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	MEDIAN
UA	660	ORD-EWR	1900	26	80.77	83	76
WN	106	DTW-MDW	1800	26	80.77	53	37
MQ	4018	ORD-MKE	1728	26	80.77	51	29
MQ	3906	ORD-CVG	1549	26	80.77	48	30
DL	1888	ATL-DCA	1830	26	80.77	45	34
MQ	4407	DAY-ORD	1847	26	80.77	41	32
MQ	4023	ORD-DSM	1710	26	80.77	36	31
MQ	4240	DSM-ORD	1853	26	80.77	35	23
DH	7603	ORD-ORF	1744	31	80.65	89	60
DH	7232	ORD-BHM	1845	31	80.65	84	54
MQ	4347	ORD-MKE	2016	31	80.65	76	52
DH	7604	ORF-ORD	1716	31	80.65	75	41
MQ	4327	ORD-CMI	1837	31	80.65	74	40
MQ	4035	ORD-PWM	1813	31	80.65	65	38
MQ	3955	ORD-MEM	1916	31	80.65	61	41
MQ	4053	ORD-DBQ	2028	31	80.65	55	40
MQ	4337	BNA-ORD	1746	31	80.65	48	20
DL	443	ATL-IAH	1741	31	80.65	45	32
DL	1052	VPS-ATL	1228	31	80.65	31	24
RU	2147	CVG-EWR	1728	25	80.00	87	54
RU	2820	MEM-EWR	1725	25	80.00	81	55
RU	2335	SDF-EWR	1708	25	80.00	77	64
CO	1127	MDW-EWR	1815	25	80.00	76	59
RU	2379	EWR-SDF	1910	25	80.00	74	55
OO	6854	ORD-FSD	1940	30	80.00	71	54
RU	2764	RIC-EWR	1732	25	80.00	71	59
MQ	4225	IAD-ORD	1640	30	80.00	63	41
MQ	4568	RDU-BOS	2100	25	80.00	44	32

* 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
ATLANTIC COAST	777	45	5.8
AMERICAN EAGLE	1,378	78	5.7
EXPRESSJET	1,101	30	2.7
UNITED	1,539	30	1.9
AMERICAN	1,968	38	1.9
DELTA	1,928	23	1.2
CONTINENTAL	874	10	1.1
AMERICA WEST	540	4	0.7
AIRTRAN	426	3	0.7
SOUTHWEST	2,836	15	0.5
ATA	224	1	0.4
JETBLUE	237	1	0.4
US AIRWAYS	1,137	3	0.3
SKYWEST	1,207	3	0.2
ALASKA	466	1	0.2
NORTHWEST	1,423	3	0.2
ATLANTIC SOUTHEAST	734	1	0.1
COMAIR	1,022	1	0.1
HAWAIIAN	125	0	0.0
TOTAL	19,942	290	1.5

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)	86.2	91.6	261	261
AGUADILLA PR (BQN)	65.7	91.4	35	35
AKRON/CANTON OH (CAK)	72.9	76.7	763	763
ALBANY NY (ALB)	68.4	80.6	1,527	1,527
ALBUQUERQUE NM (ABQ)	83.0	85.6	3,090	3,090
ALLENTOWN PA (ABE)	74.1	81.7	667	668
AMARILLO TX (AMA)	81.7	86.8	687	688
ANCHORAGE AK (ANC)	70.5	78.1	1,652	1,652
ASHEVILLE NC (AVL)	76.8	76.1	423	423
ATLANTA GA (ATL)	73.3	76.5	34,896	34,951
AUSTIN TX (AUS)	79.5	84.8	3,295	3,294
BAKERSFIELD CA (BFL)	94.0	95.6	298	298
BALTIMORE MD (BWI)	76.2	76.5	8,902	8,904
BANGOR ME (BGR)	69.8	83.8	431	431
BARROW AK (BRW)	87.1	79.0	62	62
BATON ROUGE LA (BTR)	77.0	78.7	649	648
BEAUMONT/PORT ARTHUR TX (BPT)	80.7	86.6	187	186
BETHEL AK (BET)	86.6	84.5	97	97
BILLINGS MT (BIL)	81.4	89.1	495	494
BINGHAMTON NY (BGM)	83.7	90.2	184	184
BIRMINGHAM AL (BHM)	74.3	78.5	1,915	1,915
BISMARCK ND (BIS)	85.8	91.5	211	211
BLOOMINGTON IL (BMI)	67.4	76.9	242	242
BOISE ID (BOI)	83.1	88.8	1,318	1,318
BOSTON MA (BOS)	75.2	81.7	10,985	10,985
BOZEMAN MT (BZN)	86.0	94.8	308	309
BRISTOL TN (TRI)	79.8	84.2	336	310
BROWNSVILLE TX (BRO)	85.4	86.8	151	151
BUFFALO NY (BUF)	73.4	78.5	2,290	2,291
BURBANK CA (BUR)	83.5	85.0	2,292	2,292
BURLINGTON VT (BTV)	75.5	82.1	629	630
CEDAR RAPIDS/IOWA CTY IA (CID)	64.8	71.4	613	612
CHAMPAIGN IL (CMI)	46.3	67.4	259	258
CHARLESTON SC (CHS)	75.7	79.7	1,212	1,211
CHARLESTON WV (CRW)	72.9	78.9	450	450
CHARLOTTE NC (CLT)	84.4	83.9	8,857	8,859
CHATTANOOGA TN (CHA)	77.7	82.0	422	422
CHICAGO IL (MDW)	75.1	73.5	7,729	7,726
CHICAGO IL (ORD)	59.8	64.8	32,756	32,749
CINCINNATI OH (CVG)	80.2	81.0	17,873	17,876
CLEVELAND OH (CLE)	78.2	84.7	7,734	7,738
COLLEGE STATION TX (CLL)	86.0	89.0	335	335
COLORADO SPRINGS CO (COS)	83.8	89.2	930	931

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	70.6	73.6	1,057	1,060
COLUMBUS OH (CMH)	70.8	80.2	3,262	3,261
CORDOVA AK (CDV)	83.9	85.5	62	62
CORPUS CHRISTI TX (CRP)	80.3	83.8	679	727
DALLAS/FT. WORTH TX (DAL)	79.4	77.4	3,743	3,744
DALLAS/FT. WORTH TX (DFW)	85.0	85.1	29,467	29,411
DAYTON OH (DAY)	68.6	81.2	1,321	1,321
DAYTONA BEACH FL (DAB)	75.1	75.9	321	320
DEADHORSE AK (SCC)	83.9	87.1	31	31
DENVER CO (DEN)	83.1	86.0	12,820	12,837
DES MOINES IA (DSM)	68.3	76.1	954	954
DETROIT MI (DTW)	78.3	79.3	12,305	12,305
DILLINGHAM AK (DLG)	74.2	87.1	31	31
DUBUQUE IA (DBQ)	37.0	63.0	92	92
DULUTH MN (DLH)	71.8	75.7	170	169
DURANGO CO (DRO)	100.0	100.0	9	9
EL PASO TX (ELP)	84.4	86.0	1,907	1,884
ERIE PA (ERI)	71.0	78.5	93	93
EUGENE OR (EUG)	85.7	87.7	533	530
EVANSVILLE IN (EVV)	63.6	71.2	483	482
FAIRBANKS AK (FAI)	73.8	83.9	447	446
FARGO ND (FAR)	63.3	78.9	278	280
FAYETTEVILLE AR (XNA)	76.2	79.1	1,184	1,181
FAYETTEVILLE NC (FAY)	68.7	77.3	150	150
FLINT MI (FNT)	77.4	80.5	530	529
FRESNO CA (FAT)	89.7	90.5	1,177	1,175
FT. LAUDERDALE FL (FLL)	79.2	86.0	5,410	5,413
FT. MYERS FL (RSW)	82.6	88.9	1,692	1,698
FT. SMITH AR (FSM)	81.9	89.0	155	154
FT. WAYNE IN (FWA)	65.6	73.4	610	613
GRAND FORKS ND (GFK)	81.2	93.2	117	117
GRAND RAPIDS MI (GRR)	70.3	80.0	1,398	1,398
GREAT FALLS MT (GTF)	90.0	95.3	340	341
GREEN BAY WI (GRB)	66.3	73.9	276	280
GREENSBORO/HIGH PT. NC (GSO)	73.1	80.3	1,564	1,563
GREENVILLE/SPARTBG. SC (GSP)	70.0	76.4	1,283	1,283
GULFPORT/BILOXI MS (GPT)	84.1	82.8	502	530
HARLINGEN TX (HRL)	77.5	82.5	498	498
HARRISBURG PA (MDT)	71.5	77.1	1,015	1,016
HARTFORD CT/SPGFLD MA (BDL)	77.7	84.7	2,866	2,866
HELENA MT (HLN)	87.2	89.4	218	218
HILO HAWAII HI (ITO)	97.2	96.7	212	212
HONOLULU OAHU HI (HNL)	87.8	96.8	2,951	2,949

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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.
HOUSTON TX (HOU)	77.8	73.5	4,930	4,919
HOUSTON TX (IAH)	79.2	85.5	17,238	17,233
HUNTSVILLE/DECATUR AL (HSV)	74.9	78.4	976	976
INDIANAPOLIS IN (IND)	76.4	83.6	3,489	3,490
INDIO/PALM SPRINGS CA (PSP)	85.3	87.0	961	962
ISLIP/LONG IS. NY (ISP)	73.4	76.6	1,050	1,050
JACKSON WY (JAC)	80.1	81.2	186	186
JACKSON/VICKSBURG MS (JAN)	76.6	82.8	946	946
JACKSONVILLE FL (JAX)	76.2	80.4	2,545	2,541
JUNEAU AK (JNU)	75.5	83.9	372	372
KAHULUI (OGG)	91.9	96.4	1,092	1,093
KALAMAZOO MI (AZO)	64.9	77.3	445	445
KALISPELL MT (FCA)	85.3	94.3	279	279
KANSAS CITY MO (MCI)	77.5	81.2	4,998	4,994
KETCHIKAN AK (KTN)	81.2	86.3	197	197
KEY WEST FL (EYW)	85.5	67.7	62	62
KILLEEN TX (ILE)	84.1	89.0	434	435
KING SALMON AK (AKN)	87.5	82.5	40	40
KNOXVILLE TN (TYS)	68.0	79.0	1,164	1,164
KODIAK AK (ADQ)	79.0	77.4	62	62
KONA HAWAII HI (KOA)	92.0	96.9	540	540
KOTZEBUE AK (OTZ)	71.0	74.2	93	93
LA CROSSE WI (LSE)	46.7	69.2	90	91
LAFAYETTE LA (LFT)	75.3	82.2	304	286
LANSING MI (LAN)	70.3	78.5	488	488
LAREDO TX (LRD)	85.1	91.4	174	174
LAS VEGAS NV (LAS)	82.0	82.6	13,277	13,278
LAWTON OK (LAW)	86.7	94.4	180	180
LEXINGTON/FRKFT KY (LEX)	71.7	76.0	881	881
LIHUE KAUAI HI (LIH)	94.3	98.1	631	631
LINCOLN NE (LNK)	67.6	77.7	182	184
LITTLE ROCK AR (LIT)	71.4	79.2	1,476	1,492
LONG BEACH CA (LGB)	80.3	91.9	970	972
LONGVIEW TX (GGG)	85.9	95.7	92	93
LOS ANGELES CA (LAX)	83.6	87.8	19,345	19,339
LOUISVILLE KY (SDF)	72.6	77.5	1,946	1,950
LUBBOCK TX (LBB)	79.8	85.4	793	793
MADISON WI (MSN)	66.2	75.9	754	754
MANCHESTER NH (MHT)	76.6	83.3	1,855	1,854
MARQUETTE MI (MQT)	40.4	59.6	57	57
MEDFORD OR (MFR)	88.7	90.2	417	417
MELBOURNE FL (MLB)	73.6	76.7	227	227
MEMPHIS TN (MEM)	78.6	81.6	4,090	4,089

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIAMI FL (MIA)	81.4	83.3	5,583	5,588
MIDLAND/ODESSA TX (MAF)	82.3	86.5	673	673
MILWAUKEE WI (MKE)	72.9	83.0	1,831	1,812
MINNEAPLS/ST.P MN (MSP)	80.2	84.3	12,466	12,467
MINOT ND (MOT)	78.5	86.0	93	93
MISSION/MCALLEN TX (MFE)	75.6	86.2	270	269
MISSOULA MT (MSO)	80.4	90.0	341	341
MOBILE AL./PASCAGOULA MS (MOB)	77.7	83.7	449	449
MOLINE IL (MLI)	66.0	73.3	282	281
MONROE LA (MLU)	74.8	81.3	302	304
MONTEREY CA (MRY)	93.1	89.5	619	620
MONTROSE CO (MTJ)	87.6	93.1	186	188
MYRTLE BEACH SC (MYR)	79.6	82.3	706	706
NASHVILLE TN (BNA)	75.8	77.3	5,053	5,053
NEW ORLEANS LA (MSY)	78.8	82.1	4,468	4,488
NEW YORK NY (JFK)	77.0	85.5	7,278	7,291
NEW YORK NY (LGA)	70.8	83.1	10,702	10,699
NEWARK NJ (EWR)	67.2	79.1	12,998	12,990
NEWBURGH NY (SWF)	61.1	70.4	216	216
NOME AK (OME)	66.7	65.6	93	93
NORFOLK/VA. BEACH VA (ORF)	68.6	77.2	2,017	2,014
OKLAHOMA CITY OK (OKC)	72.7	79.4	1,933	1,936
OMAHA NE (OMA)	72.6	80.3	1,784	1,786
ONTARIO CA (ONT)	84.0	88.4	3,032	3,030
ORANGE COUNTY CA (SNA)	84.8	87.3	4,006	4,004
ORLANDO FL (MCO)	80.5	84.5	8,891	8,891
PASCO WA (PSC)	87.9	93.0	372	372
PENSACOLA FL (PNS)	75.6	76.8	606	587
PEORIA IL (PIA)	54.0	63.7	374	375
PETERSBURG AK (PSG)	85.5	85.5	62	62
PHILADELPHIA PA (PHL)	73.1	77.3	9,683	9,676
PHOENIX AZ (PHX)	84.6	82.0	14,271	14,273
PITTSBURGH PA (PIT)	80.1	81.2	5,328	5,331
PORTLAND ME (PWM)	66.0	75.2	862	862
PORTLAND OR (PDX)	82.7	89.4	4,715	4,719
PROVIDENCE RI (PVD)	75.7	81.8	2,420	2,420
RALEIGH/DURHAM NC (RDU)	73.3	78.3	4,837	4,845
RAPID CITY SD (RAP)	88.6	89.3	307	308
RENO NV (RNO)	82.8	87.2	2,561	2,558
RICHMOND VA (RIC)	71.6	78.6	1,393	1,395
ROANOKE VA (ROA)	71.7	73.8	509	508
ROCHESTER MN (RST)	63.2	73.2	209	209
ROCHESTER NY (ROC)	69.9	77.1	1,534	1,534

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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.
SACRAMENTO CA (SMF)	80.8	82.1	4,023	4,021
SAGINAW MI (MBS)	73.0	85.3	307	307
SALT LAKE CITY UT (SLC)	84.5	88.7	11,659	11,649
SAN ANGELO TX (SJT)	84.2	89.1	221	221
SAN ANTONIO TX (SAT)	78.1	82.7	3,313	3,309
SAN DIEGO CA (SAN)	83.0	87.2	7,244	7,239
SAN FRANCISCO CA (OAK)	82.8	85.1	5,948	5,939
SAN FRANCISCO CA (SFO)	78.7	89.1	11,157	11,161
SAN JOSE CA (SJC)	85.3	87.3	5,179	5,180
SAN JUAN PR (SJU)	83.4	91.7	2,266	2,265
SAN LUIS OBISPO CA (SBP)	92.0	92.2	515	515
SANTA BARBARA CA (SBA)	90.6	91.6	926	930
SARASOTA/BRAD. FL (SRQ)	75.6	83.3	488	490
SAVANNAH GA (SAV)	71.5	79.6	1,043	1,043
SCRANTON/WILKES-BARRE PA (AVP)	63.1	74.1	274	274
SEATTLE WA (SEA)	79.3	83.2	9,326	9,326
SHREVEPORT LA (SHV)	80.3	85.1	762	733
SIoux FALLS SD (FSD)	66.9	74.4	378	379
SITKA AK (SIT)	76.6	87.1	124	124
SOUTH BEND IN (SBN)	66.1	74.1	437	437
SPOKANE WA (GEG)	80.0	89.3	1,212	1,211
SPRINGFIELD MO (SGF)	70.9	74.7	522	522
ST. CROIX VI (STX)	94.4	91.7	36	36
ST. LOUIS MO (STL)	78.3	81.0	5,143	5,142
ST. THOMAS VI (STT)	86.6	90.7	247	247
SYRACUSE NY (SYR)	68.3	77.4	1,247	1,248
TALLAHASSEE FL (TLH)	79.7	80.9	462	461
TAMPA FL (TPA)	80.9	86.3	5,837	5,842
TEXARKANA AR (TXK)	82.9	89.7	164	165
TOLEDO OH (TOL)	72.3	76.0	480	480
TRAVERSE CITY MI (TVC)	43.1	57.4	216	216
TUCSON AZ (TUS)	82.5	88.2	1,458	1,441
TULSA OK (TUL)	74.1	81.0	1,792	1,791
TYLER TX (TYR)	88.2	90.8	313	314
VALPARAISO FL (VPS)	71.1	79.0	577	557
WACO TX (ACT)	88.3	91.0	300	300
WASHINGTON DC (IAD)	78.1	80.6	8,990	8,996
WASHINGTON DC (DCA)	78.5	85.9	7,615	7,639
WEST PALM BEACH FL (PBI)	80.5	88.8	2,087	2,089
WHITE PLAINS NY (HPN)	62.2	73.0	790	790
WICHITA FALLS TX (SPS)	92.9	94.0	182	182
WICHITA KS (ICT)	70.3	73.3	849	848
WILMINGTON NC (ILM)	79.7	82.4	295	295

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WRANGELL AK (WRG)	87.1	91.9	62	62
YAKUTAT AK (YAK)	85.5	88.7	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	22	23,103	1,210	5.2	104	40,422	2,206	5.5
ATLANTIC COAST	13	9,260	451	4.9	77	23,538	961	4.1
EXPRESSJET	23	14,639	447	3.1	111	30,697	789	2.6
COMAIR	24	18,342	403	2.2	110	31,452	697	2.2
AMERICAN	30	46,741	1,031	2.2	81	59,011	1,254	2.1
ATLANTIC SOUTHEAST	15	12,407	197	1.6	96	22,793	368	1.6
NORTHWEST	31	29,396	515	1.8	110	42,752	685	1.6
SKYWEST	12	19,579	234	1.2	102	36,370	515	1.4
UNITED	30	37,501	543	1.4	78	46,630	652	1.4
ALASKA	14	8,226	92	1.1	45	14,224	198	1.4
AMERICA WEST	27	13,693	172	1.3	50	16,487	212	1.3
DELTA	31	45,522	489	1.1	98	58,499	606	1.0
US AIRWAYS	25	26,949	274	1.0	60	33,600	332	1.0
CONTINENTAL	29	19,763	198	1.0	79	25,263	247	1.0
SOUTHWEST	16	36,289	164	0.5	60	81,862	580	0.7
AIRTRAN	17	10,122	39	0.4	38	13,139	52	0.4
ATA	19	5,216	16	0.3	26	6,407	17	0.3
HAWAIIAN	7	325		0.0	15	3,976	8	0.2
JETBLUE	10	4,716	1	0.0	24	7,335	2	0.0
Total		381,789	6,476	1.7	Total	594,457	10,381	1.7

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 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	59011	45556	77.20%	1254	2.13%	249	0.42%	2340	3.97%	515	0.87%	6365	10.79%	11	0.02%	2721	4.61%
AS	14224	11627	81.74%	198	1.39%	23	0.16%	812	5.71%	17	0.12%	630	4.43%	14	0.10%	903	6.34%
B6	7335	6118	83.41%	2	0.03%	22	0.30%	208	2.84%	14	0.19%	614	8.36%	19	0.26%	338	4.61%
CO	25263	19210	76.04%	247	0.98%	124	0.49%	793	3.14%	237	0.94%	3588	14.20%	14	0.06%	1050	4.15%
DH	23538	16347	69.45%	961	4.08%	77	0.33%	1131	4.81%	165	0.70%	2002	8.51%	12	0.05%	2842	12.08%
DL	58499	44212	75.58%	606	1.04%	107	0.18%	2734	4.67%	301	0.51%	7234	12.37%	5	0.01%	3300	5.64%
EV	22793	18256	80.09%	368	1.61%	33	0.14%	1195	5.24%	817	3.58%	1806	7.92%	3	0.01%	316	1.39%
FL	13139	10535	80.18%	52	0.40%	39	0.30%	349	2.66%	22	0.17%	1160	8.83%	0	0.00%	981	7.47%
HA	3976	3785	95.20%	8	0.20%	0	0.00%	155	3.89%	0	0.00%	2	0.06%	2	0.05%	24	0.60%
HP	16487	13244	80.33%	212	1.29%	28	0.17%	971	5.89%	17	0.10%	1339	8.12%	16	0.09%	661	4.01%
MQ	40422	28097	69.51%	2206	5.46%	102	0.25%	2121	5.25%	358	0.89%	3928	9.72%	5	0.01%	3605	8.92%
NW	42752	32832	76.80%	685	1.60%	154	0.36%	2617	6.12%	762	1.78%	4427	10.36%	19	0.04%	1256	2.94%
OH	31452	24538	78.02%	697	2.22%	79	0.25%	2275	7.23%	1874	5.96%	1866	5.93%	8	0.03%	115	0.36%
OO	36370	31563	86.78%	515	1.42%	40	0.11%	2279	6.27%	241	0.66%	995	2.74%	43	0.12%	694	1.91%
RU	30697	22702	73.96%	789	2.57%	140	0.46%	943	3.07%	313	1.02%	4064	13.24%	10	0.03%	1736	5.66%
TZ	6407	5064	79.04%	17	0.27%	2	0.03%	202	3.16%	11	0.17%	737	11.50%	1	0.02%	373	5.82%
UA	46630	34629	74.26%	652	1.40%	186	0.40%	2027	4.35%	257	0.55%	5879	12.61%	0	0.00%	3001	6.43%
US	33600	27465	81.74%	332	0.99%	73	0.22%	1096	3.26%	223	0.66%	2636	7.84%	0	0.00%	1775	5.28%
WN	81862	65638	80.18%	580	0.71%	161	0.20%	3470	4.24%	447	0.55%	2801	3.42%	55	0.07%	8710	10.64%
TOTAL	594,457	461,418		10,381		1,639		27,719		6,591		52,073		237		34,400	
			77.62%		1.75%		0.28%		4.66%		1.11%		8.76%		0.04%		5.79%

***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.

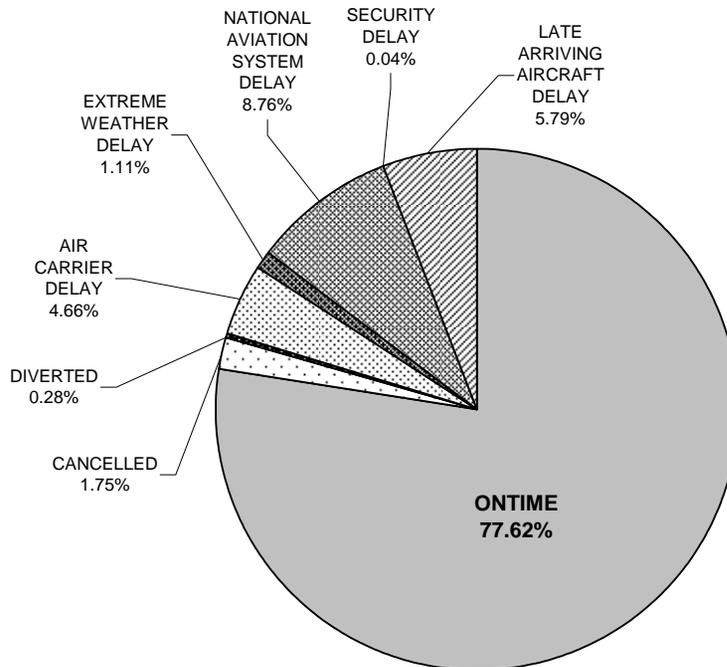
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

**MAY 2004
AIR TRAVEL CONSUMER REPORT**

TABLE 10. OVERALL 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

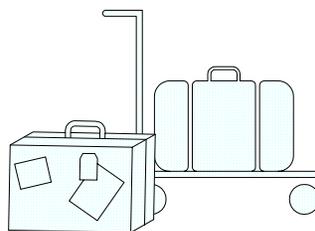
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines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



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

RANK	AIRLINE	MAY 2004			MAY 2003		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	JETBLUE AIRWAYS	2,115	971,841	2.18	2,417	741,760	3.26
2	HAWAIIAN AIRLINES	1,304	460,080	2.83	*	*	*
3	AIRTRAN AIRWAYS	3,265	1,136,947	2.87	2,552	991,566	2.57
4	AMERICA WEST AIRLINES	5,122	1,741,982	2.94	4,628	1,727,933	2.68
5	SOUTHWEST AIRLINES	22,473	7,321,279	3.07	22,873	6,736,735	3.40
6	ALASKA AIRLINES	3,801	1,217,055	3.12	2,486	1,138,844	2.18
7	DELTA AIR LINES	23,597	7,407,135	3.19	21,291	6,556,092	3.25
8	ATA AIRLINES	2,708	839,193	3.23	3,078	791,708	3.89
9	CONTINENTAL AIRLINES	9,497	2,786,245	3.41	6,610	2,809,351	2.35
10	UNITED AIRLINES	19,302	5,408,451	3.57	16,264	4,969,201	3.27
11	US AIRWAYS	12,883	3,202,200	4.02	10,201	3,303,736	3.09
12	NORTHWEST AIRLINES	13,852	3,393,330	4.08	10,577	3,654,429	2.89
13	AMERICAN AIRLINES	27,199	6,399,856	4.25	25,038	6,508,929	3.85
14	EXPRESSJET AIRLINES	5,815	1,067,563	5.45	3,120	966,643	3.23
15	SKYWEST AIRLINES	8,487	1,069,487	7.94	5,830	893,579	6.52
16	AMERICAN EAGLE AIRLINES	10,618	1,267,581	8.38	7,913	1,050,964	7.53
17	COMAIR	9,874	1,110,230	8.89	*	*	*
18	ATLANTIC SOUTHEAST AIRLINES	9,601	877,237	10.94	12,126	814,980	14.88
19	ATLANTIC COAST AIRLINES	8,275	690,917	11.98	5,182	730,960	7.09
TOTALS		199,788	48,368,609	4.13	162,186	44,387,410	3.65

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.

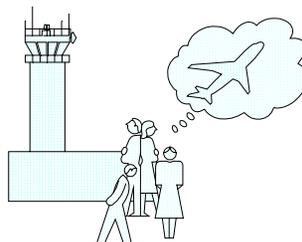
OVERSALES

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 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			
		<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>SKYWEST AIRLINES</i>	188	0	14,893	0.00	*	*	*	*
2	<i>JETBLUE AIRWAYS</i>	12	2	2,650,073	0.01	4	0	2,010,617	0.00
3	<i>AMERICAN EAGLE AIRLINES</i>	572	15	399,270	0.38	191	4	180,430	0.22
4	<i>HAWAIIAN AIRLINES</i>	897	68	1,399,228	0.49	*	*	*	*
5	<i>US AIRWAYS</i>	22,751	494	9,211,456	0.54	17,191	394	8,648,573	0.46
6	<i>AMERICAN AIRLINES</i>	23,373	1,122	19,689,387	0.57	23,730	1,186	19,256,485	0.62
7	<i>AMERICA WEST AIRLINES</i>	11,888	363	4,967,978	0.73	15,157	240	4,712,876	0.51
8	<i>UNITED AIRLINES</i>	30,340	1,189	14,482,375	0.82	23,074	763	14,324,159	0.53
9	<i>AIRTRAN AIRWAYS</i>	9,782	254	2,961,286	0.86	4,339	857	2,550,184	3.36
10	<i>NORTHWEST AIRLINES</i>	19,978	963	11,175,103	0.86	19,879	765	10,972,653	0.70
11	<i>CONTINENTAL AIRLINES</i>	11,914	953	8,238,969	1.16	11,362	661	7,934,128	0.83
12	<i>ATA AIRLINES</i>	1,638	290	2,442,387	1.19	710	162	2,122,329	0.76
13	<i>SOUTHWEST AIRLINES</i>	31,275	2,674	18,190,404	1.47	23,791	2,216	17,169,572	1.29
14	<i>DELTA AIR LINES</i>	46,243	3,218	19,485,644	1.65	29,367	2,222	19,153,925	1.16
15	<i>ALASKA AIRLINES</i>	8,519	803	3,587,830	2.24	5,031	206	3,252,531	0.63
16	<i>ATLANTIC SOUTHEAST AIRLINES</i>	1,425	247	772,227	3.20	1,498	498	663,052	7.51
17	<i>COMAIR</i>	1,368	234	510,630	4.58	*	*	*	*
	TOTALS	222,163	12,889	120,179,140	1.07	175,324	10,174	112,951,514	0.90

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 4th quarter 2003. Comair and SkyWest are ranked in this table for the first time with the 1st quarter 2004. 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

	MAY 2004				MAY 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	352	64	0	51	385	38	4	43
FOREIGN AIRLINES	59	2	0	7	65	2	0	3
TRAVEL AGENTS	23	4	0	1	24	0	0	0
TOUR OPERATORS	1	0	0	0	4	0	0	0
MISCELLANEOUS	12	3	0	60	11	13	0	11
INDUSTRY TOTALS	447	73	0	119	489	53	4	57

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MAY 2004			MAY 2003		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	91		1	109	
DELAYS			28			38
CANCELLATIONS			23			32
MISCONNECTIONS			12			19
CUSTOMER SERVICE	2	67		5	38	
BAGGAGE	3	64		2	90	
RES/TKTG/BOARDING	3	64		3	88	
DISABILITY	5	48		9	17	
REFUNDS	6	42		4	74	
OVERSALES	7	20		6	25	
OTHER	8	16		7	20	
FREQUENT FLYER			14			13
FARES	9	13		7	20	
DISCRIMINATION	10	11		10	4	
ADVERTISING	10	11		10	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		447			489	

* 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*

MAY 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	3	1	1	0	0	1	2	0	0	0	0	0	8
AIRTRAN AIRWAYS	2	1	2	0	0	1	0	0	0	0	0	0	6
AMERICA WEST AIRLINES	1	7	0	1	1	3	0	0	1	1	0	0	15
AMERICAN AIRLINES	12	0	3	1	4	15	8	3	1	1	0	1	49
AMERICAN EAGLE AIRLINES	4	0	0	0	0	0	1	1	0	0	0	0	6
ATLANTIC COAST AIRLINES	3	0	1	0	0	1	0	0	0	1	0	0	6
CONTINENTAL AIRLINES	5	1	4	0	1	2	5	0	0	0	0	3	21
DELTA AIR LINES	6	4	7	1	2	8	8	3	1	0	0	5	45
JETBLUE AIRWAYS	2	0	0	0	0	2	2	0	0	0	0	0	6
MESA AIRLINES	7	0	0	0	0	2	1	0	0	0	0	0	10
NORTHWEST AIRLINES	5	1	3	3	2	3	8	13	0	1	0	1	40
SOUTHWEST AIRLINES	1	0	1	0	1	1	2	2	0	3	0	0	11
UNITED AIRLINES	7	0	7	1	1	1	10	5	0	2	0	2	36
US AIRWAYS	2	1	4	1	2	5	3	5	1	0	0	0	24
OTHER U. S. AIRLINES	22	4	9	1	7	5	10	10	1	0	0	0	69
TOTAL MAY 2004	82	20	42	9	21	50	60	42	5	9	0	12	352
% OF TOTAL COMPLAINTS	23.3	5.7	11.9	2.6	6.0	14.2	17.0	11.9	1.4	2.6	0.0	3.4	
TOTAL MAY 2003	87	23	65	17	54	70	32	16	0	4	0	17	385
% OF TOTAL COMPLAINTS	22.6	6.0	16.9	4.4	14.0	18.2	8.3	4.2	0.0	1.0	0.0	4.4	

* 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

MAY 2004

U. S. AIRLINES*	COMPS RECD IN MAY	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN APRIL	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	8	4	50.0	1	12.5	3	37.5	0	0.0
AIRTRAN AIRWAYS	6	1	16.7	4	66.7	1	16.7	0	0.0
AMERICA WEST AIRLINES	15	2	13.3	5	33.3	6	40.0	2	13.3
AMERICAN AIRLINES	49	9	18.4	22	44.9	16	32.7	2	4.1
AMERICAN EAGLE AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
ATLANTIC COAST AIRLINES	6	3	50.0	2	33.3	1	16.7	0	0.0
CONTINENTAL AIRLINES	21	7	33.3	5	23.8	4	19.0	5	23.8
DELTA AIRLINES	45	15	33.3	8	17.8	9	20.0	13	28.9
JETBLUE AIRWAYS	6	4	66.7	2	33.3	0	0.0	0	0.0
MESA AIRLINES	10	5	50.0	4	40.0	1	10.0	0	0.0
NORTHWEST AIRLINES	40	10	25.0	9	22.5	18	45.0	3	7.5
SOUTHWEST AIRLINES	11	4	36.4	5	45.5	2	18.2	0	0.0
UNITED AIRLINES	36	13	36.1	10	27.8	10	27.8	3	8.3
US AIRWAYS	24	3	12.5	5	20.8	12	50.0	4	16.7
OTHER U. S. AIRLINES	69	18	26.1	20	29.0	19	27.5	12	17.4
TOTALS	352	102	29.0	103	29.3	103	29.3	44	12.5
PREVIOUS YEAR'S TOTALS	385	159	41.3	89	23.1	97	25.2	40	10.4

*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**
 MAY 2004

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-I NATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	1	0	0	0	0	5	0	0	0	0	0	1	7
BRITISH AIRWAYS	1	0	0	1	1	1	0	2	0	0	0	0	6
VIRGIN ATLANTIC	1	0	2	0	0	1	0	0	0	0	0	1	5
OTHER FOREIGN AIRLINES	3	0	6	1	11	6	6	4	1	2	0	1	41
TOTALS	6	0	8	2	12	13	6	6	1	2	0	3	59
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	10	2	7	0	0	0	4	0	0	0	23
TOTALS	0	0	10	2	7	0	0	0	4	0	0	0	23
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	1	0	0	0	1
TOTALS	0	0	0	0	0	0	0	0	1	0	0	0	1
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	3	0	4	0	2	1	1	0	0	0	0	1	12
TOTALS	3	0	4	0	2	1	1	0	0	0	0	1	12

* 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

MAY
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	MAY 2004			MAY 2003		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>EXPRESSJET AIRLINES</i>	0	1,142,380	0.00	3	981,985	0.31
2	<i>SOUTHWEST AIRLINES</i>	11	7,144,572	0.15	9	6,542,908	0.14
3	<i>ALASKA AIRLINES</i>	3	1,310,727	0.23	7	1,241,663	0.56
4	<i>ATLANTIC SOUTHEAST AIRLINES</i>	2	867,465	0.23	6	833,514	0.72
5	<i>ATA AIRLINES</i>	3	850,039	0.35	2	836,839	0.24
6	<i>COMAIR</i>	4	1,101,894	0.36	*	*	*
7	<i>SKYWEST AIRLINES</i>	4	1,028,145	0.39	3	979,443	0.31
8	<i>HAWAIIAN AIRLINES</i>	2	460,080	0.43	*	*	*
9	<i>AMERICAN EAGLE AIRLINES</i>	6	1,241,338	0.48	7	1,008,855	0.69
10	<i>AIRTRAN AIRWAYS</i>	6	1,109,228	0.54	4	964,956	0.41
11	<i>UNITED AIRLINES</i>	36	5,996,398	0.60	47	5,381,050	0.87
12	<i>DELTA AIR LINES</i>	45	7,410,222	0.61	53	6,830,944	0.78
13	<i>CONTINENTAL AIRLINES</i>	21	3,347,166	0.63	34	3,274,940	1.04
14	<i>JETBLUE AIRWAYS</i>	6	941,571	0.64	2	741,760	0.27
15	<i>AMERICAN AIRLINES</i>	49	7,568,436	0.65	57	7,453,165	0.76
16	<i>US AIRWAYS</i>	24	3,614,075	0.66	20	3,626,409	0.55
17	<i>ATLANTIC COAST AIRLINES</i>	6	715,016	0.84	9	748,685	1.20
18	<i>AMERICA WEST AIRLINES</i>	15	1,747,603	0.86	18	1,731,534	1.04
19	<i>NORTHWEST AIRLINES</i>	40	4,609,100	0.87	49	4,152,797	1.18
	TOTAL	283	52,205,455	0.54	330	47,331,447	0.70

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.

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.

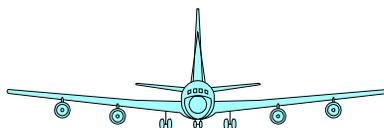
Disability: Civil rights complaints by air travelers with disabilities.

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.



Customer Service Reports to the Department of Homeland Security for the Month of May 2004 as provided by the Transportation Security Administration ^a

The Transportation Security Administration protects approximately 50 million airline passengers and screens their 59 million checked bags every month as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of May.^b

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. TSA data represent the entire universe of feedback provided to the TSA Contact Center, which is easily accessible to the traveling public. By contrast, complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report.

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public ^c	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
107	0.00021%	45	0.00009%	9	0.00002%	324	0.00065%

In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data for checked baggage claims below includes claims for which TSA and/or the airlines may be liable.

Number of Damage Claims Received			
Checkpoint (TSA)	% of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	% of Total Checked Bags Screened
1,062	0.00212%	2,480	0.00413%

NOTES

^a Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the Department of Homeland Security (DHS), through its Transportation Security Administration (TSA), has provided this customer service report on passenger and baggage screening complaints and incidents to the Department of Transportation.

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available Monday through Friday, 8:00 AM to 10:00 PM (EST), and Saturdays, Sundays and Holidays, 10:00 AM to 6:00 PM (EST).

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of May.