



U.S. Department
of Transportation



Air Travel Consumer Report

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



Issued: November 2004

Flight Delays*	September 2004 12 Months Ending September 2004
Mishandled Baggage*	September 2004 January - September 2004
Oversales*	3rd Quarter 2004 January - September 2004
Consumer Complaints** (Includes Disability and Discrimination Complaints)	September 2004 January - September 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/>

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>2		
<i>Flight Delays</i>			
Explanation3	<i>Mishandled Baggage</i>	
Table 14	Explanation24
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		Ranking--Month25
Table 1A5	Ranking--YTD26
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		<i>Oversales</i>	
Table 26	Explanation27
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		Ranking--Quarter28
Table 310	Ranking--YTD29
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		<i>Consumer Complaints</i>	
Table 412	Explanation30
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		Complaint Tables 1-531
Table 514	Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
List of Regularly Scheduled Flights Arriving Late 80% of the Time or More		Rankings, Table 6 (Month)36
Table 615	Complaint Tables 1-4 (YTD)37
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		Summary, Complaint Categories, U.S. Airlines, and Companies Other Than U.S. Airlines	
Table 716	Rankings, Table 5 (YTD)41
On-Time Arrival and Departure Percentage, by Airport		Complaint Categories42
Table 819	<i>Customer Service Reports to the Department of Homeland Security</i> 43
Overall Number and Percentage of Flight Cancellations, by Carrier			
Table 920		
Flight Causation Data, By Airline and Category			
Table 1021		
Flight Causation Data, Graphic Representation			
Footnotes22		
Appendix23		



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.

SEPTEMBER 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/	8	88.0	16	96.7
SKYWEST AIRLINES S/	15	89.1	127	88.8
ATA AIRLINES S/	19	89.2	27	88.6
UNITED AIRLINES S/	30	88.2	79	87.9
EXPRESSJET AIRLINES S/	24	84.3	117	86.3
AMERICAN AIRLINES S/	30	85.7	84	86.0
CONTINENTAL AIRLINES S/	29	85.3	77	85.9
SOUTHWEST AIRLINES S/	16	84.4	60	85.4
NORTHWEST AIRLINES S/	31	85.5	116	85.4
AMERICAN EAGLE AIRLINES S/	24	85.2	108	84.5
JETBLUE AIRWAYS S/	12	81.5	27	83.8
ATLANTIC COAST AIRLINES S/	11	84.6	64	82.5
AMERICA WEST AIRLINES S/	27	82.3	51	82.2
COMAIR S/	24	81.4	106	82.0
US AIRWAYS S/	26	81.6	61	81.6
ALASKA AIRLINES S/	14	82.5	46	78.8
ATLANTIC SOUTHEAST AIRLINES S/	12	78.1	103	77.8
DELTA AIR LINES S/	31	77.3	98	77.0
AIRTRAN AIRWAYS S/	19	75.7	44	76.6
TOTAL		83.6		83.9

- 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 AirTran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest effective January 2003. 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.

NOTE: During the month of September, three hurricanes affected large areas of the east coast of the United States and adversely affected the operations of several airlines.

SEPTEMBER 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	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		JUL-04		AUG-04		SEP-04		12 MONTHS ENDING SEP 2004		DATABASE TO DATE 09 1987-09 2004	
	10- 12 2003		01- 03 2004		04-06 2004		07- 09 2004											
	%	Rank	%	Rank	%	Rank												
AIRTRAN	78.8	(13)	75.0	(15)	79.4	(8)	78.3	(10)	77.6	(5)	80.7	(6)	76.6	(19)	77.9	(10)	--	(--)
ALASKA	76.5	(15)	75.5	(14)	80.8	(5)	78.2	(11)	78.8	(3)	77.2	(13)	78.8	(16)	77.8	(11)	76.4	(8)
AMERICA WEST	81.8	(6)	74.3	(16)	76.7	(14)	77.8	(15)	76.4	(11)	74.9	(17)	82.2	(13)	77.6	(13)	78.7	(5)
AMERICAN	80.0	(11)	74.3	(17)	76.9	(13)	77.8	(14)	74.7	(12)	73.5	(19)	86.0	(6)	77.3	(15)	79.2	(3)
AMERICAN EAGLE	74.9	(17)	70.9	(18)	71.3	(19)	76.0	(18)	69.7	(19)	74.0	(18)	84.5	(10)	73.3	(17)	75.3	(10)
ATA	80.2	(10)	76.1	(13)	81.9	(4)	80.6	(6)	73.7	(15)	80.7	(5)	88.6	(3)	79.7	(5)	--	(--)
ATLANTIC COAST	75.5	(16)	70.6	(19)	73.7	(18)	76.8	(17)	70.0	(18)	77.7	(11)	82.5	(12)	74.2	(16)	--	(--)
ATLANTIC SOUTHEAST	82.0	(5)	81.0	(5)	77.3	(12)	77.6	(16)	74.5	(14)	80.6	(7)	77.8	(17)	79.4	(7)	--	(--)
COMAIR	--	(--)	78.1	(9)	79.6	(7)	78.1	(12)	73.3	(16)	79.2	(10)	82.0	(14)	--	(--)	--	(--)
CONTINENTAL	81.1	(9)	79.9	(6)	74.3	(16)	81.1	(4)	76.5	(10)	81.3	(3)	85.9	(7)	79.1	(9)	78.9	(4)
DELTA	81.3	(8)	77.2	(11)	75.5	(15)	75.3	(19)	72.9	(17)	76.2	(14)	77.0	(18)	77.3	(14)	77.8	(7)
EXPRESSJET	78.4	(14)	78.6	(8)	74.3	(17)	79.9	(8)	74.7	(13)	79.3	(9)	86.3	(5)	77.8	(12)	--	(--)
HAWAIIAN	--	(--)	89.5	(1)	95.1	(1)	96.4	(1)	97.0	(1)	95.5	(1)	96.7	(1)	--	(--)	--	(--)
JETBLUE	86.7	(1)	83.8	(2)	84.3	(3)	79.1	(9)	78.4	(4)	75.4	(16)	83.8	(11)	83.3	(2)	--	(--)
NORTHWEST	81.4	(7)	76.8	(12)	78.5	(11)	81.1	(5)	77.2	(7)	81.2	(4)	85.4	(9)	79.5	(6)	79.9	(2)
SKYWEST	82.8	(4)	79.7	(7)	85.3	(2)	86.5	(2)	84.4	(2)	86.2	(2)	88.8	(2)	83.7	(1)	--	(--)
SOUTHWEST	85.2	(2)	83.2	(3)	78.9	(9)	79.9	(7)	77.1	(8)	77.4	(12)	85.4	(8)	81.8	(3)	82.6	(1)
UNITED	78.8	(12)	78.0	(10)	78.6	(10)	81.7	(3)	77.5	(6)	80.1	(8)	87.9	(4)	79.3	(8)	76.2	(9)
US AIRWAYS	83.3	(3)	82.5	(4)	80.7	(6)	78.1	(13)	76.9	(9)	75.6	(15)	81.6	(15)	81.1	(4)	78.6	(6)
Total	80.8		77.9		77.9		79.3		75.9		78.3		83.9		78.9		78.8	

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by AirTran, ATA, Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest effective January 2003. 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.

NOTE: During the month of September, three hurricanes affected large areas of the east coast of the United States and adversely affected the operations of several airlines.

SEPTEMBER 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)

<u>ARRIVAL AIRPORT*</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>CARRIER*</u>	<u># OF ARR.</u>	<u>% ON TIME</u>														
AA	618	70.1	1293	86.4	536	84.9	139	89.9	H/		764	84.6	640	91.6	12753	91.1
AS	H/		60	66.7	H/		H/		H/		90	86.7	195	90.3	H/	
B6	H/		387	85.5	H/		H/		H/		H/		90	97.8	H/	
CO	350	68.3	528	88.6	241	91.7	H/		H/		356	92.1	303	91.4	308	90.9
DH	478	75.3	480	76.5	H/		90	93.3	2790	90.7	H/		H/		H/	
DL	17332	72.2	1462	83.9	450	81.1	227	83.3	4494	86.7	1006	85.9	558	84.1	1562	84.4
EV	7160	69.8	H/		H/		30	86.7	59	91.5	95	68.4	128	83.6	4521	89.9
FL	4949	72.9	607	88.3	851	85.9	H/		H/		146	79.5	90	78.9	361	87.5
HA	H/															
HP	145	69.7	254	72.8	149	73.8	H/		H/		120	78.3	291	85.9	294	81.0
MQ	85	69.4	1906	76.8	198	72.7	234	81.2	321	84.7	815	76.8	H/		6224	91.6
NW	372	72.0	491	81.7	322	82.6	149	81.9	25	80.0	547	82.6	379	84.4	316	85.4
OH	2307	75.0	968	85.4	120	82.5	112	89.3	8803	84.4	810	80.2	H/		37	83.8
OO	H/		2561	91.1	539	93.3										
RU	174	71.8	9	100.0	127	77.2	398	81.4	230	84.3	242	82.6	37	97.3	167	91.6
TZ	H/		85	88.2	H/		106	95.3	H/		109	87.2	119	95.8	134	95.5
UA	327	73.7	888	86.4	509	87.2	237	86.1	60	95.0	418	85.6	6988	91.7	496	92.1
US	317	52.4	1639	83.7	478	78.5	6993	85.7	H/		2353	85.5	325	89.2	312	89.7
WN	H/		H/		4734	87.5	H/									
TOTAL	34614	71.8	11057	83.1	8715	85.5	8715	85.6	16782	86.1	7871	83.6	12704	90.7	28024	90.5

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

SEPTEMBER 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)

<u>ARRIVAL AIRPORT*</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>CARRIER*</u>	<u># OF ARR.</u>	<u>% ON TIME</u>														
AA	423	89.6	688	73.1	642	67.6	424	88.2	1162	78.6	753	86.1	2647	84.3	1831	71.2
AS	H/		60	71.7	H/		H/		H/		359	80.2	701	84.2	H/	
B6	H/		H/		549	67.8	H/		2570	83.6	211	93.4	1	0.0	97	64.9
CO	187	90.4	4334	73.4	324	66.4	6577	93.7	26	92.3	470	87.9	546	87.2	298	76.2
DH	240	78.3	474	71.9	H/		H/		510	82.0	H/		H/		H/	
DL	293	77.5	552	67.2	821	64.9	291	79.7	1138	74.2	687	78.5	1123	76.7	1863	79.8
EV	H/		H/		H/		142	91.5	29	62.1	H/		H/		H/	
FL	H/		146	71.2	299	69.9	H/		H/		65	93.8	58	84.5	388	73.7
HA	H/		30	93.3	89	85.4	H/									
HP	148	75.7	177	70.1	58	55.2	149	81.2	336	71.4	2675	81.6	728	82.1	H/	
MQ	133	64.7	280	65.7	16	43.8	90	88.9	421	67.0	H/		1827	92.7	1549	67.4
NW	9020	89.2	399	69.9	151	57.6	355	93.0	90	75.6	390	78.2	501	79.2	557	70.7
OH	330	81.2	48	60.4	94	60.6	81	85.2	1170	76.8	H/		H/		1290	75.7
OO	20	70.0	H/		H/		921	92.3	H/		171	83.0	3933	90.2	H/	
RU	206	81.1	4306	73.9	H/		6312	91.5	34	79.4	H/		H/		135	79.3
TZ	H/		136	75.7	86	77.9	H/		H/		190	91.1	223	87.0	260	78.8
UA	255	87.5	602	75.2	209	73.2	323	91.6	362	80.1	1030	85.7	3127	87.6	599	82.3
US	56	85.7	319	61.8	481	66.5	295	77.6	H/		356	78.7	329	80.5	1344	85.0
WN	441	86.6	H/		1145	68.9	157	93.0	H/		5669	85.5	3311	85.1	H/	
TOTAL	11752	87.8	12521	72.6	4875	67.2	16117	91.8	7848	78.6	13056	84.2	19144	86.4	10211	75.7

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

SEPTEMBER 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*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER*	# 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	900	69.0	131	92.4	3119	72.8	411	88.3	7570	90.4	243	90.1	581	81.1	405	86.2
AS	60	60.0	H/		29	65.5	H/		89	82.0	1160	86.2	H/		239	79.1
B6	374	73.8	H/		H/		H/		H/		H/		H/		H/	
CO	425	70.1	105	85.7	259	78.0	179	93.3	415	90.1	102	89.2	132	82.6	305	90.2
DH	H/		30	80.0	H/		H/		356	83.7	H/		H/		H/	
DL	1198	66.2	150	82.0	352	64.8	350	82.9	541	76.2	263	80.6	612	76.1	285	85.6
EV	H/		H/		H/		60	95.0	H/		H/		H/		120	89.2
FL	686	66.9	235	77.4	97	71.1	146	78.8	H/		H/		457	74.8	H/	
HA	H/		H/		H/		H/		H/		42	81.0	H/		30	100.0
HP	89	53.9	H/		61	54.1	165	75.8	240	73.8	208	84.6	178	73.6	5379	87.2
MQ	16	56.2	82	68.3	239	63.2	102	82.4	7063	89.1	H/		240	62.5	H/	
NW	471	64.1	342	86.0	128	67.2	8798	88.0	624	87.7	150	83.3	403	74.2	329	83.9
OH	448	65.2	48	95.8	60	65.0	150	86.7	158	84.2	H/		120	87.5	H/	
OO	H/		H/		H/		21	90.5	2509	89.8	624	84.8	H/		376	88.6
RU	7	57.1	122	91.8	31	77.4	201	81.1	236	89.8	H/		159	78.0	25	96.0
TZ	188	80.9	2167	90.8	57	78.9	154	87.7	H/		H/		114	87.7	119	95.8
UA	607	70.0	H/		276	70.3	540	90.2	9825	91.6	755	87.4	652	81.9	536	84.3
US	810	64.4	H/		235	68.5	167	89.8	525	84.4	H/		5807	76.8	241	86.3
WN	2057	71.4	4018	88.6	H/		H/		H/		1006	83.5	841	84.1	5373	86.7
TOTAL	8336	68.5	7430	88.5	4943	71.2	11444	87.6	30151	89.8	4553	85.4	10296	77.7	13762	86.8

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

SEPTEMBER 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	115	87.8	587	88.4	576	90.8	1047	86.9	202	93.1	1542	91.6	532	73.5
AS	H/		368	85.1	4171	81.4	365	85.5	H/		H/		H/	
B6	H/		67	94.0	30	90.0	H/		60	93.3	H/		240	78.3
CO	21	90.5	227	92.1	355	88.5	351	85.8	95	90.5	50	90.0	313	78.9
DH	384	83.6	H/		H/		H/		H/		26	84.6	H/	
DL	209	76.6	474	81.0	531	78.9	606	83.2	2757	88.6	229	82.5	879	74.2
EV	30	83.3	H/		H/		H/		90	91.1	H/		H/	
FL	138	81.9	H/		H/		39	82.1	H/		H/		369	72.9
HA	1	100.0	36	88.9	51	82.4	30	96.7	H/		H/		H/	
HP	30	83.3	329	80.9	270	80.7	482	79.9	82	80.5	90	91.1	60	61.7
MQ	210	87.6	884	90.3	H/		160	85.6	H/		124	75.8	H/	
NW	167	87.4	150	74.7	360	85.0	270	76.7	120	84.2	343	83.1	234	74.8
OH	120	81.7	H/		H/		30	83.3	418	91.1	300	87.3	30	73.3
OO	H/		682	90.2	401	86.0	2766	83.9	6272	89.6	26	88.5	H/	
RU	235	81.3	H/		H/		H/		47	100.0	309	92.9	7	57.1
TZ	79	97.5	H/		117	91.5	238	93.7	H/		H/		H/	
UA	207	88.9	691	87.7	1086	85.9	3971	87.7	295	84.7	209	92.8	358	77.1
US	3442	86.8	151	83.4	189	86.8	322	86.6	H/		91	75.8	601	74.4
WN	H/		2441	83.9	1048	81.7	H/		1111	85.0	1683	89.2	1758	76.3
TOTAL	5388	86.0	7087	85.9	9185	83.3	10677	85.7	11549	88.9	5022	88.9	5381	75.2

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

SEPTEMBER 2004

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	85.1	85.0	86.5	96.2	93.9	97.4	93.5	93.7	J/	85.0	52.5	97.6	83.7	94.1	90.8	61.5	62.5	100.0
700 - 759 AM	84.7	90.4	96.6	90.2	87.5	83.8	94.2	95.1	92.0	90.6	76.6	96.7	90.8	98.8	94.6	83.6	67.3	97.3
800 - 859 AM	76.7	89.4	95.9	96.6	86.4	87.2	93.6	90.5	93.0	88.3	71.4	92.5	86.2	93.6	90.5	81.3	76.1	93.7
900 - 959 AM	78.4	85.4	92.7	86.5	82.8	86.6	93.3	93.4	89.7	91.3	80.5	94.4	82.9	92.6	90.0	79.9	76.6	91.0
1000 - 1059 AM	81.3	83.4	85.1	84.6	85.9	87.0	91.7	91.1	88.3	86.1	73.8	91.8	79.1	91.9	88.9	77.2	74.7	92.9
1100 - 1159 AM	81.7	88.1	88.6	88.5	84.3	81.2	94.2	92.9	89.0	84.4	68.2	93.2	82.2	90.1	86.3	77.2	73.5	88.1
1200 - 1259 PM	82.6	87.3	90.9	89.4	88.3	84.3	91.9	92.6	92.0	81.0	65.7	94.9	83.6	90.5	89.0	76.1	69.5	92.3
100 - 159 PM	81.5	83.8	86.1	86.5	86.2	88.7	91.9	92.9	88.5	76.4	67.1	89.6	85.2	85.3	89.0	78.5	75.5	91.3
200 - 259 PM	77.2	84.5	88.6	90.2	87.6	84.9	91.8	91.1	91.5	71.0	71.0	94.1	80.3	84.8	88.8	73.9	67.6	90.3
300 - 359 PM	70.7	86.4	87.2	81.8	85.5	86.3	93.7	91.6	87.4	67.9	74.3	92.5	83.5	80.9	89.1	75.6	67.8	92.5
400 - 459 PM	61.4	84.5	89.1	88.0	85.0	82.6	87.8	90.5	89.3	69.7	67.3	90.6	71.5	82.5	88.1	74.5	67.4	91.5
500 - 559 PM	62.5	81.0	84.7	85.4	88.4	83.8	90.3	91.7	85.3	67.0	63.2	91.2	74.9	77.7	85.7	72.4	62.7	87.8
600 - 659 PM	65.7	78.9	82.7	79.1	86.0	82.9	91.4	88.7	83.8	66.6	59.4	91.2	74.2	77.3	82.9	73.6	71.1	79.3
700 - 759 PM	62.9	76.3	80.0	80.1	84.9	82.7	86.8	88.8	84.6	58.3	62.4	89.8	76.9	81.8	82.3	69.4	62.8	81.5
800 - 859 PM	59.3	77.6	77.0	78.3	87.0	79.3	84.7	83.1	81.7	57.3	59.9	90.1	75.0	76.2	79.6	71.2	66.0	83.8
900 - 959 PM	57.8	79.1	79.6	84.7	87.9	78.3	87.6	89.0	84.1	63.5	65.9	84.9	73.3	75.6	80.5	77.8	62.6	82.5
1000 - 1059 PM	66.7	79.5	80.7	78.4	85.1	77.9	84.4	84.4	83.3	68.1	67.0	85.1	79.7	74.4	76.1	72.1	64.3	85.3
1100 - 559 AM	77.5	86.0	81.5	83.7	83.3	84.9	87.3	86.2	84.7	74.2	68.3	83.6	81.0	78.2	87.2	80.6	64.1	86.7
TOTAL, ALL ARRIVALS, BY AIRPORT	71.8	83.1	85.5	85.6	86.1	83.6	90.7	90.5	87.8	72.6	67.2	91.8	78.6	84.2	86.4	75.7	68.5	88.5

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

SEPTEMBER 2004

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	62.9	91.5	95.3	J/	92.9	97.6	96.7	90.0	85.7	94.8	83.3	J/	41.7	90.0
700 - 759 AM	73.0	88.9	94.4	93.0	88.9	94.9	90.1	89.7	92.0	95.2	95.2	97.4	88.5	91.2
800 - 859 AM	75.4	92.2	90.5	81.0	76.6	90.8	92.6	90.8	91.0	95.8	93.0	97.3	79.1	88.1
900 - 959 AM	71.8	87.7	92.0	96.1	75.8	89.6	95.1	87.4	91.9	84.7	91.5	91.1	83.9	87.9
1000 - 1059 AM	79.7	87.2	92.3	86.7	89.7	92.4	82.0	91.2	87.3	83.5	90.4	92.9	83.5	87.1
1100 - 1159 AM	71.2	91.7	92.6	90.1	83.6	93.5	87.5	89.5	88.7	82.4	92.1	90.7	86.1	86.8
1200 - 1259 PM	72.5	92.4	92.9	89.0	83.8	88.9	90.5	91.3	82.2	83.3	89.2	91.6	81.2	87.6
100 - 159 PM	71.0	89.2	91.8	87.7	86.5	90.2	89.7	86.9	82.2	84.1	90.9	90.1	81.5	86.5
200 - 259 PM	73.8	85.3	91.9	82.3	81.9	86.8	88.5	85.8	84.7	84.6	89.4	90.9	76.0	85.4
300 - 359 PM	69.1	85.1	89.8	85.5	84.8	89.0	86.3	86.9	79.5	83.5	90.4	89.7	78.3	83.9
400 - 459 PM	72.2	84.3	90.3	82.6	76.9	81.5	83.8	85.5	82.4	89.5	84.3	86.6	78.2	81.6
500 - 559 PM	65.3	86.2	88.8	86.4	72.8	80.5	85.6	86.0	82.8	85.9	87.8	91.1	72.4	81.5
600 - 659 PM	69.9	90.1	86.4	82.3	69.4	81.8	81.9	87.0	82.4	87.4	79.8	84.4	67.8	80.6
700 - 759 PM	72.4	87.4	83.1	83.6	64.5	81.3	83.0	78.8	76.5	82.6	83.8	87.6	68.6	79.4
800 - 859 PM	60.0	86.7	83.4	86.5	75.4	81.5	80.2	81.4	79.5	85.7	86.8	85.2	66.8	76.7
900 - 959 PM	69.4	85.5	80.6	82.1	72.3	79.3	78.4	79.9	77.5	84.9	89.8	85.9	66.6	77.4
1000 - 1059 PM	67.8	83.3	82.8	79.5	75.1	81.2	87.1	82.7	79.7	86.9	84.0	77.4	66.6	76.8
1100 - 559 AM	69.8	81.7	90.8	81.3	82.1	84.0	80.1	82.0	85.7	86.7	83.2	91.1	71.2	81.7
TOTAL, ALL ARRIVALS, BY AIRPORT	71.2	87.6	89.8	85.4	77.7	86.8	86.0	85.9	83.3	85.7	88.9	88.9	75.2	83.6

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

SEPTEMBER 2004

AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	85.3	93.5	94.2	95.8	87.8	95.0	97.2	93.5	94.4	94.8	84.2	95.0	87.5	94.5	95.3	93.5	77.7	95.0
700 - 759 AM	87.1	91.8	93.3	89.1	88.0	91.9	94.8	91.9	94.2	91.7	82.7	95.9	89.6	94.6	92.7	88.9	73.2	92.9
800 - 859 AM	86.2	88.8	92.1	89.7	87.8	88.2	94.9	92.3	91.8	89.6	74.8	94.3	91.4	93.7	91.3	89.1	73.8	96.3
900 - 959 AM	81.6	89.5	91.2	89.5	87.3	88.1	96.1	91.5	90.2	89.2	80.5	97.0	89.1	91.0	91.0	85.1	72.5	90.5
1000 - 1059 AM	81.8	85.0	85.0	89.2	89.2	89.4	90.0	91.7	90.5	89.7	77.5	93.0	87.4	88.5	88.4	84.5	73.4	93.3
1100 - 1159 AM	84.3	86.7	86.9	86.0	87.6	91.1	90.6	90.3	89.7	88.7	71.7	94.4	87.5	87.5	85.3	81.6	74.4	88.4
1200 - 1259 PM	83.4	90.0	87.0	89.0	86.3	86.3	91.6	90.7	89.5	85.7	71.0	95.7	84.7	83.6	87.2	82.1	74.5	89.6
100 - 159 PM	83.0	86.0	81.7	79.3	85.0	88.5	88.8	88.1	87.3	87.1	67.9	92.8	73.8	79.1	88.4	85.2	68.2	88.3
200 - 259 PM	81.0	84.0	86.0	86.1	86.8	85.3	90.8	90.0	87.9	83.0	66.7	92.9	87.2	79.7	86.0	80.8	69.8	82.7
300 - 359 PM	75.1	83.1	82.1	69.4	88.0	86.8	88.9	88.4	85.4	79.3	69.3	91.0	80.9	82.5	86.1	78.7	68.3	88.5
400 - 459 PM	70.2	85.0	80.1	80.9	84.5	85.3	88.7	87.4	78.4	79.6	72.8	93.6	83.6	79.1	85.9	79.3	66.9	81.5
500 - 559 PM	62.2	81.6	84.7	85.4	79.9	85.4	86.7	87.1	87.2	73.9	64.1	92.6	75.2	73.3	81.6	77.9	66.3	86.5
600 - 659 PM	64.1	83.0	82.5	82.0	84.4	84.2	88.0	86.3	83.0	73.6	67.6	91.7	77.3	76.9	87.6	73.5	65.5	71.3
700 - 759 PM	63.5	76.3	81.3	76.8	87.7	80.2	89.0	82.4	85.2	69.9	52.9	91.6	75.6	75.1	84.1	78.5	70.9	75.6
800 - 859 PM	65.5	77.2	77.1	82.9	86.3	83.7	88.1	86.4	87.1	70.1	62.5	93.9	85.5	74.6	84.2	75.5	63.1	83.2
900 - 959 PM	62.4	77.9	80.3	85.1	86.8	87.1	88.5	85.8	87.7	72.6	62.0	96.0	81.6	72.1	80.4	73.4	67.5	88.1
1000 - 1059 PM	63.5	81.5	86.8	83.7	89.4	70.0	J/	89.7	90.9	100.0	70.4	95.2	85.6	74.4	90.2	80.0	79.2	80.0
1100 - 559 AM	73.3	97.4	96.7	J/	90.4	J/	95.1	93.2	73.3	87.0	83.8	100.0	90.0	84.0	89.5	88.0	80.0	96.6
TOTAL, ALL DEPARTURES, BY AIRPORT	74.7	85.6	85.6	85.5	86.8	87.4	90.5	88.8	88.0	83.0	71.3	93.7	83.6	83.3	88.1	82.4	70.8	86.8

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

SEPTEMBER 2004

AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	84.3	93.6	93.6	95.8	91.0	97.1	97.6	97.3	95.0	94.5	90.2	93.8	82.1	93.1
700 - 759 AM	77.0	93.4	92.6	92.4	88.1	94.1	85.5	94.1	91.3	94.9	92.8	95.5	83.3	90.7
800 - 859 AM	77.0	94.2	93.5	91.0	83.1	90.9	91.5	92.0	91.7	95.7	94.7	95.2	79.1	90.2
900 - 959 AM	76.7	92.7	91.1	90.8	83.5	87.5	89.0	92.1	86.3	92.4	88.6	95.6	81.4	89.1
1000 - 1059 AM	75.0	90.6	91.4	92.1	77.9	88.8	94.3	90.2	88.7	90.7	92.2	94.0	85.0	88.2
1100 - 1159 AM	71.5	90.3	90.9	90.0	88.4	89.6	88.7	89.6	84.9	85.9	93.1	91.8	80.7	87.3
1200 - 1259 PM	70.9	92.0	91.6	91.4	87.1	84.5	84.8	90.5	83.5	84.1	86.8	93.2	81.0	86.6
100 - 159 PM	73.6	92.9	90.7	86.8	81.7	85.7	89.8	87.4	81.5	83.8	92.8	89.9	80.0	86.2
200 - 259 PM	64.1	86.5	88.4	84.0	82.7	83.8	85.4	87.9	78.8	87.0	85.9	89.3	76.7	84.7
300 - 359 PM	58.9	87.8	86.1	78.0	69.4	81.3	88.6	86.7	85.1	84.2	92.0	84.7	75.7	83.4
400 - 459 PM	70.5	86.0	84.4	89.0	78.8	83.8	87.5	83.6	73.4	90.2	87.2	84.2	77.6	82.1
500 - 559 PM	61.6	83.7	84.9	85.3	67.2	73.3	83.3	82.7	80.1	90.0	89.2	86.4	74.3	79.1
600 - 659 PM	67.6	87.7	83.3	79.2	68.5	76.9	86.2	88.0	78.5	88.4	90.5	88.3	74.1	80.5
700 - 759 PM	58.3	89.3	84.8	85.5	68.4	79.8	85.4	82.2	75.2	86.3	82.0	84.0	79.2	80.2
800 - 859 PM	68.2	92.3	84.1	80.6	71.9	76.8	78.5	77.4	74.0	87.7	90.3	87.7	67.1	79.4
900 - 959 PM	J/	88.8	85.1	89.8	85.0	83.8	J/	82.6	77.4	91.3	90.4	82.4	76.3	80.8
1000 - 1059 PM	J/	92.6	88.3	94.4	79.4	92.1	89.8	81.6	87.6	92.8	95.3	95.0	69.4	82.4
1100 - 559 AM	83.3	92.9	100.0	94.1	96.8	97.3	97.2	89.8	90.7	97.4	87.5	83.3	81.8	87.6
TOTAL, ALL DEPARTURES, BY AIRPORT	70.4	89.9	88.4	88.9	78.2	85.7	87.6	88.7	84.7	89.8	91.0	90.4	78.8	85.1

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

SEPTEMBER 2004

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
DL	1447	ATL-PNS	2206	26	84.62	35	23
FL	1727	ATL-PNS	2245	21	80.95	28	13
DH	1914	SWF-IAD	1505	30	80.00	40	29
DL	601	ATL-PNS	2037	30	80.00	30	17

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

SEPTEMBER 2004

AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // 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
ALASKA	440	4	0.9
AIRTRAN	453	2	0.4
DELTA	1,897	5	0.3
US AIRWAYS	1,282	2	0.2
ATLANTIC COAST	794	1	0.1
SOUTHWEST	2,754	2	0.1
AMERICAN	1,864	1	0.1
UNITED	1,544	0	0.0
AMERICAN EAGLE	1,430	0	0.0
SKYWEST	1,396	0	0.0
NORTHWEST	1,360	0	0.0
EXPRESSJET	1,067	0	0.0
COMAIR	1,023	0	0.0
CONTINENTAL	803	0	0.0
ATLANTIC SOUTHEAST	801	0	0.0
AMERICA WEST	534	0	0.0
JETBLUE	232	0	0.0
ATA	196	0	0.0
HAWAIIAN	129	0	0.0
TOTAL	19,999	17	0.1

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.

SEPTEMBER 2004

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)	87.9	93.1	247	248
AGUADILLA PR (BQN)	82.0	86.0	50	50
AKRON/CANTON OH (CAK)	84.0	82.3	788	789
ALBANY NY (ALB)	81.4	89.1	1,580	1,581
ALBUQUERQUE NM (ABQ)	87.9	89.3	3,099	3,099
ALLENTOWN PA (ABE)	87.8	90.3	596	595
AMARILLO TX (AMA)	89.5	93.7	665	665
ANCHORAGE AK (ANC)	66.2	74.5	1,769	1,775
ASHEVILLE NC (AVL)	78.0	78.3	332	332
ATLANTA GA (ATL)	71.8	74.7	34,614	34,844
AUSTIN TX (AUS)	89.7	92.8	3,308	3,306
BAKERSFIELD CA (BFL)	90.4	92.1	291	291
BALTIMORE MD (BWI)	85.5	85.6	8,715	8,716
BANGOR ME (BGR)	80.3	82.1	412	413
BARROW AK (BRW)	73.3	65.0	60	60
BATON ROUGE LA (BTR)	81.4	85.4	624	610
BEAUMONT/PORT ARTHUR TX (BPT)	90.7	93.4	237	244
BETHEL AK (BET)	47.3	44.1	93	93
BILLINGS MT (BIL)	87.7	92.5	454	454
BINGHAMTON NY (BGM)	85.1	94.3	87	87
BIRMINGHAM AL (BHM)	84.1	86.9	1,971	1,971
BISMARCK ND (BIS)	85.3	93.2	211	205
BLOOMINGTON IL (BMI)	86.3	87.9	240	240
BOISE ID (BOI)	86.6	89.7	1,265	1,266
BOSTON MA (BOS)	83.1	85.6	11,057	11,059
BOZEMAN MT (BZN)	89.0	94.3	419	419
BRISTOL TN (TRI)	83.1	85.9	325	312
BROWNSVILLE TX (BRO)	94.7	97.7	131	131
BUFFALO NY (BUF)	84.9	88.7	2,413	2,393
BURBANK CA (BUR)	84.3	85.6	2,172	2,172
BURLINGTON VT (BTV)	86.5	89.9	712	712
CEDAR RAPIDS/IOWA CTY IA (CID)	89.5	90.0	410	410
CHAMPAIGN IL (CMI)	87.5	94.6	296	296
CHARLESTON SC (CHS)	81.4	84.8	1,192	1,228
CHARLESTON WV (CRW)	79.8	84.4	499	501
CHARLOTTE NC (CLT)	85.6	85.5	8,715	8,725
CHATTANOOGA TN (CHA)	83.7	84.9	423	423
CHICAGO IL (MDW)	88.5	86.8	7,430	7,429
CHICAGO IL (ORD)	89.8	88.4	30,151	30,158
CINCINNATI OH (CVG)	86.1	86.8	16,782	16,820
CLEVELAND OH (CLE)	87.4	91.5	7,682	7,679
COLLEGE STATION TX (CLL)	90.3	94.2	329	329
COLORADO SPRINGS CO (COS)	90.5	92.3	1,168	1,170

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	80.5	82.2	1,008	1,008
COLUMBUS OH (CMH)	85.2	88.9	3,295	3,296
CORDOVA AK (CDV)	55.0	46.7	60	60
CORPUS CHRISTI TX (CRP)	87.1	91.5	675	671
DALLAS/FT. WORTH TX (DAL)	90.8	88.2	3,709	3,708
DALLAS/FT. WORTH TX (DFW)	90.5	88.8	28,024	28,062
DAYTON OH (DAY)	85.9	88.5	1,459	1,460
DAYTONA BEACH FL (DAB)	60.0	59.0	315	315
DEADHORSE AK (SCC)	76.7	76.7	30	30
DENVER CO (DEN)	90.7	90.5	12,704	12,680
DES MOINES IA (DSM)	89.5	94.2	979	980
DETROIT MI (DTW)	87.8	88.0	11,752	11,754
DILLINGHAM AK (DLG)	62.5	54.2	24	24
DUBUQUE IA (DBQ)	91.8	98.2	110	110
DULUTH MN (DLH)	82.9	86.9	129	130
DURANGO CO (DRO)	84.8	97.0	33	33
EAGLE CO (EGE)	90.9	100.0	11	12
EL PASO TX (ELP)	89.3	90.5	1,754	1,755
ERIE PA (ERI)	91.0	91.0	89	89
EUGENE OR (EUG)	85.6	85.9	466	468
EVANSVILLE IN (EVV)	86.1	85.5	468	469
FAIRBANKS AK (FAI)	74.2	75.0	465	468
FARGO ND (FAR)	84.0	85.5	287	296
FAYETTEVILLE AR (XNA)	88.9	87.4	1,107	1,095
FAYETTEVILLE NC (FAY)	68.5	71.2	146	146
FLINT MI (FNT)	83.6	86.1	573	574
FRESNO CA (FAT)	89.2	88.4	1,097	1,098
FT. LAUDERDALE FL (FLL)	67.2	71.3	4,875	4,879
FT. MYERS FL (RSW)	76.5	80.8	1,353	1,351
FT. SMITH AR (FSM)	86.3	91.8	146	146
FT. WAYNE IN (FWA)	87.0	89.4	437	425
GRAND FORKS ND (GFK)	81.0	96.6	58	59
GRAND RAPIDS MI (GRR)	86.2	91.0	1,294	1,293
GREAT FALLS MT (GTF)	91.1	93.9	327	329
GREEN BAY WI (GRB)	90.5	91.5	497	497
GREENSBORO/HIGH PT. NC (GSO)	81.3	84.7	1,694	1,695
GREENVILLE/SPARTBG. SC (GSP)	85.3	87.0	1,279	1,279
GULFPORT/BILOXI MS (GPT)	81.2	80.2	479	479
GUSTAVUS AK (GST)	50.0	60.0	6	5
HARLINGEN TX (HRL)	91.5	95.4	480	480
HARRISBURG PA (MDT)	85.4	89.0	712	712
HARTFORD CT/SPGFLD MA (BDL)	83.1	88.5	2,894	2,898
HELENA MT (HLN)	89.5	91.9	210	211

SEPTEMBER 2004

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)	99.1	99.1	212	212
HONOLULU OAHU HI (HNL)	91.1	96.7	2,886	2,884
HOUSTON TX (HOU)	88.3	86.2	4,875	4,874
HOUSTON TX (IAH)	91.8	93.7	16,117	16,116
HUNTSVILLE/DECATUR AL (HSV)	82.3	83.1	894	894
INDIANAPOLIS IN (IND)	87.5	90.5	3,317	3,317
INDIO/PALM SPRINGS CA (PSP)	88.7	91.4	741	740
ISLIP/LONG IS. NY (ISP)	80.2	81.8	1,076	1,074
JACKSON WY (JAC)	87.3	86.0	314	314
JACKSON/VICKSBURG MS (JAN)	84.3	87.8	971	970
JACKSONVILLE FL (JAX)	72.3	76.0	2,456	2,440
JUNEAU AK (JNU)	69.7	75.9	393	395
KAHULUI (OGG)	91.1	95.6	1,022	1,027
KALAMAZOO MI (AZO)	88.0	94.1	376	375
KALISPELL MT (FCA)	92.6	94.3	299	300
KANSAS CITY MO (MCI)	89.0	90.2	4,990	4,990
KETCHIKAN AK (KTN)	79.2	84.0	212	213
KEY WEST FL (EYW)	55.1	47.5	89	40
KING SALMON AK (AKN)	54.1	50.0	37	36
KNOXVILLE TN (TYS)	84.0	86.5	1,167	1,167
KODIAK AK (ADQ)	68.3	48.3	60	60
KONA HAWAII HI (KOA)	93.8	97.4	501	501
KOTZEBUE AK (OTZ)	56.7	53.3	90	90
LA CROSSE WI (LSE)	89.6	93.0	115	115
LAFAYETTE LA (LFT)	89.1	91.2	331	331
LANSING MI (LAN)	88.8	91.0	668	668
LAREDO TX (LRD)	87.7	97.3	187	188
LAS VEGAS NV (LAS)	84.2	83.3	13,056	13,056
LAWTON OK (LAW)	91.5	96.6	176	176
LEXINGTON/FRKFT KY (LEX)	84.6	84.4	926	855
LIHUE KAUAI HI (LIH)	93.9	98.0	587	587
LINCOLN NE (LNK)	86.3	93.8	80	81
LITTLE ROCK AR (LIT)	86.2	89.9	1,419	1,420
LONG BEACH CA (LGB)	88.5	92.4	951	942
LONGVIEW TX (GGG)	87.4	93.2	87	88
LOS ANGELES CA (LAX)	86.4	88.1	19,144	19,132
LOUISVILLE KY (SDF)	86.0	89.1	2,004	2,005
LUBBOCK TX (LBB)	90.1	94.3	767	767
MADISON WI (MSN)	88.0	91.7	689	689
MANCHESTER NH (MHT)	83.7	89.0	2,195	2,191
MARQUETTE MI (MQT)	80.2	87.2	86	86
MEDFORD OR (MFR)	89.3	88.0	375	376
MELBOURNE FL (MLB)	61.3	62.2	217	217

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MEMPHIS TN (MEM)	88.0	88.0	3,946	3,945
MIAMI FL (MIA)	71.2	70.4	4,943	4,943
MIDLAND/ODESSA TX (MAF)	88.2	94.6	650	651
MILWAUKEE WI (MKE)	85.8	89.9	1,726	1,726
MINNEAPLS/ST.P MN (MSP)	87.6	89.9	11,444	11,443
MINOT ND (MOT)	90.9	96.6	88	88
MISSION/MCALLEN TX (MFE)	95.6	97.2	251	251
MISSOULA MT (MSO)	91.7	95.0	399	400
MOBILE AL/PASCAGOULA MS (MOB)	76.7	78.2	424	408
MOLINE IL (MLI)	85.0	88.0	366	366
MONROE LA (MLU)	88.2	89.9	297	297
MONTEREY CA (MRY)	91.0	88.9	577	577
MONTROSE CO (MTJ)	85.1	84.5	181	181
MYRTLE BEACH SC (MYR)	79.7	82.7	679	676
NASHVILLE TN (BNA)	85.7	88.1	5,087	5,086
NEW ORLEANS LA (MSY)	82.1	83.2	4,358	4,357
NEW YORK NY (JFK)	78.6	83.6	7,848	7,833
NEW YORK NY (LGA)	75.7	82.4	10,211	10,208
NEWARK NJ (EWR)	72.6	83.0	12,521	12,523
NEWBURGH NY (SWF)	71.8	83.4	386	385
NOME AK (OME)	53.3	50.0	90	90
NORFOLK/VA. BEACH VA (ORF)	81.0	86.3	2,011	2,009
OKLAHOMA CITY OK (OKC)	88.0	91.3	1,831	1,831
OMAHA NE (OMA)	87.9	92.3	1,706	1,706
ONTARIO CA (ONT)	84.3	87.2	3,012	3,024
ORANGE COUNTY CA (SNA)	89.3	90.8	3,927	3,928
ORLANDO FL (MCO)	68.5	70.8	8,336	8,339
PASCO WA (PSC)	90.2	94.4	338	338
PENSACOLA FL (PNS)	52.7	55.1	622	622
PEORIA IL (PIA)	83.2	87.3	363	363
PETERSBURG AK (PSG)	55.0	50.0	60	60
PHILADELPHIA PA (PHL)	77.7	78.2	10,296	10,286
PHOENIX AZ (PHX)	86.8	85.7	13,762	13,760
PITTSBURGH PA (PIT)	86.0	87.6	5,388	5,397
PORTLAND ME (PWM)	74.8	77.8	1,001	997
PORTLAND OR (PDX)	85.4	88.9	4,553	4,549
PROVIDENCE RI (PVD)	83.6	86.6	2,788	2,788
RALEIGH/DURHAM NC (RDU)	78.8	81.7	5,574	5,552
RAPID CITY SD (RAP)	91.9	95.8	381	381
RENO NV (RNO)	84.5	86.1	2,482	2,483
RICHMOND VA (RIC)	81.1	86.2	1,437	1,437
ROANOKE VA (ROA)	78.9	79.8	342	352
ROCHESTER MN (RST)	81.6	93.8	228	227

SEPTEMBER 2004

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.
ROCHESTER NY (ROC)	84.3	86.4	1,585	1,586
SACRAMENTO CA (SMF)	85.2	85.7	4,097	4,099
SAGINAW MI (MBS)	84.6	93.0	345	345
SALT LAKE CITY UT (SLC)	88.9	91.0	11,549	11,540
SAN ANGELO TX (SJT)	88.7	95.0	222	222
SAN ANTONIO TX (SAT)	88.7	91.4	3,108	3,094
SAN DIEGO CA (SAN)	85.9	88.7	7,087	7,086
SAN FRANCISCO CA (OAK)	86.5	85.6	5,896	5,894
SAN FRANCISCO CA (SFO)	85.7	89.8	10,677	10,667
SAN JOSE CA (SJC)	86.5	88.3	5,141	5,144
SAN JUAN PR (SJU)	73.5	81.9	1,767	1,770
SAN LUIS OBISPO CA (SBP)	88.3	87.4	443	443
SANTA BARBARA CA (SBA)	90.7	91.9	977	973
SARASOTA/BRAD. FL (SRQ)	73.0	77.0	426	426
SAVANNAH GA (SAV)	81.4	83.2	1,179	1,178
SCRANTON/WILKES-BARRE PA (AVP)	82.9	85.6	263	264
SEATTLE WA (SEA)	83.3	84.7	9,185	9,180
SHREVEPORT LA (SHV)	87.3	89.7	735	721
SIoux FALLS SD (FSD)	88.8	91.6	430	431
SITKA AK (SIT)	81.3	89.3	112	112
SOUTH BEND IN (SBN)	83.9	86.3	446	444
SPOKANE WA (GEG)	84.3	88.6	1,213	1,213
SPRINGFIELD MO (SGF)	89.8	94.0	675	672
ST. CROIX VI (STX)	69.6	73.9	23	23
ST. LOUIS MO (STL)	88.9	90.4	5,022	5,020
ST. THOMAS VI (STT)	81.7	84.0	186	187
STEAMBOAT SPRINGS CO (HDN)	100.0	100.0	6	7
SYRACUSE NY (SYR)	83.9	88.1	1,391	1,390
TALLAHASSEE FL (TLH)	72.3	74.9	458	458
TAMPA FL (TPA)	75.2	78.8	5,381	5,383
TEXARKANA AR (TXK)	88.8	97.5	161	161
TOLEDO OH (TOL)	86.3	88.8	437	437
TRAVERSE CITY MI (TVC)	84.3	88.8	286	286
TUCSON AZ (TUS)	85.3	91.4	1,361	1,345
TULSA OK (TUL)	88.4	92.0	1,760	1,760
TYLER TX (TYR)	88.6	93.2	308	308
VALPARAISO FL (VPS)	62.7	64.7	547	547
WACO TX (ACT)	89.8	93.2	294	294
WASHINGTON DC (IAD)	78.7	82.8	13,995	13,985
WASHINGTON DC (DCA)	83.6	87.4	7,871	7,902
WEST PALM BEACH FL (PBI)	67.2	72.5	1,817	1,802
WHITE PLAINS NY (HPN)	83.6	87.6	609	581
WICHITA FALLS TX (SPS)	85.4	93.3	178	178

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WICHITA KS (ICT)	87.5	89.1	875	862
WILMINGTON NC (ILM)	77.9	77.7	258	256
WRANGELL AK (WRG)	58.3	66.7	60	60
YAKUTAT AK (YAK)	56.7	56.7	60	60

SEPTEMBER 2004

AIR TRAVEL CONSUMER REPORT

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
AIRTRAN	19	10,123	619	6.1	44	13,324	808	6.1
JETBLUE	11	4,675	354	7.6	26	7,239	415	5.7
ATLANTIC SOUTHEAST	12	12,759	666	5.2	103	23,763	1,340	5.6
DELTA	31	43,297	2,279	5.3	98	55,557	3,112	5.6
US AIRWAYS	26	28,185	1,208	4.3	61	35,671	1,489	4.2
AMERICAN	30	43,255	1,694	3.9	84	54,263	1,985	3.7
COMAIR	24	18,084	603	3.3	106	30,297	1,045	3.4
SOUTHWEST	16	36,794	1,255	3.4	60	82,447	2,246	2.7
AMERICAN EAGLE	24	23,219	629	2.7	108	40,871	1,077	2.6
ATLANTIC COAST	11	5,855	159	2.7	64	23,598	595	2.5
ATA	19	4,681	92	2.0	27	5,569	137	2.5
CONTINENTAL	29	18,181	456	2.5	77	23,161	551	2.4
AMERICA WEST	27	13,187	288	2.2	51	15,904	336	2.1
SKYWEST	15	21,807	327	1.5	127	40,869	701	1.7
UNITED	30	36,431	631	1.7	79	45,832	778	1.7
ALASKA	14	7,939	97	1.2	46	13,856	235	1.7
NORTHWEST	31	26,952	431	1.6	117	39,751	642	1.6
EXPRESSJET	24	13,754	251	1.8	117	29,343	466	1.6
HAWAIIAN	8	311	1	0.3	16	3,810	11	0.3
Total		369,489	12,040	3.3	Total	585,125	17,969	3.1

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.

SEPTMEBER 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	54263	46680	86.03%	1985	3.66%	127	0.23%	1683	3.10%	243	0.45%	2359	4.35%	16	0.03%	1169	2.15%
AS	13856	10917	78.79%	235	1.70%	25	0.18%	849	6.13%	25	0.18%	688	4.97%	39	0.28%	1078	7.78%
B6	7239	6066	83.80%	415	5.73%	27	0.37%	164	2.27%	17	0.24%	298	4.12%	20	0.28%	231	3.20%
CO	23161	19903	85.93%	551	2.38%	37	0.16%	414	1.79%	92	0.40%	1798	7.76%	21	0.09%	346	1.49%
DH	23598	19462	82.47%	595	2.52%	31	0.13%	388	1.64%	53	0.23%	1353	5.73%	1	0.00%	1715	7.27%
DL	55557	42773	76.99%	3112	5.60%	170	0.31%	2441	4.39%	249	0.45%	4704	8.47%	16	0.03%	2092	3.77%
EV	23763	18493	77.82%	1340	5.64%	41	0.17%	1327	5.58%	654	2.75%	1600	6.73%	11	0.05%	297	1.25%
FL	13324	10210	76.63%	808	6.06%	18	0.14%	339	2.55%	10	0.08%	1056	7.92%	0	0.00%	883	6.63%
HA	3810	3684	96.69%	11	0.29%	0	0.00%	97	2.54%	1	0.03%	5	0.12%	2	0.04%	11	0.28%
HP	15904	13072	82.19%	336	2.11%	24	0.15%	910	5.72%	11	0.07%	973	6.12%	31	0.19%	547	3.44%
MQ	40871	34526	84.48%	1077	2.64%	43	0.11%	1758	4.30%	122	0.30%	1604	3.93%	3	0.01%	1738	4.25%
NW	39751	33944	85.39%	642	1.62%	70	0.18%	1770	4.45%	242	0.61%	2464	6.20%	14	0.03%	606	1.52%
OH	30297	24850	82.02%	1045	3.45%	67	0.22%	1835	6.06%	1043	3.44%	1377	4.55%	12	0.04%	67	0.22%
OO	40869	36309	88.84%	701	1.72%	46	0.11%	2270	5.55%	127	0.31%	557	1.36%	67	0.16%	792	1.94%
RU	29343	25311	86.26%	466	1.59%	29	0.10%	530	1.81%	63	0.22%	2123	7.24%	9	0.03%	811	2.76%
TZ	5569	4936	88.63%	137	2.46%	0	0.00%	78	1.39%	4	0.08%	289	5.19%	9	0.16%	117	2.09%
UA	45832	40281	87.89%	778	1.70%	67	0.15%	1194	2.60%	83	0.18%	2185	4.77%	43	0.09%	1201	2.62%
US	35671	29124	81.65%	1489	4.17%	49	0.14%	1411	3.95%	48	0.13%	2001	5.61%	0	0.00%	1550	4.34%
WN	82447	70421	85.41%	2246	2.72%	176	0.21%	2265	2.75%	153	0.19%	1903	2.31%	72	0.09%	5211	6.32%
TOTAL	585125	490962		17969		1047		21722		3242		29337		384		20462	
			83.91%		3.07%		0.18%		3.71%		0.55%		5.01%		0.07%		3.50%

***Causes of Delay:**

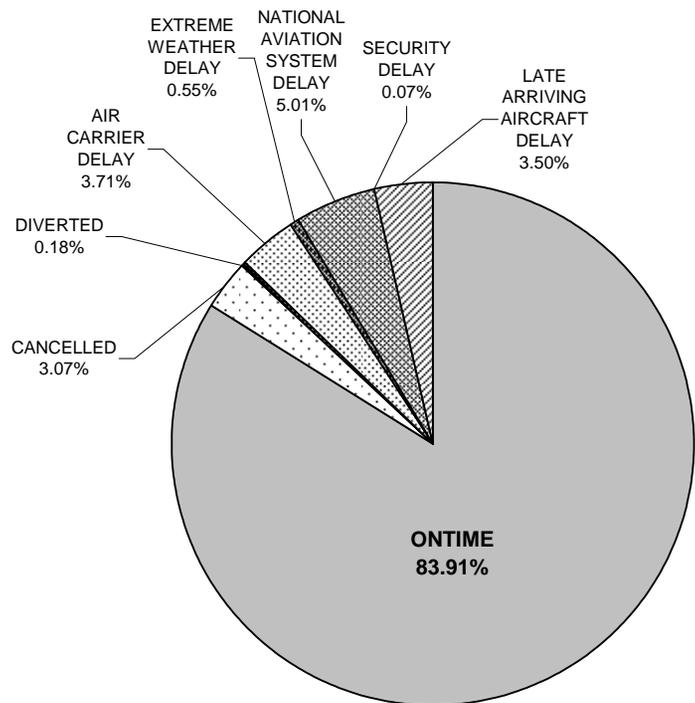
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

SEPTEMBER 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

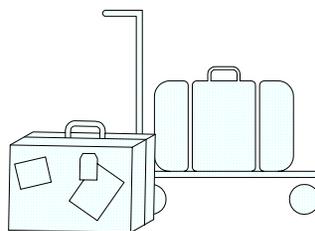
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines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

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.



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

RANK	AIRLINE	SEPTEMBER 2004			SEPTEMBER 2003		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	1,984	898,059	2.21	1,939	890,769	2.18
2	HAWAIIAN AIRLINES	1,033	423,446	2.44	*	*	*
3	JETBLUE AIRWAYS	2,202	854,746	2.58	1,728	709,617	2.44
4	UNITED AIRLINES	13,305	5,070,901	2.62	12,400	4,552,950	2.72
5	SOUTHWEST AIRLINES	16,853	6,266,194	2.69	16,421	5,920,843	2.77
6	ATA AIRLINES	2,001	689,782	2.90	1,632	676,140	2.41
7	CONTINENTAL AIRLINES	7,103	2,418,766	2.94	6,181	2,396,011	2.58
8	ALASKA AIRLINES	3,563	1,206,399	2.95	2,522	1,085,626	2.32
9	AMERICAN AIRLINES	17,886	5,578,464	3.21	18,243	5,535,311	3.30
10	AMERICA WEST AIRLINES	5,425	1,676,163	3.24	3,721	1,552,716	2.40
11	NORTHWEST AIRLINES	13,146	3,560,272	3.69	9,291	3,367,080	2.76
12	EXPRESSJET AIRLINES	4,002	1,003,134	3.99	3,532	900,776	3.92
13	US AIRWAYS	11,092	2,740,871	4.05	7,331	2,586,782	2.83
14	DELTA AIR LINES	28,538	5,816,191	4.91	16,420	5,938,869	2.76
15	ATLANTIC COAST AIRLINES	2,838	535,288	5.30	4,110	674,297	6.10
16	AMERICAN EAGLE AIRLINES	7,895	1,292,147	6.11	5,701	995,267	5.73
17	SKYWEST AIRLINES	8,536	1,255,485	6.80	5,408	965,790	5.60
18	COMAIR	7,849	1,007,359	7.79	*	*	*
19	ATLANTIC SOUTHEAST AIRLINES	9,090	824,014	11.03	8,457	710,068	11.91
TOTALS		164,341	43,117,681	3.81	125,037	39,458,912	3.17

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 - SEPTEMBER
MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES***

RANK	AIRLINE	JANUARY - SEPTEMBER 2004			JANUARY - SEPTEMBER 2003		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	12,684	4,306,974	2.94	*	*	*
2	AIRTRAN AIRWAYS	29,678	10,020,403	2.96	25,433	8,912,401	2.85
3	JETBLUE AIRWAYS	26,738	8,786,492	3.04	23,156	6,778,819	3.42
4	SOUTHWEST AIRLINES	200,386	62,548,798	3.20	197,545	58,098,976	3.40
5	CONTINENTAL AIRLINES	84,237	25,122,174	3.35	76,853	24,763,789	3.10
6	ALASKA AIRLINES	40,912	11,339,899	3.61	25,623	10,157,489	2.52
7	AMERICA WEST AIRLINES	58,992	15,632,196	3.77	50,081	15,082,216	3.32
8	UNITED AIRLINES	183,306	48,104,148	3.81	177,434	45,134,966	3.93
9	ATA AIRLINES	29,640	7,770,803	3.81	30,051	6,997,060	4.29
10	NORTHWEST AIRLINES	142,639	35,608,037	4.01	116,399	33,701,018	3.45
11	US AIRWAYS	118,074	28,443,611	4.15	106,004	28,315,055	3.74
12	DELTA AIR LINES	277,422	63,726,639	4.35	225,684	60,343,727	3.74
13	AMERICAN AIRLINES	264,165	57,391,911	4.60	260,894	57,473,644	4.54
14	EXPRESSJET AIRLINES	49,587	9,400,369	5.28	35,864	8,077,974	4.44
15	AMERICAN EAGLE AIRLINES	98,913	11,157,835	8.86	78,575	9,118,319	8.62
16	SKYWEST AIRLINES	98,423	10,146,906	9.70	59,435	7,932,250	7.49
17	COMAIR	94,604	9,499,244	9.96	*	*	*
18	ATLANTIC COAST AIRLINES	69,065	5,522,513	12.51	56,051	6,312,283	8.88
19	ATLANTIC SOUTHEAST AIRLINES	101,618	7,612,440	13.35	109,758	6,821,960	16.09
TOTALS		1,981,083	432,181,392	4.58	1,654,8840	394,021,946	4.20

* 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.

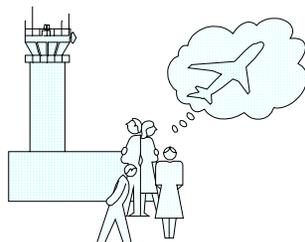
OVERSALES

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.



JULY-SEPTEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JULY-SEPTEMBER 2004				JULY-SEPTEMBER 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	HAWAIIAN AIRLINES	833	4	1,458,091	0.03	*	*	*	*
2	JETBLUE AIRWAYS	8	9	3,033,338	0.03	5	0	2,413,505	0.00
3	AIRTRAN AIRWAYS	2,875	16	3,300,618	0.05	3,183	66	3,105,241	0.21
4	SKYWEST AIRLINES	570	1	174,451	0.06	*	*	*	*
5	UNITED AIRLINES	23,963	473	17,716,757	0.27	22,606	850	16,078,649	0.53
6	AMERICAN AIRLINES	12,804	786	21,090,205	0.37	20,545	1,022	21,442,000	0.48
7	AMERICA WEST AIRLINES	8,904	227	5,556,933	0.41	11,097	206	5,412,827	0.38
8	AMERICAN EAGLE AIRLINES	263	23	527,061	0.44	156	11	248,425	0.44
9	NORTHWEST AIRLINES	18,222	593	13,294,734	0.45	20,161	952	12,533,091	0.76
10	US AIRWAYS	15,183	531	10,115,003	0.52	19,483	143	10,027,355	0.14
11	SOUTHWEST AIRLINES	14,568	1,311	21,102,752	0.62	21,439	1,512	19,708,171	0.77
12	DELTA AIR LINES	27,605	1,658	21,171,870	0.78	24,072	2,512	20,871,135	1.20
13	ALASKA AIRLINES	6,224	412	4,299,920	0.96	5,093	361	4,273,840	0.84
14	COMAIR	828	100	675,987	1.48	*	*	*	*
15	CONTINENTAL AIRLINES	12,023	1,433	9,189,561	1.56	11,273	572	9,023,913	0.63
16	ATLANTIC SOUTHEAST AIRLINES	1,248	192	1,002,197	1.92	1,950	490	775,190	6.32
17	ATA AIRLINES	1,048	707	2,684,190	2.63	730	286	2,472,201	1.16
	TOTALS	147,169	8,476	136,393,668	0.62	161,793	8,983	128,385,543	0.70

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 were ranked in this table for the first time with the first 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.

JANUARY- SEPTEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JANUARY-SEPTEMBER 2004				JANUARY-SEPTEMBER 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	<i>JETBLUE AIRWAYS</i>	20	17	8,604,108	0.02	15	0	6,634,042	0.00
2	<i>SKYWEST AIRLINES</i>	987	3	281,742	0.11	*	*	*	*
3	<i>HAWAIIAN AIRLINES</i>	2,420	110	4,269,530	0.26	*	*	*	*
4	<i>AIRTRAN AIRWAYS</i>	18,916	327	9,673,635	0.34	14,776	1,562	8,604,934	1.82
5	<i>AMERICAN EAGLE AIRLINES</i>	1,317	60	1,422,014	0.42	512	33	652,682	0.51
6	<i>AMERICAN AIRLINES</i>	53,264	2,919	62,099,673	0.47	72,913	3,689	61,549,873	0.60
7	<i>UNITED AIRLINES</i>	82,070	2,438	49,158,295	0.50	81,174	2,809	45,594,056	0.62
8	<i>US AIRWAYS</i>	59,216	1,833	29,902,550	0.61	65,374	1,072	29,046,378	0.37
9	<i>AMERICA WEST AIRLINES</i>	28,301	973	15,410,654	0.63	39,570	659	15,387,627	0.43
10	<i>NORTHWEST AIRLINES</i>	60,067	2,710	37,405,443	0.72	64,216	2,731	35,243,951	0.77
11	<i>SOUTHWEST AIRLINES</i>	71,415	6,414	60,921,204	1.05	70,322	6,152	56,324,276	1.09
12	<i>DELTA AIR LINES</i>	102,665	7,207	62,375,866	1.16	83,436	7,996	59,388,126	1.35
13	<i>ALASKA AIRLINES</i>	18,707	1,540	11,508,018	1.34	13,165	745	11,318,695	0.66
14	<i>CONTINENTAL AIRLINES</i>	35,631	4,220	26,657,713	1.58	37,118	2,423	25,768,580	0.94
15	<i>ATA AIRLINES</i>	4,170	1,402	7,846,054	1.79	2,520	683	7,052,084	0.97
16	<i>ATLANTIC SOUTHEAST AIRLINES</i>	3,860	579	2,687,783	2.15	5,659	1,909	2,219,673	8.60
17	<i>COMAIR</i>	3,400	474	1,795,140	2.64	*	*	*	*
	TOTALS	546,426	33,226	392,019,422	0.85	550,770	32,463	364,784,977	0.89

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 were ranked in this table for the first time with the first 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

	SEPTEMBER 2004				SEPTEMBER 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	424	62	3	78	365	48	3	56
FOREIGN AIRLINES	138	3	0	10	64	1	0	6
TRAVEL AGENTS	12	0	0	1	14	0	0	1
TOUR OPERATORS	2	0	0	0	4	0	0	0
MISCELLANEOUS	16	12	0	37	12	2	0	76
INDUSTRY TOTALS	592	77	3	126	459	51	3	139

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	SEPTEMBER 2004			SEPTEMBER 2003		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	122		1	105	
CANCELLATIONS			60			37
MISCONNECTIONS			21			15
DELAYS			17			41
BAGGAGE	2	112		2	97	
REFUNDS	3	84		4	46	
RES/TKTG/BOARDING	4	75		3	63	
CUSTOMER SERVICE	5	71		5	45	
FARES	6	39		9	12	
DISABILITY	7	31		6	41	
OVERSALES	8	26		7	19	
OTHER	9	18		8	15	
FREQUENT FLYER			14			11
DISCRIMINATION	10	9		10	9	
ADVERTISING	11	5		11	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		592			459	

* 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*
SEPTEMBER 2004

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	5	0	0	0	0	0	1	0	0	0	0	0	6
AIRTRAN AIRWAYS	1	0	0	0	0	2	1	1	0	0	0	1	6
ALASKA AIRLINES	2	0	1	0	0	1	1	0	0	0	0	0	5
AMERICA WEST AIRLINES	7	1	5	0	0	4	2	2	0	0	0	1	22
AMERICAN AIRLINES	16	0	6	6	9	19	9	0	1	2	0	2	70
ATA AIRLINES	2	0	2	0	0	0	0	1	1	0	0	0	6
COMAIR	4	1	2	0	0	0	0	0	0	0	0	0	7
CONTINENTAL AIRLINES	3	1	6	2	6	6	4	2	0	1	0	0	31
DELTA AIRLINES	5	1	8	8	9	9	9	1	0	0	0	2	52
EXECUTIVE AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
JETBLUE AIRWAYS	1	0	1	1	0	0	1	1	1	0	0	0	6
MESA AIRLINES	10	0	0	0	1	0	1	0	0	0	0	0	12
NORTHWEST AIRLINES	3	4	2	3	6	6	2	5	1	0	0	3	35
SOUTHEAST AIRLINES	0	0	1	0	2	1	0	2	0	0	0	0	6
SOUTHWEST AIRLINES	1	0	2	1	0	1	2	3	0	1	0	0	11
UNITED AIRLINES	9	4	8	4	8	10	9	3	0	0	0	3	58
US AIRWAYS	8	4	4	6	7	7	3	2	0	0	0	1	42
OTHER U. S. AIRLINES	16	2	3	2	3	7	7	3	0	1	0	0	44
TOTAL SEPTEMBER 2004	97	18	51	33	51	73	53	26	4	5	0	13	424
% OF TOTAL COMPLAINTS	22.9	4.2	12.0	7.8	12	17.2	12.5	6.1	0.9	1.2	0.0	3.1	
TOTAL SEPTEMBER 2003	85	14	48	12	32	78	39	36	2	7	0	12	365
% OF TOTAL COMPLAINTS	23.3	3.8	13.2	3.3	8.8	21.4	10.7	9.9	0.5	1.9	0.0	3.3	

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

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

Table 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE

SEPTEMBER 2004

U. S. AIRLINES*	COMPS RECD IN SEP.	INCI - DENTS IN SEP.	PERCENT	INCI - DENTS IN AUG.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	6	1	16.7	2	33.3	3	50.0	0	0.0
AIRTRAN AIRWAYS	6	3	50.0	2	33.3	0	0.0	1	16.7
ALASKA AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
AMERICA WEST AIRLINES	22	7	31.8	11	50.0	1	4.5	3	13.6
AMERICAN AIRLINES	70	25	35.7	19	27.1	16	22.9	10	14.3
ATA AIRLINES	6	2	33.3	2	33.3	1	16.7	1	16.7
COMAIR	7	3	42.9	3	42.9	0	0.0	1	14.3
CONTINENTAL AIRLINES	31	9	29.0	7	22.6	9	29.0	6	19.4
DELTA AIRLINES	52	15	28.8	16	30.8	12	23.1	9	17.3
EXECUTIVE AIRLINES	5	1	20.0	1	20.0	3	60.0	0	0.0
JETBLUE AIRWAYS	6	2	33.3	1	16.7	2	33.3	1	16.7
MESA AIRLINES	12	7	58.3	3	25.0	2	16.7	0	0.0
NORTHWEST AIRLINES	35	11	31.4	10	28.6	8	22.9	6	17.1
SOUTHEAST AIRLINES	6	2	33.3	0	0.0	2	33.3	2	33.3
SOUTHWEST AIRLINES	11	1	9.1	2	18.2	7	63.6	1	9.1
UNITED AIRLINES	58	22	37.9	12	20.7	17	29.3	7	12.1
US AIRWAYS	42	14	33.3	16	38.1	7	16.7	5	11.9
OTHER U. S. AIRLINES	44	11	25.0	13	29.5	17	38.6	3	6.8
TOTALS	424	139	32.8	121	28.5	108	25.5	56	13.2
PREVIOUS YEAR'S TOTALS	365	76	20.8	134	36.7	130	35.6	25	6.8

*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**

SEPTEMBER 2004

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	1	0	1	0	0	2	0	0	0	2	0	0	6
AIR INDIA	2	0	0	0	1	3	1	0	0	1	0	0	8
AIR JAMAICA	0	0	0	0	0	2	3	0	0	0	0	0	5
ALITALIA AIRLINES	0	1	1	0	2	0	3	0	0	0	0	0	7
BRITISH AIRWAYS	3	0	3	2	4	7	1	0	0	0	0	1	21
GHANA AIRWAYS	10	0	0	0	7	3	0	0	0	0	0	0	20
KLM	1	0	1	0	0	0	1	2	0	0	0	0	5
LUFTHANSA	1	1	1	0	0	3	2	0	0	0	0	0	8
MEXICANA	2	1	1	0	2	0	0	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	5	4	8	2	9	14	5	3	0	0	0	2	52
TOTALS	25	7	16	4	25	34	16	5	0	3	0	3	138
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	4	1	4	0	1	0	0	0	0	2	12
TOTALS	0	0	4	1	4	0	1	0	0	0	0	2	12
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	1	1	0	0	0	0	0	0	0	0	2
TOTALS	0	0	1	1	0	0	0	0	0	0	0	0	2
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	1	3	0	4	5	1	0	1	1	0	0	16
TOTALS	0	1	3	0	4	5	1	0	1	1	0	0	16

* 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

SEPTEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	SEPTEMBER 2004			SEPTEMBER 2003		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ATLANTIC SOUTHEAST AIRLINES	0	813,288	0.00	4	711,990	0.56
2	SKYWEST AIRLINES	2	1,221,199	0.16	2	927,551	0.22
3	SOUTHWEST AIRLINES	11	6,130,973	0.18	6	5,749,054	0.10
4	EXPRESSJET AIRLINES	2	1,074,357	0.19	1	944,939	0.11
5	HAWAIIAN AIRLINES	1	416,844	0.24	*	*	*
6	AMERICAN EAGLE AIRLINES	4	1,282,297	0.31	3	953,226	0.31
7	ATLANTIC COAST AIRLINES	2	537,289	0.37	1	698,932	0.14
8	ALASKA AIRLINES	5	1,280,612	0.39	6	1,144,680	0.52
9	AIRTRAN AIRWAYS	6	866,625	0.69	9	863,102	1.04
10	COMAIR	7	1,004,876	0.70	*	*	*
11	JETBLUE AIRWAYS	6	828,589	0.72	3	687,327	0.44
12	NORTHWEST AIRLINES	35	4,265,045	0.82	39	4,036,734	0.97
13	DELTA AIR LINES	52	6,238,818	0.83	51	6,287,237	0.81
14	ATA AIRLINES	6	699,538	0.86	6	693,415	0.87
15	UNITED AIRLINES	58	5,719,263	1.01	37	5,135,159	0.72
16	AMERICAN AIRLINES	70	6,718,498	1.04	61	6,519,420	0.94
17	CONTINENTAL AIRLINES	31	2,954,022	1.05	37	2,826,029	1.31
18	AMERICA WEST AIRLINES	22	1,691,261	1.30	11	1,546,350	0.71
19	US AIRWAYS	42	3,039,608	1.38	27	2,867,962	0.94
	TOTAL	362	46,783,002	0.77	304	42,593,107	0.71

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.

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY - SEPTEMBER 2004				JANUARY - SEPTEMBER 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	4,296	727	25	614	3,682	553	21	488
FOREIGN AIRLINES	971	19	3	71	739	10	0	41
TRAVEL AGENTS	167	13	1	14	201	8	0	11
TOUR OPERATORS	46	1	0	2	35	1	0	7
MISCELLANEOUS	78	81	0	647	79	73	1	452
INDUSTRY TOTALS	5,558	841	29	1,348	4,736	645	22	999

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2004			JANUARY - SEPTEMBER 2003		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,391		1	971	
CANCELLATIONS			469			304
DELAYS			344			346
MISCONNECTIONS			244			157
BAGGAGE	2	1,015		2	885	
RES/TKTG/BOARDING	3	747		3	696	
CUSTOMER SERVICE	4	695		5	550	
REFUNDS	5	455		4	573	
DISABILITY	6	415		6	266	
OVERSALES	7	286		8	228	
OTHER	8	238		9	207	
FREQUENT FLYER			191			157
FARES	9	164		7	258	
DISCRIMINATION	10	93		10	70	
ADVERTISING	11	55		11	30	
ANIMALS	12	4		12	2	
COMPLAINT TOTAL		5,558			4,736	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

COMPLAINTS AGAINST U. S. AIRLINES
BY COMPLAINT CATEGORY*
JANUARY - SEPTEMBER 2004

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	60	4	7	1	0	27	16	9	0	0	0	0	124
AIRTRAN AIRWAYS	24	11	13	0	3	21	13	13	0	0	0	4	102
ALASKA AIRLINES	17	1	6	3	1	15	13	4	2	3	0	3	68
ALLEGiant AIR	5	0	1	0	1	2	2	0	0	0	0	0	11
ALOHA AIRLINES	9	0	2	3	3	4	8	2	0	2	0	1	34
AMERICA WEST AIRLINES	68	19	18	6	6	23	16	14	1	4	0	2	177
AMERICAN AIRLINES	174	14	76	20	36	136	105	35	9	11	0	37	653
AMERICAN EAGLE AIRLINES	26	7	7	0	1	6	5	5	0	2	0	0	59
ATA AIRLINES	23	1	8	1	2	9	5	7	1	0	0	2	59
ATLANTIC COAST AIRLINES	32	4	3	0	1	6	5	7	0	1	0	0	59
ATLANTIC SOUTHEAST AIRLINES	14	1	3	0	1	1	3	3	0	0	0	0	26
CHICAGO EXPRESS	4	2	1	0	1	2	2	0	0	0	0	0	12
COMAIR	36	13	4	0	0	6	13	6	0	0	0	2	80
CONTINENTAL AIRLINES	37	16	38	11	25	46	39	21	1	6	1	23	264
DELTA AIRLINES	80	28	79	29	44	113	55	32	2	7	2	51	522
EXECUTIVE AIRLINES	9	0	2	0	0	3	2	1	0	0	0	0	17
EXPRESSJET AIRLINES	8	0	1	0	0	1	3	0	0	0	0	0	13
FRONTIER AIRLINES	9	1	1	1	3	3	2	2	0	0	0	0	22
HAWAIIAN AIRLINES	3	1	5	0	3	4	3	1	0	0	0	0	20
HORIZON AIRLINES	6	3	1	1	1	2	1	3	1	0	0	0	19
JETBLUE AIRWAYS	6	0	3	1	0	7	4	2	1	2	0	0	26
MESA AIRLINES	69	3	6	0	2	7	11	4	0	1	0	1	104
MESABA AVIATION	15	6	4	1	0	1	4	0	0	1	0	1	33
NORTH AMERICAN AIRLINES	3	2	0	0	1	7	3	2	0	0	0	0	18
NORTHWEST AIRLINES	72	24	41	20	44	50	52	52	3	5	0	30	393
PAN AM	6	0	0	1	4	0	3	1	1	0	0	0	16
PI NNACLE AIRLINES	5	4	3	0	0	4	5	1	0	0	0	0	22
PSA AIRLINES	14	0	0	0	0	3	1	0	0	0	0	0	18
PI EDMONT AIRLINES	9	1	1	0	1	6	1	1	0	0	0	0	20
RYAN INT'L AIRLINES	10	0	0	0	0	3	2	1	0	1	0	1	18
SKYWEST AIRLINES	20	4	7	0	0	16	5	4	0	1	0	0	57
SOUTHEAST AIRLINES	4	1	3	0	3	5	0	7	0	0	0	0	23
SOUTHWEST AIRLINES	19	3	14	1	3	20	20	26	2	10	0	0	118
SPI RIT AIRLINES	3	2	3	2	4	4	11	1	0	0	0	1	31
TRANSMERIDIAN AIRLINES	2	0	1	0	0	3	1	4	0	0	0	0	11
UNI TED AIRLINES	101	25	72	13	30	104	86	45	4	12	0	24	516
UNI TED EXPRESS	10	0	1	0	1	7	2	3	0	0	0	0	24
US AIRWAYS	52	18	48	15	27	60	42	35	3	4	0	12	316
US AIRWAYS EXPRESS	3	1	0	0	0	0	5	0	0	1	0	0	10
USA3000	12	1	4	1	1	5	2	1	0	1	0	1	29
WORLD AIRWAYS	39	0	0	0	0	0	3	0	0	0	0	0	42
OTHER U. S. AIRLINES	40	5	14	2	8	12	13	12	0	2	0	2	110
TOTAL JAN - SEP 2004	1,158	226	501	133	261	754	587	367	31	77	3	198	4,296
% OF TOTAL COMPLAINTS	27	5.3	11.7	3.1	6.1	17.6	13.7	8.5	0.7	1.8	0.1	4.6	
TOTAL JAN - SEP 2003	830	176	517	211	363	657	461	226	8	59	2	172	3,682
% OF TOTAL COMPLAINTS	22.5	4.8	14.0	5.7	9.9	17.8	12.5	6.1	0.2	1.6	0.1	4.7	

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

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

Table 4

COMPANIES OTHER THAN U.S. AIRLINES*, BY COMPLAINT CATEGORY** / JANUARY - SEPTEMBER 2004

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	5	1	2	0	2	2	3	0	0	3	0	0	18
AEROMAR	3	0	3	0	11	1	0	0	0	0	0	0	18
AEROMEXICO	3	1	0	0	1	6	0	2	0	0	0	0	13
AIR CANADA	7	4	5	0	1	3	6	1	0	1	0	0	28
AIR FRANCE	5	3	11	1	9	23	6	8	3	4	0	3	76
AIR INDIA	4	3	4	0	1	7	11	3	0	1	0	0	34
AIR JAMAICA	4	2	5	0	2	9	6	0	0	0	0	1	29
ALITALIA AIRLINES	8	5	3	0	4	14	6	3	0	1	0	0	44
ALLEGRO AIRLINES	5	0	2	0	20	0	0	0	0	0	0	0	27
AUSTRIAN AIRLINES	4	1	5	0	2	2	0	0	0	0	0	1	15
BRITISH AIRWAYS	9	2	14	7	15	39	4	7	1	1	0	6	105
CATHAY PACIFIC AIRWAYS	2	1	7	0	0	3	2	2	1	1	0	1	20
EL AL ISRAEL	0	3	2	0	2	6	0	1	0	0	0	0	14
EMIRATES AIRLINES	2	0	3	1	0	1	0	2	0	1	1	1	12
GHANA AIRWAYS	58	0	0	0	9	8	0	0	0	0	0	0	75
IBERIA AIRLINES	4	4	2	0	1	7	4	0	0	0	0	0	22
KLM	10	2	6	0	1	4	5	2	0	0	0	0	30
KUWAIT AIRWAYS	2	0	4	0	3	0	1	0	0	0	0	0	10
LAN CHILE AIRLINES	0	0	2	2	1	4	0	0	0	0	0	1	10
LUFTHANSA	7	4	11	0	4	13	9	3	2	0	0	2	55
MEXICANA	4	1	4	0	5	2	3	1	0	0	0	1	21
SOUTH AFRICAN AIRWAYS	2	0	0	1	1	6	5	0	0	0	0	0	15
SWISS AIR	0	1	3	0	0	4	2	0	0	0	0	0	10
TACA AIRLINES	5	2	4	1	2	13	1	0	0	0	0	0	28
VARI G AIRLINES	2	0	4	1	1	2	0	0	0	0	0	1	11
VI RGIN ATLANTIC	4	1	3	0	1	2	1	1	2	1	0	1	17
OTHER FOREIGN AIRLINES	27	16	44	1	30	52	22	11	2	1	0	8	214
TOTALS	186	57	153	15	129	233	97	47	11	15	1	27	971
<u>TRAVEL AGENTS</u>													
CHEAP TICKETS	0	0	5	2	2	0	0	0	1	0	0	0	10
EXPEDIA.COM	0	0	8	1	3	0	1	0	1	0	0	0	14
ORBITZ.COM	0	0	12	2	4	0	0	0	2	0	0	0	20
PRI CELINE.COM	0	0	6	2	6	0	0	0	0	0	0	0	14
TRAVELOCITY.COM	0	0	10	1	6	0	1	0	0	0	0	0	18
OTHER TRAVEL AGENTS	5	1	36	5	31	0	3	0	5	0	0	5	91
TOTALS	5	1	77	13	52	0	5	0	9	0	0	5	167
<u>TOUR OPERATORS</u>													
RITETIME AVIATION & TRAVEL	15	0	0	0	0	0	0	0	0	0	0	0	15
OTHER TOUR OPERATORS	10	0	6	1	2	8	0	0	2	0	0	2	31
TOTALS	25	0	6	1	2	8	0	0	2	0	0	2	46
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	17	2	10	2	11	20	6	1	2	1	0	5	77
TOTALS	17	2	10	2	11	20	6	1	2	1	0	5	77

* 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 - SEPTEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JANUARY - SEPTEMBER 2004			JANUARY - SEPTEMBER 2003		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENT.
1	<i>EXPRESSJET AIRLINES</i>	13	10,055,235	0.13	13	8,313,544	0.16
2	<i>SOUTHWEST AIRLINES</i>	118	60,978,511	0.19	85	56,370,574	0.15
3	<i>JETBLUE AIRWAYS</i>	26	8,535,727	0.30	25	6,609,218	0.38
4	<i>ATLANTIC SOUTHEAST AIRLINES</i>	26	7,583,777	0.34	43	6,901,326	0.62
5	<i>HAWAIIAN AIRLINES</i>	20	4,291,294	0.47	*	*	*
6	<i>AMERICAN EAGLE AIRLINES</i>	59	10,936,161	0.54	50	8,747,531	0.57
7	<i>ALASKA AIRLINES</i>	68	12,296,338	0.55	62	11,335,175	0.55
8	<i>SKYWEST AIRLINES</i>	57	9,823,726	0.58	23	8,432,911	0.27
9	<i>ATA AIRLINES</i>	59	7,963,625	0.74	52	7,444,340	0.70
10	<i>DELTA AIR LINES</i>	522	65,186,728	0.80	546	63,222,153	0.86
11	<i>COMAIR</i>	80	9,444,302	0.85	*	*	*
12	<i>CONTINENTAL AIRLINES</i>	264	30,606,749	0.86	302	29,316,102	1.03
13	<i>NORTHWEST AIRLINES</i>	393	41,652,350	0.94	407	39,135,834	1.04
14	<i>AMERICAN AIRLINES</i>	653	69,003,068	0.95	637	67,295,253	0.95
15	<i>UNITED AIRLINES</i>	516	53,771,092	0.96	447	49,705,011	0.90
16	<i>US AIRWAYS</i>	316	31,765,047	0.99	283	30,876,332	0.92
17	<i>ATLANTIC COAST AIRLINES</i>	59	5,636,634	1.05	52	6,465,768	0.80
18	<i>AIRTRAN AIRWAYS</i>	102	9,722,096	1.05	65	8,646,331	0.75
19	<i>AMERICA WEST AIRLINES</i>	177	15,796,066	1.12	138	15,161,963	0.91
	TOTAL	3,528	465,048,526	0.76	3,230	423,979,366	0.76

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 September 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 September. ^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
115	.00023%	150	.00030%	25	.00005%	436	.00088%

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
446	.00093%	2089	.00435%

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 September.