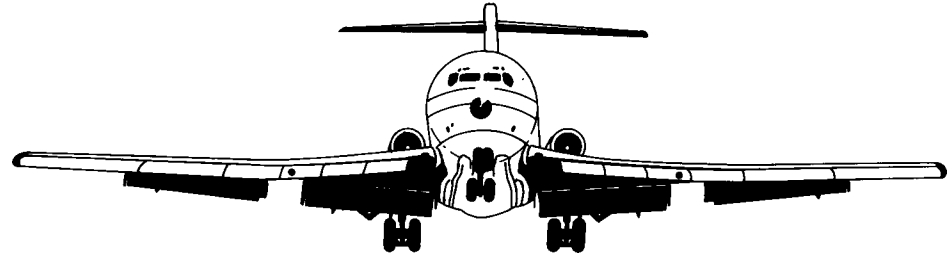




U.S. Department
of Transportation



Air Travel Consumer Report

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



Issued: June 2003

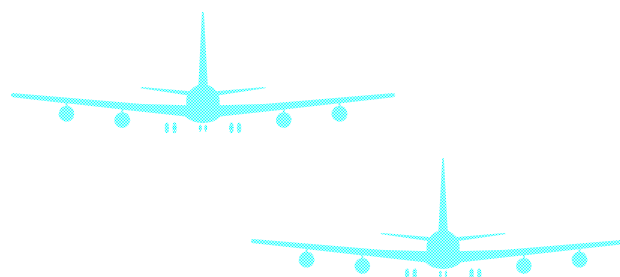
Flight Delays*	April 2003 12 Months Ending April 2003
Mishandled Baggage*	April 2003
Oversales*	1st Quarter 2003
Consumer Complaints** (Includes Disability and Discrimination Complaints)	April 2003

* 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/>

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.



FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 16 U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report 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. Cancelled and diverted operations are counted as late.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 17 reporting air carriers, 9 (America West, American, Atlantic Coast, Continental, ExpressJet, JetBlue, Northwest, United and US Airways) use ACARS exclusively; 3 (AirTran, Atlantic Southeast and Southwest) record arrival times manually; and 5 (Alaska, American Eagle, ATA, Delta 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.

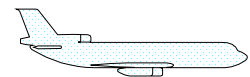
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of 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.

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.

However, information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights has a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.



APRIL 2003

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/
SKYWEST AIRLINES S/	13	92.0	105	92.1
SOUTHWEST AIRLINES S/	15	91.0	59	90.8
DELTA AIR LINES S/	31	89.4	109	89.5
CONTINENTAL AIRLINES S/	29	88.1	78	88.4
AMERICA WEST AIRLINES S/	27	88.0	54	88.2
UNITED AIRLINES S/	30	88.0	81	87.9
JETBLUE AIRWAYS S/	8	87.3	20	87.9
ALASKA AIRLINES S/	13	88.3	43	87.3
EXPRESSJET AIRLINES S/	20	84.5	99	86.5
NORTHWEST AIRLINES S/	31	86.8	108	86.5
AIRTRAN AIRWAYS S/	14	86.3	38	86.1
AMERICAN AIRLINES S/	30	85.7	88	86.0
ATA AIRLINES S/	18	83.9	27	84.2
US AIRWAYS S/	25	84.2	61	84.0
AMERICAN EAGLE AIRLINES S/	16	84.2	95	83.3
ATLANTIC COAST AIRLINES S/	13	78.7	84	78.9
ATLANTIC SOUTHEAST AIRLINES S/	14	81.6	110	78.5
TOTAL		87.0		86.9

- 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 TO CONSUMERS REGARDING FLIGHT DELAY DATA

- Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.

APRIL 2003

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	2 nd QUARTER		3 rd QUARTER		4 th QUARTER		1 st QUARTER		FEB-03		MAR-03		APR-03		12 MONTHS ENDING APR 2003		DATABASE TO DATE 09 1985-04 2003	
	04-06 2002		07-09 2002		10-12 2002		01-03 2002		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	--	(--)	--	(--)	--	(--)	77.3	(12)	73.1	(09)	76.4	(14)	86.1	(11)	--	(--)	--	(--)
ALASKA	79.1	(08)	79.2	(10)	78.0	(09)	80.7	(08)	78.0	(05)	82.1	(08)	87.3	(08)	79.6	(09)	76.0	(08)
AMERICA WEST	84.2	(02)	81.7	(08)	79.6	(07)	76.7	(13)	72.2	(11)	79.5	(12)	88.2	(05)	80.9	(08)	78.6	(05)
AMERICAN	82.6	(03)	84.3	(03)	85.3	(02)	84.4	(04)	79.6	(04)	86.9	(02)	86.0	(12)	84.3	(02)	79.3	(03)
AMERICAN EAGLE	78.8	(10)	80.4	(09)	77.4	(10)	77.7	(10)	71.6	(12)	82.1	(09)	83.3	(15)	78.9	(10)	75.4	(10)
ATA	--	(--)	--	(--)	--	(--)	73.4	(15)	70.2	(15)	74.7	(15)	84.2	(13)	--	(--)	--	(--)
ATLANTIC COAST	--	(--)	--	(--)	--	(--)	66.6	(17)	57.0	(17)	71.8	(16)	78.9	(16)	--	(--)	--	(--)
ATLANTIC SOUTHEAST	--	(--)	--	(--)	--	(--)	73.0	(16)	69.3	(16)	71.5	(17)	78.5	(17)	--	(--)	--	(--)
CONTINENTAL	85.2	(01)	84.0	(04)	79.4	(08)	82.1	(06)	77.8	(07)	82.7	(06)	88.4	(04)	82.7	(05)	78.8	(04)
DELTA	78.8	(09)	83.0	(05)	80.9	(06)	82.1	(05)	77.3	(08)	83.5	(05)	89.5	(03)	81.9	(07)	77.7	(07)
EXPRESSJET	--	(--)	--	(--)	--	(--)	77.4	(11)	72.7	(10)	79.8	(11)	86.5	(09)	--	(--)	--	(--)
JETBLUE	--	(--)	--	(--)	--	(--)	76.3	(14)	71.5	(13)	76.9	(13)	87.9	(07)	--	(--)	--	(--)
NORTHWEST	79.6	(07)	82.0	(07)	84.2	(04)	81.6	(07)	78.0	(06)	81.7	(10)	86.5	(10)	82.3	(06)	79.9	(02)
SKYWEST	--	(--)	--	(--)	--	(--)	86.1	(01)	85.4	(01)	89.2	(01)	92.1	(01)	--	(--)	--	(--)
SOUTHWEST	82.1	(05)	82.6	(06)	82.1	(05)	84.7	(03)	80.1	(03)	86.0	(03)	90.8	(02)	83.3	(03)	82.5	(01)
UNITED	82.5	(04)	85.0	(02)	86.0	(01)	85.4	(02)	84.3	(02)	84.0	(04)	87.9	(06)	85.1	(01)	75.9	(09)
US AIRWAYS	81.0	(06)	86.6	(01)	85.0	(03)	78.9	(09)	71.4	(14)	82.5	(07)	84.0	(14)	83.3	(04)	78.5	(06)
TOTAL	81.3		83.3		82.6		81.0		76.6		82.6		86.9		82.4		78.7	

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- **All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by 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 TO CONSUMERS REGARDING FLIGHT DELAY DATA

- Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.

APRIL 2003

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																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
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	744	84.0	1354	86.6	580	83.3	198	88.9	H/		968	87.7	749	85.3	12235	87.3
AS	H/		35	80.0	H/		H/		H/		30	73.3	94	85.1	H/	
B6	H/		H/		H/		H/		H/		H/		30	96.7	H/	
CO	346	85.0	541	87.8	246	93.9	38	78.9	H/		332	92.8	352	89.5	319	90.3
DH	H/		923	82.3	H/		148	73.6	2485	82.3	30	90.0	H/		H/	
DL	14655	88.4	1384	89.1	358	92.2	181	89.0	4079	91.4	901	91.3	490	89.2	1983	90.5
EV	7735	81.5	30	96.7	10	100.0	59	79.7	25	76.0	120	60.0	100	71.0	3976	82.9
FL	4483	87.2	321	90.0	770	88.6	H/		H/		H/		H/		150	85.3
HP	150	84.0	120	90.0	150	76.0	H/		H/		90	82.2	295	85.1	262	87.8
MQ	H/		1891	79.6	328	82.3	93	65.6	280	79.6	805	85.1	H/		5578	87.8
NW	460	83.3	400	87.2	372	78.5	206	80.1	30	90.0	551	81.9	343	86.6	457	85.8
OO	H/		H/		H/		H/		H/		H/		1534	90.5	1516	89.8
RU	145	86.2	24	95.8	132	78.8	352	83.0	294	85.4	247	85.8	H/		137	78.8
TZ	H/		82	72.0	H/		110	85.5	H/		82	84.1	111	87.4	110	84.5
UA	357	83.5	796	88.7	364	86.5	195	86.7	87	83.9	335	86.3	6469	91.4	484	88.0
US	453	78.4	1423	86.5	398	83.9	6596	84.8	H/		1890	91.2	289	79.9	248	81.9
WN	H/		H/		4414	90.9	H/		H/		H/		H/		H/	
TOTAL	29528	85.9	9324	85.5	8122	88.4	8176	84.4	7280	87.5	6381	87.8	10856	89.8	27455	87.0

* See Appendix at the end of this section for list of 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	575	88.2	843	82.8	747	87.4	504	84.9	1221	85.7	795	84.7	2439	84.3	1928	84.3
AS	H/		30	76.7	H/		H/		H/		360	89.2	569	86.3	H/	
B6	H/		H/		510	85.5	H/		2302	86.6	210	86.2	H/		H/	
CO	232	90.5	4532	82.7	434	89.4	6950	91.1	30	90.0	442	91.9	538	87.9	285	85.6
DH	123	83.7	286	73.1	H/		H/		431	81.2	H/		H/		186	78.0
DL	181	93.9	601	83.9	1059	86.8	181	85.6	881	89.3	564	88.8	1006	87.7	1727	89.3
EV	H/		H/		5	80.0	194	80.4	130	83.1	H/		H/		H/	
FL	H/		120	81.7	410	86.1	H/		H/		H/		H/		326	83.4
HP	150	78.0	180	76.7	64	89.1	146	82.2	210	83.8	2416	87.7	515	86.6	H/	
MQ	140	77.9	293	73.7	H/		H/		854	80.2	H/		1931	94.4	1283	79.9
NW	8911	88.7	529	78.6	192	72.9	360	83.9	90	80.0	335	86.9	432	82.4	576	79.3
OO	H/		H/		H/		40	80.0	H/		211	91.5	3801	94.3	H/	
RU	188	84.6	3859	79.7	H/		5520	88.2	43	90.7	H/		H/		135	83.0
TZ	H/		86	64.0	115	79.1	H/		H/		166	83.7	249	85.5	212	81.6
UA	321	87.5	610	80.0	116	81.9	300	86.7	341	91.2	914	92.0	2927	92.0	586	83.4
US	201	83.6	277	81.2	572	78.8	246	82.5	H/		229	80.8	270	77.4	1216	89.3
WN	467	89.5	H/		1074	90.7	164	86.6	H/		4990	91.8	3226	92.7	H/	
TOTAL	11489	88.3	12246	80.8	5298	86.1	14605	89.0	6533	85.7	11632	89.7	17903	90.6	8460	84.8

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

APRIL 2003

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	1038	85.8	191	90.6	3203	84.8	643	84.6	7758	82.8	227	91.6	747	84.3	529	82.8
AS	H/		H/		31	87.1	H/		30	93.3	1209	91.2	H/		349	83.1
B6	240	93.3	H/		H/		H/		H/		H/		H/		H/	
CO	516	90.1	59	93.2	331	87.6	204	91.2	424	80.4	90	92.2	169	79.9	310	91.0
DH	H/		30	73.3	H/		H/		4161	75.7	H/		318	79.2	H/	
DL	1296	89.0	119	90.8	300	85.7	263	87.8	473	79.9	330	94.8	434	86.9	309	85.4
EV	H/		H/		H/		H/		18	77.8	H/		H/		H/	
FL	705	85.4	250	82.0	189	86.8	120	85.0	H/		H/		354	79.7	H/	
HP	150	93.3	H/		90	92.2	176	79.5	236	67.8	180	85.6	180	84.4	5836	91.1
MQ	H/		H/		H/		H/		5455	80.6	H/		297	76.4	H/	
NW	453	78.8	331	85.2	235	77.9	9249	89.8	671	78.2	121	88.4	442	79.2	348	84.5
OO	H/		H/		H/		30	90.0	H/		559	97.9	H/		489	91.8
RU	H/		124	87.9	13	92.3	98	91.8	188	75.5	H/		98	83.7	25	92.0
TZ	210	85.7	2049	85.1	64	71.9	157	88.5	H/		H/		78	75.6	126	85.7
UA	561	88.1	H/		382	88.5	469	85.5	9521	84.2	690	93.2	536	81.3	546	85.7
US	677	76.7	H/		379	74.9	211	81.5	500	78.4	H/		5344	81.4	229	74.2
WN	1936	89.4	3722	90.3	H/		H/		H/		1006	93.3	H/		5188	91.2
TOTAL	7782	86.8	6875	88.1	5217	84.3	11620	89.0	29435	81.5	4412	92.9	8997	81.5	14284	89.8

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

APRIL 2003

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														
	PIT		SAN		SEA		SFO		SLC		STL		TPA	
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
AA	86	90.7	580	85.0	519	90.4	989	83.6	266	85.7	5952	87.8	616	89.4
AS	H/		348	85.3	3583	88.9	392	85.2	H/		H/		H/	
B6	H/		H/		30	100.0	H/		60	88.3	H/		180	89.4
CO	100	90.0	220	84.1	269	90.0	331	87.3	65	86.2	H/		392	90.1
DH	150	86.0	H/		H/		H/		H/		64	62.5	H/	
DL	176	92.6	444	86.9	479	94.8	535	89.5	3308	93.7	146	88.4	974	89.4
EV	10	70.0	H/		H/		H/		25	68.0	H/		H/	
FL	150	82.7	H/		H/		H/		H/		H/		480	84.8
HP	60	91.7	300	92.0	245	82.4	386	83.7	146	88.4	60	85.0	90	92.2
MQ	260	81.9	756	93.9	H/		142	83.1	H/		H/		H/	
NW	165	89.1	210	81.4	333	88.9	274	81.8	95	83.2	314	82.2	332	82.5
OO	H/		668	96.1	372	98.4	2349	83.8	4489	94.0	30	80.0	H/	
RU	160	87.5	H/		H/		H/		H/		320	80.9	H/	
TZ	H/		H/		86	84.9	212	85.8	H/		H/		H/	
UA	179	87.7	656	88.3	895	91.4	3789	90.5	285	86.3	179	85.5	307	87.9
US	3828	88.6	139	88.5	139	88.5	250	74.8	H/		H/		627	80.2
WN	H/		2284	92.1	1110	93.4	H/		1106	91.9	1907	85.4	1678	90.2
TOTAL	5324	88.2	6605	90.3	8060	90.5	9649	86.7	9845	92.8	8972	86.6	5676	87.9

* See Appendix at the end of this section for list of 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*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600 - 0659 AM	89.8	89.4	70.0	93.1	97.1	95.5	J/	92.1	82.5	87.6	96.6	96.1	92.4	100.0	93.9	J/	90.0	95.7
0700 - 0759 AM	93.2	91.0	97.3	91.9	86.5	90.5	93.6	89.9	86.8	89.0	98.1	95.1	89.7	98.6	96.4	88.5	91.3	94.2
0800 - 0859 AM	87.7	91.6	94.0	85.5	90.6	90.5	93.6	88.4	93.2	89.1	98.8	89.5	95.3	96.7	95.0	91.0	86.5	93.5
0900 - 0959 AM	86.1	90.9	95.7	75.2	87.8	94.9	93.2	88.3	89.2	90.8	89.1	92.0	91.0	96.1	93.8	90.3	91.7	92.2
1000 - 1059 AM	90.6	85.7	93.8	84.1	90.5	89.5	92.1	87.9	90.9	94.0	88.9	88.0	89.5	88.0	91.6	89.5	87.5	94.7
1100 - 1159 AM	89.5	89.1	87.5	89.9	89.8	89.7	93.3	88.8	90.3	90.7	85.7	87.0	93.3	90.9	89.9	90.1	90.7	92.4
1200 - 1259 PM	89.6	87.7	91.0	93.2	85.6	90.4	86.2	87.5	92.2	90.7	85.2	91.8	90.9	91.3	89.2	87.0	88.7	88.9
0100 - 0159 PM	88.3	88.6	93.5	86.4	87.1	91.8	89.1	90.4	91.4	89.4	90.7	87.2	84.3	93.4	89.0	89.1	89.5	92.4
0200 - 0259 PM	88.7	87.9	91.9	89.2	85.0	90.2	90.0	87.9	88.9	85.3	88.0	92.0	84.9	92.5	91.0	88.3	87.3	87.7
0300 - 0359 PM	88.2	87.1	81.9	89.3	89.1	86.1	89.9	87.5	89.2	83.1	88.8	92.1	82.6	87.1	91.2	88.5	87.9	90.1
0400 - 0459 PM	84.2	87.1	87.3	85.5	80.1	86.7	87.4	87.2	87.5	78.5	89.6	86.4	83.2	88.1	90.7	86.6	86.3	86.1
0500 - 0559 PM	82.7	81.6	88.0	82.4	88.7	86.7	85.6	86.3	87.8	79.5	89.1	90.9	81.8	85.4	88.9	82.2	85.2	87.2
0600 - 0659 PM	82.7	82.2	83.4	84.8	88.1	85.4	88.3	85.4	88.0	68.1	74.9	90.4	81.1	89.2	90.0	74.2	82.9	81.0
0700 - 0759 PM	78.1	81.2	86.7	77.4	84.2	83.9	88.3	84.8	85.9	53.5	82.7	85.6	85.1	89.5	86.8	76.5	83.4	81.5
0800 - 0859 PM	82.1	80.2	85.7	80.2	83.6	87.5	85.8	81.3	82.0	74.3	84.5	82.9	83.9	85.4	87.0	75.4	86.0	84.4
0900 - 0959 PM	78.2	82.1	86.6	82.7	86.7	80.3	89.2	82.5	80.0	79.1	86.4	87.0	89.6	85.8	91.2	81.4	84.9	83.3
1000 - 1059 PM	87.6	79.4	82.6	81.2	85.4	86.0	90.1	85.1	84.9	81.9	83.9	85.5	84.6	85.7	90.5	85.0	82.2	88.7
1100 - 0559 AM	88.3	86.8	88.0	78.1	96.7	86.1	93.7	89.1	88.8	85.5	79.5	89.0	87.5	90.2	90.8	86.5	86.2	86.3
TOTAL, ALL ARRIVALS, BY AIRPORT	85.9	85.5	88.4	84.4	87.5	87.8	89.8	87.0	88.3	80.8	86.1	89.0	85.7	89.7	90.6	84.8	86.8	88.1

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

APRIL 2003

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
0600 - 0659 AM	100.0	93.3	91.0	J/	93.0	95.5	95.2	93.1	95.0	96.0	91.7	93.8	96.6	92.5
0700 - 0759 AM	93.3	92.2	90.5	98.4	90.9	94.8	96.4	92.9	96.0	93.9	96.8	96.6	93.1	92.5
0800 - 0859 AM	96.8	91.7	90.0	97.3	81.5	93.8	89.4	97.2	98.0	93.2	95.9	89.5	93.6	90.6
0900 - 0959 AM	89.7	89.2	86.5	98.0	81.3	87.7	94.7	91.2	96.6	80.1	94.3	88.7	92.4	89.1
1000 - 1059 AM	87.9	91.4	85.7	96.1	88.2	93.5	92.5	92.7	92.3	85.5	95.0	85.3	89.8	90.1
1100 - 1159 AM	87.1	89.0	87.8	95.4	89.3	93.0	85.5	92.1	96.3	78.6	93.0	87.7	90.4	89.4
1200 - 1259 PM	86.3	95.1	84.0	91.2	87.2	89.1	90.8	91.3	90.3	83.2	93.9	87.1	89.6	88.8
0100 - 0159 PM	75.4	93.0	80.8	95.2	82.6	92.9	90.8	89.9	90.0	78.2	89.4	87.1	91.2	88.6
0200 - 0259 PM	86.0	90.1	77.9	96.1	86.1	89.3	88.6	88.5	88.8	90.7	91.2	89.5	88.4	88.1
0300 - 0359 PM	84.0	91.8	75.1	91.9	84.5	89.6	90.8	86.1	89.0	88.5	93.6	89.1	90.2	87.0
0400 - 0459 PM	78.7	91.5	78.7	91.3	79.1	89.8	89.4	92.3	89.8	87.4	90.8	84.8	88.0	85.6
0500 - 0559 PM	78.1	87.7	76.6	90.0	79.4	87.0	92.3	87.0	90.4	88.2	91.6	86.0	87.4	85.1
0600 - 0659 PM	79.9	86.4	75.4	93.8	72.9	87.9	82.7	86.7	88.0	91.0	93.0	83.4	87.2	83.1
0700 - 0759 PM	79.7	84.8	76.5	88.1	71.5	87.5	83.0	88.6	90.1	86.3	92.4	77.2	84.9	82.4
0800 - 0859 PM	81.4	77.9	76.8	92.5	79.1	88.2	83.4	91.4	87.2	87.5	93.5	83.5	84.4	82.9
0900 - 0959 PM	84.8	86.9	75.7	92.4	78.9	87.8	83.1	86.2	89.5	89.0	91.7	82.8	83.1	84.6
1000 - 1059 PM	85.8	83.7	83.3	88.7	83.9	86.8	82.9	90.4	89.8	87.0	91.9	87.4	81.3	85.8
1100 - 0559 AM	82.9	85.7	90.8	86.8	85.9	85.2	90.4	95.2	86.0	90.9	88.6	83.2	88.0	87.7
TOTAL, ALL ARRIVALS, BY AIRPORT	84.3	89.0	81.5	92.9	81.5	89.8	88.2	90.3	90.5	86.7	92.8	86.6	87.9	87.0

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

APRIL 2003

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
0600 - 0659 AM	94.5	92.9	96.4	96.1	95.1	94.3	96.8	91.0	93.1	95.6	97.3	96.9	91.8	98.2	94.9	96.1	96.5	94.0
0700 - 0759 AM	89.8	91.7	95.4	91.0	92.5	96.2	95.4	87.2	93.4	95.9	97.0	96.9	94.6	97.2	95.2	96.7	97.9	90.4
0800 - 0859 AM	90.8	91.4	94.1	88.9	90.0	95.0	94.6	86.1	90.8	94.2	95.5	96.1	95.0	97.0	94.8	92.4	95.8	91.6
0900 - 0959 AM	88.8	88.6	94.1	87.8	93.6	95.7	94.0	83.5	89.7	92.9	96.4	95.8	94.4	93.0	95.6	90.6	96.6	89.5
1000 - 1059 AM	88.4	89.6	93.8	83.7	89.0	93.5	94.5	87.4	90.3	94.0	85.5	95.8	94.2	90.3	92.2	92.6	93.1	90.1
1100 - 1159 AM	91.2	89.0	87.2	92.9	90.4	93.8	93.0	88.4	92.2	95.4	90.4	94.3	92.3	88.2	92.2	90.6	92.3	89.3
1200 - 1259 PM	89.5	86.8	86.3	88.7	91.8	93.2	93.3	88.7	86.6	93.2	88.9	90.2	86.1	91.2	92.6	91.3	92.5	92.5
0100 - 0159 PM	90.0	91.4	90.6	86.5	87.0	90.9	91.5	84.3	85.8	90.6	89.4	94.5	82.8	89.4	92.5	90.8	90.7	85.7
0200 - 0259 PM	90.5	85.7	92.0	86.8	89.5	92.0	88.4	85.9	84.5	89.4	86.6	91.7	85.2	91.6	87.5	88.2	89.7	83.8
0300 - 0359 PM	85.9	84.3	86.2	84.2	91.0	91.7	90.8	83.2	82.4	86.4	90.0	92.6	85.5	86.2	88.8	86.9	88.4	84.1
0400 - 0459 PM	83.8	85.0	85.2	85.9	88.8	86.3	91.0	82.9	85.5	83.0	86.6	95.0	85.0	85.5	92.0	87.7	84.2	82.7
0500 - 0559 PM	85.9	82.2	85.4	80.1	80.1	86.4	87.8	82.9	86.3	84.5	89.1	90.0	83.6	87.0	89.5	84.5	86.1	82.0
0600 - 0659 PM	81.4	79.3	84.4	77.2	87.4	88.7	86.3	84.5	82.0	81.8	87.2	91.6	86.0	86.1	93.2	85.3	87.1	82.6
0700 - 0759 PM	79.9	80.3	80.0	75.7	91.4	90.9	90.2	83.9	87.3	73.9	81.2	94.9	77.0	87.9	89.2	81.2	88.7	79.1
0800 - 0859 PM	82.7	84.3	83.5	80.2	89.1	88.0	90.4	81.2	86.8	78.5	80.5	93.3	86.6	90.1	91.0	82.0	86.1	77.9
0900 - 0959 PM	83.1	78.4	83.5	87.3	84.6	93.1	89.4	79.4	84.2	J/	86.3	98.9	86.6	86.7	91.0	81.6	86.5	80.4
1000 - 1059 PM	77.5	82.1	90.0	91.3	96.1	J/	J/	87.7	64.7	J/	87.1	95.5	85.0	89.1	96.4	100.0	100.0	85.4
1100 - 0559 AM	87.0	98.1	90.0	J/	82.4	J/	98.3	100.0	100.0	97.4	100.0	100.0	88.0	92.8	93.6	100.0	96.7	73.3
TOTAL, ALL DEPARTURES, BY AIRPORT	86.5	86.9	89.0	84.9	89.7	91.7	91.5	84.8	87.3	88.6	89.7	93.8	87.8	90.6	92.7	89.3	91.0	86.1

* 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
0600 - 0659 AM	94.9	94.6	92.7	97.6	95.9	96.7	94.4	97.2	95.6	96.2	97.1	96.8	95.8	95.2
0700 - 0759 AM	92.2	93.2	91.2	95.3	92.2	95.0	94.6	95.9	93.6	94.1	96.8	97.1	96.9	93.9
0800 - 0859 AM	93.4	93.4	90.8	95.8	90.1	92.7	91.9	94.1	95.4	96.6	95.8	96.2	94.9	92.7
0900 - 0959 AM	93.1	93.1	88.3	97.7	75.2	87.9	94.8	93.7	93.1	94.4	95.6	94.5	93.2	91.0
1000 - 1059 AM	88.2	92.5	89.0	91.7	85.2	90.7	90.6	92.7	90.9	91.9	94.9	94.8	93.4	90.9
1100 - 1159 AM	89.7	90.9	86.8	96.0	93.4	92.9	92.6	92.0	90.5	88.5	94.5	90.2	91.2	90.9
1200 - 1259 PM	86.9	93.8	88.9	93.0	87.1	89.2	90.4	91.9	90.8	86.2	98.4	93.2	93.1	90.2
0100 - 0159 PM	83.9	93.0	87.1	90.4	87.7	88.7	93.5	89.6	89.3	87.8	92.9	91.0	91.3	89.2
0200 - 0259 PM	84.1	91.0	80.4	94.9	84.5	87.0	88.0	89.2	86.2	88.8	94.3	89.4	90.8	88.1
0300 - 0359 PM	81.4	89.9	79.0	91.8	77.7	84.3	86.4	92.8	89.3	88.9	93.4	92.2	88.7	86.3
0400 - 0459 PM	86.1	87.6	77.5	94.6	86.2	84.8	90.8	88.3	85.5	93.9	92.3	89.6	90.0	86.2
0500 - 0559 PM	80.0	92.9	80.1	91.3	79.4	85.1	87.9	88.6	85.9	90.9	92.9	84.4	85.9	85.2
0600 - 0659 PM	83.4	86.0	77.3	84.5	78.0	88.0	90.6	88.6	87.6	92.2	93.4	90.2	88.6	85.0
0700 - 0759 PM	81.0	90.8	76.0	94.1	71.8	85.6	82.1	89.5	84.7	96.4	94.3	87.4	90.2	83.6
0800 - 0859 PM	79.5	83.4	79.5	87.3	79.1	85.9	85.4	89.6	87.2	94.5	92.0	83.5	86.3	85.2
0900 - 0959 PM	J/	86.7	76.6	89.7	75.8	90.3	J/	92.8	86.9	90.6	92.5	87.4	80.8	84.2
1000 - 1059 PM	J/	93.5	82.7	96.3	85.8	89.2	87.6	95.0	90.4	96.3	95.3	94.1	80.8	89.0
1100 - 0559 AM	J/	100.0	100.0	92.1	93.5	90.8	94.3	100.0	94.1	91.8	96.6	J/	96.7	92.8
TOTAL, ALL DEPARTURES, BY AIRPORT	85.9	91.0	83.5	94.0	83.4	89.1	90.7	92.2	90.5	92.2	94.3	91.4	91.5	88.7

* 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
NW	1162	MEM-BWI	1300	25	84.00	27	24

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

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AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // 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
CONTINENTAL	819	2	0.24
US AIRWAYS	1,199	1	0.08
NORTHWEST	1,381	1	0.07
SOUTHWEST	2,779	0	0.00
AMERICAN	2,175	0	0.00
DELTA	1,740	0	0.00
UNITED	1,428	0	0.00
AMERICAN EAGLE	1,236	0	0.00
SKYWEST	1,033	0	0.00
EXPRESSJET	902	0	0.00
ATLANTIC COAST	810	0	0.00
ATLANTIC SOUTHEAST	806	0	0.00
AMERICA WEST	539	0	0.00
ALASKA	428	0	0.00
AIRTRAN	394	0	0.00
JETBLUE	188	0	0.00
ATA	187	0	0.00
TOTAL	18,044	4	0.02

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AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	87.8	90.1	172	172
AGUADILLA PR (BQN)	80.0	84.6	25	26
AKRON/CANTON OH (CAK)	81.4	87.7	366	365
ALBANY NY (ALB)	83.5	88.3	1,410	1,415
ALBUQUERQUE NM (ABQ)	90.5	93.3	2,997	2,996
ALLENTOWN PA (ABE)	85.2	89.1	337	338
AMARILLO TX (AMA)	85.1	89.7	720	720
ANCHORAGE AK (ANC)	86.5	87.5	1,466	1,465
ASHEVILLE NC (AVL)	75.3	81.9	287	287
ATLANTA GA (ATL)	85.9	86.5	29,528	29,523
AUSTIN TX (AUS)	90.0	93.5	3,342	3,341
BAKERSFIELD CA (BFL)	98.5	94.8	268	268
BALTIMORE MD (BWI)	88.4	89.0	8,122	8,121
BANGOR ME (BGR)	78.0	86.9	336	336
BARROW AK (BRW)	86.7	86.7	60	60
BATON ROUGE LA (BTR)	81.8	84.3	617	616
BEAUMONT/PORT ARTHUR T(BPT)	96.2	95.4	130	130
BETHEL AK (BET)	84.0	76.6	94	94
BILLINGS MT (BIL)	88.9	94.4	306	305
BINGHAMTON NY (BGM)	83.3	85.6	90	90
BIRMINGHAM AL (BHM)	89.0	91.2	1,540	1,541
BISMARCK ND (BIS)	85.1	96.8	94	95
BLOOMINGTON IL (BMI)	74.3	78.2	179	179
BOISE ID (BOI)	92.3	93.8	1,124	1,125
BOSTON MA (BOS)	85.5	86.9	9,324	9,321
BOZEMAN MT (BZN)	90.6	95.5	308	309
BRISTOL TN (TRI)	75.4	84.3	211	210
BROWNSVILLE TX (BRO)	90.1	93.0	142	142
BUFFALO NY (BUF)	84.7	89.0	1,803	1,803
BURBANK CA (BUR)	89.2	90.2	2,239	2,238
BURLINGTON VT (BTV)	81.2	84.6	563	564
CEDAR RAPIDS/IOWA CTY IA (CID)	82.7	86.9	388	390
CHAMPAIGN (CMI)	77.6	82.8	143	145
CHARLESTON SC (CHS)	81.1	86.4	785	787
CHARLESTON WV (CRW)	80.9	85.1	476	477
CHARLOTTE NC (CLT)	84.4	84.9	8,176	8,175
CHATTANOOGA TN (CHA)	74.8	85.6	270	270
CHICAGO IL (ORD)	81.5	83.5	29,435	29,432
CHICAGO IL (MDW)	88.1	86.1	6,875	6,870
CINCINNATI OH (CVG)	87.5	89.7	7,280	7,278
CLEVELAND OH (CLE)	86.6	91.4	7,490	7,488
COLLEGE STATION TX (CLL)	87.6	90.5	242	242
COLORADO SPRINGS CO (COS)	89.6	93.0	1,024	1,025

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	80.7	80.9	727	727
COLUMBUS OH (CMH)	85.6	89.8	2,931	2,934
CORDOVA AK (CDV)	90.0	83.3	60	60
CORPUS CHRISTI TX (CRP)	88.1	90.0	582	582
DALLAS/FT. WORTH TX (DAL)	89.6	89.6	3,830	3,830
DALLAS/FT. WORTH TX (DFW)	87.0	84.8	27,455	27,431
DAYTON OH (DAY)	85.1	88.6	998	998
DAYTONA BEACH FL (DAB)	85.9	86.4	213	214
DEADHORSE AK (SCC)	81.6	78.9	38	38
DENVER CO (DEN)	89.8	91.5	10,856	10,850
DES MOINES IA (DSM)	85.5	89.3	778	779
DETROIT MI (DTW)	88.3	87.3	11,489	11,482
DILLINGHAM AK (DLG)	86.7	93.3	15	15
DUBUQUE IA (DBQ)	81.4	90.7	86	86
DULUTH MN (DLH)	85.6	89.2	111	111
DURANGO CO (DRO)	81.1	91.9	148	149
DUTCH HARBOR AK (DUT)	62.7	47.1	51	51
EAGLE CO (EGE)	73.5	88.9	34	36
EL PASO TX (ELP)	87.6	91.0	1,687	1,687
EUGENE OR (EUG)	93.8	91.0	291	290
EVANSVILLE IN (EVV)	82.0	88.1	327	327
FAIRBANKS AK (FAI)	87.4	89.2	398	399
FARGO ND (FAR)	87.1	94.1	357	357
FAYETTEVILLE ARKANSAS REG (XNA)	85.1	89.2	890	891
FAYETTEVILLE NC (FAY)	78.1	88.4	146	146
FLINT MI (FNT)	87.0	93.7	270	269
FRESNO CA (FAT)	92.6	90.9	1,046	1,047
FT. LAUDERDALE FL (FLL)	86.1	89.7	5,298	5,276
FT. MYERS FL (RSW)	86.2	91.7	2,058	2,064
FT. SMITH AR (FSM)	84.8	88.3	198	197
FT. WAYNE IN (FWA)	79.3	85.0	513	513
GRAND FORKS ND (GFK)	80.2	93.0	86	86
GRAND RAPIDS MI (GRR)	81.4	87.9	1,083	1,084
GREAT FALLS MT (GTF)	91.2	95.8	239	239
GREEN BAY WI (GRB)	82.3	91.2	351	353
GREENSBORO/HIGH PT. NC (GSO)	85.7	89.7	1,072	1,079
GREENVILLE/SPARTBG. SC (GSP)	85.7	89.1	965	970
GULFPORT/BILOXI MS (GPT)	81.0	88.5	504	505
GUNNISON CO (GUC)	100.0	100.0	2	2
HARLINGEN TX (HRL)	90.6	92.0	490	490
HARRISBURG PA (MDT)	83.5	89.6	691	691
HARTFORD CT/SPGFLD MA (BDL)	88.4	91.8	2,769	2,769
HELENA MT (HLN)	90.0	94.4	90	90

APRIL 2003

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.
HONOLULU OAHU HI (HNL)	79.2	93.2	970	968
HOUSTON TX (HOU)	88.7	86.4	4,741	4,742
HOUSTON TX (IAH)	89.0	93.8	14,605	14,610
HUNTSVILLE/DECATUR AL (HSV)	86.1	91.1	502	504
INDIANAPOLIS IN (IND)	86.2	90.9	3,441	3,446
INDIO/PALM SPRINGS CA (PSP)	90.2	90.4	1,179	1,187
ISLIP/LONG IS NY (ISP)	86.3	90.3	926	927
JACKSON WY (JAC)	96.2	96.9	288	289
JACKSON/VICKSBURG MS (JAN)	84.8	91.3	798	795
JACKSONVILLE FL (JAX)	85.4	88.9	2,107	2,108
JUNEAU AK (JNU)	86.2	82.9	305	304
KAHULUI (OGG)	85.4	92.1	404	404
KALAMAZOO MI (AZO)	77.7	85.6	278	277
KALISPELL MT (FCA)	96.7	98.7	150	150
KANSAS CITY MO (MCI)	90.3	93.6	4,917	4,918
KETCHIKAN AK (KTN)	85.6	86.7	180	180
KEY WEST FL (EYW)	69.2	64.6	65	65
KILLEEN TX (ILE)	83.5	88.7	399	398
KING SALMON AK (AKN)	65.0	55.0	20	20
KNOXVILLE TN (TYS)	79.9	87.0	770	769
KODIAK AK (ADQ)	88.3	86.7	60	60
KONA HAWAII HI (KOA)	86.4	98.7	154	154
KOTZEBUE AK (OTZ)	77.8	75.6	90	90
LA CROSSE WI (LSE)	82.4	86.5	125	126
LAFAYETTE LA (LFT)	83.1	87.1	396	395
LANSING MI (LAN)	82.9	87.7	438	438
LAREDO TX (LRD)	86.5	91.7	193	193
LAS VEGAS NV (LAS)	89.7	90.6	11,632	11,634
LAWTON OK (LAW)	80.4	87.2	153	156
LEXINGTON/FRANKFT KY (LEX)	78.6	88.5	574	574
LIHUE KAUAI HI (LIH)	90.5	93.7	126	126
LINCOLN NE (LNK)	76.4	91.2	127	125
LITTLE ROCK AR (LIT)	88.7	90.3	1,355	1,355
LONG BEACH CA (LGB)	88.1	88.0	822	823
LONGVIEW TX (GGG)	85.0	88.7	107	106
LOS ANGELES CA (LAX)	90.6	92.7	17,903	17,901
LOUISVILLE KY (SDF)	86.5	90.5	1,723	1,721
LUBBOCK TX (LBB)	85.2	90.0	856	856
MADISON WI (MSN)	84.0	90.6	592	593
MANCHESTER NH (MHT)	88.0	88.8	1,532	1,532
MARQUETTE MI (MQT)	73.1	80.0	26	25
MEDFORD OR (MFR)	92.7	92.0	327	327
MELBOURNE FL (MLB)	86.0	90.5	221	222

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MEMPHIS TN (MEM)	87.7	90.0	4250	4249
MIAMI FL (MIA)	84.3	85.9	5,217	5,220
MIDLAND/ODESSA TX (MAF)	89.2	92.2	679	680
MILWAUKEE WI (MKE)	83.7	90.5	1,667	1,667
MINNEAPLS/ST.PAUL MN (MSP)	89.0	91.0	11,620	11,593
MINOT ND (MOT)	90.0	93.3	90	90
MISSION/MCALLEN TX (MFE)	89.2	94.6	259	259
MISSOULA MT (MSO)	95.2	98.9	271	271
MOBILE AL./PASCAGOULA MS (MOB)	86.6	92.4	366	368
MOLINE IL (MLI)	80.0	81.4	215	215
MONROE LA (MLU)	86.5	91.7	288	288
MONTEREY CA (MRV)	94.9	92.0	573	573
MONTROSE CO (MTJ)	85.7	91.4	105	105
MYRTLE BEACH SC (MYR)	79.3	85.4	473	473
NASHVILLE TN (BNA)	89.8	90.9	4,511	4,512
NEW ORLEANS LA (MSY)	87.0	90.8	4,301	4,302
NEW YORK NY (JFK)	85.7	87.8	6,533	6,535
NEW YORK NY (LGA)	84.8	89.3	8,460	8,464
NEWARK NJ (EWR)	80.8	88.6	12,246	12,245
NEWBURGH NY (SWF)	78.4	83.9	199	199
NOME AK (OME)	75.6	74.4	90	90
NORFOLK/VA BEACH VA (ORF)	82.4	89.0	1,842	1,843
OKLAHOMA CITY OK (OKC)	86.8	91.5	2,101	2,102
OMAHA NE (OMA)	88.1	92.4	1,691	1,689
ONTARIO CA (ONT)	88.7	90.8	2,821	2,821
ORANGE COUNTY CA (SNA)	89.4	91.2	3,733	3,731
ORLANDO FL (MCO)	86.8	91.0	7,782	7,781
PASCO WA (PSC)	94.7	95.1	245	244
PENSACOLA FL (PNS)	84.5	92.9	550	551
PEORIA IL (PIA)	80.3	90.0	320	320
PETERSBURG AK (PSG)	86.7	85.0	60	60
PHILADELPHIA PA (PHL)	81.5	83.4	8,997	9,000
PHOENIX AZ (PHX)	89.8	89.1	14,284	14,284
PITTSBURGH PA (PIT)	88.2	90.7	5,324	5,325
PORTLAND ME (PWM)	81.5	88.0	725	726
PORTLAND OR (PDX)	92.9	94.0	4,412	4,416
PROVIDENCE RI (PVD)	89.3	91.3	2,261	2,261
RALEIGH/DURHAM NC (RDU)	82.8	88.1	4,159	4,162
RAPID CITY SD (RAP)	88.7	97.0	300	300
RENO NV (RNO)	90.1	91.2	2,108	2,108
RICHMOND VA (RIC)	83.7	89.7	1,308	1,310
ROANOKE VA (ROA)	76.0	85.0	408	407
ROCHESTER MN (RST)	86.3	89.4	161	161
ROCHESTER NY (ROC)	82.9	85.7	1,421	1,421

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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)	90.5	90.8	3,712	3,711
SAGINAW MI (MBS)	77.6	84.3	322	324
SALT LAKE CITY UT (SLC)	92.8	94.3	9,845	9,866
SAN ANGELO TX (SJT)	80.7	91.2	161	160
SAN ANTONIO TX (SAT)	87.5	91.3	3,120	3,115
SAN DIEGO CA (SAN)	90.3	92.2	6,605	6,608
SAN FRANCISCO CA (SFO)	86.7	92.2	9,649	9,662
SAN FRANCISCO CA (OAK)	90.3	90.0	5,346	5,344
SAN JOSE CA (SJC)	91.1	90.7	5,077	5,076
SAN JUAN PR (SJU)	84.6	91.1	1,998	1,996
SAN LUIS OBISPO CA (SBP)	95.4	94.8	497	497
SANTA BARBARA CA (SBA)	93.3	92.1	862	864
SARASOTA/BRAD FL (SRQ)	82.8	92.8	413	414
SAVANNAH GA (SAV)	82.0	89.1	716	717
SCRANTON/WILKES-BARRE PA (AVP)	66.7	75.6	90	90
SEATTLE WA (SEA)	90.5	90.5	8,060	8,061
SHREVEPORT LA (SHV)	82.7	89.8	671	676
SIoux CIYY IA (SUX)	0.0	0.0	1	1
SIoux FALLS SD (FSD)	83.6	93.9	244	244
SITKA AK (SIT)	82.2	87.8	90	90
SOUTH BEND IN (SBN)	77.8	83.9	343	342
SPOKANE WA (GEG)	91.8	94.4	1,175	1,174
SPRINGFIELD MO (SGF)	79.0	85.5	291	289
ST. CROIX VI (STX)	80.0	88.3	60	60
ST. LOUIS MO (STL)	86.6	91.4	8,972	8,957
ST. THOMAS VI (STT)	78.7	83.5	315	315
STEAMBOAT SPRINGS CO (HDN)	69.2	85.7	13	14
SYRACUSE NY (SYR)	82.7	88.0	1,059	1,061
TALLAHASSEE FL (TLH)	82.8	88.5	296	295
TAMPA FL (TPA)	87.9	91.5	5,676	5,699
TEXARKANA AR (TXK)	82.3	88.8	186	187
TOLEDO OH (TOL)	79.1	83.5	393	393
TRAVERSE CITY MI (TVC)	77.3	81.0	185	184
TUCSON AZ (TUS)	88.3	93.1	1,594	1,598
TULSA OK (TUL)	85.8	90.5	1868	1869
TYLER TX (TYR)	81.3	86.0	230	229
VALPARAISO FL (VPS)	71.5	90.0	421	420
WACO TX (ACT)	87.6	90.2	161	163
WASHINGTON DC (IAD)	84.8	86.9	8,308	8,310
WASHINGTON DC (DCA)	87.8	91.7	6,381	6,382
WEST PALM BEACH FL (PBI)	85.5	91.3	2,419	2,423
WHITE PLAINS NY (HPN)	78.3	83.9	621	622
WICHITA FALLS TX (SPS)	84.0	85.9	162	163

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WICHITA KS (ICT)	82.2	87.4	777	779
WILMINGTON NC (ILM)	81.7	90.8	230	229
WRANGELL AK (WRG)	81.7	88.3	60	60
YAKUTAT AK (YAK)	81.7	88.3	60	60

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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
AMERICAN EAGLE	16	20,378	768	3.77	95	35,204	1,395	3.96
ATLANTIC COAST	13	9,334	363	3.89	84	23,923	791	3.31
ALASKA	13	7,059	83	1.18	43	12,612	245	1.94
AMERICAN	30	49,210	868	1.76	88	62,977	1,079	1.71
ATLANTIC SOUTHEAST	14	12,443	176	1.41	109	23,931	390	1.63
EXPRESSJET	20	12,108	189	1.56	99	26,134	370	1.42
AIRTRAN	14	8,828	77	0.87	38	11,724	108	0.92
NORTHWEST	31	27,794	266	0.96	108	41,026	373	0.91
SKYWEST	13	16,205	84	0.05	104	30,471	226	0.74
UNITED	30	34,195	233	0.68	81	42,956	294	0.68
US AIRWAYS	25	26,626	181	0.68	61	33,733	213	0.63
SOUTHWEST	15	34,273	179	0.52	59	79,110	499	0.63
ATA	18	4,301	21	0.49	27	5,388	25	0.46
DELTA	31	39,796	161	0.40	109	51,663	189	0.37
AMERICA WEST	27	12,881	47	0.36	54	16,023	55	0.34
CONTINENTAL	29	19,094	55	0.29	78	24,814	66	0.27
JETBLUE	8	3,562	7	0.20	20	5,614	13	0.23
Total		338,087	3,758	1.11		527,303	6,331	1.20

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

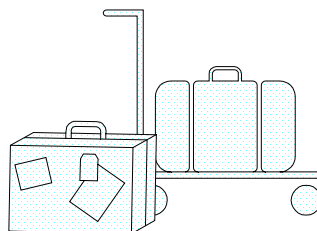
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest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

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

B6	JetBlue Airways
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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.



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

RANK	AIRLINE	APRIL 2003			APRIL 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,160	989,798	2.18	2,476	983,024	2.52
2	AIRTRAN AIRWAYS	2,330	984,895	2.37	*	*	*
3	CONTINENTAL AIRLINES	6,618	2,684,936	2.46	8,306	2,950,328	2.82
4	AMERICA WEST AIRLINES	4,184	1,653,136	2.53	4,947	1,623,575	3.05
5	NORTHWEST AIRLINES	10,882	3,624,673	3.00	17,553	3,724,923	4.71
6	DELTA AIR LINES	19,115	6,356,175	3.01	22,694	7,154,047	3.17
7	JETBLUE AIRWAYS	2,303	763,512	3.02	*	*	*
8	SOUTHWEST AIRLINES	19,102	6,311,322	3.03	21,420	6,262,609	3.42
9	US AIRWAYS	10,042	3,242,894	3.10	11,936	4,056,126	2.94
10	UNITED AIRLINES	16,216	4,790,120	3.39	18,452	5,040,664	3.66
11	ATA AIRLINES	2,795	770,006	3.63	*	*	*
12	EXPRESSJET AIRLINES	3,256	866,514	3.76	*	*	*
13	AMERICAN AIRLINES	23,725	6,172,247	3.84	28,086	6,711,934	4.18
14	SKYWEST AIRLINES	4,724	804,781	5.87	*	*	*
15	ATLANTIC COAST AIRLINES	5,471	695,113	7.87	*	*	*
16	AMERICAN EAGLE AIRLINES	8,993	988,549	9.10	9,572	959,746	9.97
17	ATLANTIC SOUTHEAST AIRLINES	10,432	770,633	13.54	*	*	*
TOTALS		152,348	42,469,304	3.59	145,442	39,466,976	3.69

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 AirTran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest became effective January 2003. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections of this report.

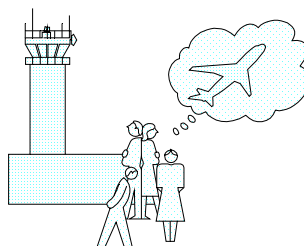
OVERSALES

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues *and* operate aircraft with a passenger capacity of more than 60 seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 C.F.R. 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are three exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; and 3) aircraft of smaller capacity is substituted. Totals appear at the end of each table.

The enplanement figures that are used to calculate the involuntary denied boarding rate do not include "shuttle" service on which reservations are not offered, nor do they include inbound international service, since the rule does not apply to these flights.



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

RANK	AIRLINE	JANUARY-MARCH 2003				JANUARY-MARCH 2002			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	4	0	2,010,617	0.00	*	*	*	*
2	AMERICAN EAGLE AIRLINES	191	4	180,430	0.22	351	5	281,429	0.18
3	US AIRWAYS	17,191	394	8,648,573	0.46	35,859	423	11,141,864	0.38
4	AMERICA WEST AIRLINES	15,157	240	4,712,876	0.51	14,166	142	4,359,877	0.33
5	UNITED AIRLINES	23,074	763	14,324,159	0.53	19,980	910	13,962,769	0.65
6	AMERICAN AIRLINES	23,730	1,186	19,256,485	0.62	42,418	561	20,320,507	0.28
7	ALASKA AIRLINES	5,031	206	3,252,531	0.63	8,560	704	3,187,314	2.21
8	NORTHWEST AIRLINES	19,879	765	10,972,653	0.70	18,784	776	10,639,379	0.73
9	ATA AIRLINES	710	162	2,122,329	0.76	*	*	*	*
10	CONTINENTAL AIRLINES	11,362	661	7,934,128	0.83	15,171	1,589	8,590,079	1.85
11	DELTA AIR LINES	29,367	2,222	19,153,925	1.16	52,039	1,730	19,530,348	0.89
12	SOUTHWEST AIRLINES	23,791	2,216	17,169,572	1.29	16,812	1,899	16,633,381	1.14
13	AIRTRAN AIRWAYS	4,339	857	2,550,184	3.36	*	*	*	*
14	ATLANTIC SOUTHEAST AIRLINES	1,498	498	663,052	7.51	*	*	*	*
	TOTALS	175,324	10,174	112,951,514	0.90	224,140	8,739	108,646,947	0.80

For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of more than 60 seats. AirTran, ATA, Atlantic Southeast, and JetBlue are ranked in this table for the first time effective with this quarter. With the exception of Atlantic Coast Airlines, ExpressJet Airlines and SkyWest Airlines (which operate 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. An explanation of each section of the report appears below:

Summary - Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

Complaint Categories - Table 2 ranks the categories of complaints (baggage, refunds, etc.). Beginning with the October 2000 report, “Animals” was added as a new category. A detailed explanation of each category appears at the end of the report.

U.S. Airlines - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods. (Table 4 data are not included in YTD reports.)

Companies Other Than U.S. Airlines - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

Airline Rankings - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, 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

	APRIL 2003				APRIL 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	370	47	2	55	776	73	0	33
FOREIGN AIRLINES	69	1	0	4	100	1	0	2
TRAVEL AGENTS	23	2	0	1	34	0	0	1
TOUR OPERATORS	6	0	0	0	11	0	0	0
MISCELLANEOUS	11	6	0	14	8	19	1	6
INDUSTRY TOTALS	479	56	2	74	929	93	1	42

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	APRIL 2003			APRIL 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
BAGGAGE	1	92		3	128	
FLIGHT PROBLEMS	2	88		1	197	
CANCELLATIONS			38			44
DELAYS			24			76
MISCONNECTIONS			11			30
REFUNDS	3	71		5	103	
RES/TKTG/BOARDING	4	70		4	109	
CUSTOMER SERVICE	5	48		2	191	
FARES	6	33		7	38	
DISABILITY	7	26		8	37	
OVERSALES	8	22		6	66	
OTHER	9	19		9	33	
FREQUENT FLYER			16			19
DISCRIMINATION	10	10		10	20	
ADVERTISING	11	0		11	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		479			929	

* 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*

APRIL 2003

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	4	4	1	1	0	0	0	0	0	0	0	0	10
AMERICA WEST AIRLINES	5	2	1	0	2	1	2	1	0	0	0	0	14
AMERICAN AIRLINES	8	1	10	4	12	10	7	4	0	4	0	1	61
ATA AIRLINES	3	0	1	0	0	3	1	0	0	0	0	0	8
COMAIR	1	2	1	0	0	0	1	0	0	0	0	0	5
CONTINENTAL AIRLINES	4	1	3	5	0	4	6	1	0	0	0	2	26
DELTA AIRLINES	14	3	8	6	7	15	3	3	0	0	0	4	63
NORTHWEST AIRLINES	10	3	9	6	12	8	3	0	0	2	0	4	57
SOUTHEAST AIRLINES	0	0	1	0	0	4	0	0	0	0	0	0	5
SOUTHWEST AIRLINES	2	0	0	0	0	0	2	2	0	0	0	0	6
UNITED AIRLINES	8	1	8	3	0	10	6	3	0	2	0	4	45
US AIRWAYS	3	0	6	2	1	4	3	4	0	0	0	1	24
OTHER U. S. AIRLINES	15	3	5	1	1	9	7	4	0	1	0	0	46
TOTAL APRIL 2003	77	20	54	28	35	68	41	22	0	9	0	16	370
% OF TOTAL COMPLAINTS	20.8	5.4	14.6	7.6	9.5	18.4	11.1	5.9	0.0	2.4	0.0	4.3	
TOTAL APRIL 2002	179	56	86	31	66	99	172	35	5	19	0	28	776
% OF TOTAL COMPLAINTS	23.1	7.2	11.1	4.0	8.5	12.8	22.2	4.5	0.6	2.4	0.0	3.6	

* 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

APRIL 2003

U. S. AIRLINES*	COMPS RECD IN APRIL	INCI - DENTS IN APRIL	PERCENT	INCI - DENTS IN MARCH	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	10	6	60.0	1	10.0	3	30.0	0	0.0
AMERICA WEST AIRLINES	14	6	42.9	2	14.3	6	42.9	0	0.0
AMERICAN AIRLINES	61	18	29.5	18	29.5	18	29.5	7	11.5
ATA AIRLINES	8	1	12.5	4	50.0	3	37.5	0	0.0
COMAIR	5	3	60.0	2	40.0	0	0.0	0	0.0
CONTINENTAL AIRLINES	26	9	34.6	12	46.2	2	7.7	3	11.5
DELTA AIRLINES	63	27	42.9	12	19.0	16	25.4	8	12.7
NORTHWEST AIRLINES	57	20	35.1	11	19.3	19	33.3	7	12.3
SOUTHEAST AIRLINES	5	1	20.0	0	0.0	3	60.0	1	20.0
SOUTHWEST AIRLINES	6	0	0.0	2	33.3	2	33.3	2	33.3
UNITED AIRLINES	45	17	37.8	13	28.9	13	28.9	2	4.4
US AIRWAYS	24	8	33.3	5	20.8	8	33.3	3	12.5
OTHER U. S. AIRLINES	46	14	30.4	16	34.8	11	23.9	5	10.9
TOTALS	370	130	35.1	98	26.5	104	28.1	38	10.3
PREVIOUS YEAR'S TOTALS	776	198	25.5	281	36.2	244	31.4	53	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**

APRIL 2003

	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	3	0	2	0	2	2	0	0	0	0	0	0	9
ALITALIA AIRLINES	0	0	0	0	0	5	0	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	1	0	2	2	0	3	0	0	0	0	8
OTHER FOREIGN AIRLINES	2	2	3	2	17	12	5	1	0	1	0	2	47
TOTALS	5	2	6	2	21	21	5	4	0	1	0	2	69
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	6	2	13	0	1	0	0	0	0	0	23
TOTALS	1	0	6	2	13	0	1	0	0	0	0	0	23
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	2	0	2	0	1	0	0	0	0	0	0	1	6
TOTALS	2	0	2	0	1	0	0	0	0	0	0	1	6
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	3	0	2	1	1	3	1	0	0	0	0	0	11
TOTALS	3	0	2	1	1	3	1	0	0	0	0	0	11

* 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

APRIL

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

RANK	AIRLINE	APRIL 2003			APRIL 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>EXPRESSJET AIRLINES</i>	0	879,634	0.00	*	*	*
2	<i>SOUTHWEST AIRLINES</i>	6	6,137,086	0.10	22	6,079,436	0.36
3	<i>SKYWEST AIRLINES</i>	1	883,189	0.11	*	*	*
4	<i>ALASKA AIRLINES</i>	3	1,159,906	0.26	16	1,150,037	1.39
5	<i>JETBLUE AIRWAYS</i>	2	744,240	0.27	*	*	*
6	<i>ATLANTIC COAST AIRLINES</i>	2	695,133	0.29	*	*	*
7	<i>AMERICAN EAGLE AIRLINES</i>	4	950,998	0.42	8	997,621	0.80
8	<i>ATLANTIC SOUTHEAST AIRLINES</i>	4	765,085	0.52	*	*	*
9	<i>US AIRWAYS</i>	24	3,537,569	0.68	45	4,337,192	1.04
10	<i>CONTINENTAL AIRLINES</i>	26	3,137,038	0.83	53	3,421,268	1.55
11	<i>AMERICA WEST AIRLINES</i>	14	1,664,179	0.84	29	1,607,441	1.80
12	<i>AMERICAN AIRLINES</i>	61	7,109,233	0.86	133	7,734,308	1.72
13	<i>UNITED AIRLINES</i>	45	5,140,226	0.88	107	5,476,645	1.95
14	<i>DELTA AIR LINES</i>	63	6,617,404	0.95	112	7,491,523	1.50
15	<i>ATA AIRLINES</i>	8	831,050	0.96	*	*	*
16	<i>AIRTRAN AIRWAYS</i>	10	964,667	1.04	*	*	*
17	<i>NORTHWEST AIRLINES</i>	57	4,083,436	1.40	89	4,314,207	2.06
	TOTAL	330	45,300,073	.73	614	42,609,678	1.44

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. The April ATCR included the first ranking of Airtran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest.

COMPLAINT CATEGORIES

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether or not the airline complied with DOT oversale regulations.

Reservations, Ticketing, Boarding: Airline or travel agent mistakes in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets. Problems boarding the aircraft (except oversales).

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

Baggage: Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

Disability: Civil rights complaints by air travelers with disabilities.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

Discrimination: Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

Animals: Loss, injury or death of an animal during air transport provided by an air carrier.

Other: Frequent flyer, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

