



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: JULY 2002

Includes data for the following periods:

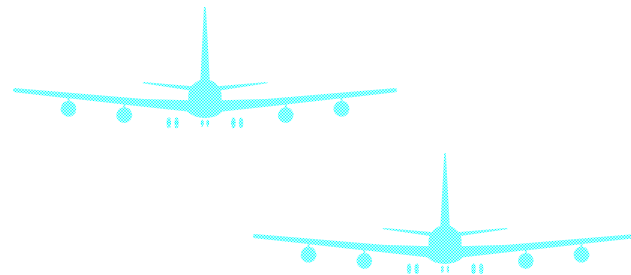
Flight Delays	May 2002 12 Months Ending May 2002
Mishandled Baggage	May 2002
Oversales	1st Quarter 2002
Consumer Complaints (Includes Disability and Other Discrimination Complaints)	May 2002

Office of Aviation Enforcement and Proceedings

<http://www.dot.gov/airconsumer/>

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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. 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. These sections deal with flight delays, mishandled baggage, oversales and consumer complaints. 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://www.dot.gov/airconsumer/>

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.

NOTE REGARDING BAGGAGE-MATCH TEST

During the period April 24-May 7, 2002, American Airlines and United Airlines participated in a DOT-sponsored baggage-passenger match program for a limited number of connecting flights at Chicago's O'Hare airport. So as not to penalize the participating carriers, DOT agreed to exclude flights delayed because of the test program from the monthly on-time calculations. For the months of April and May, the exclusion of these flights resulted in no changes to the carrier ranking tables (Tables 1, 1A, 6 and 8).

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 ten U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues. (Aloha Airlines reported data voluntarily for the period October 2000 through October 2001; TWA ceased operating in December 2001).

The rule requires carriers to currently report on operations to and from the 32 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. 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 10 reporting air carriers, 5 (American, Continental, Northwest, United and US Airways) use ACARS exclusively; 1 (Southwest) relies solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 4 (Alaska, America West, American Eagle, and Delta) 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 32 "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.

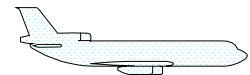
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage 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/>. Computer tapes containing data for all reported flight operations are available for purchase from the Transportation Systems Center in Cambridge, Massachusetts. The Department cannot respond to inquiries about the performance of individual flights.

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



MAY 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/		AT ALL REPORTED AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
AMERICA WEST S/	26	87.0	51	87.7
UNITED S/	31	86.2	82	86.2
CONTINENTAL S/	30	85.6	79	86.0
AMERICAN S/	32	84.4	95	84.5
SOUTHWEST S/	15	83.2	59	82.5
US AIRWAYS S/	27	81.2	69	81.3
NORTHWEST S/	32	81.3	108	81.1
ALASKA S/	12	80.9	40	80.9
AMERICAN EAGLE S/	21	82.1	105	80.8
DELTA S/	32	79.0	107	79.3
T O T A L		82.9		82.8

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.

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.

MAY 2002

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	2ND QUARTER 04-06 2001		3RD QUARTER 07-09 2001		4TH QUARTER 10-12 2001		1ST QUARTER 01-03 2002		03 2002		04 2002		05 2002		12 MONTHS ENDING 05 2002		DATA BASE TO DATE 09 1987 - 05 2002		
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	
ALASKA	72.5	(11)	66.8	(12)	73.7	(11)	75.3	(10)	73.3	(9)	82.0	(6)	80.9	(8)	73.1	(10)	75.7	(8)	
ALOHA	84.5	(1)	83.8	(1)	79.9	---	---	---	---	---	---	---	---	---	---	82.2	---	85.7	---
AMERICA WEST	75.2	(9)	72.1	(7)	85.2	(3)	86.4	(1)	84.8	(2)	84.9	(3)	87.7	(1)	81.0	(3)	78.5	(5)	
AMERICAN	77.9	(8)	71.1	(9)	81.8	(8)	83.2	(4)	80.3	(4)	83.8	(4)	84.5	(4)	79.4	(4)	78.9	(3)	
AMERICAN EAGLE	70.1	(12)	69.8	(10)	81.6	(9)	79.8	(7)	76.2	(8)	79.4	(9)	80.8	(9)	76.3	(9)	73.4	(10)	
CONTINENTAL	82.6	(3)	75.8	(5)	85.8	(2)	85.1	(2)	84.8	(1)	87.9	(1)	86.0	(3)	82.1	(2)	78.7	(4)	
DELTA	78.9	(7)	75.2	(6)	86.2	(1)	77.4	(8)	76.6	(7)	79.1	(10)	79.3	(10)	78.6	(6)	77.5	(7)	
NORTHWEST	80.9	(5)	76.9	(4)	82.3	(7)	76.9	(9)	70.7	(10)	80.6	(8)	81.1	(7)	78.9	(5)	79.7	(2)	
SOUTHWEST	83.2	(2)	81.5	(2)	84.4	(5)	83.8	(3)	79.7	(5)	85.0	(2)	82.5	(5)	83.2	(1)	82.4	(1)	
TRANS WORLD	82.4	(4)	81.1	(3)	84.0	(6)	---	---	---	---	---	---	---	---	---	81.8	---	78.0	---
UNITED	74.3	(10)	68.0	(11)	79.9	(10)	82.2	(5)	80.8	(3)	83.4	(5)	86.2	(2)	76.9	(8)	75.4	(9)	
US AIRWAYS	80.3	(6)	72.0	(8)	84.6	(4)	81.3	(6)	79.0	(6)	80.7	(7)	81.3	(6)	78.6	(7)	78.2	(6)	
TOTAL	78.7		74.2		83.2		81.3		78.6		82.6		82.8		79.4		78.3		

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. Aloha Airlines reported data voluntarily each month from October 2000 through October 2001. American Eagle reporting effective January 2001. Trans World ceased operating December 2001.

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.

The ranking columns in this table that include September 2001 data (3rd Quarter 2001, 12 months ending May 2002, and Database to Date) reflect data submitted by the carriers to BTS for the entire month of September. The flight delay data for the period September 1-10 only was the basis for the September rankings in the ATCR's issued in November and December 2001 and January 2002.

MAY 2002

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/
BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

CARRIER	ARRIVAL AIRPORT																															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX		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	# 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	# OF ARR.	% ON TIME
AA	1776	73.0	1014	84.4	110	86.4	3127	85.1	756	83.1	9367	85.5	310	81.0	857	81.3	662	78.5	93	90.3	804	84.0	639	81.4	1376	78.9	243	84.0	8279	84.9	645	89.0
AS	H/		H/		H/		H/		H/		31	74.2	1350	85.1	H/		294	86.7	H/		369	83.7	3898	79.4	481	77.5	H/		H/		H/	
CO	334	68.0	492	83.7	102	87.3	338	86.1	244	88.5	451	82.3	122	82.0	145	82.1	360	84.2	79	83.5	241	85.9	305	82.0	376	76.1	92	83.7	85	85.9	400	88.5
DL	2050	78.2	1632	79.2	93	74.2	310	79.7	310	79.7	608	68.3	430	79.3	534	79.6	492	73.2	248	79.0	461	83.5	589	80.8	585	69.2	3812	85.7	186	72.0	1050	80.0
HP	H/		124	83.9	H/		62	79.0	130	90.0	241	83.4	184	92.4	153	81.0	6182	90.7	H/		246	92.7	185	81.1	333	80.5	146	88.4	61	88.5	62	79.0
MQ	897	59.9	123	90.2	H/		695	88.6	H/		5133	79.2	H/		300	71.3	307	94.1	318	71.7	736	94.3	H/		H/		H/		93	81.7		
NW	512	66.0	465	76.8	386	81.6	198	78.8	9599	86.2	632	72.5	155	74.8	450	68.4	341	61.3	128	78.1	186	69.4	403	73.7	310	67.4	93	83.9	351	68.4	341	77.1
UA	554	74.4	500	84.6	H/		399	79.4	518	85.3	10473	85.4	826	89.5	553	81.7	648	84.4	150	88.7	760	87.2	1266	88.1	4654	84.6	368	87.5	271	84.9	277	84.8
US	1812	80.6	866	77.8	H/		344	70.6	240	72.5	618	73.1	H/		6098	78.4	216	77.3	6155	85.3	217	69.1	217	79.7	340	65.0	H/		248	78.6	703	79.1
WN	H/		1722	83.7	3734	82.4	H/		H/		H/		1000	87.9	H/		5369	85.6	H/		2273	84.3	1172	86.3	H/		1163	85.4	2198	76.2	1670	83.2
TOTAL	7935	74.0	6938	81.7	4425	82.4	5473	83.7	11797	85.6	27554	83.2	4377	85.6	9090	78.3	14871	86.4	7171	84.5	6293	85.1	8674	81.7	8455	80.3	5917	85.7	11679	82.4	5241	82.8

MAY 2002

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)

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT																	
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	J/	94.6	J/	88.2	90.3	J/	73.3	94.2	95.7	89.5	J/	94.0	96.3	94.1	100.0	95.7	J/	87.1
700 - 759 AM	94.2	89.8	92.8	91.5	88.5	94.1	100.0	91.2	87.6	96.5	94.3	93.5	92.6	89.4	94.3	93.4	91.5	89.3
800 - 859 AM	81.8	87.3	89.7	89.8	88.2	93.3	91.9	87.4	90.1	95.8	96.4	88.0	92.0	83.2	94.9	94.1	85.8	90.3
900 - 959 AM	79.2	93.2	92.7	82.1	92.0	92.1	87.6	86.0	89.9	97.2	84.7	96.8	89.7	84.7	93.3	90.0	86.9	93.1
1000 - 1059 AM	79.5	87.6	90.9	89.6	89.0	89.3	88.1	85.9	84.7	93.9	87.3	90.9	84.1	88.2	78.3	83.6	85.7	86.9
1100 - 1159 AM	84.1	89.2	90.7	88.8	76.0	84.4	87.8	88.7	85.9	92.4	84.0	91.0	89.2	85.1	76.8	81.5	82.5	88.0
1200 - 1259 PM	82.7	89.2	91.3	89.8	82.0	88.2	91.5	89.5	86.8	92.8	83.0	85.7	93.8	J/	85.0	83.7	79.1	83.6
100 - 159 PM	83.7	88.4	89.2	96.1	84.3	88.8	87.5	89.7	85.7	89.4	80.9	94.2	88.4	77.2	80.8	86.7	78.2	86.3
200 - 259 PM	81.4	86.5	83.6	88.6	81.7	92.1	90.5	84.8	86.5	92.5	83.9	88.5	88.7	88.5	87.5	85.3	83.9	82.9
300 - 359 PM	72.5	84.7	79.8	86.9	78.9	85.2	87.5	86.0	87.5	85.4	81.9	82.6	89.9	81.7	82.6	85.9	74.1	84.3
400 - 459 PM	70.8	78.8	77.2	85.5	84.1	82.4	86.2	86.7	86.1	80.1	82.1	86.2	86.4	77.2	82.4	84.0	73.3	86.0
500 - 559 PM	72.2	77.8	74.0	78.0	83.3	77.4	85.4	81.7	78.7	78.5	74.2	82.8	80.7	77.0	78.6	85.8	71.4	77.3
600 - 659 PM	75.0	74.1	69.7	74.3	75.9	74.7	84.0	85.0	75.6	70.8	69.4	84.8	81.1	62.5	80.4	80.8	62.0	74.8
700 - 759 PM	70.0	77.5	70.5	75.7	67.8	75.9	91.0	81.9	82.5	67.6	75.9	82.8	81.9	70.9	77.9	79.9	58.8	78.2
800 - 859 PM	71.8	77.3	73.9	72.8	81.6	78.2	76.2	80.5	80.5	68.6	68.3	77.5	74.2	64.1	73.0	80.2	61.7	67.8
900 - 959 PM	69.5	75.4	74.0	78.3	83.2	78.9	84.7	77.8	78.8	74.8	76.7	80.5	85.1	74.7	77.7	79.7	61.6	75.9
1000 - 1059 PM	77.5	79.4	77.3	78.9	71.0	J/	79.7	78.5	74.8	76.6	67.5	78.7	83.8	76.0	79.4	73.9	67.2	74.8
1100 - 559 AM	80.4	82.3	84.5	83.7	83.0	J/	79.3	86.7	85.7	86.4	72.9	83.0	87.4	83.3	78.7	85.2	78.1	77.4
TOTAL, ALL ARRIVALS, BY AIRPORT	77.4	82.9	81.4	84.3	80.5	83.9	87.1	85.5	84.3	82.3	79.2	84.9	87.0	77.9	82.0	84.0	74.0	81.7

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	88.6	89.2	93.2	94.7	86.2	90.6	97.3	82.6	J/	78.7	93.5	83.9	90.5	82.3	92.3
700 - 759 AM	97.6	89.2	91.4	87.9	98.0	90.4	95.5	93.1	91.2	97.0	93.1	94.4	87.7	96.2	91.3
800 - 859 AM	91.1	96.8	87.0	90.0	95.9	78.0	91.9	88.3	93.5	88.4	94.1	94.6	84.7	95.0	89.0
900 - 959 AM	92.6	90.5	89.6	81.3	93.0	80.8	87.0	92.0	94.0	92.2	85.9	91.4	90.2	94.4	87.7
1000 - 1059 AM	86.4	89.9	83.9	87.1	91.2	92.3	88.1	88.7	85.4	88.8	80.6	87.9	86.2	91.0	86.0
1100 - 1159 AM	85.5	82.8	91.5	87.7	89.2	89.5	88.6	88.4	87.0	88.5	77.4	86.8	76.4	86.8	86.1
1200 - 1259 PM	87.4	85.2	91.6	88.3	93.1	84.5	85.9	91.4	88.0	89.0	77.9	91.3	85.8	90.0	87.3
100 - 159 PM	84.7	82.9	85.7	87.4	87.6	85.6	88.0	88.7	85.4	85.4	83.4	85.6	82.8	90.3	86.4
200 - 259 PM	82.4	85.9	90.4	83.4	86.3	85.2	88.7	91.1	85.8	86.0	81.6	87.1	87.6	81.7	86.0
300 - 359 PM	82.0	86.3	85.4	83.9	89.9	85.5	85.3	90.2	88.3	80.7	81.5	87.8	80.4	84.2	83.8
400 - 459 PM	86.4	83.2	83.0	83.3	88.5	83.1	86.5	80.4	85.6	76.7	83.3	82.6	77.2	85.0	82.2
500 - 559 PM	77.0	81.2	85.7	81.5	83.7	71.7	82.3	80.1	89.4	79.1	79.6	83.6	78.1	80.3	79.9
600 - 659 PM	78.3	83.5	84.6	74.6	77.6	66.4	86.3	76.9	81.9	75.5	77.9	86.1	69.3	73.8	77.2
700 - 759 PM	69.4	76.3	79.0	73.5	79.6	66.8	86.0	78.9	78.9	73.5	80.2	90.5	79.2	78.1	77.1
800 - 859 PM	63.8	76.6	75.1	78.0	76.8	70.1	76.7	75.5	80.0	72.8	74.3	78.6	81.0	74.3	75.1
900 - 959 PM	73.1	76.4	83.9	75.4	81.9	71.6	80.9	79.3	73.4	75.2	70.8	73.8	78.2	71.2	76.8
1000 - 1059 PM	78.2	77.2	85.2	84.6	78.7	72.0	79.9	71.4	81.5	76.4	74.4	84.9	73.0	79.5	76.9
1100 - 559 AM	83.8	76.7	87.4	90.8	82.3	79.7	78.8	87.5	88.4	80.4	83.8	72.1	87.3	81.7	83.1
TOTAL, ALL ARRIVALS, BY AIRPORT	82.4	83.7	85.6	83.2	85.6	78.3	86.4	84.5	85.1	81.7	80.3	85.7	82.4	82.8	82.9

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT																	
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	93.1	92.1	93.8	94.7	98.4	95.1	95.8	93.7	89.0	97.6	99.1	96.1	96.8	91.9	97.1	93.9	93.4	97.4
700 - 759 AM	93.2	93.4	91.3	90.5	92.2	94.3	97.4	91.5	95.3	97.8	96.6	96.3	95.8	93.5	95.2	95.3	94.1	96.8
800 - 859 AM	94.6	90.1	90.6	91.3	91.1	95.2	93.5	89.5	88.4	94.3	94.2	95.7	95.6	91.9	96.2	91.7	92.2	92.9
900 - 959 AM	86.4	89.3	87.8	91.3	92.1	95.0	93.3	88.5	88.3	96.0	95.7	93.9	96.3	93.2	91.6	91.9	91.7	96.5
1000 - 1059 AM	89.2	89.6	86.5	89.4	90.9	93.8	92.8	88.8	86.6	94.1	88.1	97.4	92.2	89.0	86.9	87.4	93.3	89.9
1100 - 1159 AM	88.5	92.9	86.7	86.1	91.1	96.0	91.7	87.3	81.2	97.5	87.9	91.2	92.2	92.5	78.8	85.2	90.0	88.2
1200 - 1259 PM	88.9	88.6	75.4	88.5	87.5	88.6	91.8	89.4	83.4	95.9	87.4	92.1	93.3	90.7	83.3	81.8	87.7	87.9
100 - 159 PM	89.5	87.5	79.0	89.1	90.3	93.4	91.3	86.3	81.8	94.2	83.1	90.0	91.4	87.1	78.8	85.9	87.9	88.2
200 - 259 PM	88.2	90.2	76.2	86.5	81.9	89.4	88.6	86.5	80.7	89.6	86.0	87.8	90.3	89.5	79.4	86.2	86.3	82.7
300 - 359 PM	82.6	80.8	72.7	80.5	89.2	90.9	92.8	85.8	73.7	90.7	83.1	89.4	90.7	90.3	79.7	83.1	82.0	85.3
400 - 459 PM	75.7	81.0	67.9	82.9	87.6	85.9	86.3	82.2	75.6	86.3	78.3	83.4	92.4	81.5	77.8	82.5	81.6	85.2
500 - 559 PM	77.8	76.5	63.1	79.6	82.4	86.7	90.7	83.4	78.7	82.7	82.2	80.7	86.1	80.3	79.4	80.1	82.2	81.7
600 - 659 PM	76.5	72.5	72.3	72.0	77.1	74.6	85.9	75.3	65.0	80.8	71.0	84.7	87.1	81.7	76.2	84.8	72.4	85.6
700 - 759 PM	80.4	69.9	61.0	68.0	83.3	81.6	87.5	83.9	74.6	76.2	78.1	85.4	86.6	80.2	80.0	83.7	68.7	79.6
800 - 859 PM	78.1	71.4	64.7	72.2	83.5	82.4	90.0	84.8	75.6	78.0	74.5	85.9	89.3	66.1	71.6	79.6	69.1	78.8
900 - 959 PM	78.3	92.3	52.8	74.7	82.9	88.7	88.0	85.8	77.4	J/	67.9	82.0	91.1	79.7	71.9	82.3	72.3	72.8
1000 - 1059 PM	77.6	90.3	47.2	78.7	91.6	J/	J/	77.8	84.5	J/	75.0	J/	J/	85.5	80.1	90.2	J/	J/
1100 - 559 AM	82.9	96.8	98.4	J/	J/	J/	90.9	96.8	100.0	97.1	93.5	J/	J/	J/	86.9	93.1	100.0	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	84.7	84.7	77.5	82.9	87.2	89.5	90.7	86.5	81.1	90.5	85.6	88.7	91.4	86.1	83.6	87.1	85.2	87.9

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.1	95.6	95.7	95.1	97.2	92.8	94.4	95.3	95.7	95.6	93.9	97.0	96.0	95.6	94.6
700 - 759 AM	92.2	89.3	91.9	94.1	95.2	91.7	92.2	91.4	93.3	91.9	95.4	97.8	94.3	96.6	93.8
800 - 859 AM	85.4	91.1	91.2	91.9	95.0	89.7	89.2	93.5	90.8	93.4	96.2	95.7	90.8	92.0	92.2
900 - 959 AM	81.6	94.7	91.6	90.9	91.7	87.2	86.3	91.8	87.9	89.8	94.9	94.9	91.1	95.8	90.9
1000 - 1059 AM	76.4	94.2	88.6	90.3	84.8	86.8	88.6	91.3	87.8	91.7	91.0	95.2	92.6	91.8	89.8
1100 - 1159 AM	73.5	91.6	90.0	88.2	91.9	90.6	84.7	90.8	85.8	89.0	89.9	90.8	87.6	90.9	88.4
1200 - 1259 PM	79.0	87.9	90.1	89.0	90.6	89.6	84.2	94.4	84.2	89.2	85.3	90.1	81.3	89.7	87.6
100 - 159 PM	65.4	87.2	90.1	88.3	91.6	87.4	82.9	86.5	86.8	86.8	87.8	87.7	85.0	85.4	86.9
200 - 259 PM	63.1	83.4	86.1	85.6	88.9	87.6	82.4	86.6	83.1	86.8	89.1	88.3	83.2	87.4	85.8
300 - 359 PM	63.2	85.0	83.6	83.6	87.7	79.0	76.8	83.9	87.0	82.5	87.1	88.7	85.2	81.7	83.2
400 - 459 PM	63.3	82.8	78.9	83.2	88.9	86.3	80.3	86.3	83.9	82.2	90.9	84.7	78.8	74.7	82.0
500 - 559 PM	58.4	81.6	85.8	83.1	80.1	75.8	81.3	80.4	84.9	77.3	87.3	81.7	75.0	83.0	80.4
600 - 659 PM	68.2	85.1	85.2	81.5	86.6	73.2	78.1	81.5	86.4	80.3	89.0	90.6	78.4	75.5	79.6
700 - 759 PM	61.6	84.5	84.7	80.2	77.4	68.8	80.8	72.5	76.7	73.3	86.7	80.8	69.4	86.9	78.9
800 - 859 PM	54.3	89.1	77.7	77.6	74.8	71.2	76.0	82.3	79.9	73.2	73.7	89.7	80.1	77.9	78.6
900 - 959 PM	60.7	96.8	85.4	84.6	77.3	80.2	82.1	77.8	80.8	84.8	85.2	85.1	80.3	68.5	79.7
1000 - 1059 PM	J/	93.5	84.1	89.7	76.7	78.1	98.3	85.7	88.6	88.6	88.1	81.4	75.0	65.4	83.8
1100 - 559 AM	J/	95.7	98.1	92.3	93.5	97.2	96.5	J/	98.2	95.2	89.5	J/	69.2	93.5	91.0
TOTAL, ALL DEPARTURES, BY AIRPORT	72.5	87.8	87.5	86.6	89.4	82.9	84.6	86.7	87.1	87.6	90.1	89.2	84.5	87.6	86.1

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS 1/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTINATION AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	LATE MEDIAN
WN	486	BWI -SDF	1945	31	87.10	52	50
WN	486	SDF-STL	2150	26	84.62	45	35
NW	1788	DTW-PHL	1720	31	80.65	44	31
WN	1428	CLE-BWI	1810	31	80.65	44	44
NW	1195	DTW-LAS	1915	31	80.65	41	37

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TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS 1/
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	444	3	0.7
SOUTHWEST	2,770	11	0.4
AMERICAN EAGLE	1,264	3	0.2
NORTHWEST	1,405	3	0.2
DELTA	2,036	3	0.1
AMERICA WEST	548	0	0.0
CONTINENTAL	960	0	0.0
US AIRWAYS	1,486	0	0.0
UNITED	1,631	0	0.0
AMERICAN	2,463	0	0.0
TOTAL	15,007	23	0.2

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABILENE, TX. (ABI)	85.5	90.8	207	207	DULUTH, MN. (DLH)	87.7	89.8	203	205
AGUADILLA, P. R. (BQN)	80.0	90.0	30	30	DURANGO, CO. (DRO)	85.7	91.4	35	35
AKRON/CANTON, OH. (CAK)	87.1	90.3	31	31	DUTCH HARBOR, AK. (DUT)	77.4	75.8	62	62
ALBANY, N. Y. (ALB)	82.6	89.2	1,181	1,181	EL PASO, TX. (ELP)	83.1	87.5	1,767	1,767
ALBUQUERQUE, N. M. (ABQ)	83.7	85.2	3,187	3,188	EUGENE, OR. (EUG)	89.1	97.8	92	92
ALLENTOWN, PA. (ABE)	84.0	95.0	181	181	EVANSVILLE, IN. (EVV)	78.2	79.8	119	119
AMARILLO, TX. (AMA)	76.5	82.6	523	523	FAIRBANKS, AK. (FAI)	84.8	86.8	446	446
ANCHORAGE, AK. (ANC)	77.7	87.8	1,797	1,794	FARGO, N. D. (FAR)	80.3	94.8	213	213
ASHEVILLE, N. C. (AVL)	88.6	96.7	123	123	FAYETTEVILLE ARKANSAS REG (XNA)	79.3	81.6	473	474
ATLANTA, GA. (ATL)	77.4	84.7	19,852	19,851	FLINT, MI. (FNT)	85.7	98.4	63	62
AUSTIN, TX. (AUS)	84.5	88.8	3,298	3,344	FRESNO, CA. (FAT)	93.8	96.4	274	274
BALTIMORE, MD. (BWI)	81.4	77.5	7,573	7,572	FT. LAUDERDALE, FL. (FLL)	79.2	85.6	4,182	4,183
BANGOR, ME. (BGR)	73.2	83.8	265	266	FT. MYERS, FL. (RSW)	82.3	91.1	1,095	1,097
BARROW, AK. (BRW)	87.1	83.9	62	62	FT. SMITH, AR. (FSM)	91.1	95.8	237	237
BATON ROUGE, LA. (BTR)	86.9	88.8	259	260	FT. WAYNE, IN. (FWA)	68.7	84.4	179	179
BETHEL, AK. (BET)	84.2	86.7	120	120	GRAND FORKS, N. D. (GFK)	83.0	94.3	88	88
BILLINGS, MT. (BIL)	80.1	92.1	216	216	GRAND RAPIDS, MI. (GRR)	78.8	89.9	916	918
BIRMINGHAM, AL. (BHM)	80.9	86.3	1,463	1,463	GREAT FALLS, MT. (GTF)	86.6	88.9	217	217
BISMARCK, N. D. (BIS)	88.6	94.3	123	123	GREEN BAY, WI. (GRB)	75.8	92.1	417	417
BLOOMINGTON, IL. (BMI)	70.8	78.7	89	89	GREENSBORO/HIGH PT., N. C. (GSO)	77.3	86.6	844	844
BOISE, ID. (BOI)	86.4	91.2	902	902	GREENVILLE/SPARTANBURG, S. C. (GSP)	79.4	86.4	399	398
BOSTON, MA. (BOS)	82.9	84.7	9,443	9,446	GULFPORT/BILLOXI, MS. (GPT)	91.9	95.2	62	62
BOZEMAN, MT. (BZN)	84.7	92.7	124	124	HARLINGEN, TX. (HRL)	78.8	81.3	353	353
BROWNSVILLE, TX. (BRO)	76.9	96.2	26	26	HARRISBURG, PA. (MDT)	82.6	91.5	437	435
BUFFALO, N. Y. (BUF)	82.2	89.5	1,379	1,379	HARTFORD, CT./SPGFLD, MA. (BDL)	84.0	90.2	2,859	2,864
BURBANK, CA. (BUR)	84.7	83.0	2,153	2,153	HELENA, MT. (HLN)	93.5	93.5	62	62
BURLINGTON, VT. (BTV)	84.8	93.1	277	277	HONOLULU, OAHU, HI. (HNL)	78.5	93.7	946	945
CEDAR RAPIDS/IOWA CTY, I.A. (CID)	82.4	91.0	386	387	HOUSTON, TX. (HOU)	80.2	73.2	4,737	4,739
CHAMPAIGN, IL. (CMI)	67.8	81.2	149	149	HOUSTON, TX. (IAH)	87.0	91.4	10,264	10,267
CHARLESTON, S. C. (CHS)	77.6	86.8	402	402	HUNTSVILLE/DECATUR, AL. (HSV)	77.7	85.5	296	296
CHARLOTTE, N. C. (CLT)	84.3	82.9	9,750	9,750	INDIANAPOLIS, IN. (IND)	81.7	87.7	2,719	2,728
CHATTANOOGA, TN. (CHA)	78.0	86.8	91	91	INDIO/PALM SPRINGS, CA. (PSP)	86.4	90.2	455	457
CHICAGO, IL. (MDW)	82.4	72.5	4,425	4,425	ISLIP/LONG IS., N. Y. (ISP)	84.8	85.7	917	917
CHICAGO, IL. (ORD)	83.2	86.6	27,554	27,051	JACKSON/VICKSBURG, MS. (JAN)	80.5	86.9	550	551
CINCINNATI, OH. (CVG)	80.5	87.2	5,321	5,320	JACKSONVILLE, FL. (JAX)	81.9	89.2	2,060	2,059
CLEVELAND, OH. (CLE)	82.7	86.7	3,808	3,812	JUNEAU, AK. (JNU)	81.6	78.2	354	354
COLLEGE STATION, TX. (CLL)	90.6	94.4	180	180	KAHULUI, MAUI, HI. (OGG)	77.1	90.8	336	336
COLORADO SPRINGS, CO. (COS)	82.9	91.2	724	724	KALAMAZOO, MI. (AZO)	80.1	87.4	151	151
COLUMBIA, S. C. (CAE)	82.3	82.3	186	186	KALISPELL, MT. (FCA)	86.3	98.4	124	124
COLUMBUS, OH. (CMH)	81.4	88.1	3,067	3,070	KANSAS CITY, MO. (MCI)	81.0	86.6	4,747	4,748
CORDOVA, AK. (CDV)	69.4	83.9	62	62	KETCHIKAN, AK. (KTN)	82.0	84.3	217	217
CORPUS CHRISTI, TX. (CRP)	76.6	81.3	402	401	KEY WEST, FL. (EYW)	88.2	90.3	186	186
DALLAS/FT. WORTH, TX. (DAL)	80.3	75.6	3,673	3,673	KILLEEN, TX. (ILE)	89.8	92.5	265	266
DALLAS/FT. WORTH, TX. (DFW)	85.5	86.5	23,967	23,961	KING SALMON, AK. (AKN)	81.1	89.2	37	37
DAYTON, OH. (DAY)	79.5	86.7	645	646	KNOXVILLE, TN. (TYS)	76.6	86.4	368	368
DAYTONA BEACH, FL. (DAB)	77.4	89.5	124	124	KODIAK, AK. (ADQ)	88.7	95.2	62	62
DEADHORSE, AK. (SCC)	93.3	91.1	45	45	KONA, HAWAII, HI. (KOA)	72.6	94.4	124	124
DENVER, CO. (DEN)	87.1	90.7	10,447	10,450	KOTZEBUE, AK. (OTZ)	84.9	75.3	93	93
DES MOINES, IA. (DSM)	83.7	92.1	744	744	LA CROSSE, WI. (LSE)	83.0	90.4	147	146
DETROIT, MI. (DTW)	84.3	81.1	11,837	11,905	LAFAYETTE, LA. (LFT)	84.6	96.2	26	26
DILLINGHAM, AK. (DLG)	88.9	88.9	36	36	LANSING, MI. (LNT)	79.1	91.6	239	239
DUBUQUE, IA. (DBQ)	78.5	91.4	93	93	LAREDO, TX. (LRD)	90.5	89.2	147	148

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LAS VEGAS, NV. (LAS)	82.0	83.6	11,150	11,152	RENO, NV. (RNO)	85.3	88.4	2,048	2,049
LAWTON, OK. (LAW)	88.0	94.7	209	208	RICHMOND, VA. (RIC)	80.7	87.2	1,210	1,216
LEXINGTON/FRKFT, KY. (LEX)	71.4	88.7	185	186	ROCHESTER, MN. (RST)	89.5	94.3	209	209
LIHUE, KAUAI, HI. (LIH)	72.6	96.8	62	62	ROCHESTER, N.Y. (ROC)	81.7	91.2	830	831
LITTLE ROCK, AR. (LIT)	79.5	85.3	1,159	1,160	SACRAMENTO, CA. (SMF)	84.9	83.8	3,468	3,470
LONG BEACH, CA. (LGB)	87.7	94.3	211	211	SAGINAW, MI. (MBS)	81.0	92.2	231	231
LONGVIEW, TX. (GGG)	87.4	94.1	119	119	SALT LAKE CITY, UT. (SLC)	85.7	89.2	5,917	5,914
LOS ANGELES, CA. (LAX)	84.0	87.1	15,564	15,685	SAN ANGELO, TX. (SJT)	89.4	93.3	179	179
LOUISVILLE, KY. (SDF)	77.9	83.2	1,639	1,640	SAN ANTONIO, TX. (SAT)	84.2	88.1	3,032	3,034
LUBBOCK, TX. (LBB)	80.2	86.7	646	646	SAN DIEGO, CA. (SAN)	85.1	87.1	6,293	6,300
MADISON, WI. (MSN)	75.4	87.2	553	553	SAN FRANCISCO, CA. (OAK)	81.8	79.0	5,259	5,265
MANCHESTER, N.H. (MHT)	83.9	88.9	1,238	1,239	SAN FRANCISCO, CA. (SFO)	80.3	90.1	8,455	8,481
MARQUETTE, MI. (MQT)	65.2	95.7	23	23	SAN JOSE, CA. (SJC)	86.0	86.6	5,258	5,263
MEDFORD, OR. (MFR)	94.4	92.2	90	90	SAN JUAN, P.R. (SJU)	85.0	92.1	2,013	2,012
MELBOURNE, FL. (MLB)	75.8	94.4	124	124	SAN LUIS OBISPO, CA. (SBP)	93.8	94.3	209	209
MEMPHIS, TN. (MEM)	81.5	83.9	3,696	3,697	SANTA BARBARA, CA. (SBA)	96.3	93.4	271	272
MIAMI, FL. (MIA)	83.7	87.8	5,473	5,464	SARASOTA/BRAD., FL. (SRQ)	85.7	90.1	272	272
MIDLAND/ODESSA, TX. (MAF)	84.2	87.6	603	603	SAVANNAH, GA. (SAV)	79.7	89.2	547	547
MILWAUKEE, WI. (MKE)	77.1	88.5	1,247	1,247	SCRANTON/WILKES-BARRE, PA. (AVP)	85.5	95.2	124	124
MINNEAPOLIS/ST. P. MN. (MSP)	85.6	87.5	11,797	11,802	SEATTLE, WA. (SEA)	81.7	87.6	8,674	8,673
MINOT, N.D. (MOT)	85.9	95.7	92	92	SHREVEPORT, LA. (SHV)	86.7	91.8	392	392
MISSION/MCALLEN, TX. (MFE)	86.1	91.4	244	244	SILOUX FALLS, S.D. (FSD)	86.3	94.0	183	183
MISSOULA, MT. (MSO)	89.7	94.8	155	155	SITKA, AK. (SIT)	78.3	89.6	106	106
MOBILE, AL./PASCAGOULA, MS. (MOB)	83.0	86.8	182	182	SOUTH BEND, IN. (SBN)	71.0	87.1	62	62
MOLINE, IL. (MLI)	82.6	88.6	149	149	SPOKANE, WA. (GEG)	84.4	89.9	1,041	1,041
MONTEREY, CA. (MRY)	97.2	96.5	144	144	SPRINGFIELD, MO. (SGF)	80.7	87.6	384	388
MYRTLE BEACH, S.C. (MYR)	81.5	93.4	243	243	ST. CROIX, V.I. (STX)	90.3	88.7	62	62
NASHVILLE, TN. (BNA)	83.8	84.7	4,333	4,335	ST. LOUIS, MO. (STL)	82.4	84.5	11,679	11,673
NEW ORLEANS, LA. (MSY)	83.0	86.2	4,226	4,229	ST. THOMAS, V.I. (STT)	84.0	90.4	250	250
NEW YORK, N.Y. (JFK)	77.9	86.1	4,335	4,343	SYRACUSE, N.Y. (SYR)	82.6	92.2	795	795
NEW YORK, N.Y. (LGA)	74.0	85.2	7,935	7,970	TALLAHASSEE, FL. (TLH)	78.5	84.9	93	93
NEWARK, N.J. (EWR)	82.3	90.5	8,732	8,755	TAMPA, FL. (TPA)	82.8	87.6	5,241	5,243
NEWBURGH, N.Y. (SWF)	87.0	88.0	92	92	TEXARKANA, AR. (TXK)	92.3	98.9	91	91
NOME, AK. (OME)	74.2	75.3	93	93	TOLEDO, OH. (TOL)	70.3	78.4	148	148
NORFOLK/VA. BEACH, VA. (ORF)	75.4	85.1	1,662	1,660	TRAVERSE CITY, MI. (TVC)	75.0	87.0	184	184
OKLAHOMA CITY, OK. (OKC)	78.8	85.4	1,693	1,693	TUCSON, AZ. (TUS)	84.6	90.3	1,389	1,390
OMAHA, NE. (OMA)	84.0	90.5	1,518	1,519	TULSA, OK. (TUL)	81.4	87.3	1,725	1,724
ONTARIO, CA. (ONT)	83.6	85.0	2,795	2,799	TYLER, TX. (TYR)	91.3	95.0	241	241
ORANGE COUNTY, CA. (SNA)	84.6	85.9	3,555	3,570	VALPARAISO, FL. (VPS)	81.2	91.9	186	186
ORLANDO, FL. (MCO)	81.7	87.9	6,938	6,942	WACO, TX. (ACT)	92.4	92.4	211	211
PASCO, WA. (PSC)	90.3	93.5	62	62	WASHINGTON, D.C. (DCA)	83.9	89.5	5,728	5,811
PENSACOLA, FL. (PNS)	81.9	89.9	359	358	WASHINGTON, D.C. (IAD)	84.9	88.7	3,934	3,937
PEORIA, IL. (PIA)	66.7	74.2	120	120	WEST PALM BEACH, FL. (PBI)	79.5	88.5	1,657	1,658
PETERSBURG, AK. (PSG)	77.4	74.2	62	62	WHITE PLAINS, N.Y. (HPN)	81.5	85.7	531	531
PHILADELPHIA, PA. (PHL)	78.3	82.9	9,090	9,063	WICHITA FALLS, TX. (SPS)	89.7	95.4	175	175
PHOENIX, AZ. (PHX)	86.4	84.6	14,871	14,869	WICHITA, KS. (ICT)	81.8	92.1	478	479
PITTSBURGH, PA. (PIT)	84.5	86.7	7,171	7,204	WILMINGTON, N.C. (ILM)	89.0	97.8	181	181
PORTLAND, ME. (PWM)	78.2	86.9	678	677	WORCESTER, MA. (ORH)	93.3	90.0	30	30
PORTLAND, OR. (PDX)	85.6	89.4	4,377	4,380	WRANGELL, AK. (WRG)	69.4	77.4	62	62
PROVIDENCE, R.I. (PVD)	83.3	86.6	2,354	2,354	YAKUTAT, AK. (YAK)	71.0	80.6	62	62
RALEIGH/DURHAM, N.C. (RDU)	81.6	85.7	3,903	3,900					
RAPID CITY, S.D. (RAP)	87.1	90.3	124	124					

MAY 2002
AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/			AT ALL REPORTED 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 S/	21	21666	568	2.6	105	37260	988	2.7
ALASKA S/	12	7654	148	1.9	40	13738	271	2.0
US AIRWAYS S/	27	35045	391	1.1	69	45145	486	1.1
NORTHWEST S/	32	29183	327	1.1	108	42540	456	1.1
DELTA S/	32	47739	462	1.0	107	62430	578	0.9
SOUTHWEST S/	15	34608	310	0.9	59	80891	741	0.9
AMERICAN S/	32	56980	500	0.9	95	74020	606	0.8
UNITED S/	31	40894	179	0.4	82	49047	211	0.4
AMERICA WEST S/	26	12863	44	0.3	51	16653	59	0.4
CONTINENTAL S/	30	21210	35	0.2	79	27814	43	0.2
T O T A L		307,842	2,964	1.0		449,538	4,439	1.0

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

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 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 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 32 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

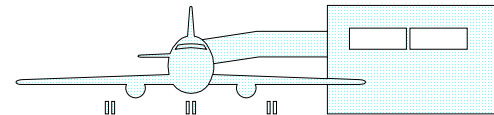
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements 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

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. 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. Dulles International	IAD
Washington. Reagan National	DCA

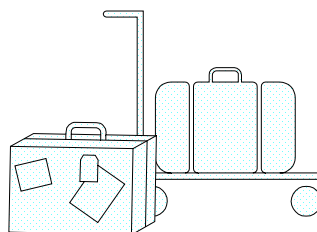
Air Carriers Required to Report Data to DOT and to CRS Vendors

AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
CO	Continental Airlines
DL	Delta Air Lines
NW	Northwest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways



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. See 14 CFR Part 234.



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

RANK	AIRLINE	MAY 2002			MAY 2001		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,497	1,016,941	2.46	2,831	1,039,701	2.72
2	CONTINENTAL AIRLINES	7,835	2,990,713	2.62	12,764	3,436,805	3.71
3	DELTA AIR LINES	20,016	7,233,795	2.77	27,584	8,223,371	3.35
4	US AIRWAYS	11,675	4,077,796	2.86	19,973	5,208,183	3.83
5	AMERICA WEST AIRLINES	5,073	1,717,120	2.95	5,853	1,782,927	3.28
6	UNITED AIRLINES	15,935	5,281,094	3.02	27,871	6,516,716	4.28
7	SOUTHWEST AIRLINES	23,120	6,609,204	3.50	28,937	6,794,003	4.26
8	NORTHWEST AIRLINES	14,389	3,842,646	3.74	14,023	4,281,334	3.28
9	AMERICAN AIRLINES	26,425	7,033,038	3.76	21,038	5,972,265	3.52
10	AMERICAN EAGLE AIRLINES**	8,742	1,023,184	8.54	10,072	1,110,961	9.07
TOTALS***		135,707	40,825,531	3.32	170,946	44,366,266	3.85

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.

** American Eagle Airlines incorrectly reported to DOT its mishandled baggage data for May 2001. Therefore, the data in this report reflect a correction of the American Eagle data.

*** Trans World Airlines (TWA) ceased operating December 2001. Effective January 2002, TWA is no longer ranked in this table. Totals for April 2001 reflect the deletion of TWA's data for that month.

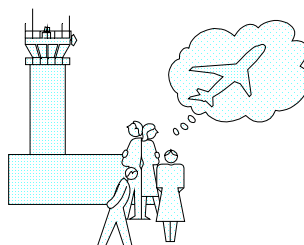
OVERSALES

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 (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 2002				JANUARY-MARCH 2001			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	AMERICAN EAGLE AIRLINES**	351	5	281,429	0.18	514	1	459,174	0.02
2	AMERICAN AIRLINES	42,418	561	20,320,507	0.28	40,821	682	17,817,614	0.38
3	AMERICA WEST AIRLINES	14,166	142	4,359,877	0.33	16,119	247	5,053,333	0.49
4	US AIRWAYS	35,859	423	11,141,864	0.38	26,484	708	13,550,384	0.52
5	UNITED AIRLINES	19,980	910	13,962,769	0.65	32,692	1,412	17,280,438	0.82
6	NORTHWEST AIRLINES	18,784	776	10,639,379	0.73	24,148	622	12,017,912	0.52
7	DELTA AIR LINES	52,039	1,730	19,530,348	0.89	50,898	933	22,777,490	0.41
8	SOUTHWEST AIRLINES	16,812	1,899	16,633,381	1.14	20,550	2,811	17,916,390	1.57
9	CONTINENTAL AIRLINES	15,171	1,589	8,590,079	1.85	17,109	1,249	9,601,442	1.30
10	ALASKA AIRLINES	8,560	704	3,187,314	2.21	9,001	478	3,192,066	1.50
	TOTALS***	224,140	8,739	108,646,947	.80	238,336	9,143	119,666,243	0.76

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.

** American Eagle Airlines incorrectly reported to DOT its oversales data for the first quarter of calendar year 2001. Therefore, the data in this report reflect a correction of the American Eagle data.

*** Trans World Airlines (TWA) ceased operating December 2001. Effective with the 1st quarter 2002, TWA is no longer ranked in this table. Totals for January-March 2001 reflect the deletion of TWA's data for that 3-month period.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues.

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) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	MAY 2002				MAY 2001			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	638	66	2	31	977	56	8	30
FOREIGN AIRLINES	84	1	0	3	137	3	0	5
TRAVEL AGENTS	21	1	1	0	15	0	0	0
TOUR OPERATORS	4	0	0	0	10	0	0	0
MISCELLANEOUS	8	6	0	12	10	8	0	13
INDUSTRY TOTALS	755	74	3	46	1,149	67	8	48

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MAY 2002			MAY 2001		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	163		1	398	
CANCELLATIONS			57			137
DELAYS			45			139
MISCONNECTIONS			19			41
CUSTOMER SERVICE	2	146		2	197	
BAGGAGE	3	109		3	173	
REFUNDS	4	89		5	58	
RES/TKTG/BOARDING	5	88		4	113	
FARES	6	54		6	50	
OVERSALES	7	34		8	49	
DISABILITY	8	29		7	49	
OTHER	9	28		9	44	
FREQUENT FLYER			17			17
DISCRIMINATION	10	9		10	13	
ADVERTISING	11	6		11	4	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		755			1,149	

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

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY COMPLAINT CATEGORY*
MAY 2002

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	10	0	1	0	1	9	9	1	0	0	0	2	33
AMERICA WEST AIRLINES	6	2	2	4	0	2	6	2	0	0	0	0	24
AMERICAN AIRLINES	14	5	15	6	14	12	22	5	1	0	0	7	101
AMERICAN EAGLE AIRLINES	3	1	1	0	0	0	2	0	0	0	0	0	7
AMERICAN TRANS AIR	6	1	2	0	3	3	8	0	0	1	0	0	24
ATLANTIC SOUTHEAST AIRLINES	1	1	0	0	0	1	2	0	0	0	0	0	5
CONTINENTAL AIRLINES	5	2	6	2	6	5	7	2	0	0	0	2	37
DELTA AIRLINES	27	4	14	13	11	12	14	6	2	2	0	7	112
DELTA CONNECTION	2	0	1	0	1	1	1	0	0	0	0	0	6
NATIONAL AIRLINES	3	0	1	0	1	0	1	0	0	0	0	0	6
NORTHWEST AIRLINES	13	4	8	4	5	9	14	5	1	1	0	4	68
PAN AM	3	0	1	0	1	0	0	0	0	0	0	0	5
RYAN INTERNATIONAL AIRLINES	3	0	0	0	0	1	3	0	0	0	0	0	7
SOUTHWEST AIRLINES	4	0	3	1	0	4	7	1	1	0	0	0	21
SPIRIT AIRLINES	0	2	1	0	0	1	2	0	0	1	0	0	7
UNITED AIRLINES	20	4	6	8	5	15	13	0	0	2	0	4	77
US AIRWAYS	13	1	3	9	1	5	16	4	1	1	0	1	55
VANGUARD AIRLINES	1	1	0	0	1	1	1	0	0	0	0	0	5
OTHER U. S. AIRLINES	11	1	5	4	5	6	4	1	0	0	0	1	38
TOTAL MAY 2002	145	29	70	51	55	87	132	27	6	8	0	28	638
% OF TOTAL COMPLAINTS	22.7	4.5	11.0	8.0	8.6	13.6	20.7	4.2	0.9	1.3	0	4.4	
TOTAL MAY 2001	356	42	92	43	44	131	177	45	3	11	1	32	977
% OF TOTAL COMPLAINTS	36.4	4.3	9.4	4.4	4.5	13.4	18.1	4.6	0.3	1.1	0.1	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
MAY 2002

U. S. AIRLINES*	COMPS RECD IN MAY	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN APRI L	PERCENT	INCI - DENTS IN ALL PRI OR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	33	13	39.4	9	27.3	8	24.2	3	9.1
AMERICA WEST AIRLINES	24	7	29.2	5	20.8	5	20.8	7	29.2
AMERICAN AIRLINES	101	15	14.9	26	25.7	37	36.6	23	22.8
AMERICAN EAGLE AIRLINES	7	1	14.3	3	42.9	3	42.9	0	0.0
AMERICAN TRANS AIR	24	8	33.3	8	33.3	5	20.8	3	12.5
ATLANTIC SOUTHEAST AIRLINES	5	1	20.0	3	60.0	1	20.0	0	0.0
CONTINENTAL AIRLINES	37	9	24.3	7	18.9	11	29.7	10	27.0
DELTA AIR LINES	112	32	28.6	21	18.8	35	31.2	24	21.4
DELTA CONNECTION	6	3	50.0	0	0.0	1	16.7	2	33.3
NATIONAL AIRLINES	6	4	66.7	0	0.0	0	0.0	2	33.3
NORTHWEST AIRLINES	68	10	14.7	16	23.5	28	41.2	14	20.6
PAN AM	5	1	20.0	0	0.0	4	80.0	0	0.0
RYAN INTERNATIONAL AIRLINES	7	3	42.9	0	0.0	2	28.6	2	28.6
SOUTHWEST AIRLINES	21	8	38.1	6	28.6	3	14.3	4	19.0
SPIRIT AIRLINES	7	4	57.1	1	14.3	1	14.3	1	14.3
UNITED AIRLINES	77	21	27.3	20	26.0	24	31.2	12	15.6
US AIRWAYS	55	10	18.2	19	34.5	12	21.8	14	25.5
VANGUARD AIRLINES	5	1	20.0	2	40.0	1	20.0	1	20.0
OTHER U. S. AIRLINES	38	9	23.7	7	18.4	10	26.3	12	31.6
TOTALS	638	160	25.1	153	24.0	191	29.9	134	21.0
PREVIOUS YEAR'S TOTALS	977	183	18.7	131	13.4	169	17.3	494	50.6

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

TABLE 5

AIR TRAVEL CONSUMER REPORT
 COMPANIES OTHER THAN U. S. AIRLINES*
 BY COMPLAINT CATEGORY**
 MAY 2002

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	1	1	1	0	0	2	0	0	0	0	0	0	5
AIR FRANCE	0	1	1	0	2	6	4	0	0	0	0	0	14
AIR JAMAICA	3	1	0	0	0	0	2	0	0	0	0	0	6
ALITALIA AIRLINES	5	0	3	0	0	0	0	0	0	0	0	0	8
BRITISH AIRWAYS	0	0	4	0	2	0	2	1	0	0	0	0	9
KLM	0	2	0	1	0	0	2	1	0	0	0	0	6
MEXICANA	1	0	0	1	2	1	1	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	5	0	3	1	8	10	2	0	0	1	0	0	30
TOTALS	15	5	12	3	14	19	13	2	0	1	0	0	84
<u>TRAVEL AGENTS</u>													
PRI CELINE.COM	0	0	1	0	6	0	0	0	0	0	0	0	7
TRAVELOCITY.COM	1	0	1	0	2	0	1	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	2	0	6	0	0	0	0	0	0	0	9
TOTALS	2	0	4	0	14	0	1	0	0	0	0	0	21
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	0	0	3	0	0	0	0	0	0	0	4
TOTALS	1	0	0	0	3	0	0	0	0	0	0	0	4
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	2	0	3	3	0	0	0	0	0	0	8
TOTALS	0	0	2	0	3	3	0	0	0	0	0	0	8

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 6

MAY
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	MAY 2002			MAY 2001		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ALASKA AIRLINES</i>	2	1,168,172	0.17	9	1,195,523	0.75
2	<i>SOUTHWEST AIRLINES</i>	21	6,613,322	0.32	17	6,618,574	0.26
3	<i>AMERICAN EAGLE AIRLINES</i>	7	1,047,530	0.67	12	1,140,060	1.05
4	<i>CONTINENTAL AIRLINES</i>	37	3,477,935	1.06	62	3,924,439	1.58
5	<i>AMERICAN AIRLINES</i>	101	8,066,063	1.25	166	7,017,658	2.37
6	<i>US AIRWAYS</i>	55	4,363,658	1.26	70	5,492,392	1.27
7	<i>UNITED AIRLINES</i>	77	5,754,922	1.34	180	7,016,299	2.57
8	<i>AMERICA WEST AIRLINES</i>	24	1,695,106	1.42	47	1,744,669	2.69
9	<i>DELTA AIR LINES</i>	112	7,578,487	1.48	114	8,588,957	1.33
10	<i>NORTHWEST AIRLINES</i>	68	4,485,116	1.52	73	4,964,497	1.47
	TOTAL **	504	44,250,311	1.14	750	47,703,068	1.57

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.

** Trans World Airlines (TWA) ceased operating December 2001. Effective January 2002, TWA is no longer ranked in this table. Totals for May 2001 reflect the deletion of TWA's data for that month.

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.

***Note:** Effective with the *Air Travel Consumer Report* issued in May 2002, “Discrimination” has been added as a new category. Complaints about “Tours or Charters”, which formerly were a separate category, are now included in the “Other” category.

