



U.S. Department
of Transportation



Air Travel Consumer Report

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



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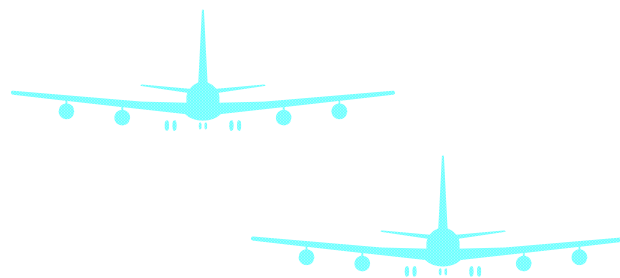
Flight Delays*	November 2003 12 Months Ending November 2003
Mishandled Baggage*	November 2003
Oversales*	3rd Quarter 2003 January-September 2003
Consumer Complaints** (Includes Disability and Discrimination Complaints)	November 2003

* 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/>



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 2 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.

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, 11 (America West, American, Atlantic Coast, Continental, Delta, ExpressJet, Hawaiian, JetBlue, Northwest, United and US Airways) use ACARS exclusively; 3 (AirTran, Atlantic Southeast and Southwest) record arrival times manually; and 4 (Alaska, American Eagle, ATA, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 31 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 31 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system.

Table 9 displays airline flight delay causation data by categories and Table 10 provides an overall graphic representation of that data.

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/>. Airline Service Quality Performance data is available for purchase as a CD product from the BTS Product Distribution Center. It can be purchased by calling 202-366-DATA (3282). The Department cannot respond to inquiries about the performance of individual flights.

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/V/	7	79.4	16	93.3
JETBLUE AIRWAYS S/V/	10	89.9	22	88.8
SOUTHWEST AIRLINES S/	15	85.1	59	85.5
US AIRWAYS S/	25	84.1	58	84.6
SKYWEST AIRLINES S/	13	84.2	105	84.4
DELTA AIR LINES S/	31	83.3	105	83.6
ATLANTIC SOUTHEAST AIRLINES S/	15	83.4	100	83.6
AIRTRAN AIRWAYS S/	16	81.7	37	82.0
AMERICA WEST AIRLINES S/	27	81.3	50	82.0
NORTHWEST AIRLINES S/	31	79.4	106	79.8
CONTINENTAL AIRLINES S/	30	77.9	78	78.7
AMERICAN AIRLINES S/	30	77.1	84	77.2
EXPRESSJET AIRLINES S/	22	74.5	102	77.2
ALASKA AIRLINES S/	14	79.4	45	75.9
UNITED AIRLINES S/	30	74.7	77	74.7
ATA AIRLINES S/	19	73.7	28	74.7
ATLANTIC COAST AIRLINES S/	12	68.3	81	73.4
AMERICAN EAGLE AIRLINES S/	19	71.9	100	71.1
TOTAL		79.6		80.2

- 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. Reporting by Hawaiian (voluntary) effective November 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.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		SEPT -03		OCT -03		NOV-03		12 MONTHS ENDING NOV 2003		DATABASE TO DATE 09 1987-11 2003	
	10-12 2002		01-03 2003		04-06 2003		07-09 2003		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	--	(--)	77.3	(12)	81.2	(14)	75.3	(16)	85.2	(10)	84.3	(14)	82.0	(8)	--	(--)	--	(--)
ALASKA	78.0	(9)	80.7	(8)	85.4	(7)	81.4	(8)	86.2	(8)	80.6	(17)	75.9	(14)	81.1	(8)	76.3	(9)
AMERICA WEST	79.6	(7)	76.7	(13)	86.5	(4)	83.0	(6)	86.4	(7)	84.2	(15)	82.0	(9)	81.7	(7)	78.8	(5)
AMERICAN	85.3	(2)	84.4	(4)	83.8	(12)	78.6	(12)	85.0	(11)	88.2	(5)	77.2	(12)	82.3	(5)	79.4	(3)
AMERICAN EAGLE	77.4	(10)	77.7	(10)	83.0	(13)	79.0	(11)	82.5	(13)	85.0	(12)	71.1	(18)	79.0	(10)	76.5	(8)
ATA	--	(--)	73.4	(15)	83.8	(11)	81.9	(7)	88.8	(4)	88.8	(2)	74.7	(16)	--	(--)	--	(--)
ATLANTIC COAST	--	(--)	66.6	(17)	78.9	(16)	78.4	(13)	83.3	(12)	84.4	(13)	73.4	(17)	--	(--)	--	(--)
ATLANTIC SOUTHEAST	--	(--)	73.0	(16)	75.0	(17)	71.5	(17)	81.6	(15)	82.9	(16)	83.6	(7)	--	(--)	--	(--)
CONTINENTAL	79.4	(8)	82.1	(5)	85.4	(6)	79.5	(10)	78.1	(16)	88.2	(6)	78.7	(11)	82.0	(6)	78.9	(4)
DELTA	80.9	(6)	82.1	(6)	85.1	(9)	81.0	(9)	86.1	(9)	85.4	(11)	83.6	(6)	82.5	(4)	77.9	(7)
EXPRESSJET	--	(--)	77.4	(11)	84.5	(10)	77.7	(14)	77.8	(17)	85.4	(10)	77.2	(13)	--	(--)	--	(--)
HAWAIIAN	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	93.3	(1)	--	(--)	--	(--)
JETBLUE	--	(--)	76.3	(14)	87.5	(3)	86.2	(3)	92.1	(2)	90.4	(1)	88.8	(2)	--	(--)	--	(--)
NORTHWEST	84.2	(4)	81.6	(7)	85.2	(8)	83.4	(4)	86.8	(6)	88.2	(4)	79.8	(10)	83.2	(3)	80.1	(2)
SKYWEST	--	(--)	86.1	(1)	90.6	(1)	91.2	(1)	92.3	(1)	88.8	(3)	84.4	(5)	--	(--)	--	(--)
SOUTHWEST	82.1	(5)	84.7	(3)	88.8	(2)	86.5	(2)	89.7	(3)	86.7	(8)	85.5	(3)	85.8	(1)	82.7	(1)
UNITED	86.0	(1)	85.4	(2)	85.9	(5)	83.3	(5)	87.9	(5)	86.4	(9)	74.7	(15)	83.9	(2)	76.1	(10)
US AIRWAYS	85.0	(3)	78.9	(9)	80.8	(15)	75.8	(15)	82.4	(14)	86.9	(7)	84.6	(4)	79.7	(9)	78.6	(6)
Total	82.6		81.0		84.7		81.4		85.6		86.4		80.2		82.7		78.9	

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	672	78.1	1340	82.9	494	81.2	200	89.0	H/		795	80.4	699	78.8	13161	86.7
AS	H/		30	66.7	H/		H/		H/		30	83.3	174	85.6	H/	
B6	60	93.3	H/		H/		H/		H/		H/		30	83.3	H/	
CO	367	68.1	525	83.0	245	87.8	23	87.0	H/		412	84.5	302	78.1	304	77.0
DH	H/		707	88.5	H/		269	81.4	2572	83.6	30	86.7	H/		H/	
DL	15913	85.1	1443	89.3	393	83.5	203	85.2	4449	88.4	972	84.4	497	76.9	1628	86.1
EV	7365	84.0	30	86.7	H/		30	93.3	60	85.0	120	86.7	30	83.3	3642	83.9
FL	4495	82.3	418	86.6	798	84.0	H/		H/		149	89.3	94	73.4	220	82.7
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	144	87.5	202	89.6	146	87.7	H/		H/		86	89.5	320	87.5	281	79.0
MQ	H/		1634	83.3	184	76.1	83	62.7	317	59.0	674	79.8	H/		5523	84.9
NW	362	80.7	452	85.2	326	74.8	201	83.6	73	76.7	588	80.3	348	59.2	393	74.3
OO	H/		H/		H/		H/		H/		H/		2277	76.9	1686	89.0
RU	168	74.4	25	88.0	124	62.1	358	74.9	234	73.5	170	72.4	29	37.9	174	75.9
TZ	H/		108	79.6	H/		103	85.4	H/		107	81.3	105	60.0	133	73.7
UA	370	73.0	770	85.6	428	82.0	206	70.4	86	61.6	386	76.7	6670	86.8	485	78.1
US	197	80.7	1566	86.6	441	83.7	7020	90.5	H/		2018	89.5	264	78.0	275	80.0
WN	H/		H/		4485	88.8	H/		H/		H/		H/		H/	
TOTAL	30113	83.8	9250	85.6	8064	85.6	8696	88.4	7791	84.8	6537	84.1	11839	82.3	27905	85.3

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

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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	471	79.4	747	71.4	751	81.0	458	79.0	1158	86.9	740	73.4	2350	72.6	1876	69.1
AS	H/		60	75.0	H/		H/		H/		353	82.4	647	81.3	H/	
B6	H/		H/		531	91.3	H/		2325	91.2	178	74.7	H/		H/	
CO	223	83.9	4659	70.4	394	85.3	6732	84.5	29	86.2	500	75.2	524	74.2	312	67.3
DH	146	76.0	161	71.4	H/		H/		432	81.9	H/		H/		167	75.4
DL	196	80.6	627	75.0	952	83.7	231	79.7	896	87.1	743	70.9	1186	74.6	1901	78.9
EV	60	90.0	H/		H/		90	72.2	151	67.5	H/		H/		H/	
FL	H/		119	73.9	392	83.2	H/		H/		H/		H/		406	69.2
HA	H/		H/		H/		H/		H/		27	92.6	90	93.3	H/	
HP	146	91.8	175	79.4	66	90.9	141	78.0	266	82.0	2312	73.6	639	72.1	H/	
MQ	118	77.1	258	70.5	H/		H/		286	74.1	H/		1797	89.9	1313	68.5
NW	8985	87.3	401	68.6	150	82.0	386	75.4	84	81.0	390	52.1	471	52.7	573	67.9
OO	H/		H/		H/		920	83.2	H/		172	79.7	3941	90.2	H/	
RU	158	69.0	4051	70.0	H/		5918	79.2	30	83.3	H/		H/		133	70.7
TZ	H/		213	70.4	114	83.3	H/		H/		207	60.4	255	63.1	285	68.8
UA	317	80.1	626	70.4	118	64.4	322	65.5	349	92.3	954	69.9	2927	76.4	601	69.7
US	88	80.7	320	75.6	590	84.9	275	78.9	H/		315	58.7	316	64.9	1311	81.5
WN	466	85.8	H/		1028	88.7	149	78.5	H/		5217	82.4	3124	84.2	H/	
TOTAL	11374	86.1	12417	70.8	5086	84.9	15622	81.3	6006	87.1	12108	76.1	18267	80.5	8878	73.0

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

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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	936	84.3	201	74.6	3438	85.3	534	67.2	8070	58.0	209	69.4	627	75.0	520	71.7
AS	60	58.3	H/		30	50.0	H/		29	75.9	1216	84.4	H/		296	79.4
B6	199	91.0	H/		H/		H/		H/		H/		H/		H/	
CO	474	85.2	145	73.8	332	89.2	178	78.1	426	48.8	92	70.7	165	78.2	309	76.4
DH	H/		55	74.5	H/		H/		3997	49.8	H/		346	78.3	H/	
DL	1348	87.5	118	75.4	327	87.8	312	75.3	471	51.2	357	76.5	424	80.7	293	77.5
EV	1	100.0	H/		H/		H/		142	57.7	H/		30	76.7	H/	
FL	739	85.0	238	70.6	120	91.7	148	68.9	H/		H/		461	79.8	H/	
HA	H/		H/		H/		H/		H/		48	64.6	H/		30	96.7
HP	88	88.6	H/		89	80.9	131	87.0	229	56.8	176	85.8	171	83.0	5306	85.4
MQ	20	100.0	H/		35	88.6	H/		6337	50.5	H/		243	74.9	H/	
NW	450	85.6	330	72.7	195	79.0	8870	81.3	640	51.7	149	61.1	368	77.2	330	52.4
OO	H/		H/		H/		90	71.1	185	53.0	555	84.5	H/		535	85.4
RU	H/		120	71.7	5	100.0	199	62.3	178	41.6	H/		95	74.7	28	92.9
TZ	206	84.5	2336	77.9	59	83.1	151	72.8	H/		H/		101	74.3	128	71.1
UA	514	85.6	H/		300	82.0	573	68.2	10005	65.4	680	78.5	645	74.9	558	69.2
US	825	86.3	H/		298	85.9	178	79.8	497	53.5	H/		5033	80.2	234	69.2
WN	1873	89.6	3663	82.6	H/		H/		H/		976	85.6	H/		5012	84.3
TOTAL	7733	86.7	7206	79.5	5228	85.2	11364	79.1	31206	57.3	4458	81.2	8709	78.9	13579	82.1

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

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ARRIVAL AIRPORT*														
CARRIER*	PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	149	85.2	584	71.2	485	70.3	936	69.0	208	67.3	1519	87.0	594	82.3
AS	H/		312	83.3	3543	77.4	373	78.3	H/		H/		H/	
B6	H/		89	75.3	30	83.3	H/		60	91.7	H/		159	89.3
CO	69	82.6	226	74.3	347	75.8	413	60.0	88	64.8	70	80.0	384	88.8
DH	210	86.2	H/		H/		H/		H/		H/		H/	
DL	208	87.0	446	74.4	472	73.5	527	66.8	3276	81.9	235	84.3	944	89.6
EV	30	76.7	H/		H/		H/		89	82.0	H/		H/	
FL	145	81.4	H/		H/		H/		H/		H/		389	82.0
HA	H/		30	90.0	51	49.0	30	73.3	H/		H/		H/	
HP	50	94.0	321	80.7	265	78.9	344	71.5	117	82.1	117	98.3	88	77.3
MQ	178	59.6	851	90.1	H/		137	73.0	H/		88	80.7	H/	
NW	248	85.9	178	44.9	300	63.3	269	49.4	60	61.7	398	84.2	270	77.8
OO	H/		620	91.8	362	80.1	2718	78.2	4895	85.6	H/		H/	
RU	201	67.7	H/		H/		H/		48	85.4	294	83.3	H/	
TZ	99	79.8	H/		81	55.6	291	52.9	H/		H/		H/	
UA	176	71.0	619	70.1	992	76.9	3674	75.0	293	66.6	256	82.8	303	79.2
US	3393	88.9	162	74.1	138	64.5	256	51.6	H/		H/		635	82.8
WN	H/		2347	82.6	1092	84.3	H/		1068	83.2	1594	88.0	1656	88.5
TOTAL	5156	85.5	6785	80.1	8158	76.6	9968	72.3	10202	82.9	4571	86.5	5422	85.7

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

NOVEMBER 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*																		
<u>SCHEDULED ARRIVAL TIME</u>	<u>ATL</u>	<u>BOS</u>	<u>BWI</u>	<u>CLT</u>	<u>CVG</u>	<u>DCA</u>	<u>DEN</u>	<u>DFW</u>	<u>DTW</u>	<u>EWR</u>	<u>FLL</u>	<u>IAH</u>	<u>JFK</u>	<u>LAS</u>	<u>LAX</u>	<u>LGA</u>	<u>MCO</u>	<u>MDW</u>
600 - 659 AM	95.0	93.8	J/	89.6	94.6	J/	J/	90.7	89.7	87.4	78.3	93.2	94.3	92.6	90.3	77.4	72.9	81.8
700 - 759 AM	93.9	91.0	96.3	95.3	88.4	90.6	80.1	91.5	91.0	94.4	89.8	89.2	93.9	93.8	94.3	81.0	93.5	86.1
800 - 859 AM	84.6	93.3	92.2	J/	85.0	86.9	86.9	86.7	89.7	95.3	92.0	82.4	96.6	91.1	91.8	78.4	96.7	89.9
900 - 959 AM	82.2	92.9	90.7	90.0	88.8	93.9	87.1	91.0	89.0	92.5	95.9	90.5	92.8	86.3	88.4	82.5	91.5	79.4
1000 - 1059 AM	89.5	88.7	94.3	78.2	89.9	87.6	80.7	88.4	88.5	93.2	92.1	87.5	90.0	71.1	84.0	80.3	92.1	88.0
1100 - 1159 AM	91.5	88.7	88.5	93.1	87.7	92.5	85.3	88.5	84.8	87.7	90.6	83.5	91.8	75.5	76.8	78.3	92.1	76.7
1200 - 1259 PM	90.2	91.9	91.6	94.8	89.4	87.7	83.1	87.9	92.4	85.5	85.9	88.5	88.6	74.2	82.4	77.1	89.7	87.0
100 - 159 PM	91.0	91.2	89.1	91.8	90.7	89.1	80.2	89.1	90.7	84.2	87.9	82.6	83.3	74.4	81.1	77.8	88.2	85.9
200 - 259 PM	87.7	88.3	84.3	89.8	87.2	82.5	87.1	83.8	88.8	70.4	91.9	83.6	90.1	79.4	78.7	73.6	91.1	85.1
300 - 359 PM	80.1	89.0	85.8	89.5	81.4	87.8	79.0	85.1	88.9	64.2	85.2	87.5	90.4	75.3	83.0	76.4	90.5	80.2
400 - 459 PM	72.5	84.6	84.3	91.3	75.1	83.9	81.9	83.4	89.6	58.6	86.3	74.4	85.4	74.5	78.5	72.1	83.9	82.4
500 - 559 PM	80.0	84.6	85.4	85.6	87.8	79.8	85.8	84.8	86.7	60.9	83.4	78.3	83.4	71.5	78.7	69.3	85.4	76.4
600 - 659 PM	80.0	78.3	78.1	82.0	83.0	76.4	76.2	80.8	79.4	52.7	74.7	79.0	79.4	68.1	77.1	68.1	86.0	73.4
700 - 759 PM	80.4	82.2	79.9	83.8	75.8	79.8	78.7	81.8	82.4	50.2	79.8	70.3	82.3	76.0	77.3	64.6	82.2	69.9
800 - 859 PM	77.4	77.4	83.3	81.8	73.7	77.4	79.3	80.9	76.4	54.9	84.9	78.5	84.0	69.7	70.8	59.6	79.3	65.3
900 - 959 PM	77.2	81.0	80.5	81.6	86.9	82.5	79.1	79.1	78.2	62.8	77.2	80.2	78.8	76.5	77.4	69.3	77.2	71.2
1000 - 1059 PM	83.3	79.4	78.3	79.4	71.4	76.7	70.9	72.9	75.8	65.2	80.0	72.3	88.4	73.0	67.4	68.5	79.6	79.1
1100 - 559 AM	88.6	80.5	84.7	80.0	100.0	78.3	85.1	88.9	81.7	80.4	77.8	90.4	92.8	78.8	84.9	72.3	85.6	79.5
TOTAL, ALL ARRIVALS, BY AIRPORT	83.8	85.6	85.6	88.4	84.8	84.1	82.3	85.3	86.1	70.8	84.9	81.3	87.1	76.1	80.5	73.0	86.7	79.5

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	85.4	93.0	82.0	J/	91.2	J/	95.5	93.1	84.3	94.2	J/	100.0	80.9	90.0
700 - 759 AM	96.4	89.1	84.0	92.1	85.1	95.6	J/	97.2	91.9	93.4	85.0	96.8	96.3	90.0
800 - 859 AM	J/	85.2	80.5	95.4	81.0	92.9	94.8	95.1	91.7	91.1	95.3	96.0	98.3	87.2
900 - 959 AM	95.1	85.1	73.2	94.0	76.2	90.3	88.6	86.7	91.9	78.0	89.0	92.4	90.4	86.5
1000 - 1059 AM	90.4	76.8	75.1	88.8	88.9	84.0	90.3	82.2	86.1	73.2	82.2	81.5	91.8	84.2
1100 - 1159 AM	89.9	83.9	67.7	85.1	89.3	83.8	85.3	81.4	82.7	68.5	86.7	93.4	92.9	83.4
1200 - 1259 PM	86.2	85.6	67.7	85.0	85.4	89.6	91.9	81.0	80.5	63.9	84.2	91.0	89.5	83.8
100 - 159 PM	82.9	81.3	62.8	82.6	82.2	82.4	89.3	76.2	78.6	68.7	82.4	94.3	89.3	82.9
200 - 259 PM	91.5	83.2	54.9	81.4	87.2	81.9	92.1	78.6	77.1	75.4	82.0	90.7	88.6	80.8
300 - 359 PM	84.0	82.0	50.0	77.8	81.7	80.0	88.7	83.9	82.3	74.2	85.6	86.5	89.0	79.2
400 - 459 PM	81.6	73.2	43.3	89.0	79.1	82.1	85.7	79.5	78.6	70.9	83.9	86.3	85.6	75.6
500 - 559 PM	75.5	82.1	37.9	74.1	73.9	83.1	81.2	78.4	73.7	69.8	80.3	85.8	84.0	76.1
600 - 659 PM	84.1	75.1	32.6	81.9	70.8	79.6	68.8	76.8	75.1	73.4	82.5	78.9	83.7	71.0
700 - 759 PM	76.4	72.6	31.2	75.8	65.6	77.7	82.0	74.0	71.5	68.0	80.3	83.9	76.2	71.9
800 - 859 PM	76.8	60.5	37.7	73.3	73.8	85.3	76.1	76.2	67.0	62.2	76.9	84.4	78.0	72.2
900 - 959 PM	82.0	74.6	54.3	63.0	74.3	72.2	73.9	80.2	64.6	67.1	79.3	73.0	74.0	74.9
1000 - 1059 PM	85.2	73.7	68.3	76.7	77.2	72.1	80.5	72.3	67.1	66.1	79.5	78.9	86.3	75.6
1100 - 559 AM	78.1	77.5	91.9	82.2	83.1	74.3	84.9	78.5	71.2	73.9	81.7	83.8	85.0	82.5
TOTAL, ALL ARRIVALS, BY AIRPORT	85.2	79.1	57.3	81.2	78.9	82.1	85.5	80.1	76.6	72.3	82.9	86.5	85.7	79.6

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

NOVEMBER 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)

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*																	
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	96.0	94.1	96.9	93.8	96.5	93.6	95.7	92.2	96.0	95.8	98.5	93.1	94.0	94.0	95.4	95.5	98.0	90.9
700 - 759 AM	91.2	91.9	96.5	94.6	92.9	95.7	92.6	92.5	91.2	95.8	97.4	95.9	94.8	94.7	95.3	95.0	97.2	88.5
800 - 859 AM	94.3	92.8	95.0	94.3	90.9	93.5	92.0	90.0	90.2	94.2	92.4	91.5	94.8	94.4	93.7	91.9	96.1	86.7
900 - 959 AM	87.7	92.2	91.1	87.5	93.7	93.6	86.9	89.5	91.2	94.1	94.1	92.1	93.7	88.6	90.8	91.2	95.8	83.5
1000 - 1059 AM	89.1	92.5	89.0	92.7	89.4	95.9	90.9	88.2	88.6	88.7	92.4	94.0	95.5	79.2	87.1	90.0	94.6	84.6
1100 - 1159 AM	92.3	90.0	89.9	77.8	89.2	92.4	85.6	88.8	90.4	92.4	90.6	91.3	96.0	78.4	84.6	86.7	94.5	86.5
1200 - 1259 PM	89.9	88.5	84.7	93.6	92.8	94.0	87.2	84.9	86.0	91.7	89.2	88.7	94.1	83.6	82.6	84.0	94.0	82.9
100 - 159 PM	89.9	85.5	88.7	52.0	86.1	90.6	80.6	84.9	88.7	85.6	86.8	92.9	82.1	77.1	87.0	81.8	87.5	82.1
200 - 259 PM	89.6	84.3	81.0	89.3	82.6	87.2	85.4	84.6	82.8	80.6	81.8	84.9	85.2	76.7	79.8	84.4	83.2	77.4
300 - 359 PM	84.4	82.2	79.1	76.8	86.6	83.2	85.3	82.8	84.0	80.0	84.8	85.7	88.4	79.0	87.4	80.2	87.4	77.6
400 - 459 PM	82.6	86.0	79.7	90.2	83.6	83.1	85.5	82.7	85.9	69.7	81.3	90.0	89.7	75.7	83.5	80.2	85.4	75.1
500 - 559 PM	79.7	83.2	76.8	84.2	78.6	82.4	86.4	84.2	86.1	70.5	84.5	82.6	78.5	72.8	80.2	76.7	80.4	74.5
600 - 659 PM	80.3	81.1	73.0	89.2	71.8	84.9	87.3	79.2	80.7	68.4	80.0	83.4	85.4	74.1	83.6	75.9	87.0	74.9
700 - 759 PM	79.1	78.6	76.6	81.4	90.7	78.9	81.2	81.9	83.4	66.5	72.2	87.6	77.3	75.2	79.5	72.3	89.2	66.7
800 - 859 PM	83.9	86.7	76.2	89.1	82.3	90.6	86.2	81.6	84.0	64.4	85.4	83.8	82.4	76.1	83.0	72.3	81.4	66.5
900 - 959 PM	82.0	85.5	76.6	90.3	82.3	89.2	85.4	85.7	90.3	66.7	86.7	88.8	85.9	79.3	76.1	68.2	88.4	72.7
1000 - 1059 PM	82.1	76.6	77.5	92.8	88.0	J/	J/	81.9	100.0	J/	89.7	90.9	90.4	85.7	92.8	79.2	83.3	69.0
1100 - 559 AM	88.5	93.0	96.7	J/	88.0	J/	95.0	100.0	100.0	98.3	100.0	90.0	100.0	88.7	91.4	100.0	100.0	96.0
TOTAL, ALL DEPARTURES, BY AIRPORT	86.6	87.4	84.9	90.2	87.2	89.2	87.5	85.7	87.4	83.1	87.9	88.9	88.5	82.2	86.9	84.1	90.3	79.8

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	92.4	92.8	91.6	95.9	94.8	93.6	92.8	94.7	93.5	94.8	93.8	94.2	98.5	94.4
700 - 759 AM	91.9	91.8	85.8	94.0	92.2	96.4	92.5	94.5	91.2	93.2	87.3	96.9	95.8	93.4
800 - 859 AM	92.4	87.5	84.7	91.6	90.0	92.4	92.3	93.7	88.9	93.1	90.0	95.7	97.2	91.9
900 - 959 AM	95.1	93.0	83.5	93.7	82.3	88.7	93.6	90.3	87.9	92.9	90.9	94.3	96.8	90.1
1000 - 1059 AM	85.0	86.0	81.3	91.6	86.1	85.0	90.8	85.1	86.8	86.1	87.2	92.6	92.7	88.1
1100 - 1159 AM	88.0	87.4	77.3	84.4	87.0	86.9	89.4	85.6	85.5	80.3	87.7	88.6	93.5	87.1
1200 - 1259 PM	92.3	85.1	78.1	80.9	87.7	84.4	89.5	85.8	81.7	80.5	92.9	93.1	94.7	86.4
100 - 159 PM	88.2	88.9	73.9	84.5	86.6	83.0	92.8	80.5	84.8	76.6	82.6	88.3	87.6	84.7
200 - 259 PM	84.5	81.8	67.9	84.0	83.9	81.8	85.0	78.7	76.0	76.8	86.5	90.5	85.0	82.5
300 - 359 PM	80.8	83.8	60.1	81.9	77.4	79.7	83.7	83.1	78.5	79.9	84.4	79.6	82.5	80.5
400 - 459 PM	80.7	80.0	59.9	86.3	75.8	75.5	89.1	80.4	87.1	86.2	87.7	82.3	87.7	80.4
500 - 559 PM	74.5	82.0	51.9	84.7	71.9	83.2	80.0	82.9	76.9	81.5	74.1	81.0	80.3	77.7
600 - 659 PM	82.3	79.8	48.9	76.5	75.9	75.9	69.9	82.0	75.5	84.3	85.2	77.4	84.7	77.0
700 - 759 PM	83.6	85.2	41.3	90.2	70.2	77.6	84.0	78.8	72.4	78.4	86.6	75.7	87.3	75.3
800 - 859 PM	71.0	78.5	42.9	77.1	74.6	82.7	85.9	81.6	68.0	85.1	87.4	86.8	78.9	78.0
900 - 959 PM	J/	82.5	48.2	91.7	77.6	76.8	J/	86.9	82.0	87.6	91.1	78.8	80.2	80.6
1000 - 1059 PM	J/	88.7	58.3	82.4	82.0	85.5	86.6	93.3	87.3	86.6	92.2	69.6	85.7	87.1
1100 - 559 AM	J/	96.0	80.0	96.7	94.9	89.3	J/	100.0	89.8	89.0	94.4	J/	100.0	91.0
TOTAL, ALL DEPARTURES, BY AIRPORT	86.1	85.8	66.9	87.5	81.6	84.0	88.1	86.6	84.1	85.3	88.0	87.6	90.0	84.5

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

NOVEMBER 2003

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
DH	7663	MLI-ORD	1610	30	93.33	72	52
MQ	3928	MLI-ORD	1757	29	93.10	48	50
AA	1733	EWR-ORD	1801	24	91.67	65	51
UA	471	ORD-MSP	1845	24	91.67	53	46
AA	772	MSP-ORD	1749	24	91.67	49	34
MQ	3907	CVG-ORD	1844	29	89.66	58	58
DH	7649	BDL-ORD	1443	28	89.29	68	59
MQ	4338	BNA-ORD	1740	28	89.29	49	31
RU	3497	SDF-IAH	1825	24	87.50	34	29
AA	1721	DCA-ORD	1828	23	86.96	72	62
MQ	4407	DAY-ORD	1847	23	86.96	50	34
MQ	4231	IAD-ORD	1840	23	86.96	46	32
AA	581	DTW-ORD	908	30	86.67	30	22
MQ	4252	TYS-ORD	1631	29	86.21	49	38
MQ	4222	BUF-ORD	1841	29	86.21	48	48
MQ	4262	MSN-ORD	1807	29	86.21	41	27
MQ	4394	CMH-ORD	1846	28	85.71	53	53
MQ	4336	MDT-ORD	1857	28	85.71	51	54
HP	120	LAS-LAX	1945	28	85.71	51	34
UA	749	ORD-SLC	1645	28	85.71	44	31
CO	1172	ORD-EWR	1900	19	84.21	69	50
CO	814	DCA-EWR	1730	19	84.21	58	46
CO	1434	ORF-EWR	1747	19	84.21	34	29
RU	2798	CLE-ORD	1845	24	83.33	85	69
CO	1187	EWR-ORD	1815	24	83.33	60	62
HP	120	ORD-LAS	1710	30	83.33	59	49
AA	425	ORD-PHX	2026	24	83.33	56	38
AA	1721	ORD-XNA	2018	24	83.33	53	42
CO	1155	EWR-ATL	1800	24	83.33	52	29
AA	353	LGA-ORD	1900	18	83.33	51	38

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
MQ	4350	MSN-ORD	1927	24	83.33	46	38
MQ	4311	ORD-CVG	2004	24	83.33	45	37
MQ	4049	ORD-CMH	1601	30	83.33	35	27
MQ	4392	HSV-ORD	1802	24	83.33	32	27
TZ	7	EWR-SFO	1750	29	82.76	66	55
MQ	4218	CMI-ORD	1801	29	82.76	54	46
MQ	4292	SYR-ORD	1849	29	82.76	49	38
MQ	4157	PIA-ORD	1744	29	82.76	44	41
AA	425	CLE-ORD	1830	23	82.61	74	58
AA	1926	STL-ORD	1811	23	82.61	70	54
AA	1941	EWR-ORD	1928	23	82.61	54	50
MQ	3956	EVV-ORD	1859	23	82.61	44	36
CO	1016	PHL-CLE	1810	23	82.61	26	24
RU	2302	CLE-ORD	1645	17	82.35	45	36
DH	7573	BTV-ORD	1730	28	82.14	85	60
CO	1185	EWR-ORD	1645	28	82.14	67	44
MQ	4343	OKC-ORD	1753	28	82.14	51	38
OO	6860	CID-DEN	1815	26	80.77	48	28
DH	7341	MSY-ORD	1447	30	80.00	68	40
DH	7617	HPN-ORD	1720	30	80.00	65	49
DH	7659	LNK-ORD	1325	30	80.00	63	46
DH	7734	MEM-ORD	1510	30	80.00	62	36
DH	7390	SYR-ORD	1500	30	80.00	62	46
DH	7379	BNA-ORD	1528	30	80.00	55	39
DH	7571	BTV-ORD	1245	30	80.00	51	29
AA	1509	ORD-LAS	1824	30	80.00	47	28
MQ	4380	CVG-ORD	2015	20	80.00	45	31
NW	327	DTW-LAX	1215	30	80.00	38	30
AS	199	SEA-ANC	1925	30	80.00	29	23

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

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TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ATLANTIC COAST	802	48	6.0
AMERICAN EAGLE	1,270	75	5.9
AMERICAN	1,972	56	2.8
UNITED	1,513	41	2.7
CONTINENTAL	872	16	1.8
EXPRESSJET	1,010	12	1.2
NORTHWEST	1,368	10	0.7
ALASKA	432	3	0.7
AMERICA WEST	514	3	0.6
ATA	212	1	0.5
US AIRWAYS	1,167	5	0.4
SKYWEST	1,199	4	0.3
AIRTRAN	404	1	0.2
DELTA	1,870	4	0.2
ATLANTIC SOUTHEAST	748	1	0.1
SOUTHWEST	2,800	1	0.0
JETBLUE	194	0	0.0
HAWAIIAN	125	0	0.0
TOTAL	18,472	281	1.5

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	69.4	88.9	252	252
AGUADILLA PR (BQN)	66.7	100.0	18	17
AKRON/CANTON OH (CAK)	80.2	78.5	358	358
ALBANY NY (ALB)	79.3	85.9	1,328	1,327
ALBUQUERQUE NM (ABQ)	84.5	88.2	2,909	2,909
ALLENTOWN PA (ABE)	89.4	93.8	293	292
AMARILLO TX (AMA)	81.6	87.8	656	657
ANCHORAGE AK (ANC)	57.7	74.0	1,474	1,473
ASHEVILLE NC (AVL)	86.4	88.9	316	316
ATLANTA GA (ATL)	83.8	86.6	30,113	30,122
AUSTIN TX (AUS)	83.8	90.4	3,152	3,152
BAKERSFIELD CA (BFL)	92.6	92.6	202	202
BALTIMORE MD (BWI)	85.6	84.9	8,064	8,068
BANGOR ME (BGR)	79.9	90.3	279	279
BARROW AK (BRW)	72.4	69.0	58	58
BATON ROUGE LA (BTR)	82.9	85.0	619	619
BEAUMONT/PORT ARTHUR TX (BPT)	76.6	91.1	124	124
BETHEL AK (BET)	52.2	50.0	90	90
BILLINGS MT (BIL)	85.0	93.2	353	354
BINGHAMTON NY (BGM)	84.3	86.5	89	89
BIRMINGHAM AL (BHM)	83.6	86.0	1,584	1,584
BISMARCK ND (BIS)	82.5	88.9	171	171
BLOOMINGTON IL (BMI)	64.6	72.4	181	181
BOISE ID (BOI)	82.0	89.0	1,214	1,214
BOSTON MA (BOS)	85.6	87.4	9,250	9,247
BOZEMAN MT (BZN)	83.3	88.1	318	320
BRISTOL TN (TRI)	83.8	87.6	266	267
BROWNSVILLE TX (BRO)	85.9	92.6	135	135
BUFFALO NY (BUF)	78.4	83.4	1,725	1,727
BURBANK CA (BUR)	81.2	83.2	2,161	2,161
BURLINGTON VT (BTV)	78.7	82.5	550	549
CEDAR RAPIDS/IOWA CTY IA (CID)	66.3	73.0	560	560
CHAMPAIGN(CMI)	51.6	66.1	192	192
CHARLESTON SC (CHS)	82.6	85.7	839	842
CHARLESTON WV (CRW)	81.4	86.4	370	369
CHARLOTTE NC (CLT)	88.4	90.2	8,696	8,697
CHATTANOOGA TN (CHA)	75.0	83.0	324	324
CHICAGO IL (ORD)	57.3	66.9	31,206	31,184
CHICAGO IL (MDW)	79.5	79.8	7,206	7,203
CINCINNATI OH (CVG)	84.8	87.2	7,791	7,791
CLEVELAND OH (CLE)	79.6	87.7	7,001	7,000
COLLEGE STATION TX (CLL)	86.4	87.8	352	352
COLORADO SPRINGS CO (COS)	82.3	91.2	849	850

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	78.2	80.9	826	824
COLUMBUS OH (CMH)	80.1	86.4	2,838	2,837
CORDOVA AK (CDV)	65.5	72.4	58	58
CORPUS CHRISTI TX (CRP)	84.6	88.6	668	668
DALLAS/FT. WORTH TX (DAL)	85.5	82.7	3,576	3,576
DALLAS/FT. WORTH TX (DFW)	85.3	85.7	27,905	27,902
DAYTON OH (DAY)	75.1	83.8	1,102	1,102
DAYTONA BEACH FL (DAB)	82.2	82.2	230	230
DEADHORSE AK (SCC)	65.5	72.4	29	29
DENVER CO (DEN)	82.3	87.5	11,839	11,835
DES MOINES IA (DSM)	69.7	80.0	620	620
DETROIT MI (DTW)	86.1	87.4	11,374	11,374
DILLINGHAM AK (DLG)	58.3	58.3	12	12
DUBUQUE IA (DBQ)	46.0	69.7	87	89
DULUTH MN (DLH)	79.5	85.9	78	78
DURANGO CO (DRO)	66.3	74.4	86	86
DUTCH HARBOR AK (DUT)	48.0	32.0	50	50
EAGLE CO (EGE)	100.0	80.0	5	5
EL PASO TX (ELP)	83.5	88.7	1,617	1,616
ERIE PA (ERI)	83.3	86.7	30	30
EUGENE OR (EUG)	86.1	84.7	345	346
EVANSVILLE IN (EVV)	70.4	74.7	372	372
FAIRBANKS AK (FAI)	64.5	72.0	386	386
FARGO ND (FAR)	74.1	82.3	316	316
FAYETTEVILLE ARKANSAS REG (XNA)	76.6	81.0	854	854
FAYETTEVILLE NC (FAY)	83.9	89.5	143	143
FLINT MI (FNT)	84.0	90.9	275	275
FRESNO CA (FAT)	85.5	87.7	1,071	1,073
FT. LAUDERDALE FL (FLL)	84.9	87.9	5,086	5,083
FT. MYERS FL (RSW)	83.5	90.9	1,602	1,598
FT. SMITH AR (FSM)	78.2	83.2	119	119
FT. WAYNE IN (FWA)	73.4	81.3	503	503
GRAND FORKS ND (GFK)	72.9	84.7	59	59
GRAND RAPIDS MI (GRR)	75.5	84.1	1,005	1,005
GREAT FALLS MT (GTF)	76.7	86.0	236	236
GREEN BAY WI (GRB)	75.9	86.6	402	402
GREENSBORO/HIGH PT. NC (GSO)	80.3	85.2	1,180	1,180
GREENVILLE/SPARTBG. SC (GSP)	78.9	85.3	968	967
GULFPORT/BILOXI MS (GPT)	85.0	85.5	461	461
HARLINGEN TX (HRL)	83.6	86.5	446	446
HARRISBURG PA (MDT)	77.6	78.4	675	675
HARTFORD CT./SPGFLD MA (BDL)	85.0	89.6	2,679	2,680
HELENA MT (HLN)	84.7	94.1	118	118

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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.
HILO HAWAII HI (ITO)	97.7	97.1	175	175
HONOLULU OAHU HI (HNL)	86.2	95.4	2,769	2,764
HOUSTON TX (HOU)	84.5	82.0	4,594	4,594
HOUSTON TX (IAH)	81.3	88.9	15,622	15,621
HUNTSVILLE/DECATUR AL (HSV)	79.7	86.5	590	591
INDIANAPOLIS IN (IND)	81.6	86.5	3,426	3,429
INDIO/PALM SPRINGS CA (PSP)	82.5	85.3	1,081	1,079
ISLIP/LONG IS. NY (ISP)	86.7	88.8	829	829
JACKSON WY (JAC)	82.6	81.1	178	180
JACKSON/VICKSBURG MS (JAN)	84.1	90.2	850	850
JACKSONVILLE FL (JAX)	84.4	88.5	2,158	2,158
JUNEAU AK (JNU)	71.8	71.1	294	294
KAHULUI HI (OGG)	87.8	93.9	1,021	1,021
KALAMAZOO MI (AZO)	68.7	78.5	259	260
KALISPELL MT (FCA)	79.9	90.8	164	163
KANSAS CITY MO (MCI)	82.9	88.1	4,626	4,627
KETCHIKAN AK (KTN)	65.2	75.8	178	178
KEY WEST FL (EYW)	85.0	80.3	60	61
KILLEEN TX (ILE)	78.2	86.1	316	316
KING SALMON AK (AKN)	80.0	80.0	20	20
KNOXVILLE TN (TYS)	76.4	82.4	904	904
KODIAK AK (ADQ)	67.2	50.0	58	58
KONA HAWAII HI (KOA)	90.6	98.4	448	448
KOTZEBUE AK (OTZ)	47.1	48.3	87	87
LA CROSSE WI (LSE)	54.7	70.1	117	117
LAFAYETTE LA (LFT)	83.9	86.9	298	298
LANSING MI (LAN)	79.8	85.8	401	401
LAREDO TX (LRD)	77.8	87.0	185	185
LAS VEGAS NV (LAS)	76.1	82.2	12,108	12,113
LAWTON OK (LAW)	92.1	94.9	177	177
LEXINGTON/FRKFT KY (LEX)	73.7	80.4	555	555
LIHUE KAUAI HI (LIH)	93.6	96.4	612	612
LINCOLN NE (LNK)	70.3	77.1	323	323
LITTLE ROCK AR (LIT)	82.1	86.3	1,316	1,317
LONG BEACH CA (LGB)	82.1	91.4	875	875
LONGVIEW TX (GGG)	89.9	95.5	89	88
LOS ANGELES CA (LAX)	80.5	86.9	18,267	18,264
LOUISVILLE KY (SDF)	82.3	85.3	1,558	1,554
LUBBOCK TX (LBB)	81.9	89.4	789	789
MADISON WI (MSN)	71.6	76.3	644	645
MANCHESTER NH (MHT)	85.0	87.8	1,582	1,581
MARQUETTE MI (MQT)	40.0	76.0	25	25
MEDFORD OR (MFR)	84.5	82.7	341	342

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MELBOURNE FL (MLB)	86.6	87.2	179	179
MEMPHIS TN (MEM)	83.0	86.2	3,759	3,759
MIAMI FL (MIA)	85.2	86.1	5,228	5,222
MIDLAND/ODESSA TX (MAF)	81.7	88.3	622	623
MILWAUKEE WI (MKE)	78.4	87.6	1,740	1,739
MINNEAPLS/ST.P MN(MSP)	79.1	85.8	11,364	11,369
MINOT ND (MOT)	80.9	91.0	89	89
MISSION/MCALLEN TX (MFE)	85.8	92.9	254	255
MISSOULA MT (MSO)	75.9	88.7	274	274
MOBILE AL/PASCAGOULA MS (MOB)	85.8	90.4	415	415
MOLINE IL (MLI)	59.7	68.4	313	313
MONROE LA (MLU)	83.7	90.5	295	295
MONTEREY CA (MRY)	88.9	87.6	596	597
MONTROSE CO (MTJ)	83.0	84.1	176	176
MYRTLE BEACH SC (MYR)	84.5	90.9	414	416
NASHVILLE TN (BNA)	85.2	87.7	4,543	4,546
NEW ORLEANS LA (MSY)	83.6	87.2	4,388	4,390
NEW YORK NY (JFK)	87.1	88.5	6,006	6,008
NEW YORK NY (LGA)	73.0	84.1	8,878	8,883
NEWARK NJ (EWR)	70.8	83.1	12,417	12,428
NEWBURGH NY (SWF)	46.1	62.2	89	90
NOME AK (OME)	54.0	47.1	87	87
NORFOLK/VA BEACH VA (ORF)	80.7	83.4	1,774	1,771
OKLAHOMA CITY OK (OKC)	76.6	81.2	1,759	1,758
OMAHA NE (OMA)	78.2	84.3	1,543	1,543
ONTARIO CA (ONT)	82.7	85.9	2,858	2,857
ORANGE COUNTY CA (SNA)	79.3	84.9	3,858	3,857
ORLANDO FL (MCO)	86.7	90.3	7,733	7,736
PASCO WA (PSC)	87.0	93.0	285	285
PENSACOLA FL (PNS)	83.6	89.6	530	529
PEORIA IL (PIA)	58.0	67.8	348	348
PETERSBURG AK (PSG)	56.9	55.2	58	58
PHILADELPHIA PA (PHL)	78.9	81.6	8,709	8,708
PHOENIX AZ (PHX)	82.1	84.0	13,579	13,576
PITTSBURGH PA (PIT)	85.5	88.1	5,156	5,156
PORTLAND ME (PWM)	78.7	81.9	708	708
PORTLAND OR (PDX)	81.2	87.5	4,458	4,453
PROVIDENCE RI (PVD)	84.0	88.6	2,277	2,275
RALEIGH/DURHAM NC (RDU)	81.9	85.8	4,106	4,105
RAPID CITY SD (RAP)	78.3	85.8	313	316
RENO NV (RNO)	82.5	85.8	2,332	2,332
RICHMOND VA (RIC)	80.2	87.5	1,207	1,206
ROANOKE VA (ROA)	78.7	81.1	371	371

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ROCHESTER MN (RST)	73.5	82.5	166	166
ROCHESTER NY (ROC)	75.3	80.5	1,152	1,152
SACRAMENTO CA (SMF)	81.8	85.4	3,826	3,828
SAGINAW MI (MBS)	77.6	86.8	317	317
SALT LAKE CITY UT (SLC)	82.9	88.0	10,202	10,191
SAN ANGELO TX (SJT)	82.1	87.2	273	273
SAN ANTONIO TX (SAT)	81.7	87.2	3,157	3,160
SAN DIEGO CA (SAN)	80.1	86.6	6,785	6,784
SAN FRANCISCO CA (SFO)	72.3	85.3	9,968	9,967
SAN FRANCISCO CA (OAK)	82.4	85.0	5,508	5,506
SAN JOSE CA (SJC)	78.5	83.1	5,127	5,130
SAN JUAN PR (SJU)	80.3	92.2	1,961	1,958
SAN LUIS OBISPO CA (SBP)	91.7	90.4	436	436
SANTA BARBARA CA (SBA)	88.1	87.8	942	945
SARASOTA/BRAD. FL (SRQ)	88.5	90.6	287	287
SAVANNAH GA (SAV)	86.5	88.1	705	707
SCRANTON/WILKES-BARRE PA (AVP)	51.7	55.0	60	60
SEATTLE WA (SEA)	76.6	84.1	8,158	8,159
SHREVEPORT LA (SHV)	83.5	91.6	647	645
SIOUX FALLS SD (FSD)	64.8	74.7	443	443
SITKA AK (SIT)	70.8	82.0	89	89
SOUTH BEND IN (SBN)	81.1	85.9	185	185
SPOKANE WA (GEG)	80.9	87.2	1,162	1,161
SPRINGFIELD MO (SGF)	71.0	68.9	421	421
ST. CROIX VI (STX)	94.3	94.3	35	35
ST. LOUIS MO (STL)	86.5	87.6	4,571	4,575
ST. THOMAS VI (STT)	83.2	90.6	279	278
SYRACUSE NY (SYR)	76.6	82.0	1,038	1,038
TALLAHASSEE FL (TLH)	84.0	88.2	262	262
TAMPA FL (TPA)	85.7	90.0	5,422	5,423
TEXARKANA AR (TXK)	84.6	95.3	169	169
TOLEDO OH (TOL)	75.2	79.6	323	323
TRAVERSE CITY MI (TVC)	68.6	71.0	169	169
TUCSON AZ (TUS)	82.4	86.7	1,418	1,417
TULSA OK (TUL)	79.0	83.2	1,644	1,645
TYLER TX (TYR)	87.4	91.0	278	278
VALPARAISO FL (VPS)	88.7	89.8	471	472
WACO TX (ACT)	77.6	87.8	295	295
WASHINGTON DC (IAD)	82.6	86.9	8,200	8,199
WASHINGTON DC (DCA)	84.1	89.2	6,537	6,540
WEST PALM BEACH FL (PBI)	85.0	89.7	2,074	2,073
WHITE PLAINS NY (HPN)	68.2	75.0	660	659
WICHITA FALLS TX (SPS)	86.9	94.1	168	169

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WICHITA KS (ICT)	70.6	75.4	806	805
WILMINGTON NC (ILM)	88.8	94.7	321	321
WRANGELL AK (WRG)	55.2	62.1	58	58
YAKUTAT AK (YAK)	67.2	79.3	58	58

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	19	20,067	748	3.7	100	35,549	1,411	4.0
ATLANTIC COAST	12	9,091	347	3.8	81	23,459	744	3.2
ALASKA	14	7,155	69	1.0	45	12,666	244	1.9
SKYWEST	13	18,932	297	1.6	105	34,674	645	1.9
EXPRESSJET	22	12,740	265	2.1	102	27,130	474	1.7
AMERICAN	30	44,927	818	1.8	84	56,945	958	1.7
ATA	19	5,079	91	1.8	28	6,118	98	1.6
ATLANTIC SOUTHEAST	15	11,874	179	1.5	98	22,213	333	1.5
UNITED	30	35,201	405	1.2	77	43,937	472	1.1
SOUTHWEST	15	33,752	311	0.9	59	77,276	755	1.0
NORTHWEST	31	27,238	285	1.0	106	39,525	357	0.9
CONTINENTAL	30	19,272	170	0.9	78	24,418	199	0.8
US AIRWAYS	25	26,645	229	0.9	58	33,376	272	0.8
AMERICA WEST	27	12,415	86	0.7	50	14,875	97	0.7
AIRTRAN	16	9,333	57	0.6	37	12,074	76	0.6
DELTA	31	41,988	230	0.5	105	54,199	260	0.5
HAWAIIAN	7	309	0	0.0	16	3,840	10	0.3
JETBLUE	10	3,664	1	0.0	22	5,897	2	0.0
Total		339,682	4,588	1.4	Total	528,171	7,407	1.4

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

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TABLE 9. CAUSES OF DELAY, BY CARRIER***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY **									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	56,945	43,985	77.24%	958	1.68%	114	0.20%	2,233	3.92%	519	0.91%	6,464	11.35%	18	0.03%	2,654	4.66%
AS	12,666	9,619	75.94%	244	1.93%	60	0.47%	760	6.00%	43	0.34%	845	6.67%	15	0.12%	1,080	8.53%
B6	5,897	5,235	88.77%	2	0.03%	17	0.29%	134	2.27%	23	0.39%	312	5.29%	9	0.15%	165	2.80%
CO	24,418	19,207	78.66%	199	0.81%	56	0.23%	626	2.56%	188	0.77%	3,331	13.64%	7	0.03%	804	3.29%
DH	23,459	17,212	73.37%	744	3.17%	82	0.35%	1,547	6.59%	543	2.31%	2,398	10.22%	4	0.02%	929	3.96%
DL	54,199	45,329	83.63%	260	0.48%	59	0.11%	1,763	3.25%	81	0.15%	5,372	9.91%	4	0.01%	1,331	2.46%
EV	22,213	18,573	83.61%	333	1.50%	37	0.17%	1,020	4.59%	316	1.42%	1,317	5.93%	13	0.06%	604	2.72%
FL	12,074	9,906	82.04%	76	0.63%	23	0.19%	361	2.99%	15	0.12%	994	8.23%	0	0.00%	699	5.79%
HA	3,840	3,583	93.31%	10	0.26%	1	0.03%	183	4.77%	0	0.00%	5	0.13%	1	0.03%	56	1.46%
HP	14,875	12,193	81.97%	97	0.65%	16	0.11%	790	5.31%	12	0.08%	1,260	8.47%	6	0.04%	501	3.37%
MQ	35,549	25,291	71.14%	1,411	3.97%	54	0.15%	1,762	4.96%	246	0.69%	3,542	9.96%	3	0.01%	3,240	9.11%
NW	39,525	31,546	79.81%	357	0.90%	65	0.16%	1,835	4.64%	455	1.15%	4,408	11.15%	10	0.03%	849	2.15%
OO	34,674	29,275	84.43%	645	1.86%	42	0.12%	2,579	7.44%	457	1.32%	851	2.45%	46	0.13%	779	2.25%
RU	27,130	20,941	77.19%	474	1.75%	96	0.35%	755	2.78%	162	0.60%	3,463	12.76%	9	0.03%	1,230	4.53%
TZ	6,118	4,568	74.66%	98	1.60%	14	0.23%	204	3.33%	21	0.34%	780	12.75%	7	0.11%	426	6.96%
UA	43,937	32,840	74.74%	472	1.07%	87	0.20%	1,648	3.75%	79	0.18%	6,125	13.94%	2	0.00%	2,684	6.11%
US	33,376	28,221	84.55%	272	0.81%	48	0.14%	851	2.55%	44	0.13%	2,527	7.57%	0	0.00%	1,413	4.23%
WN	77,276	66,070	85.50%	755	0.98%	122	0.16%	2,190	2.83%	178	0.23%	2,398	3.10%	31	0.04%	5,532	7.16%
Total	528,171	423,594		7407		993		21,241		3,382		46,392		185		24,976	
			80.20%		1.40%		0.19%		4.02%		0.64%		8.78%		0.04%		4.73%

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

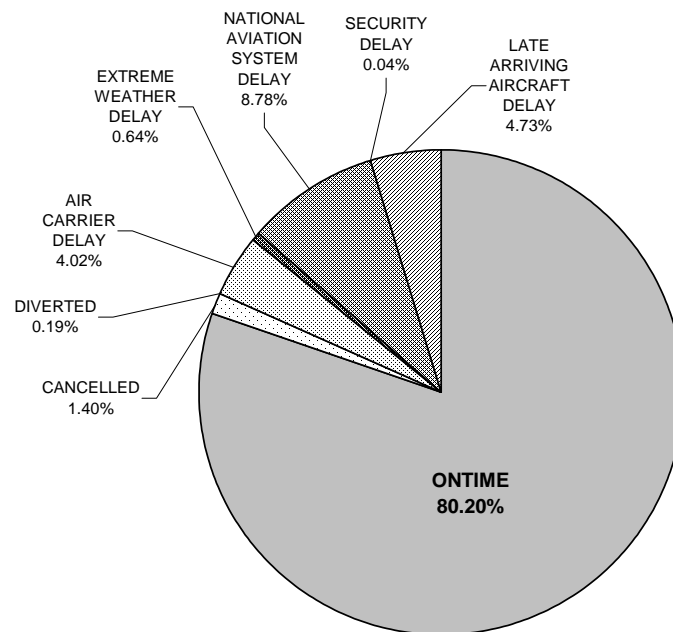
****Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

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

Note: For additional airline-specific information, visit <http://www.bts.gov>

NOVEMBER 2003
AIR TRAVEL CONSUMER REPORT
TABLE 10. OVERALL CAUSES OF DELAY*



***Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

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Note: For additional airline-specific information, visit <http://www.bts.gov>

FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 31 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

Airports Covered by the Rule (14 CFR PART 234)

Atlanta: Hartsfield	ATL
Baltimore/Washington: International	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Cincinnati: Greater Cincinnati	CVG
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Pittsburgh: Greater International	PIT
Portland: International	PDX
St. Louis: Lambert	STL
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Reagan National	DCA

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

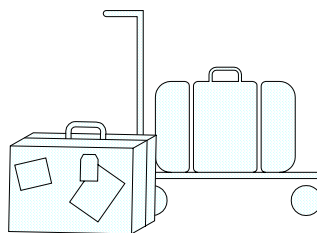
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest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

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

B6	JetBlue Airways
HA	Hawaiian Airlines

MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues, plus any other airline that voluntarily submits the data. See 14 CFR Part 234.



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

RANK	AIRLINE	NOVEMBER 2003			NOVEMBER 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	JETBLUE AIRWAYS	1,785	782,048	2.28	*	*	*
2	AIRTRAN AIRWAYS	2,350	1,000,819	2.35	*	*	*
3	US AIRWAYS	7,819	3,101,586	2.52	8,870	3,066,605	2.89
4	ALASKA AIRLINES	2,793	1,091,415	2.56	2,018	897,241	2.25
5	AMERICA WEST AIRLINES	4,302	1,551,745	2.77	4,960	1,574,233	3.15
6	ATA AIRLINES	2,032	723,972	2.81	*	*	*
7	SOUTHWEST AIRLINES	17,479	6,173,754	2.83	16,670	5,783,947	2.88
8	CONTINENTAL AIRLINES	7,739	2,657,974	2.91	6,382	2,579,816	2.47
9	NORTHWEST AIRLINES	10,261	3,509,181	2.92	9,500	3,441,206	2.76
10	DELTA AIR LINES	19,572	6,427,868	3.04	20,686	6,845,808	3.02
11	HAWAIIAN AIRLINES	1,527	479,683	3.18	*	*	*
12	UNITED AIRLINES	15,667	4,646,265	3.37	14,672	4,718,178	3.11
13	AMERICAN AIRLINES	21,576	5,731,709	3.76	22,040	6,130,402	3.60
14	EXPRESSJET AIRLINES	4,279	941,853	4.54	*	*	*
15	AMERICAN EAGLE AIRLINES	7,891	1,073,145	7.35	7,810	927,242	8.42
16	ATLANTIC COAST AIRLINES	5,515	658,744	8.37	*	*	*
17	SKYWEST AIRLINES	8,579	1,001,043	8.57	*	*	*
18	ATLANTIC SOUTHEAST AIRLINES	8,559	773,764	11.06	*	*	*
TOTALS		149,725	42,326,568	3.54	113,608	35,964,678	3.16

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. Reporting by Hawaiian (voluntary) effective November 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.

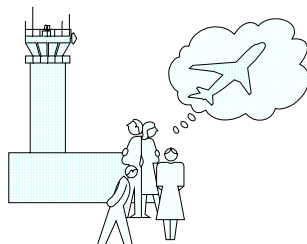
OVERSALES

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



JULY-SEPTEMBER 2003
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JULY - SEPTEMBER 2003				JULY - SEPTEMBER 2002			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<i>JETBLUE AIRWAYS</i>	5	0	2,413,505	0.00	*	*	*	*
2	<i>US AIRWAYS</i>	19,483	143	10,027,355	0.14	16,036	103	11,114,308	0.09
3	<i>AIRTRAN AIRWAYS</i>	3,183	66	3,105,241	0.21	*	*	*	*
4	<i>AMERICA WEST AIRLINES</i>	11,097	206	5,412,827	0.38	11,118	38	5,265,565	0.07
5	<i>AMERICAN EAGLE AIRLINES</i>	156	11	248,425	0.44	145	0	199,565	0.00
6	<i>AMERICAN AIRLINES</i>	20,545	1,022	21,442,000	0.48	29,223	474	22,834,621	0.21
7	<i>UNITED AIRLINES</i>	22,606	850	16,078,649	0.53	25,618	875	17,163,520	0.51
8	<i>CONTINENTAL AIRLINES</i>	11,273	572	9,023,913	0.63	10,014	400	8,956,306	0.45
9	<i>NORTHWEST AIRLINES</i>	20,161	952	12,533,091	0.76	19,973	500	12,868,660	0.39
10	<i>SOUTHWEST AIRLINES</i>	21,439	1,512	19,708,171	0.77	20,729	1,530	18,781,696	0.81
11	<i>ALASKA AIRLINES</i>	5,093	361	4,273,840	0.84	5,690	314	3,972,522	0.79
12	<i>ATA AIRLINES</i>	730	286	2,472,201	1.16	*	*	*	*
13	<i>DELTA AIR LINES</i>	24,072	2,512	20,871,135	1.20	29669	1,839	21,324,234	0.86
14	<i>ATLANTIC SOUTHEAST AIRLINES</i>	1,950	490	775,190	6.32	*	*	*	*
	TOTALS	161,793	8,983	128,385,543	0.70	168,215	6,073	122,480,997	0.50

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 (formerly American Trans Air), Atlantic Southeast, and JetBlue were ranked in this table for the first time effective with the first quarter 2003.

Office of Aviation Enforcement and Proceedings
U.S. Department of Transportation

JANUARY - SEPTEMBER 2003
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JANUARY - SEPTEMBER 2003				JANUARY - SEPTEMBER 2002			
		<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	JETBLUE AIRWAYS	15	0	6,634,042	0.00	*	*	*	*
2	US AIRWAYS	65,374	1,072	29,046,378	0.37	75,437	896	34,363,320	0.26
3	AMERICA WEST AIRLINES	39,570	659	15,387,627	0.43	37,930	305	14,735,360	0.21
4	AMERICAN EAGLE AIRLINES	512	33	652,682	0.51	886	10	728,921	0.14
5	AMERICAN AIRLINES	72,913	3,689	61,549,873	0.60	105,307	1,466	65,722,862	0.22
6	UNITED AIRLINES	81,174	2,809	45,594,056	0.62	73,652	3,061	47,129,523	0.65
7	ALASKA AIRLINES	13,165	745	11,318,695	0.66	20,002	1,339	10,771,701	1.24
8	NORTHWEST AIRLINES	64,216	2,731	35,243,951	0.77	60,654	1,898	35,830,290	0.53
9	CONTINENTAL AIRLINES	37,118	2,423	25,768,580	0.94	36,065	2,499	26,784,287	0.93
10	ATA AIRLINES	2,520	683	7,052,084	0.97	*	*	*	*
11	SOUTHWEST AIRLINES	70,322	6,152	56,324,276	1.09	64,956	5,817	54,698,676	1.06
12	DELTA AIR LINES	83,436	7,996	59,388,126	1.35	114,143	5,423	62,118,958	0.87
13	AIRTRAN AIRWAYS	14,776	1,562	8,604,934	1.82	*	*	*	*
14	ATLANTIC SOUTHEAST AIRLINES	5,659	1,909	2,219,673	8.60	*	*	*	*
	TOTALS	550,770	32,463	364,784,977	0.89	589,032	22,714	352,883,898	0.64

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 (formerly American Trans Air), Atlantic Southeast, and JetBlue were ranked in this table for the first time effective with the first quarter 2003.

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

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

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

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

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

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

Airline Rankings - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

Table 1

AIR TRAVEL CONSUMER REPORT
 CONSUMER COMPLAINTS
 SUMMARY

	NOVEMBER 2003				NOVEMBER 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	300	73	1	31	431	45	2	83
FOREIGN AIRLINES	61	6	0	4	66	2	0	4
TRAVEL AGENTS	14	0	0	2	20	1	0	1
TOUR OPERATORS	1	0	0	0	2	0	0	0
MISCELLANEOUS	6	16	0	44	0	6	0	21
INDUSTRY TOTALS	382	95	1	81	519	54	2	109

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES

COMPLAINT CATEGORY	NOVEMBER 2003			NOVEMBER 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	74		1	97	
CANCELLATIONS			27			33
DELAYS			21			24
MISCONNECTIONS			13			22
RES/TKTG/BOARDING	2	58		3	74	
BAGGAGE	3	56		2	96	
DISABILITY	4	48		7	31	
CUSTOMER SERVICE	5	46		4	69	
REFUNDS	6	29		5	67	
OVERSALES	7	25		8	26	
OTHER	8	22		9	13	
FREQUENT FLYER			20			10
FARES	9	16		6	37	
DISCRIMINATION	10	4		10	5	
ADVERTISING	10	4		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		382			519	

* 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*
 NOVEMBER 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	1	1	0	0	2	1	0	0	1	0	0	10
ALASKA AIRLINES	0	1	1	0	0	2	2	1	0	1	0	0	8
AMERICA WEST AIRLINES	5	1	1	0	3	1	0	0	0	0	0	0	11
AMERICAN AIRLINES	6	0	10	2	4	7	5	10	0	0	0	5	49
ATLANTIC SOUTHEAST AIRLINES	1	4	0	0	0	0	1	1	0	0	0	0	7
CONTINENTAL AIRLINES	5	0	3	1	1	1	6	2	0	0	0	2	21
DELTA AIRLINES	7	2	3	3	3	5	4	5	0	0	0	6	38
FRONTIER AIRLINES	0	0	1	0	1	1	1	1	0	0	0	0	5
NORTHWEST AIRLINES	3	2	2	0	1	1	2	4	1	0	0	2	18
SKYWEST AIRLINES	1	0	0	0	0	2	1	1	0	0	0	0	5
SOUTHWEST AIRLINES	0	1	2	0	0	2	3	0	1	0	0	0	9
UNITED AIRLINES	4	4	5	2	2	2	5	3	1	1	0	2	31
US AIRWAYS	2	2	6	2	5	9	2	5	0	1	0	3	37
OTHER U. S. AIRLINES	21	4	6	1	0	2	6	10	0	0	0	1	51
TOTAL NOVEMBER 2003	59	22	41	11	20	37	39	43	3	4	0	21	300
% OF TOTAL COMPLAINTS	19.7	7.3	13.7	3.7	6.7	12.3	13.0	14.3	1.0	1.3	0.0	7.0	
TOTAL NOVEMBER 2002	85	19	59	36	51	72	62	30	2	5	0	10	431
% OF TOTAL COMPLAINTS	19.7	4.4	13.7	8.4	11.8	16.7	14.4	7.0	0.5	1.2	0.0	2.3	

* 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
 NOVEMBER 2003

U. S. AIRLINES*	COMPS RECD IN NOV.	INCI - DENTS IN NOV.	PERCENT	INCI - DENTS IN OCT.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	10	5	50.0	4	40.0	1	10.0	0	0.0
ALASKA AIRLINES	8	0	0.0	3	37.5	5	62.5	0	0.0
AMERICA WEST AIRLINES	11	3	27.3	3	27.3	4	36.4	1	9.1
AMERICAN AIRLINES	49	12	24.5	16	32.7	11	22.4	10	20.4
ATLANTIC SOUTHEAST AIRLINES	7	3	42.9	2	28.6	2	28.6	0	0.0
CONTINENTAL AIRLINES	21	14	66.7	4	19.0	2	9.5	1	4.8
DELTA AIRLINES	38	7	18.4	12	31.6	11	28.9	8	21.1
FRONTIER AIRLINES	5	2	40.0	1	20.0	2	40.0	0	0.0
NORTHWEST AIRLINES	18	3	16.7	5	27.8	6	33.3	4	22.2
SKYWEST AIRLINES	5	1	20.0	1	20.0	3	60.0	0	0.0
SOUTHWEST AIRLINES	9	3	33.3	1	11.1	4	44.4	1	11.1
UNITED AIRLINES	31	8	25.8	10	32.3	9	29.0	4	12.9
US AIRWAYS	37	5	13.5	10	27.0	18	48.6	4	10.8
OTHER U. S. AIRLINES	51	26	51.0	15	29.4	10	19.6	0	0.0
TOTALS	300	92	30.7	87	29.0	88	29.3	33	11.0
PREVIOUS YEAR'S TOTALS	431	147	34.1	108	25.1	131	30.4	45	10.4

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

Table 5

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

NOVEMBER 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	1	0	0	0	1	5	1	0	0	0	0	0	8
BRITISH AIRWAYS	0	0	3	1	0	1	0	0	0	0	0	0	5
LUFTHANSA	0	0	0	1	0	1	2	2	0	0	0	0	6
OTHER FOREIGN AIRLINES	11	3	5	1	3	12	4	2	0	0	0	1	42
TOTALS	12	3	8	3	4	19	7	4	0	0	0	1	61
<u>TRAVEL AGENTS</u>													
ORBITZ.COM	0	0	2	2	1	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	5	0	3	0	0	0	0	0	0	0	9
TOTALS	1	0	7	2	4	0	0	0	0	0	0	0	14
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	1	0	0	0	1
TOTALS	0	0	0	0	0	0	0	0	1	0	0	0	1
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	2	0	2	0	1	0	0	1	0	0	0	0	6
TOTALS	2	0	2	0	1	0	0	1	0	0	0	0	6

* 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

NOVEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	NOVEMBER 2003			NOVEMBER 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	9	6,016,021	0.15	9	5,602,805	0.16
2	<i>JETBLUE AIRWAYS</i>	2	760,035	0.26	*	*	*
3	<i>ATA AIRLINES</i>	2	750,042	0.27	*	*	*
4	<i>EXPRESSJET AIRLINES</i>	3	980,628	0.31	*	*	*
5	<i>AMERICAN EAGLE AIRLINES</i>	4	1,031,943	0.39	8	888,853	0.90
6	<i>NORTHWEST AIRLINES</i>	18	4,047,944	0.44	36	3,997,614	0.90
7	<i>SKYWEST AIRLINES</i>	5	964,326	0.52	*	*	*
8	<i>DELTA AIR LINES</i>	38	6,751,739	0.56	81	7,144,727	1.13
9	<i>ATLANTIC COAST AIRLINES</i>	4	679,051	0.59	*	*	*
10	<i>UNITED AIRLINES</i>	31	5,238,755	0.59	58	5,169,499	1.12
11	<i>ALASKA AIRLINES</i>	8	1,211,579	0.66	6	1,055,274	0.57
12	<i>CONTINENTAL AIRLINES</i>	21	3,113,306	0.67	46	2,993,226	1.54
13	<i>AMERICA WEST AIRLINES</i>	11	1,564,644	0.70	14	1,568,628	0.89
14	<i>AMERICAN AIRLINES</i>	49	6,788,201	0.72	69	7,091,201	0.97
15	<i>HAWAIIAN AIRLINES</i>	4	466,347	0.86	*	*	*
16	<i>ATLANTIC SOUTHEAST AIRLINES</i>	7	772,104	0.91	*	*	*
17	<i>AIRTRAN AIRWAYS</i>	10	972,850	1.03	*	*	*
18	<i>US AIRWAYS</i>	37	3,398,878	1.09	23	3,314,919	0.69
	TOTAL	263	45,508,393	0.58	350	38,826,746	0.90

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 2003 ATCR included the first ranking of AirTran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest. This report (January 2004) includes the first ranking of Hawaiian Airlines (voluntary reporting of flight delay and mishandled baggage data).

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

