



U.S. Department
of Transportation



Air Travel Consumer Report

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



Issued: September 2003

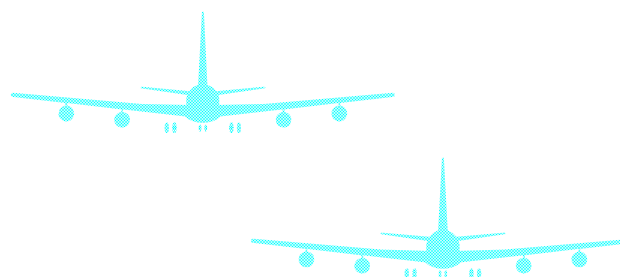
Flight Delays*	July 2003 12 Months Ending July 2003
Mishandled Baggage*	July 2003
Oversales*	2nd Quarter 2003 January-June 2003
Consumer Complaints** (Includes Disability and Discrimination Complaints)	July 2003

* 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/>

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>2		
<i>Flight Delays</i>		<i>Mishandled Baggage</i>	
Explanation3	Explanation22
Table 14	Ranking--Month23
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		<i>Oversales</i>	
Table 1A5	Explanation24
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Ranking--Quarter25
Table 26	Ranking--YTD26
Number of Reported Flight Arrivals and Per- centage Arriving On Time, by Carrier and Airport		<i>Consumer Complaints</i>	
Table 310	Explanation27
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Complaint Tables 1-528
Table 412	Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		Rankings, Table 6 (Month)33
Table 514	Complaint Categories34
List of Regularly Scheduled Flights Arriving Late 80% of the Time or More			
Table 615		
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More			
Table 716		
On-Time Arrival and Departure Percentage, by Airport			
Table 819		
Overall Number and Percentage of Flight Cancellations, by Carrier			
Footnotes20		
Appendix21		



INTRODUCTION

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings (OAEP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into four sections. The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the first week of each month. The report is available via the Internet at <http://airconsumer.ost.dot.gov/>

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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



FLIGHT DELAYS

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

The rule requires carriers to currently report on operations to and from the 31 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times. Cancelled and diverted operations are counted as late.

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

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

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

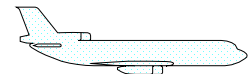
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of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

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

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

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

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



JULY 2003

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
SKYWEST AIRLINES S/	12	91.5	101	91.6
JETBLUE AIRWAYS S//	10	87.6	22	88.5
SOUTHWEST AIRLINES S/	15	84.0	59	84.0
NORTHWEST AIRLINES S/	31	83.3	108	82.7
AMERICA WEST AIRLINES S/	27	82.3	52	82.0
ALASKA AIRLINES S/	14	82.4	46	81.2
UNITED AIRLINES S/	30	81.1	78	80.7
CONTINENTAL AIRLINES S/	29	80.4	82	80.4
DELTA AIR LINES S/	31	79.8	105	79.3
EXPRESSJET AIRLINES S/	21	78.6	106	78.4
AMERICAN EAGLE AIRLINES S/	18	79.3	95	77.6
AMERICAN AIRLINES S/	30	76.4	87	76.7
ATA AIRLINES S/	19	76.0	28	76.6
ATLANTIC COAST AIRLINES S/	13	75.7	84	75.6
US AIRWAYS S/	25	74.2	60	73.7
AIRTRAN AIRWAYS S/	15	74.0	39	72.5
ATLANTIC SOUTHEAST AIRLINES S/	13	70.6	97	65.1
TOTAL		79.9		79.7

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by AirTran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest effective January 2003. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

JULY 2003

AIR TRAVEL CONSUMER REPORT

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

CARRIER	3 rd QUARTER		4 th QUARTER		1 st QUARTER		2 nd QUARTER		MAY-03		JUNE-03		JULY-03		12 MONTHS ENDING JULY 2003		DATABASE TO DATE 09 1985-JULY 2003	
	07-09 2002		10-12 2002		01-03 2003		04-06 2003		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	--	(--)	--	(--)	77.3	(12)	81.2	(14)	80.0	(15)	77.7	(15)	72.5	(16)	--	(--)	--	(--)
ALASKA	79.2	(10)	78.0	(9)	80.7	(8)	85.4	(7)	87.4	(4)	81.9	(9)	81.2	(6)	81.2	(9)	76.2	(8)
AMERICA WEST	81.7	(8)	79.6	(7)	76.7	(13)	86.5	(4)	85.9	(7)	85.2	(3)	82.0	(5)	81.4	(8)	78.7	(5)
AMERICAN	84.3	(3)	85.3	(2)	84.4	(4)	83.8	(12)	84.7	(10)	80.5	(14)	76.7	(12)	84.2	(3)	79.3	(3)
AMERICAN EAGLE	80.4	(9)	77.4	(10)	77.7	(10)	83.0	(13)	84.4	(11)	81.2	(12)	77.6	(11)	79.7	(10)	75.9	(10)
ATA	--	(--)	--	(--)	73.4	(15)	83.8	(11)	82.3	(13)	85.1	(4)	76.6	(13)	--	(--)	--	(--)
ATLANTIC COAST	--	(--)	--	(--)	66.6	(17)	78.9	(16)	76.1	(16)	81.5	(10)	75.6	(14)	--	(--)	--	(--)
ATLANTIC SOUTHEAST	--	(--)	--	(--)	73.0	(16)	75.0	(17)	73.9	(17)	72.5	(17)	65.1	(17)	--	(--)	--	(--)
CONTINENTAL	84.0	(4)	79.4	(8)	82.1	(5)	85.4	(6)	86.7	(5)	81.4	(11)	80.4	(8)	82.5	(6)	78.9	(4)
DELTA	83.0	(5)	80.9	(6)	82.1	(6)	85.1	(9)	83.8	(12)	82.0	(8)	79.3	(9)	82.8	(5)	77.7	(7)
EXPRESSJET	--	(--)	--	(--)	77.4	(11)	84.5	(10)	86.1	(6)	80.9	(13)	78.4	(10)	--	(--)	--	(--)
JETBLUE	--	(--)	--	(--)	76.3	(14)	87.5	(3)	90.1	(2)	84.4	(6)	88.5	(2)	--	(--)	--	(--)
NORTHWEST	82.0	(7)	84.2	(4)	81.6	(7)	85.2	(8)	85.8	(8)	83.3	(7)	82.7	(4)	83.7	(4)	79.9	(2)
SKYWEST	--	(--)	--	(--)	86.1	(1)	90.6	(1)	90.0	(3)	90.3	(1)	91.6	(1)	--	(--)	--	(--)
SOUTHWEST	82.6	(6)	82.1	(5)	84.7	(3)	88.8	(2)	90.1	(1)	85.4	(2)	84.0	(3)	85.0	(2)	82.6	(1)
UNITED	85.0	(2)	86.0	(1)	85.4	(2)	85.9	(5)	85.4	(9)	84.4	(5)	80.7	(7)	85.4	(1)	76.0	(9)
US AIRWAYS	86.6	(1)	85.0	(3)	78.9	(9)	80.8	(15)	80.7	(14)	77.7	(16)	73.7	(15)	82.3	(7)	78.5	(6)
Total	83.3		82.6		81.0		84.7		84.9		82.4		79.7		83.4		78.8	

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by AirTran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest effective January 2003. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

JULY 2003

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																
CARRIER*	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	774	71.8	1316	80.9	622	79.3	242	76.0	H/		989	74.9	787	77.8	12861	78.4
AS	H/		62	88.7	H/		H/		H/		31	90.3	186	82.8	H/	
B6	93	61.3	H/		H/		H/		H/		H/		31	80.6	H/	
CO	387	72.6	584	86.1	275	86.2	48	66.7	H/		333	88.0	394	81.0	327	83.5
DH	H/		909	78.1	H/		275	68.7	2534	81.1	31	83.9	H/		H/	
DL	15993	78.1	1481	87.8	389	77.4	210	71.4	4528	79.8	995	80.9	489	79.1	1810	81.4
EV	7363	65.3	31	83.9	H/		31	83.9	32	31.2	124	42.7	123	78.0	3686	82.9
FL	4953	75.4	401	72.1	834	77.3	H/		H/		H/		92	77.2	185	75.1
HP	155	71.0	155	76.1	155	52.9	H/		H/		93	61.3	306	77.5	302	70.5
MQ	H/		2015	79.2	214	73.4	84	61.9	292	71.2	810	78.6	H/		5866	84.9
NW	394	72.3	484	81.4	394	69.8	211	78.2	30	80.0	598	78.8	401	79.6	457	81.2
OO	H/		H/		H/		H/		H/		H/		1902	89.9	1750	89.4
RU	157	78.3	16	87.5	131	75.6	377	73.2	333	75.4	274	75.9	H/		167	80.2
TZ	H/		83	77.1	H/		111	77.5	H/		80	71.2	113	70.8	142	74.6
UA	404	71.8	889	80.9	514	69.6	216	71.8	122	75.4	411	66.7	7542	87.9	490	84.3
US	202	65.3	1546	76.4	425	65.6	7160	77.8	H/		1926	82.6	336	68.8	280	60.4
WN	H/		H/		4658	84.3	H/		H/		H/		H/		H/	
TOTAL	30875	74.1	9972	80.6	8611	79.6	8965	76.8	7871	79.5	6695	78.3	12702	85.6	28323	81.1

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

JULY 2003

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																
CARRIER*	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	595	74.1	904	74.1	739	75.6	393	69.7	1233	75.3	757	75.2	2587	77.6	2011	71.6
AS	H/		62	77.4	H/		H/		H/		368	77.2	763	84.5	H/	
B6	H/		H/		403	89.6	H/		2304	88.4	185	93.0	H/		H/	
CO	262	80.9	4759	77.3	369	79.1	7665	82.2	31	87.1	518	80.7	577	85.4	311	74.3
DH	155	69.7	242	70.7	H/		H/		448	78.8	H/		H/		170	74.1
DL	208	65.9	648	75.3	938	76.8	236	79.2	884	82.7	681	80.8	1131	86.2	1957	80.5
EV	62	53.2	H/		H/		154	74.7	155	58.7	2	0.0	H/		H/	
FL	H/		124	64.5	371	77.6	H/		H/		H/		H/		427	65.6
HP	155	67.7	186	70.4	66	77.3	155	61.9	217	67.3	2511	82.6	527	86.7	H/	
MQ	139	65.5	300	69.3	H/		80	65.0	408	77.2	H/		1879	89.1	1440	73.7
NW	9548	85.5	512	72.9	124	78.2	403	80.6	93	77.4	322	85.1	553	87.3	602	74.1
OO	H/		H/		H/		142	89.4	H/		183	85.2	4074	93.0	H/	
RU	163	77.3	4271	75.0	H/		6453	81.5	50	86.0	H/		H/		136	78.7
TZ	H/		87	55.2	112	75.9	H/		H/		167	78.4	298	79.5	301	70.1
UA	338	81.4	642	73.1	66	62.1	343	70.6	382	84.8	1021	82.6	3202	88.5	624	75.6
US	86	67.4	321	70.4	573	68.8	280	62.9	H/		330	64.8	350	66.9	1315	80.8
WN	481	74.6	H/		1085	82.7	163	74.8	H/		5161	85.2	3354	87.4	H/	
TOTAL	12192	82.9	13058	75.0	4846	78.1	16467	80.6	6205	81.7	12206	82.6	19295	86.9	9294	75.4

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

JULY 2003

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																
CARRIER*	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1082	73.8	218	74.3	3301	75.7	696	70.4	7910	70.8	268	73.1	785	73.6	476	81.5
AS	31	80.6	H/		31	61.3	H/		31	93.5	1367	83.5	H/		248	74.6
B6	248	86.7	H/		H/		H/		H/		H/		H/		H/	
CO	496	78.2	80	83.8	302	75.8	267	80.5	452	67.0	120	75.0	187	80.7	345	83.5
DH	H/		61	85.2	H/		H/		4205	72.5	H/		332	72.9	H/	
DL	1356	78.5	120	67.5	305	71.1	322	68.6	495	59.4	366	84.4	438	74.9	274	85.0
EV	H/		H/		H/		H/		145	59.3	H/		H/		H/	
FL	720	71.9	247	62.3	155	74.2	153	73.2	H/		H/		402	73.6	H/	
HP	93	67.7	H/		93	62.4	186	64.5	244	66.4	186	82.3	186	74.2	5938	88.2
MQ	H/		H/		24	87.5	H/		5804	73.5	H/		305	73.4	H/	
NW	433	76.7	361	78.7	167	76.0	10077	86.5	702	68.5	217	79.7	510	74.9	336	85.1
OO	H/		H/		H/		93	55.9	H/		581	96.0	H/		581	92.9
RU	H/		129	84.5	39	92.3	107	90.7	195	69.2	H/		107	75.7	30	93.3
TZ	239	75.3	2203	76.4	61	80.3	143	79.7	H/		H/		82	72.0	126	80.2
UA	543	75.3	H/		340	76.5	623	79.6	10642	75.1	870	84.5	688	75.0	502	80.5
US	817	65.7	H/		308	71.4	183	73.8	520	57.1	H/		5330	72.8	241	75.5
WN	1968	83.0	3880	79.0	H/		H/		H/		1041	88.2	H/		5313	84.8
TOTAL	8026	76.8	7299	77.5	5126	75.1	12850	83.8	31345	72.4	5016	85.2	9352	73.5	14410	85.9

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

JULY 2003

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT														
	PIT		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	93	80.6	636	81.6	661	71.9	1070	79.5	273	77.3	6193	82.3	547	74.4
AS	H/		395	75.9	4581	83.0	391	84.9	H/		H/		H/	
B6	H/		49	87.8	31	71.0	H/		62	88.7	H/		155	85.8
CO	85	75.3	273	81.3	396	80.8	403	85.4	124	81.5	H/		378	80.7
DH	185	79.5	H/		H/		H/		H/		65	73.8	H/	
DL	213	69.0	446	85.7	491	81.7	514	84.4	3526	87.2	184	65.8	989	81.3
EV	H/		H/		H/		H/		64	78.1	H/		H/	
FL	155	67.7	H/		H/		H/		H/		H/		495	73.3
HP	62	82.3	372	82.5	279	79.9	399	84.0	151	87.4	62	67.7	62	71.0
MQ	188	68.6	855	86.8	H/		147	88.4	H/		H/		H/	
NW	172	79.1	217	82.0	465	78.9	340	82.4	123	82.1	322	81.4	279	81.7
OO	H/		632	91.1	376	92.0	2810	88.8	5153	93.2	H/		H/	
RU	218	79.8	H/		H/		H/		H/		328	78.0	24	79.2
TZ	105	79.0	H/		87	71.3	260	82.3	H/		H/		H/	
UA	185	69.7	696	81.5	1205	85.1	4120	86.7	309	83.2	246	77.2	248	78.6
US	3858	75.3	211	62.6	241	60.2	289	70.9	H/		H/		701	70.8
WN	H/		2395	83.8	1179	90.2	H/		1159	86.1	1929	79.8	1736	84.0
TOTAL	5519	75.1	7177	83.2	9992	82.6	10743	85.6	10944	89.4	9329	81.0	5614	79.3

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

JULY 2003

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	84.6	89.8	66.7	J/	90.0	100.0	100.0	91.5	88.2	79.0	J/	92.0	83.4	95.7	94.9	J/	66.1	90.4
700 - 759 AM	93.2	89.1	88.3	89.7	83.9	90.7	92.1	90.9	92.0	91.8	77.4	95.0	93.8	98.6	94.4	91.1	90.5	89.0
800 - 859 AM	80.4	88.3	93.7	80.8	85.7	89.8	95.8	89.3	92.4	88.7	93.3	86.9	95.1	95.2	94.0	89.7	91.9	90.9
900 - 959 AM	79.9	85.6	94.3	77.6	87.8	89.7	93.3	91.4	90.6	91.7	95.9	91.9	90.2	93.9	90.9	85.2	93.4	89.7
1000 - 1059 AM	87.0	84.8	91.6	85.5	87.0	87.2	90.1	88.4	84.7	93.4	87.6	89.3	86.2	91.3	89.6	88.2	90.1	87.6
1100 - 1159 AM	87.6	88.1	84.9	87.3	86.9	84.7	91.5	87.5	89.2	90.9	88.1	87.9	89.4	85.5	91.9	86.4	89.3	86.3
1200 - 1259 PM	84.5	83.7	92.5	88.5	83.6	84.8	83.6	85.1	92.1	87.3	84.2	84.7	85.2	78.9	90.4	82.5	86.4	85.2
100 - 159 PM	82.6	88.8	88.9	85.6	82.5	88.7	89.1	83.2	87.5	85.7	85.2	74.8	85.6	82.3	86.4	88.1	88.4	81.3
200 - 259 PM	77.6	85.3	87.6	80.5	80.6	83.9	86.4	86.1	82.8	78.0	85.4	78.3	82.6	84.1	88.1	81.0	77.7	82.7
300 - 359 PM	72.4	83.2	85.7	84.3	82.6	79.5	82.5	80.6	81.0	76.5	79.9	80.5	86.2	78.9	86.5	78.3	82.1	81.4
400 - 459 PM	61.5	83.1	79.6	75.1	65.4	75.9	85.2	79.6	82.0	73.2	76.0	77.1	78.4	79.7	86.5	75.2	74.6	74.3
500 - 559 PM	62.2	78.4	75.9	70.3	81.3	70.3	77.0	74.4	80.2	74.3	83.7	76.3	77.7	73.8	87.3	73.5	69.1	73.2
600 - 659 PM	62.9	74.7	76.5	65.0	69.5	71.9	78.8	72.7	76.3	63.4	69.3	77.1	80.3	76.0	83.7	68.9	67.0	67.2
700 - 759 PM	62.7	76.9	69.9	60.0	68.9	71.4	79.0	69.8	76.3	52.2	69.7	72.4	76.6	76.0	84.0	61.7	65.6	64.7
800 - 859 PM	65.3	70.1	66.3	59.4	73.9	70.0	77.6	68.5	77.4	62.4	74.7	76.5	75.1	75.0	77.8	56.1	68.5	57.7
900 - 959 PM	60.6	69.9	64.5	62.6	74.9	66.8	77.0	66.4	72.4	65.0	69.9	70.3	75.7	81.0	82.6	63.8	65.0	68.3
1000 - 1059 PM	67.1	74.4	62.6	68.9	71.9	67.1	78.4	68.4	65.0	63.5	65.5	71.5	80.1	76.6	73.4	60.4	59.9	63.5
1100 - 559 AM	75.5	72.4	70.0	67.5	100.0	65.1	76.0	77.2	79.0	73.1	66.6	79.3	82.8	80.2	84.2	68.1	69.1	69.4
TOTAL, ALL ARRIVALS, BY AIRPORT	74.1	80.6	79.6	76.8	79.5	78.3	85.6	81.1	82.9	75.0	78.1	80.6	81.7	82.6	86.9	75.4	76.8	77.5

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

JULY 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)

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT*													TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
600 - 659 AM	80.6	96.8	87.4	96.3	91.9	96.4	82.0	92.7	92.4	J/	J/	90.2	83.0	89.1
700 - 759 AM	J/	92.4	84.9	100.0	92.1	93.1	90.3	90.6	98.6	97.0	96.6	88.7	97.6	91.3
800 - 859 AM	87.1	91.4	83.6	95.8	80.4	91.6	86.2	90.9	95.0	94.6	96.5	91.4	94.6	88.6
900 - 959 AM	90.5	89.2	77.5	96.9	80.3	89.0	85.9	92.3	94.6	83.7	94.8	85.2	97.9	87.7
1000 - 1059 AM	90.0	89.4	78.9	93.9	86.9	89.4	79.0	86.1	90.5	83.8	91.1	85.6	93.0	87.8
1100 - 1159 AM	84.6	87.2	77.4	89.6	82.9	91.0	78.8	86.3	89.9	84.4	89.8	84.7	91.8	87.1
1200 - 1259 PM	79.7	87.7	82.3	90.3	81.6	91.0	82.3	84.2	84.9	84.4	88.8	86.4	85.1	85.4
100 - 159 PM	76.4	87.1	73.8	87.8	85.1	87.6	84.3	82.0	85.8	87.3	90.6	87.4	84.8	83.9
200 - 259 PM	78.9	88.4	73.6	88.7	79.4	84.9	83.6	81.6	81.6	89.5	95.3	87.7	82.1	82.6
300 - 359 PM	71.1	85.1	71.0	84.4	78.5	89.2	78.0	83.4	83.6	88.3	88.9	83.0	84.9	80.7
400 - 459 PM	79.6	78.4	69.1	82.4	79.5	81.5	74.8	81.5	84.7	82.6	86.0	77.7	78.9	76.5
500 - 559 PM	65.3	82.2	65.4	80.5	67.2	82.7	69.9	82.1	76.4	86.7	87.5	76.4	75.7	75.5
600 - 659 PM	70.8	82.7	60.6	84.3	61.3	81.4	63.5	83.4	80.3	86.0	91.8	73.5	75.6	72.2
700 - 759 PM	62.9	75.1	60.9	74.6	57.0	83.9	65.5	79.6	77.2	85.2	86.1	74.9	69.7	71.2
800 - 859 PM	66.9	67.5	59.9	82.4	59.3	77.9	67.6	80.8	69.4	81.0	81.6	75.9	68.8	69.6
900 - 959 PM	70.0	77.8	56.1	71.2	63.0	74.2	60.8	76.1	76.7	79.8	82.8	67.4	70.2	70.8
1000 - 1059 PM	61.8	70.8	70.1	77.4	61.4	67.6	64.9	83.6	75.5	75.3	85.8	63.0	62.2	69.5
1100 - 559 AM	63.9	74.0	81.3	79.8	74.5	80.7	65.2	79.0	80.0	84.8	82.7	61.3	71.6	76.1
TOTAL, ALL ARRIVALS, BY AIRPORT	75.1	83.8	72.4	85.2	73.5	85.9	75.1	83.2	82.6	85.6	89.4	81.0	79.3	79.9

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

JULY 2003

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	93.9	93.5	95.5	97.0	98.9	94.9	96.0	92.5	92.1	93.3	97.4	93.3	93.5	95.5	94.5	92.8	97.8	89.6
700 - 759 AM	90.7	91.8	93.7	91.7	93.2	90.5	94.8	91.1	91.4	94.7	97.9	95.4	93.5	93.8	94.1	89.3	96.7	89.7
800 - 859 AM	90.6	92.3	91.3	87.8	87.7	95.0	95.1	86.6	90.6	93.6	95.0	91.9	90.7	95.0	92.2	91.5	94.0	86.0
900 - 959 AM	83.2	87.8	91.0	93.5	90.7	89.8	92.6	87.3	91.3	93.2	94.6	95.0	94.7	88.8	90.9	89.5	93.1	86.7
1000 - 1059 AM	82.8	87.6	88.1	82.8	88.2	91.7	89.9	86.5	88.1	89.9	93.4	94.0	94.3	89.2	88.8	92.3	93.4	86.1
1100 - 1159 AM	88.4	92.6	90.9	89.7	89.5	91.1	89.1	87.2	87.3	92.8	90.3	91.1	92.0	84.7	89.1	91.8	89.7	82.3
1200 - 1259 PM	85.1	88.3	84.3	89.5	88.5	88.8	88.9	83.9	87.3	93.7	88.4	91.8	87.7	73.8	87.0	87.4	92.1	82.3
100 - 159 PM	77.4	86.2	86.7	93.5	82.9	89.6	81.0	81.3	83.7	86.1	84.6	90.5	84.3	74.1	91.4	86.6	90.1	70.9
200 - 259 PM	80.5	82.2	82.9	84.4	80.1	89.8	85.2	75.8	81.5	83.9	85.4	81.7	84.8	74.6	82.4	86.9	83.4	70.6
300 - 359 PM	73.4	79.0	80.1	86.6	82.5	87.1	85.1	80.3	77.2	80.9	85.1	82.9	84.0	78.9	86.3	83.3	78.8	67.9
400 - 459 PM	70.8	82.3	75.5	78.2	83.4	80.0	81.2	75.1	71.7	74.4	78.6	81.4	90.8	71.5	85.4	81.0	72.3	69.9
500 - 559 PM	66.0	77.1	72.7	68.7	69.3	74.4	83.2	72.8	77.1	73.4	79.6	80.9	72.2	70.2	80.0	77.2	66.6	61.9
600 - 659 PM	62.4	71.6	72.5	66.1	75.9	79.0	81.5	67.6	79.1	73.6	74.9	79.0	76.0	70.5	86.2	77.9	67.4	67.2
700 - 759 PM	62.0	76.1	65.5	61.6	76.7	80.8	82.0	68.1	78.4	66.1	71.2	83.5	74.7	78.1	84.1	72.2	70.7	58.3
800 - 859 PM	65.1	76.9	62.1	56.2	71.7	77.3	76.3	69.9	75.9	68.7	77.1	85.4	81.0	78.6	88.0	63.9	70.7	56.4
900 - 959 PM	67.6	70.3	55.7	61.9	76.0	80.6	86.2	69.2	80.0	70.4	84.2	86.4	70.7	72.8	86.9	65.6	72.1	54.9
1000 - 1059 PM	62.5	72.5	47.2	66.2	72.2	J/	J/	61.4	82.8	J/	90.3	97.1	87.9	76.1	92.1	J/	J/	64.0
1100 - 559 AM	60.9	92.0	100.0	J/	79.7	J/	87.1	100.0	90.0	93.5	94.3	90.7	J/	84.7	87.7	J/	100.0	83.9
TOTAL, ALL DEPARTURES, BY AIRPORT	75.9	84.2	81.0	77.9	82.8	86.7	86.8	79.4	83.2	84.0	87.0	87.8	84.7	81.3	88.6	84.6	83.6	74.4

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

JULY 2003

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	91.7	90.4	91.4	96.8	92.3	95.4	92.3	93.8	95.1	95.3	97.3	96.2	94.7	94.0
700 - 759 AM	91.1	91.9	89.4	94.0	90.5	92.2	82.3	95.0	93.8	93.9	94.0	94.9	96.0	92.7
800 - 859 AM	88.8	90.1	86.2	91.7	87.0	88.1	85.4	92.1	90.2	94.3	95.0	93.3	93.9	90.7
900 - 959 AM	87.6	89.8	82.3	93.7	71.3	84.0	85.3	89.5	90.9	94.6	94.2	93.9	96.4	88.9
1000 - 1059 AM	90.8	90.2	80.9	93.0	77.0	86.1	86.5	85.2	92.2	87.7	93.3	90.5	94.7	87.8
1100 - 1159 AM	90.0	87.6	80.3	94.8	88.5	82.8	79.3	88.3	87.1	90.9	93.3	87.7	87.9	88.2
1200 - 1259 PM	85.3	87.2	81.0	89.8	86.4	85.0	80.5	84.4	86.0	85.1	90.3	90.3	90.2	86.3
100 - 159 PM	75.8	85.0	79.2	88.4	81.1	83.7	82.9	81.0	83.8	89.7	87.1	87.7	86.9	83.6
200 - 259 PM	78.9	83.2	73.3	79.3	81.6	75.9	82.6	83.3	81.8	88.4	91.5	89.9	84.2	81.1
300 - 359 PM	69.8	80.7	71.6	77.2	73.2	70.7	78.0	81.6	79.1	90.7	92.7	88.8	84.0	79.7
400 - 459 PM	63.8	80.3	68.0	89.4	68.3	81.6	82.4	80.5	84.5	90.8	87.5	84.7	79.9	78.4
500 - 559 PM	67.9	83.2	64.9	79.6	62.4	72.4	67.6	83.4	83.5	83.6	79.7	75.8	68.2	73.0
600 - 659 PM	75.8	80.0	64.4	78.6	67.9	65.9	73.4	86.3	75.7	90.0	89.9	77.8	72.9	74.0
700 - 759 PM	65.5	81.6	61.2	82.1	61.0	79.8	73.6	82.0	80.6	83.5	83.4	77.2	78.6	71.7
800 - 859 PM	72.0	77.7	61.8	79.4	57.3	77.0	64.9	82.3	74.4	91.5	87.3	73.5	78.7	72.2
900 - 959 PM	J/	78.1	63.5	84.1	55.1	78.5	66.7	79.4	81.8	90.8	93.0	79.7	78.6	72.3
1000 - 1059 PM	J/	80.3	65.1	100.0	80.8	96.5	69.7	91.2	80.3	93.2	89.2	80.8	78.8	79.1
1100 - 559 AM	73.3	100.0	J/	88.6	96.7	92.6	J/	94.8	86.2	92.2	90.3	100.0	93.5	86.3
TOTAL, ALL DEPARTURES, BY AIRPORT	78.5	84.8	74.5	88.9	75.0	82.4	78.6	86.5	85.9	90.9	91.1	86.4	86.1	82.4

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

JULY 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
EV	4193	ATL-MYR	1355	31	93.55	49	45
EV	4780	IND-ATL	1335	31	87.10	51	30
EV	4212	ATL-PFN	1805	30	86.67	51	42
EV	4843	ATL-GPT	2215	30	86.67	44	42
EV	4318	PHF-ATL	1930	30	86.67	43	30
EV	4869	ATL-GNV	1600	31	83.87	58	35
EV	4517	ATL-MGM	2150	31	83.87	45	42
EV	4190	ATL-TRI	1815	30	83.33	59	37
FL	372	ATL-LGA	1742	27	81.48	50	32
EV	4153	ATL-GNV	1800	26	80.77	51	34
EV	4193	MYR-ATL	1620	31	80.65	53	34
EV	4861	ATL-DHN	1550	31	80.65	47	40
EV	4169	ATL-CHA	1840	31	80.65	45	44
EV	4260	ATL-FAY	1625	30	80.00	54	35
EV	4189	ATL-CSG	2225	30	80.00	51	27
AA	630	SJC-DFW	1206	30	80.00	25	22

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

JULY 2003

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ATLANTIC SOUTHEAST	724	42	5.8
US AIRWAYS	1,183	11	0.9
AIRTRAN	418	3	0.7
AMERICA WEST	529	2	0.4
EXPRESSJET	1,048	2	0.2
ATLANTIC COAST	804	1	0.1
DELTA	1,849	2	0.1
AMERICAN	2,182	2	0.1
SKYWEST	1,098	1	0.1
SOUTHWEST	2,784	0	0.0
UNITED	1,564	0	0.0
NORTHWEST	1,439	0	0.0
AMERICAN EAGLE	1,223	0	0.0
CONTINENTAL	904	0	0.0
ALASKA	503	0	0.0
ATA	201	0	0.0
JETBLUE	190	0	0.0
TOTAL	18,643	66	0.4

JULY 2003

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	86.1	93.9	180	180
AGUADILLA P.R. (BQN)	80.6	87.1	31	31
AKRON/CANTON OH. (CAK)	64.0	75.8	433	433
ALBANY N.Y. (ALB)	73.3	83.0	1,463	1,463
ALBUQUERQUE N.M (ABQ)	83.6	86.2	3,179	3,178
ALLENTOWN PA(ABE)	77.5	83.6	342	342
AMARILLO TX (AMA)	81.4	88.7	705	705
ANCHORAGE AK (ANC)	78.3	84.1	2,460	2,458
ASHEVILLE N.C. (AVL)	58.7	79.0	334	334
ATLANTA GA (ATL)	74.1	75.9	30,875	30,898
AUSTIN TX (AUS)	79.3	87.7	3,627	3,628
BAKERSFIELD CA. (BFL)	96.8	95.8	216	215
BALTIMORE MD (BWI)	79.6	81.0	8,611	8,612
BANGOR ME (BGR)	75.0	86.3	400	400
BARROW AK (BRW)	66.1	43.5	62	62
BATON ROUGE LA. (BTR)	76.2	81.0	629	630
BEAUMONT/PORT ARTHUR T(BPT)	85.2	93.0	142	142
BETHEL AK. (BET)	73.3	69.3	101	101
BILLINGS MT. (BIL)	86.8	90.8	401	401
BINGHAMTON N.Y. (BGM)	84.9	93.5	93	93
BIRMINGHAM AL (BHM)	78.8	84.2	1,584	1,585
BISMARCK N.D. (BIS)	88.0	96.2	184	184
BLOOMINGTON IL (BMI)	66.1	75.0	124	124
BOISE ID (BOI)	87.1	90.6	1,300	1,300
BOSTON MA (BOS)	80.6	84.2	9,972	9,970
BOZEMAN MT. (BZN)	89.3	92.8	402	402
BRISTOL TN. (TRI)	51.2	72.5	244	244
BROWNSVILLE TX (BRO)	85.1	92.2	154	154
BUFFALO N.Y (BUF)	72.1	81.9	1,949	1,950
BURBANK CA (BUR)	86.1	87.6	2,265	2,265
BURLINGTON VT (BTV)	74.4	83.5	632	632
CEDAR RAPIDS/IOWA CTY IA. (CID)	74.7	81.0	510	510
CHAMPAIGN(CMI)	73.4	78.6	173	173
CHARLESTON S.C (CHS)	70.8	82.0	887	885
CHARLESTON W.V. (CRW)	67.8	77.5	453	453
CHARLOTTE N.C. (CLT)	76.8	77.9	8,965	8,964
CHATTANOOGA TN. (CHA)	57.4	78.3	333	332
CHICAGO IL (ORD)	72.4	74.5	31,345	31,340
CHICAGO IL. (MDW)	77.5	74.4	7,299	7,299
CINCINNATI OH (CVG)	79.5	82.8	7,871	7,871
CLEVELAND OH (CLE)	77.3	85.7	7,874	7,877
COLLEGE STATION TX (CLL)	89.4	90.6	265	266
COLORADO SPRINGS CO. (COS)	84.3	88.9	1,128	1,128

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA S.C (CAE)	65.0	76.5	820	821
COLUMBUS OH (CMH)	75.4	84.6	3,027	3,027
CORDOVA AK (CDV)	79.0	79.0	62	62
CORPUS CHRISTI TX. (CRP)	75.3	83.0	704	704
DALLAS/FT. WORTH TX. (DAL)	83.6	82.3	3,836	3,836
DALLAS/FT. WORTH TX. (DFW)	81.1	79.4	28,323	28,327
DAYTON OH (DAY)	65.9	80.8	1,072	1,072
DAYTONA BEACH FL (DAB)	74.9	78.2	235	234
DEADHORSE AK. (SCC)	69.4	72.2	36	36
DENVER CO (DEN)	85.6	86.8	12,702	12,705
DES MOINES IA (DSM)	74.4	85.8	789	789
DETROIT MI. (DTW)	82.9	83.2	12,192	12,194
DILLINGHAM AK.(DLG)	68.2	50.0	44	44
DUBUQUE IA. (DBQ)	67.4	84.8	92	92
DULUTH MN (DLH)	77.2	89.5	114	114
DURANGO CO (DRO)	85.1	80.0	134	135
DUTCH HARBOR AK. (DUT)	43.5	41.9	62	62
EAGLE CO. (EGE)	41.9	100.0	31	31
EL PASO TX (ELP)	81.5	86.6	1,683	1,683
EUGENE OR (EUG)	94.4	94.6	354	353
EVANSVILLE IN. (EVV)	67.1	79.3	328	329
FAIRBANKS AK (FAI)	77.6	87.3	599	599
FARGO N.D. (FAR)	82.7	90.2	369	369
FAYETTEVILLE ARKANSAS REG (XNA)	70.8	80.1	846	846
FAYETTEVILLE N.C. (FAY)	44.7	71.3	150	150
FLINT MI. (FNT)	74.0	86.8	296	296
FRESNO CA (FAT)	91.2	90.8	1,152	1,154
FT. LAUDERDALE FL. (FLL)	78.1	87.0	4,846	4,843
FT. MYERS FL. (RSW)	77.0	90.0	1,250	1,249
FT. SMITH AR (FSM)	89.4	92.8	180	180
FT. WAYNE IN (FWA)	70.9	79.0	519	518
GRAND FORKS N.D. (GFK)	83.0	92.0	88	88
GRAND RAPIDS MI. (GRR)	71.2	82.7	1,043	1,043
GREAT FALLS MT. (GTF)	88.0	93.5	183	184
GREEN BAY WI (GRB)	78.3	88.8	410	410
GREENSBORO/HIGH PT. N.C. (GSO)	73.9	86.2	1,271	1,271
GREENVILLE/SPARTBG. S.C. (GSP)	70.6	82.1	1,015	1,014
GULFPORT/BILOXI MS. (GPT)	66.0	81.4	473	473
GUNNISON CO (GUC)	93.5	93.5	31	31
GUSTAVUS AK.(GST)	80.6	83.9	31	31
HARLINGEN TX(HRL)	81.3	86.8	477	477
HARRISBURG PA (MDT)	77.5	86.1	747	747
HARTFORD CT./SPGFLD MA. (BDL)	80.0	88.6	2,931	2,930

JULY 2003

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HELENA MT. (HLN)	90.2	94.3	123	122
HONOLULU OAHU HI(HNL)	81.0	92.3	1,050	1,051
HOUSTON TX (HOU)	79.6	77.2	4,858	4,862
HOUSTON TX (IAH)	80.6	87.8	16,467	16,467
HUNTSVILLE/DECATUR AL. (HSV)	73.3	82.8	543	542
INDIANAPOLIS IN. (IND)	74.7	83.1	3,647	3,647
INDIO/PALM SPRINGS CA (PSP)	89.9	90.5	706	706
ISLIP/LONG IS. N.Y. (ISP)	78.3	81.8	938	939
JACKSON WY. (JAC)	86.5	88.7	480	479
JACKSON/VICKSBURG MS. (JAN)	77.3	83.4	863	864
JACKSONVILLE FL. (JAX)	74.5	83.9	2,211	2,211
JUNEAU AK. (JNU)	83.0	82.5	566	566
KAHULUI(OGG)	84.7	92.8	498	498
KALAMAZOO MI. (AZO)	77.1	84.4	314	314
KALISPELL MT (FCA)	85.0	94.8	153	153
KANSAS CITY MO (MCI)	81.8	86.9	5,101	5,101
KETCHIKAN AK (KTN)	81.4	85.7	279	279
KEY WEST FL (EYW)	74.2	61.3	62	62
KILLEEN TX. (ILE)	88.6	93.3	405	406
KING SALMON AK.(AKN)	81.7	81.7	60	60
KNOXVILLE TN. (TYS)	68.0	81.9	960	959
KODIAK AK (ADQ)	54.8	54.8	62	62
KONA HAWAII. HI. (KOA)	88.8	96.4	169	169
KOTZEBUE AK. (OTZ)	79.6	71.0	93	93
LA CROSSE WI. (LSE)	76.2	82.5	126	126
LAFAYETTE LA. (LFT)	79.0	85.6	291	291
LANSING MI. (LAN)	80.8	90.4	364	364
LAREDO TX. (LRD)	77.2	86.2	189	189
LAS VEGAS NV. (LAS)	82.6	81.3	12,206	12,199
LAWTON OK. (LAW)	89.7	96.7	185	184
LEXINGTON/FRKFT KY. (LEX)	59.0	77.9	585	585
LIHUE KAUAI HI. (LIH)	89.3	94.0	149	149
LINCOLN NE (LNK)	81.3	95.0	160	160
LITTLE ROCK AR. (LIT)	78.3	86.2	1,373	1,372
LONG BEACH CA. (LGB)	89.3	91.4	945	944
LONGVIEW TX. (GGG)	89.9	95.0	119	119
LOS ANGELES CA. (LAX)	86.9	88.6	19,295	19,289
LOUISVILLE KY (SDF)	77.5	85.0	1,820	1,819
LUBBOCK TX. (LBB)	82.7	87.2	804	804
MADISON WI. (MSN)	74.4	87.0	644	644
MANCHESTER N.H. (MHT)	78.9	86.8	1,632	1,632
MARQUETTE MI (MQT)	55.6	85.2	27	27
MEDFORD OR (MFR)	92.4	90.9	331	331

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MELBOURNE FL (MLB)	67.5	79.9	154	154
MEMPHIS TN (MEM)	80.9	84.8	4,194	4,193
MIAMI FL (MIA)	75.1	78.5	5,126	5,122
MIDLAND/ODESSA TX (MAF)	83.3	90.0	671	672
MILWAUKEE WI (MKE)	74.8	85.1	1,793	1,789
MINNEAPLS/ST.P MN(MSP)	83.8	84.8	12,850	12,854
MINOT N.D (MOT)	74.2	91.4	93	93
MISSION/MCALLEN TX. (MFE)	80.2	89.9	247	247
MISSOULA MT (MSO)	85.9	96.0	248	247
MOBILE AL./PASCAGOULA MS. (MOB)	70.5	80.0	430	429
MOLINE IL. (MLI)	71.3	80.2	247	247
MONROE LA. (MLU)	74.5	86.9	298	297
MONTEREY CA. (MRY)	94.7	93.3	609	610
MONTRROSE CO (MTJ)	88.1	87.0	185	185
MYRTLE BEACH S.C (MYR)	65.4	82.4	544	541
NASHVILLE TN. (BNA)	80.2	83.8	4,695	4,694
NEW ORLEANS LA (MSY)	78.5	85.5	4,429	4,427
NEW YORK N.Y (JFK)	81.7	84.7	6,205	6,201
NEW YORK N.Y. (LGA)	75.4	84.6	9,294	9,293
NEWARK N.J. (EWR)	75.0	84.0	13,058	13,064
NEWBURGH N.Y. (SWF)	68.3	75.6	123	123
NOME AK. (OME)	74.2	59.1	93	93
NORFOLK/VA. BEACH VA (ORF)	76.3	84.7	1,918	1,918
OKLAHOMA CITY OK (OKC)	78.2	86.8	1,933	1,931
OMAHA NE (OMA)	78.2	86.3	1,717	1,717
ONTARIO CA (ONT)	86.2	87.6	3,082	3,083
ORANGE COUNTY CA. (SNA)	86.7	86.6	3,983	3,985
ORLANDO FL (MCO)	76.8	83.6	8,026	8,020
PASCO WA. (PSC)	93.0	93.4	244	244
PENSACOLA FL (PNS)	66.8	80.5	612	610
PEORIA IL. (PIA)	62.2	76.8	283	284
PETERSBURG AK (PSG)	58.1	58.1	62	62
PHILADELPHIA PA (PHL)	73.5	75.0	9,352	9,351
PHOENIX AZ (PHX)	85.9	82.4	14,410	14,413
PITTSBURGH PA (PIT)	75.1	78.6	5,519	5,518
PORTLAND ME (PWM)	73.2	82.5	1,002	1,002
PORTLAND OR (PDX)	85.2	88.9	5,016	5,015
PROVIDENCE R.I. (PVD)	80.2	86.8	2,456	2,456
RALEIGH/DURHAM N.C. (RDU)	75.1	80.8	4,415	4,413
RAPID CITY S.D (RAP)	89.6	93.8	403	403
RENO NV. (RNO)	86.3	88.7	2,392	2,390
RICHMOND VA (RIC)	77.7	87.2	1,385	1,386
ROANOKE VA. (ROA)	68.4	79.8	392	392

JULY 2003

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ROCHESTER MN. (RST)	71.7	87.5	152	152
ROCHESTER N.Y (ROC)	72.5	83.8	1,318	1,317
SACRAMENTO CA (SMF)	85.3	87.4	4,026	4,021
SAGINAW MI. (MBS)	74.2	86.1	361	361
SALT LAKE CITY UT (SLC)	89.4	91.1	10,944	10,946
SAN ANGELO TX. (SJT)	90.1	94.7	171	171
SAN ANTONIO TX. (SAT)	79.9	87.4	3,405	3,406
SAN DIEGO CA (SAN)	83.2	86.5	7,177	7,179
SAN FRANCISCO CA (SFO)	85.6	90.9	10,743	10,746
SAN FRANCISCO CA. (OAK)	85.9	87.0	5,862	5,862
SAN JOSE CA. (SJC)	85.7	86.2	5,553	5,552
SAN JUAN P.R (SJU)	77.2	86.1	2,232	2,229
SAN LUIS OBISPO CA. (SBP)	96.5	96.3	461	461
SANTA BARBARA CA. (SBA)	91.1	91.4	900	900
SARASOTA/BRAD. FL (SRQ)	76.3	89.6	317	317
SAVANNAH GA. (SAV)	71.2	84.6	758	758
SCRANTON/WILKES-BARRE PA. (AVP)	61.3	79.0	62	62
SEATTLE WA (SEA)	82.6	85.9	9,992	9,996
SHREVEPORT LA (SHV)	77.6	86.7	691	691
SIOUX FALLS S.D. (FSD)	79.7	87.4	246	246
SITKA AK. (SIT)	87.7	89.7	155	155
SOUTH BEND IN (SBN)	74.9	77.7	219	220
SPOKANE WA (GEG)	87.1	89.9	1,254	1,254
SPRINGFIELD MO (SGF)	78.3	87.6	341	340
ST. CROIX V.I (STX)	77.4	91.9	62	62
ST. LOUIS MO (STL)	81.0	86.4	9,329	9,331
ST. THOMAS V.I. (STT)	75.2	88.5	234	234
SYRACUSE N.Y (SYR)	72.3	80.8	1,030	1,030
TALLAHASSEE FL (TLH)	74.3	81.4	335	334
TAMPA FL (TPA)	79.3	86.1	5,614	5,613
TEXARKANA AR(TXK)	92.5	97.8	93	93
TOLEDO OH. (TOL)	73.7	82.8	361	361
TRAVERSE CITY MI. (TVC)	70.6	81.6	282	282
TUCSON AZ. (TUS)	83.6	90.7	1,478	1,477
TULSA OK. (TUL)	78.5	86.4	1,919	1,921
TYLER TX. (TYR)	89.6	94.8	212	213
VALPARAISO FL. (VPS)	64.7	85.3	529	529
WACO TX. (ACT)	89.7	98.9	174	174
WASHINGTON D.C (IAD)	79.5	81.4	8,788	8,790
WASHINGTON DC(DCA)	78.3	86.7	6,695	6,699
WEST PALM BEACH FL. (PBI)	78.3	90.4	1,851	1,851
WHITE PLAINS N.Y (HPN)	69.9	79.5	682	682
WICHITA FALLS TX. (SPS)	90.8	95.4	174	173

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WILMINGTON N.C (ILM)	66.3	85.3	306	306
WRANGELL AK. (WRG)	69.4	64.5	62	62
YAKUTAT AK. (YAK)	79.0	80.6	62	62

JULY 2003

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ATLANTIC COAST	13	9,611	536	5.6	84	24,621	1,166	4.7
AMERICAN EAGLE	18	20,844	639	3.1	95	36,286	1,126	3.1
ATLANTIC SOUTHEAST	13	11,977	314	2.6	96	22,258	640	2.9
ALASKA	14	8,548	106	1.2	46	15,570	302	1.9
US AIRWAYS	25	27,829	511	1.8	60	34,885	625	1.8
NORTHWEST	31	29,853	392	1.3	108	43,819	604	1.4
UNITED	30	38,424	562	1.5	78	47,937	655	1.4
EXPRESSJET	21	13,704	193	1.4	106	29,701	359	1.2
AIRTRAN	15	9,717	102	1.0	39	12,892	155	1.2
AMERICAN	30	51,021	603	1.2	87	65,400	732	1.1
DELTA	31	42,621	362	0.8	105	55,295	460	0.8
ATA	19	4,800	46	1.0	28	5,923	49	0.8
AMERICA WEST	27	13,297	111	0.8	52	16,279	134	0.8
SKYWEST	12	18,281	115	0.6	99	33,609	240	0.7
SOUTHWEST	15	35,502	163	0.5	59	81,608	511	0.6
CONTINENTAL	29	20,748	70	0.3	82	26,646	77	0.3
JETBLUE	10	3,562	0	0.0	22	5,839	0	0.0
Total		360,339	4,825	1.3	Total	558,568	7,835	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.

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

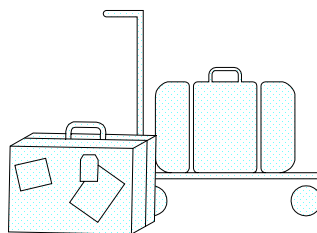
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest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

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

B6	JetBlue Airways
----	-----------------

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.



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

RANK	AIRLINE	JULY 2003			JULY 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,160	1,173,121	2.69	*	*	*
2	ALASKA AIRLINES	4,278	1,442,289	2.97	3,780	1,246,407	3.03
3	JETBLUE AIRWAYS	2,681	877,809	3.05	*	*	*
4	NORTHWEST AIRLINES	14,312	4,353,512	3.29	22,720	4,454,161	5.10
5	AMERICA WEST AIRLINES	6,545	1,902,446	3.44	7,444	1,841,497	4.04
6	SOUTHWEST AIRLINES	25,426	7,370,763	3.45	25,712	6,866,135	3.74
7	CONTINENTAL AIRLINES	11,406	3,224,138	3.54	10,563	3,125,501	3.38
8	DELTA AIR LINES	27,618	7,454,546	3.70	27,850	7,897,333	3.53
9	US AIRWAYS	14,370	3,512,208	4.09	11,031	4,073,074	2.71
10	UNITED AIRLINES	24,625	5,736,883	4.29	23,137	6,081,665	3.80
11	ATA AIRLINES	3,965	922,341	4.30	*	*	*
12	AMERICAN AIRLINES	36,886	7,354,316	5.02	34,517	7,709,561	4.48
13	EXPRESSJET AIRLINES	5,664	1,092,786	5.18	*	*	*
14	AMERICAN EAGLE AIRLINES	9,714	1,146,455	8.47	10,502	1,086,674	9.66
15	SKYWEST AIRLINES	8,139	916,659	8.88	*	*	*
16	ATLANTIC COAST AIRLINES	7,089	763,871	9.28	*	*	*
17	ATLANTIC SOUTHEAST AIRLINES	13,064	826,374	15.81	*	*	*
TOTALS		218,942	50,070,517	4.37	177,256	44,382,008	3.99

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by AirTran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest became effective January 2003. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections of this report.

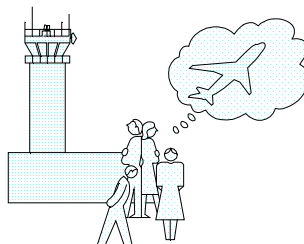
OVERSALES

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

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

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

The 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.



APRIL-JUNE
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	APRIL-JUNE 2003				APRIL-JUNE 2002			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	6	0	2,209,920	0.00	*	*	*	*
2	AMERICA WEST AIRLINES	13,316	213	5,261,924	0.40	12,646	125	5,109,918	0.24
3	ALASKA AIRLINES	3,041	178	3,792,324	0.47	5,752	321	3,611,865	0.89
4	US AIRWAYS	28,700	535	10,370,450	0.52	23,542	370	12,107,148	0.31
5	AMERICAN AIRLINES	28,638	1,481	20,851,388	0.71	33,666	431	22,567,734	0.19
6	UNITED AIRLINES	35,494	1,196	15,191,248	0.79	28,054	1,276	16,003,234	0.80
7	AMERICAN EAGLE AIRLINES	165	18	223,827	0.80	390	5	247,927	0.20
8	NORTHWEST AIRLINES	24,176	1,014	11,738,207	0.86	21,897	622	12,322,251	0.50
9	ATA AIRLINES	1,080	235	2,457,554	0.96	*	*	*	*
10	SOUTHWEST AIRLINES	25,092	2,424	19,446,533	1.25	27,415	2,388	19,283,599	1.24
11	CONTINENTAL AIRLINES	14,483	1,190	8,810,539	1.35	10,880	510	9,237,902	0.55
12	DELTA AIR LINES	29,997	3,262	19,363,066	1.68	32,435	1,854	21,264,376	0.87
13	AIRTRAN AIRWAYS	7,254	639	2,949,509	2.17	*	*	*	*
14	ATLANTIC SOUTHEAST AIRLINES	2,211	921	781,431	11.79	*	*	*	*
	TOTALS	213,653	13,306	123,447,920	1.08	196,677	7,902	121,755,954	0.65

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

* 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 are ranked in this table for the first time effective with this quarter. With the exception of Atlantic Coast Airlines, ExpressJet Airlines and SkyWest Airlines (which operate aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint" and "Mishandled Baggage" sections of this report.

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

RANK	AIRLINE	JANUARY-JUNE 2003				JANUARY-JUNE 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	10	0	4,220,537	0.00	*	*	*	*
2	AMERICA WEST AIRLINES	28,473	453	9,974,800	0.45	26,812	267	9,469,795	0.28
3	US AIRWAYS	45,891	929	19,019,023	0.49	59,401	793	23,249,012	0.34
4	AMERICAN EAGLE AIRLINES	356	22	404,257	0.54	741	10	529,356	0.19
5	ALASKA AIRLINES	8,072	384	7,044,855	0.55	14,312	1,025	6,799,179	1.51
6	UNITED AIRLINES	58,568	1,959	29,515,407	0.66	48,034	2,186	29,966,003	0.73
7	AMERICAN AIRLINES	52,368	2,667	40,107,873	0.66	76,084	992	42,888,241	0.23
8	NORTHWEST AIRLINES	44,055	1,779	22,710,860	0.78	40,681	1,398	22,961,630	0.61
9	ATA AIRLINES	1,790	397	4,579,883	0.87	*	*	*	*
10	CONTINENTAL AIRLINES	25,845	1,851	16,744,667	1.11	26,051	2,099	17,827,981	1.18
11	SOUTHWEST AIRLINES	48,883	4,640	36,616,105	1.27	44,227	4,287	35,916,980	1.19
12	DELTA AIR LINES	59,364	5,484	38,516,991	1.42	84,474	3,584	40,794,724	0.88
13	AIRTRAN AIRWAYS	11,593	1,496	5,499,693	2.72	*	*	*	*
14	ATLANTIC SOUTHEAST AIRLINES	3,709	1,419	1,444,483	9.82	*	*	*	*
	TOTALS	388,977	23,480	236,399,434	0.99	420,817	16,641	230,402,901	0.72

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 are ranked in this table for the first time effective with this quarter. With the exception of Atlantic Coast Airlines, ExpressJet Airlines and SkyWest Airlines (which operate aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint" and "Mishandled Baggage" sections of this report.

CONSUMER COMPLAINTS

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

	JULY 2003				JULY 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	491	91	2	67	839	98	5	54
FOREIGN AIRLINES	88	0	0	5	126	1	0	5
TRAVEL AGENTS	24	1	0	5	46	2	0	1
TOUR OPERATORS	3	0	0	1	7	0	0	0
MISCELLANEOUS	10	5	0	137	13	15	0	2
INDUSTRY TOTALS	616	97	2	215	1,031	116	5	62

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JULY 2003			JULY 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	145		1	268	
DELAYS			66			103
CANCELLATIONS			37			65
MISCONNECTIONS			24			43
BAGGAGE	2	134		4	128	
REFUNDS	3	80		5	83	
RES/TKTG/BOARDING	4	68		3	131	
CUSTOMER SERVICE	5	65		2	209	
DISABILITY	6	35		7	46	
OVERSALES	7	26		6	54	
FARES	8	25		9	44	
OTHER	9	23		7	46	
FREQUENT FLYER			18			19
DISCRIMINATION	10	12		10	13	
ADVERTISING	11	2		11	9	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		616			1,031	

* 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*

JULY 2003

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	3	0	1	0	0	1	0	0	0	0	0	0	5
AIRTRAN AIRWAYS	3	0	0	0	0	1	3	0	0	0	0	0	7
AMERICA WEST AIRLINES	5	0	1	0	0	5	0	1	0	0	0	0	12
AMERICAN AIRLINES	29	3	11	1	8	14	10	4	0	2	0	6	88
AMERICAN EAGLE AIRLINES	6	0	0	0	0	2	1	0	0	0	0	1	10
ATLANTIC COAST AIRLINES	6	1	1	0	0	1	1	0	0	1	0	1	12
ATLANTIC SOUTHEAST AIRLINES	4	0	0	0	0	2	1	0	0	0	0	0	7
COMAIR	2	0	0	0	0	3	0	0	0	0	0	0	5
CONTINENTAL AIRLINES	5	1	5	3	2	12	8	1	0	0	0	0	37
DELTA AIRLINES	15	2	3	5	10	16	6	3	0	3	0	5	68
MESABA AVIATION	5	1	0	0	0	1	1	0	0	0	0	0	8
NORTHWEST AIRLINES	4	4	9	4	13	3	5	2	0	1	0	1	46
SOUTHEAST AIRLINES	4	0	1	0	1	0	0	0	0	0	0	1	7
SOUTHWEST AIRLINES	4	0	1	0	0	5	4	1	0	0	0	0	15
UNITED AIRLINES	18	4	6	3	10	11	8	5	0	2	0	1	68
US AIRWAYS	5	1	4	4	5	19	1	4	0	0	1	1	45
OTHER U. S. AIRLINES	18	2	6	2	2	7	6	6	0	0	0	2	51
TOTAL JULY 2003	136	19	49	22	51	103	55	27	0	9	1	19	491
% OF TOTAL COMPLAINTS	27.7	3.9	10.0	4.5	10.4	21.0	11.2	5.5	0.0	1.8	0.2	3.9	
TOTAL JULY 2002	243	42	90	38	50	102	179	44	6	10	0	35	839
% OF TOTAL COMPLAINTS	29.0	5.0	10.7	4.5	6.0	12.2	21.3	5.2	0.7	1.2	0.0	4.2	

* 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

JULY 2003

U. S. AIRLINES*	COMPS RECD IN JULY	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN JUNE	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	3	60.0	0	0.0	0	0.0	2	40.0
AIRTRAN AIRWAYS	7	4	57.1	2	28.6	1	14.3	0	0.0
AMERICA WEST AIRLINES	12	6	50.0	3	25.0	3	25.0	0	0.0
AMERICAN AIRLINES	88	36	40.9	27	30.7	18	20.5	7	8.0
AMERICAN EAGLE AIRLINES	10	4	40.0	2	20.0	2	20.0	2	20.0
ATLANTIC COAST AIRLINES	12	9	75.0	2	16.7	1	8.3	0	0.0
ATLANTIC SOUTHEAST AIRLINES	7	3	42.9	3	42.9	1	14.3	0	0.0
COMAIR	5	2	40.0	2	40.0	1	20.0	0	0.0
CONTINENTAL AIRLINES	37	8	21.6	19	51.4	7	18.9	3	8.1
DELTA AIRLINES	68	25	36.8	15	22.1	23	33.8	5	7.4
MESABA AVIATION	8	5	62.5	1	12.5	0	0.0	2	25.0
NORTHWEST AIRLINES	46	17	37.0	12	26.1	12	26.1	5	10.9
SOUTHEAST AIRLINES	7	4	57.1	1	14.3	2	28.6	0	0.0
SOUTHWEST AIRLINES	15	8	53.3	3	20.0	4	26.7	0	0.0
UNITED AIRLINES	68	26	38.2	17	25.0	20	29.4	5	7.4
US AIRWAYS	45	13	28.9	21	46.7	6	13.3	5	11.1
OTHER U. S. AIRLINES	51	17	33.3	11	21.6	16	31.4	7	13.7
TOTALS	491	190	38.7	141	28.7	117	23.8	43	8.8
PREVIOUS YEAR'S TOTALS	839	293	34.9	300	35.8	176	21.0	70	8.3

* 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**

JULY 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	0	3	1	0	0	5	0	2	0	2	0	2	15
ALITALIA AIRLINES	1	4	0	0	0	5	0	0	0	0	0	0	10
BRITISH AIRWAYS	2	0	0	0	5	2	6	0	0	0	0	2	17
VIRGIN ATLANTIC	1	0	1	0	0	1	1	2	0	0	0	0	6
OTHER FOREIGN AIRLINES	5	0	5	2	7	15	1	3	1	1	0	0	40
TOTALS	9	7	7	2	12	28	8	7	1	3	0	4	88
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	10	0	14	0	0	0	0	0	0	0	24
TOTALS	0	0	10	0	14	0	0	0	0	0	0	0	24
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	3	0	0	0	0	0	0	0	3
TOTALS	0	0	0	0	3	0	0	0	0	0	0	0	3
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	2	1	0	3	2	1	1	0	0	0	10
TOTALS	0	0	2	1	0	3	2	1	1	0	0	0	10

* 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

JULY
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JULY 2003			JULY 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	15	7,136,357	0.21	21	6,628,259	0.32
2	<i>JETBLUE AIRWAYS</i>	2	852,513	0.23	*	*	*
3	<i>ALASKA AIRLINES</i>	4	1,551,253	0.26	12	1,400,337	0.86
4	<i>EXPRESSJET AIRLINES</i>	3	1,134,673	0.26	*	*	*
5	<i>SKYWEST AIRLINES</i>	3	988,524	0.30	*	*	*
6	<i>ATA AIRLINES</i>	4	958,464	0.42	*	*	*
7	<i>AIRTRAN AIRWAYS</i>	7	1,141,657	0.61	*	*	*
8	<i>AMERICA WEST AIRLINES</i>	12	1,910,544	0.63	38	1,817,382	2.09
9	<i>ATLANTIC SOUTHEAST AIRLINES</i>	7	848,084	0.83	*	*	*
10	<i>DELTA AIR LINES</i>	68	7,841,387	0.87	115	8,280,757	1.39
11	<i>AMERICAN EAGLE AIRLINES</i>	10	1,095,745	0.91	7	1,112,982	0.63
12	<i>NORTHWEST AIRLINES</i>	46	5,038,785	0.91	85	5,167,347	1.64
13	<i>CONTINENTAL AIRLINES</i>	37	3,850,271	0.96	43	3,736,844	1.15
14	<i>AMERICAN AIRLINES</i>	88	8,752,496	1.01	127	9,088,013	1.40
15	<i>UNITED AIRLINES</i>	68	6,321,084	1.08	165	6,609,948	2.50
16	<i>US AIRWAYS</i>	45	3,914,034	1.15	62	4,388,720	1.41
17	<i>ATLANTIC COAST AIRLINES</i>	12	791,614	1.52	*	*	*
TOTAL		431	54,127,485	.80	675	48,230,589	1.40

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.

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.

