



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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



*Issued: April 2004*

<b>Flight Delays*</b>	February 2004 12 Months Ending February 2004
<b>Mishandled Baggage*</b>	February 2004
<b>Oversales*</b>	4th Quarter 2003 January-December 2003
<b>Consumer Complaints**</b> (Includes Disability and Discrimination Complaints)	February 2004

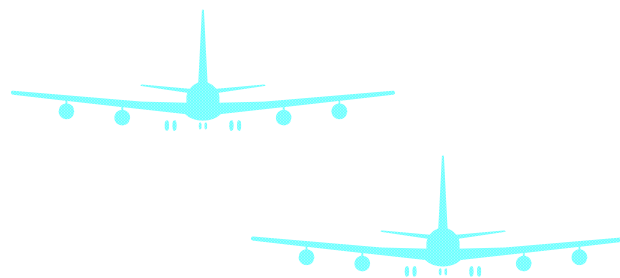
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\* Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov/>

\*\*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 18 U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, plus 1 other carrier that reports voluntarily.

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 19 reporting air carriers, 11 carriers (America West, American, Atlantic Coast, Continental, Delta, ExpressJet, Hawaiian, JetBlue, Northwest, United, and US Airways) use ACARS exclusively; 4 carriers (AirTran, Atlantic Southeast, Comair, and Southwest) record arrival times manually; and 4 carriers (Alaska, American Eagle, ATA, and SkyWest) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

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

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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	86.9	16	89.6
JETBLUE AIRWAYS S/	10	87.4	22	88.2
US AIRWAYS S/	25	83.7	61	83.5
SOUTHWEST AIRLINES S/	15	82.7	59	82.2
UNITED AIRLINES S/	30	81.8	82	81.9
EXPRESSJET AIRLINES S/	24	78.1	107	80.4
CONTINENTAL AIRLINES S/	30	80.0	80	79.9
ATA AIRLINES S/	19	79.1	27	79.4
ALASKA AIRLINES S/	14	77.9	45	78.6
SKYWEST AIRLINES S/	12	78.4	102	78.1
NORTHWEST AIRLINES S/	31	77.4	112	77.4
COMAIR S/	24	77.1	111	77.2
AMERICAN AIRLINES S/	30	74.8	86	75.0
AMERICAN EAGLE AIRLINES S/	23	75.5	105	74.4
ATLANTIC SOUTHEAST AIRLINES S/	15	70.6	95	73.1
ATLANTIC COAST AIRLINES S/	12	69.3	78	73.0
AMERICA WEST AIRLINES S/	27	72.0	50	71.7
DELTA AIR LINES S/	31	71.6	101	70.9
AIRTRAN AIRWAYS S/	17	65.7	38	65.7
<b>TOTAL</b>		<b>77.1</b>		<b>77.5</b>

- 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 Hawaiian Airlines (voluntary) effective November 2003. Reporting by Comair effective January 2004. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

## FEBRUARY 2004

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		DEC. 03		JAN. 03		FEB. 04		12 MONTHS ENDING FEB. 2004		DATABASE TO DATE SEP. 1987-FEB. 2004	
	01-03 2003		04-06 2003		07-09 2003		10-12 2003											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	77.3	(12)	81.2	(14)	75.3	(16)	78.8	(13)	70.1	(16)	73.2	(12)	65.7	(19)	76.7	(15)	--	(--)
ALASKA	80.7	(8)	85.4	(7)	81.4	(8)	76.5	(15)	72.9	(14)	67.7	(17)	78.6	(9)	79.9	(10)	76.3	(8)
AMERICA WEST	76.7	(13)	86.5	(4)	83.0	(6)	81.8	(6)	79.4	(5)	76.3	(9)	71.7	(17)	81.8	(5)	78.7	(5)
AMERICAN	84.4	(4)	83.8	(12)	78.6	(12)	80.0	(11)	74.1	(13)	68.9	(15)	75.0	(13)	79.9	(12)	79.3	(3)
AMERICAN EAGLE	77.7	(10)	83.0	(13)	79.0	(11)	74.9	(17)	68.5	(18)	65.7	(18)	74.4	(14)	77.6	(14)	75.9	(10)
ATA	73.4	(15)	83.8	(11)	81.9	(7)	80.2	(10)	77.1	(7)	68.5	(16)	79.4	(8)	79.9	(11)	--	(--)
ATLANTIC COAST	66.6	(17)	78.9	(16)	78.4	(13)	75.5	(16)	68.5	(17)	64.8	(19)	73.0	(16)	75.7	(17)	--	(--)
ATLANTIC SOUTHEAST	73.0	(16)	75.0	(17)	71.5	(17)	82.0	(5)	79.6	(4)	81.5	(3)	73.1	(15)	76.0	(16)	--	(--)
COMAIR	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	72.7	(13)	77.2	(12)	--	(--)	--	(--)
CONTINENTAL	82.1	(5)	85.4	(6)	79.5	(10)	81.1	(9)	76.7	(8)	79.9	(5)	79.9	(7)	81.7	(7)	78.9	(4)
DELTA	82.1	(6)	85.1	(9)	81.0	(9)	81.3	(8)	74.9	(12)	76.5	(8)	70.9	(18)	81.0	(8)	77.8	(7)
EXPRESSJET	77.4	(11)	84.5	(10)	77.7	(14)	78.4	(14)	72.6	(15)	76.9	(7)	80.4	(6)	79.9	(13)	--	(--)
HAWAIIAN	--	(--)	--	(--)	--	(--)	--	(--)	88.3	(1)	87.3	(1)	89.6	(1)	--	(--)	--	(--)
JETBLUE	76.3	(14)	87.5	(3)	86.2	(3)	86.7	(1)	81.5	(3)	78.1	(6)	88.2	(2)	85.3	(3)	--	(--)
NORTHWEST	81.6	(7)	85.2	(8)	83.4	(4)	81.4	(7)	76.1	(9)	73.8	(11)	77.4	(11)	81.9	(4)	80.0	(2)
SKYWEST	86.1	(1)	90.6	(1)	91.2	(1)	82.8	(4)	75.4	(10)	73.9	(10)	78.1	(10)	86.0	(2)	--	(--)
SOUTHWEST	84.7	(3)	88.8	(2)	86.5	(2)	85.2	(2)	83.5	(2)	83.5	(2)	82.2	(4)	86.1	(1)	82.7	(1)
UNITED	85.4	(2)	85.9	(5)	83.3	(5)	78.8	(12)	75.0	(11)	71.6	(14)	81.9	(5)	81.8	(6)	76.1	(9)
US AIRWAYS	78.9	(9)	80.8	(15)	75.8	(15)	83.3	(3)	78.5	(6)	80.0	(4)	83.5	(3)	80.5	(9)	78.6	(6)
<b>Total</b>	<b>81.0</b>		<b>84.7</b>		<b>81.4</b>		<b>80.8</b>		<b>76.0</b>		<b>74.9</b>		<b>77.5</b>		<b>81.3</b>		<b>78.8</b>	

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- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by Hawaiian Airlines (voluntary) effective November 2003. Reporting by Comair effective January 2004. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

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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	654	52.0	1406	79.2	491	78.4	163	78.5	H/		830	77.6	686	78.0	13010	76.9
AS	H/		29	72.4	H/		H/		H/		29	69.0	185	83.2	H/	
B6	H/		319	96.2	H/		H/		H/		H/		58	96.6	H/	
CO	370	53.8	501	81.8	241	81.7	7	71.4	H/		357	87.7	302	82.8	308	80.8
DH	H/		638	84.6	H/		236	77.1	2517	83.3	29	96.6	H/		H/	
DL	16555	62.4	1477	82.3	431	70.3	232	66.4	4336	84.8	968	81.2	493	75.5	1681	75.7
EV	6221	63.7	29	93.1	H/		29	86.2	29	82.8	116	81.0	116	85.3	3983	79.8
FL	4426	60.1	426	81.7	833	80.0	H/		H/		145	77.9	91	41.8	299	58.5
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	145	66.9	203	52.2	145	60.7	H/		H/		87	73.6	315	75.9	281	73.7
MQ	H/		1631	82.4	193	81.3	149	70.5	311	68.2	714	80.8	H/		5314	82.4
NW	409	50.9	393	79.6	319	77.7	198	72.7	59	79.7	547	77.7	356	77.2	384	70.6
OH	2929	58.2	357	89.4	116	75.9	78	73.1	8899	81.0	758	86.9	H/		38	60.5
OO	H/		H/		H/		H/		H/		H/		2233	80.0	724	78.7
RU	168	53.6	39	87.2	125	84.8	383	74.9	233	76.8	230	86.5	60	98.3	163	85.3
TZ	H/		99	74.7	H/		104	84.6	H/		103	77.7	132	81.8	133	77.4
UA	334	62.3	783	86.0	435	84.8	230	80.4	58	82.8	384	82.6	6631	88.0	484	77.3
US	161	57.8	1566	87.6	430	78.8	6686	85.5	H/		2010	91.6	260	86.9	266	74.8
WN	H/		H/		4457	87.7	H/		H/		H/		H/		H/	
<b>TOTAL</b>	<b>32372</b>	<b>61.4</b>	<b>9896</b>	<b>83.0</b>	<b>8216</b>	<b>83.4</b>	<b>8495</b>	<b>83.3</b>	<b>16442</b>	<b>82.0</b>	<b>7307</b>	<b>84.3</b>	<b>11918</b>	<b>84.2</b>	<b>27068</b>	<b>78.1</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	DTW		EWR		FLL		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	463	79.7	756	73.8	762	75.6	447	70.2	1207	79.8	742	69.7	2451	81.2	1828	69.6
AS	H/		58	86.2	H/		H/		H/		370	73.5	627	81.7	H/	
B6	H/		H/		615	80.5	H/		2520	87.9	178	84.3	H/		H/	
CO	183	83.1	4445	80.7	422	71.8	6644	82.1	29	93.1	486	77.6	473	80.3	308	79.2
DH	125	80.0	165	75.8	H/		H/		430	89.5	H/		H/		164	80.5
DL	282	61.7	659	68.3	980	71.5	261	55.2	903	78.7	683	69.1	1067	75.6	1876	80.2
EV	35	74.3	H/		H/		112	72.3	116	72.4	H/		H/		H/	
FL	H/		135	69.6	400	61.2	H/		H/		38	71.1	H/		371	71.2
HA	H/		H/		H/		H/		H/		29	93.1	87	93.1	H/	
HP	145	54.5	174	53.4	62	72.6	141	68.8	319	55.5	2558	71.9	659	71.3	H/	
MQ	121	74.4	266	71.4	18	61.1	9	55.6	275	80.0	H/		1798	89.1	1426	75.1
NW	8737	85.1	386	72.0	193	57.5	311	54.7	76	80.3	422	70.4	423	80.9	546	73.3
OH	333	85.3	62	66.1	120	75.0	103	79.6	319	75.5	H/		H/		1189	82.5
OO	H/		H/		H/		881	87.4	H/		173	71.7	3764	86.2	H/	
RU	201	83.6	4195	78.5	H/		6003	77.3	29	82.8	H/		H/		146	87.7
TZ	H/		210	67.6	116	78.4	H/		H/		175	79.4	248	80.2	292	76.0
UA	313	85.6	585	82.1	152	69.7	319	71.5	346	89.3	903	79.0	2873	87.7	597	82.1
US	60	88.3	257	78.6	622	69.9	266	75.6	H/		304	73.4	302	78.5	1310	88.5
WN	465	81.5	H/		1037	79.3	153	69.9	H/		5226	78.7	3138	82.2	H/	
<b>TOTAL</b>	<b>11463</b>	<b>83.6</b>	<b>12353</b>	<b>77.6</b>	<b>5499</b>	<b>73.3</b>	<b>15650</b>	<b>78.6</b>	<b>6569</b>	<b>82.4</b>	<b>12287</b>	<b>75.6</b>	<b>17910</b>	<b>83.5</b>	<b>10053</b>	<b>78.3</b>

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



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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	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	879	73.3	130	77.7	3380	80.3	467	63.0	8112	66.9	199	74.4	606	73.6	509	71.5
AS	58	58.6	H/		29	48.3	H/		29	69.0	1182	79.9	H/		300	76.3
B6	357	84.3	H/		H/		H/		H/		H/		H/		H/	
CO	470	77.7	126	83.3	309	76.4	169	71.0	374	65.8	87	82.8	132	71.2	302	83.4
DH	H/		54	79.6	H/		H/		3926	52.0	H/		312	80.4	H/	
DL	1429	78.9	145	71.0	348	66.7	348	67.2	492	51.0	261	83.1	484	69.2	319	67.1
EV	H/		H/		H/		58	82.8	136	74.3	H/		H/		87	65.5
FL	697	69.9	231	61.0	132	73.5	164	62.8	H/		H/		530	77.7	H/	
HA	H/		H/		H/		H/		H/		42	78.6	H/		29	93.1
HP	87	67.8	H/		58	74.1	157	45.2	228	45.2	203	63.5	173	64.2	5282	78.5
MQ	18	94.4	58	84.5	116	72.4	53	64.2	6400	63.0	H/		247	76.5	H/	
NW	502	65.5	322	72.4	244	58.2	8993	76.6	612	64.5	116	81.0	400	73.0	373	68.1
OH	435	79.1	45	80.0	58	67.2	232	81.5	186	63.4	H/		48	87.5	58	72.4
OO	H/		H/		H/		H/		408	58.1	591	89.3	H/		348	73.3
RU	11	100.0	121	82.6	10	100.0	213	75.1	153	69.9	H/		172	81.4	29	55.2
TZ	206	73.8	2372	81.8	87	83.9	152	77.6	H/		H/		108	84.3	121	80.2
UA	514	83.3	H/		290	77.2	589	78.3	9449	77.2	666	84.8	594	82.8	578	81.5
US	816	74.1	H/		295	62.4	150	82.0	465	69.5	H/		4839	82.8	231	83.5
WN	1859	84.6	3637	84.7	H/		H/		H/		968	85.5	H/		5086	81.7
<b>TOTAL</b>	<b>8338</b>	<b>77.7</b>	<b>7241</b>	<b>81.9</b>	<b>5356</b>	<b>76.4</b>	<b>11745</b>	<b>75.3</b>	<b>30970</b>	<b>66.9</b>	<b>4315</b>	<b>82.5</b>	<b>8645</b>	<b>79.8</b>	<b>13652</b>	<b>78.9</b>

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

FEBRUARY 2004

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
CARRIER*	PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	143	78.3	542	76.4	505	80.0	931	74.0	232	72.8	1545	83.6	603	76.9
AS	H/		300	83.3	3597	78.0	364	69.5	H/		H/		H/	
B6	H/		87	96.6	29	86.2	H/		58	94.8	H/		232	87.5
CO	19	89.5	224	81.2	320	88.1	401	76.1	87	59.8	50	86.0	366	80.6
DH	203	86.7	H/		H/		H/		H/		H/		H/	
DL	203	63.1	402	76.6	435	87.4	576	74.0	2750	84.1	229	69.9	953	77.6
EV	29	79.3	H/		H/		H/		87	77.0	H/		H/	
FL	144	70.8	H/		H/		H/		H/		H/		417	62.4
HA	H/		29	79.3	46	80.4	29	86.2	H/		H/		H/	
HP	29	79.3	344	72.7	261	69.7	403	63.5	88	75.0	116	70.7	87	70.1
MQ	199	60.3	844	87.2	H/		163	69.9	H/		87	77.0	H/	
NW	212	77.8	174	75.3	318	83.3	275	73.8	94	64.9	385	78.7	397	66.8
OH	164	78.0	H/		H/		H/		377	84.1	261	75.5	29	93.1
OO	H/		597	88.9	395	89.6	2712	70.7	5586	73.8	H/		H/	
RU	231	78.4	H/		H/		H/		52	84.6	308	81.8	6	83.3
TZ	83	80.7	H/		93	74.2	307	69.7	H/		H/		H/	
UA	174	86.2	605	83.8	902	86.9	3614	78.6	271	76.0	197	83.8	319	78.4
US	3153	87.7	144	85.4	116	87.1	252	79.8	H/		H/		650	78.5
WN	H/		2333	82.0	997	87.3	H/		1103	79.4	1603	82.5	1654	82.2
<b>TOTAL</b>	<b>4986</b>	<b>83.4</b>	<b>6625</b>	<b>82.3</b>	<b>8014</b>	<b>81.8</b>	<b>10027</b>	<b>74.2</b>	<b>10785</b>	<b>77.4</b>	<b>4781</b>	<b>81.2</b>	<b>5713</b>	<b>77.7</b>

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

FEBRUARY 2004

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
<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	90.7	87.2	84.6	86.1	91.4	J/	100.0	87.3	65.5	88.7	80.4	92.5	83.7	87.0	90.9	80.5	81.4	100.0
700 - 759 AM	85.0	83.0	91.1	90.5	83.4	85.1	83.9	88.2	86.6	88.5	82.7	88.6	91.5	96.1	93.8	86.3	78.7	93.8
800 - 859 AM	71.7	89.1	88.9	84.3	87.7	88.3	89.4	78.5	89.7	88.0	89.0	78.8	93.7	88.0	91.5	83.9	90.0	91.6
900 - 959 AM	63.8	90.3	92.1	83.8	85.4	90.8	88.4	79.6	85.1	92.4	92.6	84.9	92.4	88.3	88.7	83.4	83.8	85.1
1000 - 1059 AM	69.9	84.4	92.7	77.2	85.6	83.6	84.3	79.7	88.5	89.7	79.1	83.0	90.4	77.5	89.0	86.3	80.4	88.1
1100 - 1159 AM	67.0	86.2	86.6	87.2	86.4	87.7	83.8	80.5	84.5	91.6	70.5	74.6	91.8	72.9	83.8	83.2	80.9	88.3
1200 - 1259 PM	69.9	87.3	88.6	87.0	83.4	85.6	85.0	82.2	86.3	89.7	77.3	85.5	92.9	73.8	85.3	85.0	77.1	84.8
100 - 159 PM	72.0	87.3	84.8	85.0	84.4	84.0	85.0	80.5	86.4	86.8	68.9	77.3	83.8	75.2	80.2	80.8	79.5	85.4
200 - 259 PM	67.5	85.0	84.3	77.4	82.0	88.6	82.1	78.6	88.8	83.3	70.8	82.6	85.5	72.9	81.5	80.1	79.5	88.2
300 - 359 PM	56.8	84.4	86.8	83.4	82.2	83.8	88.3	80.5	81.5	81.9	74.7	87.1	86.2	73.9	81.8	79.3	82.4	87.2
400 - 459 PM	47.0	83.4	83.1	85.8	85.1	85.5	86.1	76.4	84.7	75.0	75.9	76.0	77.9	70.4	80.3	78.1	78.4	80.1
500 - 559 PM	52.7	81.1	84.9	82.8	82.0	83.0	83.3	77.1	85.4	81.0	79.5	78.9	86.4	74.3	81.2	73.7	73.7	73.8
600 - 659 PM	53.3	78.7	79.6	74.9	78.5	83.7	85.6	75.5	79.6	66.3	66.9	73.1	80.2	75.6	81.2	71.6	78.4	73.7
700 - 759 PM	51.4	79.7	76.1	80.4	74.1	81.2	82.7	70.0	81.6	52.9	70.0	72.6	71.4	71.3	80.5	70.1	70.8	69.1
800 - 859 PM	48.7	82.9	80.2	78.6	76.1	84.5	79.3	72.2	77.6	61.0	64.5	68.4	75.8	69.1	78.9	70.8	75.0	70.5
900 - 959 PM	47.0	81.6	79.5	83.0	78.0	83.8	83.0	75.9	74.7	72.6	74.5	66.5	75.7	71.0	80.0	74.9	75.3	74.1
1000 - 1059 PM	55.0	76.5	72.9	74.6	79.9	76.1	74.1	69.8	77.5	75.5	66.4	64.3	86.8	72.9	78.6	71.4	72.8	86.6
1100 - 559 AM	78.9	79.0	76.0	75.1	82.8	76.7	85.9	79.7	76.4	75.3	71.1	71.5	83.8	75.8	85.6	77.3	73.7	80.7
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>61.4</b>	<b>83.0</b>	<b>83.4</b>	<b>83.3</b>	<b>82.0</b>	<b>84.3</b>	<b>84.2</b>	<b>78.1</b>	<b>83.6</b>	<b>77.6</b>	<b>73.3</b>	<b>78.6</b>	<b>82.4</b>	<b>75.6</b>	<b>83.5</b>	<b>78.3</b>	<b>77.7</b>	<b>81.9</b>

\* 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	87.4	82.1	86.7	69.2	90.6	J/	90.5	96.2	84.0	82.6	J/	J/	73.5	87.1
700 - 759 AM	89.7	82.4	84.8	93.1	93.4	86.1	100.0	93.4	95.7	84.0	77.4	94.7	94.2	86.7
800 - 859 AM	82.8	81.4	83.4	94.0	84.3	92.0	87.3	94.4	86.4	87.7	77.0	89.4	94.7	83.3
900 - 959 AM	87.1	81.4	79.2	85.2	87.3	82.5	87.4	96.6	89.2	74.3	85.4	89.6	83.6	83.2
1000 - 1059 AM	77.2	79.8	76.4	88.1	86.8	78.5	90.2	87.8	88.6	70.4	77.1	86.7	84.0	81.0
1100 - 1159 AM	74.6	73.9	73.3	88.0	87.5	81.0	84.4	85.0	89.0	71.8	79.7	86.6	85.6	80.4
1200 - 1259 PM	78.1	81.3	69.0	80.4	85.7	79.1	87.9	83.0	84.3	65.9	75.0	88.6	80.3	80.4
100 - 159 PM	66.7	82.4	68.0	84.5	79.1	81.1	85.9	81.4	79.1	70.1	71.6	82.6	81.9	79.0
200 - 259 PM	76.2	75.2	65.7	82.3	85.0	82.6	88.4	82.0	81.5	74.2	79.8	82.1	76.4	78.7
300 - 359 PM	77.6	82.1	63.1	78.9	82.8	78.1	83.1	79.5	80.8	71.6	80.8	79.8	81.8	77.3
400 - 459 PM	65.8	76.1	57.2	87.6	78.1	80.2	83.9	78.5	80.7	71.5	74.1	83.3	73.6	73.6
500 - 559 PM	77.3	72.2	59.3	84.8	76.0	77.2	74.9	81.2	78.4	73.4	80.4	81.8	79.9	75.0
600 - 659 PM	73.6	66.7	50.0	84.1	74.2	77.8	74.6	85.0	76.5	77.4	73.9	78.5	79.1	71.6
700 - 759 PM	70.8	72.5	50.5	77.5	68.9	76.0	84.2	74.7	80.3	76.2	74.1	72.8	67.7	70.1
800 - 859 PM	68.8	52.7	55.9	78.1	72.6	73.0	73.8	79.8	78.9	76.0	72.3	76.1	76.8	69.5
900 - 959 PM	76.7	68.3	66.7	75.4	81.5	75.8	78.0	77.9	80.1	72.7	79.2	72.2	66.7	72.9
1000 - 1059 PM	73.4	74.3	71.6	74.6	74.0	72.3	83.1	75.1	76.7	72.7	79.0	72.8	74.5	72.8
1100 - 559 AM	71.0	72.9	84.5	81.0	79.5	76.3	75.8	78.5	76.8	83.3	78.6	76.5	74.0	78.4
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>76.4</b>	<b>75.3</b>	<b>66.9</b>	<b>82.5</b>	<b>79.8</b>	<b>78.9</b>	<b>83.4</b>	<b>82.3</b>	<b>81.8</b>	<b>74.2</b>	<b>77.4</b>	<b>81.2</b>	<b>77.7</b>	<b>77.1</b>

\* 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	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	89.7	93.9	95.5	91.5	91.3	95.5	95.9	92.6	93.5	92.1	97.7	94.0	92.6	94.4	92.9	94.1	93.1	92.6
700 - 759 AM	89.8	92.8	93.1	89.2	91.7	92.4	92.4	89.4	91.2	95.0	96.3	95.4	92.0	92.5	94.1	91.2	96.3	92.4
800 - 859 AM	87.1	87.3	93.1	88.9	91.0	92.1	92.6	86.0	88.9	91.6	90.4	90.4	93.8	93.8	91.0	89.8	90.3	90.1
900 - 959 AM	75.2	85.6	91.3	89.6	90.2	91.2	90.5	82.9	91.1	90.8	90.7	92.2	93.8	87.5	87.4	88.5	90.5	87.2
1000 - 1059 AM	77.9	90.1	87.5	84.2	89.6	92.0	87.6	83.0	85.7	91.6	84.3	92.5	91.5	81.1	89.1	89.2	85.9	88.3
1100 - 1159 AM	76.0	89.4	81.3	86.0	84.1	91.3	84.0	79.5	88.8	91.5	82.6	89.4	92.7	72.2	88.4	87.2	84.9	84.4
1200 - 1259 PM	75.6	90.7	81.0	86.5	86.7	86.6	88.1	79.9	84.0	92.1	76.0	88.2	84.2	72.0	84.5	86.6	84.6	86.9
100 - 159 PM	77.1	86.5	78.8	76.9	85.9	90.6	87.5	79.4	84.9	88.1	70.9	91.2	83.1	71.0	86.4	84.9	80.2	81.0
200 - 259 PM	77.0	86.3	76.8	83.0	84.7	88.0	81.3	76.7	82.8	85.3	65.1	87.5	85.1	73.2	76.7	83.6	76.6	79.0
300 - 359 PM	65.6	80.3	82.9	73.9	81.4	87.0	85.6	78.5	83.3	87.5	73.5	89.0	81.8	68.4	82.8	79.6	76.1	82.0
400 - 459 PM	66.6	83.4	77.1	80.3	81.4	84.2	84.6	77.0	73.3	82.0	73.6	92.3	85.6	71.7	82.8	83.8	79.4	75.8
500 - 559 PM	56.8	81.1	77.1	79.2	75.3	84.2	86.5	74.9	85.4	78.5	72.1	81.3	77.3	67.8	79.2	82.6	76.4	77.1
600 - 659 PM	57.2	79.1	82.0	80.2	77.3	85.5	85.4	73.3	72.7	81.3	77.2	78.8	87.6	71.7	84.3	74.6	75.8	70.3
700 - 759 PM	58.2	83.4	68.7	72.4	80.4	85.4	86.9	74.4	84.0	67.3	70.4	87.0	77.1	70.2	71.3	78.6	78.1	71.1
800 - 859 PM	57.2	83.3	72.1	80.5	79.6	85.4	85.5	74.4	87.6	66.0	71.9	85.0	76.8	73.2	82.0	81.0	76.6	70.8
900 - 959 PM	52.4	82.7	78.6	83.9	78.9	94.8	85.1	76.6	86.0	67.7	58.9	86.9	76.8	70.4	73.1	76.9	77.2	73.5
1000 - 1059 PM	58.1	83.0	72.0	84.2	78.8	J/	J/	76.8	72.2	88.0	88.6	93.6	89.5	78.6	89.8	J/	100.0	77.0
1100 - 559 AM	66.9	94.6	92.2	J/	81.1	J/	93.7	84.5	92.0	93.9	100.0	92.0	93.5	80.4	90.0	100.0	100.0	91.7
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>69.3</b>	<b>86.3</b>	<b>82.8</b>	<b>83.2</b>	<b>83.8</b>	<b>89.1</b>	<b>86.9</b>	<b>79.5</b>	<b>85.6</b>	<b>85.4</b>	<b>80.2</b>	<b>88.7</b>	<b>85.9</b>	<b>77.0</b>	<b>85.7</b>	<b>85.2</b>	<b>83.2</b>	<b>81.6</b>

\* 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	93.2	91.0	89.2	97.1	92.7	96.7	92.3	95.1	95.6	95.0	90.8	95.7	98.0	93.4
700 - 759 AM	90.5	90.1	86.4	94.5	89.6	93.9	89.3	95.2	95.2	94.8	90.0	93.0	93.9	92.3
800 - 859 AM	91.5	85.3	81.6	92.0	88.8	90.7	92.0	92.9	91.7	90.3	85.2	93.3	94.1	89.0
900 - 959 AM	90.6	89.7	82.1	91.4	80.6	84.0	90.0	93.4	87.8	91.6	75.0	93.7	93.1	86.7
1000 - 1059 AM	89.3	84.3	81.1	90.4	85.9	84.2	86.6	86.2	84.2	85.7	85.8	88.9	86.5	85.6
1100 - 1159 AM	85.4	85.1	76.7	87.7	84.0	80.0	90.4	88.1	83.4	79.5	80.2	88.1	86.7	82.6
1200 - 1259 PM	82.8	77.0	80.6	85.2	85.6	81.0	86.2	83.9	85.4	77.9	72.3	92.0	87.5	82.8
100 - 159 PM	86.2	86.4	73.9	85.0	83.6	77.2	89.8	85.0	86.7	74.8	83.3	85.5	77.5	81.9
200 - 259 PM	78.2	82.0	66.5	88.2	81.7	79.5	80.7	77.8	80.6	76.4	75.4	79.9	74.3	79.1
300 - 359 PM	76.5	83.5	62.3	74.1	78.0	75.7	87.9	82.7	77.2	78.6	81.5	79.1	76.3	78.0
400 - 459 PM	75.6	79.6	65.0	87.5	77.5	71.1	85.6	81.6	82.2	82.2	81.6	73.3	80.8	77.5
500 - 559 PM	73.1	79.0	63.3	85.8	71.1	76.8	78.7	79.1	77.1	77.2	71.2	80.7	71.4	74.4
600 - 659 PM	83.1	76.4	57.7	73.9	72.3	77.1	76.2	81.6	74.2	81.3	85.5	82.1	79.6	75.0
700 - 759 PM	76.3	82.3	59.0	86.7	72.0	71.2	71.3	72.4	72.2	80.9	75.8	79.4	84.2	73.8
800 - 859 PM	71.4	64.7	56.7	79.8	70.8	78.2	83.8	77.0	75.7	83.8	78.1	74.4	73.5	73.6
900 - 959 PM	J/	81.0	67.7	84.4	64.9	78.6	J/	80.6	86.5	80.0	74.3	76.9	73.1	74.8
1000 - 1059 PM	J/	88.8	77.8	100.0	73.7	84.0	89.3	91.0	93.0	88.4	85.7	92.0	58.6	79.0
1100 - 559 AM	95.2	84.9	100.0	93.2	89.7	91.1	93.1	96.3	91.5	93.5	91.1	82.8	98.0	84.6
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>83.0</b>	<b>83.6</b>	<b>71.2</b>	<b>88.1</b>	<b>79.8</b>	<b>80.6</b>	<b>86.3</b>	<b>86.0</b>	<b>85.4</b>	<b>84.1</b>	<b>81.8</b>	<b>85.4</b>	<b>83.9</b>	<b>81.3</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	LATE MEDIAN
HP	12	PHX-JFK	1016	29	100.00	35	33
DH	7517	ORD-SYR	1820	18	94.44	54	40
DH	7442	SBN-ORD	1641	18	94.44	53	48
AS	225	LAX-SEA	2122	29	93.10	46	39
DH	7649	BDL-ORD	1443	29	89.66	56	36
DL	2103	DAY-ATL	720	29	89.66	39	30
OO	4110	SLC-IDA	1855	29	89.66	35	31
DH	7494	ORD-CAK	1850	19	89.47	63	67
FL	704	ATL-DAY	1745	19	89.47	50	42
DH	7506	MBS-ORD	1835	18	88.89	56	40
DH	7574	ORD-SYR	1345	18	88.89	50	38
DH	7752	ORD-BHM	1845	26	88.46	78	54
DH	7371	BTV-ORD	1446	29	86.21	57	40
DH	7410	LEX-ORD	1715	29	86.21	54	37
DL	1262	MEM-ATL	1825	29	86.21	46	29
RU	2943	ORF-EWR	1806	26	84.62	36	38
DH	7535	ORD-AZO	1815	19	84.21	63	35
DH	7238	ORD-CMH	1905	25	84.00	65	54
DH	7540	ORD-LAN	1755	18	83.33	50	37
DH	7415	TVC-ORD	1556	18	83.33	41	29
DH	7589	ALB-ORD	1423	18	83.33	37	34
DH	7522	ORD-AZO	1325	18	83.33	22	23
DH	7437	ORF-ORD	1716	29	82.76	48	32
DH	7500	ORD-SAV	1825	29	82.76	46	36
HP	755	LAS-MSP	1600	29	82.76	40	24
DL	240	IAH-ATL	1326	29	82.76	40	28
DH	7463	TYS-ORD	1317	29	82.76	37	31
EV	4847	EYW-ATL	1700	25	80.00	57	35
RU	2969	PVD-EWR	1817	15	80.00	38	35

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ 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	782	54	6.9
AMERICA WEST	533	9	1.7
AIRTRAN	428	6	1.4
AMERICAN EAGLE	1,288	7	0.5
DELTA	1,900	9	0.5
SKYWEST	1,206	4	0.3
EXPRESSJET	1,028	3	0.3
ATLANTIC SOUTHEAST	714	2	0.3
ALASKA	413	1	0.2
SOUTHWEST	2,800	6	0.2
AMERICAN	2,028	3	0.1
NORTHWEST	1,422	2	0.1
CONTINENTAL	829	1	0.1
COMAIR	1,016	1	0.1
UNITED	1,462	1	0.1
US AIRWAYS	1,139	0	0.0
JETBLUE	238	0	0.0
ATA	223	0	0.0
HAWAIIAN	126	0	0.0
<b>TOTAL</b>	<b>19,575</b>	<b>109</b>	<b>0.6</b>

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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## 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)	82.3	92.3	248	247
AGUADILLA PR (BQN)	75.9	100.0	29	29
AKRON/CANTON OH (CAK)	70.1	72.8	695	694
ALBANY NY (ALB)	76.6	84.8	1,352	1,352
ALBUQUERQUE NM (ABQ)	79.1	84.1	2,927	2,925
ALLENTOWN PA (ABE)	80.9	84.5	497	496
AMARILLO TX (AMA)	79.1	83.9	632	634
ANCHORAGE AK (ANC)	81.8	85.1	1,338	1,338
ASHEVILLE NC (AVL)	73.5	75.5	332	343
ATLANTA GA (ATL)	61.4	69.3	32,372	32,425
AUSTIN TX (AUS)	77.5	85.7	3,117	3,113
BAKERSFIELD CA (BFL)	89.9	88.9	207	207
BALTIMORE MD (BWI)	83.4	82.8	8,216	8,219
BANGOR ME (BGR)	82.5	84.1	365	364
BARROW AK (BRW)	89.7	86.2	58	58
BATON ROUGE LA (BTR)	74.8	79.8	560	609
BEAUMONT/PORT ARTHUR TX (BPT)	85.2	93.0	128	128
BETHEL AK (BET)	83.3	83.3	90	90
BILLINGS MT (BIL)	77.3	87.2	423	423
BINGHAMTON NY (BGM)	83.9	89.1	174	174
BIRMINGHAM AL (BHM)	78.0	81.2	1,749	1,747
BISMARCK ND (BIS)	77.8	93.0	171	171
BLOOMINGTON IL (BMI)	68.6	75.9	172	174
BOISE ID (BOI)	81.2	87.1	1,202	1,202
BOSTON MA (BOS)	83.0	86.3	9,896	9,894
BOZEMAN MT (BZN)	79.8	91.8	416	415
BRISTOL TN (TRI)	76.7	72.0	318	318
BROWNSVILLE TX (BRO)	77.1	94.3	140	140
BUFFALO NY (BUF)	73.8	79.3	2,014	2,015
BURBANK CA (BUR)	80.0	81.7	2,082	2,081
BURLINGTON VT (BTV)	79.0	86.3	630	629
CEDAR RAPIDS/IOWA CTY IA (CID)	71.5	82.6	452	449
CHAMPAIGN IL (CMI)	60.3	79.4	194	194
CHARLESTON SC (CHS)	75.0	81.2	1,090	1,089
CHARLESTON WV (CRW)	75.3	80.5	401	400
CHARLOTTE NC (CLT)	83.3	83.2	8,495	8,496
CHATTANOOGA TN (CHA)	78.6	76.0	397	396
CHICAGO IL (MDW)	81.9	81.6	7,241	7,243
CHICAGO IL (ORD)	66.9	71.2	30,970	30,960
CINCINNATI OH (CVG)	82.0	83.8	16,442	16,454
CLEVELAND OH (CLE)	83.9	89.2	7,109	7,103
COLLEGE STATION TX (CLL)	88.0	94.0	284	284
COLORADO SPRINGS CO (COS)	79.9	90.5	973	973

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	75.0	76.6	989	989
COLUMBUS OH (CMH)	77.9	86.8	2,953	2,955
CORDOVA AK (CDV)	82.8	86.2	58	58
CORPUS CHRISTI TX (CRP)	74.5	81.6	679	678
DALLAS/FT. WORTH TX (DAL)	81.1	78.9	3,614	3,612
DALLAS/FT. WORTH TX (DFW)	78.1	79.5	27,068	27,134
DAYTON OH (DAY)	72.7	82.3	1,225	1,224
DAYTONA BEACH FL (DAB)	68.0	72.7	341	341
DEADHORSE AK (SCC)	77.4	74.2	31	31
DENVER CO (DEN)	84.2	86.9	11,918	11,919
DES MOINES IA (DSM)	71.9	82.0	861	861
DETROIT MI (DTW)	83.6	85.6	11,463	11,483
DILLINGHAM AK (DLG)	66.7	66.7	12	12
DUBUQUE IA (DBQ)	57.0	78.2	86	87
DULUTH MN (DLH)	69.1	81.8	55	55
DURANGO CO (DRO)	66.1	69.1	56	55
EAGLE CO (EGE)	71.0	85.4	279	280
EL PASO TX (ELP)	80.2	85.3	1,703	1,703
ERIE PA (ERI)	83.9	95.4	87	87
EUGENE OR (EUG)	81.4	79.6	370	373
EVANSVILLE IN (EVV)	76.3	76.6	427	427
FAIRBANKS AK (FAI)	83.1	84.9	366	365
FARGO ND (FAR)	67.5	83.8	329	328
FAYETTEVILLE AR (XNA)	74.7	79.4	999	998
FAYETTEVILLE NC (FAY)	75.0	63.3	140	139
FLINT MI (FNT)	65.1	68.7	505	504
FRESNO CA (FAT)	87.3	86.0	1,089	1,091
FT. LAUDERDALE FL (FLL)	73.3	80.2	5,499	5,495
FT. MYERS FL (RSW)	69.6	80.5	2,118	2,115
FT. SMITH AR (FSM)	79.3	85.3	116	116
FT. WAYNE IN (FWA)	70.7	76.9	576	576
GRAND FORKS ND (GFK)	70.7	82.7	99	98
GRAND RAPIDS MI (GRR)	73.6	80.0	1,325	1,327
GREAT FALLS MT (GTF)	76.3	86.5	317	319
GREEN BAY WI (GRB)	75.6	84.3	471	472
GREENSBORO/HIGH PT. NC (GSO)	78.8	81.2	1,445	1,444
GREENVILLE/SPARTBG. SC (GSP)	71.5	79.3	1,094	1,094
GULFPORT/BILOXI MS (GPT)	77.5	75.5	431	421
GUNNISON CO (GUC)	83.3	92.9	42	42
HARLINGEN TX (HRL)	75.7	82.6	470	470
HARRISBURG PA (MDT)	75.3	79.2	933	932
HARTFORD CT/SPGFLD MA (BDL)	78.1	87.5	2,606	2,606
HELENA MT (HLN)	76.0	87.2	204	203

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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)	93.9	93.9	196	196
HONOLULU OAHU HI (HNL)	80.6	89.7	2,724	2,726
HOUSTON TX (HOU)	78.0	76.2	4,694	4,694
HOUSTON TX (IAH)	78.6	88.7	15,650	15,641
HUNTSVILLE/DECATUR AL (HSV)	77.1	79.0	896	897
INDIANAPOLIS IN (IND)	77.9	84.4	3,457	3,458
INDIO/PALM SPRINGS CA (PSP)	76.1	78.2	1,172	1,181
ISLIP/LONG IS. NY (ISP)	81.4	85.2	984	984
JACKSON WY (JAC)	73.0	83.3	330	330
JACKSON/VICKSBURG MS (JAN)	78.3	84.0	839	860
JACKSONVILLE FL (JAX)	73.8	81.0	2,385	2,360
JUNEAU AK (JNU)	74.8	77.2	290	290
KAHULUI (OGG)	80.8	87.5	1,059	1,060
KALAMAZOO MI (AZO)	70.1	80.7	415	415
KALISPELL MT (FCA)	72.8	95.3	232	232
KANSAS CITY MO (MCI)	79.2	84.2	4,685	4,684
KETCHIKAN AK (KTN)	78.2	82.2	174	174
KEY WEST FL (EYW)	55.2	27.5	58	51
KILLEEN TX (ILE)	83.5	89.2	388	389
KING SALMON AK (AKN)	68.2	59.1	22	22
KNOXVILLE TN (TYS)	70.6	83.1	1,080	1,062
KODIAK AK (ADQ)	75.9	79.3	58	58
KONA HAWAII HI (KOA)	85.4	93.1	480	478
KOTZEBUE AK (OTZ)	84.8	83.3	66	66
LA CROSSE WI (LSE)	60.3	76.5	136	136
LAFAYETTE LA (LFT)	74.2	82.8	267	267
LANSING MI (LAN)	74.4	85.1	395	395
LAREDO TX (LRD)	72.0	89.6	164	164
LAS VEGAS NV (LAS)	75.6	77.0	12,287	12,284
LAWTON OK (LAW)	87.4	93.7	143	143
LEXINGTON/FRKFT KY (LEX)	74.2	79.5	740	726
LIHUE KAUAI HI (LIH)	87.7	90.8	585	585
LINCOLN NE (LNK)	71.0	79.4	245	247
LITTLE ROCK AR (LIT)	76.5	82.3	1,347	1,346
LONG BEACH CA (LGB)	88.7	93.6	886	886
LONGVIEW TX (GGG)	86.2	96.6	87	87
LOS ANGELES CA (LAX)	83.5	85.7	17,910	17,883
LOUISVILLE KY (SDF)	77.3	83.0	1,783	1,781
LUBBOCK TX (LBB)	76.9	80.6	746	746
MADISON WI (MSN)	76.4	85.7	713	713
MANCHESTER NH (MHT)	81.0	87.3	1,645	1,646
MARQUETTE MI (MQT)	74.1	88.9	54	54
MEDFORD OR (MFR)	84.5	83.3	343	342

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MELBOURNE FL (MLB)	58.1	62.6	236	235
MEMPHIS TN (MEM)	78.9	83.8	3,918	3,923
MIAMI FL (MIA)	76.4	83.0	5,356	5,354
MIDLAND/ODESSA TX (MAF)	79.3	85.7	615	616
MILWAUKEE WI (MKE)	73.2	85.1	1,773	1,747
MINNEAPLS/ST.P MN (MSP)	75.3	83.6	11,745	11,756
MINOT ND (MOT)	75.9	88.5	87	87
MISSION/MCALLEN TX (MFE)	73.0	85.7	252	252
MISSOULA MT (MSO)	79.6	92.2	309	308
MOBILE AL/PASCAGOULA MS (MOB)	72.0	73.5	422	422
MOLINE IL (MLI)	69.0	76.2	294	294
MONROE LA (MLU)	76.6	78.0	286	286
MONTEREY CA (MRY)	85.8	84.7	584	588
MONTROSE CO (MTJ)	70.6	78.2	262	262
MYRTLE BEACH SC (MYR)	81.5	79.4	509	514
NASHVILLE TN (BNA)	82.3	85.6	4,631	4,655
NEW ORLEANS LA (MSY)	75.7	83.0	4,275	4,252
NEW YORK NY (JFK)	82.4	85.9	6,569	6,582
NEW YORK NY (LGA)	78.3	85.2	10,053	10,040
NEWARK NJ (EWR)	77.6	85.4	12,353	12,358
NEWBURGH NY (SWF)	71.3	86.8	174	174
NOME AK (OME)	83.1	81.7	71	71
NORFOLK/VA. BEACH VA (ORF)	78.5	82.5	1,869	1,868
OKLAHOMA CITY OK (OKC)	72.9	82.8	1,921	1,922
OMAHA NE (OMA)	76.0	85.5	1,694	1,692
ONTARIO CA (ONT)	80.9	85.2	2,895	2,874
ORANGE COUNTY CA (SNA)	83.0	85.0	3,799	3,796
ORLANDO FL (MCO)	77.7	83.2	8,338	8,335
PASCO WA (PSC)	80.9	83.1	320	320
PENSACOLA FL (PNS)	69.6	76.3	553	570
PEORIA IL (PIA)	63.3	73.9	259	257
PETERSBURG AK (PSG)	79.3	79.3	58	58
PHILADELPHIA PA (PHL)	79.8	79.8	8,645	8,650
PHOENIX AZ (PHX)	78.9	80.6	13,652	13,657
PITTSBURGH PA (PIT)	83.4	86.3	4,986	4,987
PORTLAND ME (PWM)	73.9	83.7	766	767
PORTLAND OR (PDX)	82.5	88.1	4,315	4,313
PROVIDENCE RI (PVD)	81.2	87.2	2,147	2,147
RALEIGH/DURHAM NC (RDU)	77.6	82.5	4,392	4,392
RAPID CITY SD (RAP)	73.9	84.7	372	373
RENO NV (RNO)	76.9	80.7	2,461	2,457
RICHMOND VA (RIC)	81.0	85.5	1,314	1,314
ROANOKE VA (ROA)	77.6	76.7	451	450

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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)	66.4	83.1	149	148
ROCHESTER NY (ROC)	74.5	80.8	1,422	1,422
SACRAMENTO CA (SMF)	80.4	83.7	3,716	3,716
SAGINAW MI (MBS)	71.3	82.7	335	335
SALT LAKE CITY UT (SLC)	77.4	81.8	10,785	10,760
SAN ANGELO TX (SJT)	84.2	91.2	215	215
SAN ANTONIO TX (SAT)	73.3	82.5	3,070	3,077
SAN DIEGO CA (SAN)	82.3	86.0	6,625	6,628
SAN FRANCISCO CA (OAK)	81.6	82.3	5,465	5,464
SAN FRANCISCO CA (SFO)	74.2	84.1	10,027	10,021
SAN JOSE CA (SJC)	79.8	83.8	4,997	4,996
SAN JUAN PR (SJU)	80.1	87.5	2,244	2,247
SAN LUIS OBISPO CA (SBP)	87.8	86.5	460	460
SANTA BARBARA CA (SBA)	86.1	84.6	842	843
SARASOTA/BRAD. FL (SRQ)	74.4	83.2	610	607
SAVANNAH GA (SAV)	77.0	80.3	927	904
SCRANTON/WILKES-BARRE PA (AVP)	71.0	75.6	255	254
SEATTLE WA (SEA)	81.8	85.4	8,014	8,019
SHREVEPORT LA (SHV)	79.6	82.3	722	722
SIoux FALLS SD (FSD)	69.7	82.9	390	391
SITKA AK (SIT)	71.3	82.8	87	87
SOUTH BEND IN (SBN)	66.8	72.0	428	429
SPOKANE WA (GEG)	79.8	87.1	1,071	1,071
SPRINGFIELD MO (SGF)	70.7	78.7	348	348
ST. CROIX VI (STX)	87.9	90.9	33	33
ST. LOUIS MO (STL)	81.2	85.4	4,781	4,784
ST. THOMAS VI (STT)	77.6	86.2	312	312
STEAMBOAT SPRINGS CO (HDN)	75.3	81.8	190	192
SYRACUSE NY (SYR)	75.3	82.0	1,122	1,121
TALLAHASSEE FL (TLH)	78.4	76.5	435	434
TAMPA FL (TPA)	77.7	83.9	5,713	5,717
TEXARKANA AR (TXK)	87.2	94.5	164	165
TOLEDO OH (TOL)	76.5	81.5	460	460
TRAVERSE CITY MI (TVC)	64.4	74.9	188	187
TUCSON AZ (TUS)	77.8	86.6	1,519	1,518
TULSA OK (TUL)	76.5	84.6	1,735	1,735
TYLER TX (TYR)	85.7	89.1	259	258
VALPARAISO FL (VPS)	74.7	79.4	486	499
WACO TX (ACT)	86.7	91.8	294	294
WASHINGTON DC (IAD)	85.8	86.5	8,038	8,032
WASHINGTON DC (DCA)	84.3	89.1	7,307	7,300
WEST PALM BEACH FL (PBI)	71.9	81.2	2,528	2,526
WHITE PLAINS NY (HPN)	71.4	79.9	769	768

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WICHITA FALLS TX (SPS)	84.3	90.5	178	179
WICHITA KS (ICT)	69.7	74.2	795	794
WILMINGTON NC (ILM)	77.0	76.7	283	283
WRANGELL AK (WRG)	70.7	82.8	58	58
YAKUTAT AK (YAK)	77.6	89.7	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
ATLANTIC SOUTHEAST	15	11,284	379	3.4	97	20,692	706	3.4
COMAIR	24	17,191	521	3.0	111	29,292	934	3.2
ATLANTIC COAST	12	8,806	253	2.9	78	22,254	607	2.7
AMERICAN EAGLE	23	20,395	479	2.3	105	35,762	886	2.5
SKYWEST	12	18,372	375	2.0	102	34,441	818	2.4
ATA	20	5,140	122	2.4	28	6,314	135	2.1
AMERICAN	30	44,677	997	2.2	86	57,000	1,174	2.1
DELTA	31	42,266	807	1.9	101	54,423	1,097	2.0
ALASKA	14	7,159	105	1.5	45	12,481	250	2.0
AMERICA WEST	27	12,754	223	1.7	50	15,393	274	1.8
NORTHWEST	31	27,198	432	1.6	112	39,750	581	1.5
SOUTHWEST	15	33,718	362	1.1	59	77,190	944	1.2
US AIRWAYS	25	25,613	301	1.2	61	32,019	380	1.2
AIRTRAN	17	9,478	107	1.1	38	12,185	135	1.1
HAWAIIAN	7	292	1	0.3	16	3,743	34	0.9
UNITED	30	34,191	283	0.8	82	42,675	312	0.7
EXPRESSJET	24	13,287	59	0.4	106	27,795	117	0.4
CONTINENTAL	30	18,514	78	0.4	80	23,741	90	0.4
JETBLUE	10	4,456	4	0.1	22	6,726	7	0.1
<b>Total</b>		<b>354,791</b>	<b>5,888</b>	<b>1.7</b>	<b>Total</b>	<b>553,876</b>	<b>9,481</b>	<b>1.7</b>

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.

**FEBRUARY 2004  
AIR TRAVEL CONSUMER REPORT  
TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	57000	42727	74.96%	1174	2.06%	91	0.16%	2614	4.59%	1065	1.87%	5833	10.23%	15	0.03%	3481	6.11%
AS	12481	9813	78.62%	250	2.00%	51	0.41%	657	5.26%	22	0.18%	715	5.73%	39	0.31%	934	7.49%
B6	6726	5934	88.22%	7	0.10%	11	0.16%	189	2.81%	10	0.15%	362	5.38%	13	0.20%	199	2.97%
CO	23741	18969	79.90%	90	0.38%	19	0.08%	672	2.83%	52	0.22%	3137	13.21%	39	0.16%	763	3.21%
DH	22254	16248	73.01%	607	2.73%	21	0.09%	1073	4.82%	76	0.34%	1833	8.24%	4	0.02%	2391	10.74%
DL	54423	38566	70.86%	1097	2.02%	61	0.11%	2893	5.32%	275	0.50%	7877	14.47%	11	0.02%	3643	6.69%
EV	20692	15128	73.11%	706	3.41%	40	0.19%	1060	5.12%	954	4.61%	2398	11.59%	8	0.04%	397	1.92%
FL	12185	8006	65.70%	135	1.11%	16	0.13%	453	3.72%	16	0.13%	1976	16.22%	0	0.00%	1583	12.99%
HA	3743	3353	89.58%	34	0.91%	6	0.16%	159	4.24%	16	0.43%	5	0.12%	6	0.16%	165	4.40%
HP	15393	11039	71.71%	274	1.78%	12	0.08%	1180	7.66%	21	0.13%	1948	12.65%	27	0.17%	893	5.80%
MQ	35762	26594	74.36%	886	2.48%	37	0.10%	1739	4.86%	269	0.75%	3216	8.99%	4	0.01%	3017	8.44%
NW	39750	30782	77.44%	581	1.46%	50	0.13%	2203	5.54%	303	0.76%	4748	11.94%	29	0.07%	1053	2.65%
OH	29292	22607	77.18%	934	3.19%	40	0.14%	2156	7.36%	1706	5.82%	1712	5.84%	5	0.02%	133	0.46%
OO	34441	26897	78.10%	818	2.38%	53	0.15%	3370	9.78%	575	1.67%	1484	4.31%	44	0.13%	1200	3.48%
RU	27795	22335	80.36%	117	0.42%	32	0.12%	830	2.99%	82	0.30%	3282	11.81%	14	0.05%	1103	3.97%
TZ	6314	5014	79.41%	135	2.14%	3	0.05%	230	3.65%	7	0.11%	579	9.17%	17	0.27%	329	5.21%
UA	42675	34930	81.85%	312	0.73%	37	0.09%	1452	3.40%	71	0.17%	4018	9.41%	0	0.00%	1855	4.35%
US	32019	26749	83.54%	380	1.19%	30	0.09%	1056	3.30%	71	0.22%	2134	6.67%	0	0.00%	1599	4.99%
WN	77190	63443	82.19%	944	1.22%	134	0.17%	2769	3.59%	259	0.34%	2626	3.40%	66	0.09%	6950	9.00%
<b>TOTAL</b>	<b>553,876</b>	<b>429,134</b>		<b>9,481</b>		<b>744</b>		<b>26,755</b>		<b>5,848</b>		<b>49,883</b>		<b>342</b>		<b>31,689</b>	
			<b>77.48%</b>		<b>1.71%</b>		<b>0.13%</b>		<b>4.83%</b>		<b>1.06%</b>		<b>9.01%</b>		<b>0.06%</b>		<b>5.72%</b>

**\*Causes of Delay:**

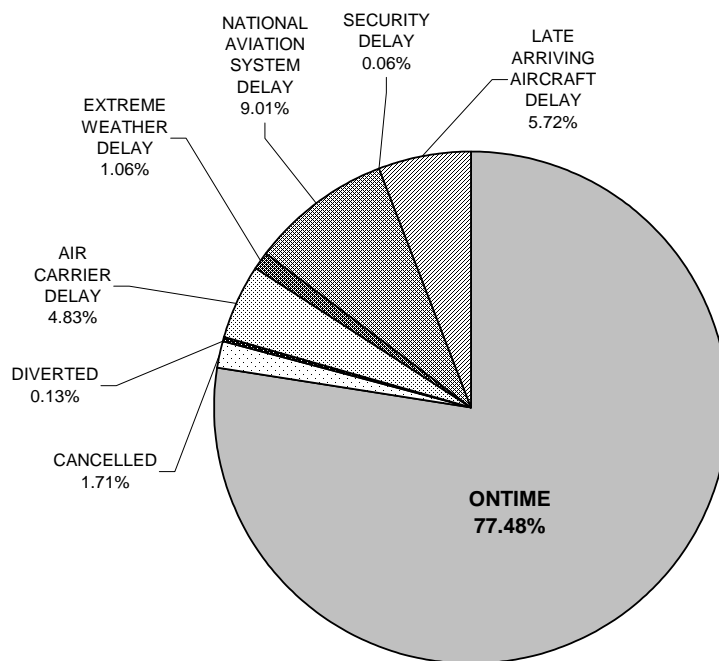
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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

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

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

**FEBRUARY 2004**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 10. OVERALL CAUSES OF DELAY\***



**\*Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
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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
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways

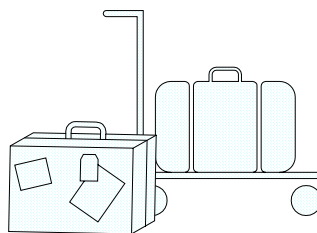
**Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors**

HA	Hawaiian Airlines
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## **MISHANDLED BAGGAGE**

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



**FEBRUARY**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	FEBRUARY 2004			FEBRUARY 2003		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,848	1,022,460	2.79	1,719	854,464	2.01
2	CONTINENTAL AIRLINES	7,190	2,467,268	2.91	7,908	2,337,190	3.38
3	JETBLUE AIRWAYS	2,502	855,404	2.92	2,399	616,804	3.89
4	SOUTHWEST AIRLINES	17,517	5,917,781	2.96	20,571	5,518,621	3.73
5	AIRTRAN AIRWAYS	2,846	953,958	2.98	2,746	780,352	3.52
6	NORTHWEST AIRLINES	11,462	3,330,850	3.44	13,554	3,235,707	4.19
7	AMERICA WEST AIRLINES	5,443	1,522,235	3.58	6,119	1,419,631	4.31
8	HAWAIIAN AIRLINES	1,599	446,091	3.58	*	*	*
9	ATA AIRLINES	2,775	763,606	3.63	3,093	614,291	5.04
10	US AIRWAYS	10,286	2,810,015	3.66	10,843	2,651,021	4.09
11	UNITED AIRLINES	16,660	4,458,657	3.74	20,998	4,376,572	4.80
12	EXPRESSJET AIRLINES	4,035	867,427	4.65	3,308	686,866	4.82
13	AMERICAN AIRLINES	26,938	5,764,995	4.67	27,356	5,477,789	4.99
14	DELTA AIR LINES	42,079	6,164,508	6.83	27,675	6,067,116	4.56
15	AMERICAN EAGLE AIRLINES	8,977	1,060,618	8.46	10,176	835,731	12.18
16	COMAIR	9,682	924,011	10.48	*	*	*
17	SKYWEST AIRLINES	12,473	971,048	12.84	6,991	741,441	9.43
18	ATLANTIC COAST AIRLINES	8,440	614,414	13.74	6,537	585,080	11.17
19	ATLANTIC SOUTHEAST AIRLINES	11,383	707,737	16.08	11,961	652,209	18.34
TOTALS		205,135	41,623,083	4.93	183,954	37,450,885	4.91

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

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

ENPLANED PASSENGERS—For the domestic system only.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by Hawaiian (voluntary) effective November 2003. Reporting by Comair effective January 2004. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections of this report.

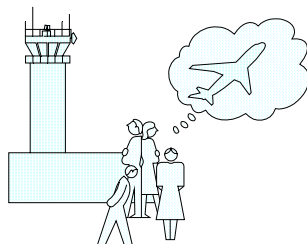
## OVERSALES

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.



**OCTOBER - DECEMBER 2003****PASSENGERS DENIED BOARDING****BY U.S. AIRLINES\***

RANK	AIRLINE	OCTOBER - DECEMBER 2003				OCTOBER - DECEMBER 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	<b>JETBLUE AIRWAYS</b>	4	0	2,377,510	<b>0.00</b>	*	*	*	*
2	<b>AMERICAN EAGLE AIRLINES</b>	245	5	352,336	<b>0.14</b>	217	9	272,877	<b>0.33</b>
3	<b>US AIRWAYS</b>	21,677	258	10,042,023	<b>0.26</b>	25,647	630	9,615,161	<b>0.66</b>
4	<b>AMERICA WEST AIRLINES</b>	9,845	161	4,967,920	<b>0.32</b>	14,663	80	4,975,675	<b>0.16</b>
5	<b>AIRTRAN AIRWAYS</b>	4,568	115	2,996,398	<b>0.38</b>	*	*	*	*
6	<b>NORTHWEST AIRLINES</b>	17,476	567	11,599,304	<b>0.49</b>	16,224	911	11,163,224	<b>0.82</b>
7	<b>AMERICAN AIRLINES</b>	17,175	1,126	19,693,148	<b>0.57</b>	30,682	1,184	21,069,812	<b>0.56</b>
8	<b>ATA AIRLINES</b>	998	151	2,323,876	<b>0.65</b>	*	*	*	*
9	<b>UNITED AIRLINES</b>	26,415	1,120	14,976,922	<b>0.75</b>	39,021	1,334	16,400,686	<b>0.81</b>
10	<b>HAWAIIAN AIRLINES</b>	284	109	1,416,878	<b>0.77</b>	*	*	*	*
11	<b>SOUTHWEST AIRLINES</b>	14,504	1,470	18,395,064	<b>0.80</b>	22,530	2,111	17,763,447	<b>1.19</b>
12	<b>DELTA AIR LINES</b>	43,603	2,346	20,208,431	<b>1.16</b>	49,703	3,799	21,267,637	<b>1.79</b>
13	<b>ALASKA AIRLINES</b>	6,443	478	3,704,804	<b>1.29</b>	4,919	318	3,361,246	<b>0.95</b>
14	<b>CONTINENTAL AIRLINES</b>	11,139	1,203	8,569,822	<b>1.40</b>	10,706	552	8,431,318	<b>0.65</b>
15	<b>ATLANTIC SOUTHEAST AIRLINES</b>	1,998	469	804,734	<b>5.83</b>	*	*	*	*
	<b>TOTALS</b>	<b>176,374</b>	<b>9,578</b>	<b>122,429,170</b>	<b>0.78</b>	<b>214,312</b>	<b>10,928</b>	<b>114,321,083</b>	<b>0.96</b>

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 section for the first time effective with the 1<sup>ST</sup> quarter 2003. Hawaiian Airlines was ranked in this section for the first time with the 4<sup>th</sup> quarter 2003.

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

RANK	AIRLINE	JANUARY - DECEMBER 2003				JANUARY - DECEMBER 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>	19	0	9,011,552	<b>0.00</b>	*	*	*	*
2	<i>US AIRWAYS</i>	87,051	1,330	39,088,401	<b>0.34</b>	101,084	1,526	43,978,481	<b>0.35</b>
3	<i>AMERICAN EAGLE AIRLINES</i>	757	38	1,005,018	<b>0.38</b>	1,103	19	1,001,798	<b>0.19</b>
4	<i>AMERICA WEST AIRLINES</i>	49,415	820	20,355,547	<b>0.40</b>	52,593	385	19,711,035	<b>0.20</b>
5	<i>AMERICAN AIRLINES</i>	90,088	4,815	81,243,021	<b>0.59</b>	135,989	2,650	86,792,674	<b>0.31</b>
6	<i>UNITED AIRLINES</i>	107,589	3,929	60,570,978	<b>0.65</b>	112,673	4,395	65,530,209	<b>0.69</b>
7	<i>NORTHWEST AIRLINES</i>	81,692	3,298	46,843,255	<b>0.70</b>	76,878	2,809	46,993,514	<b>0.60</b>
8	<i>ALASKA AIRLINES</i>	19,608	1,223	15,023,499	<b>0.81</b>	24,921	1,657	14,132,047	<b>1.17</b>
9	<i>ATA AIRLINES</i>	3,518	834	9,375,960	<b>0.89</b>	*	*	*	*
10	<i>SOUTHWEST AIRLINES</i>	84,826	7,622	74,719,340	<b>1.02</b>	87,486	7,928	72,462,123	<b>1.09</b>
11	<i>CONTINENTAL AIRLINES</i>	48,257	3,626	34,338,402	<b>1.06</b>	46,771	3,051	35,215,605	<b>0.87</b>
12	<i>DELTA AIR LINES</i>	127,039	10,342	79,596,557	<b>1.30</b>	163,846	9,222	83,386,595	<b>1.11</b>
13	<i>AIRTRAN AIRWAYS</i>	19,344	1,677	11,601,332	<b>1.45</b>	*	*	*	*
14	<i>ATLANTIC SOUTHEAST AIRLINES</i>	7,657	2,378	3,024,407	<b>7.86</b>	*	*	*	*
--	<i>HAWAIIAN AIRLINES</i>	*	*	*	*	*	*	*	*
	<b>TOTALS</b>	726,860	41,932	485,797,269	<b>0.86</b>	803,344	33,642	467,204,981	<b>0.72</b>

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 1<sup>st</sup> quarter 2003. Hawaiian Airlines ranked in the "Passengers Denied Boarding" section for the first time with the 4<sup>th</sup> 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

	FEBRUARY 2004				FEBRUARY 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	498	102	2	61	316	52	2	33
FOREIGN AIRLINES	106	2	1	9	88	1	0	3
TRAVEL AGENTS	27	2	0	0	23	0	0	0
TOUR OPERATORS	6	0	0	1	3	0	0	2
MISCELLANEOUS	24	5	0	89	11	10	0	16
<b>INDUSTRY TOTALS</b>	<b>661</b>	<b>111</b>	<b>3</b>	<b>160</b>	<b>441</b>	<b>63</b>	<b>2</b>	<b>54</b>

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	FEBRUARY 2004			FEBRUARY 2003		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	202		1	84	
DELAYS			55			27
CANCELLATIONS			49			24
MISCONNECTIONS			31			16
BAGGAGE	2	111		3	65	
CUSTOMER SERVICE	3	80		4	58	
RES/TKTG/BOARDING	4	67		2	82	
REFUNDS	5	54		5	37	
DISABILITY	6	50		9	23	
OTHER	7	39		7	25	
FREQUENT FLYER			31			20
OVERSALES	8	30		6	29	
FARES	9	18		8	24	
DISCRIMINATION	10	7		11	6	
ADVERTISING	11	3		10	7	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		661			441	

\* 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\*  
 FEBRUARY 2004

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	9	1	0	1	0	3	0	0	0	0	0	0	14
AIRTRAN AIRWAYS	3	0	1	0	1	3	0	3	0	0	0	0	11
ALASKA AIRLINES	4	0	1	1	0	4	1	1	1	0	0	1	14
ALLEGANT AIR	3	0	0	0	0	1	2	0	0	0	0	0	6
ALOHA AIRLINES	2	0	0	0	2	1	1	0	0	0	0	0	6
AMERICA WEST AIRLINES	7	0	0	1	0	3	1	1	0	1	0	1	15
AMERICAN AIRLINES	18	3	6	1	4	9	14	7	0	1	0	8	71
ATA AIRLINES	3	1	1	0	0	1	0	0	0	0	0	0	6
ATLANTIC COAST AIRLINES	5	1	0	0	0	1	1	1	0	0	0	0	9
COMAIR	4	2	0	0	0	1	1	2	0	0	0	0	10
CONTINENTAL AIRLINES	5	1	4	1	3	3	2	3	0	1	0	4	27
DELTA AIR LINES	13	0	5	3	6	14	2	3	0	0	0	7	53
MESA AIRLINES	4	0	0	0	0	1	0	0	0	0	0	0	5
MESABA AIRLINES	2	2	0	0	0	0	1	0	0	0	0	0	5
NORTHWEST AIRLINES	7	4	5	2	4	7	5	4	0	0	0	5	43
RYAN INT'L AIRLINES	5	0	0	0	0	0	1	2	0	0	0	1	9
SKYWEST AIRLINES	1	0	1	0	0	4	0	0	0	1	0	0	7
SOUTHWEST AIRLINES	4	0	0	0	0	3	2	1	0	0	0	0	10
UNITED AIRLINES	15	6	10	2	3	12	13	4	1	1	0	4	71
US AIRWAYS	7	1	3	1	3	5	3	7	1	1	0	1	33
USA3000	4	0	0	0	0	1	1	0	0	0	0	0	6
WORLD AIRWAYS	21	0	0	0	0	0	0	0	0	0	0	0	21
OTHER U. S. AIRLINES	17	4	3	1	2	7	7	4	0	0	0	1	46
<b>TOTAL FEBRUARY 2004</b>	<b>163</b>	<b>26</b>	<b>40</b>	<b>14</b>	<b>28</b>	<b>84</b>	<b>58</b>	<b>43</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>33</b>	<b>498</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>32.7</b>	<b>5.2</b>	<b>8.0</b>	<b>2.8</b>	<b>5.6</b>	<b>16.9</b>	<b>11.6</b>	<b>8.6</b>	<b>0.6</b>	<b>1.2</b>	<b>0.0</b>	<b>6.6</b>	
<b>TOTAL FEBRUARY 2003</b>	<b>70</b>	<b>20</b>	<b>59</b>	<b>16</b>	<b>24</b>	<b>43</b>	<b>43</b>	<b>16</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>18</b>	<b>316</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>22.2</b>	<b>6.3</b>	<b>18.7</b>	<b>5.1</b>	<b>7.6</b>	<b>13.6</b>	<b>13.6</b>	<b>5.1</b>	<b>0.9</b>	<b>0.9</b>	<b>0.3</b>	<b>5.7</b>	

\* 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  
FEBRUARY 2004

U. S. AIRLINES*	COMPS RECD IN FEB.	INCI - DENTS IN FEB.	PERCENT	INCI - DENTS IN JAN.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	14	5	35.7	4	28.6	4	28.6	1	7.1
AIRTRAN AIRWAYS	11	5	45.5	1	9.1	4	36.4	1	9.1
ALASKA AIRLINES	14	3	21.4	6	42.9	3	21.4	2	14.3
ALLEGiant AIR	6	4	66.7	1	16.7	0	0.0	1	16.7
ALOHA AIRLINES	6	2	33.3	0	0.0	2	33.3	2	33.3
AMERICA WEST AIRLINES	15	6	40.0	3	20.0	4	26.7	2	13.3
AMERICAN AIRLINES	71	21	29.6	13	18.3	21	29.6	16	22.5
ATA AIRLINES	6	0	0.0	4	66.7	2	33.3	0	0.0
ATLANTIC COAST AIRLINES	9	3	33.3	0	0.0	5	55.6	1	11.1
COMAIR	10	1	10.0	3	30.0	6	60.0	0	0.0
CONTINENTAL AIRLINES	27	4	14.8	5	18.5	12	44.4	6	22.2
DELTA AIRLINES	53	17	32.1	5	9.4	18	34.0	13	24.5
MESA AIRLINES	5	2	40.0	3	60.0	0	0.0	0	0.0
MESABA AIRLINES	5	1	20.0	0	0.0	3	60.0	1	20.0
NORTHWEST AIRLINES	43	12	27.9	5	11.6	19	44.2	7	16.3
RYAN INT'L AIRLINES	9	1	11.1	7	77.8	0	0.0	1	11.1
SKYWEST AIRLINES	7	2	28.6	4	57.1	1	14.3	0	0.0
SOUTHWEST AIRLINES	10	4	40.0	2	20.0	2	20.0	2	20.0
UNITED AIRLINES	71	16	22.5	17	23.9	25	35.2	13	18.3
US AIRWAYS	33	2	6.1	10	30.3	16	48.5	5	15.2
USA3000	6	1	16.7	5	83.3	0	0.0	0	0.0
WORLD AIRWAYS	21	0	0.0	12	57.1	9	42.9	0	0.0
OTHER U. S. AIRLINES	46	15	32.6	18	39.1	10	21.7	3	6.5
<b>TOTALS</b>	<b>498</b>	<b>127</b>	<b>25.5</b>	<b>128</b>	<b>25.7</b>	<b>166</b>	<b>33.3</b>	<b>77</b>	<b>15.5</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>316</b>	<b>108</b>	<b>34.2</b>	<b>66</b>	<b>20.9</b>	<b>126</b>	<b>39.9</b>	<b>16</b>	<b>5.1</b>

\*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\*\*  
FEBRUARY 2004

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	2	0	0	0	0	0	3	0	0	0	0	0	5
AIR FRANCE	1	0	0	0	1	2	1	4	0	0	0	0	9
ALLEGRO AIRLINES	1	0	1	0	6	0	0	0	0	0	0	0	8
BRITISH AIRWAYS	2	0	3	1	2	2	3	1	0	1	0	1	16
LUFTHANSA	1	0	0	0	0	1	1	1	0	0	0	1	5
OTHER FOREIGN AIRLINES	11	4	10	0	6	19	10	1	0	0	0	2	63
<b>TOTALS</b>	<b>18</b>	<b>4</b>	<b>14</b>	<b>1</b>	<b>15</b>	<b>24</b>	<b>18</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>106</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	12	3	9	0	2	0	0	0	0	1	27
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>3</b>	<b>9</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>27</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	3	0	0	0	1	1	0	0	0	0	0	1	6
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>6</b>
<b><u>MI SCELLANEOUS</u></b>													
OTHER MI SCELLANEOUS	18	0	1	0	1	2	2	0	0	0	0	0	24
<b>TOTALS</b>	<b>18</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>24</b>

**Public Complaints to the Department of Homeland Security for the Month of February 2004<sup>^</sup>**

Tort Claims <sup>^^</sup>		Discourteous Treatment	Inappropriate Screening	Processing Time at Checkpoint	Handling of Passenger Property
Checkpoint	Checked Baggage				
637	1029	64	57	25	357

<sup>^</sup> Pursuant to Section 421(a) of Vision 100 (Public Law 108-176-December 12, 2003), the Department of Homeland Security (DHS), through its Transportation Security Administration (TSA), has provided the above information on passenger and baggage screening complaints and incidents to the Department of Transportation. TSA expects to refine its categorization of this type of data in the coming months to provide the public with the most meaningful information possible.

<sup>^^</sup> In some portion of these claims, the air carrier, and not TSA, is the responsible party for damage to checked baggage.

*Note:* Some of the complaints counted under "handling of passenger property" may also be included in the tort claims category. Data collection mechanisms at this point do not allow TSA to reconcile these numbers.

\* 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

FEBRUARY  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	FEBRUARY 2004			FEBRUARY 2003		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>JETBLUE AIRWAYS</i>	0	830,896	0.00	0	599,379	0.00
1	<i>ATLANTIC SOUTHEAST AIRLINES</i>	0	724,545	0.00	5	660,568	0.76
3	<i>SOUTHWEST AIRLINES</i>	10	5,751,624	0.17	12	5,359,957	0.22
4	<i>EXPRESSJET AIRLINES</i>	2	918,640	0.22	0	701,795	0.00
5	<i>HAWAIIAN AIRLINES</i>	1	446,091	0.22	*	*	*
6	<i>AMERICAN EAGLE AIRLINES</i>	4	1,030,677	0.39	5	804,257	0.62
7	<i>SKYWEST AIRLINES</i>	7	939,577	0.75	2	824,331	0.24
8	<i>ATA AIRLINES</i>	6	786,653	0.76	6	684,832	0.88
9	<i>DELTA AIR LINES</i>	53	6,395,273	0.83	54	6,295,006	0.86
10	<i>CONTINENTAL AIRLINES</i>	27	2,935,176	0.92	27	2,740,517	0.99
11	<i>AMERICA WEST AIRLINES</i>	15	1,546,119	0.97	18	1,435,526	1.25
12	<i>AMERICAN AIRLINES</i>	71	6,838,282	1.04	46	6,370,762	0.72
13	<i>US AIRWAYS</i>	33	3,131,665	1.05	24	2,873,671	0.84
14	<i>COMAIR</i>	10	916,546	1.09	*	*	*
15	<i>NORTHWEST AIRLINES</i>	43	3,903,810	1.10	42	3,812,018	1.10
16	<i>AIRTRAN AIRWAYS</i>	11	931,489	1.18	7	757,935	0.92
17	<i>ALASKA AIRLINES</i>	14	1,133,331	1.24	8	1,021,424	0.78
18	<i>UNITED AIRLINES</i>	71	4,989,908	1.42	31	4,819,129	0.64
19	<i>ATLANTIC COAST AIRLINES</i>	9	625,735	1.44	1	599,660	0.17
	<b>TOTAL</b>	<b>387</b>	<b>44,776,037</b>	<b>0.86</b>	<b>288</b>	<b>40,360,767</b>	<b>0.71</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections. November 2003 was the first ranking of Hawaiian Airlines (voluntary reporting of flight delay and mishandled baggage data). January 2004 was the first ranking of Comair.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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

