



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: AUGUST 2001

Includes data for the following periods:

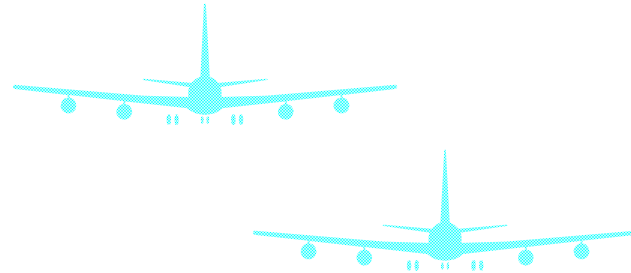
Flight Delays	June 2001 12 Months Ending June 2001
Mishandled Baggage	June 2001 January-June 2001
Oversales	1st Quarter 2001
Consumer Complaints (Includes Disability Complaints)	June 2001 January-June 2001

Office of Aviation Enforcement and Proceedings

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

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INTRODUCTION

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

The report is divided into four sections. These sections deal with flight delays, mishandled baggage, oversales and consumer complaints. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

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 largest U.S. air carriers, including all eleven carriers that have at least one percent of total domestic scheduled-service passenger revenues. These airlines account for more than 85 percent of domestic operating revenues.

The rule requires carriers to currently report on operations to and from the 32 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 12 reporting air carriers, 4 (American, Northwest, United and US Airways) use ACARS exclusively; 4 (Alaska, Aloha, America West and Southwest) rely solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 4 (American Eagle, Continental, Delta and TWA) 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.

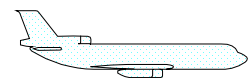
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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

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

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

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/>. Computer tapes containing data for all reported flight operations are available for purchase from the Transportation Systems Center in Cambridge, Massachusetts. The Department cannot respond to inquiries about the performance of individual flights.

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



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AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/		AT ALL REPORTED AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
SOUTHWEST S/	15	82.2	58	81.7
ALOHA S/	1	77.8	8	79.0
TRANS WORLD	30	78.6	69	78.7
NORTHWEST S/	32	77.7	111	78.0
CONTINENTAL S/	31	75.2	82	76.0
AMERICAN S/	32	74.3	93	75.1
AMERICA WEST S/	26	74.9	52	75.1
US AIRWAYS S/	28	74.5	89	74.6
UNITED S/	31	73.6	96	73.6
DELTA S/	31	72.3	109	71.9
ALASKA S/	8	66.1	37	69.3
AMERICAN EAGLE S/	18	68.9	104	67.6
T O T A L		74.7		75.2

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. At the present time, and beginning with the December 2000 report, Aloha Airlines is the only carrier that reports voluntarily. American Eagle reporting effective January 2001.

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	3RD QUARTER 07-09 2000		4TH QUARTER 10-12 2000		1ST QUARTER 01-03 2001		2ND QUARTER 04-06 2001		04 2001		05 2001		06 2001		12 MONTHS ENDING 06 2001		DATABASE TO DATE 09 1987 - 06 2001	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	70.2	(8)	64.5	(10)	63.5	(12)	72.5	(11)	71.0	(12)	77.3	(10)	69.3	(11)	67.8	(9)	75.9	(9)
ALOHA	----	--	90.6	(1)	85.3	(1)	84.5	(1)	87.5	(1)	87.3	(1)	79.0	(2)	86.8	---	86.8	---
AMERICA WEST	66.4	(9)	64.1	(11)	68.7	(10)	75.2	(9)	73.5	(9)	77.0	(11)	75.1	(7)	68.6	(8)	78.3	(5)
AMERICAN	75.3	(6)	69.5	(7)	73.7	(7)	77.9	(8)	78.9	(8)	79.6	(8)	75.1	(6)	74.1	(7)	78.8	(3)
AMERICAN EAGLE	----	--	----	--	63.7	(11)	70.1	(12)	71.1	(11)	71.6	(12)	67.6	(12)	67.0	---	67.0	---
CONTINENTAL	79.1	(2)	78.7	(2)	79.5	(2)	82.6	(3)	85.7	(2)	86.1	(2)	76.0	(5)	80.0	(1)	78.4	(4)
DELTA	77.2	(5)	68.7	(8)	73.2	(9)	78.9	(7)	81.4	(6)	83.3	(6)	71.9	(10)	74.5	(6)	77.4	(8)
NORTHWEST	79.6	(1)	72.2	(5)	79.1	(3)	80.9	(5)	80.6	(7)	84.0	(5)	78.0	(4)	78.0	(2)	79.7	(2)
SOUTHWEST	78.8	(3)	70.4	(6)	77.8	(4)	83.2	(2)	82.9	(4)	85.0	(4)	81.7	(1)	77.6	(4)	82.3	(1)
TRANS WORLD	78.7	(4)	73.3	(4)	76.1	(6)	82.4	(4)	83.3	(3)	85.2	(3)	78.7	(3)	77.6	(3)	77.8	(7)
UNITED	51.6	(10)	66.7	(9)	73.6	(8)	74.3	(10)	71.5	(10)	77.9	(9)	73.6	(9)	66.4	(10)	75.3	(10)
US AIRWAYS	70.9	(7)	73.3	(3)	77.3	(5)	80.3	(6)	82.9	(5)	83.1	(7)	74.6	(8)	75.4	(5)	78.1	(6)
TOTAL	72.7		70.6		74.5		78.7		79.3		81.5		75.2		74.2		78.2	

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. At the present time, and beginning with the December 2000 report, Aloha Airlines is the only carrier that reports voluntarily. American Eagle reporting effective January 2001.

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

CARRIER	ARRIVAL AIRPORT															
	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	663	65.3	1730	64.5	374	75.4	240	72.9	90	81.1	1021	72.2	799	77.1	14279	79.2
AQ		H/		H/		H/		H/		H/		H/		H/		H/
AS		H/		H/		H/		H/		H/		H/		H/		H/
CO	534	67.2	747	68.9	318	77.0	101	68.3		H/	580	76.6	375	76.5	578	75.6
DL	18400	69.0	2240	70.2	419	72.1	270	63.7	5118	83.0	1615	73.7	599	77.3	3469	75.6
HP	150	56.7	164	50.0	180	38.3		H/		H/	150	56.7	235	67.2	180	74.4
MQ		H/	2577	58.2	296	60.5	80	53.8	176	67.0	414	58.2		H/	6671	77.0
NW	581	65.2	624	66.2	381	72.4	239	78.7	25	64.0	614	71.3	406	70.2	516	78.3
TW	205	64.9	265	67.5	180	75.6	115	81.7		H/	234	75.2	240	78.3	291	77.0
UA	569	67.0	1261	59.2	420	63.8	150	70.0	150	72.7	478	60.7	9028	78.8	742	70.6
US	601	63.9	2441	72.8	2214	74.7	10008	78.6		H/	2923	81.3	300	79.3	326	79.1
WN		H/		H/	3742	81.3		H/		H/		H/		H/		H/
TOTAL	21703	68.4	12049	65.6	8524	75.7	11203	77.8	5559	82.1	8029	74.5	11982	78.1	27052	77.8

CARRIER	ARRIVAL AIRPORT															
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# 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	523	74.4	848	66.0	372	71.5	414	72.2	560	68.0	1088	74.6	658	82.5	3522	75.3
AQ		H/		H/		H/		H/		H/		H/	90	77.8		H/
AS		H/		H/		H/		H/		H/		H/	304	77.0	785	70.2
CO	355	73.2	6136	73.1	495	74.9	83	77.1	8586	78.2	58	60.3	440	76.6	664	74.4
DL	330	66.7	1071	67.8	1320	69.5	478	68.2	268	58.6	1017	59.9	690	73.0	1380	71.3
HP	150	59.3	180	51.7	60	68.3		H/	145	70.3	240	48.8	2387	73.7	741	74.2
MQ	113	62.8	203	49.8		H/		H/		H/	1987	51.8		H/	2711	66.3
NW	10217	84.8	581	67.1	90	62.2	291	77.0	415	72.8	150	64.0	330	76.4	646	67.8
TW	179	77.7	199	69.8	150	74.0	120	80.8	116	73.3	641	74.9	150	73.3	408	70.6
UA	300	67.0	907	56.9	60	66.7	2954	71.0	411	65.5	579	68.0	1088	82.3	5437	78.8
US	379	77.3	505	65.7	972	69.8	390	70.8	325	59.4		H/	245	75.1	530	67.9
WN	566	78.4		H/	954	76.9		H/	187	76.5		H/	4923	85.5	3415	80.0
TOTAL	13112	82.2	10630	69.1	4473	71.9	4730	71.5	11013	75.8	5760	62.0	11305	80.5	20239	74.8

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

CARRIER	ARRIVAL AIRPORT															
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# 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	1671	57.0	640	75.5	120	76.7	3100	70.6	532	71.4	9223	73.7	261	75.9	679	65.5
AQ		H/		H/		H/		H/		H/		H/		H/		H/
AS		H/		H/		H/		H/		H/	30	70.0	1437	71.8		H/
CO	463	66.7	541	76.7	21	85.7	367	76.8	216	76.9	572	71.7	143	72.7	247	67.2
DL	2321	69.8	2466	71.4		H/	425	69.2	330	80.0	715	66.2	418	75.8	623	63.4
HP		H/	60	53.3		H/	60	78.3	120	62.5	240	58.8	175	72.6	150	60.0
MQ	1113	62.4	290	65.9		H/	1038	69.5		H/	4996	77.6		H/	212	50.9
NW	620	59.0	450	70.9	429	79.3	198	75.8	10222	79.6	819	68.0	212	68.4	500	63.8
TW	230	65.2	360	80.8		H/	305	82.6	289	78.2	316	77.2	180	68.9	171	71.3
UA	928	56.6	594	74.4		H/	480	60.8	628	63.1	12239	71.0	1049	77.9	759	58.4
US	2900	72.4	1555	73.2	91	80.2	422	73.7	239	78.2	639	67.0		H/	6808	68.9
WN		H/	1567	77.8	3521	81.4		H/		H/		H/	946	86.6		H/
TOTAL	10246	65.5	8523	73.8	4182	81.0	6395	70.9	12576	78.2	29789	72.6	4821	76.4	10149	66.8

CARRIER	ARRIVAL AIRPORT															
	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	704	75.6	89	74.2	740	77.6	673	76.5	1312	78.0	180	66.1	407	73.2	480	77.5
AQ		H/		H/		H/		H/		H/		H/		H/		H/
AS	246	72.8		H/	408	73.0	3968	60.6	521	70.1		H/		H/		H/
CO	347	77.5	96	74.0	235	76.2	340	72.1	495	78.6	105	81.0	50	68.0	422	75.6
DL	598	78.1	239	73.6	450	78.7	570	67.4	739	70.9	4196	82.7	209	64.6	1057	69.9
HP	6791	82.4		H/	390	73.3	218	67.4	299	71.2	145	77.2	89	46.1	60	65.0
MQ		H/	324	66.7	1108	66.6		H/		H/		H/		H/	171	58.5
NW	330	74.8	201	73.6	210	76.2	676	71.7	480	70.8	106	65.1	382	74.1	300	59.7
TW	180	72.8	171	77.8	120	70.8	180	66.1	240	68.3	120	65.0	9955	81.6	150	76.0
UA	879	81.5	175	66.3	949	80.0	1496	71.5	6366	80.5	501	79.6	270	64.8	276	64.9
US	270	78.1	7943	77.2	266	68.8	326	68.4	483	75.4		H/	270	73.0	1166	67.7
WN	5227	84.5		H/	2283	86.0	1092	79.9		H/	1156	85.0	2399	78.0	1594	80.0
TOTAL	15572	82.0	9238	76.4	7159	77.9	9539	67.8	10935	77.8	6509	81.6	14031	79.5	5676	72.3

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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)

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT																	
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	70.0	81.8	70.4	83.0	82.0	J/	96.7	86.6	95.8	78.9	J/	80.2	83.8	70.3	97.9	91.5	76.7	76.7
700 - 759 AM	85.0	80.1	91.3	88.9	93.1	88.9	90.4	88.4	91.3	86.1	93.3	90.0	92.0	81.0	95.4	90.9	88.1	85.5
800 - 859 AM	80.7	79.4	93.4	88.4	89.9	89.4	87.9	84.5	94.7	87.5	90.7	86.4	86.2	71.3	91.5	85.0	79.0	88.2
900 - 959 AM	77.5	84.0	89.6	86.9	88.4	85.3	86.3	82.4	85.3	92.5	92.2	78.1	82.3	83.3	90.6	85.6	80.5	90.4
1000 - 1059 AM	81.0	78.8	94.1	87.0	88.1	83.1	86.4	83.4	88.4	84.6	86.1	82.3	86.5	64.4	83.3	75.4	75.2	88.2
1100 - 1159 AM	80.2	76.9	89.1	87.0	87.0	80.1	85.5	82.4	86.9	87.5	78.3	79.0	81.9	67.0	84.3	68.1	75.2	85.2
1200 - 1259 PM	78.0	73.3	88.0	87.4	82.2	85.2	76.9	80.7	88.3	73.7	81.9	84.0	81.4	30.5	83.0	68.6	71.5	75.5
100 - 159 PM	78.1	74.3	85.1	86.1	87.6	79.6	82.7	82.6	86.3	78.2	70.5	75.7	79.4	82.0	83.3	76.4	72.4	78.9
200 - 259 PM	69.3	70.4	82.7	75.6	81.5	78.5	80.5	77.1	84.4	75.6	71.7	68.0	82.5	65.7	80.8	73.5	71.3	73.2
300 - 359 PM	67.8	63.6	71.4	73.7	81.4	77.3	73.9	79.5	81.8	69.0	75.3	77.7	70.6	65.5	84.8	75.4	64.1	76.7
400 - 459 PM	63.8	58.9	73.5	72.2	75.0	69.8	77.7	74.9	77.0	64.8	64.1	71.3	70.6	65.0	71.8	72.8	62.9	73.7
500 - 559 PM	63.8	54.6	66.2	69.3	79.0	69.1	71.5	71.5	79.9	59.9	76.0	62.0	70.9	56.2	74.3	76.6	59.1	68.4
600 - 659 PM	59.5	51.4	66.9	69.9	77.6	67.2	71.8	73.4	79.6	58.4	67.0	60.6	66.3	53.3	78.8	73.3	56.4	68.0
700 - 759 PM	52.1	48.6	64.2	67.0	74.3	63.0	66.2	71.5	80.7	56.5	56.4	59.1	65.4	56.3	75.7	68.7	54.3	61.2
800 - 859 PM	56.5	55.7	66.8	66.2	64.4	65.3	68.4	69.1	77.9	58.0	67.1	64.8	71.0	46.1	77.3	69.0	52.7	63.6
900 - 959 PM	48.6	55.2	66.1	67.1	77.9	60.8	67.2	71.2	71.7	58.7	65.1	61.9	65.5	54.1	69.8	70.9	57.5	67.4
1000 - 1059 PM	59.2	60.2	62.2	63.4	65.6	67.4	69.5	65.6	71.4	64.1	62.4	66.0	56.7	57.4	74.1	69.1	58.5	58.4
1100 - 559 AM	68.3	65.5	67.6	68.6	69.0	61.8	65.2	78.0	72.7	63.2	58.9	68.9	63.3	64.4	72.9	76.0	56.0	63.1
TOTAL, ALL ARRIVALS, BY AIRPORT	68.4	65.6	75.7	77.8	82.1	74.5	78.1	77.8	82.2	69.1	71.9	71.5	75.8	62.0	80.5	74.8	65.5	73.8

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	87.2	88.5	89.8	86.5	J/	66.7	94.3	80.7	96.0	89.4	88.3	J/	85.3	96.7	85.1
700 - 759 AM	91.6	84.4	84.9	78.4	91.5	89.5	90.5	89.7	82.2	93.2	94.9	92.0	86.4	86.9	87.2
800 - 859 AM	85.8	81.1	82.7	78.9	88.8	79.8	90.3	85.7	85.1	80.0	88.5	94.4	88.4	92.6	85.4
900 - 959 AM	90.0	84.1	80.8	77.1	89.8	77.3	82.0	80.7	89.4	80.4	83.7	90.2	88.2	89.2	84.0
1000 - 1059 AM	89.4	85.0	80.5	79.1	83.5	81.7	89.0	88.0	85.1	73.0	84.6	85.1	87.3	91.6	83.2
1100 - 1159 AM	87.2	81.8	81.4	76.9	83.7	81.2	91.6	82.9	83.8	71.4	79.7	82.3	87.1	79.6	81.6
1200 - 1259 PM	87.6	78.9	81.8	76.5	76.7	79.7	82.4	86.3	79.5	64.1	81.5	78.6	88.4	83.2	79.1
100 - 159 PM	83.5	77.8	83.0	72.6	78.3	77.2	84.1	81.7	82.1	69.8	77.7	85.2	82.3	84.0	79.9
200 - 259 PM	81.5	72.4	83.4	71.6	82.8	70.1	81.7	79.1	74.3	67.1	79.6	85.5	82.0	74.6	76.2
300 - 359 PM	81.3	66.3	77.1	71.5	80.4	66.9	80.3	79.5	83.0	70.2	77.1	83.3	77.6	77.1	74.6
400 - 459 PM	77.0	67.7	76.6	69.9	78.1	63.1	80.4	70.5	75.8	67.8	80.9	81.7	77.0	71.1	71.2
500 - 559 PM	77.0	62.7	77.2	67.8	68.3	58.5	75.6	70.7	69.4	67.2	74.3	79.1	70.5	67.7	69.3
600 - 659 PM	77.3	61.2	74.0	68.7	76.1	49.8	76.2	65.2	71.3	60.8	72.7	81.8	68.5	54.2	67.7
700 - 759 PM	71.7	66.0	72.1	67.1	69.5	49.2	76.2	72.2	76.3	63.0	73.9	83.4	72.9	58.0	67.2
800 - 859 PM	70.5	57.9	71.7	66.4	71.3	54.6	74.1	62.0	70.4	58.4	72.4	75.3	75.3	59.5	65.6
900 - 959 PM	70.5	58.8	69.2	61.5	67.7	57.3	78.8	65.9	71.6	63.0	72.3	70.0	65.3	60.2	65.8
1000 - 1059 PM	72.8	62.7	70.1	61.5	71.7	56.1	76.2	52.8	75.5	61.3	67.1	61.3	70.0	66.7	65.0
1100 - 559 AM	76.1	65.9	75.4	74.1	68.0	61.0	76.7	65.1	76.6	67.0	73.7	73.0	77.6	66.0	68.7
TOTAL, ALL ARRIVALS, BY AIRPORT	81.0	70.9	78.2	72.6	76.4	66.8	82.0	76.4	77.9	67.8	77.8	81.6	79.5	72.3	74.7

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT																	
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	89.8	87.8	95.2	89.9	92.7	90.5	86.8	90.9	88.0	91.4	92.4	85.6	90.6	81.5	93.8	92.3	88.0	93.6
700 - 759 AM	85.2	86.2	91.2	86.4	89.5	85.5	87.6	86.0	88.1	90.4	93.3	90.6	90.1	80.3	91.8	88.3	85.5	92.5
800 - 859 AM	84.6	79.0	91.5	85.9	95.9	90.2	86.3	85.1	87.0	87.6	88.5	90.2	87.7	82.8	90.0	87.4	82.2	88.4
900 - 959 AM	79.5	77.8	89.1	89.6	88.6	88.2	88.7	82.1	86.9	86.2	94.3	85.5	89.5	80.1	87.9	85.5	83.3	90.8
1000 - 1059 AM	82.6	80.1	91.3	89.2	87.9	87.5	81.7	82.3	81.2	85.4	88.6	83.6	81.9	77.4	80.7	80.9	83.3	89.5
1100 - 1159 AM	79.1	75.6	87.3	84.2	88.1	86.7	81.0	80.0	81.7	89.9	81.3	79.2	85.6	73.6	81.3	74.7	78.8	88.4
1200 - 1259 PM	79.0	75.8	86.1	84.7	87.1	81.4	76.1	78.5	86.0	81.7	75.1	85.8	81.0	73.5	78.7	72.5	78.5	85.2
100 - 159 PM	75.1	72.5	83.1	82.6	90.0	84.5	74.7	76.5	80.7	82.0	79.5	77.9	79.6	43.5	76.2	73.6	74.4	81.9
200 - 259 PM	72.8	64.6	78.0	75.3	83.1	80.1	78.2	77.4	78.5	79.2	69.9	72.9	76.0	62.0	78.3	72.8	75.7	73.9
300 - 359 PM	62.8	61.1	74.5	69.5	87.7	80.1	71.2	75.1	76.9	73.4	60.6	67.9	78.6	65.5	77.1	76.6	71.1	65.6
400 - 459 PM	60.0	57.5	69.4	69.0	82.3	72.9	73.0	70.3	69.2	66.1	74.4	66.9	66.1	59.4	74.6	74.4	68.5	73.2
500 - 559 PM	61.0	56.5	65.0	68.5	73.3	73.5	68.4	68.8	75.9	57.9	66.0	63.4	72.3	63.9	71.5	73.6	64.2	73.4
600 - 659 PM	60.4	51.0	64.0	60.3	67.4	71.2	67.3	71.7	71.5	60.3	71.0	67.8	68.9	58.7	73.3	78.2	63.6	69.2
700 - 759 PM	58.4	51.0	61.0	67.6	77.0	72.6	68.3	70.3	75.3	59.9	63.8	64.1	70.5	70.2	70.7	75.1	61.5	70.4
800 - 859 PM	55.1	57.5	60.0	72.5	73.8	67.6	58.9	71.0	73.2	57.5	57.6	70.4	68.1	49.3	77.6	77.3	57.9	66.3
900 - 959 PM	53.6	54.0	57.8	70.2	69.2	79.6	70.5	71.2	80.3	61.0	65.3	64.5	75.9	60.0	75.2	78.9	61.6	64.6
1000 - 1059 PM	55.4	80.0	36.0	73.8	81.7	J/	66.7	78.5	75.1	56.0	J/	70.8	73.7	69.8	84.3	81.9	68.0	86.7
1100 - 559 AM	58.5	81.4	90.0	50.0	J/	J/	79.8	80.8	82.4	90.3	93.3	J/	82.8	72.0	76.9	88.8	50.0	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	69.5	69.2	78.3	77.2	83.2	81.0	76.1	77.1	80.5	76.7	77.6	75.2	78.8	68.6	80.2	79.8	74.5	80.1

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
600 - 659 AM	94.8	90.1	87.3	90.7	93.0	90.8	92.9	89.8	93.9	91.5	92.5	94.3	93.0	93.3	91.0
700 - 759 AM	91.3	85.6	85.3	83.5	90.5	84.5	91.4	88.8	90.5	85.4	86.7	87.2	88.7	92.0	88.0
800 - 859 AM	84.8	83.7	79.2	80.4	90.4	87.0	86.4	89.6	87.9	90.4	89.3	90.4	90.1	88.3	86.2
900 - 959 AM	76.8	85.9	83.8	78.3	86.6	80.9	83.2	88.5	83.6	78.7	87.3	91.3	87.5	91.8	84.8
1000 - 1059 AM	86.6	86.9	79.8	76.8	84.8	80.3	82.3	84.9	82.4	82.2	81.9	90.2	86.9	88.9	83.0
1100 - 1159 AM	83.8	85.4	81.8	76.0	87.7	80.3	80.4	88.3	82.7	73.4	81.0	86.8	86.3	86.0	81.5
1200 - 1259 PM	81.5	80.7	74.4	71.2	79.7	79.1	79.3	84.7	82.8	74.7	83.4	80.6	85.8	85.1	79.6
100 - 159 PM	72.0	71.9	81.1	74.9	81.5	82.3	77.2	79.5	77.6	68.4	82.9	77.0	82.9	79.5	77.8
200 - 259 PM	68.2	72.2	79.1	68.5	85.4	77.8	76.5	82.2	76.6	68.6	80.8	89.9	81.8	74.9	76.0
300 - 359 PM	67.5	68.9	77.0	68.6	83.3	67.1	73.2	68.7	77.9	72.1	78.7	85.7	77.1	73.5	72.5
400 - 459 PM	65.4	62.0	75.1	68.2	84.9	69.1	76.9	73.8	77.8	69.5	79.1	81.8	74.9	67.0	70.7
500 - 559 PM	70.2	60.5	75.8	64.6	78.3	59.1	73.1	70.7	77.1	69.9	79.1	82.5	75.8	72.9	68.5
600 - 659 PM	66.5	70.9	76.3	64.4	79.8	58.8	73.4	67.9	74.6	73.9	77.5	78.4	66.8	54.6	67.5
700 - 759 PM	66.8	61.9	76.2	64.2	79.5	58.5	74.1	85.5	75.4	69.2	83.2	86.1	73.5	65.9	68.1
800 - 859 PM	65.2	69.5	72.4	66.5	79.3	57.1	76.3	76.4	78.7	65.9	78.6	79.7	71.8	66.5	67.7
900 - 959 PM	46.8	75.0	J/	66.5	82.2	61.3	77.9	71.9	80.3	68.8	82.9	77.2	73.7	57.6	69.1
1000 - 1059 PM	J/	93.1	75.5	69.9	86.9	71.4	83.5	75.6	80.7	82.0	87.1	77.7	70.1	78.6	75.6
1100 - 559 AM	J/	85.8	94.9	85.3	85.4	75.0	93.5	J/	96.7	85.4	91.6	93.2	62.7	96.7	79.7
TOTAL, ALL DEPARTURES, BY AIRPORT	76.4	75.1	78.9	72.8	85.3	72.8	80.3	80.3	82.5	77.3	83.9	85.0	79.8	79.5	77.3

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF AVERAGE	MIN. LATE MEDIAN
MQ	5036	BOS-JFK	1850	30	90.00	69	45
AS	391	SFO-SEA	1620	15	86.67	43	18
MQ	5129	JFK-BOS	1820	30	86.67	92	82
DL	729	ATL-PBI	2025	30	86.67	68	53
DL	1734	ATL-TLH	2050	30	86.67	61	30
MQ	5167	JFK-PVD	1315	30	86.67	60	47
MQ	4758	BOS-BGR	1450	30	86.67	46	40
MQ	5143	BOS-JFK	1130	30	86.67	41	32
MQ	5133	DCA-JFK	1630	30	83.33	63	44
DL	2111	BOS-ATL	1815	30	83.33	61	46
DL	2557	BOS-PBI	1925	30	83.33	60	44
MQ	5101	JFK-ROC	1500	30	83.33	59	35
DL	150	ATL-JFK	1710	30	83.33	57	43
MQ	4763	BGR-BOS	1620	30	83.33	52	45
DL	2209	LGA-ATL	2000	30	83.33	49	31
DL	97	JFK-ATL	2015	28	82.14	56	47
AS	568	SEA-LAX	2057	21	80.95	42	29
AS	327	SMF-SEA	1645	21	80.95	35	27
DL	1129	ORD-ATL	1810	26	80.77	50	25
MQ	5044	BUF-JFK	1835	30	80.00	61	44
MQ	5100	ROC-JFK	1705	30	80.00	60	38
MQ	4949	PHL-BOS	1750	30	80.00	60	64
MQ	5043	JFK-BUF	1620	30	80.00	56	38
MQ	5042	BWI-JFK	2010	30	80.00	55	49
MQ	5032	RDU-JFK	1050	30	80.00	46	40
MQ	4911	BOS-PWM	1425	30	80.00	41	37
MQ	5172	BOS-JFK	1400	30	80.00	39	23
MQ	4948	BOS-PHL	1530	30	80.00	39	25
MQ	5056	BOS-JFK	0930	30	80.00	38	31
DL	591	ATL-PBI	1745	30	80.00	34	24
DL	901	ATL-OAK	0835	30	80.00	25	26

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TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS 1 /
ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER -----	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA -----	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/ -----	
		NUMBER -----	PERCENTAGE -----
AMERICAN EAGLE	1,441	53	3.7
DELTA	2,413	39	1.6
ALASKA	486	5	1.0
UNITED	2,176	13	0.6
AMERICA WEST	606	3	0.5
AMERICAN	2,122	5	0.2
US AIRWAYS	2,040	4	0.2
CONTINENTAL	1,027	2	0.2
SOUTHWEST	2,764	2	0.1
ALOHA	191	0	0.0
TRANS WORLD	736	0	0.0
NORTHWEST	1,611	0	0.0
TOTAL	17,613	126	0.7

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABILENE, TX. (ABI)	75.5	91.0	200	200	DUBUQUE, IA. (DBQ)	72.1	77.5	111	111
AGUADILLA, P.R. (BQN)	34.6	96.2	26	26	DULUTH, MN. (DLH)	69.4	77.3	170	172
AKRON/CANTON, OH. (CAK)	81.2	91.8	85	85	DUTCH HARBOR, AK. (DUT)	69.6	66.1	56	56
ALBANY, N.Y. (ALB)	72.3	82.0	1,447	1,440	EL PASO, TX. (ELP)	78.8	82.3	1,835	1,834
ALBUQUERQUE, N.M. (ABQ)	79.4	80.7	3,049	3,045	ELMIRA, N.Y. (ELM)	89.6	89.6	115	115
ALLENTOWN, PA. (ABE)	71.0	84.1	466	466	ERIE, PA. (ERI)	83.3	88.3	120	120
AMARILLO, TX. (AMA)	73.9	80.7	487	486	EUGENE, OR. (EUG)	81.6	90.5	179	179
ANCHORAGE, AK. (ANC)	77.8	82.0	2,300	2,297	EVANSVILLE, IN. (EVV)	71.3	72.8	136	136
ASHEVILLE, N.C. (AVL)	79.7	91.2	148	148	FAIRBANKS, AK. (FAI)	76.3	82.2	540	540
ATLANTA, GA. (ATL)	68.4	69.5	21,703	21,752	FARGO, N.D. (FAR)	75.3	88.0	150	150
AUSTIN, TX. (AUS)	79.1	84.8	3,758	3,762	FAYETTEVILLE ARKANSAS REG (XNA)	68.8	77.2	494	495
BAKERSFIELD, CA. (BFL)	74.7	75.5	150	151	FAYETTEVILLE, N.C. (FAY)	80.0	91.7	60	60
BALTIMORE, MD. (BWI)	75.7	78.3	8,524	8,519	FLINT, MI. (FNT)	82.6	94.0	115	116
BANGOR, ME. (BGR)	38.2	55.5	319	319	FRESNO, CA. (FAT)	70.4	74.3	385	385
BARROW, AK. (BRW)	66.2	63.6	77	77	FT. LAUDERDALE, FL. (FLL)	71.9	77.6	4,473	4,470
BATON ROUGE, LA. (BTR)	61.5	76.1	322	326	FT. MYERS, FL. (RSW)	72.6	80.5	1,335	1,341
BEAUMONT/PORT ARTHUR, TX (BPT)	71.0	80.7	145	145	FT. SMITH, AR. (FSM)	74.3	84.3	230	230
BETHEL, AK. (BET)	85.6	85.6	90	90	FT. WAYNE, IN. (FWA)	66.3	76.1	175	176
BILLINGS, MT. (BIL)	73.8	87.9	240	240	GRAND FORKS, N.D. (GFK)	86.7	86.7	30	30
BINGHAMTON, N.Y. (BGM)	80.0	96.7	60	60	GRAND RAPIDS, MI. (GRR)	73.2	83.1	943	939
BIRMINGHAM, AL. (BHM)	74.4	80.6	1,618	1,615	GREAT FALLS, MT. (GTF)	82.9	92.6	175	175
BISMARCK, N.D. (BIS)	71.7	94.2	120	120	GREEN BAY, WI. (GRB)	79.7	86.7	316	316
BLOOMINGTON, IL. (BMI)	77.4	77.2	115	114	GREENBRIER, W.V. (LWB)	84.6	100.0	13	13
BOISE, ID. (BOI)	81.1	89.5	1,035	1,035	GREENSBORO/HIGH PT., N.C. (GSO)	69.4	81.4	1,368	1,364
BOSTON, MA. (BOS)	65.6	69.2	12,049	12,051	GREENVILLE/SPARTBG., S.C. (GSP)	69.0	77.7	655	656
BOZEMAN, MT. (BZN)	70.2	89.9	141	139	GULFPORT/BILOXI, MS. (GPT)	73.3	86.7	90	90
BRISTOL, TN. (TRI)	85.0	93.3	60	60	GUSTAVUS, AK. (GST)	57.1	76.2	21	21
BROWNSVILLE, TX. (BRO)	60.0	92.3	25	26	HARLINGEN, TX. (HRL)	73.4	75.2	447	447
BUFFALO, N.Y. (BUF)	73.0	81.7	1,868	1,865	HARRISBURG, PA. (MDT)	72.5	82.9	604	604
BURBANK, CA. (BUR)	84.6	86.6	2,305	2,307	HARTFORD, CT./SPGFLD, MA. (BDL)	75.7	84.8	3,197	3,197
BURLINGTON, VT. (BTV)	62.2	77.1	421	420	HELENA, MT. (HLN)	80.0	93.3	90	90
CEDAR RAPIDS/IOWA CTY, IA. (CID)	73.6	83.4	644	643	HILO, HAWAII, HI. (ITO)	82.1	86.9	420	420
CHAMPAIGN, IL. (CMI)	78.7	83.3	150	150	HONOLULU, OAHU, HI. (HNL)	80.7	83.2	3,372	3,373
CHARLESTON, S.C. (CHS)	70.8	84.8	521	521	HOUSTON, TX. (HOU)	73.8	69.7	5,046	5,047
CHARLESTON, W.V. (CRW)	74.4	83.3	90	90	HOUSTON, TX. (IAH)	75.8	78.8	11,013	11,003
CHARLOTTE, N.C. (CLT)	77.8	77.2	11,203	11,201	HUNTSVILLE/DECATUR, AL. (HSV)	73.5	88.0	498	498
CHATTANOOGA, TN. (CHA)	75.4	83.4	175	175	INDIANAPOLIS, IN. (IND)	73.1	80.5	3,310	3,310
CHICAGO, I.L. (MDW)	81.0	76.4	4,182	4,182	INDIO/PALM SPRINGS, CA. (PSP)	71.6	71.9	395	395
CHICAGO, I.L. (ORD)	72.6	72.8	29,789	29,785	ISLIP/LONG IS., N.Y. (ISP)	72.5	78.5	1,027	1,028
CINCINNATI, OH. (CVG)	82.1	83.2	5,559	5,558	ITHACA, N.Y. (ITH)	91.3	93.0	115	115
CLEVELAND, OH. (CLE)	78.9	83.8	4,477	4,478	JACKSON/VICKSBURG, MS. (JAN)	73.2	81.9	770	772
COLLEGE STATION, TX. (CLL)	74.8	83.5	210	212	JACKSON, WY. (JAC)	69.0	78.6	71	70
COLORADO SPRINGS, CO. (COS)	73.6	84.7	1,040	1,039	JACKSONVILLE, FL. (JAX)	75.2	82.7	2,247	2,248
COLUMBIA, S.C. (CAE)	71.1	78.4	329	329	JUNEAU, AK. (JNU)	73.1	78.2	491	490
COLUMBUS, OH. (CMH)	73.9	82.0	3,378	3,374	KAHULUI, MAUI, HI. (OGG)	78.9	79.6	1,463	1,464
CORDOVA, AK. (CDV)	68.3	75.0	60	60	KALAMAZOO, MI. (AZO)	72.5	81.4	200	199
CORPUS CHRISTI, TX. (CRP)	69.7	79.1	462	464	KALISPELL, MT. (FCA)	83.0	92.0	147	150
DALLAS/FT. WORTH, TX. (DAL)	78.4	74.2	4,107	4,107	KANSAS CITY, MO. (MCI)	77.0	82.8	5,312	5,311
DALLAS/FT. WORTH, TX. (DFW)	77.8	77.1	27,052	27,050	KETCHIKAN, AK. (KTN)	68.7	82.9	252	251
DAYTON, OH. (DAY)	69.3	82.9	947	948	KEY WEST, FL. (EYW)	76.0	81.8	192	192
DAYTONA BEACH, FL. (DAB)	68.7	88.7	150	150	KILLEEN, TX. (ILE)	81.2	87.5	266	265
DEADHORSE, AK. (SCC)	83.7	86.0	43	43	KING SALMON, AK. (AKN)	81.4	81.4	43	43
DENVER, CO. (DEN)	78.1	76.1	11,982	11,987	KNOXVILLE, TN. (TYS)	72.2	85.6	540	540
DES MOINES, IA. (DSM)	73.5	82.1	767	769	KODIAK, AK. (ADQ)	80.0	85.0	60	60
DETROIT, MI. (DTW)	82.2	80.5	13,112	13,121	KONA, HAWAII, HI. (KOA)	76.8	81.9	788	789
DILLINGHAM, AK. (DLG)	79.1	79.1	43	43	KOTZEBUE, AK. (OTZ)	63.5	64.7	85	85

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LA CROSSE, WI. (LSE)	73.6	77.8	144	144	RALEIGH/DURHAM, N. C. (RDU)	72.7	79.9	3,116	3,116
LAFAYETTE, LA. (LFT)	62.6	74.3	174	175	RAPID CITY, S. D. (RAP)	78.0	85.2	150	149
LANSING, MI. (LAN)	83.0	91.1	235	236	RENO, NV. (RNO)	83.2	86.5	2,187	2,189
LAREDO, TX. (LRD)	76.7	87.4	120	119	RICHMOND, VA. (RIC)	70.4	79.7	1,661	1,659
LAS VEGAS, NV. (LAS)	80.5	80.2	11,305	11,309	ROANOKE, VA. (ROA)	76.5	85.5	179	179
LAWTON, OK. (LAW)	75.6	91.1	180	180	ROCHESTER, MN. (RST)	78.5	82.7	149	150
LEXINGTON/FRKFT, KY. (LEX)	74.0	86.2	269	268	ROCHESTER, N. Y. (ROC)	70.6	79.3	1,444	1,442
LI HUE, KAUAI, HI. (LIH)	79.9	85.4	812	813	SACRAMENTO, CA. (SMF)	79.9	83.3	3,463	3,461
LINCOLN, NE. (LNK)	78.3	86.3	175	175	SAGINAW, MI. (MBS)	79.1	87.1	287	286
LITTLE ROCK, AR. (LIT)	73.7	79.3	1,344	1,341	SALT LAKE CITY, UT. (SLC)	81.6	85.0	6,509	6,495
LONG BEACH, CA. (LGB)	78.8	88.8	259	259	SAN ANGELO, TX. (SJT)	82.7	90.9	173	175
LONGVIEW, TX. (GGG)	80.7	88.5	150	148	SAN ANTONIO, TX. (SAT)	78.8	84.3	3,129	3,126
LOS ANGELES, CA. (LAX)	74.8	79.8	20,239	20,224	SAN DIEGO, CA. (SAN)	77.9	82.5	7,159	7,157
LOUISVILLE, KY. (SDF)	75.7	83.4	1,845	1,842	SAN FRANCISCO, CA. (OAK)	81.2	80.4	5,470	5,472
LUBBOCK, TX. (LBB)	72.6	81.3	694	694	SAN FRANCISCO, CA. (SFO)	77.8	83.9	10,935	10,937
MADISON, WI. (MSN)	75.3	86.8	519	521	SAN JOSE, CA. (SJC)	80.4	81.5	6,436	6,442
MANCHESTER, N. H. (MHT)	73.8	79.6	1,383	1,382	SAN JUAN, P. R. (SJU)	80.2	85.0	2,330	2,330
MARQUETTE, MI. (MOT)	73.3	73.3	30	30	SAN LUIS OBISPO, CA. (SBP)	81.0	73.7	205	205
MEDFORD, OR. (MFR)	90.7	88.1	118	118	SANTA BARBARA, CA. (SBA)	73.5	78.2	533	533
MELBOURNE, FL. (MLB)	60.7	76.7	150	150	SARASOTA/BRAD., FL. (SRQ)	72.3	87.3	300	300
MEMPHIS, TN. (MEM)	79.8	81.2	5,018	5,013	SAVANNAH, GA. (SAV)	64.3	81.3	636	636
MIAMI, FL. (MIA)	70.9	75.1	6,395	6,378	SCRANTON/WILKES-BARRE, PA. (AVP)	65.0	86.7	120	120
MIDLAND/ODESSA, TX. (MAF)	76.4	82.1	627	627	SEATTLE, WA. (SEA)	67.8	77.3	9,539	9,531
MILWAUKEE, WI. (MKE)	72.2	84.6	1,562	1,562	SHREVEPORT, LA. (SHV)	71.5	77.8	537	537
MINNEAPLS/ST. P. MN. (MSP)	78.2	78.9	12,576	12,584	SIOUX FALLS, S. D. (FSD)	77.4	88.3	265	265
MINOT, N. D. (MOT)	75.6	94.4	90	90	SITKA, AK. (SIT)	73.0	79.4	141	141
MISSION/MCALLEN, TX. (MFE)	77.6	86.3	263	263	SOUTH BEND, IN. (SBN)	84.0	91.9	150	149
MISSOULA, MT. (MSO)	72.9	90.9	166	165	SPOKANE, WA. (GEG)	75.4	84.1	1,050	1,050
MOBILE, AL./PASCAGOULA, MS. (MOB)	61.5	72.8	270	268	SPRINGFIELD, MO. (SGF)	68.3	80.7	438	440
MOLINE, IL. (MLI)	79.4	85.8	175	176	ST. CROIX, V. I. (STX)	71.7	86.7	60	60
MONROE, LA. (MLU)	69.2	86.6	117	119	ST. LOUIS, MO. (STL)	79.5	79.8	14,031	14,029
MONTEREY, CA. (MRY)	78.3	77.5	240	240	ST. THOMAS, V. I. (STT)	81.0	86.9	252	252
MYRTLE BEACH, S. C. (MYR)	75.6	89.6	250	250	SYRACUSE, N. Y. (SYR)	72.6	84.2	919	916
NASHVILLE, TN. (BNA)	80.0	83.1	4,800	4,799	TALLAHASSEE, FL. (TLH)	52.5	82.5	120	120
NEW ORLEANS, LA. (MSY)	73.5	80.6	4,252	4,250	TAMPA, FL. (TPA)	72.3	79.5	5,676	5,675
NEW YORK, N. Y. (JFK)	62.0	68.6	5,760	5,756	TEXARKANA, AR. (TXK)	76.4	88.4	144	146
NEW YORK, N. Y. (LGA)	65.5	74.5	10,246	10,250	TOLEDO, OH. (TOL)	76.1	85.4	205	205
NEWARK, N. J. (EWR)	69.1	76.7	10,630	10,640	TRAVERSE CITY, MI. (TVC)	77.2	85.1	290	288
NEWBURGH, N. Y. (SWF)	68.3	73.3	120	120	TUCSON, AZ. (TUS)	79.7	85.5	1,659	1,657
NOME, AK. (OME)	68.6	70.9	86	86	TULSA, OK. (TUL)	73.3	79.9	1,980	1,976
NORFOLK/VA. BEACH, VA. (ORF)	69.3	77.9	1,555	1,555	TYLER, TX. (TYR)	77.8	86.3	270	270
OKLAHOMA CITY, OK. (OKC)	75.2	80.9	1,869	1,867	VALPARAISO, FL. (VPS)	85.8	92.5	120	120
OMAHA, NE. (OMA)	75.8	83.6	1,608	1,608	WACO, TX. (ACT)	81.7	85.7	229	231
ONTARIO, CA. (ONT)	82.0	85.5	3,056	3,057	WASHINGTON, D. C. (DCA)	74.5	81.0	8,029	8,041
ORANGE COUNTY, CA. (SNA)	79.3	82.7	3,799	3,805	WASHINGTON, D. C. (IAD)	71.5	75.2	4,730	4,730
ORLANDO, FL. (MCO)	73.8	80.1	8,523	8,526	WEST PALM BEACH, FL. (PBI)	73.2	80.2	2,134	2,133
PASCO, WA. (PSC)	82.2	92.2	90	90	WHITE PLAINS, N. Y. (HPN)	59.9	67.6	683	682
PENSACOLA, FL. (PNS)	69.4	81.5	448	448	WICHITA FALLS, TX. (SPS)	74.7	86.7	150	150
PEORIA, IL. (PIA)	71.7	78.6	145	145	WICHITA, KS. (ICT)	74.0	87.1	691	691
PETERSBURG, AK. (PSG)	50.0	58.3	60	60	WILMINGTON, N. C. (ILM)	81.7	91.7	180	180
PHILADELPHIA, PA. (PHL)	66.8	72.8	10,149	10,152	WORCESTER, MA. (ORH)	54.4	74.4	90	90
PHOENIX, AZ. (PHX)	82.0	80.3	15,572	15,569	WRANGELL, AK. (WRG)	53.3	61.7	60	60
PITTSBURGH, PA. (PIT)	76.4	80.3	9,238	9,240	YAKUTAT, AK. (YAK)	65.0	70.0	60	60
PORTLAND, ME. (PWM)	65.0	75.4	851	849					
PORTLAND, OR. (PDX)	76.4	85.3	4,821	4,823					
PROVIDENCE, R. I. (PVD)	73.1	81.7	2,629	2,627					

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AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/				AT ALL REPORTED AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE S/	18	24459	1387	5.7	104	41830	2388	5.7
UNITED S/	31	52124	2235	4.3	96	64155	2565	4.0
DELTA S/	31	54073	2037	3.8	109	72066	2524	3.5
AMERICAN S/	32	47996	1770	3.7	93	62691	2111	3.4
ALOHA S/	1	90	1	1.1	8	5782	182	3.1
CONTINENTAL S/	31	24708	767	3.1	82	32631	962	2.9
US AIRWAYS S/	28	45534	1369	3.0	89	60530	1717	2.8
NORTHWEST S/	32	32257	977	3.0	111	47169	1234	2.6
ALASKA S/	8	7696	163	2.1	37	14100	312	2.2
AMERICA WEST S/	26	13763	255	1.9	52	17923	337	1.9
TRANS WORLD	30	16453	322	2.0	69	21738	396	1.8
SOUTHWEST S/	15	33572	240	0.7	58	79615	781	1.0
T O T A L		352,725	11,523	3.3		520,230	15,509	3.0

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 32 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

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

Airports Covered by the Rule

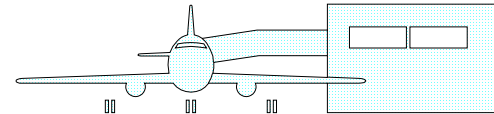
Atlanta. Hartsfield	ATL
Baltimore/Washington. International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. Midway	MDW
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth. International	DFW
Denver. International	DEN
Detroit. Metro Wayne County	DTW
Ft. Lauderdale.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

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

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

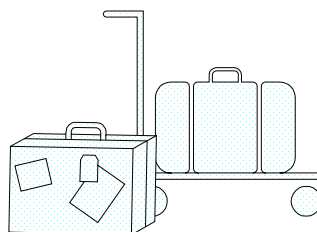
Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

AQ	Aloha 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. See 14 CFR Part 234.



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

RANK	AIRLINE	JUNE 2001			JUNE 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	3,852	1,176,047	3.28	4,458	1,073,823	4.15
2	US AIRWAYS	17,361	5,221,144	3.33	27,524	4,994,075	5.51
3	AMERICA WEST AIRLINES	7,494	1,867,279	4.01	14,170	1,787,525	7.93
4	DELTA AIR LINES	37,518	8,674,701	4.32	37,352	9,337,992	4.00
5	NORTHWEST AIRLINES	19,850	4,505,278	4.41	25,237	4,489,794	5.62
6	AMERICAN AIRLINES	28,515	6,285,377	4.54	39,152	6,562,758	5.97
7	CONTINENTAL AIRLINES	15,745	3,455,998	4.56	19,381	3,247,693	5.97
8	SOUTHWEST AIRLINES	32,221	7,038,487	4.58	32,644	6,493,322	5.03
9	UNITED AIRLINES	36,484	6,895,162	5.29	52,685	6,928,123	7.60
10	TRANS WORLD AIRLINES	12,987	2,140,661	6.07	14,770	2,421,643	6.10
11	AMERICAN EAGLE	7,293	1,144,814	6.37	*	*	
TOTALS		219,320	48,404,948	4.53	267,373	47,336,748	5.65

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

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

ENPLANED PASSENGERS—For the domestic system only.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. American Eagle reporting effective January 2001.

JANUARY TO JUNE
MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	JANUARY TO JUNE 2001			JANUARY TO JUNE 2000		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	16,864	5,969,020	2.83	19,833	5,729,770	3.46
2	US AIRWAYS	120,759	29,273,657	4.13	123,865	27,354,705	4.53
3	NORTHWEST AIRLINES	103,437	24,476,192	4.23	115,827	23,855,715	4.86
4	CONTINENTAL AIRLINES	86,572	19,658,975	4.40	93,924	18,321,908	5.13
5	AMERICA WEST AIRLINES	47,351	10,549,983	4.49	62,862	9,571,155	6.57
6	DELTA AIR LINES	214,899	47,719,279	4.50	222,370	51,276,017	4.34
7	AMERICAN AIRLINES	159,725	34,833,474	4.59	188,408	34,674,470	5.43
8	UNITED AIRLINES	187,053	37,250,672	5.02	256,323	37,917,260	6.76
9	SOUTHWEST AIRLINES	202,749	38,946,653	5.21	153,424	35,245,570	4.35
10	TRANS WORLD AIRLINES	68,314	11,782,667	5.80	67,300	12,628,167	5.33
11	AMERICAN EAGLE	37,929	6,069,198	6.25	*	*	
TOTALS		1,245,652	266,529,770	4.67	1,304,137	256,574,738	5.08

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.

Note: Totals for January through June 2001 reflect a correction by Continental Airlines of its data for April 2001 and the totals for January through June 2000 reflect a correction by Continental Airlines of its data for each month, January through June, 2000.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. American Eagle reporting effective January 2001.

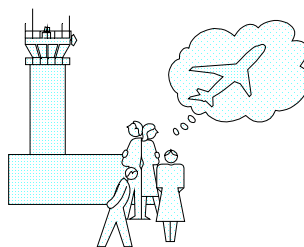
OVERSALES

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

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

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

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



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

RANK	AIRLINE	JANUARY-MARCH 2001				JANUARY-MARCH 2000			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	AMERICAN AIRLINES	40,821	682	17,817,614	0.38	67,298	1,102	18,577,574	0.59
2	DELTA AIR LINES	50,898	933	22,777,490	0.41	47,522	1,061	24,342,046	0.44
3	AMERICA WEST AIRLINES	16,119	247	5,053,333	0.49	17,354	841	4,695,690	1.79
4	NORTHWEST AIRLINES	24,148	622	12,017,912	0.52	24,822	141	12,132,199	0.12
5	US AIRWAYS	26,484	708	13,550,384	0.52	22,539	998	12,400,715	0.80
6	UNITED AIRLINES	32,692	1,412	17,280,438	0.82	30,196	3,006	18,617,529	1.61
7	CONTINENTAL AIRLINES	17,109	1,249	9,601,442	1.30	15,608	849	9,578,794	0.89
8	ALASKA AIRLINES	9,001	478	3,192,066	1.50	6,930	464	3,160,695	1.47
9	SOUTHWEST AIRLINES	20,550	2,811	17,916,390	1.57	24,852	2,796	16,418,368	1.70
10	TRANS WORLD AIRLINES	12,245	1,357	5,252,809	2.58	14,183	1,068	5,855,293	1.82
11	AMERICAN EAGLE	488	202	508,844	3.97	508	129	538,442	2.40
	TOTALS	250,555	10,701	124,968,722	0.86	271,812	12,455	126,317,345	0.99

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.

Note: Totals for January thru March 2000 reflect corrections of the Continental Airlines and Trans World Airlines data for the 1st Q of 2000.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. American Eagle ranking effective 1st quarter 2001.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JUNE 2001				JUNE 2000			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,470	86	13	48	2,147	183	19	112
FOREIGN AIRLINES	188	2	1	6	201	3	3	1
TRAVEL AGENTS	19	0	0	2	23	0	0	0
TOUR OPERATORS	8	0	0	0	7	1	0	0
MISCELLANEOUS	36	18	0	15	15	22	0	11
INDUSTRY TOTALS	1,721	106	14	71	2,393	209	22	124

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JUNE 2001			JUNE 2000		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	590		1	1051	
CANCELLATIONS			191			415
DELAYS			186			332
MISCONNECTIONS			85			109
CUSTOMER SERVICE	2	351		2	497	
BAGGAGE	3	237		3	337	
RES/TKTG/BOARDING	4	156		4	142	
REFUNDS	5	91		5	85	
OTHER	6	84		7	75	
FREQUENT FLYER			29			30
FARES	7	83		8	66	
OVERSALES	8	76		6	85	
DISABILITY	9	46		9	51	
ADVERTISING	10	4		11	1	
TOURS OR CHARTERS	11	2		10	3	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		1,721			2,393	

NOTE: EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

* 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*

JUNE 2001

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	TOURS	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	25	5	3	1	3	4	8	0	0	0	0	1	50
ALASKA AIRLINES	10	1	0	1	1	3	4	0	0	0	0	1	21
ALOHA AIRLINES	0	2	3	0	0	1	2	0	0	0	0	0	8
AMERICA WEST AIRLINES	30	1	10	0	6	5	14	3	0	0	0	1	70
AMERICAN AIRLINES	65	5	17	10	11	23	35	3	0	0	0	8	177
AMERICAN EAGLE	11	1	0	0	0	3	5	2	0	0	0	0	22
AMERICAN TRANS AIR	21	3	3	1	2	3	9	1	0	0	0	2	45
ATLANTIC SOUTHEAST AIRLINES	6	1	0	1	1	1	0	0	0	0	0	0	10
CONTINENTAL AIRLINES	40	5	11	5	8	17	32	5	1	0	0	10	134
DELTA AIRLINES	69	6	17	15	8	23	33	11	0	0	0	11	193
DELTA CONNECTION	5	0	0	0	0	1	1	0	0	0	0	1	8
FRONTIER AIRLINES	5	1	2	1	1	0	0	0	0	0	0	1	11
HAWAIIAN AIRLINES	1	1	1	0	0	1	2	0	0	0	1	0	7
NATIONAL AIRLINES	1	1	0	0	0	3	1	0	0	0	0	1	7
NORTHWEST AIRLINES	32	2	12	7	5	14	25	5	0	0	0	5	107
SOUTHWEST AIRLINES	6	2	2	0	1	8	4	3	0	0	0	0	26
SPIRIT AIRLINES	8	2	1	0	0	12	4	0	0	0	0	1	28
SUN COUNTRY AIRLINES	1	1	3	0	0	0	1	0	0	0	0	1	7
TRANS WORLD AIRLINES	13	5	5	5	6	6	13	3	0	0	0	3	59
UNITED AIRLINES	113	15	21	11	4	49	75	4	1	0	0	17	310
UNITED EXPRESS	4	2	1	0	1	3	1	0	0	0	0	2	14
US AIRWAYS	42	1	7	11	2	10	16	2	0	0	0	4	95
US AIRWAYS EXPRESS	2	1	0	0	0	0	2	0	0	0	0	0	5
VANGUARD AIRLINES	5	0	0	0	3	0	2	0	0	0	0	0	10
OTHER U. S. AIRLINES	23	2	1	2	2	3	9	0	1	0	0	3	46
TOTAL JUNE 2001	538	66	120	71	65	193	298	42	3	0	1	73	1,470
% OF TOTAL COMPLAINTS	36.8	4.5	8.2	4.9	4.5	13.2	20.4	2.9	0.2	0	0.1	5.0	
TOTAL JUNE 2000	1,010	74	115	60	59	265	451	48	0	2	0	63	2,147
% OF TOTAL COMPLAINTS	47.0	3.4	5.4	2.8	2.7	12.3	21	2.2	0	0.1	0	2.9	

*EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

**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

JUNE 2001

U. S. AIRLINES*	COMPS RECD IN JUNE	INCI - DENTS IN JUNE	PERCENT	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	50	21	42.0	2	4.0	8	16.0	19	38.0
ALASKA AIRLINES	21	3	14.3	1	4.8	1	4.8	16	76.2
ALOHA AIRLINES	8	2	25.0	0	0.0	0	0.0	6	75.0
AMERICA WEST AIRLINES	70	15	21.4	6	8.6	3	4.3	46	65.7
AMERICAN AIRLINES	177	22	12.4	19	10.7	30	16.9	106	59.9
AMERICAN EAGLE	22	7	31.8	5	22.7	1	4.5	9	40.9
AMERICAN TRANS AIR	45	18	40.0	2	4.4	4	8.9	21	46.7
ATLANTIC SOUTHEAST AIRLINES	10	0	0.0	2	20.0	1	10.0	7	70.0
CONTINENTAL AIRLINES	134	40	29.9	12	9.0	20	14.9	62	46.3
DELTA AIR LINES	193	42	21.8	20	10.4	31	16.1	100	51.8
DELTA CONNECTION	8	1	12.5	0	0.0	0	0.0	7	87.5
FRONTIER AIRLINES	11	6	54.5	1	9.1	1	9.1	3	27.3
HAWAIIAN AIRLINES	7	0	0.0	5	71.4	1	14.3	1	14.3
NATIONAL AIRLINES	7	0	0.0	1	14.3	1	14.3	5	71.4
NORTHWEST AIRLINES	107	23	21.5	12	11.2	12	11.2	60	56.1
SOUTHWEST AIRLINES	26	4	15.4	5	19.2	3	11.5	14	53.8
SPIRIT AIRLINES	28	6	21.4	1	3.6	7	25.0	14	50.0
SUN COUNTRY AIRLINES	7	0	0.0	0	0.0	0	0.0	7	100.0
TRANS WORLD AIRLINES	59	13	22.0	10	16.9	7	11.9	29	49.2
UNITED AIRLINES	310	78	25.2	42	13.5	48	15.5	142	45.8
UNITED EXPRESS	14	2	14.3	2	14.3	1	7.1	9	64.3
US AIRWAYS	95	27	28.4	13	13.7	8	8.4	47	49.5
US AIRWAYS EXPRESS	5	3	60.0	0	0.0	0	0.0	2	40.0
VANGUARD AIRLINES	10	1	10.0	0	0.0	5	50.0	4	40.0
OTHER U. S. AIRLINES	46	7	15.2	11	23.9	9	19.6	19	41.3
TOTALS	1,470	341	23.2	172	11.7	202	13.7	755	51.4
PREVIOUS YEAR'S TOTALS	2,147	993	46.3	566	26.4	406	18.9	182	8.5

*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**

JUNE 2001

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	1	0	0	1	3	0	2	1	0	0	0	0	8
AIR FRANCE	8	2	1	1	2	5	5	1	0	0	0	0	25
AIR JAMAICA	4	1	0	0	0	1	2	0	0	0	0	0	8
ALITALIA AIRLINES	5	0	4	0	1	7	8	0	0	0	0	1	26
ALLEGRO AIRLINES	3	0	0	0	0	1	4	0	0	0	0	1	9
BRITISH AIRWAYS	3	1	3	0	1	4	5	1	0	0	0	1	19
COPA	0	0	4	0	1	0	2	0	0	0	0	0	7
GHANA AIRWAYS	2	0	0	0	0	5	0	0	0	0	0	0	7
LACSA	2	0	1	0	0	1	2	0	0	0	0	1	7
LUFTHANSA	3	1	3	0	1	2	3	0	0	0	0	0	13
MEXICANA	1	0	1	0	0	4	0	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	8	5	6	2	7	12	10	1	0	0	0	2	53
TOTALS	40	10	23	4	16	42	43	4	0	0	0	6	188
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	1	0	1	0	2	0	3	0	0	0	0	0	7
PRICELINE.COM	0	0	3	1	1	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	2	2	1	0	1	0	0	0	0	0	7
TOTALS	2	0	6	3	4	0	4	0	0	0	0	0	19
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	3	0	0	0	0	1	4	0	0	0	0	0	8
TOTALS	3	0	0	0	0	1	4	0	0	0	0	0	8
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	7	0	7	5	6	1	2	0	1	2	0	5	36
TOTALS	7	0	7	5	6	1	2	0	1	2	0	5	36

* 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.

** EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

TABLE 6

JUNE
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

Rank	Airline	JUNE 2001			JUNE 2000		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	26	6,840,537	0.38	31	6,510,659	0.48
2	<i>ALASKA AIRLINES</i>	21	1,322,175	1.59	21	1,201,651	1.75
3	<i>US AIRWAYS</i>	95	5,534,311	1.72	157	5,228,202	3.00
4	<i>AMERICAN EAGLE AIRLINES</i>	22	1,179,494	1.87	31	1,089,262	2.85
5	<i>NORTHWEST AIRLINES</i>	107	5,261,753	2.03	152	5,473,177	2.78
6	<i>DELTA AIR LINES</i>	193	9,066,546	2.13	203	9,789,256	2.07
7	<i>AMERICAN AIRLINES</i>	177	7,442,315	2.38	336	7,741,508	4.34
8	<i>TRANS WORLD AIRLINES</i>	59	2,136,373	2.76	79	2,518,838	3.14
9	<i>CONTINENTAL AIRLINES</i>	134	4,012,693	3.34	128	4,022,785	3.18
10	<i>AMERICA WEST AIRLINES</i>	70	1,821,214	3.84	168	1,825,429	9.20
11	<i>UNITED AIRLINES</i>	310	7,505,360	4.13	535	7,826,654	6.84
TOTAL		1,214	52,122,771	2.33	1,841	53,227,421	3.46

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. American Eagle ranking effective January 2001.

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY-JUNE 2001				JANUARY-JUNE 2000			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	8,540	629	51	212	10,647	1,049	81	572
FOREIGN AIRLINES	974	13	2	19	1,112	12	9	14
TRAVEL AGENTS	104	0	0	2	130	1	0	0
TOUR OPERATORS	54	0	0	4	107	4	0	4
MISCELLANEOUS	109	105	0	64	175	226	1	66
INDUSTRY TOTALS	9,781	747	53	301	12,171	1,292	91	656

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY-JUNE 2001			JANUARY-JUNE 2000		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	3,524		1	4545	
CANCELLATIONS			1250			1576
DELAYS			1089			1523
MISCONNECTIONS			380			536
CUSTOMER SERVICE	2	1,860		2	2460	
BAGGAGE	3	1,594		3	1797	
RES/TKTG/BOARDING	4	875		4	887	
REFUNDS	5	425		5	595	
OVERSALES	6	395		6	509	
FARES	7	389		7	500	
OTHER	8	367		8	428	
FREQUENT FLYER			139			208
DISABILITY	9	291		9	377	
TOURS OR CHARTERS	10	30		10	46	
ADVERTISING	11	27		11	27	
ANIMALS	12	4		12	0	
COMPLAINT TOTAL		9,781			12,171	

NOTE: EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

* 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*
JANUARY- JUNE 2001

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	TOURS	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	10	0	1	0	0	0	0	0	0	0	0	1	12
AIRTRAN AIRWAYS	114	20	20	5	10	64	50	4	3	0	0	4	294
ALASKA AIRLINES	46	2	6	2	3	24	15	0	0	0	1	3	102
ALOHA AIRLINES	2	4	3	0	2	1	4	1	0	0	0	0	17
AMERICA WEST AIRLINES	169	25	34	6	16	55	86	18	0	0	0	12	421
AMERICAN AIRLINES	498	39	108	44	56	210	247	41	2	0	1	45	1,291
AMERICAN EAGLE	71	9	6	0	1	15	19	4	0	0	0	2	127
AMERICAN TRANS AIR	92	11	15	5	6	43	35	4	0	0	0	6	217
ATLANTIC SOUTHEAST AIRLINES	27	6	2	1	2	3	5	1	0	0	0	1	48
CHAMPION AIR	11	0	0	0	0	1	2	0	0	0	0	1	15
COMAIR	29	3	3	0	2	3	3	0	0	0	0	2	45
CONTINENTAL AIRLINES	144	26	51	28	23	96	137	21	2	0	1	28	557
CONTINENTAL EXPRESS	5	2	1	0	0	0	2	0	0	0	0	0	10
DELTA AIRLINES	520	29	119	69	43	165	210	36	1	0	0	53	1,245
DELTA CONNECTON	19	5	1	2	1	4	10	1	0	0	0	3	46
FRONTIER AIRLINES	27	2	4	3	7	2	3	1	0	0	0	3	52
HAWAIIAN AIRLINES	16	2	5	2	2	3	12	5	0	0	1	1	49
HORIZON AIRLINES	11	0	1	1	2	1	6	0	0	0	0	1	23
JETBLUE	4	1	1	2	1	3	4	0	1	0	0	0	17
MESABA AVIATION	6	1	1	0	0	1	4	0	0	0	0	0	13
MIDWAY AIRLINES	15	2	5	1	0	8	12	0	0	0	0	1	44
MIDWEST EXPRESS AIRLINES	6	0	3	0	0	0	5	1	0	0	0	0	15
NATIONAL AIRLINES	14	3	3	4	4	11	15	2	0	0	0	3	59
NORTHWEST AIRLINES	209	21	51	36	26	97	121	23	0	0	0	30	614
PAN AM	14	1	1	0	2	1	3	1	0	1	0	1	25
RYAN INTERNATIONAL AIRLINES	17	0	1	1	0	3	3	6	0	2	0	0	33
SKY WEST AIRLINES	3	1	1	0	0	4	0	0	0	0	0	1	10
SOUTHWEST AIRLINES	41	6	18	3	3	38	39	14	2	0	0	3	167
SPIRIT AIRLINES	158	16	18	7	9	55	52	7	0	0	0	4	326
SUN COUNTRY AIRLINES	12	1	5	2	0	3	4	0	1	0	0	1	29
TOWER AIR	0	0	2	1	5	2	0	0	0	0	0	0	10
TRANS WORLD AIRLINES	99	18	45	15	20	46	71	10	0	0	0	17	341
UNITED AIRLINES	530	49	121	51	41	223	319	36	4	1	0	57	1,432
UNITED EXPRESS	20	5	5	1	4	11	10	2	0	0	0	3	61
US AIRWAYS	230	12	54	43	10	80	112	31	3	1	0	16	592
US AIRWAYS EXPRESS	20	1	1	0	0	3	5	1	0	0	0	1	32
VANGUARD AIRLINES	21	1	6	0	5	4	9	0	0	0	0	1	47
OTHER U. S. AIRLINES	43	8	11	1	9	7	19	0	0	0	0	4	102
TOTAL JANUARY 2001	3,273	332	733	336	315	1,290	1,653	271	19	5	4	309	8,540
% OF TOTAL COMPLAINTS	38.5	3.9	8.6	4.0	3.7	15.2	19.5	3.2	0.2	0.1	0	3.6	
TOTAL JANUARY 2000	4,280	445	725	401	435	1,423	2,195	352	17	16	0	358	10,647
% OF TOTAL COMPLAINTS	40.2	4.2	6.8	3.8	4.1	13.4	20.6	3.3	0.2	0.2	0	3.4	

*EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

**AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 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
COMPANIES OTHER THAN U.S. AIRLINES*
BY COMPLAINT CATEGORY**
JANUARY-JUNE 2001

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROMEXICO	4	1	3	1	0	5	3	0	0	0	0	1	18
AIR AFRIQUE	5	1	1	0	0	6	0	1	0	0	0	0	14
AIR ARUBA	1	1	0	0	17	0	0	0	0	0	0	1	20
AIR CANADA	8	1	1	2	4	12	11	2	0	0	0	1	42
AIR FRANCE	26	12	5	3	12	39	19	3	0	0	0	5	124
AIR INDIA	2	2	1	0	0	2	2	0	0	0	0	1	10
AIR JAMAICA	15	5	0	1	0	4	7	0	0	0	0	0	32
ALITALIA AIRLINES	23	11	14	0	4	32	26	2	0	0	0	4	116
ALLEGRO AIRLINES	9	0	0	0	0	1	5	0	0	1	0	1	17
AUSTRIAN AIRLINES	4	0	1	0	2	2	0	0	0	0	0	1	10
BRITISH AIRWAYS	18	2	10	4	2	16	20	2	0	2	0	4	80
BWA	3	1	2	3	0	5	0	1	0	0	0	0	15
COPA	0	1	5	0	1	7	4	0	0	0	0	0	18
GHANA AIRWAYS	3	0	1	0	0	8	0	0	0	0	0	0	12
IBERIA AIRLINES	1	1	1	0	1	6	3	0	0	0	0	1	14
KLM	6	1	0	1	0	9	8	2	0	0	0	3	30
LACSA	2	2	3	0	1	14	3	0	0	0	0	1	26
LUFTHANSA	6	5	4	2	2	11	10	0	0	0	0	3	43
MEXICANA	10	3	1	0	1	8	5	0	0	0	0	0	28
PHILIPPINE AIRLINES	4	0	2	1	0	1	2	0	0	0	0	1	11
SWISSAIR	2	2	2	0	1	2	2	0	0	0	0	0	11
TACA INTERNATIONAL AIRLINES	1	4	1	2	0	13	1	0	1	0	0	0	23
VIRGIN ATLANTIC	1	0	1	1	2	4	2	0	0	0	0	2	13
OTHER FOREIGN AIRLINES	53	7	26	3	19	83	41	5	0	3	0	7	247
TOTALS	207	63	85	24	69	290	174	18	1	6	0	37	974
TRAVEL AGENTS													
CHEAP TICKETS	1	0	7	2	3	0	1	0	0	0	0	1	15
PRICELINE.COM	0	0	15	2	5	0	1	0	1	0	0	0	24
TRAVELOCITY.COM	1	0	5	2	5	0	0	0	0	0	0	0	13
OTHER TRAVEL AGENTS	6	0	12	11	10	1	6	0	4	0	0	2	52
TOTALS	8	0	39	17	23	1	8	0	5	0	0	3	104
TOUR OPERATORS													
APPLE VACATIONS	3	0	0	0	1	1	4	0	0	1	0	2	12
OTHER TOUR OPERATORS	13	0	2	0	5	0	7	1	0	14	0	0	42
TOTALS	16	0	2	0	6	1	11	1	0	15	0	2	54
MISCELLANEOUS													
OTHER MISCELLANEOUS	20	0	16	12	12	12	13	1	2	4	0	17	109
TOTALS	20	0	16	12	12	12	13	1	2	4	0	17	109

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 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.

** EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

TABLE 5

JANUARY-JUNE
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

Rank	Airline	JANUARY-JUNE 2001			JANUARY-JUNE 2000		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	167	37,942,552	0.44	194	35,308,215	0.55
2	<i>ALASKA AIRLINES</i>	102	6,895,608	1.48	165	6,599,942	2.50
3	<i>US AIRWAYS</i>	592	30,793,185	1.92	692	28,390,411	2.44
4	<i>AMERICAN EAGLE AIRLINES</i>	127	6,250,894	2.03	195	5,974,729	3.26
5	<i>NORTHWEST AIRLINES</i>	614	28,459,235	2.16	773	28,788,437	2.69
6	<i>CONTINENTAL AIRLINES</i>	557	22,659,824	2.46	695	22,540,545	3.08
7	<i>DELTA AIR LINES</i>	1,245	49,848,846	2.50	1,110	53,388,298	2.08
8	<i>TRANS WORLD AIRLINES</i>	341	11,722,295	2.91	458	13,082,489	3.50
9	<i>AMERICAN AIRLINES</i>	1,291	41,221,431	3.13	1,772	42,977,031	4.12
10	<i>UNITED AIRLINES</i>	1,432	40,190,228	3.56	1,868	42,553,706	4.39
11	<i>AMERICA WEST AIRLINES</i>	421	10,397,971	4.05	819	9,818,150	8.34
TOTAL		6,889	286,382,069	2.41	8,741	289,421,953	3.02

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. American Eagle ranking effective January 2001.

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.

Tours: Problems with scheduled or charter tour packages.

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

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

***Note:** Effective with the October 2000 report, “animals” was added as a new category.

