



U.S. Department
of Transportation



Air Travel Consumer Report

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



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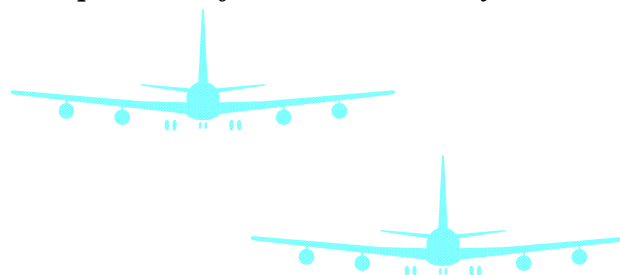
Flight Delays*	July 2004 12 Months Ending July 2004
Mishandled Baggage*	July 2004
Oversales*	2nd Quarter 2004 January - June 2004
Consumer Complaints** (Includes Disability and Discrimination Complaints)	July 2004

* 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	91.0	16	97.0
SKYWEST AIRLINES S/	13	85.0	120	84.4
ALASKA AIRLINES S/	14	79.7	46	78.8
JETBLUE AIRWAYS S/	10	77.1	25	78.4
AIRTRAN AIRWAYS S/	18	77.2	43	77.6
UNITED AIRLINES S/	30	77.8	79	77.5
NORTHWEST AIRLINES S/	31	77.3	113	77.2
SOUTHWEST AIRLINES S/	16	76.9	60	77.1
US AIRWAYS S/	25	76.8	59	76.9
CONTINENTAL AIRLINES S/	29	76.3	76	76.5
AMERICA WEST AIRLINES S/	27	76.2	52	76.4
AMERICAN AIRLINES S/	30	74.8	84	74.7
EXPRESSJET AIRLINES S/	24	72.7	116	74.7
ATLANTIC SOUTHEAST AIRLINES S/	13	76.0	104	74.5
ATA AIRLINES S/	19	72.0	27	73.7
COMAIR S/	24	73.6	108	73.3
DELTA AIRLINES S/	31	73.4	99	72.9
ATLANTIC COAST AIRLINES S/	15	68.3	74	70.0
AMERICAN EAGLE AIRLINES S/	23	71.3	106	69.7
TOTAL		75.9		75.9

- 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.

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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		4th QUARTER		1st QUARTER		2nd QUARTER		MAY-04		JUN-04		JUL-04		12 MONTHS ENDING JULY 2004		DATABASE TO DATE 09 1987-07 2004	
	07- 09 2003		10- 12 2003		01- 03 2004		04- 06 2004											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.3	(16)	78.8	(13)	75.0	(15)	79.4	(8)	80.2	(8)	71.8	(13)	77.6	(5)	77.6	(13)	--	(--)
ALASKA	81.4	(8)	76.5	(15)	75.5	(14)	80.8	(5)	81.7	(4)	76.3	(6)	78.8	(3)	78.5	(9)	76.4	(8)
AMERICA WEST	83.0	(6)	81.8	(6)	74.3	(16)	76.7	(14)	80.3	(6)	73.0	(11)	76.4	(11)	78.4	(10)	78.7	(5)
AMERICAN	78.6	(12)	80.0	(11)	74.3	(17)	76.9	(13)	77.2	(12)	70.5	(14)	74.7	(12)	77.3	(14)	79.2	(3)
AMERICAN EAGLE	79.0	(11)	74.9	(17)	70.9	(18)	71.3	(19)	69.5	(18)	65.9	(18)	69.7	(19)	73.2	(17)	75.1	(10)
ATA	81.9	(7)	80.2	(10)	76.1	(13)	81.9	(4)	79.0	(10)	79.2	(4)	73.7	(15)	79.7	(5)	--	(--)
ATLANTIC COAST	78.4	(13)	75.5	(16)	70.6	(19)	73.7	(18)	69.4	(19)	71.8	(12)	70.0	(18)	74.2	(16)	--	(--)
ATLANTIC SOUTHEAST	71.5	(17)	82.0	(5)	81.0	(5)	77.3	(12)	80.1	(9)	65.7	(19)	74.5	(14)	78.7	(8)	--	(--)
COMAIR	--	(--)	--	(--)	78.1	(9)	79.6	(7)	78.0	(11)	75.4	(8)	73.3	(16)	--	(--)	--	(--)
CONTINENTAL	79.5	(10)	81.1	(9)	79.9	(6)	74.3	(16)	76.0	(14)	68.1	(16)	76.5	(10)	78.4	(11)	78.9	(4)
DELTA	81.0	(9)	81.3	(8)	77.2	(11)	75.5	(15)	75.6	(15)	68.1	(17)	72.9	(17)	78.2	(12)	77.8	(7)
EXPRESSJET	77.7	(14)	78.4	(14)	78.6	(8)	74.3	(17)	74.0	(17)	69.4	(15)	74.7	(13)	76.9	(15)	--	(--)
HAWAIIAN	--	(--)	--	(--)	89.5	(1)	95.1	(1)	95.2	(1)	95.3	(1)	97.0	(1)	--	(--)	--	(--)
JETBLUE	86.2	(3)	86.7	(1)	83.8	(2)	84.3	(3)	83.4	(3)	82.5	(2)	78.4	(4)	84.2	(1)	--	(--)
NORTHWEST	83.4	(4)	81.4	(7)	76.8	(12)	78.5	(11)	76.8	(13)	74.2	(10)	77.2	(7)	79.6	(6)	79.9	(2)
SKYWEST	91.2	(1)	82.8	(4)	79.7	(7)	85.3	(2)	86.8	(2)	82.2	(3)	84.4	(2)	84.1	(2)	--	(--)
SOUTHWEST	86.5	(2)	85.2	(2)	83.2	(3)	78.9	(9)	80.2	(7)	74.6	(9)	77.1	(8)	82.9	(3)	82.6	(1)
UNITED	83.3	(5)	78.8	(12)	78.0	(10)	78.6	(10)	74.3	(16)	76.6	(5)	77.5	(6)	79.4	(7)	76.2	(9)
US AIRWAYS	75.8	(15)	83.3	(3)	82.5	(4)	80.7	(6)	81.7	(5)	76.1	(7)	76.9	(9)	80.9	(4)	78.6	(6)
Total	81.4		80.8		77.9		77.9		77.6		73.0		75.9		79.1		78.8	

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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	653	65.4	1500	71.7	573	73.5	140	74.3	H/		852	71.7	694	78.0	13691	81.3
AS	H/		62	75.8	H/		H/		H/		93	88.2	247	79.4	H/	
B6	H/		400	88.0	H/		H/		H/		H/		93	77.4	H/	
CO	376	66.0	572	74.5	258	81.0	H/		H/		376	81.4	337	68.2	336	73.5
DH	399	66.7	560	65.2	25	52.0	177	61.6	3769	71.3	3	33.3	H/		H/	
DL	17965	73.1	1596	74.4	460	66.7	233	73.0	4647	80.6	1024	74.0	584	63.0	1622	77.6
EV	7260	71.7	1	0.0	H/		31	93.5	31	51.6	124	65.3	102	73.5	4667	83.1
FL	5207	77.4	625	76.8	932	78.6	H/		H/		154	79.2	98	85.7	407	85.5
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	154	76.0	309	58.9	155	72.9	H/		H/		124	73.4	300	71.7	304	75.3
MQ	87	55.2	1937	63.8	205	60.0	257	67.3	330	63.0	788	61.2	H/		6324	80.7
NW	448	64.5	500	66.4	412	75.0	200	74.5	51	68.6	570	72.1	516	66.5	390	66.4
OH	2575	72.3	1084	69.4	95	69.5	54	94.4	8601	76.6	831	71.1	H/		40	85.0
OO	H/		H/		H/		H/		H/		H/		2589	81.3	555	85.2
RU	183	71.0	22	90.9	141	56.7	418	70.6	260	60.8	263	55.9	76	90.8	179	84.9
TZ	H/		111	58.6	H/		106	76.4	H/		111	69.4	143	67.8	165	65.5
UA	339	62.8	968	70.0	577	79.2	245	77.1	62	75.8	430	73.3	7861	81.7	543	76.8
US	248	59.7	1689	72.9	495	72.7	6910	84.5	H/		2107	80.4	339	75.5	294	76.2
WN	H/		H/		4854	77.1	H/		H/		H/		H/		H/	
TOTAL	35894	72.8	11936	70.6	9182	75.5	8771	82.0	17751	76.0	7850	73.5	13979	79.2	29517	80.8

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

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

ARRIVAL AIRPORT*																
CARRIER*	DTW		EWR		FLL		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	442	77.4	810	65.3	719	77.6	448	73.2	1333	68.9	789	69.7	2902	72.6	1931	60.1
AS	H/		62	80.6	H/		H/		H/		370	74.9	745	83.6	H/	
B6	H/		H/		518	74.3	H/		2869	75.5	217	87.1	H/		H/	
CO	193	82.4	4704	68.7	380	76.3	7222	84.1	26	84.6	493	75.7	605	72.2	303	64.0
DH	72	76.4	694	65.0	H/		H/		226	71.7	H/		H/		227	50.7
DL	300	71.0	598	61.0	966	69.3	299	69.9	1246	64.0	760	73.2	1225	71.5	2000	73.8
EV	H/		H/		H/		154	77.3	33	60.6	H/		H/		H/	
FL	H/		153	68.6	252	74.6	H/		H/		81	86.4	62	82.3	425	65.9
HA	H/		H/		H/		H/		H/		31	93.5	93	90.3	H/	
HP	154	70.1	186	79.0	62	69.4	155	71.6	371	58.2	2779	74.2	831	68.1	H/	
MQ	122	59.0	282	58.9	18	72.2	93	60.2	433	56.4	H/		1875	87.9	1603	59.8
NW	10032	81.3	390	58.7	186	75.8	370	78.1	123	65.9	433	71.6	637	71.9	578	62.8
OH	375	73.9	62	56.5	98	76.5	84	57.1	1197	63.2	H/		H/		1337	68.1
OO	H/		H/		H/		942	85.4	H/		172	68.0	3945	89.9	H/	
RU	202	62.4	4789	61.4	H/		6867	82.1	56	53.6	H/		H/		142	69.7
TZ	H/		136	58.1	123	74.0	H/		H/		178	82.6	241	68.9	335	55.5
UA	334	74.0	633	65.2	216	68.5	365	74.5	395	79.0	1012	80.4	3381	82.0	629	67.9
US	58	82.8	297	62.0	487	72.5	319	73.4	H/		363	62.5	363	64.2	1388	75.9
WN	452	73.7	H/		1158	73.9	160	71.9	H/		5761	79.0	3435	79.1	H/	
TOTAL	12736	79.6	13796	64.7	5183	73.5	17478	81.8	8308	68.9	13439	76.4	20340	80.1	10898	66.3

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

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

ARRIVAL AIRPORT*																
CARRIER*	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	1032	77.3	137	76.6	3508	72.1	401	71.8	8214	73.2	277	72.6	624	62.8	453	74.4
AS	62	80.6	H/		31	71.0	H/		93	73.1	1262	84.2	H/		247	71.3
B6	427	73.3	H/		H/		H/		H/		H/		H/		H/	
CO	475	72.0	121	65.3	293	77.5	196	82.7	426	62.9	141	69.5	138	65.9	338	77.5
DH	H/		31	80.6	H/		H/		924	65.8	H/		58	58.6	H/	
DL	1393	67.9	155	64.5	367	67.0	362	74.0	554	59.9	272	73.9	639	62.4	294	83.3
EV	H/		H/		H/		62	82.3	H/		H/		H/		124	71.8
FL	801	79.7	247	66.0	102	85.3	154	76.6	H/		H/		542	72.1	H/	
HA	H/		H/		H/		H/		H/		44	93.2	H/		31	96.8
HP	93	68.8	H/		62	67.7	186	70.4	248	63.3	216	77.8	185	78.4	5592	82.5
MQ	18	77.8	90	55.6	219	73.1	122	68.9	7401	66.7	H/		245	45.3	H/	
NW	518	76.6	356	69.4	164	80.5	10204	81.0	586	61.1	217	74.2	402	63.9	370	70.8
OH	465	74.8	48	62.5	62	71.0	185	83.8	161	64.0	H/		270	66.7	H/	
OO	H/		H/		H/		H/		1781	71.5	671	90.2	H/		346	82.4
RU	26	100.0	131	75.6	39	87.2	220	74.1	256	70.3	H/		192	55.2	30	90.0
TZ	324	80.6	2472	74.7	62	77.4	154	61.0	H/		H/		135	70.4	129	71.3
UA	673	77.9	H/		310	73.5	610	75.6	10652	76.2	848	78.4	686	64.9	549	77.0
US	873	72.3	H/		289	81.0	171	78.9	535	66.7	H/		5586	71.3	266	77.4
WN	2092	74.1	4139	73.9	H/		H/		H/		1033	77.8	801	74.8	5419	78.7
TOTAL	9272	74.4	7927	73.2	5508	73.3	13027	79.7	31831	71.5	4981	80.4	10503	68.8	14188	79.7

* 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*	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	123	78.0	638	71.9	680	76.3	1136	71.9	248	73.8	1603	81.4	630	74.8
AS	H/		401	77.6	4691	78.9	390	80.0	H/		H/		H/	
B6	H/		93	83.9	31	45.2	H/		62	77.4	H/		248	82.7
CO	23	69.6	256	78.1	403	74.7	405	76.5	123	65.9	50	72.0	356	77.5
DH	207	65.7	H/		H/		H/		H/		26	80.8	H/	
DL	217	59.9	484	73.6	547	68.4	599	67.3	2925	83.2	237	69.2	987	74.3
EV	31	74.2	H/		H/		H/		93	76.3	H/		H/	
FL	154	80.5	H/		H/		H/		H/		H/		440	81.4
HA	H/		62	93.5	62	80.6	31	96.8	H/		H/		H/	
HP	31	80.6	334	74.6	279	75.3	521	72.4	83	80.7	93	84.9	61	65.6
MQ	216	64.8	888	83.9	H/		170	81.8	H/		H/		H/	
NW	177	76.3	217	66.8	496	74.6	340	67.9	154	74.7	420	76.7	331	76.4
OH	123	65.0	H/		H/		31	90.3	434	89.2	310	71.9	31	83.9
OO	H/		640	90.6	418	88.5	3000	79.0	6516	89.3	1	0.0	H/	
RU	245	66.5	H/		H/		H/		54	92.6	329	76.9	31	83.9
TZ	81	69.1	H/		149	67.8	277	79.4	H/		H/		H/	
UA	216	75.5	766	81.5	1288	80.4	4240	80.3	308	73.1	245	72.7	369	78.9
US	3586	81.6	178	60.1	244	63.5	336	67.9	H/		H/		633	77.6
WN	H/		2460	76.2	1082	80.9	H/		1146	72.5	1714	75.3	1768	76.9
TOTAL	5430	77.6	7417	78.0	10370	77.9	11476	77.3	12146	84.9	5028	77.0	5885	77.0

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

JULY 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*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	84.4	76.7	82.8	94.7	89.0	100.0	97.2	89.4	J/	78.7	66.1	94.2	73.1	96.2	90.8	84.6	72.2	83.3
700 - 759 AM	92.0	82.4	97.7	93.9	85.6	85.2	91.1	90.8	92.3	84.3	88.5	94.9	84.2	96.6	95.3	85.4	86.7	90.7
800 - 859 AM	80.1	85.1	95.1	83.9	84.3	91.3	92.9	87.1	91.1	83.8	92.0	93.4	84.3	95.1	90.0	83.1	88.9	91.6
900 - 959 AM	86.3	83.2	91.2	87.8	84.7	94.1	90.0	87.3	88.5	86.7	87.9	92.4	83.2	91.2	88.2	84.8	93.3	84.7
1000 - 1059 AM	87.0	83.0	91.9	86.5	86.3	81.3	85.8	85.4	84.1	84.6	89.5	90.6	84.4	84.2	86.0	82.8	87.0	88.3
1100 - 1159 AM	87.2	88.3	88.5	90.2	83.3	80.0	87.5	85.7	86.0	78.0	84.5	88.9	83.3	84.6	86.7	76.8	87.5	82.6
1200 - 1259 PM	88.7	84.3	90.3	86.2	79.3	77.1	81.5	85.6	86.4	86.3	81.3	92.4	82.0	82.6	84.6	80.8	88.2	84.6
100 - 159 PM	84.8	77.9	89.0	90.0	84.1	84.9	83.8	84.9	81.4	77.7	84.1	76.7	78.6	79.0	82.2	74.1	83.0	83.1
200 - 259 PM	81.5	76.8	84.7	85.4	80.7	79.5	79.5	83.3	82.7	70.7	82.6	81.8	77.0	77.7	84.3	75.6	80.8	71.6
300 - 359 PM	74.0	73.5	83.1	87.0	73.6	76.7	78.7	82.9	81.2	66.0	75.7	78.1	75.6	73.3	84.7	69.2	72.9	72.6
400 - 459 PM	57.8	70.7	74.8	79.7	68.8	73.0	72.7	78.0	82.5	61.3	73.6	75.5	62.1	72.1	80.7	65.2	77.6	72.1
500 - 559 PM	56.5	63.2	70.0	75.2	72.1	62.0	72.9	75.6	71.5	61.3	70.4	72.2	61.8	65.5	76.9	59.2	64.3	64.6
600 - 659 PM	63.6	59.0	60.8	70.6	69.7	60.4	74.8	75.4	71.5	49.2	64.4	70.5	55.0	75.1	72.4	55.8	65.7	55.2
700 - 759 PM	61.0	57.5	59.4	72.3	65.2	65.3	67.6	73.7	73.4	39.8	62.2	73.4	66.2	68.1	73.2	48.4	64.8	52.6
800 - 859 PM	56.6	53.7	53.7	68.4	62.9	61.5	65.1	69.9	65.3	40.2	59.6	71.9	54.5	64.2	68.4	43.7	60.6	58.7
900 - 959 PM	48.7	53.0	60.4	70.2	64.6	70.6	74.0	69.9	68.5	46.8	52.6	71.0	54.4	66.6	68.6	48.5	59.9	61.2
1000 - 1059 PM	63.5	60.1	62.4	59.3	65.5	58.8	67.4	66.9	67.0	52.0	66.7	51.2	67.3	61.1	64.6	45.0	63.6	69.5
1100 - 559 AM	74.9	70.1	65.5	60.4	77.4	60.3	72.2	75.3	74.8	66.1	60.7	80.3	70.6	62.5	71.3	57.3	61.2	72.2
TOTAL, ALL ARRIVALS, BY AIRPORT	72.8	70.6	75.5	82.0	76.0	73.5	79.2	80.8	79.6	64.7	73.5	81.8	68.9	76.4	80.1	66.3	74.4	73.2

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

JULY 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*														
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	64.5	88.1	87.2	J/	86.4	93.4	84.1	96.8	77.7	97.7	83.9	J/	60.8	85.7
700 - 759 AM	93.5	90.5	89.0	96.1	89.9	91.4	95.0	91.3	93.3	93.9	96.3	88.4	94.2	90.9
800 - 859 AM	90.5	89.2	83.5	98.1	75.2	93.2	90.3	91.1	92.9	94.6	94.1	93.0	95.3	87.5
900 - 959 AM	90.1	84.8	82.7	94.6	82.7	86.5	85.1	90.9	92.6	70.6	89.2	90.0	94.3	87.0
1000 - 1059 AM	85.6	81.8	83.0	84.5	85.5	89.2	86.7	85.8	82.8	67.6	91.2	83.6	90.9	85.2
1100 - 1159 AM	87.4	85.6	80.6	93.9	84.8	89.8	87.3	81.5	87.6	71.7	87.9	88.1	90.8	84.8
1200 - 1259 PM	82.3	86.7	83.9	83.8	86.4	85.1	85.0	81.3	84.0	72.5	90.0	90.6	89.3	85.4
100 - 159 PM	78.0	85.3	81.2	85.1	78.0	85.5	81.7	86.7	83.1	82.2	83.9	83.4	80.7	82.6
200 - 259 PM	74.7	86.5	75.8	75.2	76.8	81.2	89.3	78.0	84.0	81.9	87.4	87.7	82.3	80.3
300 - 359 PM	70.7	75.2	69.2	79.7	68.0	78.1	87.6	86.6	76.8	77.3	86.6	78.7	82.1	76.7
400 - 459 PM	75.6	70.9	64.5	85.4	65.3	75.9	76.3	76.3	75.2	80.4	82.2	73.4	77.0	71.4
500 - 559 PM	55.6	78.1	59.3	75.7	64.7	72.9	60.5	78.5	77.2	78.7	84.1	75.0	78.2	69.0
600 - 659 PM	63.3	72.3	54.5	75.8	58.1	70.9	58.7	74.7	71.7	80.0	71.4	72.8	70.7	66.3
700 - 759 PM	64.0	71.0	50.4	75.6	51.5	69.7	68.2	67.1	70.7	77.4	76.1	66.3	66.8	64.8
800 - 859 PM	63.7	70.3	51.3	71.7	52.1	67.6	60.3	65.1	67.3	73.4	70.3	63.6	71.5	61.4
900 - 959 PM	59.8	75.6	50.9	67.8	51.4	60.3	63.9	63.7	69.8	78.2	84.2	67.6	57.4	63.0
1000 - 1059 PM	62.2	70.1	60.6	66.5	54.9	58.2	62.2	71.7	67.2	71.7	74.3	55.8	68.5	63.0
1100 - 559 AM	63.9	64.5	81.4	77.6	66.3	67.7	70.6	75.3	72.5	75.0	67.0	69.4	60.9	69.6
TOTAL, ALL ARRIVALS, BY AIRPORT	73.3	79.7	71.5	80.4	68.8	79.7	77.6	78.0	77.9	77.3	84.9	77.0	77.0	75.9

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

JULY 2004

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	91.4	93.7	93.6	92.0	88.5	93.5	93.2	91.6	90.1	90.9	94.6	95.6	90.0	97.3	93.0	92.1	93.1	88.1
700 - 759 AM	93.2	88.9	89.8	87.5	87.4	89.6	95.7	88.3	91.7	91.4	96.9	96.2	89.4	93.2	91.0	90.5	93.0	91.3
800 - 859 AM	89.2	85.9	92.8	89.8	87.5	90.3	90.2	85.9	88.6	87.3	95.5	96.2	89.4	92.2	90.5	87.7	88.3	88.4
900 - 959 AM	83.0	85.7	92.0	87.6	86.1	92.3	94.1	86.5	89.3	87.1	94.6	95.8	90.7	88.2	85.8	84.1	93.0	84.0
1000 - 1059 AM	84.4	86.6	87.2	87.9	81.7	92.9	85.8	84.1	83.1	85.3	91.7	91.0	90.4	81.9	84.3	88.3	90.6	85.3
1100 - 1159 AM	85.5	86.5	85.3	89.0	81.0	88.7	85.2	82.8	81.9	84.2	86.4	90.0	81.9	79.2	82.8	83.5	87.8	81.8
1200 - 1259 PM	85.2	87.0	83.6	87.7	78.6	83.9	87.8	81.1	83.1	84.7	80.3	92.5	80.6	72.7	80.5	77.8	90.8	79.2
100 - 159 PM	84.5	79.2	77.6	69.2	77.2	82.0	77.2	78.7	80.5	78.7	79.7	89.8	75.6	73.3	85.3	81.9	84.3	72.8
200 - 259 PM	82.1	77.7	73.5	84.6	78.3	82.3	77.0	75.5	73.3	70.7	73.8	78.1	74.5	68.8	74.5	73.2	77.6	67.7
300 - 359 PM	72.3	68.4	71.8	81.7	74.2	77.2	72.6	76.2	71.9	66.1	76.8	81.0	66.9	73.6	81.5	74.3	74.0	58.1
400 - 459 PM	72.2	67.8	73.1	76.0	69.7	75.0	72.3	72.4	64.1	61.3	69.2	84.7	71.3	63.9	80.2	66.2	67.2	61.7
500 - 559 PM	59.6	62.9	66.5	71.9	60.2	70.7	71.5	71.1	74.9	61.3	68.7	76.9	56.5	64.2	78.7	66.4	70.0	60.6
600 - 659 PM	58.2	60.8	58.6	73.1	57.7	67.7	74.4	71.0	68.9	55.0	68.5	71.4	53.2	62.3	79.2	59.5	58.7	48.3
700 - 759 PM	64.3	59.8	54.9	66.5	68.0	65.6	71.5	70.3	68.9	45.4	58.0	80.0	53.8	62.0	72.0	57.4	62.3	45.4
800 - 859 PM	65.3	60.4	51.8	72.7	63.0	65.1	73.8	69.8	67.6	49.0	67.0	80.0	62.2	58.1	79.1	53.2	57.3	46.8
900 - 959 PM	58.5	45.9	41.5	68.8	65.3	62.5	70.1	70.7	71.5	43.6	71.9	85.2	50.5	58.8	75.7	46.7	67.9	50.6
1000 - 1059 PM	57.1	50.8	55.1	73.5	65.7	76.7	J/	68.2	73.5	56.0	51.6	86.0	64.7	70.1	85.6	40.0	67.2	48.8
1100 - 559 AM	66.7	96.0	83.9	J/	66.7	J/	85.5	91.9	92.3	91.4	96.8	100.0	81.7	75.7	82.2	95.5	98.3	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	74.6	76.2	75.4	80.3	74.2	81.3	80.8	78.2	78.5	73.0	80.7	86.1	73.1	75.3	83.2	75.7	79.9	69.8

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

JULY 2004

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	96.7	91.8	92.0	94.2	89.6	97.1	89.7	95.3	94.6	96.2	92.4	94.7	94.7	93.0
700 - 759 AM	89.8	93.0	85.3	93.4	84.7	92.3	87.4	95.3	90.6	95.3	96.1	94.4	94.4	91.2
800 - 859 AM	87.3	90.6	88.0	92.7	80.2	85.0	86.4	91.1	87.9	94.0	92.4	92.7	92.8	89.2
900 - 959 AM	90.2	88.6	84.5	88.3	75.6	84.3	88.7	89.2	86.2	91.8	84.7	89.1	91.7	87.4
1000 - 1059 AM	84.8	86.5	83.6	91.4	73.9	84.8	93.4	86.7	85.1	80.5	90.9	89.1	91.7	85.7
1100 - 1159 AM	81.3	84.6	81.4	87.7	84.9	83.7	90.8	84.0	79.2	76.5	89.9	91.0	87.1	84.0
1200 - 1259 PM	84.2	84.2	82.0	87.6	82.8	79.1	85.8	84.6	73.6	76.0	84.2	86.4	88.1	82.5
100 - 159 PM	75.3	86.9	79.0	82.7	79.5	74.5	90.6	79.1	76.9	79.7	90.3	88.9	81.9	81.2
200 - 259 PM	59.9	79.2	72.5	70.7	71.7	69.2	79.9	80.0	68.4	85.5	81.4	84.1	73.6	76.3
300 - 359 PM	53.9	78.1	69.0	75.2	60.0	70.0	76.2	75.5	74.5	82.8	85.6	69.8	71.4	73.0
400 - 459 PM	59.5	71.4	63.9	86.5	65.4	72.7	85.9	81.2	65.8	86.6	84.6	74.6	68.4	72.0
500 - 559 PM	51.7	75.8	58.6	85.0	53.2	56.0	69.6	70.2	70.2	77.1	88.7	70.0	63.4	66.4
600 - 659 PM	51.6	73.6	59.3	79.6	55.8	61.4	65.6	77.1	74.9	86.0	88.1	65.8	68.1	66.2
700 - 759 PM	72.8	75.9	58.2	79.9	49.5	68.3	61.0	70.2	67.8	84.5	78.8	65.3	71.4	65.0
800 - 859 PM	50.7	67.9	53.0	67.2	54.3	55.3	68.2	65.9	57.7	87.9	81.6	63.9	70.8	64.5
900 - 959 PM	J/	78.1	55.0	95.2	58.6	74.3	J/	76.0	72.1	78.7	80.6	58.2	72.0	65.7
1000 - 1059 PM	J/	87.4	60.4	93.4	61.5	85.2	73.4	79.6	74.4	89.0	88.1	87.0	49.0	72.9
1100 - 559 AM	90.3	92.9	J/	91.0	93.5	87.8	98.4	95.1	75.0	92.3	88.0	77.4	98.3	79.7
TOTAL, ALL DEPARTURES, BY AIRPORT	70.6	82.3	72.6	85.9	69.4	77.1	81.1	82.9	78.1	85.9	87.4	81.7	81.6	78.0

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

JULY 2004

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OH	5825	BOS-PWM	2135	16	100.00	11	
HP	406	SFO-JFK	1210	31	93.55	41	27
WN	2220	ABQ-PHX	1705	26	92.31	57	34
CO	863	EWR-LAX	1915	25	92.00	75	54
RU	2383	BTW-EWR	1730	25	92.00	47	44
RU	2011	CVG-EWR	1728	21	90.48	74	49
WN	2081	MDW-MHT	1915	31	90.32	66	45
DL	202	LAX-ATL	1020	31	90.32	33	29
WN	1255	MDW-CLE	1945	26	88.46	73	52
WN	2220	PHX-LAX	1730	26	88.46	57	33
RU	2154	IAD-EWR	1900	25	88.00	60	43
MQ	4942	MDW-LGA	1305	31	87.10	62	52
DL	1178	JFK-SEA	1740	31	87.10	50	35
EV	4693	ATL-MYR	1819	31	87.10	42	25
MQ	4381	ORD-SDF	1510	27	85.19	45	39
MQ	4384	SDF-ORD	1759	27	85.19	42	37
TZ	279	EWR-MDW	1800	26	84.62	80	65
DL	463	JFK-SFO	1945	26	84.62	62	31
CO	1174	ORD-EWR	1800	25	84.00	86	81
RU	2379	EWR-SDF	1840	25	84.00	78	54
RU	2387	AVL-EWR	1736	25	84.00	67	40
WN	993	MCI-OKC	2045	25	84.00	66	47
MQ	4035	ORD-PWM	1728	31	83.87	38	26
MQ	4517	EWR-BOS	2020	22	81.82	81	55
RU	3216	EWR-MSN	2005	21	80.95	52	42
WN	1165	MDW-ABQ	1940	26	80.77	87	42
TZ	158	MDW-BOS	1855	26	80.77	48	38
RU	2394	EWR-BTV	1550	26	80.77	25	20
AA	1832	MCO-LGA	1840	31	80.65	84	52
AA	2402	MIA-EWR	1805	31	80.65	74	67

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
DL	441	JFK-CVG	1737	31	80.65	48	29
DL	438	PHL-ATL	1540	31	80.65	42	28
RU	3479	EWR-ACK	1920	31	80.65	33	28
DL	1400	MCO-ATL	700	31	80.65	30	26
HP	58	LAS-JFK	2251	31	80.65	25	26
WN	1165	ABQ-TUS	2155	25	80.00	85	46
FL	372	ATL-LGA	1740	25	80.00	85	54
AA	352	ORD-LGA	1730	25	80.00	79	58
RU	2084	HSV-EWR	1555	25	80.00	70	41
RU	2574	XNA-EWR	1725	25	80.00	62	31
RU	3237	EWR-BHM	1855	25	80.00	59	48
WN	993	MDW-MCI	1900	30	80.00	58	48
WN	2240	MDW-PVD	1935	25	80.00	53	35
WN	2005	MDW-MCI	2000	25	80.00	52	40
WN	706	MDW-TPA	1940	25	80.00	51	35
WN	401	BWI-BDL	2100	25	80.00	51	44
RU	2430	EWR-IAD	1945	20	80.00	48	26
WN	408	MDW-STL	1955	25	80.00	44	29
WN	1512	SNA-SMF	1840	30	80.00	37	32
WN	697	SMF-SAN	2015	25	80.00	30	28

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

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TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS 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
EXPRESSJET	1,149	38	3.3
ATA	228	5	2.2
DELTA	1,938	29	1.5
SOUTHWEST	2,874	42	1.5
AMERICAN EAGLE	1,402	18	1.3
AMERICA WEST	552	7	1.3
AMERICAN	1,980	18	0.9
COMAIR	1,002	9	0.9
ATLANTIC COAST	735	5	0.7
CONTINENTAL	887	6	0.7
US AIRWAYS	1,186	8	0.7
AIRTRAN	470	2	0.4
ATLANTIC SOUTHEAST	786	3	0.4
SKYWEST	1,341	2	0.1
NORTHWEST	1,477	2	0.1
UNITED	1,636	2	0.1
ALASKA	502	0	0.0
JETBLUE	252	0	0.0
HAWAIIAN	138	0	0.0
TOTAL	20,535	196	1.0

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	80.8	89.2	260	260
AGUADILLA PR (BQN)	69.4	85.5	62	62
AKRON/CANTON OH (CAK)	74.7	75.0	795	795
ALBANY NY (ALB)	68.9	79.8	1,529	1,529
ALBUQUERQUE NM (ABQ)	76.9	78.8	3,160	3,161
ALLENTOWN PA (ABE)	77.4	83.5	567	569
AMARILLO TX (AMA)	74.5	83.8	690	691
ANCHORAGE AK (ANC)	78.1	81.2	2,343	2,345
ASHEVILLE NC (AVL)	67.6	66.2	361	361
ATLANTA GA (ATL)	72.8	74.6	35,894	35,926
AUSTIN TX (AUS)	77.7	84.2	3,379	3,382
BAKERSFIELD CA (BFL)	94.5	90.6	329	330
BALTIMORE MD (BWI)	75.5	75.4	9,182	9,176
BANGOR ME (BGR)	65.8	78.6	486	485
BARROW AK (BRW)	79.0	53.2	62	62
BATON ROUGE LA (BTR)	71.0	78.3	644	642
BEAUMONT/PORT ARTHUR TX (BPT)	78.9	82.8	242	250
BETHEL AK (BET)	83.7	75.5	98	98
BILLINGS MT (BIL)	80.8	88.2	552	552
BINGHAMTON NY (BGM)	69.3	80.7	88	88
BIRMINGHAM AL (BHM)	74.3	80.8	1,987	1,987
BISMARCK ND (BIS)	81.3	89.3	214	214
BLOOMINGTON IL (BMI)	73.4	80.8	244	245
BOISE ID (BOI)	75.4	84.2	1,396	1,395
BOSTON MA (BOS)	70.6	76.2	11,936	11,943
BOZEMAN MT (BZN)	84.5	93.8	471	470
BRISTOL TN (TRI)	69.8	74.0	334	334
BROWNSVILLE TX (BRO)	89.0	92.5	146	146
BUFFALO NY (BUF)	72.0	78.2	2,525	2,517
BURBANK CA (BUR)	79.9	82.9	2,272	2,273
BURLINGTON VT (BTV)	70.4	79.4	638	637
CEDAR RAPIDS/IOWA CTY IA (CID)	64.5	74.9	541	542
CHAMPAIGN IL (CMI)	57.4	76.1	272	272
CHARLESTON SC (CHS)	73.9	81.0	1,261	1,319
CHARLESTON WV (CRW)	68.2	70.3	355	354
CHARLOTTE NC (CLT)	82.0	80.3	8,771	8,778
CHATTANOOGA TN (CHA)	71.4	75.3	433	433
CHICAGO IL (MDW)	73.2	69.8	7,927	7,927
CHICAGO IL (ORD)	71.5	72.6	31,831	31,827
CINCINNATI OH (CVG)	76.0	74.2	17,751	17,769
CLEVELAND OH (CLE)	78.5	83.4	7,930	7,933
COLLEGE STATION TX (CLL)	83.1	86.3	307	307
COLORADO SPRINGS CO (COS)	79.3	87.5	1,072	1,071

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	69.3	74.3	1,144	1,144
COLUMBUS OH (CMH)	70.8	80.4	3,175	3,174
CORDOVA AK (CDV)	68.9	74.2	61	62
CORPUS CHRISTI TX (CRP)	78.4	82.2	726	726
DALLAS/FT. WORTH TX (DAL)	77.5	75.5	3,792	3,790
DALLAS/FT. WORTH TX (DFW)	80.8	78.2	29,517	29,465
DAYTON OH (DAY)	72.5	83.4	1,291	1,291
DAYTONA BEACH FL (DAB)	64.1	69.8	348	348
DEADHORSE AK (SCC)	80.6	87.1	31	31
DENVER CO (DEN)	79.2	80.8	13,979	14,007
DES MOINES IA (DSM)	72.3	80.8	1,047	1,047
DETROIT MI (DTW)	79.6	78.5	12,736	12,736
DILLINGHAM AK (DLG)	94.3	45.7	35	35
DUBUQUE IA (DBQ)	58.7	77.2	92	92
DULUTH MN (DLH)	77.6	85.1	174	175
DURANGO CO (DRO)	64.3	76.9	14	13
EAGLE CO (EGE)	72.6	91.9	62	62
EL PASO TX (ELP)	76.2	81.6	1,761	1,758
ERIE PA (ERI)	69.6	82.6	92	92
EUGENE OR (EUG)	86.8	83.3	448	448
EVANSVILLE IN (EVV)	65.6	73.2	471	452
FAIRBANKS AK (FAI)	73.4	85.9	602	602
FARGO ND (FAR)	78.7	83.6	385	385
FAYETTEVILLE AR (XNA)	71.7	73.7	1,141	1,144
FAYETTEVILLE NC (FAY)	58.9	66.9	151	151
FLINT MI (FNT)	74.9	86.3	586	586
FRESNO CA (FAT)	87.1	88.8	1,199	1,200
FT. LAUDERDALE FL (FLL)	73.5	80.7	5,183	5,187
FT. MYERS FL (RSW)	77.8	86.4	1,504	1,503
FT. SMITH AR (FSM)	70.6	88.3	153	154
FT. WAYNE IN (FWA)	65.1	71.9	587	587
GRAND FORKS ND (GFK)	70.7	93.2	58	59
GRAND RAPIDS MI (GRR)	70.0	82.1	1,299	1,299
GREAT FALLS MT (GTF)	87.1	95.0	278	279
GREEN BAY WI (GRB)	69.4	79.5	484	484
GREENSBORO/HIGH PT. NC (GSO)	69.8	78.0	1,584	1,598
GREENVILLE/SPARTBG. SC (GSP)	72.5	79.2	1,196	1,197
GULFPORT/BILOXI MS (GPT)	85.9	86.0	538	536
GUSTAVUS AK (GST)	64.5	67.7	31	31
HARLINGEN TX (HRL)	81.8	83.6	500	500
HARRISBURG PA (MDT)	75.3	81.4	854	856
HARTFORD CT/SPGFLD MA (BDL)	74.1	81.1	2,953	2,951
HELENA MT (HLN)	87.0	90.3	247	247

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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)	99.1	99.5	213	213
HONOLULU OAHU HI (HNL)	90.4	96.2	3,239	3,237
HOUSTON TX (HOU)	77.1	71.9	5,016	4,932
HOUSTON TX (IAH)	81.8	86.1	17,478	17,487
HUNTSVILLE/DECATUR AL (HSV)	71.8	76.9	944	945
INDIANAPOLIS IN (IND)	75.5	82.9	3,379	3,376
INDIO/PALM SPRINGS CA (PSP)	82.8	88.4	708	708
ISLIP/LONG IS. NY (ISP)	75.5	74.8	1,059	1,061
JACKSON WY (JAC)	84.3	90.3	402	401
JACKSON/VICKSBURG MS (JAN)	70.0	77.3	951	954
JACKSONVILLE FL (JAX)	73.5	79.2	2,690	2,675
JUNEAU AK (JNU)	75.7	78.7	567	567
KAHULUI (OGG)	89.8	93.0	1,337	1,338
KALAMAZOO MI (AZO)	64.3	77.7	381	381
KALISPELL MT (FCA)	81.9	92.9	310	310
KANSAS CITY MO (MCI)	76.6	81.6	5,154	5,151
KETCHIKAN AK (KTN)	76.9	80.1	277	277
KEY WEST FL (EYW)	65.1	37.1	63	62
KILLEEN TX (ILE)	82.1	85.9	418	419
KING SALMON AK (AKN)	90.0	86.4	60	59
KNOXVILLE TN (TYS)	66.9	77.9	1,069	1,067
KODIAK AK (ADQ)	50.0	40.3	62	62
KONA HAWAII HI (KOA)	91.6	95.6	594	594
KOTZEBUE AK (OTZ)	89.2	79.6	93	93
LA CROSSE WI (LSE)	68.0	81.8	147	148
LAFAYETTE LA (LFT)	80.1	84.5	342	342
LANSING MI (LAN)	72.1	80.8	523	522
LAREDO TX (LRD)	78.7	87.6	178	178
LAS VEGAS NV (LAS)	76.4	75.3	13,439	13,441
LAWTON OK (LAW)	86.3	92.9	182	182
LEXINGTON/FRKFT KY (LEX)	70.0	76.0	928	910
LIHUE KAUAI HI (LIH)	95.4	98.6	702	702
LINCOLN NE (LNK)	74.2	85.4	248	247
LITTLE ROCK AR (LIT)	71.4	77.5	1,482	1,487
LONG BEACH CA (LGB)	82.6	90.5	1,002	967
LONGVIEW TX (GGG)	87.0	91.3	92	92
LOS ANGELES CA (LAX)	80.1	83.2	20,340	20,338
LOUISVILLE KY (SDF)	69.6	76.0	1,893	1,894
LUBBOCK TX (LBB)	76.9	84.2	791	792
MADISON WI (MSN)	66.5	79.6	671	671
MANCHESTER NH (MHT)	76.0	82.3	2,012	2,011
MARQUETTE MI (MQT)	57.9	75.4	57	57
MEDFORD OR (MFR)	91.8	90.3	390	391

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MELBOURNE FL (MLB)	72.2	82.4	227	227
MEMPHIS TN (MEM)	78.0	79.1	3,970	3,968
MIAMI FL (MIA)	73.3	70.6	5,508	5,506
MIDLAND/ODESSA TX (MAF)	75.0	83.2	647	648
MILWAUKEE WI (MKE)	70.9	81.9	1,736	1,731
MINNEAPLS/ST.P MN (MSP)	79.7	82.3	13,027	13,022
MINOT ND (MOT)	84.8	88.0	92	92
MISSION/MCALLEN TX (MFE)	80.1	86.9	267	267
MISSOULA MT (MSO)	85.6	91.6	464	464
MOBILE AL/PASCAGOULA MS (MOB)	73.6	81.8	447	445
MOLINE IL (MLI)	67.2	79.0	381	381
MONROE LA (MLU)	73.2	79.0	310	310
MONTEREY CA (MRY)	89.6	88.7	633	635
MONTROSE CO (MTJ)	87.7	82.9	204	205
MYRTLE BEACH SC (MYR)	75.9	80.8	779	787
NASHVILLE TN (BNA)	74.5	79.1	5,287	5,285
NEW ORLEANS LA (MSY)	78.6	83.2	4,360	4,359
NEW YORK NY (JFK)	68.9	73.1	8,308	8,311
NEW YORK NY (LGA)	66.3	75.7	10,898	10,907
NEWARK NJ (EWR)	64.7	73.0	13,796	13,818
NEWBURGH NY (SWF)	60.2	75.9	216	216
NOME AK (OME)	81.9	81.9	94	94
NORFOLK/VA. BEACH VA (ORF)	70.1	77.9	2,148	2,148
OKLAHOMA CITY OK (OKC)	72.2	81.5	1,797	1,796
OMAHA NE (OMA)	73.4	81.1	1,739	1,738
ONTARIO CA (ONT)	81.2	86.4	3,172	3,156
ORANGE COUNTY CA (SNA)	82.3	84.4	4,036	4,037
ORLANDO FL (MCO)	74.4	79.9	9,272	9,269
PASCO WA (PSC)	87.1	94.9	371	371
PENSACOLA FL (PNS)	77.5	82.3	666	667
PEORIA IL (PIA)	64.8	73.6	330	356
PETERSBURG AK (PSG)	80.6	72.6	62	62
PHILADELPHIA PA (PHL)	68.8	69.4	10,503	10,494
PHOENIX AZ (PHX)	79.7	77.1	14,188	14,186
PITTSBURGH PA (PIT)	77.6	81.1	5,430	5,429
PORTLAND ME (PWM)	60.8	66.0	1,239	1,238
PORTLAND OR (PDX)	80.4	85.9	4,981	4,979
PROVIDENCE RI (PVD)	72.9	79.1	2,598	2,597
RALEIGH/DURHAM NC (RDU)	70.2	75.7	5,588	5,574
RAPID CITY SD (RAP)	85.1	89.3	395	394
RENO NV (RNO)	78.1	81.4	2,602	2,602
RICHMOND VA (RIC)	71.0	77.9	1,368	1,370
ROANOKE VA (ROA)	71.0	73.6	396	397

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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)	77.3	83.1	207	207
ROCHESTER NY (ROC)	69.1	75.6	1,655	1,655
SACRAMENTO CA (SMF)	78.7	80.2	4,298	4,297
SAGINAW MI (MBS)	72.8	84.1	327	327
SALT LAKE CITY UT (SLC)	84.9	87.4	12,146	12,142
SAN ANGELO TX (SJT)	86.3	93.4	227	227
SAN ANTONIO TX (SAT)	76.4	83.0	3,292	3,291
SAN DIEGO CA (SAN)	78.0	82.9	7,417	7,422
SAN FRANCISCO CA (OAK)	80.9	82.2	6,160	6,158
SAN FRANCISCO CA (SFO)	77.3	85.9	11,476	11,473
SAN JOSE CA (SJC)	80.8	83.6	5,465	5,462
SAN JUAN PR (SJU)	71.6	84.9	2,378	2,376
SAN LUIS OBISPO CA (SBP)	87.7	86.3	489	489
SANTA BARBARA CA (SBA)	88.7	89.4	996	997
SARASOTA/BRAD. FL (SRQ)	76.0	86.1	459	459
SAVANNAH GA (SAV)	72.8	78.8	1,182	1,178
SCRANTON/WILKES-BARRE PA (AVP)	66.1	72.4	271	272
SEATTLE WA (SEA)	77.9	78.1	10,370	10,371
SHREVEPORT LA (SHV)	74.9	81.5	768	750
SIoux FALLS SD (FSD)	78.6	87.1	412	412
SITKA AK (SIT)	75.5	83.2	155	155
SOUTH BEND IN (SBN)	64.7	72.6	380	380
SPOKANE WA (GEG)	78.1	87.7	1,220	1,219
SPRINGFIELD MO (SGF)	69.8	74.9	609	610
ST. CROIX VI (STX)	91.7	83.3	36	36
ST. LOUIS MO (STL)	77.0	81.7	5,028	5,027
ST. THOMAS VI (STT)	73.7	87.8	255	255
STEAMBOAT SPRINGS CO (HDN)	90.3	100.0	31	31
SYRACUSE NY (SYR)	70.6	77.7	1,400	1,397
TALLAHASSEE FL (TLH)	80.5	81.9	549	531
TAMPA FL (TPA)	77.0	81.6	5,885	5,885
TEXARKANA AR (TXK)	79.6	89.5	162	162
TOLEDO OH (TOL)	72.7	78.4	477	477
TRAVERSE CITY MI (TVC)	65.0	74.0	431	430
TUCSON AZ (TUS)	76.1	85.5	1,408	1,407
TULSA OK (TUL)	75.2	82.3	1,768	1,770
TYLER TX (TYR)	85.3	92.0	313	314
VALPARAISO FL (VPS)	72.5	80.9	560	566
WACO TX (ACT)	83.4	91.0	277	277
WASHINGTON DC (IAD)	71.9	74.5	11,878	11,900
WASHINGTON DC (DCA)	73.5	81.3	7,850	7,881
WEST PALM BEACH FL (PBI)	71.9	84.7	2,082	2,081
WHITE PLAINS NY (HPN)	70.4	75.1	646	647

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WICHITA FALLS TX (SPS)	83.8	91.9	185	185
WICHITA KS (ICT)	72.5	79.1	876	877
WILMINGTON NC (ILM)	73.1	80.7	279	269
WRANGELL AK (WRG)	77.4	77.4	62	62
YAKUTAT AK (YAK)	72.6	75.8	62	62

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	23	23,716	1,061	4.5	106	41,586	1,819	4.4
ATLANTIC COAST	15	7,398	355	4.8	74	22,516	882	3.9
COMAIR	24	18,556	606	3.3	109	30,834	1,017	3.3
EXPRESSJET	24	15,153	471	3.1	116	32,065	816	2.5
ATLANTIC SOUTHEAST	13	12,810	247	1.9	103	23,999	465	1.9
US AIRWAYS	25	28,052	545	1.9	59	34,923	631	1.8
AMERICAN	30	47,180	792	1.7	84	59,511	944	1.6
AMERICA WEST	27	13,866	218	1.6	52	16,735	258	1.5
SKYWEST	13	21,570	267	1.2	118	40,579	582	1.4
NORTHWEST	31	30,781	438	1.4	113	44,632	561	1.3
UNITED	30	39,752	536	1.3	79	49,860	605	1.2
AIRTRAN	18	10,836	124	1.1	43	14,478	157	1.1
ALASKA	14	8,756	50	0.6	46	15,595	165	1.1
DELTA	31	45,550	472	1.0	99	58,536	561	1.0
ATA	19	5,432	56	1.0	27	6,623	58	0.9
CONTINENTAL	29	19,927	128	0.6	76	25,529	148	0.6
SOUTHWEST	16	37,471	120	0.3	60	84,000	454	0.5
HAWAIIAN	7	354		0.0	16	4,445	7	0.2
JETBLUE	10	4,969	1	0.0	25	7,720	2	0.0
Total		392,129	6,487	1.7	Total	614,166	10,132	1.6

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	59511	44478	74.74%	944	1.59%	206	0.35%	3573	6.00%	839	1.41%	5592	9.40%	24	0.04%	3855	6.48%
AS	15595	12290	78.81%	165	1.06%	32	0.21%	1185	7.60%	23	0.14%	469	3.01%	54	0.35%	1377	8.83%
B6	7720	6056	78.45%	2	0.03%	19	0.25%	340	4.41%	40	0.52%	639	8.28%	25	0.33%	599	7.75%
CO	25529	19532	76.51%	148	0.58%	99	0.39%	1064	4.17%	175	0.69%	3174	12.43%	46	0.18%	1291	5.06%
DH	22516	15762	70.00%	882	3.92%	56	0.25%	789	3.50%	106	0.47%	1540	6.84%	0	0.00%	3380	15.01%
DL	58536	42700	72.95%	561	0.96%	155	0.26%	3611	6.17%	244	0.42%	7692	13.14%	15	0.03%	3559	6.08%
EV	23999	17868	74.45%	465	1.94%	42	0.18%	2167	9.03%	799	3.33%	2094	8.72%	10	0.04%	554	2.31%
FL	14478	11231	77.57%	157	1.08%	53	0.37%	504	3.48%	29	0.20%	1287	8.89%	0	0.00%	1216	8.40%
HA	4445	4312	97.01%	7	0.16%	1	0.02%	96	2.16%	0	0.00%	3	0.06%	2	0.05%	24	0.54%
HP	16735	12790	76.43%	258	1.54%	28	0.17%	1367	8.17%	30	0.18%	1408	8.41%	40	0.24%	815	4.87%
MQ	41586	28981	69.69%	1819	4.37%	80	0.19%	2921	7.03%	251	0.60%	3501	8.42%	4	0.01%	4029	9.69%
NW	44632	34450	77.19%	561	1.26%	112	0.25%	3502	7.85%	533	1.19%	3826	8.57%	26	0.06%	1622	3.64%
OH	30834	22607	73.32%	1017	3.30%	69	0.22%	2940	9.54%	1790	5.81%	2232	7.24%	8	0.03%	170	0.55%
OO	40579	34253	84.41%	582	1.43%	69	0.17%	2828	6.97%	436	1.07%	1110	2.74%	35	0.09%	1266	3.12%
RU	32065	23943	74.67%	816	2.54%	132	0.41%	1151	3.59%	226	0.71%	3627	11.31%	29	0.09%	2141	6.68%
TZ	6623	4878	73.65%	58	0.88%	2	0.03%	382	5.77%	15	0.22%	704	10.63%	13	0.19%	572	8.63%
UA	49860	38651	77.52%	605	1.21%	156	0.31%	2306	4.63%	270	0.54%	4695	9.42%	4	0.01%	3173	6.36%
US	34923	26868	76.93%	631	1.81%	107	0.31%	1775	5.08%	259	0.74%	2860	8.19%	0	0.00%	2424	6.94%
WN	84000	64804	77.15%	454	0.54%	163	0.19%	4131	4.92%	547	0.65%	3067	3.65%	71	0.08%	10764	12.81%
TOTAL	614,166	466,454		10,132		1,581		36,633		6,610		49,519		407		42,829	
			75.95%		1.65%		0.26%		5.96%		1.08%		8.06%		0.07%		6.97%

***Causes of Delay:**

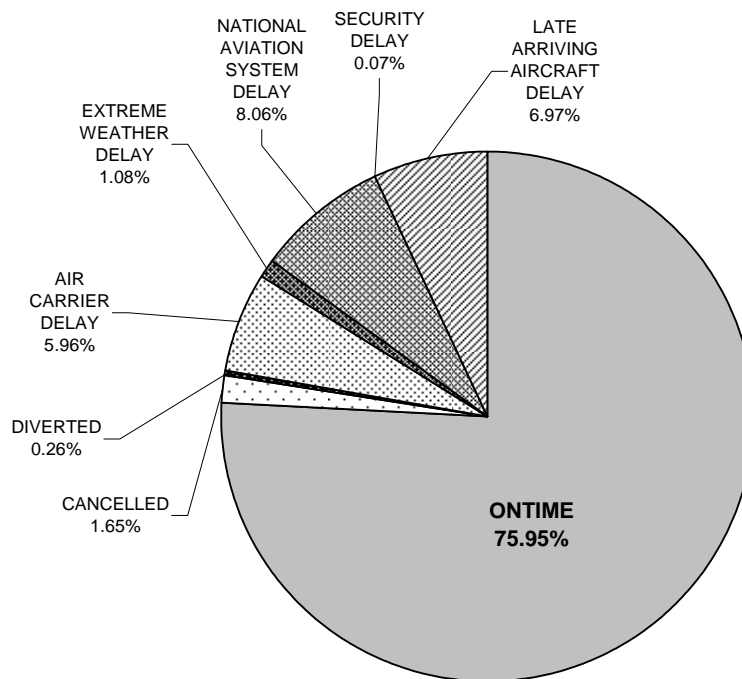
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the 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>

JULY 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.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

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

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

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

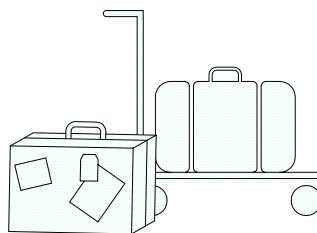
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines
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.



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

RANK	AIRLINE	JULY 2004			JULY 2003		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,398	533,961	2.62	*	*	*
2	AIRTRAN AIRWAYS	3,950	1,306,888	3.02	3,160	1,173,121	2.69
3	JETBLUE AIRWAYS	3,625	1,113,747	3.25	2,681	877,809	3.05
4	SOUTHWEST AIRLINES	28,267	7,850,057	3.60	25,426	7,370,763	3.45
5	CONTINENTAL AIRLINES	12,031	3,170,251	3.79	11,406	3,224,138	3.54
6	DELTA AIR LINES	32,626	8,253,119	3.95	27,618	7,454,546	3.70
7	ATA AIRLINES	4,285	1,014,655	4.22	3,965	922,341	4.30
8	UNITED AIRLINES	26,666	6,114,334	4.36	24,625	5,736,883	4.29
9	US AIRWAYS	15,487	3,487,720	4.44	14,370	3,512,208	4.09
10	AMERICA WEST AIRLINES	8,674	1,944,449	4.46	6,545	1,902,446	3.44
11	ALASKA AIRLINES	7,360	1,547,022	4.76	4,278	1,442,289	2.97
12	AMERICAN AIRLINES	35,083	7,079,410	4.96	36,886	7,354,316	5.02
13	NORTHWEST AIRLINES	24,373	4,615,893	5.28	14,312	4,353,512	3.29
14	EXPRESSJET AIRLINES	7,312	1,208,372	6.05	5,664	1,092,786	5.18
15	SKYWEST AIRLINES	11,416	1,288,073	8.86	8,139	916,659	8.88
16	AMERICAN EAGLE AIRLINES	14,121	1,396,642	10.11	9,714	1,146,455	8.47
17	COMAIR	12,260	1,156,484	10.60	*	*	*
18	ATLANTIC SOUTHEAST AIRLINES	13,273	992,077	13.38	13,064	826,374	15.81
19	ATLANTIC COAST AIRLINES	10,593	611,595	17.32	7,089	763,871	9.28
TOTALS		272,800	54,684,749	4.99	218,942	50,070,517	4.37

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.

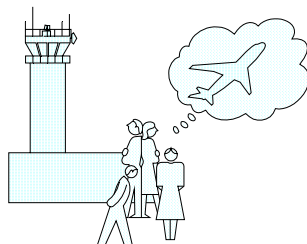
OVERSALES

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 CFR 250.10.

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

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



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

RANK	AIRLINE	APRIL - JUNE 2004				APRIL - JUNE 2003			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	0	6	2,920,697	0.02	6	0	2,209,920	0.00
2	AIRTRAN AIRWAYS	6,259	57	3,411,731	0.17	7,254	639	2,949,509	2.17
3	SKYWEST AIRLINES	229	2	92,398	0.22	*	*	*	*
4	HAWAIIAN AIRLINES	690	38	1,412,211	0.27	*	*	*	*
5	AMERICAN EAGLE AIRLINES	482	22	495,683	0.44	165	18	223,827	0.80
6	UNITED AIRLINES	27,767	776	16,959,163	0.46	35,494	1,196	15,191,248	0.79
7	AMERICAN AIRLINES	17,087	1,011	21,320,081	0.47	28,638	1,481	20,851,388	0.71
8	US AIRWAYS	21,282	808	10,576,091	0.76	28,700	535	10,370,450	0.52
9	AMERICA WEST AIRLINES	7,509	383	4,885,743	0.78	13,316	213	5,261,924	0.40
10	NORTHWEST AIRLINES	21,867	1,154	12,935,606	0.89	24,176	1,014	11,738,207	0.86
11	ALASKA AIRLINES	3,964	325	3,620,268	0.90	3,041	178	3,792,324	0.47
12	DELTA AIR LINES	28,817	2,331	21,718,352	1.07	29,997	3,262	19,363,066	1.68
13	SOUTHWEST AIRLINES	25,572	2,429	21,628,048	1.12	25,092	2,424	19,446,533	1.25
14	ATA AIRLINES	1,484	405	2,719,477	1.49	1,080	235	2,457,554	0.96
15	ATLANTIC SOUTHEAST AIRLINES	1,187	140	913,359	1.53	2,211	921	781,431	11.79
16	CONTINENTAL AIRLINES	11,694	1,834	9,229,183	1.99	14,483	1,190	8,810,539	1.35
17	COMAIR	1,204	140	608,523	2.30	*	*	*	*
	TOTALS	177,094	11,861	135,446,614	0.88	213,653	13,306	123,447,920	1.08

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.

* 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. Hawaiian Airlines was ranked in this section for the first time with the 4th quarter 2003. Comair and SkyWest were ranked in this table for the first time with the first quarter 2004. With the exception of Atlantic Coast Airlines and ExpressJet Airlines (both of whose fleets consist of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and " Mishandled Baggage" sections of this report.

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

RANK	AIRLINE	JANUARY - JUNE 2004				JANUARY - JUNE 2003			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	12	8	5,570,770	0.01	10	0	4,220,537	0.00
2	SKYWEST AIRLINES	417	2	107,291	0.19	*	*	*	*
3	HAWAIIAN AIRLINES	1,587	106	2,811,439	0.38	*	*	*	*
4	AMERICAN EAGLE AIRLINES	1,054	37	894,953	0.41	356	22	404,257	0.54
5	AIRTRAN AIRWAYS	16,041	311	6,373,017	0.49	11,593	1,496	5,499,693	2.72
6	AMERICAN AIRLINES	40,460	2,133	41,009,468	0.52	52,368	2,667	40,107,873	0.66
7	UNITED AIRLINES	58,107	1,965	31,441,538	0.62	58,568	1,959	29,515,407	0.66
8	US AIRWAYS	44,033	1,302	19,787,547	0.66	45,891	929	19,019,023	0.49
9	AMERICA WEST AIRLINES	19,397	746	9,853,721	0.76	28,473	453	9,974,800	0.45
10	NORTHWEST AIRLINES	41,845	2,117	24,110,709	0.88	44,055	1,779	22,710,860	0.78
11	SOUTHWEST AIRLINES	56,847	5,103	39,818,452	1.28	48,883	4,640	36,616,105	1.27
12	ATA AIRLINES	3,122	695	5,161,864	1.35	1,790	397	4,579,883	0.87
13	DELTA AIR LINES	75,060	5,549	41,203,996	1.35	59,364	5,484	38,516,991	1.42
14	ALASKA AIRLINES	12,483	1,128	7,208,098	1.56	8,072	384	7,044,855	0.55
15	CONTINENTAL AIRLINES	23,608	2,787	17,468,152	1.60	25,845	1,851	16,744,667	1.11
16	ATLANTIC SOUTHEAST AIRLINES	2,612	387	1,685,586	2.30	3,709	1,419	1,444,483	9.82
17	COMAIR	2,572	374	1,119,153	3.34	*	*	*	*
	TOTALS	399,257	24,750	255,625,754	0.97	388,977	23,480	236,399,435	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.

* 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. Hawaiian Airlines was ranked in this section for the first time with the 4th quarter 2003. Comair and SkyWest were ranked in this table for the first time with the first quarter 2004. With the exception of Atlantic Coast Airlines and ExpressJet Airlines (both of whose fleets consist of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and " Mishandled Baggage" sections of this report.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JULY 2004				JULY 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	452	78	5	76	490	93	2	69
FOREIGN AIRLINES	134	1	0	10	90	0	0	5
TRAVEL AGENTS	21	1	1	2	24	1	0	5
TOUR OPERATORS	4	0	0	0	4	0	0	1
MISCELLANEOUS	9	16	0	60	8	5	0	137
INDUSTRY TOTALS	620	96	6	148	616	99	2	217

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JULY 2004			JULY 2003		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
BAGGAGE	1	131		2	135	
FLIGHT PROBLEMS	2	125		1	145	
CANCELLATIONS			43			37
DELAYS			35			66
MISCONNECTIONS			19			24
RES/TKTG/BOARDING	3	80		4	68	
CUSTOMER SERVICE	4	71		5	65	
DISABILITY	5	61		6	36	
REFUNDS	6	50		3	80	
OVERSALES	7	32		8	25	
DISCRIMINATION	8	22		10	11	
OTHER	9	20		9	23	
FREQUENT FLYER			15			18
FARES	10	16		7	25	
ADVERTISING	11	12		11	2	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		620			616	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

JULY 2004

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	4	0	0	0	0	4	1	4	0	0	0	0	13
AIRTRAN AIRWAYS	3	2	3	0	0	4	0	5	0	0	0	1	18
ALASKA AIRLINES	1	0	0	0	0	2	3	0	0	0	0	0	6
AMERICA WEST AIRLINES	8	0	1	1	0	0	2	3	0	1	0	0	16
AMERICAN AIRLINES	17	1	4	1	5	12	16	6	3	2	0	4	71
AMERICAN EAGLE AIRLINES	2	0	0	0	0	3	0	0	0	0	0	0	5
ATA AIRLINES	2	0	1	1	0	2	1	1	0	0	0	1	9
ATLANTIC COAST AIRLINES	4	1	0	0	0	0	1	0	0	0	0	0	6
COMAIR	5	2	0	0	0	0	0	0	0	0	0	0	7
CONTINENTAL AIRLINES	6	0	5	2	3	10	2	3	1	3	0	2	37
DELTA AIRLINES	6	3	3	1	4	11	1	3	0	3	0	4	39
MESA AIRLINES	5	0	0	0	0	1	1	0	0	0	0	0	7
NORTHWEST AIRLINES	6	2	4	0	10	5	11	6	1	1	0	2	48
PINNACLE AIRLINES	1	1	2	0	0	1	0	0	0	0	0	0	5
SKYWEST AIRLINES	3	0	2	0	0	0	2	3	0	0	0	0	10
SOUTHWEST AIRLINES	0	2	1	0	1	1	1	3	0	2	0	0	11
UNITED AIRLINES	8	2	10	2	4	15	7	3	2	1	0	1	55
UNITED EXPRESS	2	0	1	0	0	2	1	0	0	0	0	0	6
US AIRWAYS	4	2	7	1	1	9	2	7	0	1	0	0	34
OTHER U. S. AIRLINES	15	4	4	0	4	8	7	4	0	3	0	0	49
TOTAL JULY 2004	102	22	48	9	32	90	59	51	7	17	0	15	452
% OF TOTAL COMPLAINTS	22.6	4.9	10.6	2.0	7.1	19.9	13.1	11.3	1.5	3.8	0.0	3.3	
TOTAL JULY 2003	136	18	49	22	51	104	55	27	0	8	1	19	490
% OF TOTAL COMPLAINTS	27.8	3.7	10.0	4.5	10.4	21.2	11.2	5.5	0.0	1.6	0.2	3.9	

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

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

Table 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE

JULY 2004

U. S. AIRLINES*	COMPS RECD IN JULY	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN JUNE	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	13	7	53.8	3	23.1	3	23.1	0	0.0
AIRTRAN AIRWAYS	18	4	22.2	7	38.9	4	22.2	3	16.7
ALASKA AIRLINES	6	4	66.7	2	33.3	0	0.0	0	0.0
AMERICA WEST AIRLINES	16	3	18.8	8	50.0	3	18.8	2	12.5
AMERICAN AIRLINES	71	23	32.4	23	32.4	18	25.4	7	9.9
AMERICAN EAGLE AIRLINES	5	1	20.0	2	40.0	2	40.0	0	0.0
ATA AIRLINES	9	5	55.6	2	22.2	1	11.1	1	11.1
ATLANTIC COAST AIRLINES	6	1	16.7	1	16.7	3	50.0	1	16.7
COMAIR	7	3	42.9	4	57.1	0	0.0	0	0.0
CONTINENTAL AIRLINES	37	12	32.4	9	24.3	10	27.0	6	16.2
DELTA AIRLINES	39	12	30.8	9	23.1	12	30.8	6	15.4
MESA AIRLINES	7	2	28.6	3	42.9	1	14.3	1	14.3
NORTHWEST AIRLINES	48	10	20.8	22	45.8	8	16.7	8	16.7
PINNACLE AIRLINES	5	1	20.0	3	60.0	0	0.0	1	20.0
SKYWEST AIRLINES	10	4	40.0	2	20.0	3	30.0	1	10.0
SOUTHWEST AIRLINES	11	8	72.7	1	9.1	2	18.2	0	0.0
UNITED AIRLINES	55	17	30.9	20	36.4	11	20.0	7	12.7
UNITED EXPRESS	6	5	83.3	0	0.0	1	16.7	0	0.0
US AIRWAYS	34	15	44.1	7	20.6	7	20.6	5	14.7
OTHER U. S. AIRLINES	49	15	30.6	17	34.7	9	18.4	8	16.3
TOTALS	452	152	33.6	145	32.1	98	21.7	57	12.6
PREVIOUS YEAR'S TOTALS	490	190	38.8	141	28.8	116	23.7	43	8.8

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

Table 5

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

JULY 2004

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	0	0	4	0	0	3	0	0	1	2	0	0	10
AIR INDIA	0	1	0	0	0	1	1	3	0	0	0	0	6
AIR JAMAICA	2	1	1	0	0	0	2	0	0	0	0	1	7
ALITALIA AIRLINES	0	2	0	0	0	7	0	2	0	0	0	0	11
AUSTRIAN AIRLINES	0	1	1	0	2	1	0	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	0	2	0	8	0	1	0	0	0	1	12
GHANA AIRWAYS	11	0	0	0	0	2	0	0	0	0	0	0	13
LUFTHANSA	0	2	4	0	0	5	2	0	0	0	0	0	13
OTHER FOREIGN AIRLINES	8	3	11	1	8	11	5	4	2	3	0	1	57
TOTALS	21	10	21	3	10	38	10	10	3	5	0	3	134
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	7	3	7	0	1	0	2	0	0	1	21
TOTALS	0	0	7	3	7	0	1	0	2	0	0	1	21
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	2	0	2	0	0	0	0	0	0	0	0	0	4
TOTALS	2	0	2	0	0	0	0	0	0	0	0	0	4
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	1	1	1	3	1	0	0	0	0	2	9
TOTALS	0	0	1	1	1	3	1	0	0	0	0	2	9

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

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

TABLE 6

JULY
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JULY 2004			JULY 2003		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENT.
1	HAWAIIAN AIRLINES	0	533,961	0.00	*	*	*
2	EXPRESSJET AIRLINES	1	1,315,749	0.08	3	1,134,673	0.26
3	SOUTHWEST AIRLINES	11	7,626,946	0.14	15	7,136,357	0.21
4	JETBLUE AIRWAYS	3	1,087,172	0.28	2	852,513	0.23
5	ALASKA AIRLINES	6	1,652,484	0.36	4	1,551,253	0.26
6	AMERICAN EAGLE AIRLINES	5	1,375,033	0.36	10	1,095,745	0.91
7	ATLANTIC SOUTHEAST AIRLINES	4	978,814	0.41	7	848,084	0.83
8	DELTA AIR LINES	39	8,252,991	0.47	70	7,841,387	0.89
9	COMAIR	7	1,152,648	0.61	*	*	0.00
10	SKYWEST AIRLINES	10	1,253,452	0.80	3	988,524	0.30
11	UNITED AIRLINES	55	6,823,958	0.81	66	6,321,084	1.04
12	AMERICAN AIRLINES	71	8,705,113	0.82	88	8,752,496	1.01
13	AMERICA WEST AIRLINES	16	1,954,909	0.82	13	1,910,544	0.68
14	US AIRWAYS	34	3,963,841	0.86	45	3,914,034	1.15
15	ATA AIRLINES	9	1,042,868	0.86	4	958,464	0.42
16	NORTHWEST AIRLINES	48	5,368,289	0.89	45	5,038,785	0.89
17	CONTINENTAL AIRLINES	37	3,962,286	0.93	37	3,850,271	0.96
18	ATLANTIC COAST AIRLINES	6	614,428	0.98	12	791,614	1.52
19	AIRTRAN AIRWAYS	18	1,249,412	1.44	7	1,141,657	0.61
	TOTAL	380	58,914,354	0.65	431	54,127,485	0.80

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.

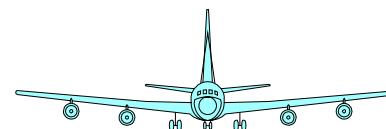
Disability: Civil rights complaints by air travelers with disabilities.

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.



Customer Service Reports to the Department of Homeland Security for the Month of July 2004 as provided by the Transportation Security Administration ^a

The Transportation Security Administration protects approximately 50 million airline passengers and screens their 59 million checked bags every month as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of July.^b

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. TSA data represent the entire universe of feedback provided to the TSA Contact Center, which is easily accessible to the traveling public. By contrast, complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report.

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public ^c	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
107	.00021%	67	.00013%	12	.000024%	440	.00088%

In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data for checked baggage claims below includes claims for which TSA and/or the airlines may be liable.

Number of Damage Claims Received			
Checkpoint (TSA)	% of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	% of Total Checked Bags Screened
343	.00071%	1548	.0026%

NOTES

^a Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the Department of Homeland Security (DHS), through its Transportation Security Administration (TSA), has provided this customer service report on passenger and baggage screening complaints and incidents to the Department of Transportation.

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available Monday through Friday, 8:00 AM to 10:00 PM (EST), and Saturdays, Sundays and Holidays, 10:00 AM to 6:00 PM (EST).

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of July.