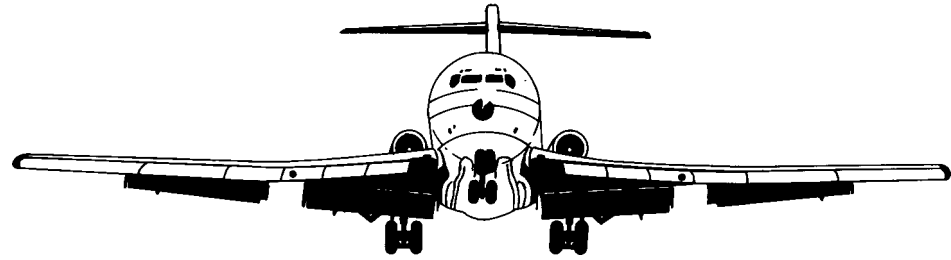




U.S. Department
of Transportation



Air Travel Consumer Report



Issued: July 2003

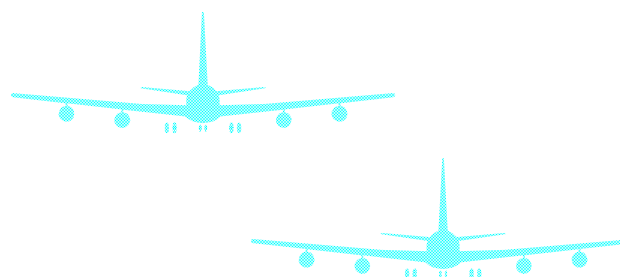
Flight Delays*	May 2003 12 Months Ending May 2003
Mishandled Baggage*	May 2003
Oversales*	1st Quarter 2003
Consumer Complaints** (Includes Disability and Discrimination Complaints)	May 2003

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 (OAEP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

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

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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



FLIGHT DELAYS

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

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

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

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

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

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

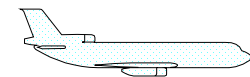
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of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

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

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

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

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



MAY 2003

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
SOUTHWEST AIRLINES S/	15	90.5	59	90.1
JETBLUE AIRWAYS S/ V/	9	91.8	21	90.1
SKYWEST AIRLINES S/	13	89.6	100	90.0
ALASKA AIRLINES S/	14	88.1	44	87.4
CONTINENTAL AIRLINES S/	29	86.1	76	86.7
EXPRESSJET AIRLINES S/	20	84.0	102	86.1
AMERICA WEST AIRLINES S/	27	85.8	53	85.9
NORTHWEST AIRLINES S/	31	85.6	105	85.8
UNITED AIRLINES S/	30	85.5	77	85.4
AMERICAN AIRLINES S/	30	84.2	84	84.7
AMERICAN EAGLE AIRLINES S/	16	85.3	92	84.4
DELTA AIR LINES S/	31	83.8	104	83.8
ATA AIRLINES S/	18	81.6	27	82.3
US AIRWAYS S/	25	80.9	61	80.7
AIRTRAN AIRWAYS S/	15	80.3	39	80.0
ATLANTIC COAST AIRLINES S/	13	77.3	84	76.1
ATLANTIC SOUTHEAST AIRLINES S/	13	77.0	104	73.9
TOTAL		84.8		84.9

- 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 AirTran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest effective January 2003. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

MAY 2003

AIR TRAVEL CONSUMER REPORT

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

CARRIER	2 nd QUARTER		3 rd QUARTER		4 th QUARTER		1 st QUARTER		MAR-03		APR-03		MAY-03		12 MONTHS ENDING MAY 2003		DATABASE TO DATE 09 1985-MAY 2003	
	04-06 2002		07-09 2002		10-12 2002		01-03 2003		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	-	(--)	-	(--)	-	(--)	77.3	(12)	76.4	(14)	86.1	(11)	80.0	(15)	-	(--)	-	(--)
ALASKA	79.1	(08)	79.2	(10)	78.0	(09)	80.7	(08)	82.1	(08)	87.3	(08)	87.4	(04)	80.2	(09)	76.1	(08)
AMERICA WEST	84.2	(02)	81.7	(08)	79.6	(07)	76.7	(13)	79.5	(12)	88.2	(05)	85.9	(07)	80.7	(08)	78.6	(05)
AMERICAN	82.6	(03)	84.3	(03)	85.3	(02)	84.4	(04)	86.9	(02)	86.0	(12)	84.7	(10)	84.3	(02)	79.3	(03)
AMERICAN EAGLE	78.8	(10)	80.4	(09)	77.4	(10)	77.7	(10)	82.1	(09)	83.3	(15)	84.4	(11)	79.2	(10)	75.7	(10)
ATA	-	(--)	-	(--)	-	(--)	73.4	(15)	74.7	(15)	84.2	(13)	82.3	(13)	-	(--)	-	(--)
ATLANTIC COAST	-	(--)	-	(--)	-	(--)	66.6	(17)	71.8	(16)	78.9	(16)	76.1	(16)	-	(--)	-	(--)
ATLANTIC SOUTHEAST	-	(--)	-	(--)	-	(--)	73.0	(16)	71.5	(17)	78.5	(17)	73.9	(17)	-	(--)	-	(--)
CONTINENTAL	85.2	(01)	84.0	(04)	79.4	(08)	82.1	(06)	82.7	(06)	88.4	(04)	86.7	(05)	82.7	(05)	78.9	(04)
DELTA	78.8	(09)	83.0	(05)	80.9	(06)	82.1	(05)	83.5	(05)	89.5	(03)	83.8	(12)	82.3	(07)	77.7	(07)
EXPRESSJET	-	(--)	-	(--)	-	(--)	77.4	(11)	79.8	(11)	86.5	(09)	86.1	(06)	-	(--)	-	(--)
JETBLUE	-	(--)	-	(--)	-	(--)	76.3	(14)	76.9	(13)	87.9	(07)	90.1	(02)	-	(--)	-	(--)
NORTHWEST	79.6	(07)	82.0	(07)	84.2	(04)	81.6	(07)	81.7	(10)	86.5	(10)	85.8	(08)	82.7	(06)	79.9	(02)
SKYWEST	-	(--)	-	(--)	-	(--)	86.1	(01)	89.2	(01)	91.4	(01)	90.0	(03)	-	(--)	-	(--)
SOUTHWEST	82.1	(05)	82.6	(06)	82.1	(05)	84.7	(03)	86.0	(03)	90.8	(02)	90.1	(01)	84.0	(03)	82.5	(01)
UNITED	82.5	(04)	85.0	(02)	86.0	(01)	85.4	(02)	84.0	(04)	87.9	(06)	85.4	(09)	85.0	(01)	75.9	(09)
US AIRWAYS	81.0	(06)	86.6	(01)	85.0	(03)	78.9	(09)	82.5	(07)	84.0	(14)	80.7	(14)	83.3	(04)	78.5	(06)
TOTAL	81.3		83.3		82.6		81.0		82.6		86.8		84.9		82.6		78.7	

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

MAY 2003

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	758	75.5	1260	83.9	597	85.3	203	87.2	H/		922	84.9	746	84.0	12535	87.5
AS	H/		62	82.3	H/		H/		H/		31	96.8	124	89.5	H/	
B6	71	90.1	H/		H/		H/		H/		H/		31	83.9	H/	
CO	377	76.7	560	88.8	265	94.3	47	85.1	H/		361	92.8	378	85.7	341	87.1
DH	H/		795	84.4	H/		155	73.5	2511	73.3	31	90.3	H/		H/	
DL	15440	80.9	1368	89.9	365	80.3	181	76.2	3923	85.2	910	86.0	494	85.0	1741	87.3
EV	7728	74.7	31	90.3	H/		62	74.2	31	51.6	124	62.9	124	75.0	3993	82.1
FL	4554	80.3	361	77.8	766	83.0	H/		H/		H/		22	95.5	150	78.7
HP	153	77.1	152	79.6	154	76.6	H/		H/		92	72.8	271	80.4	266	83.8
MQ	H/		1882	84.1	213	81.2	98	81.6	284	76.1	789	87.2	H/		5674	88.2
NW	438	81.7	454	85.2	368	83.2	233	85.0	31	77.4	560	85.9	310	81.9	431	81.9
OO	H/		H/		H/		H/		H/		H/		1511	88.7	1702	85.5
RU	154	86.4	27	88.9	133	72.2	364	82.4	316	77.8	236	73.3	H/		139	84.2
TZ	H/		82	67.1	H/		108	85.2	H/		78	84.6	117	86.3	135	77.0
UA	343	77.8	774	86.8	424	88.0	217	84.3	92	72.8	377	83.3	6603	90.7	489	83.6
US	462	69.7	1455	84.2	423	79.0	7108	82.0	H/		1899	87.0	304	80.3	293	72.7
WN	H/		H/		4531	88.9	H/		H/		H/		H/		H/	
TOTAL	30478	78.9	9263	85.1	8239	86.4	8776	82.0	7188	80.0	6410	85.5	11035	88.5	27889	86.3

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	DTW		EWR		FLL		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	587	87.9	828	75.8	678	83.3	512	85.4	1142	83.3	820	86.5	2451	80.0	1906	81.1
AS	H/		31	74.2	H/		H/		H/		398	89.9	627	88.7	H/	
B6	H/		H/		427	88.1	H/		2042	92.0	186	94.1	H/		H/	
CO	252	91.3	4604	75.2	377	85.4	7258	92.6	31	96.8	467	89.3	567	85.0	286	84.3
DH	151	64.9	239	70.7	H/		H/		444	82.2	H/		H/		197	73.1
DL	180	77.2	656	73.8	998	81.7	211	86.3	845	88.4	557	83.3	1021	81.5	1795	84.3
EV	H/		H/		H/		162	75.3	124	72.6	1	100.0	H/		H/	
FL	H/		118	70.3	376	79.5	H/		H/		H/		H/		336	76.5
HP	154	81.2	184	76.6	66	80.3	151	81.5	217	77.9	2406	84.8	526	91.3	H/	
MQ	143	87.4	284	77.1	H/		H/		446	81.2	H/		1916	90.8	1337	80.8
NW	9097	89.6	525	74.1	124	77.4	363	87.6	93	89.2	341	76.0	433	76.2	581	77.5
OO	H/		H/		H/		31	83.9	H/		217	88.5	4032	91.0	H/	
RU	194	82.5	4035	73.4	H/		5850	92.7	50	94.0	H/		H/		151	82.8
TZ	H/		85	57.6	120	83.3	H/		H/		170	74.1	260	73.8	297	78.8
UA	285	86.0	610	77.2	70	78.6	336	82.4	347	91.4	969	85.7	3003	85.4	637	85.2
US	187	75.9	328	69.5	607	74.5	266	72.6	H/		274	69.3	291	63.6	1202	85.4
WN	475	87.2	H/		1098	86.7	163	85.9	H/		5095	92.1	3261	93.0	H/	
TOTAL	11705	88.4	12527	74.3	4941	82.7	15303	91.2	5781	87.2	11901	87.8	18388	87.1	8725	82.1

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

MAY 2003

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1038	87.7	215	87.4	3178	79.5	657	80.8	7658	81.3	234	82.9	765	86.7	509	83.1
AS	10	100.0	H/		31	80.6	H/		31	96.8	1223	88.8	H/		274	86.5
B6	186	96.8	H/		H/		H/		H/		H/		H/		H/	
CO	507	89.3	70	84.3	311	85.5	260	84.2	444	80.0	93	83.9	183	85.2	328	89.0
DH	H/		1	0.0	H/		H/		4331	79.2	H/		325	79.1	H/	
DL	1351	90.0	124	86.3	309	83.5	320	79.7	489	73.4	310	89.7	431	82.8	279	82.4
EV	H/		H/		H/		H/		22	95.5	H/		H/		1	100.0
FL	694	85.3	242	67.4	153	86.3	119	69.7	H/		H/		329	80.2	H/	
HP	93	91.4	H/		92	80.4	178	69.7	241	70.5	182	81.3	183	89.6	5977	89.4
MQ	H/		H/		H/		H/		5681	82.7	H/		287	85.4	H/	
NW	403	89.6	353	86.7	204	82.4	9238	86.1	685	76.9	155	74.8	469	81.9	335	76.4
OO	H/		H/		H/		26	92.3	H/		577	96.4	H/		496	88.7
RU	H/		128	83.6	26	88.5	102	84.3	193	76.7	H/		107	86.9	29	96.6
TZ	222	86.5	2119	84.8	60	81.7	160	80.6	H/		H/		80	80.0	126	70.6
UA	487	88.3	H/		374	85.3	503	83.7	9712	84.0	713	84.3	598	83.9	503	81.5
US	730	77.9	H/		343	69.7	233	79.0	507	73.0	H/		5410	81.8	215	72.1
WN	1998	89.5	3790	88.7	H/		H/		H/		1026	95.1	H/		5288	91.9
TOTAL	7719	87.9	7042	86.4	5081	80.3	11796	84.9	29994	81.6	4513	89.4	9167	82.6	14360	88.9

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

MAY 2003

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*														
	PIT		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	87	94.3	628	80.4	565	87.6	1022	83.1	275	83.6	5932	87.7	569	84.5
AS	H/		364	84.3	3968	88.9	416	81.5	H/		H/		H/	
B6	H/		H/		31	87.1	H/		62	96.8	H/		155	92.3
CO	117	87.2	239	82.0	293	89.8	371	80.9	62	91.9	H/		361	89.5
DH	155	74.2	H/		H/		H/		H/		90	61.1	H/	
DL	211	80.6	464	82.5	433	90.5	515	83.9	3180	91.6	148	81.8	897	87.2
EV	H/		H/		H/		H/		32	84.4	H/		H/	
FL	150	78.0	H/		H/		H/		H/		H/		486	83.5
HP	91	89.0	307	87.9	246	78.5	395	83.0	148	85.1	61	75.4	62	77.4
MQ	210	86.2	775	90.5	H/		145	80.7	H/		H/		H/	
NW	198	86.9	217	71.0	333	85.3	279	81.0	93	78.5	276	79.3	279	88.2
OO	H/		666	95.2	374	92.0	2699	80.0	4413	94.5	4	75.0	H/	
RU	149	82.6	H/		H/		H/		H/		343	79.9	H/	
TZ	H/		H/		84	85.7	233	81.5	H/		H/		H/	
UA	159	81.1	654	78.0	974	88.6	3679	84.6	280	81.8	211	86.3	256	85.5
US	4157	84.0	148	60.1	149	83.9	234	64.1	H/		H/		668	78.0
WN	H/		2328	90.5	1134	94.6	H/		1125	91.5	1897	84.9	1743	89.0
TOTAL	5684	83.8	6790	86.3	8584	89.2	9988	82.1	9670	92.2	8962	86.1	5476	86.2

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600 - 0659 AM	88.0	92.6	77.4	83.9	87.1	100.0	81.5	93.0	83.9	87.2	87.1	98.8	92.7	J/	87.1	J/	91.2	97.6
0700 - 0759 AM	92.0	94.8	98.3	91.9	77.2	92.5	94.4	91.0	85.3	97.4	100.0	99.2	94.0	94.5	90.9	92.2	95.3	93.4
0800 - 0859 AM	83.8	94.1	94.7	81.0	83.6	91.2	90.8	86.6	87.4	93.0	97.8	92.5	96.2	97.6	92.2	94.6	93.8	92.4
0900 - 0959 AM	81.8	91.0	95.5	74.2	83.5	93.2	94.5	90.6	91.2	92.4	94.0	95.4	94.2	95.9	90.4	91.2	96.3	90.6
1000 - 1059 AM	88.0	89.4	92.1	88.5	82.6	92.5	90.1	87.0	93.6	94.5	87.5	93.1	90.1	86.3	86.4	89.9	91.6	95.5
1100 - 1159 AM	89.6	93.1	89.3	92.2	86.3	90.5	92.6	90.5	89.1	91.4	87.9	89.6	90.3	91.5	86.6	88.3	87.7	93.2
1200 - 1259 PM	87.0	91.7	94.0	90.9	79.1	88.9	78.2	88.5	94.5	88.9	84.4	95.0	94.9	88.8	88.3	89.5	88.9	93.0
0100 - 0159 PM	86.2	94.2	90.1	88.8	84.1	90.1	88.2	91.0	93.9	90.0	88.4	90.9	89.1	91.6	90.4	88.5	90.9	92.3
0200 - 0259 PM	84.0	86.9	90.8	88.3	81.6	88.1	89.9	87.7	90.2	78.9	87.7	93.7	90.7	90.6	86.1	84.7	91.9	89.8
0300 - 0359 PM	77.5	88.5	84.6	85.8	78.9	91.4	88.9	88.5	93.0	78.3	87.6	93.1	89.3	89.4	88.7	88.4	91.8	88.5
0400 - 0459 PM	71.5	83.9	84.8	84.5	74.0	84.6	88.4	83.9	89.2	68.3	76.5	90.3	84.8	87.1	87.6	82.6	88.3	84.7
0500 - 0559 PM	72.3	81.1	86.0	75.1	81.3	87.1	88.4	84.9	85.6	64.5	81.0	92.7	82.5	86.0	88.0	78.9	88.6	83.8
0600 - 0659 PM	71.4	78.9	83.8	75.7	78.1	81.7	86.7	83.9	84.6	58.0	70.4	91.8	83.4	88.1	86.1	71.4	78.0	77.5
0700 - 0759 PM	66.8	80.0	76.0	74.0	72.6	75.5	84.5	82.4	87.5	48.5	77.0	85.0	86.2	82.9	84.6	70.4	81.2	76.0
0800 - 0859 PM	71.2	77.1	79.0	74.3	69.7	77.2	83.3	79.2	83.3	54.3	81.2	84.5	83.7	82.5	81.6	65.9	86.3	77.1
0900 - 0959 PM	69.3	77.2	83.3	74.6	80.0	76.8	85.8	79.2	80.5	61.5	75.4	85.0	79.9	84.6	88.2	76.3	81.9	76.0
1000 - 1059 PM	74.4	78.9	76.7	71.7	79.5	79.0	84.3	80.7	79.7	70.1	79.1	79.9	81.6	81.3	82.7	77.8	80.8	85.4
1100 - 0559 AM	81.0	81.3	86.7	74.7	95.2	79.6	84.7	86.2	86.1	82.5	79.1	88.7	89.3	81.4	85.8	80.1	89.0	83.3
TOTAL, ALL ARRIVALS, BY AIRPORT	78.9	85.1	86.4	82.0	80.0	85.5	88.5	86.3	88.4	74.3	82.7	91.2	87.2	87.8	87.1	82.1	87.9	86.4

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

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT*													TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
0600 - 0659 AM	93.5	96.3	90.6	J/	97.3	96.8	86.2	96.8	90.6	89.7	83.9	90.7	88.5	91.8
0700 - 0759 AM	J/	93.6	90.2	98.4	91.8	94.4	93.8	91.5	94.5	94.3	97.6	91.9	100.0	92.1
0800 - 0859 AM	93.3	92.3	91.2	97.5	86.6	94.9	89.6	90.7	95.5	93.7	96.3	92.5	94.0	90.4
0900 - 0959 AM	90.1	91.1	85.6	99.5	87.6	85.2	90.2	90.6	97.2	80.8	96.1	87.7	96.8	89.1
1000 - 1059 AM	86.4	88.3	86.9	93.6	92.2	92.4	88.7	86.6	94.9	77.1	94.3	86.2	92.0	89.1
1100 - 1159 AM	85.9	91.9	87.7	93.6	91.5	91.5	89.8	84.1	92.8	71.4	89.0	86.7	94.2	88.7
1200 - 1259 PM	85.9	92.4	87.4	89.2	89.7	88.9	86.8	87.6	94.0	72.7	90.1	88.6	90.2	89.1
0100 - 0159 PM	89.5	89.7	85.6	88.5	85.8	90.9	89.8	88.9	86.3	82.1	92.4	90.0	92.4	89.0
0200 - 0259 PM	80.4	83.7	84.1	92.6	84.9	90.1	88.1	85.3	90.3	85.2	95.1	87.3	85.6	87.1
0300 - 0359 PM	76.8	84.8	81.0	91.1	87.7	89.2	89.1	88.1	90.5	79.2	91.1	92.0	89.2	86.1
0400 - 0459 PM	80.6	77.9	77.7	94.4	80.5	91.3	86.2	90.4	89.5	85.9	87.0	84.7	87.0	82.7
0500 - 0559 PM	69.8	79.1	76.7	79.1	78.6	86.9	92.4	81.1	88.9	86.5	91.2	84.0	87.2	82.2
0600 - 0659 PM	74.6	79.8	72.6	88.9	73.0	85.1	79.0	88.3	82.8	87.9	92.3	82.1	81.0	79.5
0700 - 0759 PM	69.6	79.2	71.3	86.1	70.6	89.1	71.4	83.2	85.1	83.9	90.1	74.2	82.2	77.8
0800 - 0859 PM	70.1	72.3	69.1	87.0	73.6	83.2	81.9	83.5	87.4	81.4	90.4	82.7	77.5	77.1
0900 - 0959 PM	77.1	82.9	71.5	76.8	79.1	84.2	75.6	78.3	85.2	79.6	88.9	77.9	79.2	78.9
1000 - 1059 PM	83.6	77.0	78.6	84.1	82.6	83.5	76.3	86.8	86.6	87.8	93.3	83.4	78.1	80.4
1100 - 0559 AM	80.5	87.1	92.3	85.3	89.5	84.0	82.4	96.6	85.7	85.1	88.4	89.4	81.4	85.1
TOTAL, ALL ARRIVALS, BY AIRPORT	80.3	84.9	81.6	89.4	82.6	88.9	83.8	86.3	89.2	82.1	92.2	86.1	86.2	84.8

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
0600 - 0659 AM	95.8	95.1	95.4	92.9	96.6	95.3	93.3	93.7	92.6	96.0	96.5	96.2	84.6	96.8	95.7	95.1	95.5	94.3
0700 - 0759 AM	88.3	94.3	95.4	94.4	90.5	94.9	93.7	92.0	94.7	96.0	95.7	96.9	95.1	95.2	93.7	95.8	97.4	91.9
0800 - 0859 AM	91.6	93.2	94.7	92.3	84.1	94.6	95.2	91.3	90.6	95.8	93.0	95.3	94.1	96.1	92.3	95.0	97.1	90.2
0900 - 0959 AM	87.1	92.8	93.7	92.3	90.1	92.8	93.0	88.7	91.5	95.4	96.7	97.4	95.3	93.2	92.9	92.8	96.0	86.8
1000 - 1059 AM	86.7	93.7	91.5	86.8	89.0	92.7	92.7	92.2	90.8	93.7	91.6	95.5	93.8	92.7	91.0	95.4	95.7	88.5
1100 - 1159 AM	91.3	93.9	94.3	93.3	86.5	95.3	90.3	89.2	91.9	96.2	91.5	96.7	94.1	88.6	92.3	92.5	90.4	90.6
1200 - 1259 PM	88.5	92.4	85.8	94.5	92.1	93.3	91.3	91.3	91.5	95.1	88.2	95.6	92.6	88.2	89.9	93.1	88.8	88.0
0100 - 0159 PM	83.6	92.0	90.4	94.6	85.6	90.1	83.9	86.2	90.4	93.0	83.0	96.3	96.2	88.1	91.9	91.6	92.6	87.2
0200 - 0259 PM	86.5	89.9	89.1	87.8	84.9	91.1	91.5	85.7	88.0	91.0	83.3	92.7	89.8	88.5	88.9	90.5	87.8	83.7
0300 - 0359 PM	82.3	83.1	87.1	89.5	87.9	88.5	91.8	84.1	86.0	86.5	86.8	93.6	88.4	87.9	90.3	88.3	85.3	87.1
0400 - 0459 PM	76.8	86.7	81.6	83.1	79.3	85.3	92.5	84.3	85.1	80.9	77.6	94.3	90.7	86.0	91.8	87.6	86.3	81.2
0500 - 0559 PM	74.7	79.7	80.2	75.4	65.9	84.3	87.1	83.4	87.7	77.7	80.4	92.6	87.4	87.6	89.2	84.4	81.0	78.4
0600 - 0659 PM	71.8	75.4	80.5	75.4	76.0	89.7	88.5	84.7	80.9	72.8	78.6	94.1	83.6	83.8	92.7	83.0	86.4	80.1
0700 - 0759 PM	71.8	77.0	75.5	72.4	81.9	82.7	87.5	83.1	85.4	66.7	73.8	94.9	82.6	87.8	88.9	82.3	79.7	73.1
0800 - 0859 PM	72.9	81.4	74.9	78.2	81.2	79.8	89.3	87.2	90.6	66.7	78.0	95.4	87.8	88.9	87.5	76.9	85.7	70.4
0900 - 0959 PM	71.0	78.6	73.1	83.5	74.3	83.6	89.7	81.0	90.5	J/	86.0	94.9	89.4	87.6	90.3	69.4	89.4	70.0
1000 - 1059 PM	71.5	76.7	61.5	83.7	89.3	J/	J/	81.8	84.6	J/	77.4	91.8	J/	89.0	94.9	J/	89.7	71.4
1100 - 0559 AM	75.2	96.7	93.5	J/	85.4	J/	90.3	96.8	J/	96.0	100.0	96.8	J/	89.6	94.1	J/	100.0	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	81.6	87.9	86.8	85.2	84.2	90.0	90.8	86.8	89.3	87.1	86.9	95.1	90.4	89.7	91.7	89.5	89.8	84.1

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
0600 - 0659 AM	94.7	96.1	92.4	96.8	94.0	95.2	86.6	96.9	96.7	97.4	93.9	94.0	98.0	95.0
0700 - 0759 AM	93.8	93.6	92.4	93.9	92.7	95.0	89.4	95.5	96.5	95.9	96.4	96.2	97.2	94.3
0800 - 0859 AM	89.7	95.4	91.1	93.6	93.0	91.0	89.0	93.7	94.5	94.6	97.2	94.8	94.4	93.0
0900 - 0959 AM	96.9	92.4	89.9	97.1	81.7	90.1	87.5	93.3	93.6	91.6	96.2	96.2	95.0	91.7
1000 - 1059 AM	90.0	92.8	89.7	93.1	86.8	89.7	89.4	88.7	92.1	93.3	96.0	94.3	92.7	91.4
1100 - 1159 AM	91.7	91.5	90.3	95.6	93.7	89.7	87.5	86.9	89.6	88.8	94.3	91.9	96.0	91.4
1200 - 1259 PM	88.5	93.4	92.0	92.5	91.7	87.6	88.6	88.0	92.0	81.0	93.0	91.2	94.9	90.6
0100 - 0159 PM	83.2	90.8	88.5	87.5	88.1	87.7	89.0	88.9	88.2	87.4	91.5	90.5	91.8	89.1
0200 - 0259 PM	81.8	90.0	84.7	88.6	87.0	81.9	87.2	90.8	86.4	88.3	93.7	87.1	85.0	87.8
0300 - 0359 PM	75.6	86.3	82.5	91.4	80.0	84.2	83.6	91.7	86.1	87.3	95.5	90.3	87.2	86.5
0400 - 0459 PM	80.1	83.6	81.1	94.4	84.5	87.3	91.0	90.3	87.4	90.3	91.3	89.6	86.5	85.2
0500 - 0559 PM	71.2	86.2	76.9	88.9	76.7	85.4	84.7	86.6	86.0	90.3	80.6	80.5	85.4	82.1
0600 - 0659 PM	84.2	82.6	75.0	95.8	79.3	86.9	84.3	89.4	81.3	93.2	93.3	88.6	88.8	82.8
0700 - 0759 PM	75.4	85.9	74.3	91.2	70.3	83.6	77.8	88.3	82.6	88.1	87.9	86.4	84.4	80.3
0800 - 0859 PM	70.5	83.5	74.4	88.6	76.9	85.1	79.5	89.3	84.8	89.2	92.7	83.5	87.7	81.8
0900 - 0959 PM	J/	87.9	72.4	80.7	66.4	88.0	J/	89.9	91.1	93.3	92.7	86.8	79.0	81.3
1000 - 1059 PM	J/	87.2	83.8	88.5	73.5	87.9	86.9	91.5	90.9	93.7	95.0	88.0	69.2	86.0
1100 - 0559 AM	J/	90.0	100.0	95.7	98.3	95.0	100.0	100.0	91.9	90.0	96.8	J/	90.3	90.8
TOTAL, ALL DEPARTURES, BY AIRPORT	83.8	89.1	84.1	92.7	83.6	88.2	86.6	91.0	90.3	90.6	94.0	90.4	91.2	87.9

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
TZ	276	MDW-EWR	1340	26	80.77	32	27

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

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AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // 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 //	
		NUMBER	PERCENTAGE
ATA	194	1	0.52
ATLANTIC SOUTHEAST	762	2	0.26
CONTINENTAL	882	2	0.23
AMERICA WEST	533	1	0.19
US AIRWAYS	1,193	1	0.08
SOUTHWEST	2,780	0	0.00
AMERICAN	2,122	0	0.00
DELTA	1,730	0	0.00
UNITED	1,412	0	0.00
NORTHWEST	1,354	0	0.00
AMERICAN EAGLE	1,204	0	0.00
SKYWEST	1,020	0	0.00
EXPRESSJET	993	0	0.00
ATLANTIC COAST	800	0	0.00
ALASKA	442	0	0.00
AIRTRAN	384	0	0.00
JETBLUE	172	0	0.00
TOTAL	17,977	7	0.04

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AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	91.5	95.0	200	200
AGUADILLA P.R. (BQN)	59.1	85.7	22	21
AKRON/CANTON OH. (CAK)	71.9	83.9	367	367
ALBANY N.Y. (ALB)	82.9	88.1	1,419	1,424
ALBUQUERQUE N.M (ABQ)	89.2	91.0	3,146	3,149
ALLENTOWN PA(ABE)	81.4	88.7	344	345
AMARILLO TX (AMA)	84.4	92.1	694	693
ANCHORAGE AK (ANC)	84.8	88.6	1,705	1,705
ASHEVILLE N.C. (AVL)	72.9	76.5	299	298
ATLANTA GA (ATL)	78.9	81.6	30,478	30,461
AUSTIN TX (AUS)	87.4	92.0	3,528	3,529
BAKERSFIELD CA. (BFL)	96.8	94.6	221	221
BALTIMORE MD (BWI)	86.4	86.8	8,239	8,238
BANGOR ME (BGR)	83.2	92.9	310	309
BARROW AK (BRW)	93.5	79.0	62	62
BATON ROUGE LA. (BTR)	82.9	85.6	625	626
BEAUMONT/PORT ARTHUR T(BPT)	96.4	99.3	137	138
BETHEL AK. (BET)	86.7	81.6	98	98
BILLINGS MT. (BIL)	88.1	97.6	371	371
BINGHAMTON N.Y. (BGM)	77.4	89.2	93	93
BIRMINGHAM AL (BHM)	85.3	88.6	1,520	1,522
BISMARCK N.D. (BIS)	92.4	95.9	145	145
BLOOMINGTON IL (BMI)	72.8	82.4	158	159
BOISE ID (BOI)	91.2	94.6	1,158	1,158
BOSTON MA (BOS)	85.1	87.9	9,263	9,259
BOZEMAN MT. (BZN)	89.2	96.3	186	187
BRISTOL TN. (TRI)	66.9	73.2	245	246
BROWNSVILLE TX (BRO)	92.7	98.7	151	151
BUFFALO N.Y (BUF)	83.2	90.7	1,881	1,881
BURBANK CA (BUR)	89.1	90.6	2,287	2,288
BURLINGTON VT (BTV)	82.5	85.8	515	514
CEDAR RAPIDS/IOWA CTY IA. (CID)	79.5	86.3	386	386
CHAMPAIGN(CMI)	81.1	87.8	148	148
CHARLESTON S.C (CHS)	78.9	83.6	817	816
CHARLESTON W.V. (CRW)	74.4	81.2	453	453
CHARLOTTE N.C. (CLT)	82.0	85.2	8,776	8,779
CHATTANOOGA TN. (CHA)	70.5	83.4	302	302
CHICAGO IL (ORD)	81.6	84.1	29,994	29,992
CHICAGO IL. (MDW)	86.4	84.1	7,042	7,044
CINCINNATI OH (CVG)	80.0	84.2	7,188	7,180
CLEVELAND OH (CLE)	84.5	90.6	7,524	7,535
COLLEGE STATION TX (CLL)	93.0	97.3	256	256
COLORADO SPRINGS CO. (COS)	88.1	93.2	973	974

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA S.C (CAE)	75.4	78.0	777	776
COLUMBUS OH (CMH)	83.4	89.8	2,819	2,822
CORDOVA AK (CDV)	91.9	91.9	62	62
CORPUS CHRISTI TX. (CRP)	88.4	92.4	601	602
DALLAS/FT. WORTH TX. (DAL)	87.4	85.9	3,845	3,848
DALLAS/FT. WORTH TX. (DFW)	86.3	86.8	27,889	27,864
DAYTON OH (DAY)	80.5	84.6	1,083	1,082
DAYTONA BEACH FL (DAB)	84.7	83.7	209	208
DEADHORSE AK. (SCC)	93.5	93.5	31	31
DENVER CO (DEN)	88.5	90.8	11,035	11,029
DES MOINES IA (DSM)	85.0	90.7	842	841
DETROIT MI. (DTW)	88.4	89.3	11,705	11,708
DILLINGHAM AK.(DLG)	90.3	90.3	31	31
DUBUQUE IA. (DBQ)	78.0	84.6	91	91
DULUTH MN (DLH)	85.7	92.9	112	113
DURANGO CO (DRO)	88.0	84.6	117	117
DUTCH HARBOR AK. (DUT)	70.4	72.2	54	54
EL PASO TX (ELP)	89.2	93.3	1,664	1,663
EUGENE OR (EUG)	87.9	88.5	323	322
EVANSVILLE IN. (EVV)	76.4	81.2	330	330
FAIRBANKS AK (FAI)	86.6	91.3	447	446
FARGO N.D. (FAR)	80.1	90.6	326	329
FAYETTEVILLE ARKANSAS REG (XNA)	77.2	80.9	860	862
FAYETTEVILLE N.C. (FAY)	56.7	77.5	150	151
FLINT MI. (FNT)	81.0	89.6	269	270
FRESNO CA (FAT)	92.6	91.4	1,110	1,111
FT. LAUDERDALE FL. (FLL)	82.7	86.9	4,941	4,942
FT. MYERS FL. (RSW)	85.7	92.0	1,429	1,430
FT. SMITH AR (FSM)	91.7	94.2	206	206
FT. WAYNE IN (FWA)	74.5	79.7	440	439
GRAND FORKS N.D. (GFK)	90.9	94.7	55	57
GRAND RAPIDS MI. (GRR)	81.8	87.5	1,012	1,012
GREAT FALLS MT. (GTF)	89.1	94.4	248	248
GREEN BAY WI (GRB)	84.4	90.5	379	377
GREENSBORO/HIGH PT. N.C. (GSO)	80.2	87.5	1,148	1,149
GREENVILLE/SPARTBG. S.C. (GSP)	78.4	82.2	988	989
GULFPORT/BILOXI MS. (GPT)	78.5	86.3	452	451
HARLINGEN TX(HRL)	90.6	92.9	477	476
HARRISBURG PA (MDT)	82.7	89.5	742	744
HARTFORD CT./SPGFLD MA. (BDL)	85.5	91.7	2,778	2,781
HELENA MT. (HLN)	97.8	96.7	92	91
HONOLULU OAHU HI(HNL)	81.3	94.4	969	967
HOUSTON TX (HOU)	87.8	86.5	4,838	4,834

MAY 2003

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HOUSTON TX (IAH)	91.2	95.1	15,303	15,302
HUNTSVILLE/DECATUR AL. (HSV)	81.9	86.7	481	483
INDIANAPOLIS IN. (IND)	83.7	88.8	3,524	3,524
INDIO/PALM SPRINGS CA (PSP)	89.4	87.3	902	902
ISLIP/LONG IS. N.Y. (ISP)	88.7	91.0	899	903
JACKSON WY. (JAC)	95.0	95.5	220	220
JACKSON/VICKSBURG MS. (JAN)	84.1	88.8	828	830
JACKSONVILLE FL. (JAX)	83.8	87.9	2,099	2,099
JUNEAU AK. (JNU)	88.5	87.9	355	355
KAHULUI(OGG)	85.5	93.3	401	401
KALAMAZOO MI. (AZO)	80.7	86.8	243	243
KALISPELL MT (FCA)	92.3	98.7	155	155
KANSAS CITY MO (MCI)	87.6	91.9	5,026	5,025
KETCHIKAN AK (KTN)	87.5	91.5	200	200
KEY WEST FL (EYW)	79.0	71.0	62	62
KILLEEN TX. (ILE)	93.9	97.1	411	414
KING SALMON AK.(AKN)	82.1	76.9	39	39
KNOXVILLE TN. (TYS)	75.8	83.3	909	908
KODIAK AK (ADQ)	83.9	88.7	62	62
KONA HAWAII. HI. (KOA)	81.5	98.5	135	136
KOTZEBUE AK. (OTZ)	74.2	75.3	93	93
LA CROSSE WI. (LSE)	85.8	90.1	141	141
LAFAYETTE LA. (LFT)	90.3	93.5	351	352
LANSING MI. (LAN)	86.1	91.8	402	402
LAREDO TX. (LRD)	85.2	90.8	196	196
LAS VEGAS NV. (LAS)	87.8	89.7	11,901	11,895
LAWTON OK. (LAW)	90.4	96.1	178	178
LEXINGTON/FRKFT KY. (LEX)	74.2	82.7	589	590
LIHUE KAUAI HI. (LIH)	86.6	95.5	134	134
LINCOLN NE (LNK)	77.0	91.3	183	183
LITTLE ROCK AR. (LIT)	84.5	89.6	1,307	1,308
LONG BEACH CA. (LGB)	80.8	88.0	908	908
LONGVIEW TX. (GGG)	94.1	96.6	118	118
LOS ANGELES CA. (LAX)	87.1	91.7	18,388	18,380
LOUISVILLE KY (SDF)	83.5	88.8	1,881	1,885
LUBBOCK TX. (LBB)	86.7	91.5	797	797
MADISON WI. (MSN)	84.7	89.2	639	639
MANCHESTER N.H. (MHT)	82.8	87.3	1,644	1,644
MARQUETTE MI (MQT)	69.2	73.1	26	26
MEDFORD OR (MFR)	89.5	89.2	333	332
MELBOURNE FL (MLB)	72.9	81.6	218	217
MEMPHIS TN (MEM)	86.0	88.9	3,898	3,894
MIAMI FL (MIA)	80.3	83.8	5,081	5,084

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIDLAND/ODESSA TX (MAF)	88.9	93.2	676	679
MILWAUKEE WI (MKE)	83.2	89.3	1,689	1,691
MINNEAPLS/ST.P MN(MSP)	84.9	89.1	11,796	11,794
MINOT N.D (MOT)	89.2	93.5	93	93
MISSION/MCALLEN TX. (MFE)	95.2	96.7	269	269
MISSOULA MT (MSO)	89.5	94.5	275	275
MOBILE AL./PASCAGOULA MS. (MOB)	79.6	84.1	372	372
MOLINE IL. (MLI)	71.4	83.6	147	146
MONROE LA. (MLU)	82.4	90.1	295	294
MONTEREY CA. (MRY)	90.9	87.2	623	624
MONTROSE CO (MTJ)	86.5	94.2	104	104
MYRTLE BEACH S.C (MYR)	83.1	88.9	496	494
NASHVILLE TN. (BNA)	86.8	89.4	4,666	4,665
NEW ORLEANS LA (MSY)	85.9	90.6	4,419	4,422
NEW YORK N.Y (JFK)	87.2	90.4	5,781	5,769
NEW YORK N.Y. (LGA)	82.1	89.5	8,725	8,723
NEWARK N.J. (EWR)	74.3	87.1	12,527	12,536
NEWBURGH N.Y. (SWF)	76.5	91.8	183	183
NOME AK. (OME)	81.7	79.6	93	93
NORFOLK/VA. BEACH VA (ORF)	82.2	87.9	1,952	1,952
OKLAHOMA CITY OK (OKC)	85.7	90.0	2,064	2,063
OMAHA NE (OMA)	86.2	90.9	1,753	1,754
ONTARIO CA (ONT)	87.5	89.8	2,938	2,940
ORANGE COUNTY CA. (SNA)	88.2	90.9	3,919	3,925
ORLANDO FL (MCO)	87.9	89.8	7,719	7,717
PASCO WA. (PSC)	94.5	97.3	219	219
PENSACOLA FL (PNS)	81.2	88.5	581	581
PEORIA IL. (PIA)	78.8	85.4	307	308
PETERSBURG AK (PSG)	83.9	77.4	62	62
PHILADELPHIA PA (PHL)	82.6	83.6	9,167	9,164
PHOENIX AZ (PHX)	88.9	88.2	14,360	14,356
PITTSBURGH PA (PIT)	83.8	86.6	5,684	5,685
PORTLAND ME (PWM)	79.5	88.0	823	822
PORTLAND OR (PDX)	89.4	92.7	4,513	4,512
PROVIDENCE R.I. (PVD)	85.3	88.7	2,311	2,309
RALEIGH/DURHAM N.C. (RDU)	83.7	88.5	4,233	4,237
RAPID CITY S.D (RAP)	87.0	95.4	368	368
RENO NV. (RNO)	89.9	91.8	2,169	2,170
RICHMOND VA (RIC)	84.4	89.7	1,375	1,372
ROANOKE VA. (ROA)	71.9	81.0	420	420
ROCHESTER MN. (RST)	80.5	90.3	174	175
ROCHESTER N.Y (ROC)	83.2	88.5	1,506	1,507
SACRAMENTO CA (SMF)	88.8	89.6	3,867	3,865

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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.
SAGINAW MI. (MBS)	82.1	90.3	330	329
SALT LAKE CITY UT (SLC)	92.2	94.0	9,670	9,656
SAN ANGELO TX. (SJT)	92.3	95.3	169	171
SAN ANTONIO TX. (SAT)	85.3	91.2	3,289	3,290
SAN DIEGO CA (SAN)	86.3	91.0	6,790	6,789
SAN FRANCISCO CA (SFO)	82.1	90.6	9,988	9,988
SAN FRANCISCO CA. (OAK)	90.3	92.1	5,535	5,536
SAN JOSE CA. (SJC)	89.7	91.9	5,121	5,118
SAN JUAN P.R (SJU)	84.3	92.4	1,814	1,817
SAN LUIS OBISPO CA. (SBP)	93.0	92.8	459	460
SANTA BARBARA CA. (SBA)	91.1	91.2	915	917
SARASOTA/BRAD. FL (SRQ)	84.6	90.7	299	301
SAVANNAH GA. (SAV)	79.1	87.6	761	759
SCRANTON/WILKES-BARRE PA. (AVP)	56.1	72.7	66	66
SEATTLE WA (SEA)	89.2	90.3	8,584	8,583
SHREVEPORT LA (SHV)	87.1	91.6	743	742
SIOUX FALLS S.D. (FSD)	82.2	90.5	264	264
SITKA AK. (SIT)	81.3	93.5	107	107
SOUTH BEND IN (SBN)	68.1	78.6	342	341
SPOKANE WA (GEG)	89.9	93.4	1,216	1,216
SPRINGFIELD MO (SGF)	84.4	87.7	358	358
ST. CROIX V.I (STX)	74.6	91.9	63	62
ST. LOUIS MO (STL)	86.1	90.4	8,962	8,975
ST. THOMAS V.I. (STT)	83.3	89.6	240	240
SYRACUSE N.Y (SYR)	81.3	87.5	1,115	1,115
TALLAHASSEE FL (TLH)	76.4	81.9	331	332
TAMPA FL (TPA)	86.2	91.2	5,476	5,480
TEXARKANA AR(TXK)	94.6	94.6	93	93
TOLEDO OH. (TOL)	72.3	78.1	397	397
TRAVERSE CITY MI. (TVC)	79.6	83.6	206	207
TUCSON AZ. (TUS)	86.8	90.8	1,557	1,558
TULSA OK. (TUL)	85.3	89.3	1,913	1,913
TYLER TX. (TYR)	92.1	96.3	241	241
VALPARAISO FL. (VPS)	66.8	84.5	371	373
WACO TX. (ACT)	93.1	98.3	175	175
WASHINGTON D.C (IAD)	81.9	82.6	8,536	8,539
WASHINGTON DC(DCA)	85.5	90.0	6,410	6,415
WEST PALM BEACH FL. (PBI)	83.3	90.6	1,943	1,942
WHITE PLAINS N.Y (HPN)	76.7	84.6	666	668
WICHITA FALLS TX. (SPS)	93.7	95.4	174	174
WICHITA KS. (ICT)	76.4	84.0	806	807
WILMINGTON N.C (ILM)	71.8	80.8	245	245
WRANGELL AK. (WRG)	79.0	90.3	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
YAKUTAT AK. (YAK)	87.1	96.8	62	62

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AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ATLANTIC COAST	13	9,428	274	2.9	84	24,359	679	2.8
ATLANTIC SOUTHEAST	13	12,427	313	2.5	103	23,620	645	2.7
ALASKA	14	7,590	86	1.1	44	13,522	201	1.5
AMERICAN EAGLE	16	20,154	263	1.3	92	35,101	512	1.5
ATA	18	4,537	60	1.3	27	5,676	66	1.2
SKYWEST	13	16,737	140	0.8	100	30,985	275	0.9
SOUTHWEST	15	34,946	154	0.4	59	80,466	540	0.7
DELTA	31	40,106	239	0.6	105	52,002	316	0.6
NORTHWEST	31	27,902	180	0.6	105	40,575	233	0.6
AMERICAN	30	49,275	278	0.6	84	62,721	320	0.5
US AIRWAYS	25	27,897	149	0.5	61	35,354	178	0.5
AIRTRAN	15	8,855	42	0.5	39	11,726	57	0.5
AMERICA WEST	27	13,044	47	0.4	53	16,090	66	0.4
UNITED	30	34,682	98	0.3	77	43,454	135	0.3
EXPRESSJET	20	12,722	17	0.1	102	27,553	54	0.2
CONTINENTAL	29	19,807	18	0.1	76	25,319	29	0.1
JETBLUE	9	3,190	1	0.0	21	5,259	3	0.1
Total		343,299	2,359	0.7	Total	533,782	4309	0.8

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

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

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

APPENDIX

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

Airports Covered by the Rule (14 CFR PART 234)

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

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

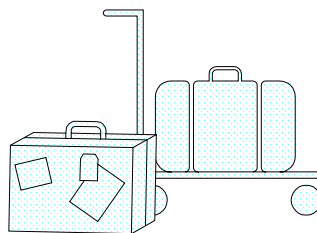
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Atlantic Coast Airlines
EV	Atlantic Southeast Airlines
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest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

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

B6	JetBlue Airways
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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.



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

RANK	AIRLINE	MAY 2003			MAY 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,486	1,138,844	2.18	2,497	1,016,941	2.46
2	CONTINENTAL AIRLINES	6,610	2,809,351	2.35	7,835	2,990,713	2.62
3	AIRTRAN AIRWAYS	2,552	991,566	2.57	*	*	*
4	AMERICA WEST AIRLINES	4,628	1,727,933	2.68	5,073	1,717,120	2.95
5	NORTHWEST AIRLINES	10,577	3,654,429	2.89	14,389	3,842,646	3.74
6	US AIRWAYS	10,201	3,303,736	3.09	11,675	4,077,796	2.86
7	EXPRESSJET AIRLINES	3,120	966,643	3.23	*	*	*
8	DELTA AIR LINES	21,291	6,556,092	3.25	20,016	7,233,795	2.77
9	JETBLUE AIRWAYS	2,417	741,760	3.26	*	*	*
10	UNITED AIRLINES	16,264	4,969,201	3.27	15,935	5,281,094	3.02
11	SOUTHWEST AIRLINES	22,873	6,736,735	3.40	23,120	6,809,739	3.40
12	AMERICAN AIRLINES	25,038	6,508,929	3.85	26,425	7,033,038	3.76
13	ATA AIRLINES	3,078	791,708	3.89	*	*	*
14	SKYWEST AIRLINES	5,830	893,579	6.52	*	*	*
15	ATLANTIC COAST AIRLINES	5,182	730,960	7.09	*	*	*
16	AMERICAN EAGLE AIRLINES	8,644	1,050,964	8.22	8,742	1,023,184	8.54
17	ATLANTIC SOUTHEAST AIRLINES	12,126	814,980	14.88	*	*	*
TOTALS		162,917	44,387,410	3.67	135,707	41,026,066	3.31

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

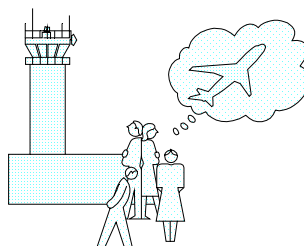
OVERSALES

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

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

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

The 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 2003				JANUARY-MARCH 2002			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	4	0	2,010,617	0.00	*	*	*	*
2	AMERICAN EAGLE AIRLINES	191	4	180,430	0.22	351	5	281,429	0.18
3	US AIRWAYS	17,191	394	8,648,573	0.46	35,859	423	11,141,864	0.38
4	AMERICA WEST AIRLINES	15,157	240	4,712,876	0.51	14,166	142	4,359,877	0.33
5	UNITED AIRLINES	23,074	763	14,324,159	0.53	19,980	910	13,962,769	0.65
6	AMERICAN AIRLINES	23,730	1,186	19,256,485	0.62	42,418	561	20,320,507	0.28
7	ALASKA AIRLINES	5,031	206	3,252,531	0.63	8,560	704	3,187,314	2.21
8	NORTHWEST AIRLINES	19,879	765	10,972,653	0.70	18,784	776	10,639,379	0.73
9	ATA AIRLINES	710	162	2,122,329	0.76	*	*	*	*
10	CONTINENTAL AIRLINES	11,362	661	7,934,128	0.83	15,171	1,589	8,590,079	1.85
11	DELTA AIR LINES	29,367	2,222	19,153,925	1.16	52,039	1,730	19,530,348	0.89
12	SOUTHWEST AIRLINES	23,791	2,216	17,169,572	1.29	16,812	1,899	16,633,381	1.14
13	AIRTRAN AIRWAYS	4,339	857	2,550,184	3.36	*	*	*	*
14	ATLANTIC SOUTHEAST AIRLINES	1,498	498	663,052	7.51	*	*	*	*
	TOTALS	175,324	10,174	112,951,514	0.90	224,140	8,739	108,646,947	0.80

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of more than 60 seats. AirTran, ATA (formerly American Trans Air), Atlantic Southeast, and JetBlue are ranked in this table for the first time effective with this quarter. With the exception of Atlantic Coast Airlines, ExpressJet Airlines and SkyWest Airlines (which operate aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint" and "Mishandled Baggage" sections of this report.

CONSUMER COMPLAINTS

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

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

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

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

Incident Date - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods. (Table 4 data 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, 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

	MAY 2003				MAY 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	383	38	4	42	640	67	2	33
FOREIGN AIRLINES	63	2	0	2	87	1	0	3
TRAVEL AGENTS	24	0	0	0	21	1	1	0
TOUR OPERATORS	3	0	0	0	5	0	0	0
MISCELLANEOUS	16	13	0	11	4	6	0	12
INDUSTRY TOTALS	489	53	4	55	757	75	3	48

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MAY 2003			MAY 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	109		1	164	
DELAYS			38			46
CANCELLATIONS			32			58
MISCONNECTIONS			19			19
BAGGAGE	2	90		3	109	
RES/TKTG/BOARDING	3	88		5	89	
REFUNDS	4	75		4	89	
CUSTOMER SERVICE	5	38		2	146	
OVERSALES	6	25		7	35	
FARES	7	20		6	54	
OTHER	7	20		8	28	
FREQUENT FLYER			13			17
DISABILITY	9	16		8	28	
DISCRIMINATION	10	4		10	9	
ADVERTISING	10	4		11	6	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		489			757	

* 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*

MAY 2003

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	5	1	1	0	0	1	0	0	0	0	0	0	8
ALASKA AIRLINES	2	0	3	0	0	1	1	0	0	0	0	0	7
AMERICA WEST AIRLINES	7	1	0	1	0	4	1	3	0	0	0	1	18
AMERICAN AIRLINES	9	1	14	3	9	9	6	3	0	1	0	2	57
AMERICAN EAGLE AIRLINES	4	2	0	0	0	1	0	0	0	0	0	0	7
ATLANTIC COAST AIRLINES	4	0	0	0	0	3	2	0	0	0	0	0	9
ATLANTIC SOUTHEAST AIRLINES	4	0	0	0	0	1	1	0	0	0	0	0	6
COMAIR	3	1	1	0	0	0	1	0	0	0	0	0	6
CONTINENTAL AIRLINES	6	2	7	2	7	6	2	1	0	0	0	1	34
DELTA AIRLINES	11	4	12	3	3	13	4	1	0	1	0	1	53
NORTHWEST AIRLINES	4	2	14	1	22	2	3	0	0	0	0	2	50
SOUTHWEST AIRLINES	0	0	1	0	0	4	1	2	0	1	0	0	9
UNITED AIRLINES	4	2	3	2	9	12	5	1	0	1	0	8	47
US AIRWAYS	6	1	0	1	4	4	2	1	0	0	0	1	20
OTHER U. S. AIRLINES	18	6	7	4	1	9	3	3	0	0	0	1	52
TOTAL MAY 2003	87	23	63	17	55	70	32	15	0	4	0	17	383
% OF TOTAL COMPLAINTS	22.7	6.0	16.4	4.4	14.4	18.3	8.4	3.9	0.0	1.0	0.0	4.4	
TOTAL MAY 2002	146	29	71	51	55	89	132	25	6	8	0	28	640
% OF TOTAL COMPLAINTS	22.8	4.5	11.1	8.0	8.6	13.9	20.6	3.9	0.9	1.2	0.0	4.4	

* 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

MAY 2003

U. S. AIRLINES*	COMPS RECD IN MAY	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN APRI L	PERCENT	INCI - DENTS IN ALL PRI OR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	8	3	37.5	3	37.5	2	25.0	0	0.0
ALASKA AIRLINES	7	0	0.0	3	42.9	3	42.9	1	14.3
AMERICA WEST AIRLINES	18	10	55.6	6	33.3	2	11.1	0	0.0
AMERICAN AIRLINES	57	19	33.3	12	21.1	15	26.3	11	19.3
AMERICAN EAGLE AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
ATLANTIC COAST AIRLINES	9	5	55.6	3	33.3	1	11.1	0	0.0
ATLANTIC SOUTHEAST AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
COMAIR	6	4	66.7	2	33.3	0	0.0	0	0.0
CONTINENTAL AIRLINES	34	14	41.2	6	17.6	12	35.3	2	5.9
DELTA AIRLINES	53	20	37.7	13	24.5	14	26.4	6	11.3
NORTHWEST AIRLINES	50	19	38.0	7	14.0	17	34.0	7	14.0
SOUTHWEST AIRLINES	9	3	33.3	2	22.2	3	33.3	1	11.1
UNITED AIRLINES	47	20	42.6	8	17.0	13	27.7	6	12.8
US AIRWAYS	20	6	30.0	7	35.0	5	25.0	2	10.0
OTHER U. S. AIRLINES	52	26	50.0	15	28.8	8	15.4	3	5.8
TOTALS	383	159	41.5	88	23.0	97	25.3	39	10.2
PREVIOUS YEAR'S TOTALS	640	161	25.2	154	24.1	192	30.0	133	20.8

*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**

MAY 2003

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	2	0	2	0	0	5	1	1	0	0	0	0	11
ALITALIA AIRLINES	3	0	2	0	0	4	1	0	0	0	0	0	10
OTHER FOREIGN AIRLINES	11	2	10	0	6	7	2	0	2	0	0	2	42
TOTALS	16	2	14	0	6	16	4	1	2	0	0	2	63
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	0	0	3	1	1	0	0	0	0	0	0	0	5
PRI CELINE.COM	0	0	0	1	4	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	6	1	5	0	0	0	1	0	0	0	14
TOTALS	1	0	9	3	10	0	0	0	1	0	0	0	24
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	2	0	0	0	1	0	0	0	3
TOTALS	0	0	0	0	2	0	0	0	1	0	0	0	3
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	5	0	2	0	2	4	2	0	0	0	0	1	16
TOTALS	5	0	2	0	2	4	2	0	0	0	0	1	16

* 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

MAY
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES*

RANK	AIRLINE	MAY 2003			MAY 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	9	6,542,908	0.14	21	6,613,322	0.32
2	<i>ATA AIRLINES</i>	2	836,839	0.24	*	*	*
3	<i>JETBLUE AIRWAYS</i>	2	741,760	0.27	*	*	*
4	<i>EXPRESSJET AIRLINES</i>	3	981,985	0.31	*	*	*
5	<i>SKYWEST AIRLINES</i>	3	979,443	0.31	*	*	*
6	<i>AIRTRAN AIRWAYS</i>	4	964,956	0.41	*	*	*
7	<i>US AIRWAYS</i>	20	3,626,409	0.55	55	4,363,658	1.26
8	<i>ALASKA AIRLINES</i>	7	1,241,663	0.56	2	1,168,172	0.17
9	<i>AMERICAN EAGLE AIRLINES</i>	7	1,008,855	0.69	7	1,047,530	0.67
10	<i>ATLANTIC SOUTHEAST AIRLINES</i>	6	833,514	0.72	*	*	*
11	<i>AMERICAN AIRLINES</i>	57	7,453,165	0.76	101	8,066,063	1.25
12	<i>DELTA AIR LINES</i>	53	6,830,944	0.78	113	7,578,487	1.49
13	<i>UNITED AIRLINES</i>	47	5,381,050	0.87	76	5,754,922	1.32
14	<i>CONTINENTAL AIRLINES</i>	34	3,274,940	1.04	37	3,477,935	1.06
15	<i>AMERICA WEST AIRLINES</i>	18	1,731,534	1.04	24	1,695,106	1.42
16	<i>ATLANTIC COAST AIRLINES</i>	9	748,685	1.20	*	*	*
17	<i>NORTHWEST AIRLINES</i>	50	4,152,797	1.20	68	4,485,116	1.52
	TOTAL	331	47,331,447	0.70	504	44,250,311	1.14

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections. The April 2003 ATCR included the first ranking of Airtran, ATA (formerly American Trans Air), Atlantic Coast, Atlantic Southeast, ExpressJet, JetBlue (voluntarily) and SkyWest.

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

