



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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



***Issued: December 2003***

<b>Flight Delays*</b>	October 2003 12 Months Ending October 2003
<b>Mishandled Baggage*</b>	October 2003
<b>Oversales*</b>	3rd Quarter 2003 January-September 2003
<b>Consumer Complaints**</b> (Includes Disability and Discrimination Complaints)	October 2003

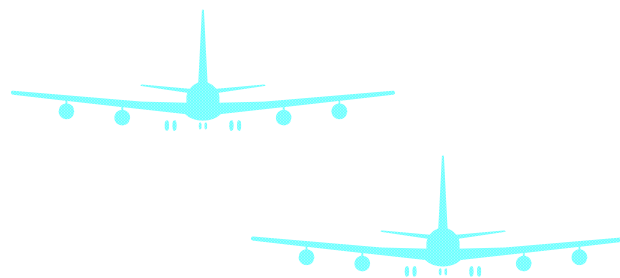
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\* Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov/>

\*\*Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 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.

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.

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.

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.

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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/
JETBLUE AIRWAYS S//	10	92.3	22	90.4
ATA AIRLINES S/	19	88.2	28	88.8
SKYWEST AIRLINES S/	13	88.2	105	88.8
NORTHWEST AIRLINES S/	31	87.9	109	88.2
AMERICAN AIRLINES S/	30	87.7	84	88.2
CONTINENTAL AIRLINES S/	30	87.8	78	88.2
US AIRWAYS S/	25	87.1	58	86.9
SOUTHWEST AIRLINES S/	15	86.8	59	86.7
UNITED AIRLINES S/	30	86.5	78	86.4
EXPRESSJET AIRLINES S/	24	84.4	105	85.4
DELTA AIR LINES S/	31	85.3	105	85.4
AMERICAN EAGLE AIRLINES S/	18	85.6	99	85.0
ATLANTIC COAST AIRLINES S/	13	84.1	84	84.4
AIRTRAN AIRWAYS S/	16	84.2	38	84.3
AMERICA WEST AIRLINES S/	27	84.3	50	84.2
ATLANTIC SOUTHEAST AIRLINES S/	15	83.7	99	82.9
ALASKA AIRLINES S/	14	81.0	45	80.6
<b>TOTAL</b>		<b>86.4</b>		<b>86.4</b>

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by 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.

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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	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		AUGUST -03		SEPT -03		OCT-03		12 MONTHS ENDING OCT 2003		DATABASE TO DATE 09 1987-10 2003	
	10-12 2002		01-03 2003		04-06 2003		07-09 2003		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	--	(--)	77.3	(12)	81.2	(14)	75.3	(16)	68.8	(16)	85.2	(10)	84.3	(14)	--	(--)	--	(--)
ALASKA	78.0	(9)	80.7	(8)	85.4	(7)	81.4	(8)	77.3	(10)	86.2	(8)	80.6	(17)	81.5	(8)	76.3	(9)
AMERICA WEST	79.6	(7)	76.7	(13)	86.5	(4)	83.0	(6)	80.8	(5)	86.4	(7)	84.2	(15)	81.6	(7)	78.8	(5)
AMERICAN	85.3	(2)	84.4	(4)	83.8	(12)	78.6	(12)	74.5	(14)	85.0	(11)	88.2	(5)	83.1	(4)	79.4	(3)
AMERICAN EAGLE	77.4	(10)	77.7	(10)	83.0	(13)	79.0	(11)	77.0	(12)	82.5	(13)	85.0	(12)	79.7	(10)	76.6	(8)
ATA	--	(--)	73.4	(15)	83.8	(11)	81.9	(7)	80.6	(6)	88.8	(4)	88.8	(2)	--	(--)	--	(--)
ATLANTIC COAST	--	(--)	66.6	(17)	78.9	(16)	78.4	(13)	76.4	(13)	83.3	(12)	84.4	(13)	--	(--)	--	(--)
ATLANTIC SOUTHEAST	--	(--)	73.0	(16)	75.0	(17)	71.5	(17)	68.1	(17)	81.6	(15)	82.9	(16)	--	(--)	--	(--)
CONTINENTAL	79.4	(8)	82.1	(5)	85.4	(6)	79.5	(10)	79.8	(7)	78.1	(16)	88.2	(6)	82.4	(6)	78.9	(4)
DELTA	80.9	(6)	82.1	(6)	85.1	(9)	81.0	(9)	77.7	(9)	86.1	(9)	85.4	(11)	82.5	(5)	77.8	(7)
EXPRESSJET	--	(--)	77.4	(11)	84.5	(10)	77.7	(14)	77.1	(11)	77.8	(17)	85.4	(10)	--	(--)	--	(--)
JETBLUE	--	(--)	76.3	(14)	87.5	(3)	86.2	(3)	78.3	(8)	92.1	(2)	90.4	(1)	--	(--)	--	(--)
NORTHWEST	84.2	(4)	81.6	(7)	85.2	(8)	83.4	(4)	81.2	(4)	86.8	(6)	88.2	(4)	83.7	(3)	80.1	(2)
SKYWEST	--	(--)	86.1	(1)	90.6	(1)	91.2	(1)	89.8	(1)	92.3	(1)	88.8	(3)	--	(--)	--	(--)
SOUTHWEST	82.1	(5)	84.7	(3)	88.8	(2)	86.5	(2)	85.8	(2)	89.7	(3)	86.7	(8)	85.9	(1)	82.7	(1)
UNITED	86.0	(1)	85.4	(2)	85.9	(5)	83.3	(5)	81.7	(3)	87.9	(5)	86.4	(9)	85.0	(2)	76.1	(10)
US AIRWAYS	85.0	(3)	78.9	(9)	80.8	(15)	75.8	(15)	71.7	(15)	82.4	(14)	86.9	(7)	80.1	(9)	78.6	(6)
<b>Total</b>	<b>82.6</b>		<b>81.0</b>		<b>84.7</b>		<b>81.4</b>		<b>79.0</b>		<b>85.6</b>		<b>86.4</b>		<b>83.1</b>		<b>78.9</b>	

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- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by AirTran, ATA, 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: A power blackout during August, 2003, affected large areas in the Northeastern United States and Canada and adversely affected airline operations.

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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	781	81.8	1294	86.7	598	90.8	213	91.5	H/		980	88.2	784	89.8	12633	91.9
AS	H/		55	87.3	H/		H/		H/		31	80.6	180	82.8	H/	
B6	62	85.5	H/		H/		H/		H/		H/		31	90.3	H/	
CO	403	78.9	575	88.0	259	90.7	46	87.0	H/		392	90.6	308	93.8	344	90.1
DH	H/		875	85.9	H/		279	85.7	2572	89.2	31	96.8	H/		H/	
DL	16674	83.8	1530	88.0	417	82.7	217	84.8	4493	88.0	1052	83.7	523	84.3	1696	88.9
EV	7760	81.5	31	83.9	H/		31	90.3	62	88.7	124	76.6	31	80.6	3678	88.9
FL	4811	83.4	399	83.0	808	86.4	H/		H/		46	91.3	93	73.1	214	81.3
HP	155	81.3	192	67.7	155	71.6	H/		H/		93	75.3	312	84.6	302	84.8
MQ	H/		1880	83.6	216	75.5	89	88.8	302	82.5	802	85.3	H/		6060	91.9
NW	384	86.2	480	87.1	338	77.8	213	86.4	68	83.8	627	84.7	371	83.8	410	91.0
OO	H/		H/		H/		H/		H/		H/		2458	90.4	1825	93.3
RU	157	82.8	20	90.0	128	78.1	372	82.5	329	86.9	210	81.4	31	71.0	172	89.5
TZ	H/		120	88.3	H/		113	95.6	H/		102	85.3	116	94.0	147	96.6
UA	399	83.7	846	85.6	482	84.9	221	88.7	89	75.3	401	87.8	7103	91.0	511	87.1
US	201	80.6	1663	86.8	442	86.7	7322	90.8	H/		2073	91.2	301	84.7	290	84.1
WN	H/		H/		4775	89.3	H/		H/		H/		H/		H/	
<b>TOTAL</b>	<b>31787</b>	<b>83.0</b>	<b>9960</b>	<b>85.8</b>	<b>8618</b>	<b>87.2</b>	<b>9116</b>	<b>90.1</b>	<b>7915</b>	<b>87.9</b>	<b>6964</b>	<b>87.3</b>	<b>12642</b>	<b>89.8</b>	<b>28282</b>	<b>91.1</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER	DTW		EWR		FLL		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	590	89.8	864	82.3	682	87.2	395	90.4	1213	82.2	759	84.1	2516	81.8	1987	83.3
AS	H/		62	82.3	H/		H/		H/		366	83.6	675	81.3	H/	
B6	H/		H/		519	92.1	H/		2284	92.4	186	88.2	H/		H/	
CO	236	94.5	4792	82.0	362	92.0	7045	90.9	31	90.3	510	88.2	541	85.6	304	86.2
DH	151	79.5	290	77.2	H/		H/		452	86.5	H/		H/		166	73.5
DL	208	83.2	656	79.3	983	86.0	244	86.9	923	87.0	768	83.2	1260	82.7	2024	84.6
EV	62	90.3	H/		H/		93	89.2	155	74.2	H/		1	0.0	H/	
FL	H/		124	86.3	380	88.7	H/		H/		H/		H/		430	79.8
HP	155	74.2	186	73.7	66	84.8	151	62.3	230	74.3	2420	84.1	580	79.3	H/	
MQ	143	80.4	289	82.4	H/		83	79.5	344	82.8	H/		1961	82.8	1333	84.2
NW	9408	91.1	422	77.7	155	91.6	399	91.0	93	86.0	378	78.8	492	80.1	601	77.7
OO	H/		H/		H/		777	87.1	H/		182	75.8	3964	82.6	H/	
RU	170	80.0	4376	79.0	H/		5983	88.4	31	90.3	H/		H/		130	83.8
TZ	H/		138	79.0	118	94.1	H/		H/		207	83.6	270	81.1	316	82.3
UA	332	89.5	631	82.4	91	91.2	328	86.3	368	88.9	1007	83.7	3046	87.1	632	84.8
US	93	81.7	329	87.8	606	86.6	290	86.2	H/		337	79.8	329	78.7	1396	87.6
WN	499	82.0	H/		1103	92.2	169	80.5	H/		5467	84.9	3338	85.6	H/	
<b>TOTAL</b>	<b>12047</b>	<b>89.8</b>	<b>13159</b>	<b>80.7</b>	<b>5065</b>	<b>89.3</b>	<b>15957</b>	<b>89.1</b>	<b>6124</b>	<b>87.1</b>	<b>12587</b>	<b>84.2</b>	<b>18973</b>	<b>83.5</b>	<b>9319</b>	<b>83.9</b>

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



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	892	88.3	224	89.7	3131	87.6	703	85.1	7797	84.5	266	79.7	780	87.9	484	91.5
AS	38	65.8	H/		31	74.2	H/		31	71.0	1268	86.2	H/		261	85.8
B6	217	96.8	H/		H/		H/		H/		H/		H/		H/	
CO	472	92.2	142	90.8	273	89.7	188	89.4	457	85.3	93	89.2	161	82.0	324	92.0
DH	H/		58	87.9	H/		H/		4158	81.0	H/		394	81.5	H/	
DL	1350	90.5	124	84.7	341	84.2	328	79.3	507	73.8	371	86.0	448	84.8	306	84.3
EV	H/		H/		H/		H/		148	77.0	H/		31	77.4	H/	
FL	764	89.9	248	80.6	124	84.7	174	75.3	H/		H/		397	86.6	H/	
HP	93	75.3	H/		93	69.9	137	74.5	244	67.2	186	88.2	186	81.2	5653	89.4
MQ	H/		H/		36	83.3	H/		5920	83.6	H/		273	71.8	H/	
NW	464	90.3	359	90.0	172	87.8	9308	89.2	699	85.3	155	65.8	412	83.7	339	83.8
OO	H/		H/		H/		93	65.6	6	66.7	581	89.8	H/		580	90.9
RU	22	95.5	130	86.9	35	94.3	215	85.1	198	88.4	H/		111	83.8	31	93.5
TZ	217	92.2	2434	89.6	62	91.9	160	92.5	H/		H/		112	86.6	130	85.4
UA	497	86.1	H/		340	87.6	610	86.4	10302	86.5	792	78.9	659	84.7	530	84.3
US	834	84.1	H/		310	84.2	182	79.7	523	81.5	H/		5275	82.4	244	85.2
WN	1964	90.6	3946	87.3	H/		H/		H/		1037	89.2	H/		5373	85.6
<b>TOTAL</b>	<b>7824</b>	<b>89.3</b>	<b>7665</b>	<b>88.0</b>	<b>4948</b>	<b>86.8</b>	<b>12098</b>	<b>87.8</b>	<b>30990</b>	<b>84.2</b>	<b>4749</b>	<b>85.2</b>	<b>9239</b>	<b>83.1</b>	<b>14255</b>	<b>87.6</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*														
CARRIER*	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	93	93.5	662	88.5	597	81.9	1003	85.1	271	89.7	5938	90.0	548	88.1
AS	H/		353	80.7	3912	78.4	370	84.3	H/		H/		H/	
B6	H/		93	95.7	31	71.0	H/		62	96.8	H/		155	93.5
CO	80	90.0	235	91.1	359	83.3	400	86.0	123	90.2	1	100.0	368	92.9
DH	217	91.7	H/		H/		H/		H/		33	87.9	H/	
DL	217	85.7	459	86.3	490	77.1	549	83.6	3426	90.1	187	77.0	979	89.0
EV	31	51.6	H/		H/		H/		93	86.0	H/		H/	
FL	154	84.4	H/		H/		H/		H/		H/		380	87.4
HP	62	79.0	337	81.3	279	83.5	368	84.5	124	87.1	73	83.6	93	72.0
MQ	185	81.6	945	83.1	H/		147	75.5	H/		H/		H/	
NW	246	89.0	186	80.1	335	73.1	279	76.3	87	82.8	343	86.6	254	85.0
OO	H/		640	83.3	377	75.1	2778	85.1	4999	93.5	H/		H/	
RU	216	75.5	H/		H/		H/		1	100.0	367	86.9	22	100.0
TZ	112	91.1	H/		89	76.4	235	83.4	H/		H/		H/	
UA	186	84.4	639	81.7	1131	77.5	3948	86.2	310	81.0	268	83.6	288	85.8
US	3612	89.3	175	85.7	164	75.0	295	80.3	H/		H/		704	88.4
WN	H/		2482	83.0	1157	86.6	H/		1145	86.0	1809	85.5	1754	90.8
<b>TOTAL</b>	<b>5411</b>	<b>87.9</b>	<b>7206</b>	<b>83.9</b>	<b>8921</b>	<b>79.4</b>	<b>10372</b>	<b>84.9</b>	<b>10641</b>	<b>90.9</b>	<b>9019</b>	<b>88.3</b>	<b>5545</b>	<b>89.1</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
<u>SCHEDULED ARRIVAL TIME</u>	<u>ATL</u>	<u>BOS</u>	<u>BWI</u>	<u>CLT</u>	<u>CVG</u>	<u>DCA</u>	<u>DEN</u>	<u>DFW</u>	<u>DTW</u>	<u>EWR</u>	<u>FLL</u>	<u>IAH</u>	<u>JFK</u>	<u>LAS</u>	<u>LAX</u>	<u>LGA</u>	<u>MCO</u>	<u>MDW</u>
600 - 659 AM	90.4	87.7	80.6	92.7	89.5	J/	93.1	95.8	78.1	86.7	82.3	95.6	93.5	J/	91.2	100.0	73.7	100.0
700 - 759 AM	95.9	91.8	85.8	95.5	90.7	89.1	94.7	94.2	95.4	93.1	96.4	95.1	88.3	95.3	87.7	87.0	91.1	97.0
800 - 859 AM	84.4	92.5	89.8	96.2	90.0	90.1	94.1	91.0	96.0	94.5	96.0	89.1	94.4	94.2	88.5	86.6	97.3	96.5
900 - 959 AM	84.5	92.4	93.7	90.4	92.4	88.8	93.4	92.1	94.3	94.5	91.9	89.0	91.6	91.6	88.5	88.8	94.3	88.1
1000 - 1059 AM	90.5	87.3	93.0	82.4	90.7	86.7	90.8	93.3	91.8	94.1	90.8	91.0	91.2	85.4	82.1	90.2	93.2	91.0
1100 - 1159 AM	89.4	86.8	88.5	92.6	92.3	89.8	92.4	92.3	91.7	93.2	89.0	92.7	90.7	83.0	84.8	83.5	93.3	90.7
1200 - 1259 PM	88.6	89.8	90.1	93.6	91.0	90.1	87.1	91.1	92.9	92.5	89.8	91.4	93.3	82.5	81.7	85.7	89.6	87.3
100 - 159 PM	90.3	88.5	95.4	94.8	88.5	88.0	90.1	92.6	92.7	92.3	92.3	89.0	91.3	83.1	81.9	85.7	91.8	92.4
200 - 259 PM	86.3	89.1	88.5	89.8	88.5	89.7	89.8	91.1	90.7	88.3	91.8	89.5	93.2	83.0	82.7	83.5	92.1	91.2
300 - 359 PM	76.9	86.6	87.5	90.5	83.9	88.3	88.1	90.6	89.1	85.4	89.8	91.2	88.1	82.4	83.9	86.4	91.7	87.5
400 - 459 PM	68.0	85.0	88.2	92.4	89.3	90.9	87.9	91.0	91.1	74.3	92.9	85.6	84.5	78.7	83.5	81.0	91.2	85.5
500 - 559 PM	76.5	84.7	86.1	88.9	87.0	89.2	88.0	90.6	88.6	75.0	90.4	92.1	82.7	81.9	84.1	82.0	90.5	88.4
600 - 659 PM	80.9	81.3	81.3	85.7	85.9	88.8	87.2	89.5	85.6	68.8	86.6	89.4	82.4	78.8	82.4	82.2	83.8	84.2
700 - 759 PM	77.4	80.1	86.2	85.5	83.2	83.2	88.5	89.8	86.0	52.7	85.0	86.0	86.1	82.0	84.7	80.2	84.2	82.8
800 - 859 PM	77.6	79.9	82.7	84.9	83.2	82.6	85.2	89.0	85.0	66.8	84.1	85.8	82.1	82.4	80.8	76.0	81.3	81.0
900 - 959 PM	79.6	78.6	83.7	84.3	90.6	79.8	85.5	89.6	84.4	74.5	88.8	87.7	85.3	85.1	81.0	82.6	88.2	85.0
1000 - 1059 PM	87.4	86.1	80.8	81.2	83.5	82.4	86.7	87.9	79.9	83.2	89.3	84.3	87.1	83.4	78.2	82.7	85.8	82.1
1100 - 559 AM	90.6	86.9	85.2	92.0	77.4	87.2	89.2	90.5	87.6	87.0	86.2	84.6	86.9	85.6	83.0	84.8	86.1	83.9
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>83.0</b>	<b>85.8</b>	<b>87.2</b>	<b>90.1</b>	<b>87.9</b>	<b>87.3</b>	<b>89.8</b>	<b>91.1</b>	<b>89.8</b>	<b>80.7</b>	<b>89.3</b>	<b>89.1</b>	<b>87.1</b>	<b>84.2</b>	<b>83.5</b>	<b>83.9</b>	<b>89.3</b>	<b>88.0</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	80.6	92.9	94.8	J/	95.9	98.9	93.8	96.6	90.7	93.0	J/	91.6	90.0	92.0
700 - 759 AM	83.3	94.8	93.1	93.9	92.2	93.6	95.8	84.2	96.2	93.3	94.9	95.6	94.7	93.3
800 - 859 AM	93.5	95.3	94.1	98.8	83.1	92.9	94.7	80.5	90.2	92.0	98.1	94.2	93.1	90.7
900 - 959 AM	91.4	92.5	90.2	94.0	81.2	91.1	90.1	86.7	95.2	84.5	95.4	94.2	94.4	90.7
1000 - 1059 AM	89.1	89.8	90.5	89.9	92.9	90.5	91.8	85.6	87.7	83.4	90.7	94.1	95.3	89.8
1100 - 1159 AM	92.2	90.3	83.7	85.3	91.9	88.7	83.5	84.2	82.8	80.0	89.2	89.2	93.0	88.4
1200 - 1259 PM	89.1	91.5	88.3	87.9	89.7	90.9	91.2	82.4	80.7	83.1	89.1	87.2	92.6	88.6
100 - 159 PM	86.1	90.4	82.0	83.0	87.9	89.1	90.4	84.8	77.6	85.2	91.1	86.6	91.4	88.6
200 - 259 PM	91.6	88.4	83.2	85.9	88.5	84.4	87.3	85.9	79.9	89.7	90.5	91.1	90.1	87.7
300 - 359 PM	88.1	90.7	81.3	85.7	87.4	87.7	87.6	86.6	78.8	84.9	89.3	88.8	91.7	86.1
400 - 459 PM	67.0	87.2	80.2	86.5	80.8	85.9	88.4	79.6	81.3	86.3	83.9	83.0	88.7	83.4
500 - 559 PM	88.9	87.5	78.4	82.5	78.6	82.0	87.6	85.3	75.4	86.2	90.9	87.1	88.2	84.6
600 - 659 PM	85.4	89.3	77.8	85.3	74.7	85.5	84.5	85.0	71.1	86.3	90.6	82.1	86.7	82.8
700 - 759 PM	81.5	81.2	76.8	77.5	67.1	84.8	86.0	83.5	71.1	82.9	89.3	86.4	84.6	81.5
800 - 859 PM	79.7	71.6	81.6	82.4	80.7	83.6	80.6	85.6	75.5	81.7	86.6	89.5	86.7	81.8
900 - 959 PM	86.9	86.9	82.2	77.2	84.5	81.1	81.8	77.8	72.6	79.8	91.2	86.2	82.6	82.8
1000 - 1059 PM	84.0	81.0	89.3	85.0	86.0	85.3	80.9	82.1	79.0	83.0	91.1	83.0	87.1	84.1
1100 - 559 AM	80.2	84.9	88.1	81.5	87.7	77.1	90.2	84.0	80.9	89.3	89.9	80.2	85.3	86.2
TOTAL, ALL ARRIVALS, BY AIRPORT	86.8	87.8	84.2	85.2	83.1	87.6	87.9	83.9	79.5	84.9	90.9	88.3	89.1	86.4

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	95.4	94.9	95.1	92.3	93.5	95.1	94.8	96.2	95.0	96.5	99.0	98.7	95.1	96.5	94.1	96.1	98.5	96.5
700 - 759 AM	94.0	91.8	94.1	97.8	97.0	94.8	94.9	93.4	95.5	96.7	96.6	96.4	93.2	96.6	92.3	95.9	98.4	96.1
800 - 859 AM	94.5	92.6	92.2	95.7	92.1	94.8	95.3	91.1	93.8	93.9	99.0	96.4	91.7	95.7	90.5	94.3	97.3	94.9
900 - 959 AM	88.5	92.2	88.8	94.6	95.6	93.4	95.1	89.6	94.1	95.6	97.2	94.9	93.0	89.6	88.1	94.6	97.0	87.5
1000 - 1059 AM	91.0	94.8	87.0	92.6	92.7	93.2	91.6	93.1	90.8	95.7	94.7	92.3	91.5	87.1	85.3	94.0	95.3	91.2
1100 - 1159 AM	91.8	89.7	85.6	92.6	94.6	93.5	91.2	92.6	92.9	93.9	93.5	95.4	96.7	85.9	86.0	93.4	93.8	89.2
1200 - 1259 PM	89.3	93.6	85.2	94.1	93.6	92.3	91.1	91.7	90.1	95.2	91.0	93.6	91.3	85.0	87.2	90.4	97.0	91.2
100 - 159 PM	88.5	91.8	88.5	85.2	93.4	92.7	87.9	89.1	89.9	92.6	91.3	95.3	86.2	81.6	85.5	89.9	92.4	83.6
200 - 259 PM	89.8	88.2	87.0	92.6	91.3	93.7	87.0	88.9	89.4	90.2	84.3	91.1	89.7	80.5	84.2	89.2	88.2	85.6
300 - 359 PM	87.0	86.4	85.1	92.3	89.0	93.1	89.8	88.6	87.8	88.5	93.9	92.5	89.5	81.6	86.1	87.6	89.3	82.1
400 - 459 PM	82.5	87.5	82.5	90.0	88.0	90.7	93.2	90.3	86.1	82.8	83.9	90.7	91.7	77.9	85.3	90.3	88.7	80.4
500 - 559 PM	78.2	85.2	82.9	91.0	90.3	89.8	87.8	89.7	90.6	81.1	91.2	90.5	83.3	79.7	81.7	87.0	87.8	74.6
600 - 659 PM	80.1	82.4	81.1	90.2	87.4	91.9	88.0	88.0	84.5	82.2	87.3	94.3	84.9	83.4	86.1	85.8	89.8	86.4
700 - 759 PM	81.1	85.2	83.6	86.9	91.0	93.3	86.8	88.9	88.4	79.3	88.3	91.8	87.0	82.2	81.6	86.1	89.0	80.0
800 - 859 PM	82.9	89.0	80.0	88.7	90.0	91.1	89.0	91.2	87.2	73.7	87.9	91.9	80.8	79.5	86.8	85.0	89.9	80.9
900 - 959 PM	83.3	84.9	80.1	91.3	89.4	93.8	85.2	92.0	91.1	91.3	92.1	94.9	90.5	81.3	85.7	91.4	89.5	82.9
1000 - 1059 PM	84.8	75.3	71.7	91.7	88.9	87.0	J/	94.4	87.5	J/	93.5	90.9	84.3	88.4	90.6	J/	J/	90.3
1100 - 559 AM	90.1	96.6	86.5	J/	86.5	J/	93.5	98.4	96.3	97.1	97.6	94.4	J/	92.2	92.8	100.0	96.8	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	86.9	89.3	86.4	92.0	91.5	93.0	90.6	90.6	90.4	89.2	92.1	93.4	89.2	86.1	87.3	90.9	92.8	87.0

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.5	94.9	95.1	97.1	96.0	97.1	95.8	93.1	95.7	96.3	93.6	97.3	98.1	95.7
700 - 759 AM	90.9	95.5	93.1	93.6	93.7	94.1	93.8	91.1	94.9	96.0	96.0	97.0	97.4	94.7
800 - 859 AM	89.8	95.6	92.9	91.6	93.5	91.7	95.1	88.2	92.4	94.3	96.3	96.3	97.7	93.6
900 - 959 AM	94.4	95.6	92.1	92.6	85.1	88.7	95.1	86.5	89.3	94.3	94.6	95.4	95.2	91.9
1000 - 1059 AM	91.4	94.1	92.2	92.8	83.3	87.0	95.9	82.7	90.7	91.9	94.8	96.9	97.1	91.4
1100 - 1159 AM	91.4	93.1	89.5	91.9	94.6	87.5	94.8	83.7	86.1	90.1	91.4	92.1	95.6	91.0
1200 - 1259 PM	94.7	93.0	91.2	91.4	91.1	84.4	91.8	83.4	83.8	88.4	92.8	93.9	94.8	90.3
100 - 159 PM	90.8	93.1	88.8	89.4	88.2	88.2	93.0	83.7	84.6	89.0	91.8	92.0	93.5	89.5
200 - 259 PM	91.9	93.0	84.7	90.6	87.1	80.8	89.1	83.6	79.8	92.5	91.8	86.6	90.1	87.9
300 - 359 PM	86.6	89.5	81.7	82.0	84.3	77.3	86.7	84.2	80.1	89.0	90.3	92.5	94.2	87.0
400 - 459 PM	86.1	88.0	81.7	88.6	82.6	82.8	91.0	81.5	84.7	92.7	89.6	89.5	87.1	86.5
500 - 559 PM	82.6	90.9	81.1	86.1	76.7	80.1	86.2	82.1	82.0	83.9	62.2	82.5	88.3	84.2
600 - 659 PM	86.9	91.5	81.0	77.7	81.3	73.6	83.1	88.2	81.9	92.6	90.3	89.9	89.8	85.9
700 - 759 PM	88.2	91.9	79.7	86.5	80.2	82.5	87.0	83.3	73.1	89.4	89.7	89.9	94.5	85.5
800 - 859 PM	76.8	90.1	81.1	77.4	79.8	79.9	89.1	84.3	75.2	89.7	91.5	80.3	86.5	85.2
900 - 959 PM	J/	90.2	83.3	89.2	88.8	81.5	J/	78.7	81.5	93.6	94.0	93.9	71.6	87.5
1000 - 1059 PM	J/	96.2	98.5	91.2	88.0	77.0	94.7	94.4	90.4	93.3	93.8	81.5	74.2	90.0
1100 - 559 AM	J/	96.3	100.0	93.6	90.3	96.3	J/	93.8	94.3	93.9	96.7	J/	100.0	93.0
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>89.5</b>	<b>92.6</b>	<b>86.4</b>	<b>90.2</b>	<b>85.9</b>	<b>85.5</b>	<b>91.7</b>	<b>85.7</b>	<b>86.6</b>	<b>91.8</b>	<b>92.4</b>	<b>92.1</b>	<b>93.1</b>	<b>89.3</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE MEDIAN
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NONE

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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 D/	
		NUMBER	PERCENTAGE
ALASKA	448	2	0.4
CONTINENTAL	859	1	0.1
SOUTHWEST	2,804	3	0.1
EXPRESSJET	1,008	1	0.1
SKYWEST	1,164	1	0.1
NORTHWEST	1,361	1	0.1
AMERICAN	2,109	1	0.0
DELTA	1,858	0	0.0
UNITED	1,508	0	0.0
AMERICAN EAGLE	1,239	0	0.0
US AIRWAYS	1,160	0	0.0
ATLANTIC COAST	804	0	0.0
ATLANTIC SOUTHEAST	745	0	0.0
AMERICA WEST	504	0	0.0
AIRTRAN	404	0	0.0
ATA	207	0	0.0
JETBLUE	192	0	0.0
<b>TOTAL</b>	<b>18,374</b>	<b>10</b>	<b>0.1</b>



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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)	88.9	94.7	262	262
AGUADILLA PR (BQN)	76.5	100.0	17	18
AKRON/CANTON OH (CAK)	84.2	83.3	342	342
ALBANY NY (ALB)	82.3	87.9	1,449	1,449
ALBUQUERQUE NM (ABQ)	88.8	90.0	3,192	3,194
ALLENTOWN PA (ABE)	90.6	91.7	372	372
AMARILLO TX (AMA)	86.6	94.1	681	681
ANCHORAGE AK (ANC)	77.8	84.8	1,638	1,640
ASHEVILLE NC (AVL)	81.4	90.7	333	333
ATLANTA GA (ATL)	83.0	86.9	31,787	31,794
AUSTIN TX (AUS)	87.7	91.8	3,525	3,526
BAKERSFIELD CA (BFL)	90.7	87.9	215	215
BALTIMORE MD (BWI)	87.2	86.4	8,618	8,617
BANGOR ME (BGR)	85.3	88.0	341	342
BARROW AK (BRW)	79.0	72.1	62	61
BATON ROUGE LA (BTR)	86.0	87.4	655	653
BEAUMONT/PORT ARTHUR TX (BPT)	89.6	94.8	134	134
BETHEL AK (BET)	79.4	78.4	102	102
BILLINGS MT (BIL)	89.4	95.5	357	358
BINGHAMTON NY (BGM)	89.2	88.2	93	93
BIRMINGHAM AL (BHM)	88.0	89.5	1,715	1,715
BISMARCK ND (BIS)	90.1	95.6	182	182
BLOOMINGTON IL (BMI)	77.9	76.5	154	153
BOISE ID (BOI)	87.7	92.0	1,282	1,282
BOSTON MA (BOS)	85.8	89.3	9,960	9,959
BOZEMAN MT (BZN)	89.4	93.8	340	340
BRISTOL TN (TRI)	76.7	85.9	249	249
BROWNSVILLE TX (BRO)	90.8	95.8	142	142
BUFFALO NY (BUF)	85.2	91.1	1,833	1,835
BURBANK CA (BUR)	84.8	83.8	2,283	2,283
BURLINGTON VT (BTV)	81.4	88.4	628	629
CEDAR RAPIDS/IOWA CTY IA (CID)	86.8	91.4	509	509
CHAMPAIGN IL (CMI)	78.0	86.8	173	174
CHARLESTON SC (CHS)	83.3	89.3	887	885
CHARLESTON WV (CRW)	86.5	88.3	451	452
CHARLOTTE NC (CLT)	90.1	92.0	9,116	9,115
CHATTANOOGA TN (CHA)	82.7	86.8	341	341
CHICAGO IL (ORD)	84.2	86.4	30,990	30,973
CHICAGO IL (MDW)	88.0	87.0	7,665	7,667
CINCINNATI OH (CVG)	87.9	91.5	7,915	7,916
CLEVELAND OH (CLE)	85.6	92.2	7,708	7,713
COLLEGE STATION TX (CLL)	93.3	95.5	285	286
COLORADO SPRINGS CO (COS)	90.2	93.8	946	947

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	84.0	87.5	840	840
COLUMBUS OH (CMH)	86.4	90.3	3,086	3,086
CORDOVA AK (CDV)	80.6	85.5	62	62
CORPUS CHRISTI TX (CRP)	85.2	87.0	708	708
DALLAS/FT. WORTH TX (DAL)	87.3	85.0	3,943	3,943
DALLAS/FT. WORTH TX (DFW)	91.1	90.6	28,282	28,262
DAYTON OH (DAY)	86.2	89.8	1,201	1,200
DAYTONA BEACH FL (DAB)	78.6	81.0	238	237
DEADHORSE AK (SCC)	83.9	87.1	31	31
DENVER CO (DEN)	89.8	90.6	12,642	12,644
DES MOINES IA (DSM)	81.5	91.4	740	742
DETROIT MI (DTW)	89.8	90.4	12,047	12,057
DILLINGHAM AK (DLG)	75.0	68.8	16	16
DUBUQUE IA (DBQ)	78.5	92.5	93	93
DULUTH MN (DLH)	95.3	92.9	85	85
DURANGO CO (DRO)	91.5	91.7	118	120
DUTCH HARBOR AK (DUT)	37.1	30.6	62	62
EL PASO TX (ELP)	87.8	90.4	1,724	1,725
EUGENE OR (EUG)	89.7	89.7	359	360
EVANSVILLE IN (EVV)	84.9	89.8	364	364
FAIRBANKS AK (FAI)	79.2	86.2	419	421
FARGO ND (FAR)	89.2	95.2	333	333
FAYETTEVILLE ARKANSAS REG (XNA)	86.1	89.6	933	935
FAYETTEVILLE NC (FAY)	76.2	82.8	151	151
FLINT MI (FNT)	90.6	92.5	254	253
FRESNO CA (FAT)	90.3	87.7	1,149	1,149
FT. LAUDERDALE FL (FLL)	89.3	92.1	5,065	5,065
FT. MYERS FL (RSW)	86.1	94.2	1,390	1,385
FT. SMITH AR (FSM)	88.7	93.5	124	124
FT. WAYNE IN (FWA)	85.1	86.2	523	523
GRAND FORKS ND (GFK)	87.1	98.4	62	62
GRAND RAPIDS MI (GRR)	85.7	91.4	1,097	1,097
GREAT FALLS MT (GTF)	87.1	93.5	248	248
GREEN BAY WI (GRB)	83.6	93.7	415	415
GREENSBORO/HIGH PT. NC (GSO)	83.6	90.7	1,272	1,274
GREENVILLE/SPARTBG. SC (GSP)	83.7	90.1	1,021	1,021
GULFPORT/BILOXI MS (GPT)	83.9	85.2	490	488
HARLINGEN TX (HRL)	86.2	88.3	479	479
HARRISBURG PA (MDT)	86.5	93.3	720	720
HARTFORD CT/SPGFLD MA. (BDL)	87.1	92.3	2,823	2,824
HELENA MT (HLN)	87.9	96.8	124	124
HONOLULU OAHU HI (HNL)	90.5	95.6	987	987
HOUSTON TX (HOU)	87.1	83.8	4,986	4,986

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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.
HOUSTON TX (IAH)	89.1	93.4	15,957	15,968
HUNTSVILLE/DECATUR AL (HSV)	82.7	90.3	577	577
INDIANAPOLIS IN (IND)	87.5	92.0	3,533	3,532
INDIO/PALM SPRINGS CA (PSP)	84.7	83.5	921	917
ISLIP/LONG IS. NY (ISP)	89.2	93.3	879	879
JACKSON WY (JAC)	92.7	93.8	193	192
JACKSON/VICKSBURG MS (JAN)	86.7	91.6	894	893
JACKSONVILLE FL (JAX)	87.4	92.0	2,242	2,241
JUNEAU AK (JNU)	83.3	82.1	335	336
KAHULUI HI (OGG)	93.7	94.5	381	381
KALAMAZOO MI (AZO)	87.3	92.2	268	268
KALISPELL MT (FCA)	87.1	94.2	155	155
KANSAS CITY MO (MCI)	88.8	92.3	5,017	5,016
KETCHIKAN AK (KTN)	74.6	77.4	185	186
KEY WEST FL (EYW)	72.6	68.3	62	63
KILLEEN TX (ILE)	86.4	89.5	352	352
KING SALMON AK (AKN)	68.2	54.5	22	22
KNOXVILLE TN (TYS)	86.2	90.8	955	955
KODIAK AK (ADQ)	85.5	71.0	62	62
KONA HAWAII HI (KOA)	92.4	92.4	131	131
KOTZEBUE AK (OTZ)	73.1	75.3	93	93
LA CROSSE WI (LSE)	83.9	90.3	124	124
LAFAYETTE LA (LFT)	85.8	89.2	316	316
LANSING MI (LAN)	89.0	92.3	418	418
LAREDO TX (LRD)	87.1	94.9	178	178
LAS VEGAS NV (LAS)	84.2	86.1	12,587	12,586
LAWTON OK (LAW)	94.7	95.3	190	190
LEXINGTON/FRKFT KY (LEX)	81.3	84.8	528	526
LIHUE KAUAI HI (LIH)	96.1	96.1	128	128
LINCOLN NE (LNK)	79.1	89.0	129	127
LITTLE ROCK AR (LIT)	87.7	92.9	1,410	1,410
LONG BEACH CA (LGB)	84.8	89.4	914	914
LONGVIEW TX (GGG)	98.9	96.8	93	93
LOS ANGELES CA (LAX)	83.5	87.3	18,973	18,954
LOUISVILLE KY (SDF)	85.5	89.4	1,741	1,744
LUBBOCK TX (LBB)	86.0	91.0	835	835
MADISON WI (MSN)	85.2	91.9	654	653
MANCHESTER NH (MHT)	87.5	91.0	1,667	1,669
MARQUETTE MI (MQT)	81.5	88.9	27	27
MEDFORD OR (MFR)	89.4	90.8	359	357
MELBOURNE FL (MLB)	80.1	83.3	186	186
MEMPHIS TN (MEM)	89.9	91.8	3,929	3,930
MIAMI FL (MIA)	86.8	89.5	4,948	4,950

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIDLAND/ODESSA TX (MAF)	86.1	92.1	668	668
MILWAUKEE WI (MKE)	86.0	93.4	1,844	1,846
MINNEAPLS/ST.P MN (MSP)	87.8	92.6	12,098	12,097
MINOT ND (MOT)	89.2	97.8	93	93
MISSION/MCALLEN TX (MFE)	88.7	93.7	239	239
MISSOULA MT (MSO)	89.0	94.5	273	272
MOBILE AL/PASCAGOULA MS (MOB)	84.1	89.6	441	441
MOLINE IL (MLI)	81.9	86.4	221	220
MONROE LA (MLU)	88.2	89.8	306	305
MONTEREY CA (MRY)	87.2	84.8	602	605
MONTROSE CO (MTJ)	89.0	92.9	182	182
MYRTLE BEACH SC (MYR)	86.4	90.6	494	491
NASHVILLE TN (BNA)	88.2	91.1	4,788	4,787
NEW ORLEANS LA (MSY)	87.2	90.9	4,649	4,644
NEW YORK NY (JFK)	87.1	89.2	6,124	6,127
NEW YORK NY (LGA)	83.9	90.9	9,319	9,315
NEWARK NJ (EWR)	80.7	89.2	13,159	13,162
NEWBURGH NY (SWF)	84.6	91.9	123	124
NOME AK (OME)	78.5	69.9	93	93
NORFOLK/VA BEACH VA (ORF)	86.8	91.6	1,951	1,951
OKLAHOMA CITY OK (OKC)	86.8	91.5	1,978	1,978
OMAHA NE (OMA)	87.9	93.2	1,708	1,709
ONTARIO CA (ONT)	84.7	85.2	3,018	3,017
ORANGE COUNTY CA. (SNA)	85.1	85.2	4,109	4,108
ORLANDO FL (MCO)	89.3	92.8	7,824	7,830
PASCO WA (PSC)	88.2	92.1	279	279
PENSACOLA FL (PNS)	83.8	89.0	582	582
PEORIA IL (PIA)	82.5	86.9	337	337
PETERSBURG AK (PSG)	72.6	72.6	62	62
PHILADELPHIA PA (PHL)	83.1	85.9	9,239	9,246
PHOENIX AZ (PHX)	87.6	85.5	14,255	14,257
PITTSBURGH PA (PIT)	87.9	91.7	5,411	5,413
PORTLAND ME (PWM)	84.6	87.9	777	777
PORTLAND OR (PDX)	85.2	90.2	4,749	4,753
PROVIDENCE RI (PVD)	88.1	91.9	2,336	2,336
RALEIGH/DURHAM NC (RDU)	85.8	89.6	4,379	4,377
RAPID CITY SD (RAP)	89.3	92.7	317	316
RENO NV (RNO)	85.8	89.2	2,429	2,428
RICHMOND VA (RIC)	88.0	92.2	1,302	1,302
ROANOKE VA (ROA)	81.7	88.0	394	393
ROCHESTER MN (RST)	87.6	92.1	153	152
ROCHESTER NY (ROC)	83.2	88.9	1,193	1,192
SACRAMENTO CA (SMF)	86.1	86.9	4,033	4,029

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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.
SAGINAW MI (MBS)	89.2	95.7	325	325
SALT LAKE CITY UT (SLC)	90.9	92.4	10,641	10,641
SAN ANGELO TX (SJT)	88.2	92.4	289	290
SAN ANTONIO TX (SAT)	87.4	91.8	3,463	3,463
SAN DIEGO CA (SAN)	83.9	85.7	7,206	7,214
SAN FRANCISCO CA (SFO)	84.9	91.8	10,372	10,373
SAN FRANCISCO CA (OAK)	86.0	85.7	5,846	5,850
SAN JOSE CA (SJC)	85.8	87.1	5,542	5,540
SAN JUAN PR (SJU)	82.9	92.1	1,726	1,723
SAN LUIS OBISPO CA (SBP)	92.1	87.7	458	457
SANTA BARBARA CA (SBA)	86.3	86.4	955	956
SARASOTA/BRAD FL (SRQ)	91.2	96.3	297	297
SAVANNAH GA (SAV)	85.9	90.2	823	823
SCRANTON/WILKES-BARRE PA (AVP)	79.0	88.7	62	62
SEATTLE WA (SEA)	79.4	86.6	8,921	8,922
SHREVEPORT LA (SHV)	86.0	92.8	698	699
SIOUX FALLS SD (FSD)	83.0	92.2	271	270
SITKA AK (SIT)	87.1	90.3	93	93
SOUTH BEND IN (SBN)	88.4	91.6	225	225
SPOKANE WA (GEG)	85.1	90.3	1,232	1,231
SPRINGFIELD MO (SGF)	90.3	92.7	259	259
ST. CROIX VI (STX)	94.3	97.1	35	35
ST. LOUIS MO (STL)	88.3	92.1	9,019	9,013
ST. THOMAS VI (STT)	85.2	93.5	155	155
SYRACUSE NY (SYR)	85.1	89.5	1,049	1,050
TALLAHASSEE FL (TLH)	88.0	86.9	275	274
TAMPA FL (TPA)	89.1	93.1	5,545	5,543
TEXARKANA AR(TXK)	84.8	94.4	178	178
TOLEDO OH (TOL)	86.9	89.9	337	337
TRAVERSE CITY MI (TVC)	87.1	95.3	210	211
TUCSON AZ (TUS)	89.0	92.1	1,387	1,384
TULSA OK (TUL)	87.6	91.0	1,758	1,758
TYLER TX (TYR)	91.5	90.5	293	294
VALPARAISO FL (VPS)	84.5	88.4	491	490
WACO TX (ACT)	91.7	93.0	312	313
WASHINGTON DC (IAD)	85.0	88.3	8,723	8,725
WASHINGTON DC (DCA)	87.3	93.0	6,964	6,964
WEST PALM BEACH FL (PBI)	86.9	94.0	1,883	1,881
WHITE PLAINS NY (HPN)	83.1	89.3	694	694
WICHITA FALLS TX (SPS)	94.5	96.2	182	182
WICHITA KS (ICT)	84.3	89.7	815	815
WILMINGTON NC (ILM)	84.5	91.7	336	336
WRANGELL AK (WRG)	77.4	77.4	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
YAKUTAT AK (YAK)	82.3	88.7	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
ALASKA	14	7,630	110	1.4	45	13,559	295	2.2
SKYWEST	13	19,253	366	1.9	105	35,264	679	1.9
AMERICAN EAGLE	18	20,996	401	1.9	95	36,792	682	1.9
ATLANTIC COAST	13	9,677	134	1.4	83	24,563	368	1.5
AMERICA WEST	27	12,924	174	1.3	50	15,573	208	1.3
SOUTHWEST	15	36,016	447	1.2	59	82,873	997	1.2
ATLANTIC SOUTHEAST	14	12,345	130	1.1	98	23,088	263	1.1
AMERICAN	30	49,665	356	0.7	84	63,290	414	0.7
UNITED	30	36,990	245	0.7	78	45,967	283	0.6
EXPRESSJET	23	13,456	93	0.7	104	28,978	171	0.6
ATA	19	5,198	29	0.6	28	6,270	35	0.6
US AIRWAYS	25	27,995	158	0.6	58	34,929	192	0.5
DELTA	31	43,755	220	0.5	104	56,425	247	0.4
NORTHWEST	31	28,481	122	0.4	109	41,367	153	0.4
AIRTRAN	16	9,547	33	0.3	38	12,494	44	0.4
CONTINENTAL	29	19,827	43	0.2	77	25,082	49	0.2
JETBLUE	10	3,642	3	0.1	22	5,856	11	0.2
<b>Total</b>		<b>357,397</b>	<b>3,064</b>	<b>0.9</b>	<b>Total</b>	<b>552,370</b>	<b>5,091</b>	<b>0.9</b>

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY**									LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT 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			
AA	63,290	55,826	88.21%	414	0.65%	87	0.14%	2,044	3.23%	139	0.22%	3,625	5.73%	13	0.02%	1,143	1.81%	
AS	13,559	10,930	80.61%	295	2.18%	41	0.30%	667	4.92%	28	0.21%	714	5.27%	14	0.10%	870	6.42%	
B6	5,856	5,292	90.37%	11	0.19%	12	0.20%	144	2.45%	9	0.16%	240	4.10%	16	0.28%	132	2.25%	
CO	25,082	22,110	88.15%	49	0.20%	18	0.07%	457	1.82%	44	0.18%	1,957	7.80%	4	0.01%	443	1.77%	
DH	24,563	20,741	84.44%	368	1.50%	29	0.12%	2,071	8.43%	213	0.87%	385	1.57%	13	0.05%	743	3.02%	
DL	56,425	48,161	85.35%	247	0.44%	52	0.09%	1,801	3.19%	67	0.12%	4,795	8.50%	3	0.01%	1,299	2.30%	
EV	23,088	19,133	82.87%	263	1.14%	20	0.09%	1,136	4.92%	210	0.91%	1,522	6.59%	7	0.03%	796	3.45%	
FL	12,494	10,532	84.30%	44	0.35%	12	0.10%	312	2.50%	19	0.15%	895	7.16%	0	0.00%	681	5.45%	
HP	15,573	13,116	84.22%	208	1.34%	23	0.15%	806	5.18%	14	0.09%	961	6.17%	50	0.32%	394	2.53%	
MQ	36,792	31,277	85.01%	682	1.85%	35	0.10%	1,455	3.95%	94	0.25%	1,667	4.53%	6	0.02%	1,577	4.29%	
NW	41,367	36,494	88.22%	153	0.37%	38	0.09%	1,543	3.73%	138	0.33%	2,537	6.13%	20	0.05%	443	1.07%	
OO	35,264	31,301	88.76%	679	1.93%	41	0.12%	1,739	4.93%	357	1.01%	494	1.40%	36	0.10%	617	1.75%	
RU	28,978	24,742	85.38%	171	0.59%	51	0.18%	681	2.35%	119	0.41%	2,373	8.19%	11	0.04%	829	2.86%	
TZ	6,270	5,570	88.84%	35	0.56%	1	0.02%	123	1.96%	0	0.00%	398	6.35%	7	0.11%	136	2.17%	
UA	45,967	39,719	86.41%	283	0.62%	53	0.12%	1,256	2.73%	55	0.12%	3,159	6.87%	3	0.01%	1,439	3.13%	
US	34,929	30,358	86.91%	192	0.55%	31	0.09%	870	2.49%	15	0.04%	2,210	6.33%	0	0.00%	1,253	3.59%	
WN	82,873	71,863	86.71%	997	1.20%	176	0.21%	2,187	2.64%	146	0.18%	2,066	2.49%	56	0.07%	5,383	6.50%	
<b>Total</b>	<b>552,370</b>	<b>477,165</b>		<b>5,091</b>		<b>720</b>		<b>19,292</b>		<b>1,667</b>		<b>29,998</b>		<b>259</b>		<b>18,178</b>		
			<b>86.39%</b>		<b>0.92%</b>		<b>0.13%</b>		<b>3.49%</b>		<b>0.30%</b>		<b>5.43%</b>		<b>0.05%</b>		<b>3.29%</b>	

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

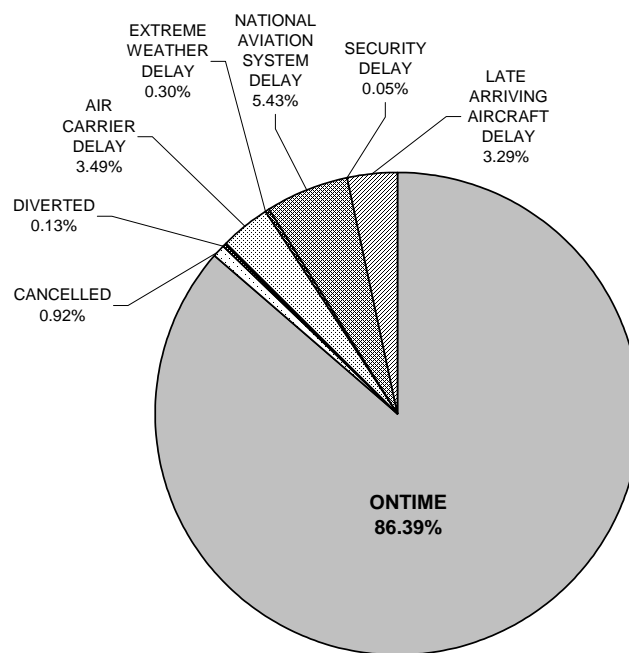
**\*\*Causes of Delay:**

- 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:** This table appears for the first time with this month's report. For additional airline-specific information, visit <http://www.bts.gov>

**OCTOBER 2003**  
**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:** This table appears for the first time with this month's report. 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
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

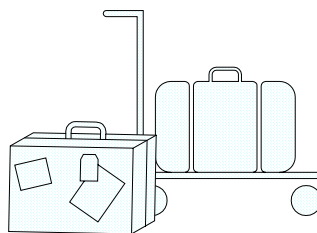
**Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors**

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.



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

RANK	AIRLINE	OCTOBER 2003			OCTOBER 2002		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,171	1,099,423	1.97	2,334	929,836	2.51
2	AIRTRAN AIRWAYS	2,350	1,036,080	2.27	*	*	*
3	US AIRWAYS	7,888	3,243,752	2.43	8,671	3,510,429	2.47
4	CONTINENTAL AIRLINES	6,876	2,712,193	2.54	7,345	2,726,485	2.69
5	JETBLUE AIRWAYS	2,066	801,443	2.58	*	*	*
6	NORTHWEST AIRLINES	10,005	3,775,966	2.65	11,317	3,669,441	3.08
7	UNITED AIRLINES	13,621	5,000,238	2.72	14,394	5,255,540	2.74
8	AMERICA WEST AIRLINES	4,622	1,670,684	2.77	5,348	1,709,754	3.13
9	AMERICAN AIRLINES	18,972	6,298,816	3.01	21,217	6,773,549	3.13
10	SOUTHWEST AIRLINES	19,749	6,472,963	3.05	19,446	6,269,199	3.10
11	DELTA AIR LINES	21,344	6,875,579	3.10	22,638	7,335,894	3.09
12	ATA AIRLINES	2,501	800,412	3.12	*	*	*
13	EXPRESSJET AIRLINES	3,665	1,017,074	3.60	*	*	*
14	AMERICAN EAGLE AIRLINES	6,378	1,113,240	5.73	8,596	1,021,428	8.42
15	SKYWEST AIRLINES	7,063	1,046,238	6.75	*	*	*
16	ATLANTIC COAST AIRLINES	5,185	747,390	6.94	*	*	*
17	ATLANTIC SOUTHEAST AIRLINES	9,532	824,226	11.56	*	*	*
<b>TOTALS</b>		<b>143,988</b>	<b>44,535,717</b>	<b>3.23</b>	<b>121,306</b>	<b>39,201,555</b>	<b>3.09</b>

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

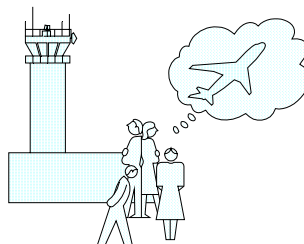
## OVERSALES

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

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

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

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



**JULY-SEPTEMBER 2003**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	JULY - SEPTEMBER 2003				JULY - SEPTEMBER 2002			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	5	0	2,413,505	<b>0.00</b>	*	*	*	*
2	<b>US AIRWAYS</b>	19,483	143	10,027,355	<b>0.14</b>	16,036	103	11,114,308	<b>0.09</b>
3	<b>AIRTRAN AIRWAYS</b>	3,183	66	3,105,241	<b>0.21</b>	*	*	*	*
4	<b>AMERICA WEST AIRLINES</b>	11,097	206	5,412,827	<b>0.38</b>	11,118	38	5,265,565	<b>0.07</b>
5	<b>AMERICAN EAGLE AIRLINES</b>	156	11	248,425	<b>0.44</b>	145	0	199,565	<b>0.00</b>
6	<b>AMERICAN AIRLINES</b>	20,545	1,022	21,442,000	<b>0.48</b>	29,223	474	22,834,621	<b>0.21</b>
7	<b>UNITED AIRLINES</b>	22,606	850	16,078,649	<b>0.53</b>	25,618	875	17,163,520	<b>0.51</b>
8	<b>CONTINENTAL AIRLINES</b>	11,273	572	9,023,913	<b>0.63</b>	10,014	400	8,956,306	<b>0.45</b>
9	<b>NORTHWEST AIRLINES</b>	20,161	952	12,533,091	<b>0.76</b>	19,973	500	12,868,660	<b>0.39</b>
10	<b>SOUTHWEST AIRLINES</b>	21,439	1,512	19,708,171	<b>0.77</b>	20,729	1,530	18,781,696	<b>0.81</b>
11	<b>ALASKA AIRLINES</b>	5,093	361	4,273,840	<b>0.84</b>	5,690	314	3,972,522	<b>0.79</b>
12	<b>ATA AIRLINES</b>	730	286	2,472,201	<b>1.16</b>	*	*	*	*
13	<b>DELTA AIR LINES</b>	24,072	2,512	20,871,135	<b>1.20</b>	29669	1,839	21,324,234	<b>0.86</b>
14	<b>ATLANTIC SOUTHEAST AIRLINES</b>	1,950	490	775,190	<b>6.32</b>	*	*	*	*
	<b>TOTALS</b>	161,793	8,983	128,385,543	<b>0.70</b>	168,215	6,073	122,480,997	<b>0.50</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of more than 60 seats. AirTran, ATA (formerly American Trans Air), Atlantic Southeast, and JetBlue 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.

Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2003				JANUARY - SEPTEMBER 2002			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	15	0	6,634,042	<b>0.00</b>	*	*	*	*
2	<b>US AIRWAYS</b>	65,374	1,072	29,046,378	<b>0.37</b>	75,437	896	34,363,320	<b>0.26</b>
3	<b>AMERICA WEST AIRLINES</b>	39,570	659	15,387,627	<b>0.43</b>	37,930	305	14,735,360	<b>0.21</b>
4	<b>AMERICAN EAGLE AIRLINES</b>	512	33	652,682	<b>0.51</b>	886	10	728,921	<b>0.14</b>
5	<b>AMERICAN AIRLINES</b>	72,913	3,689	61,549,873	<b>0.60</b>	105,307	1,466	65,722,862	<b>0.22</b>
6	<b>UNITED AIRLINES</b>	81,174	2,809	45,594,056	<b>0.62</b>	73,652	3,061	47,129,523	<b>0.65</b>
7	<b>ALASKA AIRLINES</b>	13,165	745	11,318,695	<b>0.66</b>	20,002	1,339	10,771,701	<b>1.24</b>
8	<b>NORTHWEST AIRLINES</b>	64,216	2,731	35,243,951	<b>0.77</b>	60,654	1,898	35,830,290	<b>0.53</b>
9	<b>CONTINENTAL AIRLINES</b>	37,118	2,423	25,768,580	<b>0.94</b>	36,065	2,499	26,784,287	<b>0.93</b>
10	<b>ATA AIRLINES</b>	2,520	683	7,052,084	<b>0.97</b>	*	*	*	*
11	<b>SOUTHWEST AIRLINES</b>	70,322	6,152	56,324,276	<b>1.09</b>	64,956	5,817	54,698,676	<b>1.06</b>
12	<b>DELTA AIR LINES</b>	83,436	7,996	59,388,126	<b>1.35</b>	114,143	5,423	62,118,958	<b>0.87</b>
13	<b>AIRTRAN AIRWAYS</b>	14,776	1,562	8,604,934	<b>1.82</b>	*	*	*	*
14	<b>ATLANTIC SOUTHEAST AIRLINES</b>	5,659	1,909	2,219,673	<b>8.60</b>	*	*	*	*
	<b>TOTALS</b>	<b>550,770</b>	<b>32,463</b>	<b>364,784,977</b>	<b>0.89</b>	<b>589,032</b>	<b>22,714</b>	<b>352,883,898</b>	<b>0.64</b>

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

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

## CONSUMER COMPLAINTS

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

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	OCTOBER 2003				OCTOBER 2002			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	315	80	0	51	415	54	6	49
FOREIGN AIRLINES	56	0	0	4	87	0	0	3
TRAVEL AGENTS	17	1	0	2	15	2	0	2
TOUR OPERATORS	1	0	0	0	4	0	0	0
MISCELLANEOUS	9	4	0	69	1	5	0	25
<b>INDUSTRY TOTALS</b>	<b>398</b>	<b>85</b>	<b>0</b>	<b>126</b>	<b>522</b>	<b>61</b>	<b>6</b>	<b>79</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	OCTOBER 2003			OCTOBER 2002		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	84		1	85	
CANCELLATIONS			31			39
MISCONNECTIONS			18			16
DELAYS			14			17
RES/TKTG/BOARDING	2	70		4	71	
BAGGAGE	3	63		2	80	
CUSTOMER SERVICE	4	45		3	76	
REFUNDS	5	44		5	55	
DISABILITY	6	34		5	55	
OVERSALES	7	21		8	25	
FARES	8	15		7	40	
OTHER	9	13		9	22	
FREQUENT FLYER			11			15
DISCRIMINATION	10	6		11	6	
ADVERTISING	11	3		10	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		398			522	

\* 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\*  
 OCTOBER 2003

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AMERICA WEST AIRLINES	5	2	2	0	0	1	2	1	0	0	0	0	13
AMERICAN AIRLINES	13	0	7	2	4	8	9	2	0	1	0	3	49
ATA AIRLINES	1	1	0	0	0	0	1	2	0	0	0	0	5
COMAIR	3	0	0	0	0	2	1	0	0	0	0	0	6
CONTINENTAL AIRLINES	5	1	8	1	0	3	3	1	1	0	0	0	23
DELTA AIRLINES	8	0	6	4	5	12	5	1	0	1	0	2	44
NORTHWEST AIRLINES	4	4	4	2	11	6	6	4	0	1	0	2	44
SOUTHWEST AIRLINES	1	0	1	0	0	1	1	1	0	0	0	0	5
UNITED AIRLINES	8	4	6	0	2	5	3	7	1	1	0	4	41
US AIRWAYS	2	1	11	0	2	6	3	2	0	1	0	0	28
OTHER U. S. AIRLINES	22	2	8	1	3	5	4	11	0	0	0	1	57
<b>TOTAL OCTOBER 2003</b>	<b>72</b>	<b>15</b>	<b>53</b>	<b>10</b>	<b>27</b>	<b>49</b>	<b>38</b>	<b>32</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>12</b>	<b>315</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>22.9</b>	<b>4.8</b>	<b>16.8</b>	<b>3.2</b>	<b>8.6</b>	<b>15.6</b>	<b>12.1</b>	<b>10.2</b>	<b>0.6</b>	<b>1.6</b>	<b>0.0</b>	<b>3.8</b>	
<b>TOTAL OCTOBER 2002</b>	<b>74</b>	<b>22</b>	<b>61</b>	<b>33</b>	<b>39</b>	<b>49</b>	<b>65</b>	<b>45</b>	<b>5</b>	<b>6</b>	<b>0</b>	<b>16</b>	<b>415</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>17.8</b>	<b>5.3</b>	<b>14.7</b>	<b>8.0</b>	<b>9.4</b>	<b>11.8</b>	<b>15.7</b>	<b>10.8</b>	<b>1.2</b>	<b>1.4</b>	<b>0.0</b>	<b>3.9</b>	

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

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

Table 4

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

OCTOBER 2003

U. S. AIRLINES*	COMPS RECD IN OCT.	INCI - DENTS IN OCT.	PERCENT	INCI - DENTS IN SEPT.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AMERICA WEST AIRLINES	13	11	84.6	1	7.7	0	0.0	1	7.7
AMERICAN AIRLINES	49	14	28.6	10	20.4	24	49.0	1	2.0
ATA AIRLINES	5	1	20.0	0	0.0	4	80.0	0	0.0
COMAIR	6	1	16.7	1	16.7	3	50.0	1	16.7
CONTINENTAL AIRLINES	23	9	39.1	7	30.4	7	30.4	0	0.0
DELTA AIRLINES	44	10	22.7	15	34.1	16	36.4	3	6.8
NORTHWEST AIRLINES	44	7	15.9	12	27.3	23	52.3	2	4.5
SOUTHWEST AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
UNITED AIRLINES	41	10	24.4	15	36.6	15	36.6	1	2.4
US AIRWAYS	28	6	21.4	9	32.1	11	39.3	2	7.1
OTHER U. S. AIRLINES	57	22	38.6	10	17.5	23	40.4	2	3.5
<b>TOTALS</b>	<b>315</b>	<b>94</b>	<b>29.8</b>	<b>81</b>	<b>25.7</b>	<b>126</b>	<b>40.0</b>	<b>14</b>	<b>4.4</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>415</b>	<b>130</b>	<b>31.3</b>	<b>102</b>	<b>24.6</b>	<b>122</b>	<b>29.4</b>	<b>61</b>	<b>14.7</b>

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

Table 5

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

OCTOBER 2003

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
ALITALIA AIRLINES	0	0	2	0	0	3	1	0	0	0	0	0	6
BRITISH AIRWAYS	0	0	2	1	1	1	0	0	0	1	0	0	6
OTHER FOREIGN AIRLINES	9	6	7	3	6	8	4	1	0	0	0	0	44
<b>TOTALS</b>	<b>9</b>	<b>6</b>	<b>11</b>	<b>4</b>	<b>7</b>	<b>12</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>56</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	0	5	0	10	0	0	0	1	0	0	0	17
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	1	1	0	2	2	1	0	0	0	0	9
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>

\* 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

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

RANK	AIRLINE	OCTOBER 2003			OCTOBER 2002		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>JETBLUE AIRWAYS</i>	0	777,213	0.00	*	*	*
2	<i>SOUTHWEST AIRLINES</i>	5	6,282,362	0.08	18	6,065,874	0.30
3	<i>ALASKA AIRLINES</i>	2	1,183,255	0.17	4	1,054,538	0.38
4	<i>SKYWEST AIRLINES</i>	2	1,008,489	0.20	*	*	*
5	<i>AMERICAN EAGLE AIRLINES</i>	3	1,068,487	0.28	8	989,180	0.81
6	<i>EXPRESSJET AIRLINES</i>	3	1,056,496	0.28	*	*	*
7	<i>AIRTRAN AIRWAYS</i>	3	1,005,194	0.30	*	*	*
8	<i>ATLANTIC COAST AIRLINES</i>	3	774,124	0.39	*	*	*
9	<i>ATLANTIC SOUTHEAST AIRLINES</i>	4	824,493	0.49	*	*	*
10	<i>ATA AIRLINES</i>	5	827,766	0.60	*	*	*
11	<i>DELTA AIR LINES</i>	44	7,217,480	0.61	68	7,659,242	0.89
12	<i>AMERICAN AIRLINES</i>	49	7,279,879	0.67	72	7,756,269	0.93
13	<i>CONTINENTAL AIRLINES</i>	23	3,143,923	0.73	30	3,153,804	0.95
14	<i>UNITED AIRLINES</i>	41	5,569,723	0.74	79	5,736,876	1.38
15	<i>AMERICA WEST AIRLINES</i>	13	1,671,913	0.78	13	1,686,937	0.77
16	<i>US AIRWAYS</i>	28	3,536,762	0.79	23	3,510,429	0.66
17	<i>NORTHWEST AIRLINES</i>	44	4,385,090	1.00	47	4,322,634	1.09
	<b>TOTAL</b>	<b>272</b>	<b>47,612,649</b>	<b>0.57</b>	<b>362</b>	<b>41,935,783</b>	<b>0.86</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections. 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 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.

