



U.S. Department
of Transportation



Air Travel Consumer Report



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Includes data for the following periods:

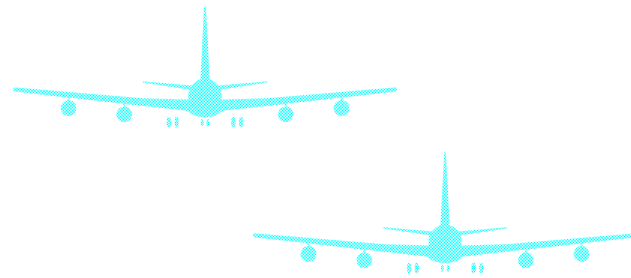
Flight Delays	December 2000 January-December 2000
Mishandled Baggage	December 2000 January-December 2000
Oversales	3rd Quarter 2000 January-September 2000
Consumer Complaints (Includes Disability Complaints)	December 2000 January-December 2000

Office of Aviation Enforcement and Proceedings

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

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INTRODUCTION

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

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

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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



FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the largest U.S. air carriers, including all ten carriers that have at least one percent of total domestic scheduled-service passenger revenues. These airlines account for more than 85 percent of domestic operating revenues.

The rule requires carriers to currently report on operations to and from the 29 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 11 reporting air carriers, 4 (American, Northwest, United and US Airways) use ACARS exclusively; 3 (Alaska, Aloha, America West and Southwest) rely solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 3 (Continental, Delta and TWA) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 29 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 29 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

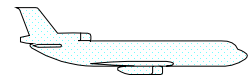
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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

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

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

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

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



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AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTED AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
ALOHA S/	0	N/A	6	91.9
CONTINENTAL S/	28	73.6	85	74.0
US AIRWAYS S/	25	67.8	88	67.1
SOUTHWEST S/	14	64.8	58	65.3
AMERICA WEST S/	25	64.7	53	64.6
UNITED S/	29	61.0	99	61.3
AMERICAN S/	29	60.6	98	60.8
TRANS WORLD S/	28	60.9	72	60.4
NORTHWEST S/	29	58.6	118	58.2
ALASKA S/	8	55.4	34	57.0
DELTA S/	29	57.0	109	56.1
T O T A L		62.3		62.8

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.

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

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.

DECEMBER 2000
AIR TRAVEL CONSUMER REPORT

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

CARRIER*	1ST QUARTER 01-03 2000		2ND QUARTER 04-06 2000		3RD QUARTER 07-09 2000		4TH QUARTER 10-12 2000		10 2000		11 2000		12 2000		12 MONTHS ENDING 12 2000		DATA BASE TO DATE 09 1987 - 12 2000	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	66.5	(9)	70.9	(8)	70.2	(8)	64.5	(10)	70.5	(9)	66.1	(11)	57.0	(10)	68.1	(8)	76.3	(9)
ALOHA	----	--	----	--	----	--	90.6	(1)	90.5	(1)	89.3	(1)	91.9	(1)	----	---	----	---
AMERICA WEST	64.7	(10)	66.6	(9)	66.4	(9)	64.1	(11)	60.5	(11)	67.5	(9)	64.6	(5)	65.5	(9)	78.5	(4)
AMERICAN	75.2	(6)	71.6	(7)	75.3	(6)	69.5	(7)	75.6	(7)	72.3	(7)	60.8	(7)	72.9	(6)	78.9	(3)
CONTINENTAL	77.7	(3)	76.9	(3)	79.1	(2)	78.7	(2)	82.2	(3)	80.0	(3)	74.0	(2)	78.1	(1)	78.3	(5)
DELTA	77.4	(4)	78.0	(2)	77.2	(5)	68.7	(8)	82.1	(4)	67.4	(10)	56.1	(11)	75.3	(4)	77.4	(8)
NORTHWEST	79.4	(2)	78.3	(1)	79.6	(1)	72.2	(5)	83.5	(2)	74.5	(5)	58.2	(9)	77.4	(2)	79.7	(2)
SOUTHWEST	76.0	(5)	75.6	(4)	78.8	(3)	70.4	(6)	71.0	(8)	75.1	(4)	65.3	(4)	75.2	(5)	82.4	(1)
TRANS WORLD	81.1	(1)	74.4	(5)	78.7	(4)	73.3	(3)	77.7	(6)	81.5	(2)	60.4	(8)	76.9	(3)	77.8	(7)
UNITED	70.8	(8)	56.8	(10)	51.6	(10)	66.7	(9)	69.6	(10)	69.1	(8)	61.3	(6)	61.4	(10)	75.3	(10)
US AIRWAYS	72.5	(7)	72.7	(6)	70.3	(7)	73.2	(4)	78.5	(5)	74.1	(6)	67.1	(3)	72.3	(7)	78.1	(6)
TOTAL	75.2		72.2		72.5		70.7		76.2		72.8		62.8		72.6		78.3	

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

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

CARRIER	ARRIVAL AIRPORT													
	ATL		BOS		BWI		CLT		CVG		DCA		DEN	
	# 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	688	56.8	1691	61.2	367	61.0	186	66.7	93	73.1	1090	62.7	785	58.6
AQ	H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		H/		H/		H/	
CO	538	68.6	679	71.4	307	86.3	133	78.2			580	80.0	390	73.8
DL	18563	56.4	2318	59.6	390	64.4	271	60.1	5512	64.8	1539	62.1	608	53.3
HP	146	78.1	207	62.3	183	65.0					154	57.8	216	69.9
NW	546	52.4	533	51.0	368	51.4	243	53.1	43	65.1	580	54.7	381	52.5
TW	202	55.0	262	63.0	183	59.0	128	68.8			226	66.4	180	50.0
UA	554	63.9	1122	66.7	368	60.3	174	50.0	141	46.1	396	56.6	8718	65.2
US	638	54.1	2796	72.6	2509	70.7	10086	71.1			2983	78.2	310	73.2
WN	H/		H/		3571	72.9			H/		H/		H/	
TOTAL	21875	56.9	9608	65.0	8246	69.8	11221	70.1	5789	64.5	7548	69.1	11588	64.1

CARRIER	ARRIVAL AIRPORT													
	DFW		DTW		EWR		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	14554	69.8	437	51.9	883	56.5	578	62.3	1058	68.4	737	67.0	3717	63.2
AQ	H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		H/					
CO	558	74.2	333	73.0	6153	74.3	8552	77.6	53	88.7	425	74.4	695	60.3
DL	3692	59.7	334	49.7	1053	54.7	273	52.0	1034	67.5	820	59.5	1432	52.3
HP	179	77.1	150	59.3	241	54.4	154	74.0	245	59.6	2636	61.6	762	58.8
NW	416	52.2	9773	61.2	569	54.1	394	60.7	148	46.6	355	51.5	605	56.0
TW	280	58.9	179	50.3	172	52.3	115	59.1	765	69.9	155	50.3	451	54.8
UA	645	57.2	306	51.0	833	59.7	443	60.9	521	74.7	1089	70.7	5338	68.4
US	340	60.3	370	56.8	494	60.3	341	51.3			201	75.1	521	58.3
WN	H/		571	51.5			180	70.0			4931	65.7	3609	58.4
TOTAL	20664	67.1	12453	59.9	10398	67.0	11030	73.7	3824	68.2	11651	64.6	17855	61.4

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

CARRIER	ARRIVAL AIRPORT													
	LGA		MCO		MIA		MSP		ORD		PDX		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1819	34.9	664	66.0	3280	65.3	510	49.6	9297	47.1	238	60.1	680	55.1
AQ	H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		31	51.6	1530	62.0	H/	
CO	487	45.4	630	70.6	382	73.8	221	79.2	546	47.8	116	61.2	236	78.0
DL	2282	48.4	2793	49.8	430	56.5	336	58.0	754	42.0	610	58.5	648	52.0
HP	H/		62	75.8	62	69.4	123	69.9	241	42.7	209	56.0	153	75.2
NW	599	28.5	495	52.5	275	50.5	9895	64.8	692	43.6	176	47.7	458	48.9
TW	229	39.3	340	72.6	222	61.3	270	55.6	306	44.1	124	50.8	170	56.5
UA	911	38.5	603	68.0	556	60.1	527	49.3	11794	49.6	891	62.5	717	64.3
US	3085	58.9	1674	62.4	440	56.1	247	66.4	659	45.2	H/		7242	66.4
WN	H/		1424	68.4	H/		H/		H/		931	65.1	H/	
TOTAL	9412	46.6	8685	60.5	5647	63.1	12129	63.5	24320	48.0	4825	61.1	10304	64.1

CARRIER	ARRIVAL AIRPORT															
	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	744	68.3	93	79.6	726	61.7	575	63.1	1346	65.9	186	47.3	523	49.1	479	65.6
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	369	51.8	H/		354	58.5	3570	52.6	566	61.7	H/		H/		H/	
CO	397	75.1	82	85.4	243	70.0	296	69.3	437	66.6	106	52.8	101	67.3	458	76.6
DL	719	55.4	271	64.2	489	53.8	577	51.8	757	51.0	4482	59.6	206	50.0	1206	51.2
HP	6813	68.5	H/		330	61.2	215	51.6	331	52.9	149	51.7	62	64.5	62	72.6
NW	407	46.4	144	54.2	254	62.6	494	47.0	433	57.5	98	48.0	326	50.6	390	41.8
TW	186	48.4	160	67.5	129	47.3	186	47.8	274	59.9	93	46.2	9581	62.8	186	62.4
UA	988	71.0	181	46.4	925	67.4	1347	62.1	6006	69.2	525	70.7	212	48.6	283	58.0
US	279	62.4	8156	71.6	218	60.1	241	65.1	394	64.2	H/		279	49.5	1298	56.9
WN	5296	67.4	H/		2365	63.0	1106	62.1	456	64.3	1147	64.4	2423	56.3	1408	68.2
TOTAL	16198	66.6	9087	70.7	6033	62.2	8607	56.5	11000	65.5	6786	60.3	13713	60.2	5770	60.1

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	80.4	72.7	71.0	91.3	66.7	50.0	72.4	75.1	63.7	71.0	90.4	72.8	90.7	86.5	57.6	64.5
700 - 759 AM	71.5	71.1	84.0	81.5	68.6	70.8	71.9	80.5	68.6	72.0	84.6	65.6	92.3	83.5	74.2	75.2
800 - 859 AM	70.1	71.6	79.9	79.6	70.2	72.4	68.5	73.3	70.5	68.7	77.6	47.4	75.1	74.7	64.2	74.6
900 - 959 AM	62.7	68.3	84.6	71.7	75.7	81.5	74.5	68.3	64.1	73.3	80.2	80.6	76.7	71.1	57.2	70.8
1000 - 1059 AM	60.4	67.9	75.5	66.1	73.8	68.6	65.1	72.1	67.0	74.0	77.4	78.0	61.3	61.6	49.9	63.8
1100 - 1159 AM	61.3	70.0	78.7	75.1	59.7	71.8	72.7	70.5	63.7	72.7	70.6	J/	68.1	60.8	50.5	69.6
1200 - 1259 PM	60.3	68.9	79.2	65.2	61.3	68.0	62.7	71.9	66.7	67.8	82.5	J/	64.0	61.7	50.5	63.7
100 - 159 PM	52.9	70.2	68.5	75.0	73.3	71.4	62.8	74.3	59.6	66.8	75.2	72.9	63.9	61.5	53.7	57.5
200 - 259 PM	56.6	67.6	71.2	70.5	71.0	71.7	68.4	63.6	55.4	67.3	74.4	67.6	65.1	57.9	52.5	55.1
300 - 359 PM	55.5	62.1	69.4	67.1	65.2	76.3	67.5	70.9	59.1	67.6	72.2	76.6	65.7	62.3	47.8	69.7
400 - 459 PM	54.0	65.9	68.2	64.7	58.0	69.6	58.3	68.4	60.3	66.2	74.6	69.9	61.6	61.3	42.2	63.9
500 - 559 PM	50.6	60.4	68.1	71.7	60.5	63.0	62.7	57.4	56.0	60.3	69.1	71.6	55.9	60.7	39.9	55.5
600 - 659 PM	52.8	60.4	65.4	63.5	60.2	65.9	53.6	62.6	54.0	61.1	69.1	59.2	63.6	56.1	38.7	56.3
700 - 759 PM	44.7	64.7	59.6	66.5	59.9	67.4	54.3	66.2	56.6	63.1	74.0	58.2	57.2	59.0	40.0	53.8
800 - 859 PM	49.3	60.0	58.5	58.1	56.7	68.9	61.6	55.5	49.7	65.5	67.1	59.6	57.8	56.2	35.5	52.6
900 - 959 PM	48.7	59.6	65.4	71.3	61.9	60.0	61.9	62.9	60.3	66.3	64.7	68.9	60.1	53.5	36.7	61.2
1000 - 1059 PM	53.8	63.0	63.4	50.0	38.3	68.1	59.5	57.1	53.9	60.8	54.9	64.9	60.9	46.6	44.0	49.3
1100 - 559 AM	57.7	62.1	63.7	65.7	55.7	55.4	59.9	65.5	56.9	70.7	62.8	68.1	61.9	64.2	45.8	56.0
TOTAL, ALL ARRIVALS, BY AIRPORT	56.9	65.0	69.8	70.1	64.5	69.1	64.1	67.1	59.9	67.0	73.7	68.2	64.6	61.4	46.6	60.5

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT													TOTAL
	MI A	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
600 - 659 AM	72.0	79.0	70.0	J/	84.7	J/	82.0	J/	67.7	75.6	J/	68.2	71.2	75.6
700 - 759 AM	J/	75.1	59.9	85.7	73.7	75.8	79.8	78.6	86.4	89.7	72.4	67.6	100.0	74.1
800 - 859 AM	71.0	70.4	57.0	86.2	64.2	87.0	71.6	82.3	72.8	85.5	80.1	68.4	81.6	72.5
900 - 959 AM	68.8	70.8	54.5	76.2	69.0	80.6	80.0	71.9	67.5	73.2	76.7	62.0	77.9	69.5
1000 - 1059 AM	70.9	63.6	53.4	64.8	72.7	67.3	76.6	70.6	68.0	68.3	61.0	66.6	69.7	65.6
1100 - 1159 AM	63.0	63.8	49.2	73.2	70.9	68.7	74.8	64.5	67.5	61.1	72.4	65.7	62.8	66.4
1200 - 1259 PM	61.6	67.4	51.4	62.2	68.1	77.8	62.4	69.7	55.6	62.3	57.3	60.1	66.7	64.2
100 - 159 PM	50.4	64.5	43.9	57.6	61.3	65.3	72.4	64.8	48.9	61.6	64.2	61.9	55.8	64.0
200 - 259 PM	65.0	55.5	43.1	61.7	64.8	67.4	76.6	52.1	59.4	63.6	55.6	62.1	67.5	61.3
300 - 359 PM	65.9	62.7	48.6	57.1	66.8	67.7	71.6	66.2	51.2	66.0	60.9	57.7	56.0	62.9
400 - 459 PM	71.5	57.7	44.6	52.4	65.0	62.5	69.9	56.2	51.7	67.3	54.8	56.3	65.4	61.6
500 - 559 PM	65.4	63.7	41.9	55.7	61.9	65.3	61.3	57.9	57.3	62.3	49.0	55.6	56.0	58.1
600 - 659 PM	56.1	53.9	38.1	62.9	59.9	58.0	63.9	57.7	44.2	60.1	60.5	57.2	59.6	56.6
700 - 759 PM	66.2	59.9	41.0	50.5	53.9	60.1	72.5	57.0	49.0	61.6	56.2	55.4	50.4	57.7
800 - 859 PM	53.2	57.0	37.7	58.1	55.9	63.5	62.3	57.9	50.6	65.5	63.2	52.8	56.9	55.7
900 - 959 PM	63.2	60.4	38.3	54.0	54.8	61.2	66.1	57.0	51.9	61.3	48.5	56.9	45.7	58.1
1000 - 1059 PM	54.1	60.5	44.8	55.7	61.7	51.8	67.6	53.1	47.3	61.1	47.4	53.0	51.5	54.9
1100 - 559 AM	57.7	51.9	66.6	59.1	63.8	56.5	56.7	59.2	57.8	58.6	54.0	63.0	56.6	60.7
TOTAL, ALL ARRIVALS, BY AIRPORT	63.1	63.5	48.0	61.1	64.1	66.6	70.7	62.2	56.5	65.5	60.3	60.2	60.1	62.3

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	73.4	78.4	90.5	79.9	80.0	87.3	85.6	80.1	71.4	86.0	87.6	80.6	89.0	87.0	77.1	91.6
700 - 759 AM	73.9	74.1	85.3	82.8	72.5	81.1	80.0	74.8	68.7	83.1	89.9	72.6	84.3	83.8	70.9	85.4
800 - 859 AM	64.3	72.4	80.9	78.2	65.6	80.8	81.5	76.1	65.8	77.9	90.2	70.3	82.8	79.1	69.1	89.2
900 - 959 AM	61.4	72.2	78.6	79.9	72.0	80.5	70.2	74.3	64.0	71.2	86.6	77.0	69.9	70.9	62.6	74.8
1000 - 1059 AM	63.7	72.6	75.7	64.7	74.2	79.7	68.3	68.4	57.4	72.0	81.5	67.5	64.1	61.4	57.5	72.3
1100 - 1159 AM	58.9	66.1	68.9	66.9	74.3	77.5	63.5	67.1	58.5	73.0	74.5	80.3	61.4	64.3	51.3	70.9
1200 - 1259 PM	57.1	73.4	68.4	66.3	69.6	78.3	66.4	70.7	55.3	71.2	80.6	61.5	63.6	64.2	52.8	67.5
100 - 159 PM	59.3	69.3	64.9	61.8	61.8	73.8	65.0	68.5	57.9	61.5	81.2	J/	57.2	59.7	60.1	64.9
200 - 259 PM	53.6	64.9	65.5	68.6	72.4	73.5	63.9	69.8	47.0	64.1	73.4	68.2	61.4	67.3	56.0	63.3
300 - 359 PM	54.3	63.4	59.9	62.7	73.2	73.4	64.9	63.3	48.7	70.3	74.7	71.9	60.1	61.8	56.0	60.8
400 - 459 PM	53.0	61.4	64.7	58.9	66.3	75.7	66.5	66.9	52.2	68.5	75.8	71.4	59.2	59.6	51.7	65.1
500 - 559 PM	50.6	61.5	54.3	64.1	40.0	74.8	59.6	65.2	57.8	60.4	75.8	69.8	53.4	64.6	49.5	63.6
600 - 659 PM	51.0	62.6	54.7	62.8	49.6	66.6	60.7	56.0	47.7	57.5	73.9	68.0	58.5	59.0	42.5	57.5
700 - 759 PM	47.8	61.7	60.5	63.7	57.7	67.6	52.0	59.3	49.7	65.3	74.7	65.1	55.9	57.1	42.1	64.1
800 - 859 PM	45.5	67.5	56.7	71.7	54.5	72.8	57.0	65.4	52.0	67.6	77.1	58.6	49.5	52.9	39.9	54.0
900 - 959 PM	43.9	82.6	54.5	70.3	56.8	82.6	64.2	50.4	52.8	65.6	78.1	60.3	59.1	61.1	53.5	58.7
1000 - 1059 PM	55.1	78.9	59.8	73.8	62.4	J/	68.5	64.9	57.3	73.9	78.9	66.7	69.0	77.4	73.7	79.4
1100 - 559 AM	45.5	77.9	77.4	42.9	J/	J/	68.2	J/	57.6	77.2	J/	76.7	70.9	76.0	63.9	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	55.9	68.6	68.9	68.3	65.4	76.6	65.8	67.9	57.0	70.7	79.4	70.2	65.9	67.9	57.0	69.4

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	87.8	75.5	65.9	83.1	85.0	93.0	83.9	86.1	87.3	85.2	86.4	77.6	91.4	81.8
700 - 759 AM	88.0	64.1	61.9	83.9	78.8	90.6	78.1	84.5	80.7	84.5	85.0	71.9	89.4	79.0
800 - 859 AM	79.2	63.3	51.8	81.7	69.8	83.0	74.7	79.9	78.7	78.3	75.4	69.3	81.5	73.1
900 - 959 AM	82.3	64.4	51.6	72.9	64.2	80.0	71.4	74.4	71.7	81.4	76.3	63.7	85.6	71.4
1000 - 1059 AM	62.1	67.4	49.3	72.3	68.4	73.0	74.8	69.6	60.5	70.8	71.0	63.3	74.1	66.5
1100 - 1159 AM	74.5	60.2	48.4	60.2	65.8	60.9	75.7	63.1	68.4	69.4	66.0	62.3	70.0	64.2
1200 - 1259 PM	66.3	61.2	43.5	71.9	69.2	67.8	67.7	65.5	61.2	63.9	51.3	60.5	66.4	64.6
100 - 159 PM	73.4	60.0	49.4	68.1	66.4	67.3	64.2	62.1	55.8	70.8	60.1	63.9	59.4	62.9
200 - 259 PM	59.6	61.0	43.5	58.4	59.4	60.2	68.9	60.9	55.6	67.2	65.3	57.3	62.9	62.8
300 - 359 PM	60.3	57.3	43.5	57.9	60.9	63.8	64.5	56.8	55.5	60.7	64.2	58.8	59.4	59.9
400 - 459 PM	63.5	58.9	42.3	52.5	61.7	58.7	66.1	56.8	56.4	66.3	60.0	53.1	62.4	60.0
500 - 559 PM	64.2	52.9	39.9	56.4	62.8	59.8	62.5	54.2	56.0	63.9	57.0	53.0	58.4	59.1
600 - 659 PM	60.1	58.3	37.6	56.2	64.0	63.0	70.2	57.0	48.3	60.9	54.4	52.0	65.0	56.1
700 - 759 PM	67.4	64.0	38.3	56.1	56.5	58.1	82.5	62.1	48.6	60.2	57.4	54.0	64.1	56.4
800 - 859 PM	58.9	54.5	37.5	57.7	59.6	55.3	74.3	53.2	45.0	68.5	57.3	50.4	61.5	57.2
900 - 959 PM	J/	66.7	40.3	68.6	65.9	64.1	63.5	59.6	52.6	66.7	51.8	51.2	50.4	57.7
1000 - 1059 PM	J/	58.3	40.5	70.5	J/	65.3	65.9	76.6	58.7	73.3	55.5	58.4	52.6	64.2
1100 - 559 AM	81.0	66.7	78.9	70.1	81.1	72.1	79.3	83.9	74.4	73.5	80.6	58.5	72.4	67.9
TOTAL, ALL DEPARTURES, BY AIRPORT	71.9	60.4	46.7	68.8	65.9	67.9	70.4	68.0	64.1	71.3	65.0	59.7	71.2	64.8

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTINATION AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
NW	247	DTW-LGA	1910	15	100.00	95	79
AQ	474	OGG-OAK	1245	31	100.00	72	63
AA	357	LGA-ORD	2000	24	95.83	75	56
AA	1461	JFK-SJU	2130	17	94.12	77	51
AA	2309	DFW-JAC	1102	17	94.12	66	31
AA	1537	DTW-ORD	0709	17	94.12	40	35
TW	307	LGA-STL	1029	15	93.33	52	53
DL	251	LGA-ATL	2000	29	93.10	51	42
UA	669	LGA-ORD	2030	26	92.31	68	66
AA	1675	LGA-STL	1715	26	92.31	61	42
TW	92	BOS-SJU	2035	25	92.00	67	45
AA	361	LGA-ORD	2100	24	91.67	82	73
CO	1963	LGA-IAH	1929	23	91.30	88	88
UA	673	LGA-ORD	1800	23	91.30	84	81
CO	1959	LGA-IAH	1805	23	91.30	74	57
UA	678	ORD-LGA	1600	22	90.91	59	54
AS	410	SEA-LAX	1511	21	90.48	59	36
DL	219	ATL-SFO	1535	31	90.32	83	56
AA	362	ORD-LGA	1500	31	90.32	59	51
DL	742	ATL-LGA	1900	31	90.32	56	50
AS	483	LAX-SEA	1616	31	90.32	35	27
AA	353	LGA-ORD	1900	20	90.00	61	61
DL	1649	LGA-DFW	1720	30	90.00	57	55
DL	1160	MCO-LGA	1400	30	90.00	47	41
DL	1601	LGA-MCO	1025	30	90.00	41	37
UA	680	ORD-LGA	1500	29	89.66	67	57
CO	1907	LGA-CLE	1659	26	88.46	53	46
UA	1122	DFW-ORD	1510	17	88.24	78	43
AA	1263	LGA-PBI	1935	17	88.24	70	46
AA	1292	PBI-LGA	1538	17	88.24	57	62
UA	1753	DFW-DEN	1817	16	87.50	55	32
AA	1875	ORD-MIA	1740	31	87.10	103	52
AA	1169	JFK-SJU	2015	31	87.10	73	48
DL	1525	LGA-TPA	1800	31	87.10	69	58
UA	675	LGA-ORD	1700	31	87.10	65	54
HP	694	CMH-LAX	2048	31	87.10	46	35
AA	342	ORD-LGA	2000	23	86.96	58	64
WN	2154	OAK-BUR	1955	23	86.96	50	40
NW	537	LGA-DTW	2059	15	86.67	51	41
DL	447	LGA-FLL	2055	30	86.67	60	47
UA	1643	DEN-OAK	2005	30	86.67	43	28
WN	2077	SMF-SAN	2055	30	86.67	36	30
DL	2299	LGA-JAX	1840	29	86.21	73	51
DL	514	LGA-ATL	1130	29	86.21	65	54
UA	682	ORD-LGA	1400	29	86.21	52	47

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTINATION AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
DL	2082	JAX-LGA	1540	28	85.71	52	40
DL	643	LGA-ATL	2100	28	85.71	47	40
AA	352	ORD-LGA	1730	27	85.19	55	53
AA	752	DFW-LGA	1645	27	85.19	33	25
DL	615	LGA-ATL	1100	20	85.00	56	32
DL	996	ATL-LGA	1500	26	84.62	45	32
WN	432	HOU-MAF	1650	26	84.62	35	27
UA	1281	ORD-DFW	1814	25	84.00	76	63
NW	631	LGA-MEM	1759	25	84.00	55	45
NW	240	DTW-FLL	1910	31	83.87	82	68
AA	1668	STL-LGA	1320	31	83.87	66	61
UA	1985	LGA-MIA	1908	31	83.87	61	44
AS	466	SEA-LAX	1859	31	83.87	53	43
DL	609	LGA-PBI	1150	31	83.87	53	28
AA	1635	LGA-STL	1045	31	83.87	50	43
DL	411	ATL-PHX	1610	31	83.87	49	45
DL	461	LGA-PBI	2000	31	83.87	49	42
DL	2547	EWR-FLL	1545	31	83.87	45	34
AS	197	SEA-ANC	1951	31	83.87	43	28
DL	821	LGA-ATL	1700	31	83.87	43	33
NW	634	MEM-LGA	1710	31	83.87	39	26
AA	374	ORD-LGA	1200	31	83.87	38	24
AA	799	LGA-DFW	2052	24	83.33	45	38
UA	686	ORD-LGA	1200	24	83.33	39	34
DL	2144	DFW-LGA	1430	30	83.33	59	60
DL	1489	ATL-PBI	1005	30	83.33	53	35
DL	993	LGA-MCO	2010	30	83.33	48	38
DL	1529	LGA-CVG	1730	30	83.33	37	29
DL	251	ATL-LAX	2340	29	82.76	38	34
WN	872	MDW-IND	2025	23	82.61	43	26
UA	1510	COS-ORD	1240	17	82.35	86	62
AA	696	ORD-ROC	2035	17	82.35	70	41
UA	775	ORD-OMA	1944	17	82.35	66	66
UA	1573	IND-ORD	2006	17	82.35	66	37
UA	1189	MEM-ORD	1125	17	82.35	60	29
UA	1421	MCI-DEN	1740	17	82.35	60	36
UA	1785	IND-ORD	1434	17	82.35	57	37
UA	302	OMA-ORD	0800	17	82.35	56	33
AA	486	MIA-ORD	1044	17	82.35	54	45
UA	679	ORD-IND	1715	17	82.35	53	43
AA	1017	BOS-ORD	1406	17	82.35	48	45
UA	2761	COS-DEN	1058	17	82.35	28	24
AA	346	ORD-LGA	1900	28	82.14	61	49
AA	358	ORD-LGA	1600	28	82.14	56	48
WN	341	SMF-LAS	2030	28	82.14	55	49

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTINATION AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
WN	1731	SAN-SMF	1845	28	82.14	51	49
WN	1728	SMF-SAN	1700	28	82.14	43	45
UA	1717	LGA-IAD	1730	22	81.82	41	42
UA	1809	ORD-CID	1930	16	81.25	81	62
UA	779	BUF-ORD	1805	16	81.25	72	63
UA	1880	TYS-ORD	1626	16	81.25	71	52
UA	565	BNA-ORD	1715	16	81.25	70	38
UA	1632	CID-ORD	1620	16	81.25	56	41
UA	321	MDT-ORD	1740	16	81.25	50	33
UA	663	EWB-ORD	1935	21	80.95	66	60
AA	2564	DAL-LGA	1910	26	80.77	58	56
DL	1643	LGA-ATL	1830	26	80.77	58	50
WN	257	MDW-DTW	2000	26	80.77	49	40
AS	111	PHX-SEA	2029	26	80.77	45	39
AS	490	SEA-SJC	1849	26	80.77	36	32
CO	1740	LAX-LAS	1845	26	80.77	28	20
AA	354	ORD-LGA	1700	31	80.65	73	72
AA	1089	ORD-MIA	1645	31	80.65	57	42
AA	1125	ORD-MCO	1855	31	80.65	57	38
AA	1599	ORD-MSP	2030	31	80.65	55	32
UA	676	ORD-LGA	1700	31	80.65	54	46
DL	1792	TPA-LGA	1430	31	80.65	52	34
DL	635	LGA-ATL	1900	31	80.65	51	36
DL	579	CVG-SJU	0920	31	80.65	44	41
DL	2370	PBI-BDL	1810	31	80.65	44	30
AA	643	LGA-FLL	1045	31	80.65	43	36
DL	1247	LGA-TPA	1025	31	80.65	43	38
DL	930	DFW-TPA	1915	31	80.65	43	31
WN	1206	LAX-LAS	1700	31	80.65	43	30
HP	2779	DCA-LAS	0845	31	80.65	42	31
AA	366	ORD-LGA	1400	31	80.65	40	25
UA	684	ORD-LGA	1300	31	80.65	37	32
WN	2236	PHX-ONT	2025	31	80.65	36	31
HP	239	PHX-LAS	1129	31	80.65	30	27
WN	1013	SMF-LAX	1200	31	80.65	29	24
CO	477	LGA-MCO	1955	15	80.00	73	52
AS	558	SEA-SAN	2043	15	80.00	61	43
UA	334	SAN-ORD	1125	15	80.00	38	23
UA	433	ALB-ORD	0624	15	80.00	33	20
AA	350	ORD-LGA	1800	25	80.00	65	48
CO	1904	CLE-LGA	1600	25	80.00	49	31
AA	772	DFW-LGA	1915	25	80.00	47	33
UA	530	ORD-BOS	1445	25	80.00	41	32
AA	1423	ORD-PHX	1912	30	80.00	62	47
DL	1115	LGA-ATL	1600	30	80.00	60	36

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTINATION AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	LATE MEDIAN
DL	1886	LAX-ATL	1500	30	80.00	58	51
DL	181	LGA-PBI	1610	30	80.00	56	42
DL	2051	LGA-FLL	1845	30	80.00	56	31
DL	917	LGA-ATL	1200	30	80.00	53	32
DL	1948	ORD-SLC	1520	30	80.00	49	22
DL	421	LGA-MCO	1145	30	80.00	48	30
DL	581	LGA-ATL	1800	30	80.00	46	32
DL	1798	ATL-FLL	1730	30	80.00	45	35
DL	656	CVG-LGA	1925	30	80.00	43	33
DL	2527	IAD-MCO	2035	30	80.00	40	28
DL	1403	ORD-CVG	1555	30	80.00	39	30

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

CARRIER -----	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA -----	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/ -----	
		NUMBER -----	PERCENTAGE -----
ALASKA	428	38	8.9
AMERICAN	2103	140	6.7
UNITED	1981	116	5.9
DELTA	2506	141	5.6
NORTHWEST	1509	43	2.8
SOUTHWEST	2706	77	2.8
AMERICA WEST	624	17	2.7
CONTINENTAL	1073	15	1.4
US AIRWAYS	2137	29	1.4
TRANS WORLD	729	9	1.2
ALOHA	182	1	0.5
TOTAL	15,978	626	3.9

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TABLE 7.

ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
AGUADILLA, P. R. (BQN)	55.6	88.2	18	17	EL PASO, TX. (ELP)	66.9	71.9	1,898	1,901
AKRON/CANTON, OH. (CAK)	73.1	87.1	93	93	ELMIRA, N. Y. (ELM)	63.2	82.9	117	117
ALBANY, N. Y. (ALB)	61.8	72.6	1,221	1,219	ERIE, PA. (ERI)	65.3	77.4	124	124
ALBUQUERQUE, N. M. (ABQ)	64.3	70.5	2,997	2,991	EUGENE, OR. (EUG)	69.8	74.9	182	183
ALLENTOWN, PA. (ABE)	55.9	65.1	472	473	FAIRBANKS, AK. (FAI)	68.6	78.5	405	405
AMARILLO, TX. (AMA)	59.3	69.1	391	392	FARGO, N. D. (FAR)	51.7	72.2	180	180
ANCHORAGE, AK. (ANC)	56.1	70.8	1,483	1,481	FAYETTEVILLE, N. C. (FAY)	74.2	84.9	93	93
ASHEVILLE, N. C. (AVL)	63.7	80.6	124	124	FLINT, MI. (FNT)	51.6	61.8	122	123
ATLANTA, GA. (ATL)	56.9	55.9	21,875	21,863	FRESNO, CA. (FAT)	61.3	74.2	31	31
AUSTIN, TX. (AUS)	65.5	73.7	3,681	3,689	FT. LAUDERDALE, FL. (FLL)	57.2	67.5	4,747	4,744
BALTIMORE, MD. (BWI)	69.8	68.9	8,246	8,246	FT. MYERS, FL. (RSW)	56.9	69.6	1,470	1,466
BARROW, AK. (BRW)	63.9	62.5	72	72	FT. WAYNE, IN. (FWA)	37.9	52.5	58	59
BATON ROUGE, LA. (BTR)	63.2	72.5	353	353	GRAND FORKS, N. D. (GFK)	56.6	77.6	76	76
BETHEL, AK. (BET)	75.6	75.6	86	86	GRAND RAPIDS, MI. (GRR)	53.2	66.5	590	591
BILLINGS, MT. (BIL)	53.6	67.4	293	291	GREAT FALLS, MT. (GTF)	61.5	74.9	187	187
BINGHAMTON, N. Y. (BGM)	62.9	87.1	62	62	GREEN BAY, WI. (GRB)	54.8	73.1	252	253
BIRMINGHAM, AL. (BHM)	64.7	70.5	1,664	1,666	GREENSBORO/HIGH PT., N. C. (GSO)	62.0	70.3	1,261	1,258
BISMARCK, N. D. (BIS)	46.6	77.1	118	118	GREENVILLE/SPARTANBURG, S. C. (GSP)	57.5	68.4	525	526
BOISE, ID. (BOI)	61.3	70.8	1,093	1,092	GULFPORT/BILLOXI, MS. (GPT)	69.7	82.0	89	89
BOSTON, MA. (BOS)	65.0	68.6	9,608	9,607	GUNNISON, CO. (GUC)	35.3	70.6	34	34
BOZEMAN, MT. (BZN)	53.5	74.8	155	155	HARLINGEN, TX. (HRL)	65.7	70.6	347	347
BRISTOL, TN. (TRI)	71.0	77.4	93	93	HARRISBURG, PA. (MDT)	53.3	70.9	582	584
BROWNSVILLE, TX. (BRO)	71.4	90.9	21	22	HARTFORD, CT./SPRINGFIELD, MA. (BDL)	64.1	68.4	3,024	3,026
BUFFALO, N. Y. (BUF)	61.6	67.9	1,701	1,721	HELENA, MT. (HLN)	54.1	65.6	61	61
BURBANK, CA. (BUR)	65.4	68.0	2,317	2,319	HILO, HAWAII, HI. (ITO)	91.0	91.6	465	465
BURLINGTON, VT. (BTV)	61.8	70.0	217	217	HONOLULU, OAHU, HI. (HNL)	86.2	90.8	3,513	3,513
CEDAR RAPIDS/IOWA CTY, IA. (CID)	59.9	65.9	394	396	HOUSTON, TX. (HOU)	66.1	62.9	4,708	4,703
CHARLESTON, S. C. (CHS)	57.4	74.2	589	593	HOUSTON, TX. (IAH)	73.7	79.4	11,030	11,023
CHARLESTON, W. V. (CRW)	73.1	86.0	93	93	HUNTSVILLE/DECATUR, AL. (HSV)	62.6	73.4	463	463
CHARLOTTE, N. C. (CLT)	70.1	68.3	11,221	11,220	INDIANAPOLIS, IN. (IND)	60.4	68.2	2,932	2,934
CHATTANOOGA, TN. (CHA)	74.2	82.8	93	93	INDIO/PALM SPRINGS, CA. (PSP)	62.4	77.3	497	494
CHICAGO, I.L. (MDW)	59.3	51.0	4,137	4,136	ISLIP/LONG IS., N. Y. (ISP)	73.9	79.7	840	839
CHICAGO, I.L. (ORD)	48.0	46.7	24,320	24,325	ITHACA, N. Y. (ITH)	63.2	83.8	117	117
CINCINNATI, OH. (CVG)	64.5	65.4	5,789	5,783	JACKSON/VICKSBURG, MS. (JAN)	63.3	65.3	771	777
CLEVELAND, OH. (CLE)	68.2	76.0	4,440	4,430	JACKSON, WY. (JAC)	28.2	45.1	71	71
COLORADO SPRINGS, CO. (COS)	58.3	69.6	1,029	1,028	JACKSONVILLE, FL. (JAX)	62.8	71.7	2,194	2,195
COLUMBIA, S. C. (CAE)	63.5	71.3	356	356	JUNEAU, AK. (JNU)	65.9	68.2	305	305
COLUMBUS, OH. (CMH)	62.6	70.0	2,868	2,867	KAHULUI, MAUI, HI. (OGG)	89.2	89.6	1,487	1,487
CORDOVA, AK. (CDV)	73.3	73.3	60	60	KALAMAZOO, MI. (AZO)	51.4	66.1	109	109
CORPUS CHRISTI, TX. (CRP)	64.5	78.3	248	249	KALISPELL, MT. (FCA)	54.0	65.9	124	123
DALLAS/FT. WORTH, TX. (DAL)	68.0	65.2	4,149	4,148	KANSAS CITY, MO. (MCI)	59.7	63.4	5,264	5,260
DALLAS/FT. WORTH, TX. (DFW)	67.1	67.9	20,664	20,654	KETCHIKAN, AK. (KTN)	61.2	79.2	183	183
DAYTON, OH. (DAY)	60.8	71.1	881	881	KNOXVILLE, TN. (TYS)	62.5	71.4	522	521
DAYTONA BEACH, FL. (DAB)	53.8	67.4	184	184	KODIAK, AK. (ADQ)	52.5	50.8	61	61
DEADHORSE, AK. (SCC)	86.7	76.7	30	30	KONA, HAWAII, HI. (KOA)	91.6	94.2	774	775
DENVER, CO. (DEN)	64.1	65.8	11,588	11,585	KOTZEBUE, AK. (OTZ)	56.9	54.2	72	72
DES MOINES, IA. (DSM)	55.2	62.9	543	544	LA CROSSE, WI. (LSE)	62.1	89.7	29	29
DETROIT, MI. (DTW)	59.9	57.0	12,453	12,456	LANSING, MI. (LAN)	49.8	72.1	215	215
DULUTH, MN. (DLH)	62.8	80.2	86	86	LAS VEGAS, NV. (LAS)	64.6	65.9	11,651	11,658
DURANGO, CO. (DRO)	52.9	94.1	17	17	LEXINGTON/FRKFT, KY. (LEX)	49.8	64.7	271	269
DUTCH HARBOR, AK. (DUT)	53.3	53.3	30	30	LIHUE, KAUAI, HI. (LIH)	90.8	94.6	868	867
EAGLE, CO. (EGE)	50.9	70.9	167	165	LINCOLN, NE. (LNK)	65.0	66.7	183	183

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LITTLE ROCK, AR. (LIT)	57.8	66.5	1,126	1,126	SAGINAW, MI. (MBS)	52.5	70.0	314	313
LONG BEACH, CA. (LGB)	71.8	80.5	266	266	SALT LAKE CITY, UT. (SLC)	60.3	65.0	6,786	6,788
LOS ANGELES, CA. (LAX)	61.4	67.9	17,855	17,844	SAN ANTONIO, TX. (SAT)	63.7	72.1	3,210	3,213
LOUISVILLE, KY. (SDF)	62.6	70.1	1,838	1,839	SAN DIEGO, CA. (SAN)	62.2	68.0	6,033	6,055
LUBBOCK, TX. (LBB)	63.3	64.2	425	425	SAN FRANCISCO, CA. (OAK)	63.8	62.8	5,051	5,051
MADISON, WI. (MSN)	52.7	65.8	298	298	SAN FRANCISCO, CA. (SFO)	65.5	71.3	11,000	10,998
MANCHESTER, N.H. (MHT)	66.2	73.7	1,179	1,178	SAN JOSE, CA. (SJC)	65.1	69.1	6,200	6,202
MEDFORD, OR. (MFR)	55.0	51.7	120	120	SAN JUAN, P.R. (SJU)	56.6	71.4	2,341	2,339
MELBOURNE, FL. (MLB)	52.5	73.0	122	122	SANTA BARBARA, CA. (SBA)	77.2	76.0	149	150
MEMPHIS, TN. (MEM)	67.3	65.4	4,793	4,792	SARASOTA/BRAD., FL. (SRQ)	55.4	74.5	379	377
MIAMI, FL. (MIA)	63.1	71.9	5,647	5,642	SAVANNAH, GA. (SAV)	54.3	71.2	438	437
MIDLAND/ODESSA, TX. (MAF)	68.3	74.5	423	423	SCRANTON/WILKES-BARRE, PA. (AVP)	58.9	82.3	124	124
MILWAUKEE, WI. (MKE)	53.3	63.9	1,249	1,249	SEATTLE, WA. (SEA)	56.5	64.1	8,607	8,611
MINNEAPOLIS/ST. P., MN. (MSP)	63.5	60.4	12,129	12,131	SHREVEPORT, LA. (SHV)	52.1	66.5	242	242
MI NOT, N.D. (MOT)	49.5	62.4	93	93	SI OUX CITY, IA. (SUX)	67.3	66.1	55	56
MISSION/MCALLEN, TX. (MFE)	64.4	82.2	309	309	SI OUX FALLS, S.D. (FSD)	58.6	75.1	273	273
MISSOULA, MT. (MSO)	49.1	63.0	167	165	SITKA, AK. (SIT)	56.5	73.9	92	92
MOBILE, AL. /PASCAGOULA, MS. (MOB)	55.6	63.8	356	354	SOUTH BEND, IN. (SBN)	67.1	74.7	146	146
MOLINE, IL. (MLI)	54.0	66.1	174	174	SPOKANE, WA. (GEG)	56.3	67.8	1,110	1,109
MONROE, LA. (MLU)	50.3	63.0	181	181	SPRINGFIELD, MO. (SGF)	61.2	74.9	170	171
MONTROSE, CO. (MTJ)	65.9	87.8	41	41	ST. CROIX, V.I. (STX)	69.4	77.4	62	62
MYRTLE BEACH, S.C. (MYR)	67.8	85.1	202	202	ST. LOUIS, MO. (STL)	60.2	59.7	13,713	13,697
NASHVILLE, TN. (BNA)	65.6	67.8	4,844	4,839	ST. THOMAS, V.I. (STT)	58.3	74.0	300	300
NEW ORLEANS, LA. (MSY)	65.4	73.0	4,370	4,373	STEAMBOAT SPRINGS, CO. (HDN)	43.8	60.0	80	80
NEW YORK, N.Y. (JFK)	68.2	70.2	3,824	3,816	SYRACUSE, N.Y. (SYR)	59.6	73.8	926	927
NEW YORK, N.Y. (LGA)	46.6	57.0	9,412	9,419	TALLAHASSEE, FL. (TLH)	53.9	61.2	152	152
NEWARK, N.J. (EWR)	67.0	70.7	10,398	10,405	TAMPA, FL. (TPA)	60.1	71.2	5,770	5,768
NEWBURGH, N.Y. (SWF)	30.1	62.4	93	93	TOLEDO, OH. (TOL)	50.0	71.0	62	62
NOME, AK. (OME)	64.1	62.8	78	78	TRAVERSE CITY, MI. (TVC)	41.9	66.1	62	62
NORFOLK/VA. BEACH, VA. (ORF)	61.4	72.9	1,302	1,305	TUCSON, AZ. (TUS)	65.0	77.2	1,727	1,730
OKLAHOMA CITY, OK. (OKC)	55.5	62.7	1,611	1,613	TULSA, OK. (TUL)	59.0	68.9	1,663	1,664
OMAHA, NE. (OMA)	57.8	63.2	1,425	1,425	VALPARAISO, FL. (VPS)	64.2	82.1	123	123
ONTARIO, CA. (ONT)	63.5	70.6	3,028	3,006	WASHINGTON, D.C. (DCA)	69.1	76.6	7,548	7,559
ORANGE COUNTY, CA. (SNA)	61.1	67.7	3,657	3,660	WASHINGTON, D.C. (IAD)	68.5	71.8	4,633	4,628
ORLANDO, FL. (MCO)	60.5	69.4	8,685	8,684	WEST PALM BEACH, FL. (PBI)	52.4	63.1	1,906	1,906
PASCO, WA. (PSC)	63.9	75.4	122	122	WHITE PLAINS, N.Y. (HPN)	48.2	51.7	415	416
PENSACOLA, FL. (PNS)	59.5	70.6	476	477	WICHITA, KS. (ICT)	60.3	69.9	584	588
PETERSBURG, AK. (PSG)	65.0	73.3	60	60	WILMINGTON, N.C. (ILM)	69.2	87.6	185	185
PHILADELPHIA, PA. (PHL)	64.1	65.9	10,304	10,308	WRANGELL, AK. (WRG)	71.7	73.3	60	60
PHOENIX, AZ. (PHX)	66.6	67.9	16,198	16,215	YAKUTAT, AK. (YAK)	58.3	75.0	60	60
PITTSBURGH, PA. (PIT)	70.7	70.4	9,087	9,081					
PORTLAND, ME. (PWM)	58.3	70.1	521	521					
PORTLAND, OR. (PDX)	61.1	68.8	4,825	4,826					
PROVIDENCE, R.I. (PVD)	69.8	77.8	2,303	2,306					
RALEIGH/DURHAM, N.C. (RDU)	61.4	72.7	2,938	2,938					
RAPID CITY, S.D. (RAP)	51.9	83.7	104	104					
RENO, NV. (RNO)	64.4	71.6	2,328	2,327					
RICHMOND, VA. (RIC)	66.5	72.8	1,398	1,401					
ROANOKE, VA. (ROA)	65.9	73.2	179	179					
ROCHESTER, MN. (RST)	54.1	67.0	205	206					
ROCHESTER, N.Y. (ROC)	60.6	68.7	1,164	1,163					
SACRAMENTO, CA. (SMF)	58.9	63.6	3,298	3,298					

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

CARRIER A/	AT 29 REPORTABLE AIRPORTS B/			AT ALL REPORTED AIRPORTS C/				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
DELTA S/	29	54399	5587	10.3	109	75331	7575	10.1
AMERICAN S/	29	48016	4799	10.0	98	63959	5997	9.4
UNITED S/	29	47109	3349	7.1	99	61984	4336	7.0
NORTHWEST S/	29	30098	1906	6.3	118	45821	2896	6.3
TRANS WORLD S/	28	15768	863	5.5	72	21284	1199	5.6
AMERICA WEST S/	25	14086	657	4.7	53	18652	868	4.7
US AIRWAYS S/	25	45794	2049	4.5	88	63727	2805	4.4
ALASKA S/	8	7447	271	3.6	34	12869	463	3.6
CONTINENTAL S/	28	24131	669	2.8	85	33041	871	2.6
SOUTHWEST S/	14	29419	430	1.5	58	78730	1491	1.9
ALOHA S/	0	0	0	N/A	6	5640	99	1.8
T O T A L		316,267	20,580	6.5		481,038	28,600	5.9

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 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 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 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

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

Airports Covered by the Rule

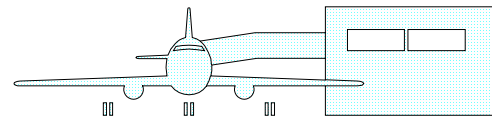
Atlanta. Hartsfield	ATL
Baltimore/Washington International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth International	DFW
Denver International	DEN
Detroit. Metro Wayne County	DTW
Houston. George Bush	IAH
Las Vegas.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

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

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

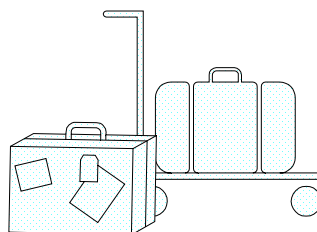
Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

AQ	Aloha Airlines
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MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	DECEMBER 2000			DECEMBER 1999		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	4,762	1,003,007	4.75	6,855	998,599	6.86
2	US AIRWAYS	27,394	4,712,098	5.81	20,552	4,230,427	4.86
3	AMERICA WEST AIRLINES	10,372	1,605,346	6.46	9,466	1,499,500	6.31
4	CONTINENTAL AIRLINES	22,503	2,987,149	7.53	14,307	2,995,185	4.78
5	DELTA AIR LINES	56,735	7,455,361	7.61	33,530	7,964,493	4.21
6	SOUTHWEST AIRLINES	49,760	5,916,878	8.41	27,555	5,407,144	5.10
7	UNITED AIRLINES	49,839	5,724,039	8.71	49,380	6,261,727	7.89
8	AMERICAN AIRLINES	45,909	5,243,155	8.76	31,592	5,389,728	5.86
9	NORTHWEST AIRLINES	37,232	3,722,437	10.00	22,431	3,855,507	5.82
10	TRANS WORLD AIRLINES	19,950	1,825,588	10.93	12,649	1,923,823	6.57
TOTALS		324,456	40,195,058	8.07	228,317	40,526,133	5.63

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.

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

RANK	AIRLINE	JANUARY TO DECEMBER 2000			JANUARY TO DECEMBER 1999		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	41,331	11,875,197	3.48	69,520	12,084,918	5.75
2	DELTA AIR LINES	454,730	101,207,498	4.49	437,838	99,705,011	4.39
3	US AIRWAYS	273,327	57,477,496	4.76	276,405	54,430,359	5.08
4	SOUTHWEST AIRLINES	362,666	72,568,342	5.00	275,812	65,287,547	4.22
5	NORTHWEST AIRLINES	254,767	48,573,356	5.24	224,693	46,750,314	4.81
6	CONTINENTAL AIRLINES	196,332	36,695,355	5.35	160,015	36,228,639	4.42
7	AMERICAN AIRLINES	382,986	69,678,100	5.50	333,551	64,055,305	5.21
8	TRANS WORLD AIRLINES	154,403	25,483,375	6.06	133,210	24,744,110	5.38
9	UNITED AIRLINES	489,138	74,450,897	6.57	543,491	77,583,494	7.01
10	AMERICA WEST AIRLINES	128,783	19,456,960	6.62	82,483	18,233,821	4.52
TOTALS		2,738,463	517,466,576	5.29	2,537,018	499,103,518	5.08

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

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

ENPLANED PASSENGERS—For the domestic system only.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues.

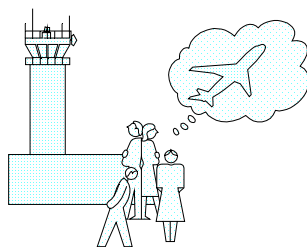
OVERSALES

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

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

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

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



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

RANK	AIRLINE	JULY-SEPTEMBER 2000				JULY-SEPTEMBER 1999			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<i>DELTA AIR LINES</i>	55,339	662	26,293,384	0.25	43,651	1,567	25,855,692	0.61
2	<i>AMERICAN AIRLINES</i>	47,289	634	20,643,034	0.31	57,242	713	19,267,801	0.37
3	<i>US AIRWAYS</i>	19,166	559	15,116,844	0.37	19,015	350	13,495,129	0.26
4	<i>NORTHWEST AIRLINES</i>	24,102	602	14,354,388	0.42	22,363	163	13,900,327	0.12
5	<i>AMERICA WEST AIRLINES</i>	14,507	376	5,314,934	0.71	17,274	738	4,997,967	1.48
6	<i>UNITED AIRLINES</i>	25,452	2,531	19,507,333	1.30	38,689	1,210	21,843,465	0.55
7	<i>ALASKA AIRLINES</i>	8,147	481	3,652,675	1.32	4,919	350	3,811,080	0.92
8	<i>SOUTHWEST AIRLINES</i>	18,379	3,220	18,821,145	1.71	18,919	2,369	17,020,885	1.39
9	<i>CONTINENTAL AIRLINES</i>	12,538	1,922	10,299,565	1.87	13,936	290	10,202,941	0.28
10	<i>TRANS WORLD AIRLINES</i>	22,684	2,749	6,820,591	4.03	15,958	63	6,605,087	0.10
	TOTALS	247,603	13,736	140,823,893	0.98	251,966	7,813	137,000,374	0.57

Note: United Airlines has advised us that it may not have correctly reported those passengers who were involuntarily denied boarding prior to the 4th Q of 1999. Therefore, the data in this report may reflect an inaccurate rate of passengers denied boarding involuntarily by United for the 3rd Q of 1999.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues.

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

RANK	AIRLINE	JANUARY-SEPTEMBER 2000				JANUARY-SEPTEMBER 1999			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<i>DELTA AIR LINES</i>	172,546	2,675	77,988,654	0.34	143,707	15,230	76,926,030	1.98
2	<i>NORTHWEST AIRLINES</i>	82,574	1,739	40,374,668	0.43	68,564	772	38,374,040	0.20
3	<i>AMERICAN AIRLINES</i>	168,262	2,624	59,663,773	0.44	192,119	2,278	54,433,093	0.42
4	<i>US AIRWAYS</i>	65,909	2,846	42,471,549	0.67	60,149	2,302	40,517,315	0.57
5	<i>AMERICA WEST AIRLINES</i>	46,888	1,941	15,321,997	1.27	41,091	1,949	14,160,423	1.38
6	<i>CONTINENTAL AIRLINES</i>	47,828	4,356	30,294,940	1.44	46,975	839	29,496,569	0.28
7	<i>ALASKA AIRLINES</i>	26,620	1,572	10,244,180	1.53	17,928	1,018	10,312,660	0.99
8	<i>UNITED AIRLINES</i>	91,362	9,643	58,805,953	1.64	102,185	4,170	60,254,240	0.69
9	<i>SOUTHWEST AIRLINES</i>	68,628	9,975	54,066,772	1.84	59,775	6,816	48,558,809	1.40
10	<i>TRANS WORLD AIRLINES</i>	50,762	5,310	19,262,621	2.76	52,952	1,652	18,717,037	0.88
	TOTALS	821,379	42,681	408,495,107	1.04	785,445	37,026	391,750,216	0.95

Note: Totals for January thru September 2000 reflect a correction of the Continental Airlines data for the 1st Q of 2000.

United Airlines has advised us that it may not have correctly reported those passengers who were involuntarily denied boarding prior to the 4th Q of 1999. Therefore, the data in this report may reflect an inaccurate rate of passengers denied boarding involuntarily by United for January thru September 1999.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues.

CONSUMER COMPLAINTS

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

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

Complaint Categories. Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report. Note that beginning with the September 1999 report, disability complaints are listed as a separate category. Prior to September 1999, disability complaints were included in the Reservations/Ticketing/Boarding category. Also, effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category.

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. Effective with the September 1999 report, complaints against “cargo companies” (formerly a separate grouping) are included with the “miscellaneous” grouping.

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

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	DECEMBER 2000				DECEMBER 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,077	36	9	30	1,227	171	16	57
FOREIGN AIRLINES	171	1	0	1	185	5	3	4
TRAVEL AGENTS	14	0	0	0	12	0	0	0
TOUR OPERATORS	3	0	0	0	14	0	0	0
MISCELLANEOUS*	20	5	0	7	32	14	0	5
INDUSTRY TOTALS	1,285	42	9	38	1,470	190	19	66

* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	DECEMBER 2000			DECEMBER 1999		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	472		1	482	
CANCELLATIONS			198			158
DELAYS			132			163
MISCONNECTIONS			27			64
CUSTOMER SERVICE	2	228		2	306	
BAGGAGE	3	205		3	251	
RES/TKTG/BOARDING	4	128		4	110	
REFUNDS	5	81		5	89	
OTHER	6	50		7	58	
FREQUENT FLYER			21			19
FARES	7	41		6	63	
OVERSALES	8	39		8	54	
DISABILITY	9	37		9	47	
ADVERTISING	10	2		10	6	
ANIMALS	11	1		N/A	0	
TOURS OR CHARTERS	11	1		11	4	
COMPLAINT TOTAL		1,285			1,470	

NOTE: EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.
 ** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

DECEMBER 2000

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	14	1	1	0	1	7	4	0	0	0	0	2	30
ALASKA AIRLINES	5	0	0	0	0	1	0	0	0	0	0	2	8
AMERICA WEST AIRLINES	32	0	13	1	3	8	14	0	0	0	0	2	73
AMERICAN AIRLINES	57	4	16	4	8	20	24	3	1	0	0	8	145
AMERICAN EAGLE	12	0	0	1	0	2	1	1	0	0	0	0	17
AMERICAN TRANS AIR COMAIR	10	0	1	0	0	4	1	0	0	0	0	0	16
CONTINENTAL AIRLINES	2	0	0	0	0	2	2	0	0	0	0	0	6
DELTA AIRLINES	16	3	14	1	5	17	16	1	0	0	1	4	78
HORIZON AIRLINES	72	4	8	7	4	14	19	4	0	0	0	4	136
MIDWAY AIRLINES	6	0	0	0	0	0	2	0	0	0	0	0	8
NATIONAL AIRLINES	1	0	0	2	1	1	0	0	0	0	0	0	5
NORTHWEST AIRLINES	1	0	1	0	2	0	1	0	0	0	0	0	5
SOUTHWEST AIRLINES	33	3	11	2	5	14	8	3	0	0	0	4	83
SPIRIT AIRLINES	6	1	1	1	0	4	3	0	0	0	0	0	16
TRANS WORLD AIRLINES	11	3	2	1	1	6	3	1	0	0	0	0	28
UNITED AIRLINES	19	3	9	2	4	5	8	1	0	0	0	3	54
UNITED EXPRESS	65	4	21	5	8	31	61	10	0	0	0	8	213
US AIRWAYS	1	0	2	0	0	0	1	1	0	0	0	0	5
US AIRWAYS EXPRESS	46	0	2	7	1	14	15	3	0	0	0	3	91
VANGUARD AIRLINES	3	0	1	0	0	1	1	0	0	0	0	0	6
OTHER U. S. AIRLINES	2	0	3	0	0	1	2	0	0	0	0	0	8
OTHER U. S. AIRLINES	19	1	0	2	9	2	10	2	0	0	0	1	46
TOTAL DECEMBER 2000	433	27	106	36	52	154	196	30	1	0	1	41	1,077
% OF TOTAL COMPLAINTS	40.5	2.5	9.9	3.4	4.9	14.4	18.3	2.8	0.1	0	0.1	3.8	
TOTAL DECEMBER 1999	440	42	84	56	65	195	262	40	2	1	0	40	1,227
% OF TOTAL COMPLAINTS	35.9	3.4	6.8	4.6	5.3	15.9	21.4	3.3	0.2	0.1	0	3.3	

* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

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

Table 4

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

DECEMBER 2000

U. S. AIRLINES*	COMPS RECD IN DEC.	INCI - DENTS IN DEC.	PERCENT	INCI - DENTS IN NOV.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	30	11	36.7	5	16.7	5	16.7	9	30.0
ALASKA AIRLINES	8	3	37.5	0	0.0	2	25.0	3	37.5
AMERICA WEST AIRLINES	73	14	19.2	10	13.7	12	16.4	37	50.7
AMERICAN AIRLINES	145	57	39.3	16	11.0	27	18.6	45	31.0
AMERICAN EAGLE	17	7	41.2	0	0.0	3	17.6	7	41.2
AMERICAN TRANS AIR	16	7	43.8	2	12.5	1	6.2	6	37.5
COMAIR	6	4	66.7	1	16.7	1	16.7	0	0.0
CONTINENTAL AIRLINES	78	17	21.8	7	9.0	19	24.4	35	44.9
DELTA AIRLINES	136	63	46.3	18	13.2	17	12.5	38	27.9
HORIZON AIRLINES	8	1	12.5	1	12.5	0	0.0	6	75.0
MI DWAY AIRLINES	5	2	40.0	0	0.0	1	20.0	2	40.0
NATIONAL AIRLINES	5	1	20.0	0	0.0	0	0.0	4	80.0
NORTHWEST AIRLINES	83	36	43.4	2	2.4	15	18.1	30	36.1
SOUTHWEST AIRLINES	16	6	37.5	3	18.8	4	25.0	3	18.8
SPIRIT AIRLINES	28	10	35.7	5	17.9	1	3.6	12	42.9
TRANS WORLD AIRLINES	54	14	25.9	5	9.3	10	18.5	25	46.3
UNITED AIRLINES	213	65	30.5	29	13.6	41	19.2	78	36.6
UNITED EXPRESS	5	1	20.0	1	20.0	0	0.0	3	60.0
US AIRWAYS	91	27	29.7	9	9.9	13	14.3	42	46.2
US AIRWAYS EXPRESS	6	0	0.0	6	100.0	0	0.0	0	0.0
VANGUARD AIRLINES	8	2	25.0	0	0.0	2	25.0	4	50.0
OTHER U. S. AIRLINES	46	17	37.0	8	17.4	7	15.2	14	30.4
TOTALS	1,077	365	33.9	128	11.9	181	16.8	403	37.4
PREVIOUS YEAR'S TOTALS	1,227	332	27.1	342	27.9	425	34.6	128	10.4

*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**

DECEMBER 2000

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	TOURS	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	0	0	0	0	0	4	0	0	0	0	0	1	5
AIR ARUBA	5	1	0	0	6	0	1	0	0	0	0	0	13
AIR CANADA	2	1	1	0	1	1	2	0	0	0	0	0	8
AIR FRANCE	6	1	3	1	2	3	5	0	0	0	0	0	21
AIR JAMAICA	3	2	2	0	3	2	0	0	0	0	0	2	14
ALITALIA AIRLINES	2	1	0	0	0	1	0	0	0	0	0	2	6
BRITISH AIRWAYS	1	0	0	1	1	5	4	1	0	0	0	0	13
KLM	2	0	0	0	0	2	1	0	0	0	0	0	5
LUFTHANSA	0	0	2	1	1	4	1	0	0	0	0	0	9
SABENA	1	0	0	0	0	3	1	0	0	0	0	0	5
TACA INTERNATIONAL AIRLINES	0	0	0	0	0	4	2	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	11	4	7	1	9	18	11	4	0	0	0	1	66
TOTALS	33	10	15	4	23	47	28	5	0	0	0	6	171
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	1	5	0	5	1	1	0	0	0	0	0	14
TOTALS	1	1	5	0	5	1	1	0	0	0	0	0	14
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	1	0	0	0	0	0	0	0	1	0	0	3
TOTALS	1	1	0	0	0	0	0	0	0	1	0	0	3
<u>MISCELLANEOUS ***</u>													
OTHER MISCELLANEOUS	4	0	2	1	1	3	3	2	1	0	0	3	20
TOTALS	4	0	2	1	1	3	3	2	1	0	0	3	20

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

** EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" IS ADDED AS A NEW CATEGORY.

*** EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

TABLE 6

DECEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

<i>Rank</i>	<i>Airline</i>	DECEMBER 2000			DECEMBER 1999		
		<i>COMPLAINTS</i>	<i>SYSTEMWIDE ENPLANEMENTS</i>	<i>COMPLAINTS PER 100,000 ENPLANEMENTS</i>	<i>COMPLAINTS</i>	<i>SYSTEMWIDE ENPLANEMENTS</i>	<i>COMPLAINTS PER 100,000 ENPLANEMENTS</i>
1	<i>SOUTHWEST AIRLINES</i>	16	5,927,224	0.27	16	5,416,467	0.30
2	<i>ALASKA AIRLINES</i>	8	1,153,133	0.69	27	1,133,128	2.38
3	<i>DELTA AIR LINES</i>	136	7,795,071	1.74	137	8,229,270	1.66
4	<i>US AIRWAYS</i>	91	4,911,599	1.85	90	4,365,786	2.06
5	<i>NORTHWEST AIRLINES</i>	83	4,483,326	1.85	91	4,523,556	2.01
6	<i>CONTINENTAL AIRLINES</i>	78	3,665,783	2.13	78	3,583,534	2.18
7	<i>AMERICAN AIRLINES</i>	145	6,638,681	2.18	217	6,721,573	3.23
8	<i>TRANS WORLD AIRLINES</i>	54	1,885,751	2.86	56	2,000,104	2.80
9	<i>UNITED AIRLINES</i>	213	6,515,291	3.27	164	6,909,004	2.37
10	<i>AMERICA WEST AIRLINES</i>	73	1,652,538	4.42	72	1,535,090	4.69
	TOTAL	897	44,628,397	2.01	948	44,417,512	2.13

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.

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY TO DECEMBER 2000				JANUARY TO DECEMBER 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUEST	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUEST
U. S. AIRLINES	20,564	1,369	149	854	17,345	1,368	85	793
FOREIGN AIRLINES	2,164	24	13	26	1,790	21	7	28
TRAVEL AGENTS	215	1	0	0	77	0	0	2
TOUR OPERATORS	132	4	0	4	778	2	0	12
MISCELLANEOUS*	306	331	2	108	448	101	0	103
INDUSTRY TOTALS	23,381	1,729	164	992	20,438	1,492	92	938

* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY TO DECEMBER 2000			JANUARY TO DECEMBER 1999		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	9,235		1	7107	
CANCELLATIONS			3470			2444
DELAYS			3050			2586
MISCONNECTIONS			1122			804
CUSTOMER SERVICE	2	4,535		2	4168	
BAGGAGE	3	3,468		3	2908	
RES/TKTG/BOARDING	4	1,712		4	1578	
REFUNDS	5	1,076		5	1342	
OVERSALES	6	889		7	785	
FARES	7	863		8	683	
OTHER	8	797		6	927	
FREQUENT FLYER			369			383
DISABILITY	9	676		9	589	
TOURS OR CHARTERS	10	73		10	271	
ADVERTISING	11	56		11	80	
ANIMALS	12	1		N/A	0	
COMPLAINT TOTAL		23,381			20,438	

NOTE: EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

JANUARY TO DECEMBER 2000

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	TOURS	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	8	1	1	0	0	2	2	0	0	0	0	1	15
AIRTRAN AIRWAYS	275	40	34	11	23	68	97	5	0	1	0	14	568
ALASKA AIRLINES	101	6	12	13	12	45	67	7	1	1	0	11	276
ALOHA AIRLINES	2	0	3	0	0	7	3	0	1	0	0	0	16
AMERICA WEST AIRLINES	748	76	91	27	42	164	278	35	0	0	0	38	1,499
AMERICAN AIRLINES	1,237	111	208	106	125	456	614	81	7	6	0	104	3,055
AMERICAN EAGLE	164	21	13	3	11	35	61	11	0	0	0	7	326
AMERICAN TRANS AIR	172	13	18	8	6	56	69	5	0	1	0	7	355
ATLANTIC COAST AIRLINES	7	0	1	0	0	1	0	1	0	0	0	0	10
ATLANTIC SOUTHEAST AIRLINES	64	12	2	0	2	15	22	2	0	0	0	3	122
CHAMPION AIR	14	0	0	0	0	4	2	0	0	0	0	5	25
COMAIR	53	13	3	0	2	14	21	2	0	0	0	1	109
CONTINENTAL AIRLINES	409	65	123	46	43	211	310	38	1	1	1	43	1,291
CONTINENTAL EXPRESS	22	3	2	1	0	0	9	0	0	0	0	1	38
DELTA AIRLINES	787	67	170	132	61	289	433	82	6	0	0	98	2,125
DELTA CONNECTION	36	4	5	3	2	6	11	1	1	0	0	2	71
DISCOVERY AIRLINES	9	0	0	1	1	6	2	0	0	1	0	3	23
EASTWIND AIRLINES	4	2	1	0	17	0	0	0	0	0	0	0	24
FRONTIER AIRLINES	19	3	13	6	8	12	16	4	0	0	0	0	81
GREAT LAKES AVIATION	9	1	0	0	1	0	4	0	0	0	0	0	15
HAWAIIAN AIRLINES	28	5	4	3	6	14	24	2	0	0	0	7	93
HORIZON AIRLINES	40	5	3	1	1	8	13	0	0	0	0	2	73
KIWI AIRLINES	1	0	0	0	10	1	0	0	0	0	0	0	12
MESA AIRLINES	4	1	0	0	1	0	7	0	0	0	0	0	13
MESABA AVIATION	13	1	0	0	1	1	3	0	0	0	0	2	21
METROJET	11	0	0	0	0	1	2	2	0	0	0	0	16
MIDWAY AIRLINES	23	4	9	3	4	28	10	3	0	0	0	0	84
MIDWEST EXPRESS AIRLINES	14	0	2	4	2	2	2	0	0	0	0	0	26
NATIONAL AIRLINES	20	0	10	2	7	12	10	0	0	0	0	2	63
NORTHWEST AIRLINES	536	60	135	74	56	228	315	73	5	1	0	55	1,538
PAN AM	8	0	1	0	2	1	4	1	0	0	0	0	17
PRO AIR	64	0	1	0	17	14	9	1	1	0	0	0	107
RYAN INTERNATIONAL AIRLINES	10	0	3	0	1	3	4	0	0	0	0	2	23
SHUTTLE AMERICA	8	0	0	0	0	1	3	2	0	0	0	1	15
SOUTHWEST AIRLINES	77	13	28	14	11	73	94	15	5	0	0	9	339
SPIRIT AIRLINES	117	10	23	8	14	34	39	5	1	0	0	8	259
SUN COUNTRY AIRLINES	17	0	0	1	1	6	9	0	1	0	0	2	37
TOWER AIR	102	6	7	3	74	26	36	0	0	2	0	4	260
TRANS STATES AIRLINES	22	7	1	0	4	15	10	0	0	0	0	2	61
TRANS WORLD AIRLINES	231	73	102	41	45	111	218	42	0	0	0	55	918
TRANS WORLD EXPRESS	22	2	1	0	0	3	6	0	0	0	0	1	35

*EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

**AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES'.

Table 3 (CONT.)

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY COMPLAINT CATEGORY*
JANUARY TO DECEMBER 2000

U. S. AIRLINES** (CONT.)	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	TOURS	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
UNITED AIRLINES	2,251	103	237	94	118	545	874	104	8	7	0	141	4,482
UNITED EXPRESS	74	3	8	2	5	13	22	6	0	0	0	2	135
US AIRWAYS	717	14	106	92	33	186	289	73	3	1	0	35	1,549
US AIRWAYS EXPRESS	50	2	4	1	0	7	7	1	0	0	0	4	76
VANGUARD AIRLINES	47	4	9	5	8	11	15	1	1	0	0	1	102
OTHER U. S. AIRLINES	51	8	11	3	26	18	28	7	0	3	0	11	166
TOTAL JANUARY-DECEMBER 2000	8,698	759	1,405	708	803	2,753	4,074	612	42	25	1	675	20,564
% OF TOTAL COMPLAINTS	42.5	3.7	6.9	3.5	3.9	13.5	19.9	3	0.2	0.1	0	3.3	
TOTAL JANUARY-DECEMBER 1999	6,449	673	1,329	584	935	2,351	3,657	520	57	28	0	759	17,345
% OF TOTAL COMPLAINTS	37.2	3.9	7.7	3.4	5.4	13.6	21.1	3	0.3	0.2	0	4.4	

*EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW CATEGORY.

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Table 4

AIR TRAVEL CONSUMER REPORT
 COMPANIES OTHER THAN U.S. AIRLINES*
 BY COMPLAINT CATEGORY**
 JANUARY TO DECEMBER 2000

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANI MALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	5	1	1	1	0	5	3	2	0	0	0	0	18
AEROMEXICO	2	1	2	2	4	10	5	1	0	0	0	2	29
AIR AFRIQUE	2	0	1	0	2	15	3	0	0	0	0	0	23
AIR ARUBA	27	4	5	0	7	11	3	1	0	0	0	0	58
AIR CANADA	43	5	19	3	13	31	21	2	0	0	0	3	140
AIR FRANCE	46	10	21	4	17	82	41	5	0	2	0	6	234
AIR INDIA	4	3	5	1	4	7	2	2	0	0	0	1	29
AIR JAMAICA	11	7	3	1	5	10	8	1	0	0	0	2	48
AIR NEW ZEALAND	1	0	1	0	0	6	4	0	0	0	0	1	13
ALITALIA AIRLINES	18	14	15	5	9	40	18	3	0	2	0	5	129
ALLEGRO AIRLINES	29	0	2	0	1	14	10	1	0	2	0	5	64
ALM	9	0	1	1	2	2	3	0	0	0	0	0	18
ASIANA AIRLINES	1	0	4	0	0	6	0	1	0	0	0	0	12
BRITISH AIRWAYS	44	7	15	9	12	77	44	12	2	0	0	13	235
BWA	2	4	1	2	1	1	1	0	0	0	0	0	12
CATHAY PACIFIC AIRWAYS	4	1	0	2	2	5	3	0	0	0	0	0	17
CHINA AIRLINES	2	0	2	0	1	1	3	0	0	1	0	0	10
EL AL	1	2	7	0	1	7	5	1	0	0	0	1	25
GULF AIR	1	0	3	1	1	6	0	0	0	0	0	0	12
GUYANA AIRWAYS	2	1	0	0	2	10	1	0	0	0	0	0	16
IBERIA AIRLINES	5	0	1	1	0	16	7	0	1	0	0	3	34
JAPAN AIRLINES	2	0	2	0	0	3	3	0	0	0	0	0	10
KLM	22	7	9	1	2	39	17	2	0	0	0	5	104
KOREAN AIRLINES	0	1	2	0	0	2	4	0	0	0	0	1	10
LACSA	2	4	4	0	5	21	2	1	0	0	0	0	39
LUFTHANSA	16	6	6	1	4	25	31	1	0	1	0	4	95
MEXICANA	6	6	6	1	5	15	6	0	0	0	0	1	46
OLYMPIC AIRWAYS	1	0	4	0	2	0	3	1	0	0	0	3	14
PAKISTAN INT'L AIRLINES	1	0	2	1	0	4	2	0	0	0	0	0	10

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Table 4 (CONT.)

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

JANUARY TO DECEMBER 2000

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	TOURS	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES (CONT.)													
PHILIPPINE AIRLINES	2	1	0	0	2	3	2	1	0	0	0	1	12
ROYAL AIR MAROC	5	1	0	0	2	7	3	0	0	0	0	1	19
ROYAL JORDANIAN AIRLINES	0	1	2	0	1	4	1	0	0	0	0	1	10
SABENA	4	3	6	4	0	25	9	1	0	0	0	1	53
SAS	4	3	1	0	0	7	8	1	0	0	0	1	25
SERVIVENSA	1	1	0	1	6	0	1	0	0	0	0	1	11
SINGAPORE AIRLINES	0	0	1	2	1	4	4	1	0	0	0	1	14
SKYSERVICE	4	0	1	0	1	4	7	0	0	1	0	2	20
SOUTH AFRICAN AIRWAYS	0	1	2	1	0	3	4	2	0	0	0	2	15
SWISSAIR	5	3	4	1	6	14	11	1	0	0	0	2	47
TACA INTERNATIONAL AIRLINES	2	7	3	1	2	22	5	0	0	0	0	2	44
TAESA	4	0	1	0	28	0	2	0	0	0	0	0	35
TURKISH AIRLINES	1	2	2	0	0	3	1	0	0	0	0	1	10
VIRGIN ATLANTIC	4	2	5	3	4	3	9	1	1	0	0	1	33
OTHER FOREIGN AIRLINES	65	14	26	8	35	95	47	4	1	2	0	15	312
TOTALS	410	123	198	58	190	665	367	49	5	11	0	88	2,164
TRAVEL AGENTS													
CHEAP TICKETS	3	0	14	4	7	0	4	0	0	0	0	1	33
EXPEDIA.COM	1	0	4	3	2	0	2	0	1	0	0	0	13
PRI CELINE.COM	3	0	22	32	9	0	2	0	2	0	0	0	70
TRAVELOCITY.COM	2	0	5	2	3	0	0	0	1	0	0	0	13
OTHER TRAVEL AGENTS	7	3	30	13	17	2	9	1	2	1	0	1	86
TOTALS	16	3	75	54	38	2	17	1	6	1	0	2	215
TOUR OPERATORS													
APPLE VACATIONS	7	0	0	0	0	3	2	0	0	3	0	1	16
FUN JET INCORPORATED	7	0	0	0	0	2	1	0	0	1	0	0	11
SUNJET INT'L SALES	1	0	0	0	21	1	0	0	0	3	0	0	26
TRADE WIND TOURS	9	0	0	0	0	1	0	0	0	4	0	0	14
OTHER TOUR OPERATORS	11	2	9	2	7	1	10	1	0	21	0	1	65
TOTALS	35	2	9	2	28	8	13	1	0	32	0	2	132

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

** EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" IS ADDED AS A NEW CATEGORY.

Table 4 (CONT.)

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

JANUARY TO DECEMBER 2000

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
MI SCELLANEOUS ***													
OTHER MI SCELLANEOUS	74	2	24	41	17	39	63	13	3	2	0	28	306
TOTALS	74	2	24	41	17	39	63	13	3	2	0	28	306

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** EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" IS ADDED AS A NEW CATEGORY.

*** EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MI SCELLANEOUS" GROUPING.

TABLE 5

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

<i>Rank</i>	<i>Airline</i>	JANUARY-DECEMBER 2000			JANUARY-DECEMBER 1999		
		<i>COMPLAINTS</i>	<i>SYSTEMWIDE ENPLANEMENTS</i>	<i>COMPLAINTS PER 100,000 ENPLANEMENTS</i>	<i>COMPLAINTS</i>	<i>SYSTEMWIDE ENPLANEMENTS</i>	<i>COMPLAINTS PER 100,000 ENPLANEMENTS</i>
1	<i>SOUTHWEST AIRLINES</i>	339	72,710,320	0.47	259	65,483,849	0.40
2	<i>DELTA AIR LINES</i>	2,125	105,564,802	2.01	1,911	105,455,960	1.81
3	<i>ALASKA AIRLINES</i>	276	13,524,685	2.04	223	13,620,053	1.64
4	<i>US AIRWAYS</i>	1,549	59,826,406	2.59	1,750	55,892,604	3.13
5	<i>NORTHWEST AIRLINES</i>	1,538	58,822,847	2.61	1,644	56,206,471	2.92
6	<i>CONTINENTAL AIRLINES</i>	1,291	45,409,245	2.84	1,153	44,012,311	2.62
7	<i>TRANS WORLD AIRLINES</i>	918	26,443,877	3.47	888	25,845,788	3.44
8	<i>AMERICAN AIRLINES</i>	3,055	86,312,806	3.54	2,846	81,452,089	3.49
9	<i>UNITED AIRLINES</i>	4,482	84,520,683	5.30	2,311	87,156,921	2.65
10	<i>AMERICA WEST AIRLINES</i>	1,499	19,972,168	7.51	696	18,703,607	3.72
	TOTAL	17,072	573,107,839	2.98	13,681	553,829,653	2.47

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.

COMPLAINT CATEGORIES*

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

Tours: Problems with scheduled or charter tour packages.

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

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

***Note:** Effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category. Effective with the October 2000 report, “animals” was added as a new category.

