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Airline Quality Rating Report

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# Airline Quality Rating 2003

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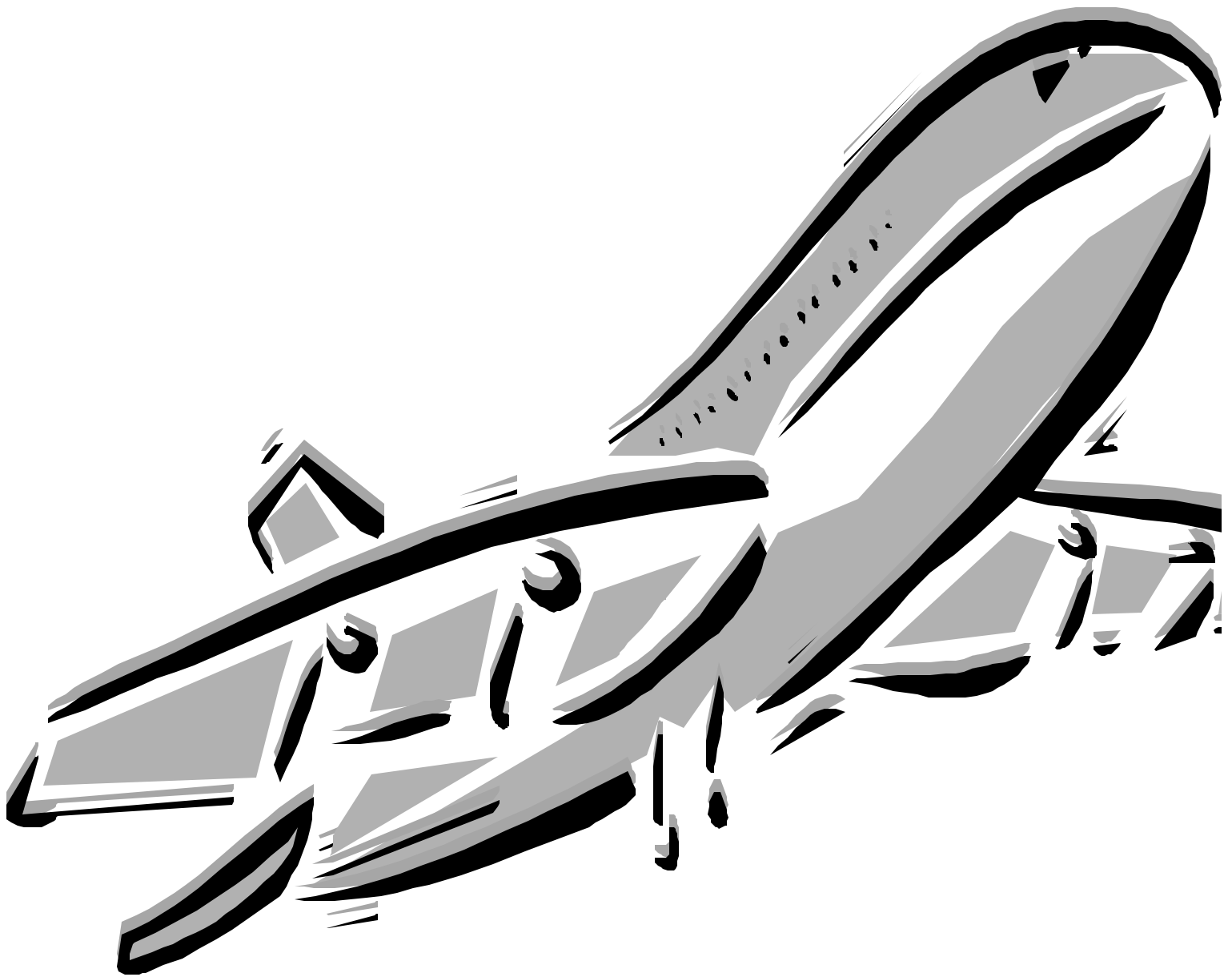
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# ***The Airline Quality Rating 2003***



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***April, 2003***

## ABOUT THE AUTHORS

Dr. Brent Bowen holds the University of Nebraska Foundation Distinguished Professorship in Aviation and serves as Director of the Aviation Institute, University of Nebraska at Omaha (UNO). Bowen also serves in the capacity of Director, Division of Aviation and Transportation Policy and Research, for the School of Public Administration at UNO. He has been appointed as a Graduate Faculty Fellow of the University of Nebraska System, where he supervises the nation's only doctoral program specializing in aviation administration. Bowen attained his Doctorate in Higher Education and Aviation from Oklahoma State University and a Master of Business Administration degree from Oklahoma City University. His Federal Aviation Administration certifications include Airline Transport Pilot, Certified Flight Instructor (Gold Seal), Advanced-Instrument Ground Instructor, Aviation Safety Counselor, and Aerospace Education Counselor. Dr. Bowen's research interests focus on aviation applications of public productivity enhancement and marketing in the areas of service quality evaluation, safety, and student recruitment and retention in collegiate aviation programs. He is also well published in areas related to effective teaching and gender issues in aviation education. Dr. Bowen is an active industry consultant, pilot, and former fixed-base operator and air carrier operator. He has been an invited expert witness before the U.S. House of Representatives Committee on Government Operations and has served on multiple occasions as an invited speaker and panelist at the National Academy of Sciences/Transportation Research Board. His professional affiliations include the University Aviation Association (Board Member), Council on Aviation Accreditation (Committee Chair), World Aerospace Education Organization (Past-President), International Air Transportation Research Society (Proceedings Editor and Network Committee Member), Aerospace States Association (Governor's Delegate), Alpha Eta Rho International Aviation Fraternity, and the Nebraska Academy of Sciences. Additionally, Dr. Bowen has authored/co-authored numerous successful funding proposals totaling awards exceeding \$20 million. He also serves as program director and principal investigator for the National Aeronautics and Space Administration funded Nebraska Space Grant Consortium and EPSCoR Program.

Dr. Dean E. Headley is Associate Professor of Marketing and Chair of the Department of Marketing and Entrepreneurship in the W. Frank Barton School of Business and Faculty Associate of the National Institute for Aviation Research at Wichita State University. He holds a Doctorate in Marketing and Statistics from Oklahoma State University, a Master of Business Administration Degree from Wichita State University, and a Master of Public Health Degree from the University of Oklahoma. Dr. Headley's research interests include methodology development for measurement of service quality, the connection between service quality and consumer behavior, consumer choice processes in service settings, and the effects of marketing activities on consumers and providers of services.

Dr. Bowen's and Dr. Headley's research on the Airline Quality Rating (AQR) has met with national and international acceptance and acknowledgment. The Airline Quality Rating has been featured on *ABC's Good Morning America*, *The Cable News Network*, *The Today Show*, *C-Span*, network news, in *USA Today*, in *Aviation Week and Space Technology*, and in numerous other national and international media. Bowen and Headley have served as invited expert witnesses before the U.S. House of Representatives Committee on Government Operations and have served as invited speakers and panelists for such groups as the National Academy of Sciences/Transportation Research Board. The work of Bowen and Headley has been recognized with awards from the American Marketing Association, the American Institute of Aeronautics and Astronautics, Embry-Riddle Aeronautical University, the Travel and Transportation Research Association, and others. The AQR research has been published in the *Journal of Aviation/Aerospace Education and Research*, *Journal of Air Transportation*, as well as other journals, proceedings, textbooks, and research monographs.

# **AIRLINE QUALITY RATING 2003**

**Brent D. Bowen, University of Nebraska at Omaha**  
**Dean E. Headley, Wichita State University**

## **Abstract**

The Airline Quality Rating (AQR) was developed and first announced in early 1991 as an objective method of comparing airline quality on combined multiple performance criteria. This current report, the Airline Quality Rating 2003, reflects monthly Airline Quality Rating scores for 2002. AQR scores for the calendar year 2002 are based on 15 elements that focus on airline performance areas important to air travel consumers.

The Airline Quality Rating 2003 is a summary of month-by-month quality ratings for the 10 largest U.S. airlines operating during 2002. Using the Airline Quality Rating system of weighted averages and monthly performance data in the areas of on-time arrivals, involuntary denied boardings, mishandled baggage, and a combination of 12 customer complaint categories, airlines' comparative performance for the calendar year of 2002 is reported. This research monograph contains a brief summary of the AQR methodology, detailed data and charts that track comparative quality for domestic airline operations for the 12-month period of 2002, and industry average results. Also, comparative Airline Quality Rating data for 2001 are included for each airline to provide historical perspective regarding performance quality in the industry.

## **The Airline Quality Rating (AQR) System**

The majority of quality ratings available rely on subjective surveys of consumer opinion that are infrequently done. This subjective approach yields a quality rating that is essentially non-comparable from survey to survey for any specific airline. Timeliness of survey-based results can be a problem in the fast-paced airline industry as well. Before the Airline Quality Rating, there was effectively no consistent method for monitoring the quality of airlines on a timely, objective, and comparable basis. With the introduction of the AQR, a multi-factor, weighted average approach became available that had not been used before in the airline industry. The method relies on taking published, publicly available data that reports actual airline performance on critical quality criteria important to consumers and combines them into a rating system. The final result is a rating for individual airlines with interval scale properties that is comparable across airlines and across time.

The Airline Quality Rating (AQR) is a weighted average of multiple elements (see Table 1) important to consumers when judging the quality of airline services. Elements considered for inclusion in the rating scale were screened to meet two basic criteria; 1) an element must be obtainable from published data sources for each airline; and 2) an element must have relevance to consumer concerns regarding airline quality. Data for the elements used in calculating the ratings represent performance aspects (on-time arrival, mishandled baggage, involuntary denied boardings, and 12 customer complaint areas) of airlines that are important to consumers. All of the elements are reported in the *Air Travel Consumer Report* maintained by the U.S. Department of Transportation.

Weights were established by surveying 65 airline industry experts regarding their opinion as to what consumers would rate as important (on a scale of 0 to 10) in judging airline quality. Also, each weight and element was assigned a plus or minus sign to reflect the nature of impact for that criterion on a consumer's perception of quality. For instance, the criteria of on-time arrival performance are included as a positive element because it is reported in terms of on-time successes, suggesting that a higher number is favorable to consumers. The weight for these criteria is high due to the importance most consumers place on this aspect of airline service. Conversely, the criteria that includes mishandled baggage is included as a negative element because it is reported in terms of mishandled bags per passengers served, suggesting that a higher number is unfavorable to consumers. Because having baggage arrive with passengers is important to consumers the weight for this criteria is also high. Weights and positive/negative signs are independent of each other. Weights reflect importance of the criteria in consumer decision-making, while signs reflect the direction of impact that the criteria should have on the consumer's rating of airline quality. When all criteria, weights and impacts are combined for an airline and averaged over the year, a single interval scaled value is obtained. This value is comparable across airlines and across time periods.

The Airline Quality Rating criteria and the weighted average methodology allow a focused comparison of airline domestic performance. Unlike other consumer opinion approaches that rely on consumer surveys and subjective opinion, the AQR continues to use a mathematical formula that takes multiple weighted objective criteria into account in arriving at a single, fully comparable rating for airline industry performance. The Airline Quality Rating provides both consumers and industry watchers a means for looking at comparative quality for each airline on a timely basis, using objective, performance-based data. Over the years, the Airline Quality Rating has often been cited as an industry standard for comparing airline performance. With the continued global trend in airline operations alliances, the argument becomes even stronger for the Airline Quality Rating to be used as a standard method for comparing the quality of airline performance for international operations as well.

**Table 1**

**AIRLINE QUALITY RATING CRITERIA, WEIGHTS AND IMPACT**

	CRITERIA	WEIGHT	IMPACT (+/-)
OT	On-Time	8.63	+
DB	Denied Boardings	8.03	--
MB	Mishandled Baggage	7.92	--
CC	Customer Complaints	7.17	--
	Flight Problems		
	Oversales		
	Reservations, Ticketing, and Boarding		
	Fares		
	Refunds		
	Baggage		
	Customer Service		
	Disability		
	Advertising		
	Discrimination		
	Animals		
	Other		

Data for all criteria is drawn from the U.S. Department of Transportation's monthly *Air Travel Consumer Report*. (<http://dot.gov/airconsumer/>)

The formula for calculating the AQR score is:

$$\text{AQR} = \frac{(+8.63 \times \text{OT}) + (-8.03 \times \text{DB}) + (-7.92 \times \text{MB}) + (-7.17 \times \text{CC})}{(8.63 + 8.03 + 7.92 + 7.17)}$$

## What the Airline Quality Rating Tells Us About 2002

The Airline Quality Rating industry average score shows an industry that is improving in quality relative to customer performance criteria. All of the largest carriers, except Northwest and American Eagle, show improvement in their overall AQR scores for 2002. AQR scores for Northwest Airlines in 2002 were virtually unchanged from their 2001 levels, while American Eagle Airlines was the only airline with a noticeable decline in AQR score for 2002. United Airlines registered the largest improvement in AQR score over the past year. AQR results for 2002 indicate that:

The Airline Quality Rating industry average score shows an industry that is improving in quality relative to customer performance criteria. For 2002 the **overall industry** average AQR score was better than in 2001. As an industry, the AQR criteria shows that on-time arrival percentage improved (82.1% in 2002 compared to 77.4% in 2001), involuntary denied boardings per passenger served decreased (0.72 per 10,000 passengers in 2002 compared to 0.86 per 10,000 passengers in 2001), mishandled baggage rates improved (3.84 per 1,000 passengers in 2002 versus 4.55 per 1,000 passengers in 2001), and consumer complaint rates decreased (1.22 per 100,000 passengers in 2002 compared to 2.11 per 100,000 passengers in 2001). Taken together, the AQR score for the industry improved from a level of -1.60 for 2001 to -1.19 in 2002.

**Alaska Airlines** had a positive gain in their AQR score for 2002. Consistent solid improvement in the areas of on-time performance (78.0% in 2002 compared to 69.0% in 2001), involuntary denied boardings (1.17 per 10,000 passengers in 2002 compared to 1.36 in 2001), customer complaints (0.91 per 100,000 passengers in 2002 compared to 1.27 in 2001), and an industry best baggage handling rate (2.63 mishandled bags per 1,000 passengers in 2002 compared to 3.00 in 2001) helped Alaska Airlines stay near the top of the ratings.

**America West Airlines** showed improvement in their AQR score for 2002. On-time performance improved by over 8% in 2002 (82.9% in 2002 from 74.8% in 2001). The rate of mishandled baggage improved from 4.22 in 2001 to 3.55 in 2002. Consumer complaints were reduced by over 50%, (1.63 in 2002 from 3.72 in 2001) for the second year in a row. Denied boarding rates also improved, moving from 0.38 per 10,000 passengers served in 2001 to 0.20 in 2002.

**American Airlines'** AQR score for 2002 was improved. Their improvement in AQR score reflects better performance for on-time arrivals (83.8% in 2002 compared to 75.9% in 2001), mishandled baggage rates (4.27 in 2002 compared to 4.60 in 2001), denied boardings rates (0.31 in 2002 compared to 0.36 in 2001), and an almost 50% reduction in the rate of customer complaints (1.29 in 2002 from 2.51 in 2001).

**American Eagle Airlines** was included in the AQR for the first time in 2001. American Eagle was the industry best for 2002 in denied boardings (0.19 for 2002 down from 0.43 per 10,000 passengers in 2001) performance. The airline also showed big improvements in the rate of customer complaints (0.60 in 2002 compared to 1.70 per 100,000 passengers in 2001). On-time performance was 79.1% in 2002 compared to 71.0% for 2001. Their mishandled baggage rate was the most improved of all airlines rated, dropping from 11.74 per 1,000 passengers in 2001 to 9.81 per 1,000 passengers in 2002. This was, however, the highest mishandled baggage rate of all airlines rated.

**Continental Airlines** posted improved performance in all of the criteria in the AQR. Better performance in on-time arrivals (83.5% in 2002 versus 80.7% in 2001), denied boardings rate (0.87 in 2002 compared to 1.51 in 2001), mishandled baggage (3.14 in 2002 compared to 4.29 in 2001), and customer complaint rate (1.41 in 2002 down from 2.23 in 2001) was enough to make them one of the most improved airlines rated in 2002.

**Delta Airlines'** AQR score for 2002 reflects improvement in on-time arrival percentage (80.0% in 2002 compared to 78.0% in 2001) and mishandled baggage rate (3.57 in 2002 versus 4.11 in 2001), and customer complaint rate (1.37 in 2002 compared to 2.16 in 2001). The only negative for Delta was a more than 40% increase in the rate of denied boardings (2001 rate of 0.77 compared to 2002 rate of 1.11) for a second consecutive year.

**Northwest Airlines** posted improvements in two of the four areas of the AQR for 2002. The rate of mishandled baggage increased from 4.19 per 1,000 passengers in 2001 to 4.52 per 1,000 passengers in 2002. Northwest was the only airline to have an increased mishandled baggage rate for 2002. On-time arrival performance moved from 79.7% in 2001 to 80.8% in 2002. Denied boardings increased from 0.45 per 10,000 passengers in 2001 to 0.60 per 10,000 passengers in 2002. An improvement in customer complaint rate from 1.97 per 100,000 passengers in 2001 to 1.45 per 100,000 passengers in 2002 was consistent with others in the industry.

**Southwest Airlines** recorded improvement in on-time arrival percentage (82.6% in 2002 from 81.7% in 2001), involuntary denied boarding rates (1.09 per 10,000 passengers in 2002 from 1.50 per 10,000 passengers in 2001), mishandled baggage rates (3.52 per 1,000 passengers in 2002 compared to 4.77 per 1,000 passengers in 2001), and customer complaint rates (0.33 per 100,000 passengers in 2002 compared to 0.38 per 100,000 passengers in 2001). Southwest Airlines is consistently the airline with the lowest customer complaint rate in the industry (0.33 per 100,000 passengers in 2002 compared to an industry rate of 1.22 per 100,000 passengers).



**United Airlines** had the greatest improvement in on-time arrival performance, going from 73.5% in 2001 to an industry leading 84.0% in 2002. Performance regarding denied boardings (0.69 per 10,000 passengers in 2002 compared to 0.92 in 2001), mishandled baggage (3.76 per 1,000 passengers in 2002 compared to 5.07 in 2001), and consumer complaints (1.71 in 2002 compared to 3.24 per 100,000 passengers in 2001) were all improved for 2002. Consumer complaints were nearly halved and on-time performance increased by 10.5% in 2002 for United.

**US Airways** shows improvement in three of the four criteria tracked for 2002. Closer inspection reveals that US Airways performed better in on-time arrival percentage (83.4% in 2002 compared to 78.2% in 2001), mishandled baggage rate (2.95 in 2002 compared to 3.86 in 2001), and customer complaint rate (1.13 in 2002 compared to 1.87 in 2001). Denied boardings for 2002 (0.35 per 10,000 passengers) were virtually unchanged from 2001 (0.34 per 10,000 passengers).

## Previous Airline Quality Reports

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Bowen, Brent D., and Dean E. Headley (2002), [Airline Quality Rating 2002](#), W. Frank Barton School of Business, Wichita, Kansas.

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## **Detail of Airline Performance**

Since the Airline Quality Rating is comparable across airlines and across time, monthly rating results can be examined both individually and collectively. The following pages outline the AQR scores for the industry and for each airline by month for 2002. For comparison purposes, results are also displayed for 2001. A composite industry average chart that combines the airlines tracked is shown at first, with individual airline performance charts following in alphabetical order.

## Airline Quality Rating Scores

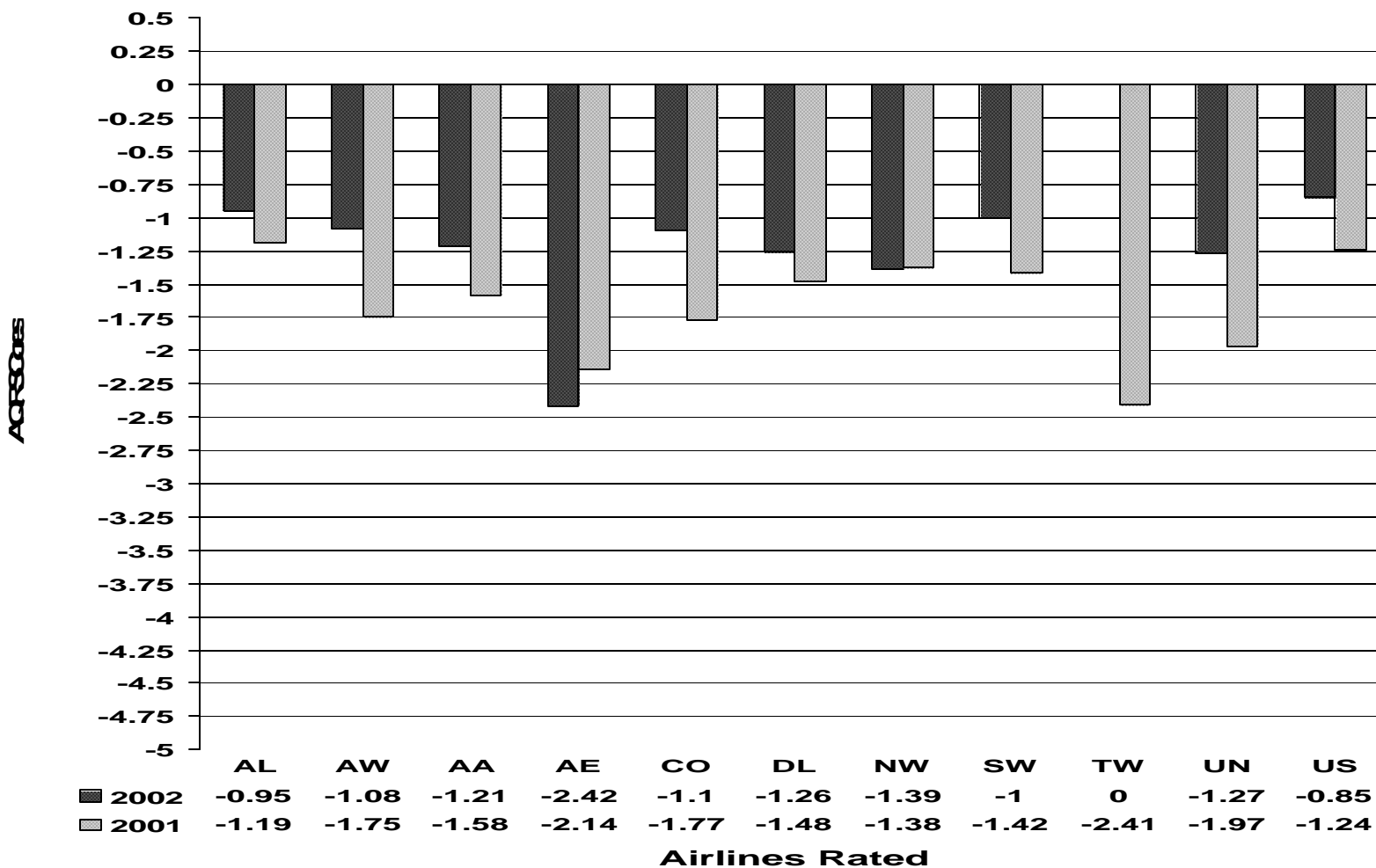
	2002*		2001**		2000		1999	
	AQR Score	Rank	AQR Score	Rank	AQR Score	Rank	AQR Score	Rank
<b>Alaska</b>	-0.95	2	-1.19	1	-1.54	2	-1.85	5
<b>America West</b>	-1.08	4	-1.75	7	-3.43	10	-2.12	8
<b>American</b>	-1.21	6	-1.58	6	-2.08	6	-1.99	7
<b>American Eagle</b>	-2.42	10	-2.14	10	xxxxx	x	xxxxx	x
<b>Continental</b>	-1.10	5	-1.77	8	-2.11	7	-1.58	2
<b>Delta</b>	-1.26	7	-1.48	5	-1.47	1	-1.69	3
<b>Northwest</b>	-1.39	9	-1.38	3	-1.83	5	-1.72	4
<b>Southwest</b>	-1.00	3	-1.42	4	-1.64	3	-1.28	1
<b>Trans World</b>	xxxxx	x	-2.41	11	-2.71	8	-2.13	9
<b>United</b>	-1.27	8	-1.97	9	-3.01	9	-2.39	10
<b>U.S. Airways</b>	-0.85	1	-1.24	2	-1.74	4	-1.91	6
<b>Industry</b>	<b>-1.19</b>		<b>-1.60</b>		<b>-2.05</b>		<b>-1.85</b>	

\*Scores and Rankings for 2002 reflect the removal of TWA from the group of airlines tracked.

\*\*Scores and Rankings for 2001 reflect the addition of American Eagle to the group of airlines tracked.

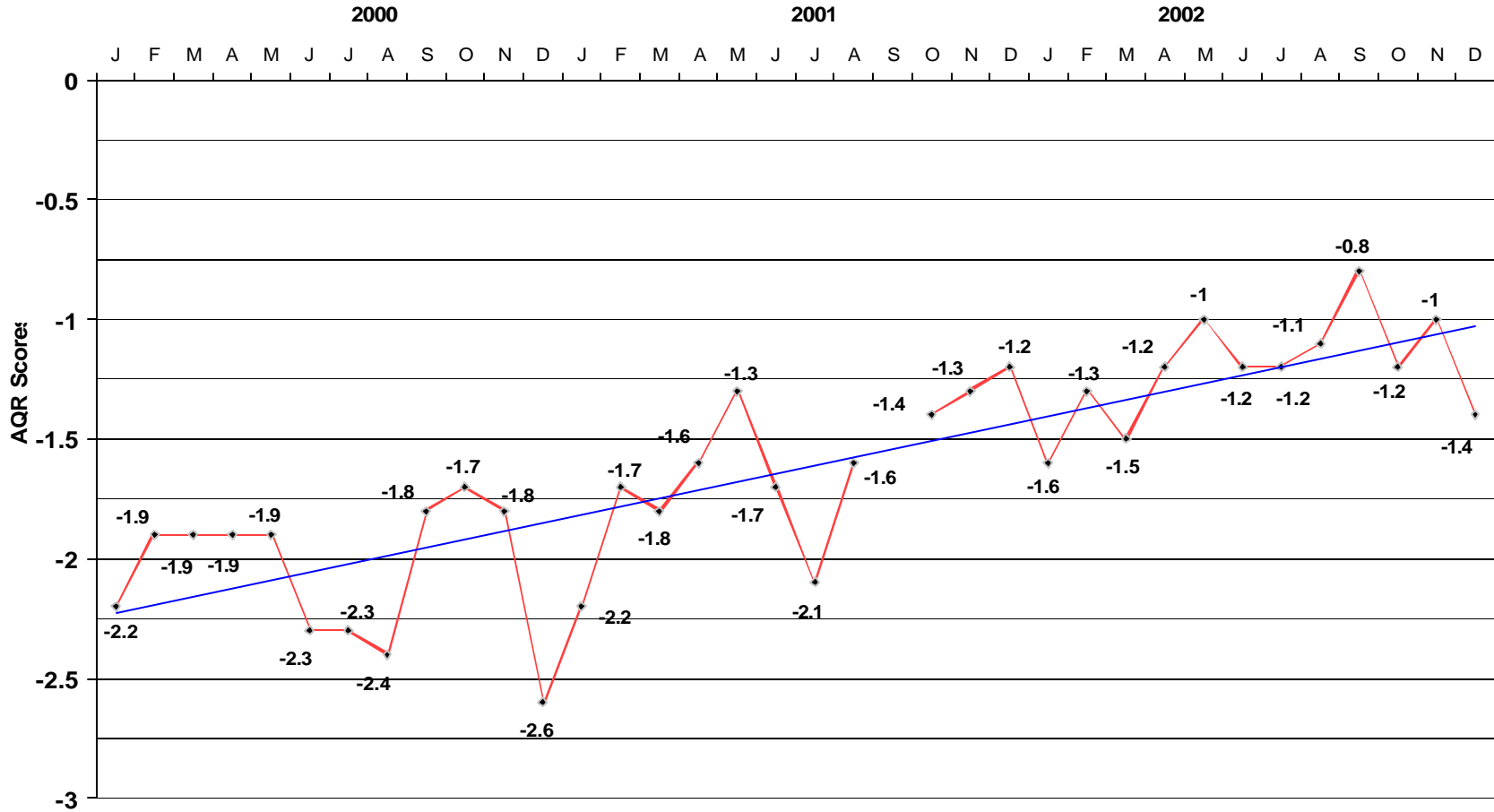
# Airline Quality Rating

Average AQR Scores by Airline



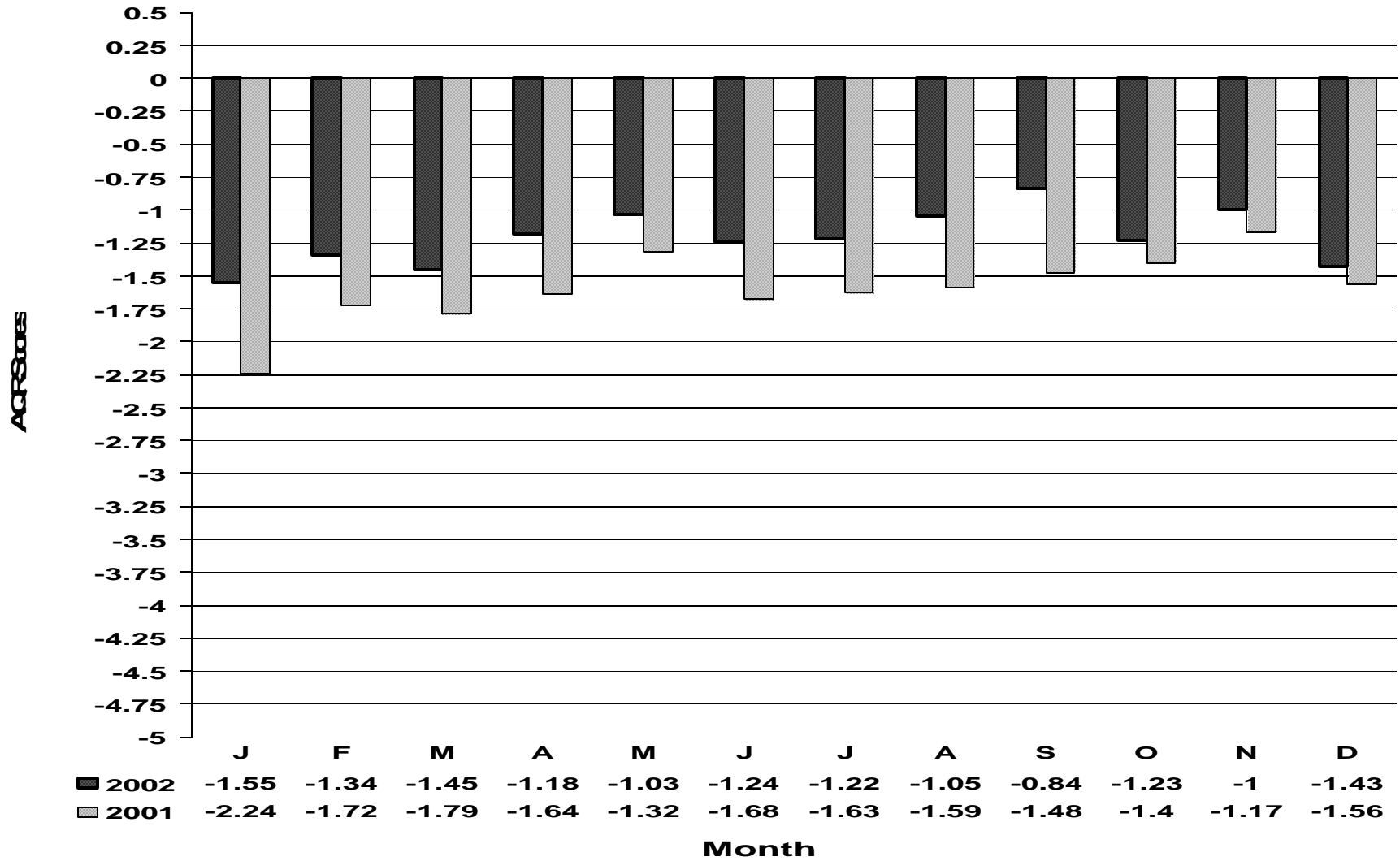
# Airline Quality Rating

## Industry Monthly Scores



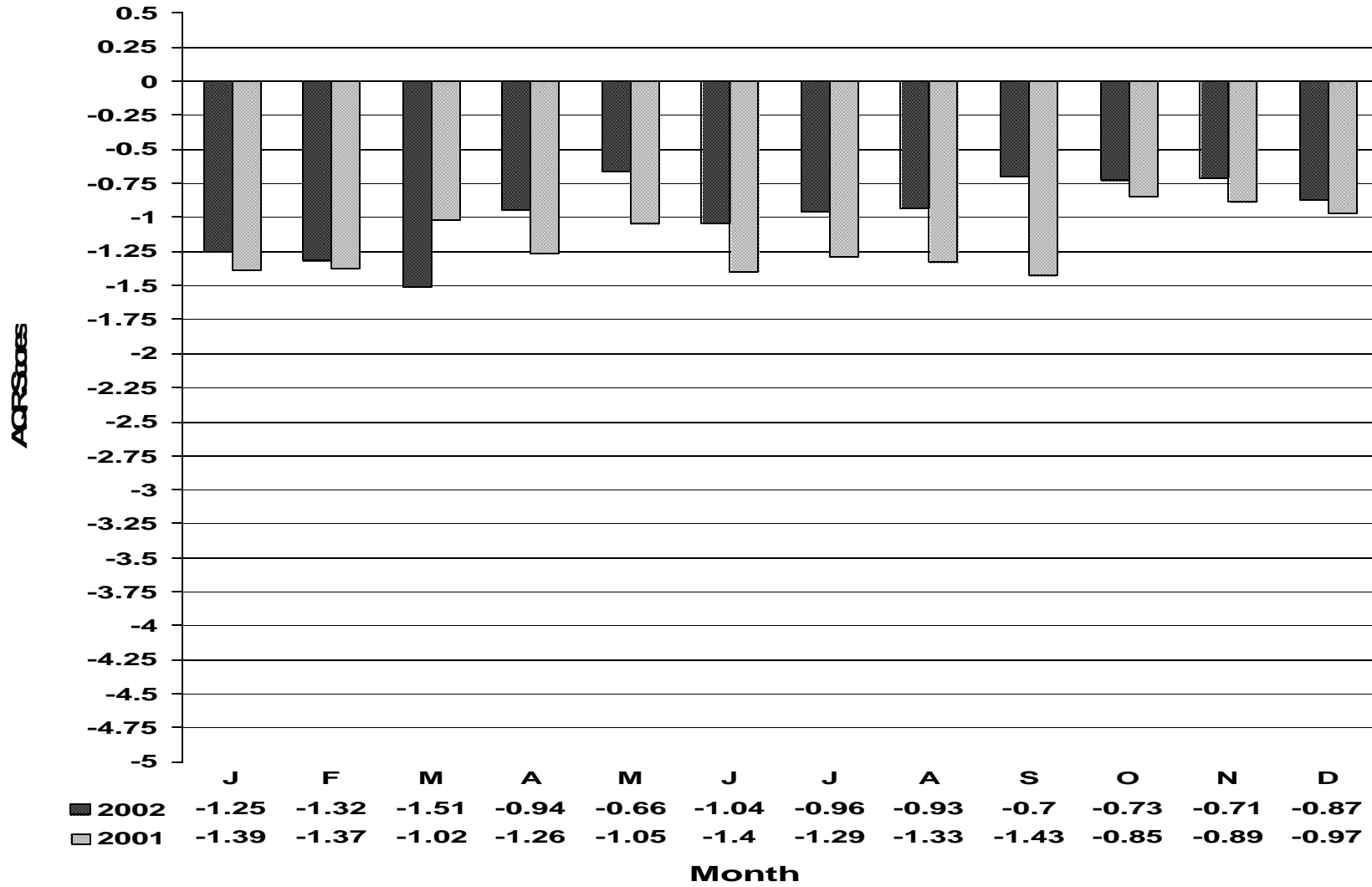
# Airline Quality Rating

U.S. Airline Industry by Month



# Airline Quality Rating

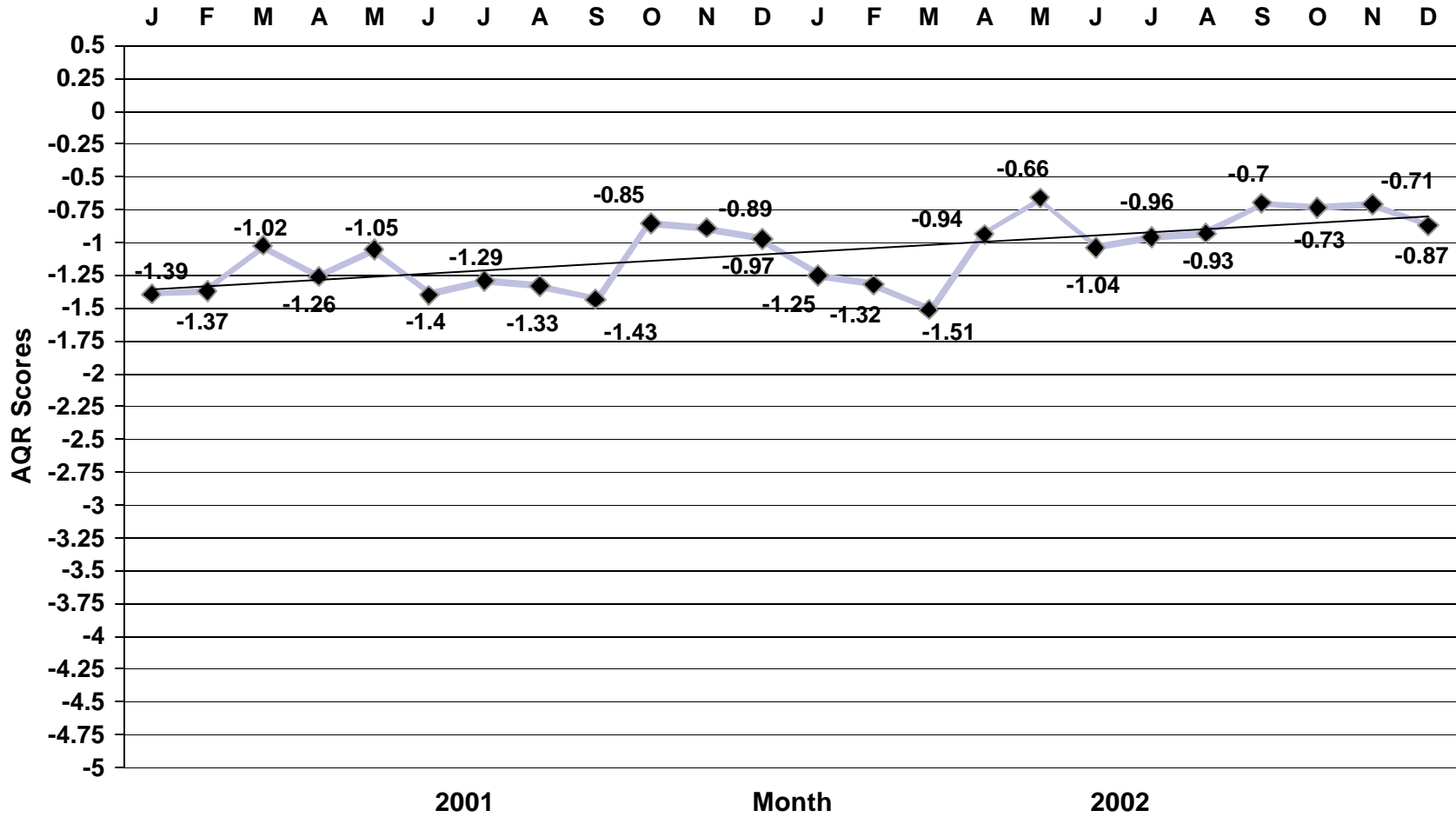
## Alaska Airlines by Month





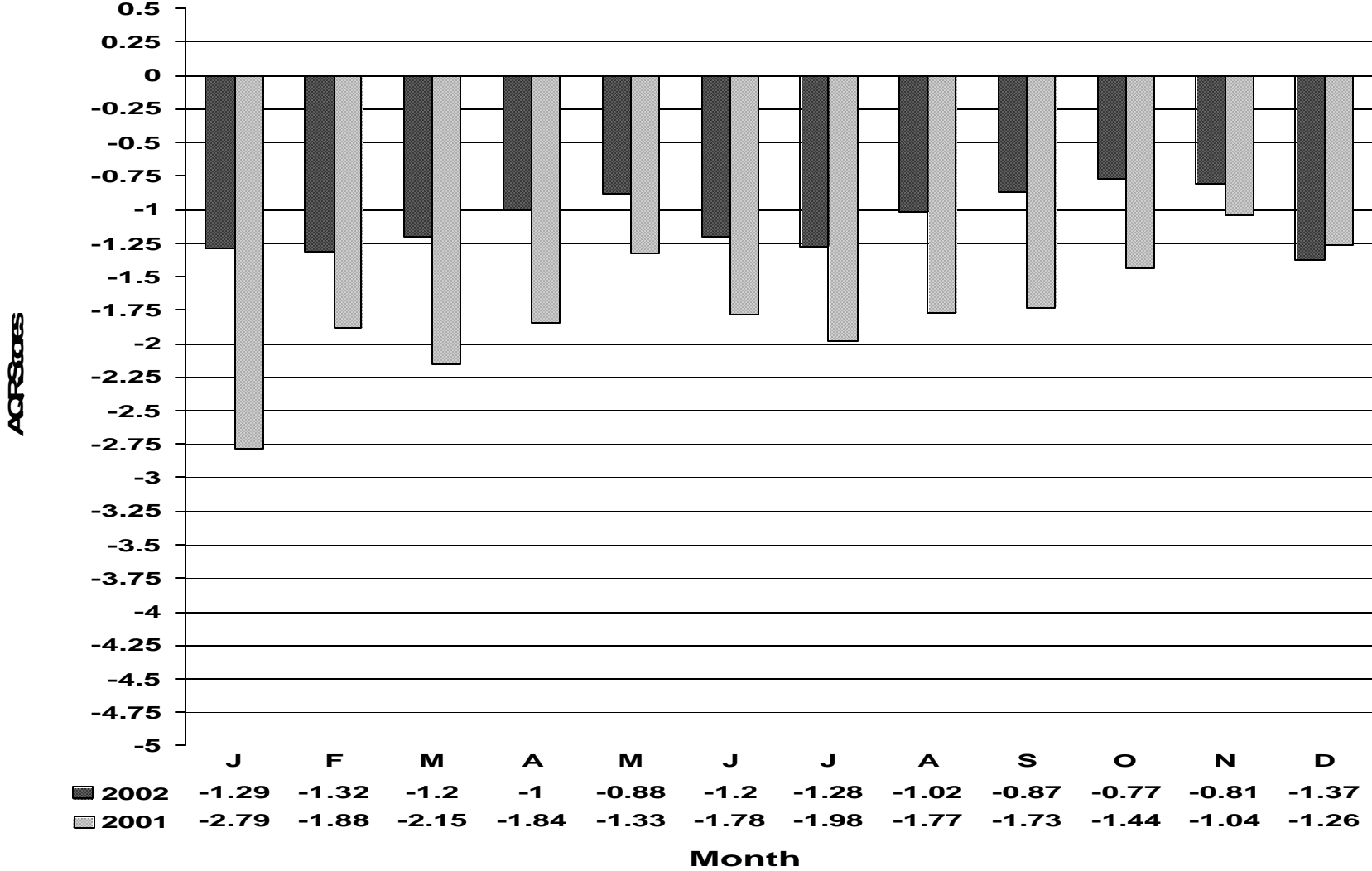
# Airline Quality Rating

Alaska Airlines 2001 - 2002



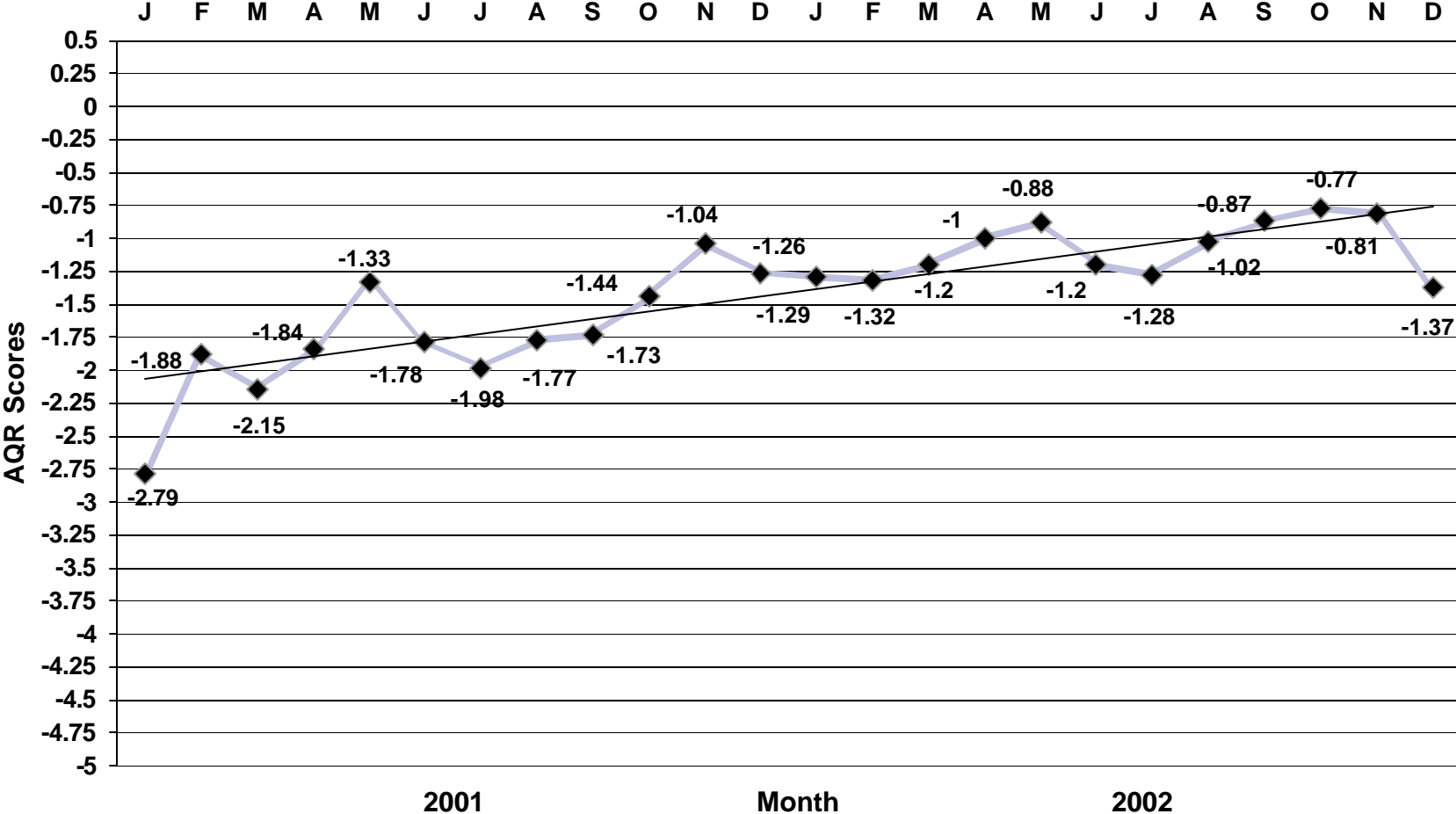
# Airline Quality Rating

## America West Airlines by Month



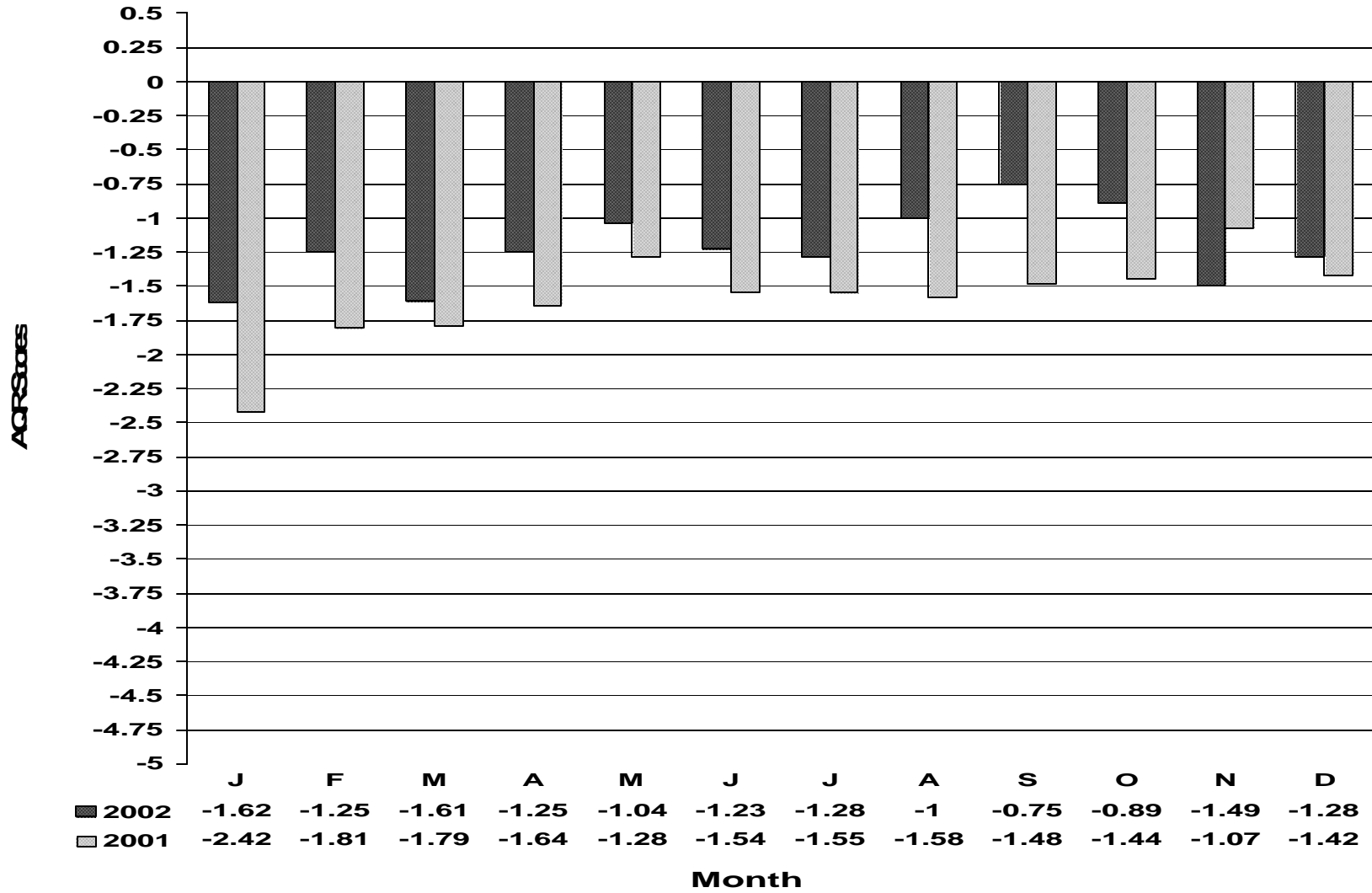
# Airline Quality Rating

America West Airlines 2001 - 2002



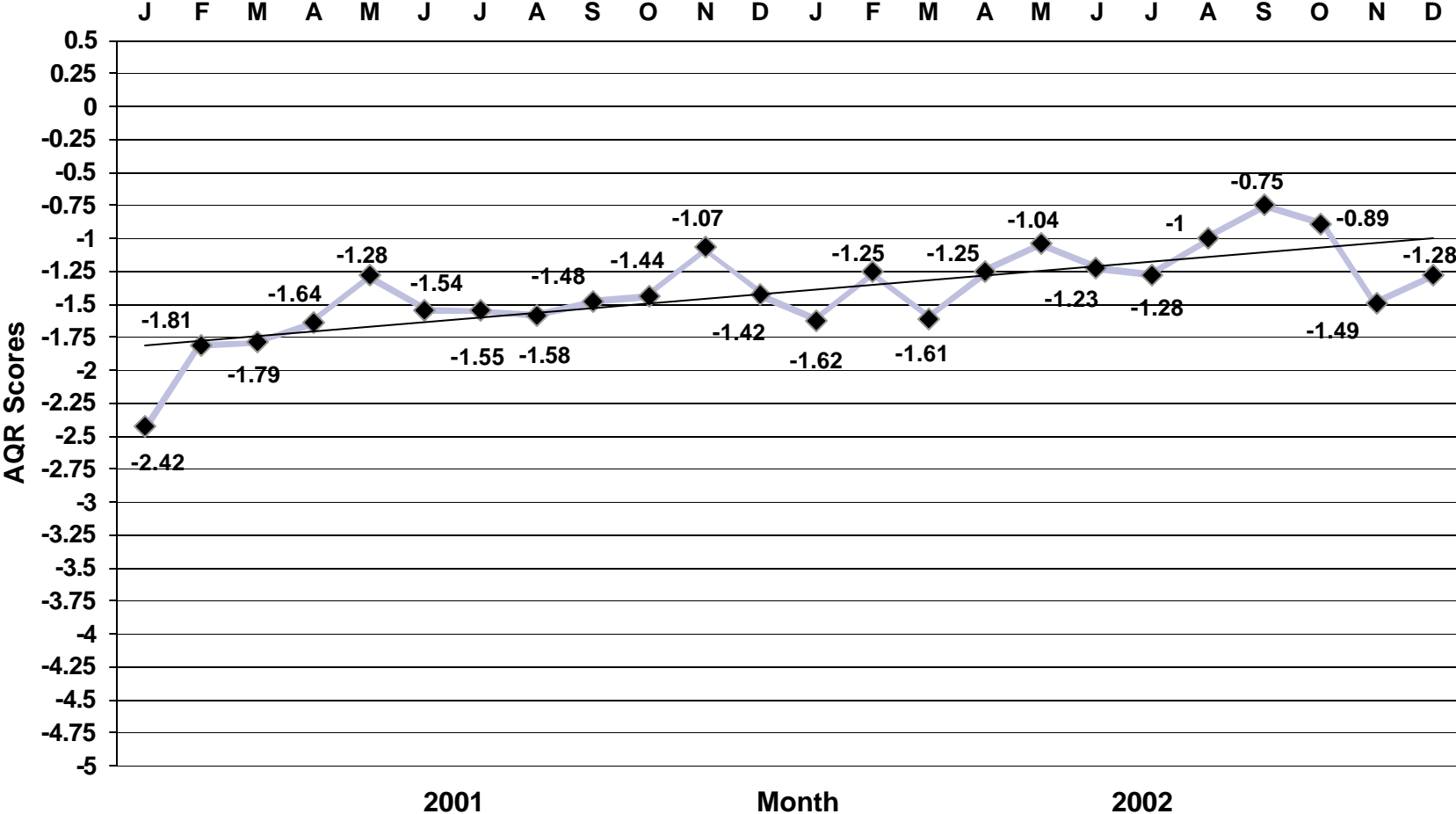
# Airline Quality Rating

## American Airlines by Month



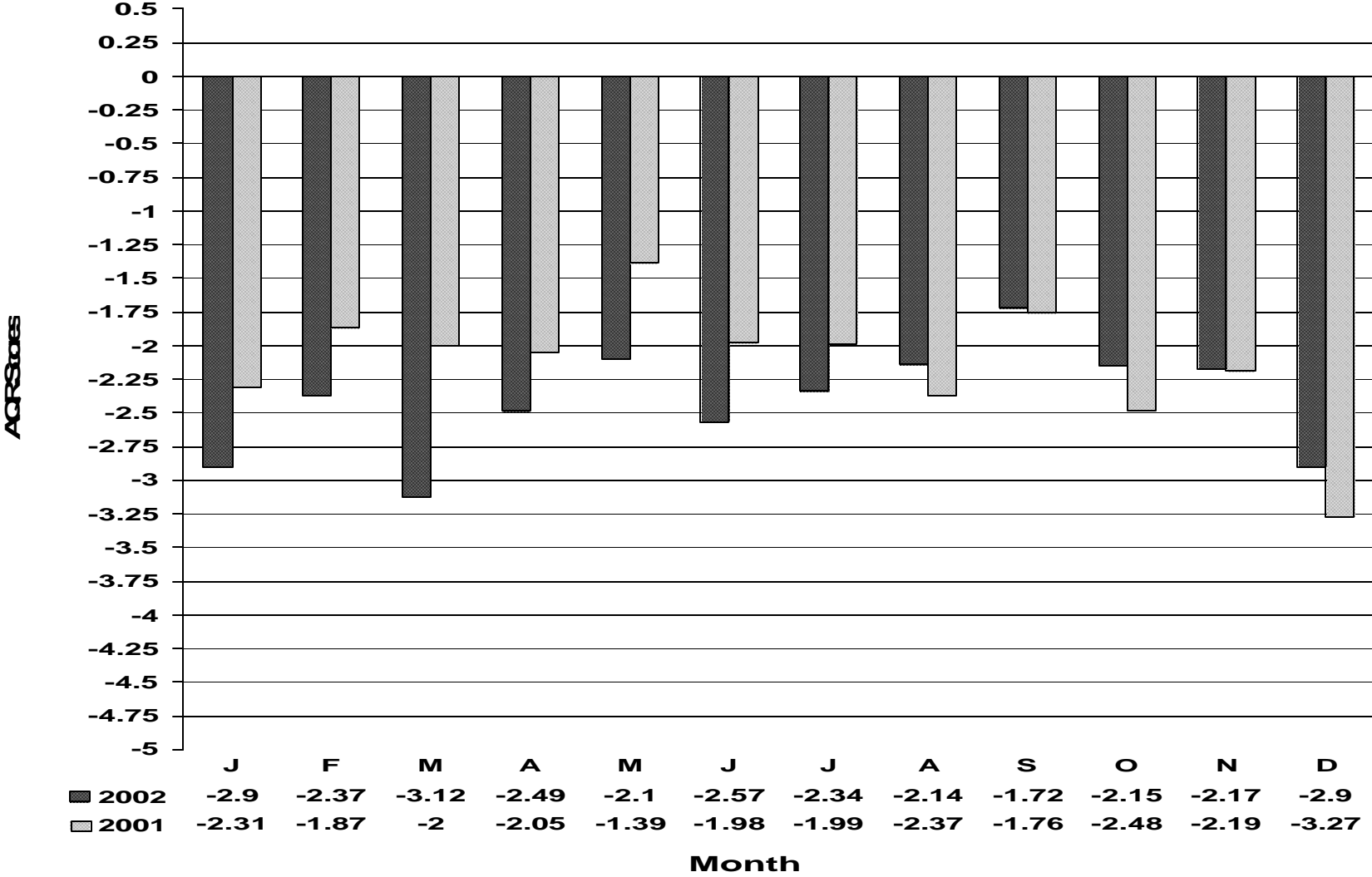
# Airline Quality Rating

American Airlines 2001 - 2002



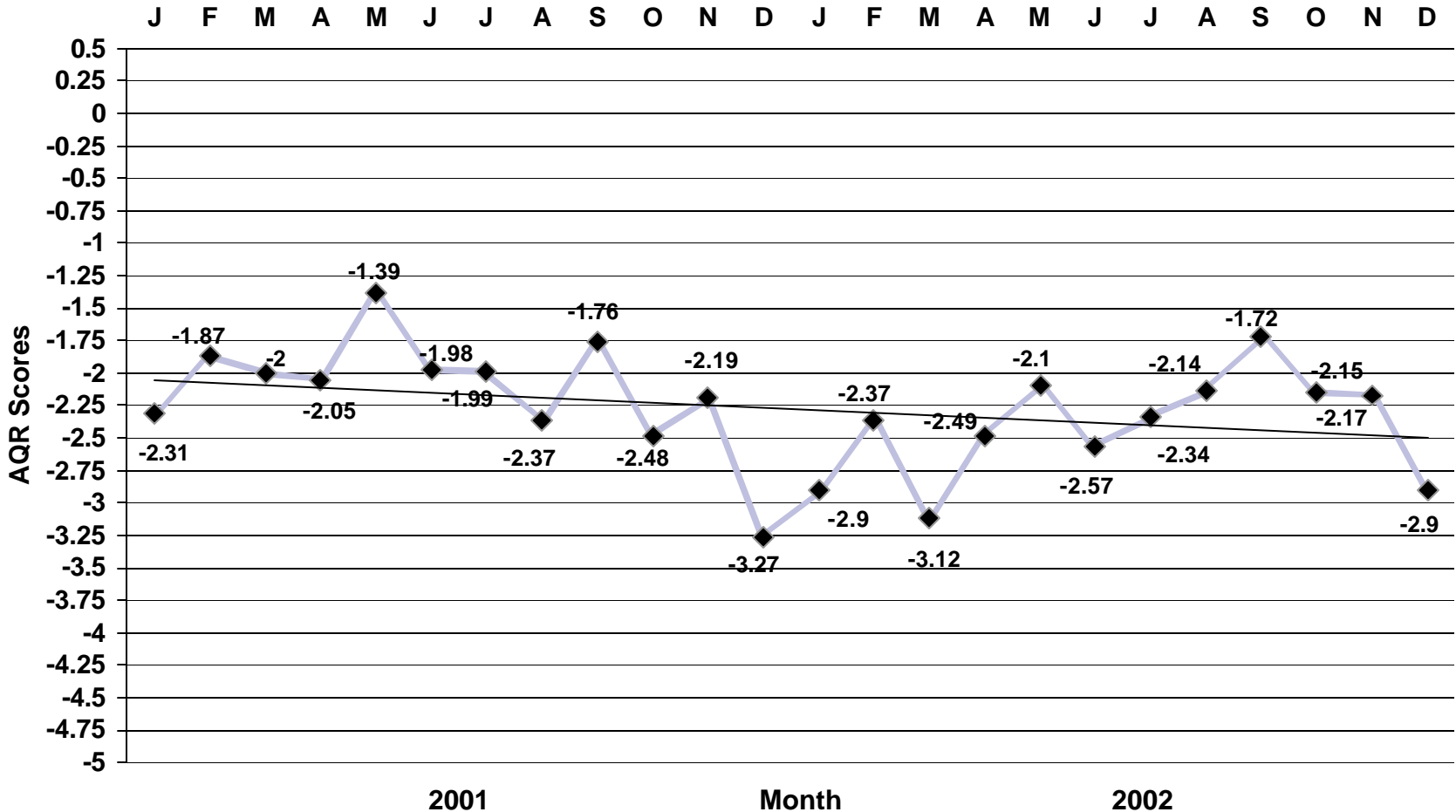
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## American Eagle Airlines by Month



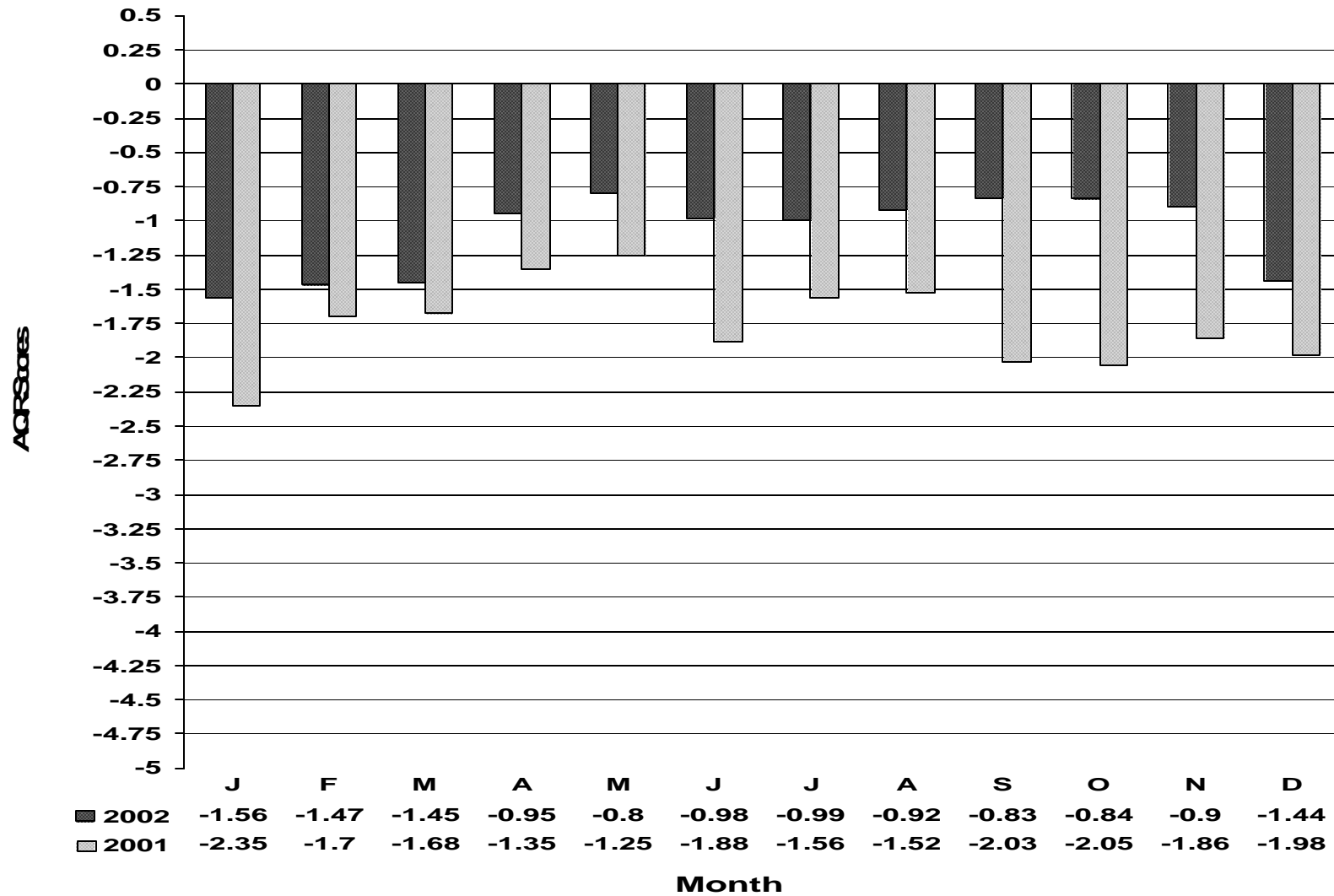
# Airline Quality Rating

American Eagle Airlines 2001 - 2002



# Airline Quality Rating

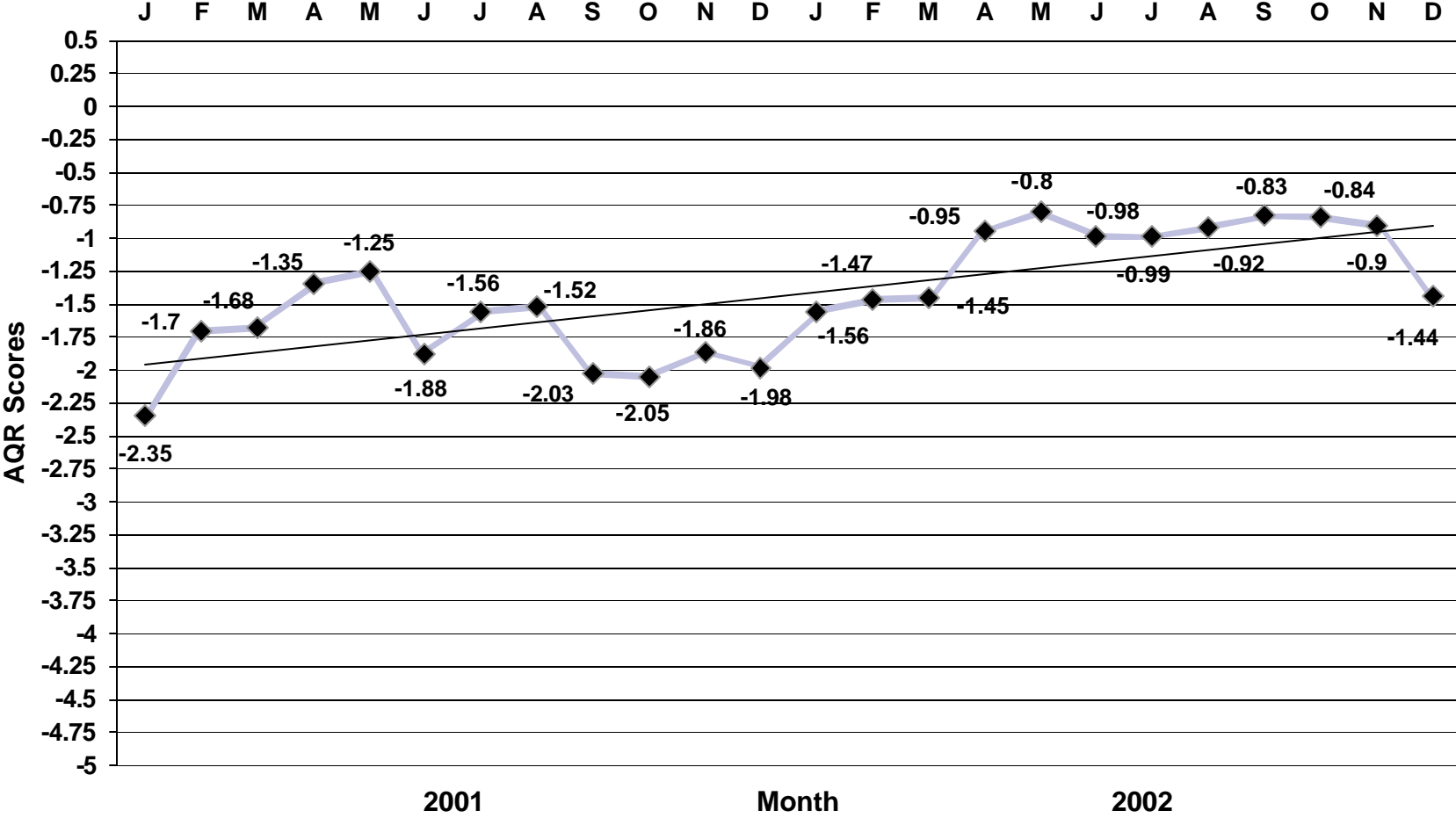
## Continental Airlines by Month





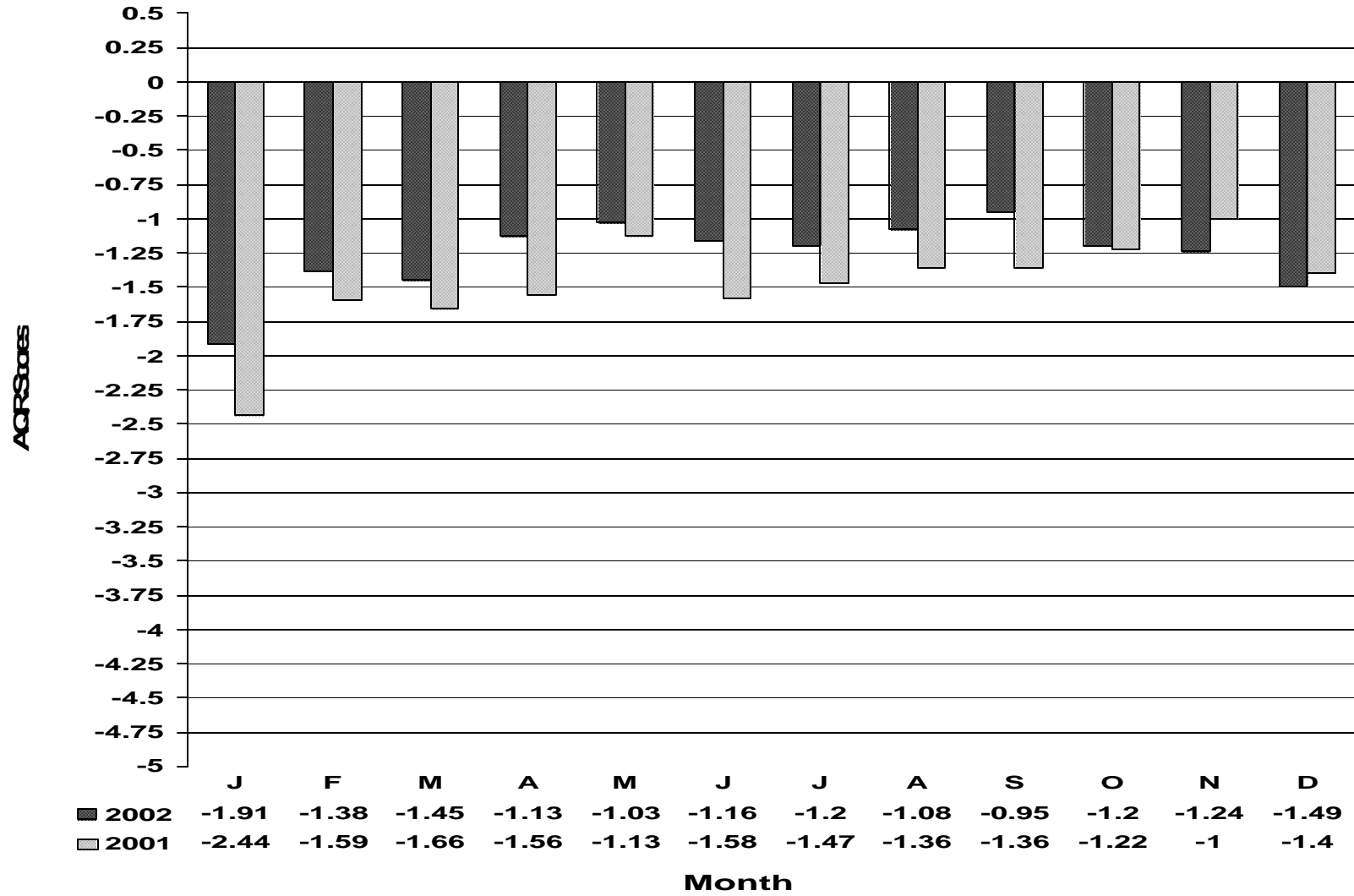
# Airline Quality Rating

Continental Airlines 2001 - 2002



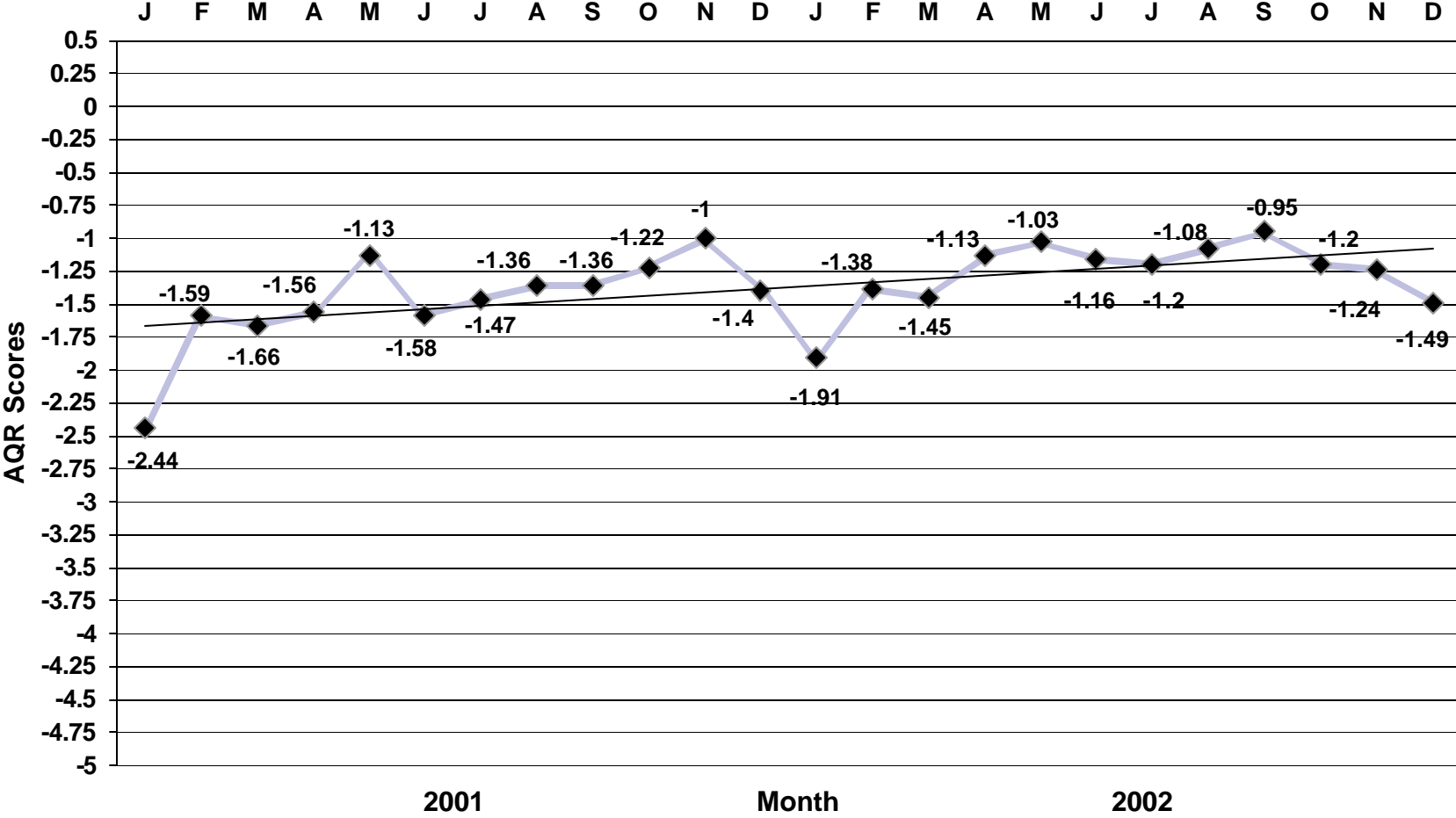
# Airline Quality Rating

## Delta Airlines by Month



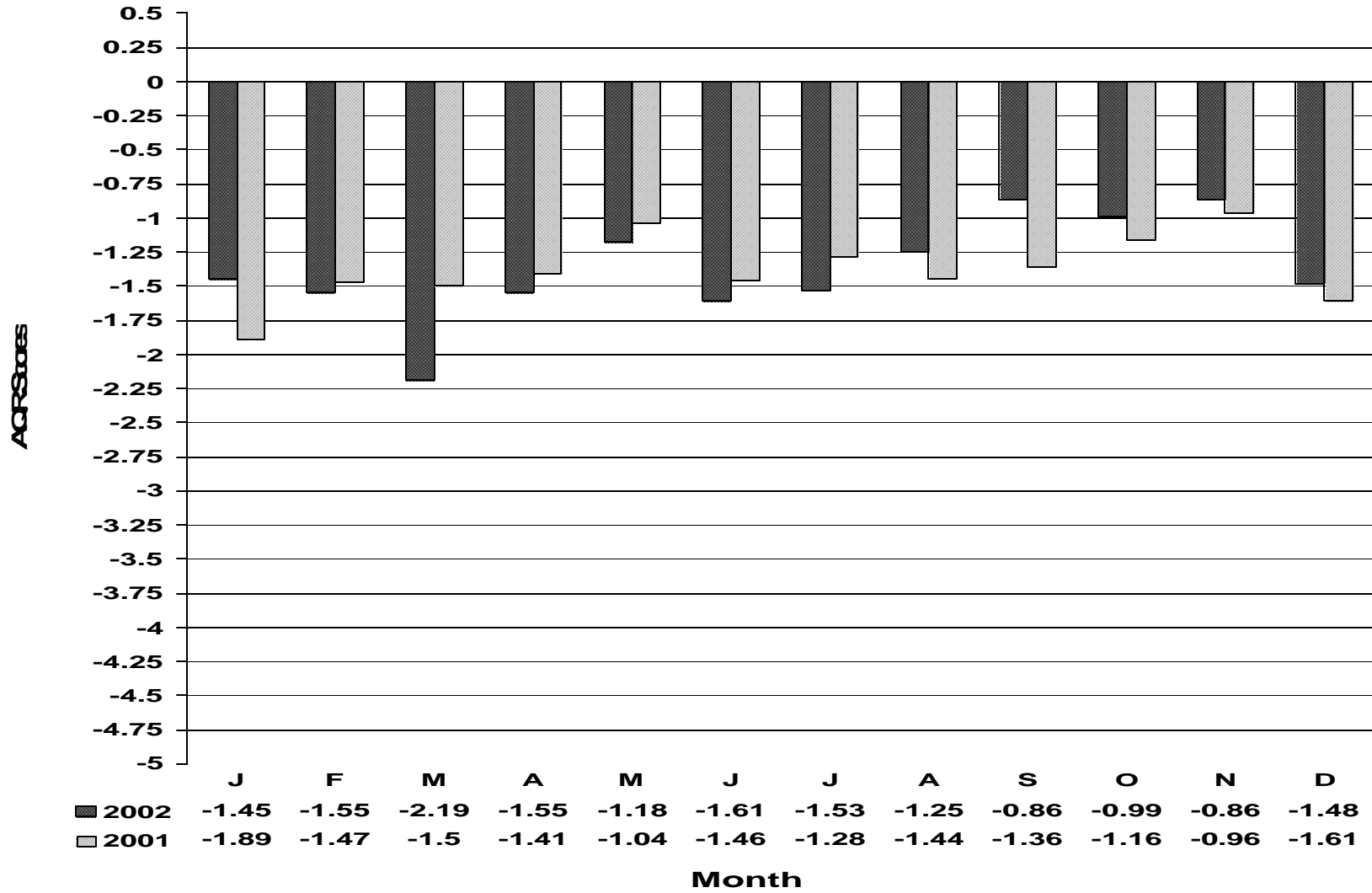
# Airline Quality Rating

Delta Airlines 2001 - 2002



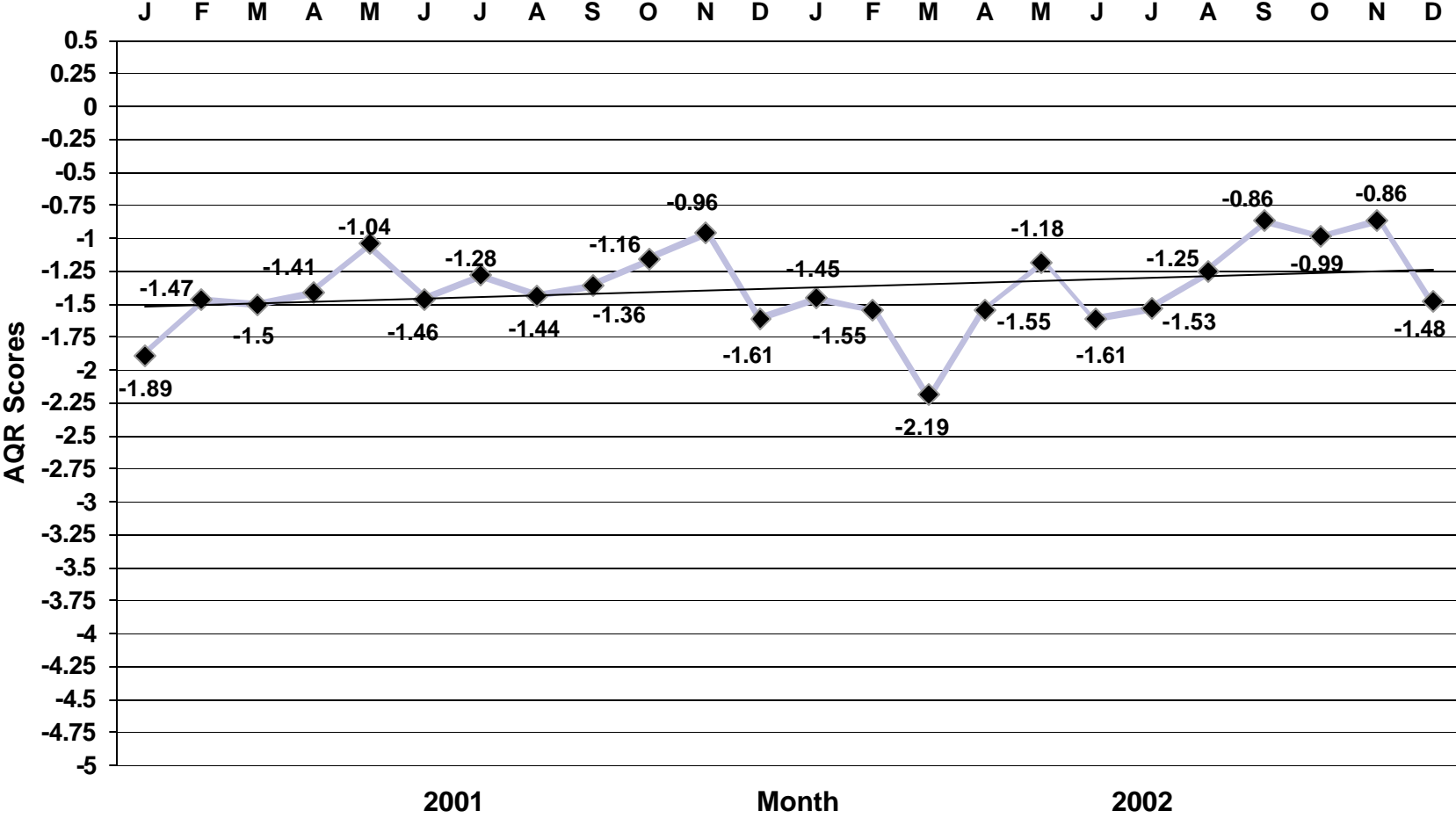
# Airline Quality Rating

## Northwest Airlines by Month



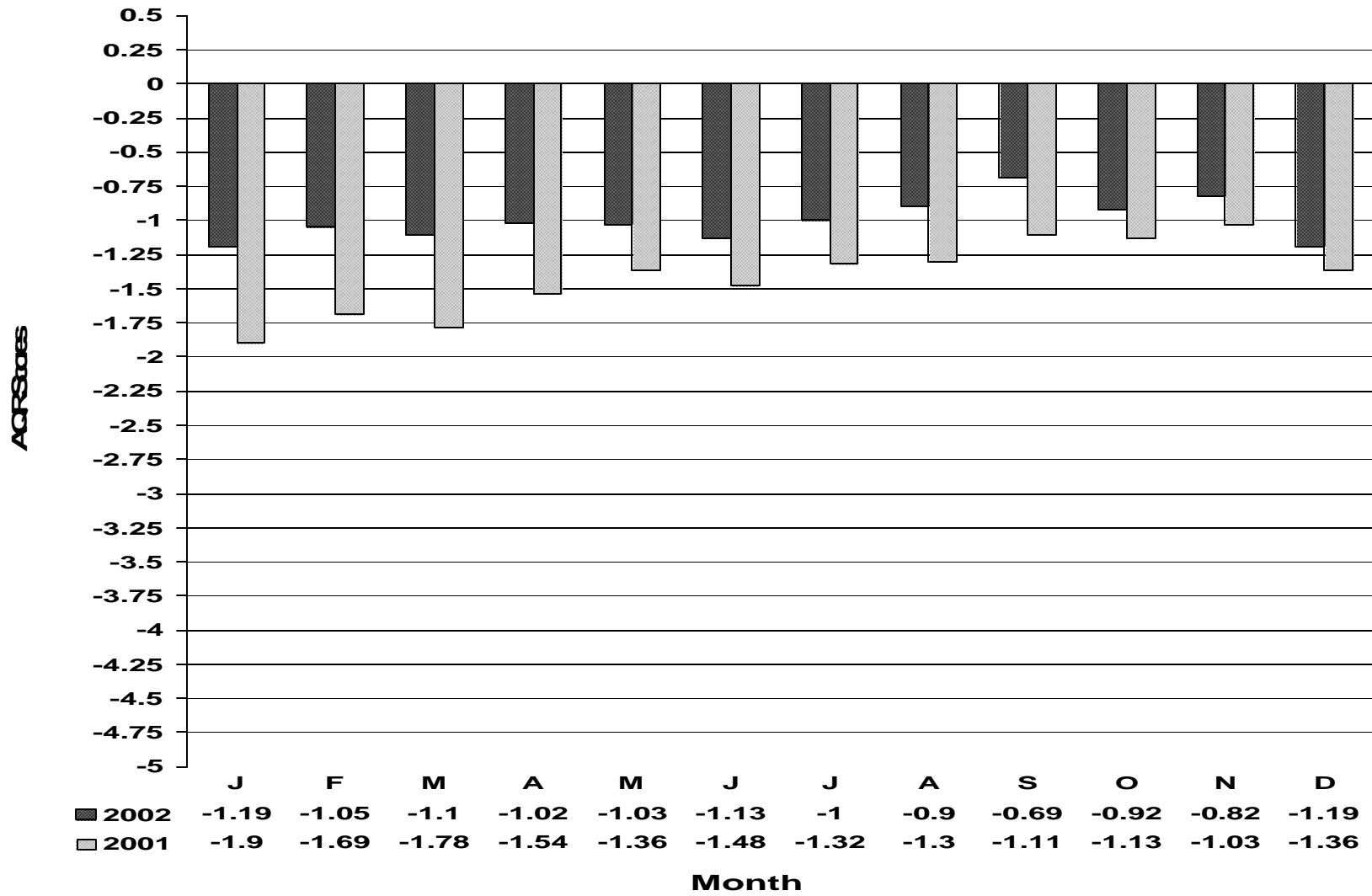
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Northwest Airlines 2001 - 2002



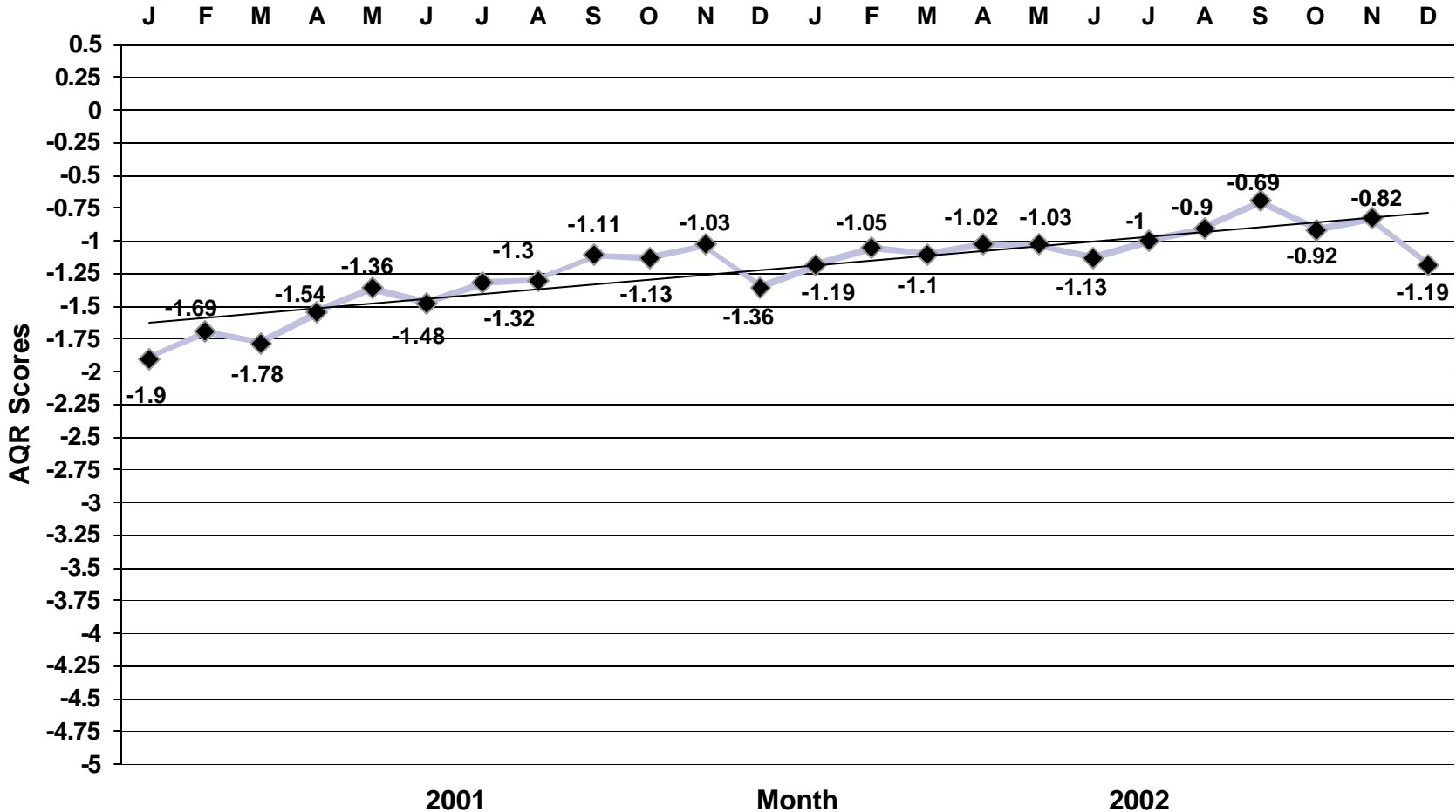
# Airline Quality Rating

## Southwest Airlines by Month



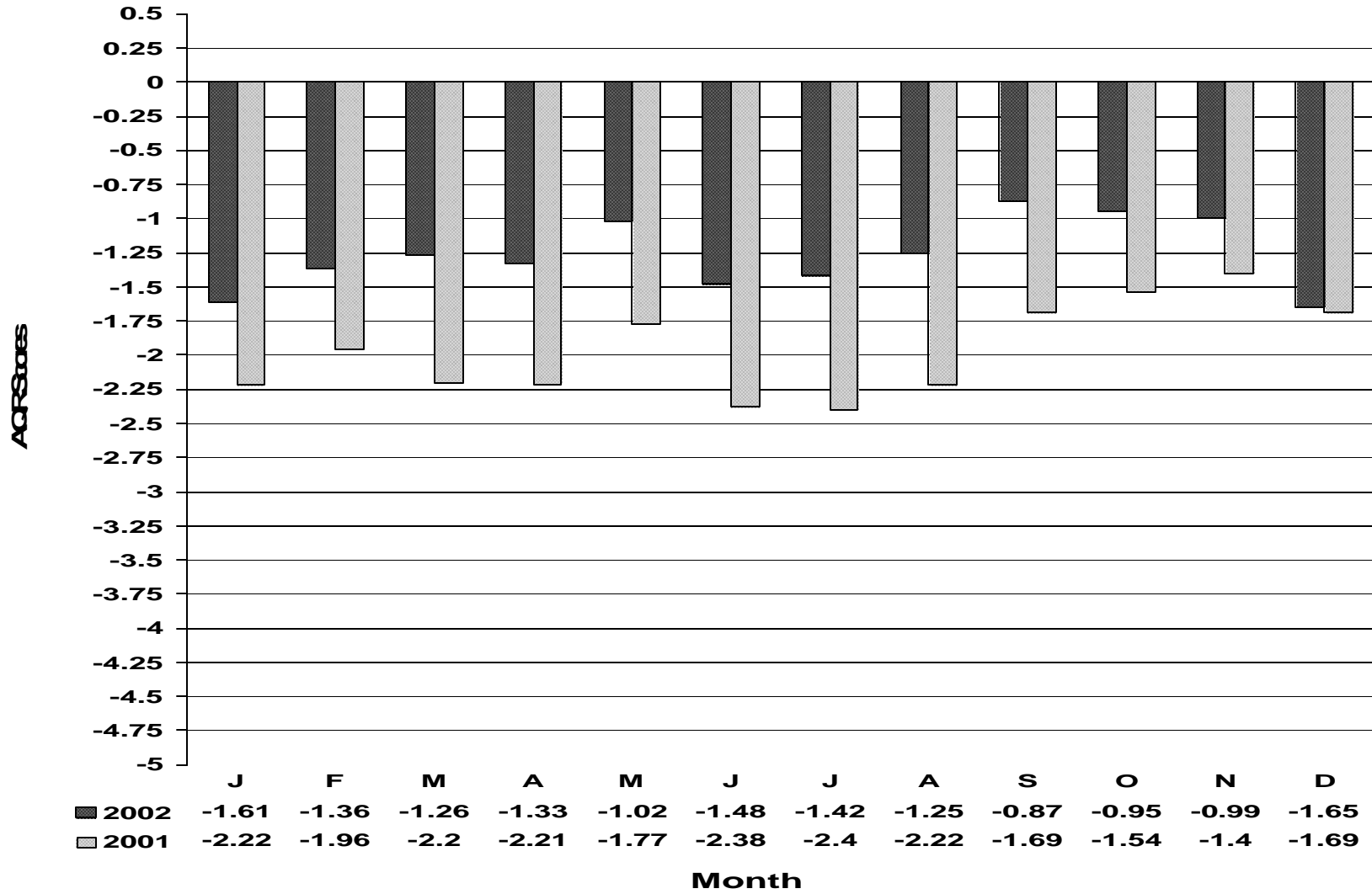
# Airline Quality Rating

Southwest Airlines 2001 - 2002



# Airline Quality Rating

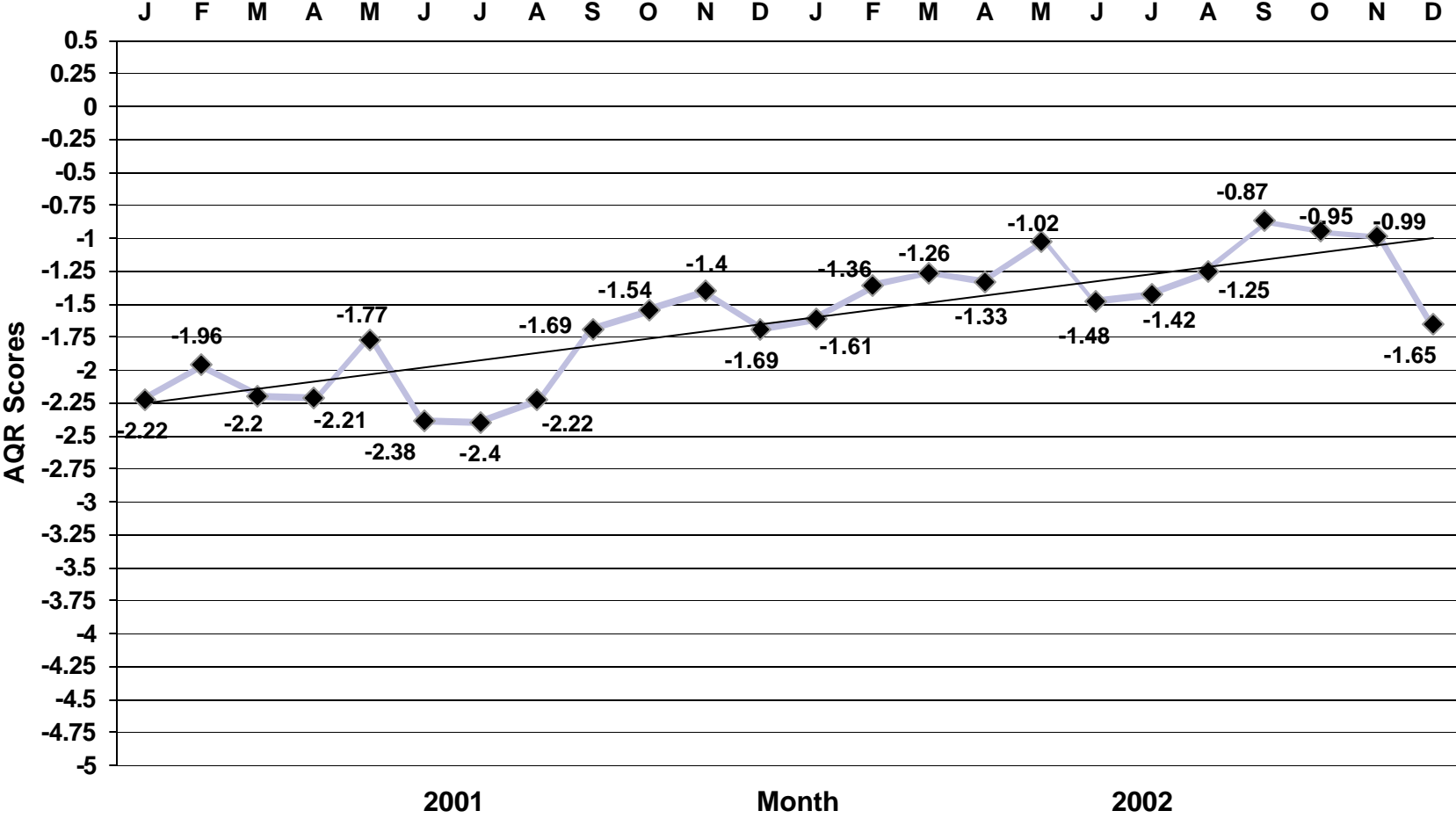
## United Airlines by Month





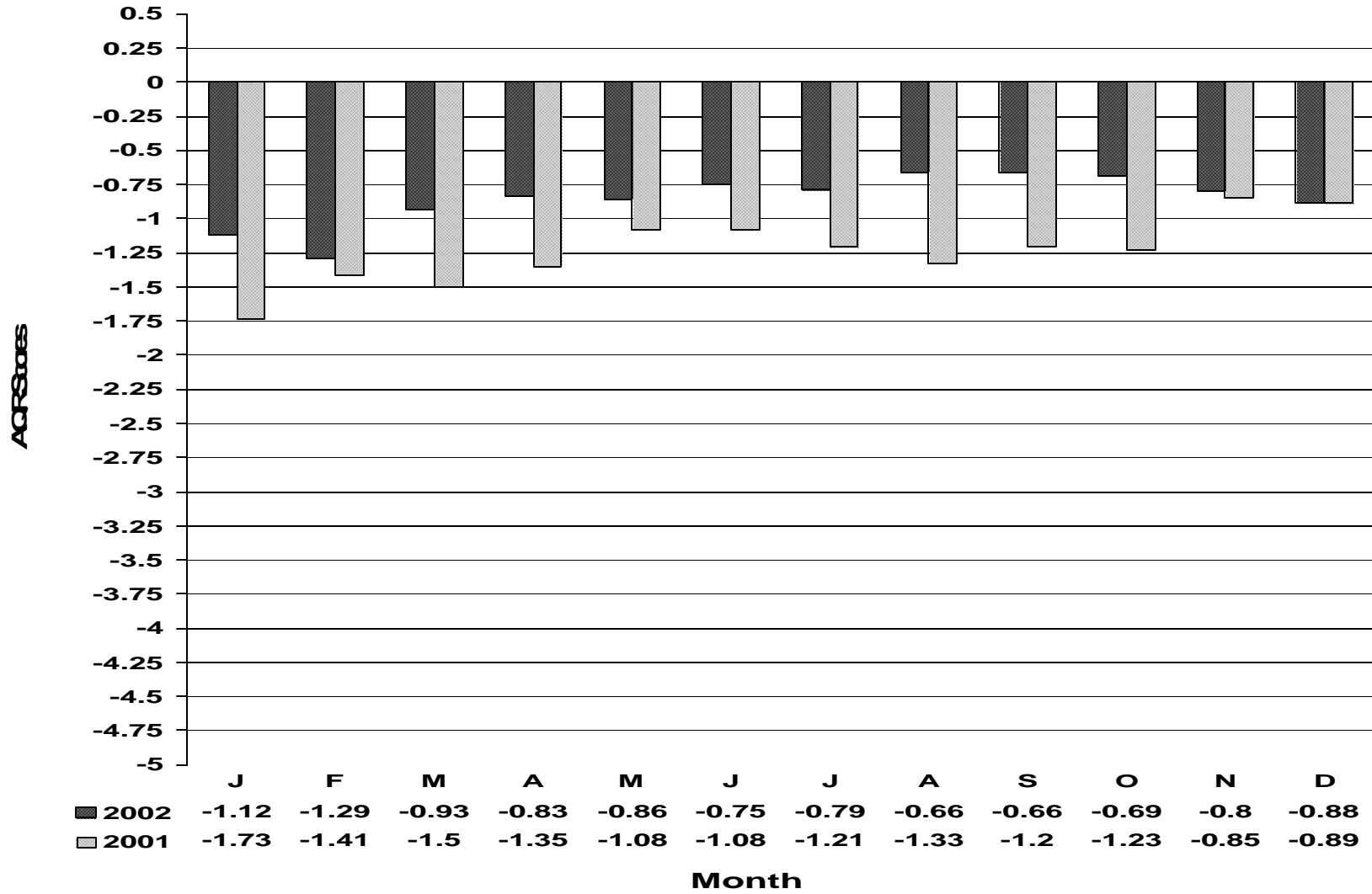
# Airline Quality Rating

United Airlines 2001 - 2002



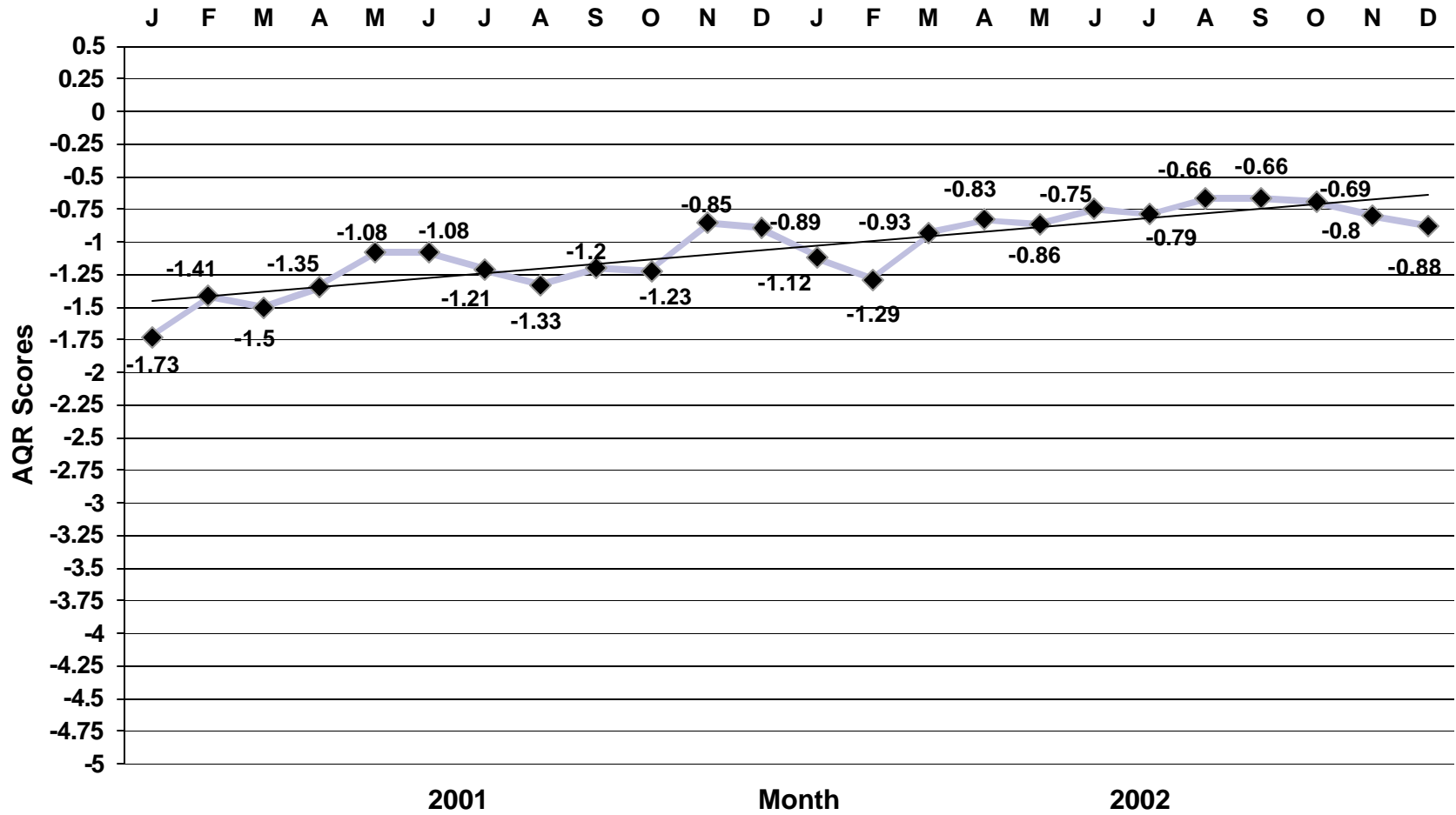
# Airline Quality Rating

## US Airways by Month



# Airline Quality Rating

US Airways 2001 - 2002



## APPENDIX

### Detail of Frequently Cited Airline Performance Criteria

Consumer interest remains high regarding such issues as on-time performance, mishandled baggage, involuntary denied boardings (bumping), and treatment of customers. Since these criteria are central to the AQR calculations, it is important to provide more complete data for individual airlines in these areas. The following data tables and charts provide a detailed look at the performance of each of the 10 largest U.S. airlines for 2002 and for 2001 regarding on-time arrivals, mishandled baggage, involuntary denied boardings, and consumer complaints. Data were drawn from the U.S. Department of Transportation monthly *Air Travel Consumer Report*.

We offer some observations in areas of concern to most consumers (on-time arrivals, mishandled bags, denied boardings, consumer complaints, and safety). This information can be useful in helping the less familiar consumer gain a perspective on issues of interest in the airline industry. Additional tables are included that give an overview of consumer complaints by type for 2002 and on-time arrival and departure information for the busiest airports.

The final pages of this appendix outline the Airline Quality Rating criteria definitions for reference and clarity in fully understanding the nature of the data reported.

### 2001 On-Time Arrival Percentage by Month for U.S. Airlines

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep <sup>1</sup>	Oct	Nov	Dec	Average
<b>Alaska</b>	.662	.621	.621	.710	.773	.693	.706	.647	.800	.764	.759	.690	.690
<b>America West</b>	.685	.680	.697	.735	.770	.751	.743	.706	.823	.831	.860	.866	.748
<b>American</b>	.761	.705	.742	.789	.796	.751	.782	.752	.780	.800	.827	.827	.759
<b>American Eagle</b>	.617	.635	.660	.711	.716	.676	.732	.718	.770	.832	.814	.801	.710
<b>Continental</b>	.806	.801	.779	.857	.861	.760	.828	.777	.742	.887	.859	.829	.807
<b>Delta</b>	.731	.733	.734	.814	.833	.719	.780	.768	.844	.901	.867	.817	.780
<b>Northwest</b>	.810	.747	.812	.806	.840	.780	.802	.807	.809	.845	.856	.772	.797
<b>Southwest</b>	.777	.758	.798	.829	.850	.817	.835	.817	.868	.866	.866	.798	.817
<b>United</b>	.762	.697	.747	.715	.779	.736	.717	.711	.777	.807	.808	.779	.735
<b>US Airways</b>	.783	.786	.752	.829	.831	.746	.781	.741	.844	.866	.867	.808	.782
<b>Monthly Avg.<sup>2</sup></b>	.742	.715	.752	.793	.815	.752	.781	.762	.815	.848	.847	.802	.774

<sup>1</sup>Reflects On-Time performance for September 1 thru 10, 2001 only.

<sup>2</sup>Monthly and annual average percentages include TWA operations during the entire year of 2001, even though TWA is not listed in the table.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

### 2002 On-Time Arrival Percentage by Month for U.S. Airlines

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
<b>Alaska</b>	.750	.779	.733	.820	.809	.746	.771	.760	.851	.802	.802	.738	.780
<b>America West</b>	.863	.885	.848	.849	.877	.803	.787	.827	.839	.824	.806	.757	.829
<b>American</b>	.830	.865	.803	.838	.845	.794	.803	.835	.897	.875	.876	.809	.838
<b>American Eagle</b>	.809	.825	.762	.794	.808	.762	.762	.797	.856	.796	.793	.731	.791
<b>Continental</b>	.838	.870	.848	.879	.860	.815	.828	.833	.862	.784	.836	.764	.835
<b>Delta</b>	.749	.812	.766	.791	.793	.779	.786	.846	.862	.821	.830	.776	.800
<b>Northwest</b>	.793	.816	.707	.806	.811	.774	.779	.818	.870	.864	.863	.799	.808
<b>Southwest</b>	.846	.873	.797	.850	.825	.787	.779	.815	.886	.826	.859	.780	.826
<b>United</b>	.798	.864	.808	.834	.862	.783	.832	.823	.898	.880	.879	.822	.840
<b>US Airways</b>	.811	.841	.790	.807	.813	.810	.832	.859	.909	.879	.887	.780	.834
<b>Monthly Avg.</b>	.810	.847	.786	.826	.828	.786	.798	.829	.880	.842	.852	.783	.821

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

### 2001 On-Time Arrival Ranking by Month for U.S. Airlines<sup>1</sup>

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep*	Oct	Nov	Dec	Ranking
<b>Alaska</b>	9	9	10	10	8	9	10	10	6	10	10	10	10
<b>America West</b>	8	8	8	7	9	5	7	9	4	7	4	1	7
<b>American</b>	6	6	6	6	6	4	4	5	7	9	7	3	6
<b>American Eagle</b>	10	10	9	9	10	10	8	7	9	6	8	6	9
<b>Continental</b>	2	1	3	1	1	3	2	3	10	2	5	2	2
<b>Delta</b>	7	5	7	4	4	8	6	4	2	1	1	4	5
<b>Northwest</b>	1	4	1	5	3	2	3	2	5	5	6	9	3
<b>Southwest</b>	4	3	2	2	2	1	1	1	1	3	3	7	1
<b>United</b>	5	7	5	8	7	7	9	8	8	8	9	8	8
<b>US Airways</b>	3	2	4	3	5	6	5	6	3	4	2	5	4

<sup>1</sup>Rankings reflect the removal of TWA for 2001.

\*Rankings are based on On-Time performance for September 1 thru 10, 2001 only.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

### 2002 On-Time Arrival Ranking by Month for U.S. Airlines

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ranking
<b>Alaska</b>	9	10	9	6	8	10	9	10	9	8	9	9	10
<b>America West</b>	1	1	2	3	1	3	5	5	10	6	8	8	5
<b>American</b>	4	4	4	4	4	4	4	3	3	3	3	2	2
<b>American Eagle</b>	6	7	8	9	9	9	10	9	8	9	10	10	9
<b>Continental</b>	3	3	1	1	3	1	3	4	6	10	6	7	3
<b>Delta</b>	10	9	7	10	10	7	6	2	7	7	7	6	8
<b>Northwest</b>	8	8	10	8	7	8	8	7	5	4	4	3	7
<b>Southwest</b>	2	2	5	2	5	5	7	8	4	5	5	5	6
<b>United</b>	7	5	3	5	2	6	1	6	2	1	2	1	1
<b>US Airways</b>	5	6	6	7	6	2	2	1	1	2	1	4	4

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

**On-Time Performance for Selected\* U.S. Airports  
January - June 2002**

	JAN		FEB		MAR		APR		MAY		JUN	
	% On-Time Arr.	% On-Time Dep.	% On-Time Arr.	% On-Time Dep.	% On-Time Arr.	% On-Time Dep.	% On-Time Arr.	% On-Time Dep.	% On-Time Arr.	% On-Time Dep.	% On-Time Arr.	% On-Time Dep.
ATL	75.1	78.8	82.9	85.6	75.4	80.7	78.1	86.4	77.4	84.7	77.2	81.9
BWI	82.5	83.0	85.4	85.4	81.3	78.9	84.9	82.9	81.4	77.5	75.4	71.6
BOS	83.6	86.4	86.5	88.3	85.3	86.8	86.8	87.7	82.9	84.7	78.3	82.1
CLT	83.0	84.5	87.5	88.0	80.9	79.6	85.0	84.1	84.3	82.9	84.4	81.6
ORD	78.0	82.1	82.9	86.1	76.7	79.5	78.2	82.0	83.2	86.6	71.7	74.2
CVG	78.9	85.2	83.6	89.5	79.5	85.6	80.5	87.2	80.5	87.2	80.4	84.6
DFW	84.6	84.8	87.5	88.1	80.4	80.0	84.6	84.8	85.5	86.5	85.2	84.3
DEN	81.3	85.7	87.1	87.6	79.2	82.6	85.8	90.3	87.1	90.7	82.9	84.3
DTW	82.9	80.1	83.9	76.6	78.3	67.9	85.3	79.6	84.3	81.1	80.9	77.1
IAH	86.3	90.0	88.2	92.4	85.7	89.3	88.5	92.0	87.0	91.4	82.6	87.6
LAS	77.8	93.4	84.0	85.3	73.8	76.7	78.2	81.3	82.0	83.6	80.4	79.8
LAX	81.9	85.7	86.9	87.3	80.7	84.6	81.7	86.5	84.0	87.1	83.0	84.0
MIA	80.3	84.0	81.7	87.1	79.3	85.8	86.3	88.7	83.7	87.8	74.9	81.6
MSP	84.4	84.9	88.4	88.9	77.4	77.3	82.8	84.8	85.6	87.5	78.8	79.7
LGA	84.9	89.6	86.0	90.2	79.3	86.7	80.5	87.4	74.0	85.2	74.0	81.6
EWR	82.2	88.5	85.4	90.5	82.7	88.4	84.2	89.0	82.3	90.5	77.1	85.3
MCO	81.8	86.9	81.7	88.0	80.7	87.1	85.5	89.8	81.7	87.9	76.0	83.1
PHL	76.1	80.9	79.8	83.7	74.7	78.6	77.2	79.2	78.3	82.9	74.1	78.4
PHX	83.4	83.6	88.4	86.4	79.9	77.8	84.3	84.2	86.4	84.6	84.4	79.7
PIT	83.5	87.2	86.7	90.5	83.1	84.9	83.6	85.8	84.5	86.7	81.7	85.0
SLC	75.1	82.8	82.5	85.2	76.1	82.8	81.6	88.2	85.7	89.2	82.0	87.2
SAN	79.7	84.9	86.3	88.5	78.5	80.9	80.7	84.1	85.1	87.1	84.0	84.7
OAK	78.9	76.9	83.0	80.4	76.4	72.6	81.1	78.5	81.8	79.0	79.3	74.4
SFO	72.6	84.6	81.2	88.9	73.5	85.8	73.3	88.6	80.3	90.1	76.5	86.1
SJC	82.1	82.7	87.6	86.9	79.7	81.4	80.4	83.2	86.0	86.6	81.4	82.2
SEA	75.5	82.5	80.2	83.8	70.7	78.5	81.5	84.5	81.7	87.6	75.4	79.7
STL	82.3	84.1	85.9	89.1	83.1	85.7	86.1	88.2	82.4	84.5	81.9	82.2
TPA	79.0	83.8	80.6	85.6	76.7	84.4	85.3	88.0	82.8	87.6	76.4	81.2
DCA	85.5	91.3	88.3	93.2	85.1	90.6	83.7	88.9	83.9	89.5	80.3	86.6

\*Selected based on average number of reported operations exceeding 5,000 per month.

ATL Atlanta	DFW Dallas	MIA Miami	PHX Phoenix	SJC San Jose
BWI Baltimore	DEN Denver	MSP Minn./St.Paul	PIT Pittsburgh	SEA Seattle
BOS Boston	DTW Detroit	LGA LaGuardia	SLC Salt Lake City	STL St. Louis
CLT Charlotte	IAH Houston	EWR Newark	SAN San Diego	TPA Tampa
ORD Chicago	LAS Las Vegas	MCO Orlando	OAK San Francisco	DCA Reagan Nat'l
CVG Cincinnati	LAX Los Angeles	PHL Philadelphia	SFO San Francisco	

**On-Time Performance for Selected\* U.S. Airports  
July - December 2002**

	JUL		AUG		SEP		OCT		NOV		DEC	
	% On-Time Arr.	% On-Time Dep.	% On-Time Arr.	% On-Time Dep.	% On-Time Arr.	% On-Time Dep.	% On-Time Arr.	% On-Time Dep.	% On-Time Arr.	% On-Time Dep.	% On-Time Arr.	% On-Time Dep.
ATL	77.5	81.1	84.6	88.4	79.8	85.9	73.6	82.0	81.0	87.0	72.1	77.2
BWI	75.8	74.1	80.3	79.3	89.2	88.2	88.3	86.2	87.2	85.0	78.6	74.2
BOS	78.9	82.3	83.6	85.1	87.7	90.1	88.0	88.2	84.2	86.9	77.7	78.0
CLT	84.6	83.3	87.5	86.4	91.8	92.4	86.8	90.6	89.0	90.7	79.0	78.4
ORD	78.2	79.9	79.5	81.7	86.0	88.2	85.8	88.4	82.2	85.7	77.9	80.0
CVG	81.4	85.9	85.5	88.9	88.8	89.3	91.0	92.1	85.3	88.2	81.3	83.8
DFW	81.2	81.7	86.2	86.1	92.1	91.7	84.7	87.5	89.5	90.3	81.7	82.6
DEN	86.7	86.3	84.6	84.9	92.4	93.0	89.0	92.1	91.4	93.0	87.3	89.2
DTW	79.6	75.5	84.7	81.2	90.0	87.7	90.3	88.5	87.5	88.3	80.4	78.6
IAH	82.4	87.5	84.8	88.5	85.6	91.1	77.3	86.5	87.4	92.2	79.1	85.3
LAS	80.9	79.1	83.0	82.8	88.2	87.9	80.9	82.9	82.3	84.4	78.7	79.2
LAX	84.4	84.3	84.6	84.5	89.5	91.1	83.1	87.2	82.9	87.1	80.8	83.9
MIA	76.2	77.4	82.6	84.7	87.9	89.3	87.3	90.7	81.9	87.5	74.8	84.9
MSP	80.7	80.4	84.2	84.0	86.9	90.5	86.3	88.7	87.5	90.7	84.8	85.8
LGA	77.9	85.2	81.5	87.1	87.3	92.4	87.5	90.1	78.4	86.6	73.3	80.1
EWR	80.4	86.7	82.8	88.4	86.2	91.9	85.9	89.2	79.2	89.1	73.9	81.7
MCO	77.6	83.2	81.2	85.1	89.6	92.2	86.1	89.8	86.0	90.9	78.9	85.5
PHL	76.8	80.2	82.1	85.6	86.1	89.3	86.2	87.8	85.9	88.1	76.1	73.7
PHX	82.6	79.5	86.3	82.5	88.1	86.2	81.5	81.9	83.4	84.6	77.5	76.9
PIT	83.5	85.5	86.6	87.9	90.7	91.7	90.7	91.4	90.0	92.6	81.3	81.3
SLC	83.5	87.6	84.3	88.5	91.1	92.9	86.5	91.4	86.5	91.2	83.0	86.6
SAN	84.4	83.8	84.7	84.3	87.7	88.6	81.4	86.3	83.3	86.2	78.9	81.5
OAK	xxxx	xxxx	80.1	75.4	86.6	86.4	81.6	82.5	81.2	81.6	73.1	71.8
SFO	84.6	90.1	77.6	86.9	89.3	92.9	79.8	90.4	84.1	89.9	67.7	76.7
SJC	84.4	84.8	83.3	83.8	89.6	89.4	84.3	86.3	84.8	86.2	77.9	78.6
SEA	79.2	82.5	79.7	81.9	88.1	90.2	80.2	85.5	82.3	86.1	77.9	81.0
STL	81.2	82.3	85.7	88.1	90.3	92.3	88.9	91.9	89.5	92.6	80.9	84.1
TPA	77.1	82.5	81.6	84.9	89.4	91.2	85.3	89.7	85.1	89.6	77.1	83.3
DCA	82.2	88.7	83.5	89.9	90.4	93.7	90.4	93.2	87.5	91.4	81.6	85.1

\*Selected based on average number of reported operations exceeding 5,000 per month.

ATL Atlanta	DFW Dallas	MIA Miami	PHX Phoenix	SJC San Jose
BWI Baltimore	DEN Denver	MSP Minn./St.Paul	PIT Pittsburgh	SEA Seattle
BOS Boston	DTW Detroit	LGA LaGuardia	SLC Salt Lake City	STL St. Louis
CLT Charlotte	IAH Houston	EWR Newark	SAN San Diego	TPA Tampa
ORD Chicago	LAS Las Vegas	MCO Orlando	OAK San Francisco	DCA Reagan Nat'l
CVG Cincinnati	LAX Los Angeles	PHL Philadelphia	SFO San Francisco	



## 2001 Involuntary Denied Boardings by Quarter for U.S. Airlines

(per 10,000 passengers)

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Annual <sup>1</sup>
<b>Alaska</b>	1.50	1.62	1.31*	0.96	1.36*
<b>America West</b>	0.49	0.46	0.21*	0.35	0.38*
<b>American</b>	0.38	0.30	0.37*	0.40	0.36*
<b>American Eagle</b>	0.02	0.60	0.90*	0.13	0.43*
<b>Continental</b>	1.30	0.77	0.56*	3.77	1.51*
<b>Delta</b>	0.41	0.87	0.65*	1.20	0.77*
<b>Northwest</b>	0.52	0.45	0.25*	0.63	0.45*
<b>Southwest</b>	1.57	1.86	1.45*	1.07	1.50*
<b>United</b>	0.82	1.31	0.85*	0.61	0.92*
<b>US Airways</b>	0.52	0.26	0.17*	0.46	0.34*
<b>Industry Average</b>	0.76	0.88	0.66*	1.01	0.82*

<sup>1</sup>Rates reflect the removal of TWA for 2001.

\*3<sup>rd</sup> Quarter and Annual Denied Boarding rates reflect performance data for September 1 thru 10, 2001 as part of the rates.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

## 2002 Involuntary Denied Boardings by Quarter for U.S. Airlines

(per 10,000 passengers)

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Annual
<b>Alaska</b>	2.21	0.89	0.79	0.95	1.17
<b>America West</b>	0.33	0.24	0.07	0.16	0.20
<b>American</b>	0.28	0.19	0.21	0.56	0.31
<b>American Eagle</b>	0.18	0.15	0.00	0.33	0.19
<b>Continental</b>	1.85	0.55	0.45	0.65	0.87
<b>Delta</b>	0.89	0.87	0.86	1.79	1.11
<b>Northwest</b>	0.73	0.50	0.39	0.82	0.60
<b>Southwest</b>	1.14	1.24	0.81	1.19	1.09
<b>United</b>	0.65	0.80	0.51	0.81	0.69
<b>US Airways</b>	0.38	0.31	0.09	0.66	0.35
<b>Industry Average</b>	0.80	0.65	0.50	0.96	0.72

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

### 2001 Mishandled Baggage by Month for U.S. Airlines<sup>1</sup>

(per 1,000 passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep*	Oct	Nov	Dec	Annual
<b>Alaska</b>	3.22	2.74	2.22	2.78	2.72	3.28	3.28	3.44	3.71	2.57	2.80	3.40	3.00
<b>America West</b>	5.88	4.89	5.17	3.82	3.28	4.01	4.17	4.15	3.56	3.53	3.29	4.19	4.22
<b>American</b>	5.80	4.99	4.86	3.99	3.52	4.54	4.48	4.55	4.23	4.92	3.96	5.34	4.60
<b>American Eagle</b>	7.78	6.22	13.17	11.05	9.07	11.98	11.64	12.03	10.31	10.46	9.19	13.54	11.74
<b>Continental</b>	5.50	4.41	4.51	3.78	3.71	4.56	4.31	4.38	5.06	3.61	3.56	4.47	4.29
<b>Delta</b>	6.03	4.64	4.68	4.22	3.35	4.32	3.87	3.61	3.64	3.19	3.05	4.36	4.11
<b>Northwest</b>	5.32	4.66	4.11	3.84	3.28	4.41	4.16	4.15	3.68	3.30	3.46	5.74	4.19
<b>Southwest</b>	6.15	5.61	5.93	4.92	4.26	4.58	4.55	4.24	3.57	4.05	3.84	4.94	4.77
<b>United</b>	5.37	5.22	5.29	4.74	4.28	5.29	5.74	5.31	3.90	4.81	4.40	5.55	5.07
<b>US Airways</b>	4.92	4.37	4.32	4.18	3.83	3.33	3.44	3.88	3.21	4.02	3.25	3.06	3.86
<b>Monthly Avg.</b>	5.66	4.88	5.03	4.41	3.85	4.60	4.53	4.45	3.98	4.11	3.75	4.96	4.58

<sup>1</sup>Rates reflect the removal of TWA for 2001.

\*Reflects Mishandled Baggage performance for September 1 thru 10, 2001 only.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

### 2002 Mishandled Baggage by Month for U.S. Airlines

(per 1,000 passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
<b>Alaska</b>	2.48	1.97	3.59	2.52	2.46	2.95	3.03	3.04	2.51	2.51	2.25	2.66	2.63
<b>America West</b>	3.68	3.21	3.55	3.05	2.95	3.70	4.04	3.74	3.14	3.13	3.15	5.15	3.55
<b>American</b>	5.77	4.25	5.35	4.18	3.76	4.40	4.48	3.79	2.86	3.13	3.60	5.57	4.27
<b>American Eagle</b>	11.79	9.70	12.38	9.97	8.54	10.33	9.66	9.13	7.81	8.42	8.42	11.89	9.81
<b>Continental</b>	3.34	3.23	3.32	2.82	2.62	3.25	3.38	3.06	2.39	2.69	2.47	4.91	3.14
<b>Delta</b>	5.65	3.65	4.20	3.17	2.77	3.40	3.53	3.22	3.14	3.09	3.02	4.17	3.57
<b>Northwest</b>	4.13	4.60	7.35	4.71	3.74	5.37	5.10	4.36	3.15	3.08	2.76	5.14	4.52
<b>Southwest</b>	4.08	3.52	3.74	3.42	3.50	3.69	3.74	3.40	2.81	3.10	2.88	4.33	3.52
<b>United</b>	4.19	3.28	3.40	3.66	3.02	4.37	3.80	4.32	2.94	2.74	3.11	5.92	3.76
<b>US Airways</b>	3.28	3.78	3.37	2.94	2.86	2.64	2.71	2.81	2.74	2.47	2.89	2.91	2.95
<b>Monthly Avg.</b>	4.69	3.85	4.52	3.69	3.32	4.03	3.99	3.72	3.04	4.11	3.16	4.91	3.84

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

### 2001 Mishandled Baggage Rankings by Month for U.S. Airlines<sup>1</sup>

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep*	Oct	Nov	Dec	Ranking
<b>Alaska</b>	1	1	1	1	1	1	1	1	6	1	1	2	1
<b>America West</b>	7	6	7	3	3	3	5	5	2	4	4	3	5
<b>American</b>	6	7	6	5	5	6	7	8	8	9	8	7	7
<b>American Eagle</b>	10	10	10	10	10	10	10	10	10	10	10	10	10
<b>Continental</b>	5	3	4	2	6	7	6	7	9	5	6	5	6
<b>Delta</b>	8	4	5	7	4	4	3	2	4	2	2	4	3
<b>Northwest</b>	3	5	2	4	2	5	4	4	5	3	5	9	4
<b>Southwest</b>	9	9	9	9	8	8	8	6	3	7	7	6	8
<b>United</b>	4	8	8	8	9	9	9	9	7	8	9	8	9
<b>US Airways</b>	2	2	3	6	7	2	2	3	1	6	3	1	2

<sup>1</sup>Rankings reflect the removal of TWA for 2001.

\*Rankings are based on Mishandled Baggage performance for September 1 thru 10, 2001 only.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

### 2002 Mishandled Baggage Rankings by Month for U.S. Airlines

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ranking
<b>Alaska</b>	1	1	5	1	1	2	2	2	2	2	1	1	1
<b>America West</b>	4	2	4	4	5	6	7	6	7	8	8	7	5
<b>American</b>	9	8	8	8	9	8	8	7	5	9	9	8	8
<b>American Eagle</b>	10	10	10	10	10	10	10	10	10	10	10	10	10
<b>Continental</b>	3	3	1	2	2	3	3	3	1	3	2	5	3
<b>Delta</b>	8	6	7	5	3	4	4	4	8	6	6	3	6
<b>Northwest</b>	6	9	9	9	8	9	9	9	9	5	3	6	9
<b>Southwest</b>	5	5	6	6	7	5	5	5	4	7	4	4	4
<b>United</b>	7	4	3	7	6	7	6	8	6	4	7	9	7
<b>US Airways</b>	2	7	2	3	4	1	1	1	3	1	5	2	2

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

## 2001 Total Complaints to Department of Transportation by Month for U.S. Airlines<sup>1</sup>

(per 100,000 passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct*	Nov*	Dec*	Annual
<b>Alaska</b>	1.72	2.11	1.48	1.53	0.75	1.59	1.46	1.40	1.74	0.76	0.68	0.28	1.27
<b>America West</b>	6.15	3.19	4.10	4.28	2.69	3.84	4.83	3.85	4.49	3.08	1.63	1.61	3.72
<b>American</b>	4.80	2.92	3.02	3.47	2.39	2.38	2.46	2.44	2.41	1.44	0.91	0.92	2.51
<b>American Eagle</b>	2.37	2.17	2.02	2.87	1.05	1.87	1.91	2.98	1.51	0.22	0.33	0.45	1.70
<b>Continental</b>	3.84	2.15	1.92	1.96	1.63	3.34	2.50	2.21	3.66	1.93	1.12	0.59	2.23
<b>Delta</b>	4.58	2.32	2.62	2.26	1.33	2.13	2.44	2.25	2.27	1.61	0.76	1.01	2.16
<b>Northwest</b>	2.87	1.66	2.48	2.46	1.47	2.03	1.76	2.36	2.63	1.80	0.77	1.03	1.97
<b>Southwest</b>	0.78	0.45	0.52	0.28	0.26	0.38	0.22	0.44	0.38	0.37	0.18	0.34	0.38
<b>United</b>	3.89	2.82	3.87	3.96	2.57	4.13	4.19	3.89	3.14	1.79	1.61	1.60	3.24
<b>US Airways</b>	2.58	1.76	2.19	2.08	1.27	1.72	2.29	2.31	2.60	1.52	0.72	1.04	1.87
<b>Monthly Avg.</b>	3.58	2.11	2.48	2.46	1.60	2.33	2.41	2.32	2.44	1.45	0.86	0.92	2.11

<sup>1</sup>Rates reflect the removal of TWA for 2001.

\*During this month, U.S. Government offices in the Washington, D.C. area experienced mail delivery problems, which may have affected the complaint totals.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

## 2002 Total Complaints to Department of Transportation by Month for U.S. Airlines

(per 100,000 passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
<b>Alaska</b>	1.24	2.11	1.14	1.39	0.17	1.23	0.93	0.81	0.46	0.38	0.57	0.72	0.91
<b>America West</b>	2.30	2.99	2.06	1.80	1.42	1.91	2.09	1.31	1.32	0.77	0.89	1.09	1.63
<b>American</b>	1.49	1.59	1.88	1.72	1.25	1.33	1.43	1.03	1.00	0.90	0.97	0.87	1.29
<b>American Eagle</b>	0.59	0.58	0.87	0.80	0.67	0.74	0.63	0.37	0.00	0.81	0.90	0.21	0.60
<b>Continental</b>	2.15	1.91	1.70	1.52	1.06	1.12	1.15	1.18	1.55	0.95	1.54	1.14	1.41
<b>Delta</b>	2.13	2.04	1.69	1.47	1.48	1.34	1.39	1.28	0.82	0.89	1.13	0.87	1.37
<b>Northwest</b>	2.01	1.94	1.62	2.06	1.52	1.57	1.63	1.26	0.94	1.09	0.90	0.94	1.45
<b>Southwest</b>	0.50	0.53	0.42	0.36	0.32	0.47	0.32	0.29	0.13	0.30	0.16	0.11	0.33
<b>United</b>	2.72	2.71	2.09	1.95	1.34	1.79	2.50	1.19	1.11	1.32	1.12	0.86	1.71
<b>US Airways</b>	1.90	2.14	0.92	1.04	1.26	1.03	1.41	0.73	0.90	0.66	0.69	0.88	1.13
<b>Monthly Avg.</b>	1.77	1.82	1.49	1.43	1.14	1.26	1.41	0.99	0.86	0.85	0.90	0.78	1.22

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

### 2001 Total Complaints to Department of Transportation Rankings by Month for U.S. Airlines<sup>1</sup>

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct*	Nov*	Dec*	Ranking
<b>Alaska</b>	2	4	2	2	2	2	2	2	3	3	3	1	2
<b>America West</b>	10	10	10	10	10	9	10	9	10	10	10	10	10
<b>American</b>	9	9	8	8	8	7	7	7	5	4	7	5	8
<b>American Eagle</b>	3	6	4	7	3	4	4	8	2	1	2	3	3
<b>Continental</b>	6	5	3	3	7	8	8	3	9	9	8	4	7
<b>Delta</b>	8	7	7	5	5	6	6	4	4	6	5	6	6
<b>Northwest</b>	5	2	6	6	6	5	3	6	7	8	6	7	5
<b>Southwest</b>	1	1	1	1	1	1	1	1	1	2	1	2	1
<b>United</b>	7	8	9	9	9	10	9	10	8	7	9	9	9
<b>US Airways</b>	4	3	5	4	4	3	5	5	6	5	4	8	4

<sup>1</sup>Rankings reflect the removal of TWA for 2001.

\*During this month, U.S. Government offices in the Washington, D.C. area experienced mail delivery problems, which may have affected complaint totals and rankings.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

### 2002 Total Complaints to Department of Transportation by Month for U.S. Airlines Rankings

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ranking
<b>Alaska</b>	3	7	4	4	1	5	3	4	3	2	2	3	3
<b>America West</b>	9	10	9	8	8	10	9	10	9	4	4	9	9
<b>American</b>	4	3	8	7	5	6	7	5	7	7	7	5	5
<b>American Eagle</b>	2	2	2	2	3	2	2	2	1	5	5	2	2
<b>Continental</b>	8	4	7	6	4	4	4	6	10	8	10	10	7
<b>Delta</b>	7	6	6	5	9	7	5	9	4	6	9	6	6
<b>Northwest</b>	6	5	5	10	10	8	8	8	6	9	6	8	8
<b>Southwest</b>	1	1	1	1	2	1	1	1	2	1	1	1	1
<b>United</b>	10	9	10	9	7	9	10	7	8	10	8	4	10
<b>US Airways</b>	5	8	3	3	6	3	6	3	5	3	3	7	4

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

**Overview of Complaints Received by Department of Transportation  
2002 and 2001**

	<b>Complaints For All Airlines<sup>1</sup></b>		<b>Complaints for U.S. Airlines</b>		<b>Complaints for Top 10 Airlines</b>		<b>Top Four Categories<sup>2</sup> of Complaints to All U.S. Airlines, 2002</b>				
	<b>2002</b>	<b>2001</b>	<b>2002</b>	<b>2001</b>	<b>2002</b>	<b>2001</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	
<b>Jan</b>	1062	2226	842	1979	652	1435	CS	FP	RF	BG	
<b>Feb</b>	965	1251	780	1088	663	836	FP	CS	BG	RF	
<b>Mar</b>	1020	1756	825	1530	682	1207	FP	CS	BG	RF	
<b>Apr</b>	926	1666	771	1499	611	1164	FP	CS	BG	TB	
<b>May</b>	755	1149	638	977	504	750	FP	CS	BG	TB	
<b>Jun</b>	892	1723	714	1473	582	1158	FP	CS	BG	TB	
<b>Jul</b>	1034	1926	833	1619	678	1234	FP	CS	BG	TB	
<b>Aug</b>	735	1876	612	1611	481	1228	FP	TB	CS	RF	
<b>Sep</b>	514	1040	402	862	327	685	CS	TB	FP	BG	
<b>Oct</b>	518	822 <sup>3</sup>	411	630 <sup>3</sup>	357	524 <sup>3</sup>	FP	CS	TB	BG	
<b>Nov</b>	519	517 <sup>3</sup>	431	377 <sup>3</sup>	350	317 <sup>3</sup>	FP	BG	CS	TB	
<b>Dec</b>	517	558 <sup>3</sup>	1077	433 <sup>3</sup>	335	350 <sup>3</sup>	CS	FP	BG	RF	
	<b>9,471</b>	<b>16,508</b>	<b>7,698</b>	<b>14,076</b>	<b>6,229</b>	<b>10,891</b>	<b>FP</b>	<b>CS</b>	<b>BG</b>	<b>TB</b>	<b>RF</b>
<b>Percent (%) of All Complaints for U.S. Airlines in these Categories for 2002</b>							<b>23.5</b>	<b>19.2</b>	<b>14.0</b>	<b>11.7</b>	<b>9.6</b>

<sup>1</sup>Total number includes complaints for all U.S. airlines + foreign airlines + travel agents + tour operators + miscellaneous sources.

<sup>2</sup> FP = Flight Problems; CS = Customer Service; BG = Baggage; TB = Reservations, Ticketing, and Boarding; RF = Refunds. Details of categories and definitions are in appendix.






<sup>3</sup> During this month, U.S. Government offices in the Washington, D.C. area experienced mail delivery problems, which may have affected the complaint totals.

## Some Interesting Facts About U.S. Airlines

Approximately 470 million people boarded one of the 10 largest U.S. carriers to fly somewhere inside the U.S. in 2002 (down from 488 million in 2001). This does not consider those travelers that boarded a flight in the U.S. and went to an international destination. Regional and commuter carriers accounted for an additional estimated 83 million passengers flying domestic routes as well (also 83 million in 2001). This totals to an estimated 553 million people flying to destinations within the U.S. in 2002 (down from 571 million in 2001). With the economic down-turn since late 2000, the 9/11/01 terrorist attacks, and the military action in Iraq, passenger volumes have dropped by about 20%. As long as the economy stays weak and military action abroad is a concern, the flying public will not use air travel at previous volumes. Growth and a return to previous volumes are predicted at a moderate pace over the next several years.





### Mishandled Baggage:

Your chance of having a bag mishandled or lost depends on how you use the baggage system, but about one out of every 250 checked bags are reported mishandled. Most bags are returned to the traveler within 48 hours. Only a very few are completely lost and never returned.

-  The ten largest U.S. airlines averaged 3.84 mishandled bags per 1,000 passengers in 2002, a decrease over the 2001 rate of 4.55.
-  The worst months for baggage handling were January (4.69) and December (4.91).
-  The fewest bags were mishandled in September (3.04), and November (3.16).
-  The airline that mishandled bags most often was American Eagle (9.81).
-  The airline that mishandled bags least often was Alaska Airlines (2.63).

### On-Time Arrival:

On-time arrivals are affected by many uncontrollable factors. When just the more controllable elements are considered, the ten largest U.S. carriers maintained an 82.1% on-time arrival record for 2002. This was better than the 77.4% on-time arrival record for the industry in 2001.

-  Worst on-time arrival performer for 2002: Alaska (78.0%).
-  Best on-time arrival performer for 2002: United (84.0%).
-  The most troublesome months to fly in 2002 (lowest on-time arrival performance for the industry) were December (78.3%) and March and June (78.6% each).
-  The most successful on-time arrival months for the industry in 2002 were September (88.0%), November (85.2%), and February (84.7%).

### **Being Bumped From a Flight (Involuntary Denied Boardings):**

Across the industry, 0.72 passengers per 10,000 boardings were bumped involuntarily from their flight in 2002. This is a 16% improvement in the industry rate of 0.86 denied boardings per 10,000 passengers in 2001.

- ⊗ The airline most likely to bump a passenger in 2002: Alaska (1.17).
- ⊗ The airline least likely to bump a passenger in 2002: American Eagle (0.19).
- ⊗ The fourth quarter of 2002 (October - December) was the worst at 0.96.
- ⊗ The third quarter of 2002 (July - September) was the best at 0.50.

### **Consumer Complaints:**

On average, the Department of Transportation received 1.22 consumer complaints per 100,000 passengers for the ten largest carriers in 2002. The volume of complaints in 2002 represents a 42% decrease in the rate of complaints over the 2001 rate. The complaint rate for the industry has consistently remained under 1.00 per 100,000 passengers since August 2002. These complaints represent a wide range of areas, such as cancellations, delays, oversales, reservation and ticketing problems, fares, refunds, customer treatment, unfair advertising, and other general problems.

- ✉ Airline with the highest complaint rate: United (1.71).
- ✉ Airline with the lowest complaint rate: Southwest (0.33).
- ✉ February was the month with the highest complaint rate (1.82).
- ✉ December (0.78) had the lowest monthly rate for the ten largest carriers.

### **Airline Safety:**

No one died in a commercial airline accident in 2002, making it the third year in the past decade (1993, 1998, and 2002) to be a fatality free year of operations. The 10 largest airlines (Part 121 scheduled) experienced 34 accidents in 2002 with no fatalities. National and Regional carriers (Part 135 scheduled) registered no fatalities in 2002 with eight accidents being reported. In contrast, the 2001 fatality total of 530 reflecting the deaths (265 on airplanes) involving the four airplanes used in the terrorist attacks of 9/11/01 and the 265 deaths associated with the only other fatal airline accident in 2001 (11/12/01 crash in Belle Harbor, New York), produced the worst year in American commercial aviation (Part 121 scheduled) in 20 years.

General aviation accident numbers were higher in 2002 (1,714) than in 2001 (1,323). With the higher overall number of accidents, fatalities were also higher in 2002 (576) than in 2001 (323). In 2002, about 1 in 5 (343 of the 1,714) general aviation accidents involved a fatality.



## **Airline Quality Rating Criteria Overview**

The individual criteria used to calculate the AQR scores are summed up in four basic areas that reflect customer-oriented areas of airline performance. Definitions of the four areas used in this AQR 2003 (2002 data) are outlined below.

### **OT ON-TIME PERFORMANCE (+8.63)**

Regularly published data regarding on-time arrival performance is obtained from the U.S. Department of Transportation's *Air Travel Consumer Report*. According to the DOT, a flight is counted "on time" if it is operated within 15 minutes of the scheduled time shown in the carriers' Computerized Reservations Systems. Delays caused by mechanical problems are counted as of January 1, 1995. Canceled and diverted operations are counted as late. The AQR calculations use the percentage of flights arriving on time for each airline for each month.

### **DB INVOLUNTARY DENIED BOARDINGS (-8.03)**

This criterion includes involuntary denied boardings. Data regarding denied boardings could be obtained from the U.S. Department of Transportation's *Air Travel Consumer Report*. Data includes the number of passengers who hold confirmed reservations and are involuntarily denied boarding on a flight that is oversold. These figures include only passengers whose oversold flight departs without them onboard. The AQR uses the ratio of involuntary denied boardings per 10,000 passengers boarded by month.

### **MB MISHANDLED BAGGAGE REPORTS (-7.92)**

Regularly published data regarding consumer reports to the carriers of mishandled baggage can be obtained from the U.S. Department of Transportation's *Air Travel Consumer Report*. According to the DOT, a mishandled bag includes claims for lost, damaged, delayed, or pilfered baggage. Data is reported by carriers as to the rate of mishandled baggage reports per 1,000 passengers and for the industry. The AQR ratio is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed, or pilfered baggage per 1,000 passengers served.

### **CC CONSUMER COMPLAINTS (-7.17)**

The criteria of consumer complaints is made up of 12 specific complaint categories (outlined below) monitored by the U. S. Department of Transportation and reported monthly in the *Air Travel Consumer Report*. Consumers can file complaints with the DOT in writing, by telephone, via e-mail, or in person. The AQR uses complaints about the various categories as part of the larger customer complaint criteria and calculates the consumer complaint ratio on the number of complaints received per 100,000 passengers flown for each airline.

## **CONSUMER COMPLAINT CATEGORIES**

### **Flight Problems**

Data is available by the total number of consumer complaints pertaining to cancellations, delays, or any other deviations from schedule, whether planned or unplanned for each airline each month.

### **Oversales**

This complaint category includes all bumping problems, whether or not the airline complied with DOT oversale regulations. Data is available by the total number of consumer complaints pertaining to oversales for each airline each month.

### **Reservations, Ticketing, and Boarding**

This category includes 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, and problems boarding the aircraft (except oversales). Data is available by the total number of consumer complaints pertaining to ticketing and boarding for each airline each month.

### **Fares**

As defined by the DOT, consumer complaints regarding fares include incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases, and level of fares in general. Data is available for the total number of consumer complaints pertaining to fares for each airline each month.

### **Refunds**

This category includes customer complaints about problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies. Data is available by the total number of consumer complaints pertaining to refunds for each airline each month.

### **Baggage**

Claims for lost, damaged, or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claim procedure are included in this category. Data is available by the total number of consumer complaints pertaining to baggage for each airline each month.

### **Customer Service**

This category includes complaints about rude or unhelpful employees, inadequate meals or cabin service, and treatment of delayed passengers. Data is available by the total number of consumer complaints pertaining to customer service for each airline each month.

**Disability**

Previously included as part of the Reservations, Ticketing and Boarding Category (through 6/99), this category includes complaints about civil rights complaints by air travelers with disabilities. Data is available by the total number of consumer complaints pertaining to disabilities for each airline each month.

**Advertising**

These are complaints concerning advertising that is deemed unfair, misleading or offensive to consumers. Data is available by the total number of consumer complaints regarding advertising for each airline each month.

**Discrimination**

Civil rights complaints by air travelers (other than disabilities); for example: complaints based on race, national origin, religion, etc. (this category was first reported in May, 2002).

**Animals**

This category, added in October 2000, tracks customer complaints about loss, injury, or death of an animal during air transport by an air carrier. Data is available by the total number of customer complaints regarding animals for each airline each month.

**Other**

Data regarding consumer complaints about frequent flyer programs, smoking, credit, cargo problems, security, airport facilities, claims for bodily injury, tours or charters and other problems not classified above are included in this category. Data is available by the total number of consumer complaints regarding other problems for each airline each month.