



Terminal Illness

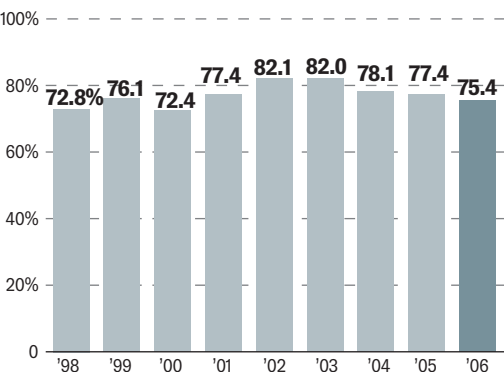
Last year was a tough one for air travelers. A report released Wednesday by the Bureau of Transportation Statistics shows passengers were more likely to arrive late and less likely to get to their destinations with their checked luggage. They also had a better chance of getting bumped off their flights, but filed fewer complaints.

Text by STEVE HUETTEL, Illustration by DON MORRIS, Graphic by DANA OPPENHEIM | Times

On-time flights

About 75 percent of domestic flights arrived on time, the worst performance for airlines since 2000. Airlines blamed severe weather, such as winter storms that closed major airline hubs in the Midwest and Colorado. Also, most airlines had record load factors — the percentage of seats filled — which slowed loading and unloading planes.

Percentage of on-time flights



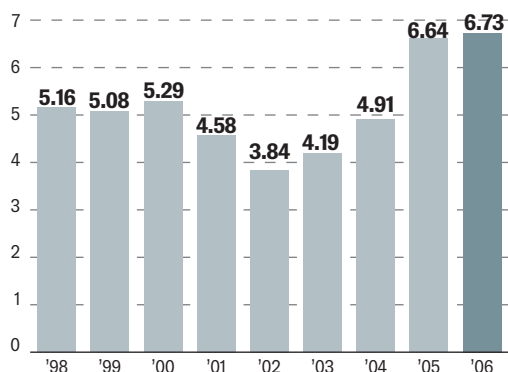
On time

1. Southwest	80.2%	6. AirTran	74.6%
2. US Airways	76.9%	7. United	73.9%
3. Delta	76.3%	8. Continental	73.4%
4. Northwest	75.8%	9. Alaska	73.3%
5. American	75.5%	10. JetBlue	72.9%
All airline avg. 75.4%			

Mishandled baggage

Airlines lost checked bags or failed to get them on the right flight at the highest rate since 1990, about one mishandled bag for every 150 passengers. New security rules that restricted liquids and gels in carry-on bags resulted in about 20 percent more checked luggage.

Mishandled baggage per 1,000 passengers



Mishandled bags (per 1,000 passengers)

1. JetBlue	4.09	6. United	5.68
2. Northwest	4.60	7. Alaska	5.71
3. AirTran	4.72	8. American	6.33
4. Continental	4.76	9. Delta	6.88
5. Southwest	5.34	10. US Airways	7.82
All airline avg. 6.73			

Other issues

Denied boarding (per 10,000 passengers)

1. JetBlue	0.07
2. AirTran	0.08
3. United	0.51
4. Northwest	0.81
5. American	0.84
6. Southwest	0.91
7. US Airways	1.08
8. Alaska	1.26
9. Delta	1.70
10. Continental	1.74
All airline avg. 1.01	

Consumer complaints (per 100,000 passengers)

1. Southwest	0.18
2. JetBlue	0.35
3. Alaska	0.52
4. AirTran	0.62
5. Continental	0.88
6. Northwest	0.88
7. Delta	1.03
8. American	1.09
9. US Airways	1.36
10. United	1.36
All airline avg. 0.87	

NOTE: A flight is counted on-time if it arrives less than 15 minutes after the scheduled time.