



Airlines Reporting Corporation

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Press Release

ARC'S JANUARY STATS REVEAL POST-HOLIDAY DIP

January 2002 operational statistics dipped below December while still showing improvement over November 2001.

Arlington, VA February 14, 2002 - ARC operational statistics revealed slightly lower results for total sales, fares, and transactions processed in January 2002 compared to the previous month. A promising trend toward eventual recovery in evidence since October 2001 was reversed only slightly as results dipped below December but still remained comfortably better than November 2001.

Total sales by ARC accredited agent locations shows that sales in January 2002 were 23 percent below where they were the same month a year before. Compare this to a difference of -43 percent; -40 percent; -31 percent; and -21 percent in the months of September through December 2001 respectively as compared to the same months the year before. Transactions issued and processed in the four processing weeks of PED 01/06/02 through 01/27/02 were 15 percent below the same month a year before - a slight dip compared to the trend of -22 percent; -19 percent; -17 percent; and -13 percent in the months of September through December 2001 respectively as compared to the same months a year before.

Total domestic fares equaled \$2,898,546,000 at the end of January, which was 26 percent below the same month in 2001.

E-tickets averaged 62 percent of total transactions processing in January.

Readers will find archived copies of ARC's monthly statistics in ARC's Web site at <http://www.arccorp.com/stats.htm>.

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JANUARY STATISTICAL INFORMATION

SALES & DOCUMENT STATISTICS MONTH & YEAR TO DATE

	Jan. 2001	Jan. 2002	% Change	YTD 2001	YTD 2002	% Change
Participants (At Month End)						
Carriers						
Airlines				135	130	-3%
Railroads				<u>4</u>	<u>3</u>	-25%
Total Participating Carriers				139	133	-4%
Agents						
Retail Locations				29,940	27,293	-9%
STP Ticket Delivery Locations				<u>8,627</u>	<u>6,156</u>	-29%
Total Accredited Agency Locations				38,567	33,449	-13%
Sales Data						
Total Sales (000)	6,244,934	4,815,554	-23%	6,244,934	4,815,554	-23%
Credit Card Billings (000) 1/	5,267,018	4,037,276	-23%	5,267,018	4,037,276	-23%
Percent Credit of Total Sales	84.34%	83.84%	-	84.34%	83.84%	-
Net Cash Disbursement (000) 2/	674,748	560,463	-17%	674,748	560,463	-17%
Taxes (000) 3/	536,391	469,814	-12%	536,391	469,814	-12%
Average Weekly Sales Per Agency Location	39,947	35,249	-12%	39,947	35,249	-12%
Fares Data						
Domestic (000)	3,930,154	2,898,546	-26%	3,930,154	2,898,546	-26%
International (000)	<u>1,778,398</u>	<u>1,447,194</u>	-19%	<u>1,778,398</u>	<u>1,447,194</u>	-19%
Total	5,708,543	4,345,740	-24%	5,708,543	4,345,740	-24%
Commissions						
Domestic (000)	154,160	92,650	-40%	154,160	92,650	-40%
International (000)	<u>149,008</u>	<u>125,165</u>	-16%	<u>149,008</u>	<u>125,165</u>	-16%
Total	303,168	217,815	-28%	303,168	217,815	-28%
Commission Rate						
Domestic %	3.92	3.20	-	3.92	3.20	-
International %	8.38	8.65	-	8.38	8.65	-
Total %	5.31	5.01	-	5.31	5.01	-
Reports/Documents Processed						
Tickets/Misc. Documents Processed	14,785,405	12,615,629	-15%	14,785,405	12,615,629	-15%
Agent Reports	156,332	136,616	-13%	156,332	136,616	-13%
Average Documents Per Report	95	92	-2%	95	92	-2%
Processing Weeks 4/	4	4	-	4	4	-
Credit Card Transactions Presd.	11,721,934	9,209,987	-21%	11,721,934	9,209,987	-21%
Ticket Requisitions Processed	6,844	6,261	-9%	6,844	6,261	-9%
Documents Shipped						
Accountable						
Manual Documents	167,925	224,300	34%	167,925	224,300	34%
ATB Coupons	36,937,266	39,206,533	6%	36,937,266	39,206,533	6%
Non-Accountable/Admin. Forms	3,405,800	2,897,475	-15%	3,405,800	2,897,475	-15%

1/ Credit Card Billings Include Both Fare and Tax Amounts.

2/ Net Cash Disbursement Amount Includes Fare and Tax Value, Less Refunds, Adjustments, and Commission (Cash/Credit Sales).

3/ Taxes Include All Taxes, Fees, and Charges (e.g. Passenger Facility Charges).

4/ Processing Weeks for this Month are for Sales Period Ending 01/06/02 through 01/27/02.

JANUARY STATISTICAL INFORMATION

ACCREDITATION & DATABASE MANAGEMENT REPORT - JANUARY 2002

	Jan. 2001	Jan. 2002	Cur Mth % Chng	YTD 2001	YTD 2002	YTD% Change
Information Sent Out						
Information for ARC Listing	1,646	1,354	-17.7%	1,646	1,354	-17.7%
New Application Kits	<u>31</u>	<u>19</u>	-38.7%	<u>31</u>	<u>19</u>	-38.7%
Total Information Sent Out	1,677	1,373	-18.1%	1,677	1,373	-18.1%
Retail & CTD Applications Received						
Home Office/Independent	13	14	7.7%	13	14	7.7%
CTD Independent/Branch	2	4	100.0%	2	4	100.0%
Full Service Branch	14	17	21.4%	14	17	21.4%
Restricted Access	18	4	-77.8%	18	4	-77.8%
On-Site Branch	39	20	-48.7%	39	20	-48.7%
Ownership Changes	54	73	35.2%	54	73	35.2%
Miscellaneous Changes	<u>603</u>	<u>598</u>	-0.8%	<u>603</u>	<u>598</u>	-0.8%
Total Retail & CTD Applications Received	743	730	-1.7%	743	730	-1.7%
Incomplete Retail/CTD/STP Apps. Returned	26	13	-50.0%	26	13	-50.0%
Retail/CTD Approvals & Changes						
Home Office/Independent	12	13	8.3%	12	13	8.3%
CTD Independent/Branch	7	1	-85.7%	7	1	-85.7%
Branch	12	17	41.7%	12	17	41.7%
Restricted Access	7	2	-71.4%	7	2	-71.4%
On-Site Branch	37	22	-40.5%	37	22	-40.5%
Ownership Changes	9	61	577.8%	9	61	577.8%
Miscellaneous Changes	<u>587</u>	<u>586</u>	-0.2%	<u>587</u>	<u>586</u>	-0.2%
Total Retail Approvals & Changes	671	702	4.6%	671	702	4.6%
STP Applications						
STP Applications Received	35	24	-31.4%	35	24	-31.4%
STP Applications Approved	39	43	10.3%	39	43	10.3%
Total Retail, CTD & STP New Approvals	114	98	-14.0%	114	98	-14.0%
Total Retail, CTD & STP Changes	596	647	8.6%	596	647	8.6%
Total Retail, CTD & STP Apps With/Rej	18	13	-27.8%	18	13	-27.8%
Total Retail, CTD & STP Apps Disapproved	3	2	-33.3%	3	2	-33.3%
Total Voluntary Deletions Received	484	497	2.7%	484	497	2.7%
Home Office/Ind Voluntary Del. Approved	108	158	46.3%	108	158	46.3%
Branch Voluntary Deletions Approved	91	157	72.5%	91	157	72.5%
STP Voluntary Deletions Approved	<u>198</u>	<u>167</u>	-15.7%	<u>198</u>	<u>167</u>	-15.7%
Total Voluntary Deletions Approved	397	482	21.4%	397	482	21.4%
Authorized Retail Locations						
Home Office				1,870	1,618	-13.5%
Independent/Single Entity				16,489	14,831	-10.1%
Branch				7,068	6,563	-7.1%
Restricted Access				756	869	14.9%
On-Site Branch				<u>3,687</u>	<u>3,325</u>	-9.8%
Total Authorized Retail Locations				29,870	27,206	-8.9%
Authorized Ticket Delivery Locations						
STP				8,627	6,134	-28.9%
ETDN				<u>17</u>	<u>0</u>	-100.0%
Total Authorized Ticket Delivery Locations				8,644	6,134	-29.0%
Total Authorized Corporate Travel Dept. Loc.				<u>70</u>	<u>109</u>	55.7%
Total Authorized Retail, CTD, & Ticket Delivery Locations				38,584	33,449	-13.3%

JANUARY STATISTICAL INFORMATION

COUNT OF AGENTS BY STATE & OFFICE TYPE PED 01/27/02

STATE	HOME OFF.	BRANCH	INDEPEN.	STP	TOTAL
AL	11	69	72	76	228
AK	8	68	56	29	161
AZ	29	188	220	61	498
AR	8	36	64	13	121
CA	263	1502	2412	756	4933
CO	41	174	294	121	630
CT	25	172	264	103	564
DE	6	31	22	31	90
DC	12	164	85	176	437
FL	87	494	1367	344	2292
GA	33	285	291	301	910
HI	17	56	134	20	227
ID	6	44	37	16	103
IL	107	522	943	386	1958
IN	31	130	185	93	439
IA	11	75	107	27	220
KS	10	58	93	29	190
KY	18	74	71	52	215
LA	11	61	124	42	238
ME	6	33	44	16	99
MD	26	177	233	141	577
MA	54	415	506	217	1192
MI	45	279	435	154	913
MN	38	204	283	97	622
MS	6	26	51	22	105
MO	19	179	242	89	529
MT	10	24	50	6	90
NE	8	57	65	21	151
NV	13	71	100	31	215
NH	5	47	74	24	150
NJ	58	435	773	244	1510
NM	9	36	53	22	120
NY	155	817	1658	513	3143
NC	26	225	189	149	589
ND	4	30	26	8	68
OH	45	370	422	208	1045
OK	18	73	114	44	249
OR	22	96	200	41	359
PA	57	433	585	295	1370
PR	26	127	311	9	473
RI	5	38	73	10	126
SC	9	59	99	81	248

JANUARY STATISTICAL INFORMATION**COUNT OF AGENTS BY STATE & OFFICE TYPE PED 01/27/02**

STATE	HOME OFF.	BRANCH	INDEPEN.	STP	TOTAL
SD	5	26	23	5	59
TN	25	175	147	85	432
TX	98	654	816	484	2052
UT	8	92	81	57	238
VT	4	26	21	12	63
VI	0	1	17	1	19
VA	45	286	293	217	841
WA	34	199	360	75	668
WV	3	20	24	12	59
WI	35	198	256	87	576
WY	2	13	27	3	45
TOTAL	1,657	10,144	15,492	6,156	33,449

JANUARY STATISTICAL INFORMATION

AUDIT & FRAUD PREVENTION MONTHLY ACTIVITY REPORT

<u>Fraud Prevention</u>	<u>January 2001</u>	<u>January 2002</u>	<u>YTD 2001</u>	<u>YTD 2002</u>
Crimes Against Travel Agents				
Burglaries	1	1	1	1
ATB Coupons	0	147	0	147
Manual	17	0	17	0
Robberies	0	0	0	0
ATB Coupons	0	0	0	0
Manual	0	0	0	0
Known Daytime Thefts	0	0	0	0
ATB Coupons	0	0	0	0
Manual	0	0	0	0
Sub-Total	0	1	1	1
ATB Coupons	0	147	0	147
Manual	17	0	17	0
Crimes/Losses by Travel Agents				
Terminated Agent Theft	0	0	0	0
ATB Coupons	0	0	0	0
Manual	0	0	0	0
Bust-Outs	0	0	0	0
ATB Coupons	0	0	0	0
Manual	0	0	0	0
Other Thefts	1	0	1	0
ATB Coupons	0	0	0	0
Manual	23	0	23	0
Lost	2	0	2	0
ATB Coupons	2,000	0	2,000	0
Manual	1	0	1	0
Sub-Total	3	0	3	0
ATB Coupons	2,000	0	2,000	0
Manual	24	0	24	0
Total Combined	4	1	4	1
ATB Coupons	2,000	147	2,000	147
Manual	41	0	41	0

JANUARY STATISTICAL INFORMATION

FINANCIAL SERVICES MONTHLY ACTIVITY REPORT

	January 2001	January 2002	Percent Change	YTD 2001	YTD 2002	Percent Change
Default Declarations	58	70	20.69%	58	70	20.69%
Terminated Defaults	19	34	78.95%	19	34	78.95%
Amount of Defaults	375,138	920,425	145.36%	375,138	920,425	145.36%