



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: June 2000

Includes data for the following periods:

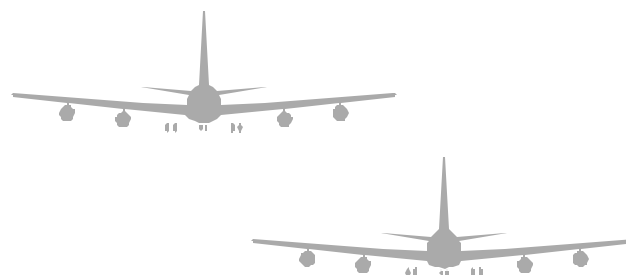
Flight Delays	April 2000 12 Months Ending April 2000
Mishandled Baggage	April 2000
Oversales	1st Quarter 2000
Consumer Complaints	April 2000
Disability Complaints	April 2000

Office of Aviation Enforcement and Proceedings

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

TABLE OF CONTENTS

Section	Page	Section	Page
INTRODUCTION	2		
Flight Delays		Mishandled Baggage	
Explanation	3	Explanation	17
Table 1	4	Ranking	18
Overall Percentage of Reported Flight			
Operations Arriving On Time, by Carrier		Oversales	
Table 1A	5	Explanation	19
Overall Percentage of Reported Flight		Ranking--Quarter	20
Operations Arriving On Time and Carrier Rank,			
by Month, Quarter, and Data Base to Date		Consumer Complaints	
Table 2	6	Explanation	21
Number of Reported Flight Arrivals and Per-		Complaint Tables 1-5	22
centage Arriving On Time, by Carrier and Airport		Summary, Complaint Categories, U.S. Airlines,	
Table 3	8	Incident Date, and Companies Other Than	
Percentage of All Carriers' Reported Flight		U.S. Airlines	
Operations Arriving On Time, by Airport and		Rankings, Table 6	27
Time of Day		Complaint Categories	28
Table 4	9		
Percentage of All Carriers' Reported Flight			
Operations Departing On Time, by Airport and			
Time of Day			
Table 5	10		
List of Regularly Scheduled Flights			
Arriving Late 80% of the Time or More			
Table 6	11		
Number and Percentage of Regularly			
Scheduled Flights Arriving Late 70% of the			
Time or More			
Table 7	12		
On-Time Arrival and Departure			
Percentage, by Airport			
Table 8	14		
Overall Number and Percentage			
of Flight Cancellations, by Carrier			
Footnotes	15		
Appendix	16		



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 as required by 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, i.e., those with at least one percent of total domestic scheduled-service passenger revenues. These 10 airlines account for more than 90 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 10 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 10 reporting air carriers, 4 (American, Northwest, United and US Airways) use ACARS exclusively; 3 (Alaska, 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.

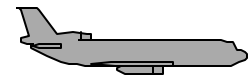
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage 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/search.html>. 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.



APRIL 2000

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/ -----
NORTHWEST S/	29	80.7	117	81.2
TRANS WORLD S/	29	81.0	79	81.0
CONTINENTAL S/	27	78.8	83	79.8
DELTA S/	29	79.0	113	79.5
SOUTHWEST S/	14	76.9	56	77.6
AMERICAN S/	29	74.7	96	75.0
US AIRWAYS S/	25	72.4	88	72.3
ALASKA S/	7	71.0	34	70.8
AMERICA WEST S/	25	68.9	51	69.6
UNITED S/	29	65.3	104	65.6
T O T A L		74.7		75.4

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.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers appearing on this page is consistent with those carriers that appear in the "Mishandled Baggage," "Oversales" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

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.

APRIL 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	2ND QUARTER		3RD QUARTER		4TH QUARTER		1ST QUARTER				12 MONTHS			
	04-06 1999		07-09 1999		10-12 1999		01-03 2000				ENDING		DATA BASE TO DATE	
											04 2000		09 1987 - 04 2000	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	72.5	(7)	72.0	(8)	69.7	(9)	66.5	(9)	60.5	(10)	68.2	(9)	70.8	(8)
AMERICA WEST	72.3	(8)	62.7	(10)	69.2	(10)	64.7	(10)	62.7	(9)	62.6	(10)	69.6	(9)
AMERICAN	66.5	(10)	75.6	(5)	80.7	(3)	75.2	(6)	75.1	(6)	74.9	(6)	75.0	(6)
CONTINENTAL	74.2	(5)	74.0	(6)	79.8	(5)	77.7	(3)	76.4	(4)	80.7	(4)	79.8	(3)
DELTA	76.9	(4)	77.6	(4)	80.6	(4)	77.4	(4)	79.3	(2)	79.9	(5)	79.5	(4)
NORTHWEST	79.3	(1)	80.1	(3)	84.9	(2)	79.4	(2)	77.6	(3)	83.2	(1)	81.2	(1)
SOUTHWEST	78.2	(2)	81.8	(2)	79.8	(6)	76.0	(5)	75.0	(7)	74.2	(7)	77.6	(5)
TRANS WORLD	77.0	(3)	83.5	(1)	87.2	(1)	81.1	(1)	82.4	(1)	81.1	(3)	81.0	(2)
UNITED	71.3	(9)	72.4	(7)	79.5	(7)	70.8	(8)	68.8	(8)	73.1	(8)	65.6	(10)
US AIRWAYS	72.8	(6)	67.2	(9)	76.9	(8)	74.3	(7)	75.7	(5)	81.1	(2)	72.3	(7)
TOTAL	74.3		75.5		79.8		75.2		74.8		77.0		75.4	

APRIL 2000

AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT													
	ATL		BOS		BWI		CLT		CVG		DCA		DEN	
CARRIER	# 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	679	71.1	1416	66.7	321	75.1	179	75.4	90	75.6	957	79.7	574	73.2
AS	H/		H/		H/		H/		H/		H/		H/	
CO	591	77.3	725	67.4	290	78.3	105	79.0	H/		610	85.7	364	75.3
DL	18454	78.6	2232	68.7	375	80.3	270	84.4	5767	84.8	1332	82.6	598	82.3
HP	148	52.7	234	58.1	179	53.6	H/		H/		56	85.7	205	63.9
NW	485	72.6	545	62.2	342	75.4	195	77.4	25	76.0	559	78.4	300	72.3
TW	199	73.9	270	63.7	180	83.9	115	69.6	110	82.7	200	76.5	175	78.3
UA	621	64.1	1274	59.9	360	66.9	150	68.7	175	71.4	491	67.8	8704	72.1
US	865	67.5	2454	62.8	2333	79.2	9548	78.7	H/		2535	80.4	210	70.5
WN	H/		H/		2768	78.4	H/		H/		H/		H/	
TOTAL	22042	77.1	9150	64.7	7148	77.4	10562	78.5	6167	84.3	6740	80.1	11130	72.7

	ARRIVAL AIRPORT													
	DFW		DTW		EWR		IAH		JFK		LAS		LAX	
CARRIER	# 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	14105	80.8	415	71.6	928	63.5	534	74.0	916	80.3	957	77.8	2816	71.8
AS	H/		H/		H/		H/		H/		328	64.9	734	62.7
CO	585	77.6	310	78.1	6010	71.6	8158	86.2	H/		503	79.5	590	78.1
DL	3698	81.9	329	78.7	977	62.6	329	77.8	1001	77.2	806	83.9	1373	77.3
HP	200	74.0	150	72.0	270	53.7	180	71.7	240	52.5	2517	65.0	794	64.0
NW	420	75.0	9869	83.7	544	63.1	320	74.4	115	73.0	359	69.6	535	71.8
TW	285	81.1	174	81.0	175	70.9	115	80.9	782	76.1	180	77.2	295	74.9
UA	664	64.3	358	65.4	924	49.6	475	63.4	539	61.6	1165	69.6	5984	67.2
US	325	63.1	340	71.8	405	63.5	325	67.1	H/		195	61.0	470	60.2
WN	H/		549	80.3	H/		185	81.1	H/		4446	77.5	3475	71.7
TOTAL	20282	79.9	12494	81.9	10233	66.8	10621	83.0	3593	73.6	11456	73.6	17066	69.8

APRIL 2000

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT														
CARRIER	LGA		MCO		MIA		MSP		ORD		PDX		PHL	
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME
AA	1643	64.8	677	80.8	3158	76.8	487	73.7	8918	68.3	321	79.1	641	70.5
AS	H/		H/		H/		H/		H/		1460	76.6	H/	
CO	430	72.3	606	78.4	393	73.8	191	75.4	565	71.7	85	63.5	240	81.3
DL	2164	73.9	2789	75.1	448	77.7	359	77.4	805	69.4	597	79.7	683	74.4
HP	H/		60	46.7	60	65.0	144	56.9	206	51.5	179	64.2	149	60.4
NW	565	63.4	480	81.3	313	72.8	9610	86.2	770	72.2	149	62.4	456	68.6
TW	318	63.8	359	85.0	215	81.4	275	82.5	305	70.8	120	77.5	170	68.8
UA	835	58.1	696	68.5	523	64.6	619	59.8	12349	62.5	950	64.8	754	59.7
US	1858	59.4	1556	69.7	530	68.1	235	66.4	635	63.1	H/		6734	67.6
WN	H/		1194	79.2	H/		H/		H/		876	78.2	H/	
TOTAL	7813	65.6	8417	75.4	5640	74.5	11920	83.1	24553	65.4	4737	74.0	9827	68.0

ARRIVAL AIRPORT																
CARRIER	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME
AA	562	78.3	90	77.8	764	77.5	639	73.4	1228	70.8	180	75.0	347	72.0	450	77.3
AS	361	65.9	H/		355	64.8	3429	73.7	552	62.0	H/		H/		H/	
CO	350	78.9	105	76.2	240	85.4	263	76.8	405	73.8	91	80.2	115	80.9	438	80.4
DL	718	84.3	270	83.0	480	79.4	569	75.9	745	68.9	4461	85.9	270	74.1	1110	79.4
HP	6658	75.7	H/		299	71.6	209	59.8	324	50.3	133	69.9	60	51.7	59	59.3
NW	390	75.9	146	78.1	180	83.3	474	64.8	390	70.5	91	76.9	336	80.1	362	82.3
TW	180	77.8	164	78.0	150	84.7	180	70.0	198	69.7	90	77.8	10006	84.0	180	83.9
UA	1050	67.3	176	56.3	1040	69.7	1300	62.4	6398	63.9	421	69.8	240	61.3	390	63.8
US	314	61.5	7634	77.5	150	68.7	180	50.6	375	60.8	H/		268	68.3	1163	66.6
WN	5038	77.8	H/		2241	74.6	1074	82.3	413	72.9	1041	79.0	2372	75.6	1365	77.7
TOTAL	15621	75.9	8585	77.3	5899	74.6	8317	71.8	11028	65.4	6508	82.8	14014	81.1	5517	75.2

APRIL 2000

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	85.1	76.4	74.6	79.2	90.9	J/	79.3	90.1	84.8	73.0	98.3	76.8	100.0	88.6	90.0	64.8
700 - 759 AM	92.3	82.7	92.7	89.3	91.0	87.7	85.9	91.1	91.9	83.5	92.5	59.4	96.7	91.5	92.5	90.2
800 - 859 AM	86.8	78.4	91.3	81.3	90.8	85.3	82.9	86.5	88.8	90.3	88.1	62.5	89.8	82.5	82.0	87.9
900 - 959 AM	80.6	77.2	92.7	79.5	89.0	90.1	84.5	83.2	84.7	88.6	83.5	100.0	84.2	78.8	78.6	86.7
1000 - 1059 AM	80.7	78.0	94.9	76.5	92.8	85.2	76.4	81.0	82.2	89.3	88.0	85.4	77.1	76.5	74.4	81.7
1100 - 1159 AM	82.4	78.0	86.9	85.2	84.6	88.4	80.7	82.5	82.0	83.5	81.8	86.2	82.3	70.0	72.9	81.6
1200 - 1259 PM	87.1	71.9	86.5	78.6	82.2	84.9	74.1	85.0	83.9	80.6	89.7	J/	75.4	68.0	70.3	76.6
100 - 159 PM	80.9	74.1	81.0	81.6	89.0	84.9	68.8	83.3	86.7	81.5	85.7	83.5	75.6	67.8	67.1	77.2
200 - 259 PM	76.6	68.7	81.8	82.4	89.3	85.6	74.7	81.8	83.6	67.0	85.3	82.4	74.4	73.2	66.7	78.7
300 - 359 PM	74.5	65.1	75.0	75.4	87.4	78.7	76.8	81.6	83.0	60.9	85.2	79.9	71.8	71.7	60.6	79.9
400 - 459 PM	74.1	60.3	74.2	75.5	78.8	75.5	66.2	78.7	82.7	54.1	82.3	76.5	71.9	66.2	63.5	82.1
500 - 559 PM	69.3	56.8	71.6	75.7	78.3	75.1	67.8	77.2	79.7	55.9	82.6	70.0	63.6	71.1	64.1	76.2
600 - 659 PM	71.5	51.8	69.1	79.5	80.3	70.8	62.3	76.0	74.3	55.2	80.8	67.3	71.2	63.2	53.3	68.8
700 - 759 PM	65.1	49.7	67.3	75.3	76.2	72.4	61.5	75.2	77.8	52.4	76.7	59.6	68.4	62.8	50.4	65.4
800 - 859 PM	69.2	57.0	71.6	61.6	66.3	74.9	66.4	68.9	79.5	54.0	76.5	70.2	69.0	60.7	56.7	62.7
900 - 959 PM	62.4	57.9	68.8	73.9	81.5	77.0	63.6	75.3	79.4	52.5	75.1	69.8	66.6	61.5	58.6	63.3
1000 - 1059 PM	74.7	56.9	68.6	75.6	64.8	76.4	61.6	68.1	79.9	57.0	68.8	69.9	67.8	63.1	63.0	69.5
1100 - 559 AM	76.8	63.1	71.0	75.7	77.5	73.5	69.9	77.1	78.6	71.8	75.2	77.2	64.4	70.1	67.7	69.4
TOTAL, ALL ARRIVALS, BY AIRPORT	77.1	64.7	77.4	78.5	84.3	80.1	72.7	79.9	81.9	66.8	83.0	73.6	73.6	69.8	65.6	75.4

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	73.0	89.7	81.3	J/	83.8	94.0	91.7	J/	65.6	89.9	J/	88.6	68.3	85.6
700 - 759 AM	93.5	88.6	75.9	92.5	81.7	92.0	93.8	92.0	89.0	90.0	95.2	86.7	93.0	88.2
800 - 859 AM	91.5	91.3	74.6	89.0	77.5	89.0	81.6	92.5	83.5	91.3	95.7	88.7	81.1	85.2
900 - 959 AM	82.1	83.8	75.9	90.9	76.9	79.2	84.2	90.7	83.8	71.5	94.4	90.4	84.7	82.7
1000 - 1059 AM	84.9	85.8	69.1	77.5	83.6	82.5	81.1	83.7	80.0	65.3	84.6	84.6	82.5	80.1
1100 - 1159 AM	81.6	84.3	63.5	75.9	74.5	79.5	83.8	86.7	78.3	67.2	90.0	89.8	81.9	79.7
1200 - 1259 PM	74.1	87.4	68.4	80.1	73.1	78.9	68.8	74.0	78.7	65.2	76.6	84.4	82.1	78.0
100 - 159 PM	70.6	83.5	67.6	71.7	71.8	76.1	78.3	74.7	70.1	64.6	86.9	84.0	77.4	77.5
200 - 259 PM	79.5	78.3	62.2	70.3	70.3	75.3	85.2	60.9	76.8	62.5	79.6	82.7	79.7	75.8
300 - 359 PM	76.2	84.2	65.0	72.6	67.2	78.2	80.2	81.1	74.5	66.5	84.0	79.1	80.3	75.1
400 - 459 PM	74.7	78.6	60.0	70.8	64.7	74.8	74.1	60.6	68.4	65.6	72.2	75.8	79.1	71.6
500 - 559 PM	74.9	83.3	61.6	67.6	67.3	71.1	66.7	71.5	67.6	60.8	82.5	77.8	76.9	71.1
600 - 659 PM	72.6	72.0	55.6	72.9	53.7	69.0	71.6	67.3	64.5	65.4	74.3	72.3	72.5	67.5
700 - 759 PM	68.8	80.1	59.7	72.8	49.6	63.4	69.3	60.6	58.0	62.2	85.8	77.1	60.1	68.2
800 - 859 PM	54.4	77.8	58.7	62.1	55.9	69.0	74.8	64.3	64.9	56.2	78.9	77.6	70.1	66.2
900 - 959 PM	71.5	77.9	58.3	66.0	61.5	65.0	71.6	69.2	65.9	55.5	72.8	73.7	65.0	68.1
1000 - 1059 PM	67.0	81.5	56.7	65.8	65.4	64.7	72.8	74.4	66.1	55.5	64.4	63.6	65.9	67.3
1100 - 559 AM	67.5	77.1	72.6	73.9	75.0	69.1	80.5	78.0	71.3	64.7	68.0	74.6	70.1	71.3
TOTAL, ALL ARRIVALS, BY AIRPORT	74.5	83.1	65.4	74.0	68.0	75.9	77.3	74.6	71.8	65.4	82.8	81.1	75.2	74.7

APRIL 2000

AIR TRAVEL CONSUMER REPORT

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	94.0	91.7	95.8	93.6	95.0	94.1	92.6	90.1	91.1	90.8	93.9	97.8	89.5	90.4	90.8	97.8
700 - 759 AM	88.8	88.4	92.5	90.7	93.8	92.0	90.1	89.1	87.9	91.4	94.0	89.7	92.2	89.5	88.9	95.3
800 - 859 AM	89.3	89.0	92.3	85.6	95.1	90.0	89.6	81.4	87.8	86.2	94.8	88.0	91.1	84.2	87.1	89.3
900 - 959 AM	87.5	84.4	92.9	82.9	93.7	87.9	86.2	85.7	86.7	85.8	91.2	86.7	81.2	82.8	84.6	88.7
1000 - 1059 AM	85.7	85.6	87.2	79.5	92.1	88.8	81.9	83.4	82.6	83.5	88.8	91.7	75.6	77.1	84.4	85.8
1100 - 1159 AM	83.4	79.8	86.6	85.0	88.8	90.1	80.1	78.2	80.3	84.3	85.6	84.7	75.5	73.1	76.7	87.9
1200 - 1259 PM	85.6	81.6	81.0	83.4	90.0	87.1	80.5	82.2	78.9	84.4	83.1	88.7	74.2	70.6	76.8	82.2
100 - 159 PM	85.3	76.9	82.3	79.5	83.9	87.4	82.8	81.6	79.1	80.0	87.3	J/	68.1	68.9	74.8	79.0
200 - 259 PM	76.6	72.9	80.8	81.9	83.9	86.5	74.8	77.6	83.9	76.7	85.3	85.4	72.6	73.0	74.9	76.4
300 - 359 PM	78.4	70.6	71.7	75.4	89.7	83.0	77.1	76.6	70.9	69.6	83.4	82.0	69.1	69.9	68.4	73.8
400 - 459 PM	72.2	70.1	66.7	70.1	85.8	81.5	73.1	79.2	76.6	62.9	88.1	81.4	65.6	66.8	67.7	80.5
500 - 559 PM	73.3	63.9	66.5	74.2	71.0	77.4	71.5	75.7	77.0	57.0	79.1	78.2	59.9	71.3	66.5	78.8
600 - 659 PM	70.2	61.6	69.4	74.0	74.7	77.5	72.2	71.5	76.7	56.2	82.0	71.8	65.2	68.2	65.0	72.1
700 - 759 PM	73.2	54.9	64.0	78.5	83.6	76.8	68.1	77.5	75.9	60.7	83.5	78.0	63.7	57.5	60.8	74.2
800 - 859 PM	70.5	65.1	69.2	74.6	83.5	80.3	67.5	73.2	77.1	63.3	82.5	65.5	64.5	62.6	55.4	63.7
900 - 959 PM	70.3	66.3	68.3	70.9	74.3	82.4	72.4	71.5	77.9	58.2	81.8	79.1	65.5	62.8	61.4	69.6
1000 - 1059 PM	76.2	J/	48.3	78.7	86.0	J/	55.7	77.0	74.8	68.0	76.7	86.7	74.4	76.9	J/	75.0
1100 - 559 AM	75.4	90.0	86.7	80.0	J/	J/	87.5	79.3	93.8	88.3	80.0	89.7	72.0	85.0	96.7	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	80.0	76.4	79.9	78.7	87.1	85.1	78.1	79.4	80.1	75.5	86.1	82.4	73.7	74.7	75.5	81.3

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	93.0	89.7	89.5	90.3	88.2	92.8	90.9	94.4	91.3	89.0	97.4	91.7	95.3	91.7
700 - 759 AM	90.1	91.4	85.5	89.2	87.3	88.2	89.6	91.9	84.2	88.8	98.6	90.0	90.9	89.9
800 - 859 AM	89.0	84.5	82.2	84.7	83.9	89.2	91.8	86.6	86.9	87.5	91.7	88.8	91.8	87.3
900 - 959 AM	90.0	90.7	78.5	84.9	79.1	80.0	84.3	84.7	82.2	84.2	91.3	86.3	91.5	85.2
1000 - 1059 AM	91.7	82.8	77.1	84.8	76.9	75.3	83.2	77.8	83.9	71.7	90.4	88.1	85.9	82.6
1100 - 1159 AM	88.3	87.6	71.9	80.4	79.2	71.6	83.5	75.0	83.1	68.6	89.9	84.4	85.0	80.7
1200 - 1259 PM	83.8	82.2	71.3	85.4	79.2	68.9	89.7	78.3	80.2	71.0	80.5	82.2	81.0	79.6
100 - 159 PM	78.2	83.3	73.4	81.6	75.7	78.0	74.1	76.4	79.1	69.5	80.8	82.7	83.4	78.6
200 - 259 PM	81.1	79.8	67.2	78.0	63.8	65.5	81.1	58.9	77.9	66.5	88.6	83.5	71.8	76.2
300 - 359 PM	68.2	82.6	66.1	71.7	66.5	71.5	72.5	70.6	72.3	65.5	82.6	79.0	78.9	73.8
400 - 459 PM	76.1	83.5	62.2	72.2	72.2	73.0	77.6	78.2	70.1	69.2	82.1	73.7	77.6	73.2
500 - 559 PM	74.2	78.0	61.3	67.9	66.9	66.4	69.9	62.0	72.4	68.9	88.0	75.1	76.3	70.7
600 - 659 PM	80.5	82.8	62.0	79.4	68.4	66.4	76.2	66.0	71.6	64.4	78.0	72.8	78.4	71.1
700 - 759 PM	73.5	73.1	60.6	72.4	59.3	62.7	87.1	62.6	62.4	64.8	75.2	73.3	75.5	68.6
800 - 859 PM	63.6	82.2	63.2	76.0	57.9	64.5	76.8	55.5	60.2	64.6	89.4	75.1	63.5	71.3
900 - 959 PM	80.0	J/	65.0	71.4	66.4	74.0	74.5	72.0	70.5	64.0	74.3	74.7	69.4	70.7
1000 - 1059 PM	J/	86.0	63.8	100.0	J/	77.7	78.1	84.7	76.8	74.0	87.7	73.6	81.6	77.3
1100 - 559 AM	87.9	93.8	88.0	96.6	96.6	95.1	100.0	94.9	83.2	83.2	96.5	79.8	89.7	80.4
TOTAL, ALL DEPARTURES, BY AIRPORT	80.9	84.7	70.9	81.5	72.8	74.9	80.6	77.3	78.8	74.2	87.1	80.9	82.5	78.5

APRIL 2000

AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. 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
AS	22	ANC-DUT	1424	26	92.31	12	8
AS	23	DUT-ANC	1705	26	88.46	3	3
DL	2547	EWB-FLL	1600	30	86.67	56	39
UA	1889	TPA-ORD	2005	29	86.21	50	37
WN	1139	BWI-CLE	1910	29	86.21	45	33
UA	1401	ORD-PDX	1155	30	83.33	41	42
WN	935	PHX-OKC	1930	30	83.33	36	29
UA	658	ORD-EWR	1730	25	80.00	48	29
US	647	LGA-PBI	2059	25	80.00	43	46
US	464	ORF-LGA	1815	25	80.00	35	24
US	947	LGA-ORF	1615	25	80.00	32	25

APRIL 2000

AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/
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 -----
AMERICA WEST	613	13	2.1
UNITED	2219	37	1.7
US AIRWAYS	2056	27	1.3
ALASKA	431	3	0.7
SOUTHWEST	2582	10	0.4
DELTA	2521	9	0.4
AMERICAN	2058	4	0.2
CONTINENTAL	1152	2	0.2
NORTHWEST	1530	1	0.1
TRANS WORLD	766	0	0.0
TOTAL	15928	106	0.7

APRIL 2000

AIR TRAVEL CONSUMER REPORT

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.
AKRON/CANTON, OH. (CAK)	85.9	90.6	85	85	EAGLE, CO. (EGE)	38.1	78.3	42	46
ALBANY, N.Y. (ALB)	75.2	83.1	942	939	EL PASO, TX. (ELP)	77.3	83.1	1,931	1,932
ALBUQUERQUE, N.M. (ABQ)	77.3	82.8	3,007	3,005	ELMIRA, N.Y. (ELM)	85.5	96.4	110	110
ALLENTOWN, PA. (ABE)	76.0	86.5	526	526	ERIE, PA. (ERI)	76.5	92.2	115	115
AMARILLO, TX. (AMA)	74.6	85.0	394	394	EUGENE, OR. (EUG)	67.2	72.2	180	180
ANCHORAGE, AK. (ANC)	70.5	75.3	1,456	1,453	FAIRBANKS, AK. (FAI)	68.9	77.3	389	387
ASHEVILLE, N.C. (AVL)	88.3	95.8	120	120	FARGO, N.D. (FAR)	77.7	88.3	188	188
ATLANTA, GA. (ATL)	77.1	80.0	22,042	22,122	FAYETTEVILLE, N.C. (FAY)	81.7	85.0	120	120
AUGUSTA, GA. (AGS)	77.8	83.3	90	90	FLINT, MI. (FNT)	79.1	90.1	91	91
AUSTIN, TX. (AUS)	76.9	83.5	3,405	3,410	FRESNO, CA. (FAT)	80.0	93.3	30	30
BALTIMORE, MD. (BWI)	77.4	79.9	7,148	7,148	FT. LAUDERDALE, FL. (FLL)	72.5	78.1	4,326	4,326
BARROW, AK. (BRW)	60.0	61.4	70	70	FT. MYERS, FL. (RSW)	74.1	82.7	1,489	1,492
BATON ROUGE, LA. (BTR)	85.5	89.4	385	385	FT. WAYNE, IN. (FWA)	75.9	86.7	29	30
BETHEL, AK. (BET)	59.0	61.4	83	83	GRAND FORKS, N.D. (GFK)	85.6	92.3	104	104
BILLINGS, MT. (BIL)	78.8	90.4	240	240	GRAND RAPIDS, MI. (GRR)	77.2	88.3	654	656
BINGHAMTON, N.Y. (BGM)	66.7	80.0	60	60	GREAT FALLS, MT. (GTF)	86.2	86.7	210	210
BIRMINGHAM, AL. (BHM)	81.0	84.8	1,678	1,673	GREEN BAY, WI. (GRB)	76.8	91.8	220	220
BISMARCK, N.D. (BIS)	83.5	93.0	115	115	GREENSBORO/HIGH PT., N.C. (GSO)	77.1	84.4	1,260	1,260
BOISE, ID. (BOI)	75.9	83.2	1,028	1,028	GREENVILLE/SPARTBG., S.C. (GSP)	79.3	83.3	569	570
BOSTON, MA. (BOS)	64.7	76.4	9,150	9,147	GULFPORT/BILOXI, MS. (GPT)	85.6	95.6	90	90
BOZEMAN, MT. (BZN)	81.6	98.0	152	152	GUNNISON, CO. (GUC)			2	2
BRISTOL, TN. (TRI)	73.3	85.6	90	90	HARLINGEN, TX. (HRL)	80.4	85.8	332	332
BROWNSVILLE, TX. (BRO)	50.0	100.0	2	2	HARRISBURG, PA. (MDT)	74.0	87.6	628	630
BUFFALO, N.Y. (BUF)	68.6	78.5	1,467	1,463	HARTFORD, CT./SPGFLD, MA. (BDL)	77.9	85.6	3,005	3,005
BURBANK, CA. (BUR)	72.2	75.0	2,230	2,233	HELENA, MT. (HLN)	75.0	100.0	4	5
BURLINGTON, VT. (BTV)	55.7	71.0	210	210	HONOLULU, OAHU, HI. (HNL)	65.2	88.2	995	993
CEDAR RAPIDS/IOWA CTY, IA. (CID)	76.9	85.6	424	424	HOUSTON, TX. (HOU)	79.8	75.4	4,677	4,678
CHARLESTON, S.C. (CHS)	77.4	85.2	574	569	HOUSTON, TX. (IAH)	83.0	86.1	10,621	10,617
CHARLESTON, W.V. (CRW)	71.1	78.9	90	90	HUNTSVILLE/DECATUR, AL. (HSV)	74.9	86.6	471	471
CHARLOTTE, N.C. (CLT)	78.5	78.7	10,562	10,565	INDIANAPOLIS, IN. (IND)	72.4	81.5	2,813	2,813
CHATTANOOGA, TN. (CHA)	78.8	90.6	85	85	INDIO/PALM SPRINGS, CA. (PSP)	76.5	79.3	601	604
CHICAGO, IL. (MDW)	78.0	74.5	4,473	4,474	ISLIP/LONG IS., N.Y. (ISP)	82.5	87.7	650	649
CHICAGO, IL. (ORD)	65.4	70.9	24,553	24,542	ITHACA, N.Y. (ITH)	84.5	94.5	110	110
CINCINNATI, OH. (CVG)	84.3	87.1	6,167	6,169	JACKSON/VICKSBURG, MS. (JAN)	83.2	87.1	749	751
CLEVELAND, OH. (CLE)	79.0	85.7	4,748	4,747	JACKSON, WY. (JAC)	40.0	100.0	5	5
COLORADO SPRINGS, CO. (COS)	76.7	86.0	1,062	1,057	JACKSONVILLE, FL. (JAX)	76.8	82.9	1,976	1,978
COLUMBIA, S.C. (CAE)	81.2	83.9	415	415	JUNEAU, AK. (JNU)	75.2	75.7	302	300
COLUMBUS, OH. (CMH)	76.7	84.0	2,875	2,874	KAHULUI, MAUI, HI. (OGG)	65.2	84.0	270	269
CORDOVA, AK. (CDV)	68.3	70.0	60	60	KALAMAZOO, MI. (AZO)	74.7	92.4	91	92
CORPUS CHRISTI, TX. (CRP)	80.1	85.0	246	246	KALISPELL, MT. (FCA)	85.8	92.4	120	118
DALLAS/FT. WORTH, TX. (DAL)	79.4	77.1	3,748	3,749	KANSAS CITY, MO. (MCI)	77.8	83.8	5,105	5,102
DALLAS/FT. WORTH, TX. (DFW)	79.9	79.4	20,282	20,270	KETCHIKAN, AK. (KTN)	76.8	81.2	181	181
DAYTON, OH. (DAY)	76.0	83.5	947	947	KING SALMON, AK. (AKN)	72.2	72.2	18	18
DAYTONA BEACH, FL. (DAB)	79.4	85.6	180	180	KNOXVILLE, TN. (TYS)	77.9	81.6	593	587
DEADHORSE, AK. (SCC)	66.7	73.3	30	30	KODIAK, AK. (ADQ)	76.7	78.3	60	60
DENVER, CO. (DEN)	72.7	78.1	11,130	11,127	KONA, HAWAII., HI. (KOA)	60.0	83.3	60	60
DES MOINES, IA. (DSM)	74.4	86.9	524	525	KOTZEBUE, AK. (OTZ)	79.2	77.8	72	72
DETROIT, MI. (DTW)	81.9	80.1	12,494	12,492	LA CROSSE, WI. (LSE)	88.2	92.2	51	51
DILLINGHAM, AK. (DLG)	66.7	83.3	18	18	LAFAYETTE, LA. (LFT)	100.0	100.0	4	4
DULUTH, MN. (DLH)	87.2	94.1	86	85	LANSING, MI. (LAN)	78.0	87.4	182	182
DURANGO, CO. (DRO)		50.0	2	2	LAS VEGAS, NV. (LAS)	73.6	73.7	11,456	11,442
DUTCH HARBOR, AK. (DUT)	44.6	37.5	56	56	LEXINGTON/FRKFT, KY. (LEX)	81.0	89.8	294	293

APRIL 2000

AIR TRAVEL CONSUMER REPORT

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.
LIHUE, KAUAI, HI. (LIH)	67.5	90.0	40	40	ROANOKE, VA. (ROA)	76.6	85.1	175	175
LINCOLN, NE. (LNK)	75.3	86.0	235	235	ROCHESTER, MN. (RST)	73.5	81.8	147	148
LITTLE ROCK, AR. (LIT)	79.3	85.4	1,102	1,100	ROCHESTER, N.Y. (ROC)	72.4	80.4	1,168	1,166
LONG BEACH, CA. (LGB)	77.5	86.4	324	324	SACRAMENTO, CA. (SMF)	73.8	76.0	3,058	3,059
LOS ANGELES, CA. (LAX)	69.8	74.7	17,066	17,059	SAGINAW, MI. (MBS)	75.6	89.8	332	332
LOUISVILLE, KY. (SDF)	78.8	85.1	1,875	1,873	SALT LAKE CITY, UT. (SLC)	82.8	87.1	6,508	6,501
LUBBOCK, TX. (LBB)	74.3	78.9	475	475	SAN ANTONIO, TX. (SAT)	80.0	85.7	3,151	3,147
MADISON, WI. (MSN)	77.1	88.8	375	375	SAN DIEGO, CA. (SAN)	74.6	77.3	5,899	5,896
MANCHESTER, N.H. (MHT)	78.4	83.6	1,110	1,110	SAN FRANCISCO, CA. (OAK)	77.0	77.7	4,512	4,511
MEDFORD, OR. (MFR)	60.8	80.0	120	120	SAN FRANCISCO, CA. (SFO)	65.4	74.2	11,028	11,023
MELBOURNE, FL. (MLB)	81.7	91.7	120	120	SAN JOSE, CA. (SJC)	74.9	79.2	5,213	5,210
MEMPHIS, TN. (MEM)	87.1	87.1	4,187	4,181	SAN JUAN, P.R. (SJU)	75.9	83.9	2,127	2,129
MIAMI, FL. (MIA)	74.5	80.9	5,640	5,639	SANTA BARBARA, CA. (SBA)	66.5	81.2	239	239
MIDLAND/ODESSA, TX. (MAF)	76.0	85.9	441	441	SARASOTA/BRAD., FL. (SRQ)	81.4	89.3	548	549
MILWAUKEE, WI. (MKE)	76.9	88.2	1,253	1,254	SAVANNAH, GA. (SAV)	77.9	84.3	453	453
MINNEAPOLIS/ST.P., MN. (MSP)	83.1	84.7	11,920	11,925	SCRANTON/WILKES-BARRE, PA. (AVP)	72.5	93.3	120	120
MINOT, N.D. (MOT)	86.7	96.7	90	90	SEATTLE, WA. (SEA)	71.8	78.8	8,317	8,308
MISSION/MCALLEEN, TX. (MFE)	81.4	90.9	285	285	SHREVEPORT, LA. (SHV)	84.7	88.4	320	319
MISSOULA, MT. (MSO)	87.2	96.0	149	150	ST. LOUIS, MO. (SLC)	78.2	94.5	55	55
MOBILE, AL./PASCAGOULA, MS. (MOB)	81.4	84.1	360	359	ST. LOUIS, MO. (STL)	81.7	94.3	317	317
MOLINE, IL. (MLI)	84.8	92.4	145	145	SITKA, AK. (SIT)	76.7	82.2	90	90
MONROE, LA. (MLU)	83.3	88.8	180	179	SOUTH BEND, IN. (SBN)	76.3	88.3	135	137
MONTEREY, CA. (MRY)	63.3	68.3	60	60	SPOKANE, WA. (GEG)	73.8	83.9	1,113	1,112
MONTGOMERY, AL. (MGM)	77.8	82.2	90	90	SPRINGFIELD, MO. (SGF)	83.5	94.7	170	170
MONTROSE, CO. (MTJ)	76.9	92.3	13	13	ST. CROIX, V.I. (STX)	80.0	91.7	60	60
MYRTLE BEACH, S.C. (MYR)	68.2	85.2	258	257	ST. LOUIS, MO. (STL)	81.1	80.9	14,014	14,016
NASHVILLE, TN. (BNA)	79.3	80.8	4,750	4,749	ST. THOMAS, V.I. (STT)	82.7	91.2	249	249
NEW ORLEANS, LA. (MSY)	78.1	83.1	4,122	4,125	STEAMBOAT SPRINGS, CO. (HDN)	77.8	88.9	18	18
NEW YORK, N.Y. (JFK)	73.6	82.4	3,593	3,608	SYRACUSE, N.Y. (SYR)	76.5	88.7	939	939
NEW YORK, N.Y. (LGA)	65.6	75.5	7,813	7,812	TALLAHASSEE, FL. (TLH)	79.4	83.3	180	180
NEWARK, N.J. (EWR)	66.8	75.5	10,233	10,224	TAMPA, FL. (TPA)	75.2	82.5	5,517	5,513
NEWBURGH, N.Y. (SWF)	65.6	85.6	90	90	TOLEDO, OH. (TOL)	74.1	82.4	85	85
NOME, AK. (OME)	68.4	72.4	76	76	TRAVERSE CITY, MI. (TVC)	88.2	88.1	85	84
NORFOLK/VA. BEACH, VA. (ORF)	77.1	86.1	1,306	1,299	TUCSON, AZ. (TUS)	75.8	82.0	1,723	1,723
OKLAHOMA CITY, OK. (OKC)	75.7	84.6	1,667	1,670	TULSA, OK. (TUL)	80.5	86.1	1,659	1,654
OMAHA, NE. (OMA)	73.7	85.9	1,431	1,429	VALPARAISO, FL. (VPS)	87.8	97.8	90	90
ONTARIO, CA. (ONT)	75.0	79.4	2,900	2,899	WASHINGTON, D.C. (DCA)	80.1	85.1	6,740	6,759
ORANGE COUNTY, CA. (SNA)	76.8	82.8	3,665	3,665	WASHINGTON, D.C. (IAD)	71.8	77.1	5,516	5,516
ORLANDO, FL. (MCO)	75.4	81.3	8,417	8,423	WEST PALM BEACH, FL. (PBI)	67.6	79.2	2,185	2,189
PASCO, WA. (PSC)	90.8	92.5	120	120	WHITE PLAINS, N.Y. (HPN)	71.6	80.2	388	388
PENSACOLA, FL. (PNS)	78.4	85.1	450	450	WICHITA, KS. (ICT)	76.0	87.4	499	499
PETERSBURG, AK. (PSG)	68.3	71.7	60	60	WILMINGTON, N.C. (ILM)	81.7	90.6	180	180
PHILADELPHIA, PA. (PHL)	68.0	72.8	9,827	9,828	WRANGELL, AK. (WRG)	65.0	71.7	60	60
PHOENIX, AZ. (PHX)	75.9	74.9	15,621	15,624	YAKUTAT, AK. (YAK)	61.0	71.7	59	60
PITTSBURGH, PA. (PIT)	77.3	80.6	8,585	8,580					
PORTLAND, ME. (PWM)	76.6	86.4	470	470					
PORTLAND, OR. (PDX)	74.0	81.5	4,737	4,737					
PROVIDENCE, R.I. (PVD)	79.4	86.6	2,053	2,052					
RALEIGH/DURHAM, N.C. (RDU)	75.2	81.8	3,024	3,024					
RAPID CITY, S.D. (RAP)	85.9	89.4	85	85					
RENO, NV. (RNO)	77.1	81.1	2,783	2,784					
RICHMOND, VA. (RIC)	78.8	84.9	1,380	1,381					

APRIL 2000

AIR TRAVEL CONSUMER REPORT

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
ALASKA S/	7	7219	440	6.1	34	12374	888	7.2
AMERICA WEST S/	25	13714	613	4.5	51	18061	781	4.3
UNITED S/	29	49617	2165	4.4	104	65095	2694	4.1
AMERICAN S/	29	44980	1700	3.8	96	60276	2046	3.4
US AIRWAYS S/	25	41639	1228	2.9	88	60048	1783	3.0
DELTA S/	29	54068	1137	2.1	113	75247	1466	1.9
NORTHWEST S/	29	29320	626	2.1	117	44157	842	1.9
CONTINENTAL S/	27	23359	360	1.5	83	32445	453	1.4
TRANS WORLD S/	29	16163	143	0.9	79	22237	187	0.8
SOUTHWEST S/	14	27037	178	0.7	56	73323	502	0.7
T O T A L		307116	8590	2.8		463263	11642	2.5

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

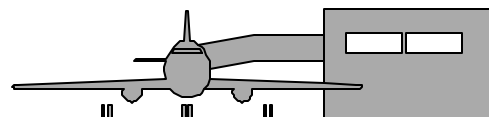
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements 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

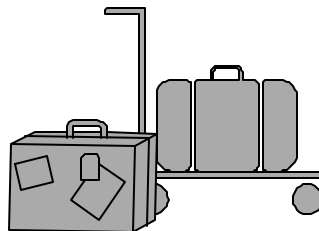
Air Carriers Required to Report Data to DOT and to CRS Vendors

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



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. Like the data on flight delays in the previous section, as required by 14 C.F.R. 234 these baggage statistics are filed with DOT on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues.



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

APRIL 2000 RANK	AIRLINE	APRIL 2000			APRIL 1999		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>Alaska</i>	2,615	943,845	2.77	6,478	972,705	6.66
2	<i>Delta</i>	33,439	8,776,696	3.81	33,633	8,472,536	3.97
3	<i>Continental</i>	12,307	3,098,177	3.97	10,891	3,071,784	3.55
4	<i>Southwest</i>	24,185	6,030,012	4.01	22,086	5,494,354	4.02
5	<i>Northwest</i>	17,106	4,031,346	4.24	17,774	3,916,620	4.54
6	<i>US Airways</i>	21,034	4,903,202	4.29	22,549	5,022,196	4.49
7	<i>TWA</i>	9,627	2,130,251	4.52	9,250	2,127,813	4.35
8	<i>American</i>	29,236	5,826,188	5.02	25,465	5,338,155	4.77
9	<i>America West</i>	9,257	1,593,201	5.81	5,809	1,464,270	3.97
10	<i>United</i>	37,722	6,425,215	5.87	43,972	6,210,170	7.08
Total		196,528	43,758,133	4.49	197,907	42,090,603	4.70

NOTES: 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. The list of carriers appearing on this page is consistent with those carriers that appear in the "Flight Delays," "Oversales" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

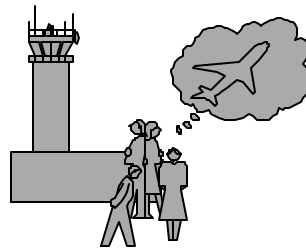
OVERSALES

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

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues (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 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.



January-March
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

JAN.-MAR. '00 RANK	AIRLINE	JANUARY-MARCH 2000				JANUARY-MARCH 1999			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	Northwest	24,822	141	12,132,199	0.12	24,308	439	11,295,585	0.39
2	Delta	47,522	1,061	24,342,046	0.44	54,835	8,144	24,465,503	3.33
3	Continental	15,901	477	9,578,794	0.50	22,129	287	9,291,544	0.31
4	American	67,298	1,102	18,577,574	0.59	70,213	848	16,579,667	0.51
5	TWA	5,329	417	5,747,520	0.73	14,884	1,409	5,510,325	2.56
6	US Airways	22,539	998	12,400,715	0.80	18,744	1,195	12,764,898	0.94
7	Alaska	6,930	464	3,160,695	1.47	7,419	233	3,063,929	0.76
8	United**	30,196	3,006	18,617,529	1.61	41,061	2,142	18,337,778	1.17
9	Southwest	24,852	2,796	16,418,368	1.70	17,303	1,938	14,606,789	1.33
10	America West	17,354	841	4,695,690	1.79	11,702	670	4,367,732	1.53
	TOTAL	262,743	11,303	125,671,130	0.90	282,598	17,305	120,283,750	1.44

*U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers on this page is consistent with those carriers that appear in the "Flight Delays," "Mishandled Baggage" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

** United 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 1st Q 1999.

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 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

	APRIL 2000				APRIL 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1800	209	19	82	1127	79	0	56
FOREIGN AIRLINES	198	0	6	2	95	0	0	1
TRAVEL AGENTS	19	0	0	0	0	0	0	0
TOUR OPERATORS	13	0	0	1	64	0	0	0
MISCELLANEOUS *	54	15	2	8	30	9	0	4
	----	----	----	----	----	----	----	---
INDUSTRY TOTALS	2084	224	27	93	1316	88	0	61

* 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 *						
APRIL 2000			APRIL 1999			
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	743		1	449	
DELAYS.....			237			164
CANCELLATIONS.....			228			152
MISCONNECTIONS.....			96			46
CUSTOMER SERVICE.....	2	447		2	240	
BAGGAGE.....	3	302		3	191	
RES/TKTG/BOARDING.....	4	148		4	123	
REFUNDS.....	5	115		5	76	
OVERSALES.....	6	98		6	61	
OTHER.....	7	86		7	60	
FREQUENT FLYER.....			39			30
FARES.....	8	83		8	46	
DISABILITY.....	9	45		9	43	
TOURS.....	10	10		10	15	
ADVERTISING.....	11	7		11	12	
		----			----	
COMPLAINT TOTAL		2084			1316	

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.

* 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

APRIL 2000

U.S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	TISING	ADVER- TOURS	OTHER	TOTAL
AIRTRAN AIRWAYS	29	2	3	2	3	7	10	2	0	1	1	60
ALASKA AIRLINES	20	2	3	3	2	4	8	1	0	0	1	44
AMERICA WEST AIRLINES	69	9	7	2	5	17	25	1	0	0	2	137
AMERICAN AIRLINES	134	4	19	13	11	41	61	6	1	1	6	297
AMERICAN EAGLE	20	3	1	1	5	5	10	0	0	0	1	46
AMERICAN TRANS AIR	23	3	2	1	1	8	8	0	0	0	0	46
ATLANTIC SOUTHEAST AIRLINES	9	2	0	0	0	1	3	0	0	0	0	15
COMAIR	7	2	0	0	2	3	1	0	0	0	1	16
CONTINENTAL AIRLINES	20	9	13	3	3	19	37	2	0	0	8	114
DELTA AIR LINES	74	7	11	12	6	31	44	7	0	0	18	210
DELTA CONNECTION	2	0	2	0	1	1	2	0	0	0	1	9
FRONTIER AIRLINES	3	2	0	1	1	0	2	0	0	0	0	9
HAWAIIAN AIRLINES	3	0	0	0	0	1	4	0	0	0	0	8
HORIZON AIRLINES	3	1	0	0	0	0	3	0	0	0	1	8
MIDWAY AIRLINES	2	1	0	0	1	7	1	0	0	0	0	12
NATIONAL AIRLINES	3	0	1	1	1	2	1	0	0	0	0	9
NORTHWEST AIRLINES	39	5	18	6	8	20	33	4	0	0	2	135
PRO AIR SERVICES	6	0	0	0	1	1	0	0	0	0	0	8
SOUTHWEST AIRLINES	5	2	1	3	1	8	7	2	1	0	1	31
SPIRIT AIRLINES	7	0	1	1	1	1	2	2	0	0	1	16
TOWER AIR	6	0	0	0	11	2	5	0	0	0	1	25
TRANS STATES AIRLINES	4	0	0	0	1	3	2	0	0	0	0	10
TRANS WORLD AIRLINES	15	10	7	4	2	6	27	2	0	0	5	78
TRANS WORLD EXPRESS	5	0	0	0	0	0	0	0	0	0	0	5
UNITED AIRLINES	109	16	14	10	8	35	60	10	1	0	10	273
UNITED EXPRESS	12	1	0	1	0	2	2	0	0	0	0	18
US AIRWAYS	48	2	5	5	3	8	26	3	0	0	2	102
VANGUARD AIRLINES	7	0	0	0	0	2	2	0	0	0	0	11
OTHER U.S. AIRLINES	20	2	3	2	5	5	6	1	0	1	3	48
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
APRIL 2000	704	85	111	71	83	240	392	43	3	3	65	1800
% OF TOTAL COMPLAINTS	39.1	4.7	6.2	3.9	4.6	13.3	21.8	2.4	0.2	0.2	3.6	
APRIL 1999	377	55	108	38	69	164	215	35	11	5	50	1127
% OF TOTAL COMPLAINTS	33.5	4.9	9.6	3.4	6.1	14.6	19.1	3.1	1.0	0.4	4.5	

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

APRIL 2000

U.S. AIRLINES A L P H A B E T T I C A L	COMPS RECD IN APRIL	INCI- DENTS IN APRIL	PERCENT	INCI- DENTS IN MARCH	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIRTRAN AIRWAYS	60	24	40.00	23	38.33	8	13.33	5	8.33
ALASKA AIRLINES	44	12	27.27	16	36.36	9	20.45	7	15.91
AMERICA WEST AIRLINES	137	42	30.66	46	33.58	37	27.01	12	8.76
AMERICAN AIRLINES	297	82	27.61	107	36.03	88	29.63	20	6.73
AMERICAN EAGLE	46	24	52.17	14	30.43	6	13.04	2	4.35
AMERICAN TRANS AIR	46	21	45.65	18	39.13	4	8.70	3	6.52
ATLANTIC SOUTHEAST AIRLINES	15	8	53.33	2	13.33	3	20.00	2	13.33
COMAIR	16	4	25.00	6	37.50	1	6.25	5	31.25
CONTINENTAL AIRLINES	114	43	37.72	30	26.32	32	28.07	9	7.89
DELTA AIR LINES	210	80	38.10	67	31.90	35	16.67	28	13.33
DELTA CONNECTION	9	5	55.56	3	33.33	0	0.00	1	11.11
FRONTIER AIRLINES	9	2	22.22	5	55.56	2	22.22	0	0.00
HAWAIIAN AIRLINES	8	0	0.00	8	100.00	0	0.00	0	0.00
HORIZON AIRLINES	8	5	62.50	1	12.50	1	12.50	1	12.50
MIDWAY AIRLINES	12	6	50.00	4	33.33	2	16.67	0	0.00
NATIONAL AIRLINES	9	6	66.67	3	33.33	0	0.00	0	0.00
NORTHWEST AIRLINES	135	41	30.37	48	35.56	34	25.19	12	8.89
PRO AIR SERVICES	8	4	50.00	4	50.00	0	0.00	0	0.00
SOUTHWEST AIRLINES	31	7	22.58	8	25.81	13	41.94	3	9.68
SPIRIT AIRLINES	16	5	31.25	4	25.00	6	37.50	1	6.25
TOWER AIR	25	1	4.00	5	20.00	14	56.00	5	20.00
TRANS STATES AIRLINES	10	7	70.00	3	30.00	0	0.00	0	0.00
TRANS WORLD AIRLINES	78	24	30.77	24	30.77	26	33.33	4	5.13
TRANS WORLD EXPRESS	5	1	20.00	3	60.00	1	20.00	0	0.00
UNITED AIRLINES	273	92	33.70	86	31.50	68	24.91	27	9.89
UNITED EXPRESS	18	5	27.78	7	38.89	4	22.22	2	11.11
US AIRWAYS	102	57	55.88	16	15.69	18	17.65	11	10.78
VANGUARD AIRLINES	11	4	36.36	7	63.64	0	0.00	0	0.00
OTHER U.S. AIRLINES	48	10	20.83	16	33.33	16	33.33	6	12.50
----	----	----	----	----	----	----	----	----	----
TOTALS	1800	622	34.56	584	32.44	428	23.78	166	9.22
PRIOR YEAR'S TOTALS	1127	128	11.36	473	41.97	491	43.57	35	3.11

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 *

APRIL 2000

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
FOREIGN AIRLINES												
AIR CANADA	2	0	2	1	2	4	0	0	0	0	0	11
AIR FRANCE	3	2	2	1	0	10	3	0	0	0	0	21
ALITALIA	1	1	2	1	2	4	1	0	0	0	0	12
BRITISH AIRWAYS	1	1	5	1	1	7	4	0	1	0	1	22
KLM	1	0	1	0	0	4	2	0	0	0	0	8
LACSA	0	2	1	0	2	1	1	0	0	0	0	7
LUFTHANSA	0	0	1	0	0	2	5	1	0	0	1	10
MEXICANA	1	2	1	0	1	2	1	0	0	0	0	8
TAESA	0	0	0	0	7	0	1	0	0	0	0	8
OTHER FOREIGN AIRLINES	13	5	9	2	9	23	18	1	1	0	10	91
--	----	----	----	----	----	----	----	----	----	----	----	--
TOTAL	22	13	24	6	24	57	36	2	2	0	12	198
TRAVEL AGENTS												
PRICELINE.COM	0	0	2	3	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	7	1	1	0	3	0	1	0	0	14
---	----	----	----	----	----	----	----	----	----	----	----	-
TOTAL	1	0	9	4	1	0	3	0	1	0	0	19
TOUR OPERATORS												
SUNJET INT'L SALES	0	0	0	0	4	0	0	0	0	1	0	5
OTHER TOUR OPERATORS	3	0	0	0	0	0	1	0	0	3	1	8
--	----	----	----	----	----	----	----	----	----	----	----	--
TOTAL	3	0	0	0	4	0	1	0	0	4	1	13
MISCELLANEOUS **												
OTHER MISCELLANEOUS	13	0	4	2	3	5	15	0	1	0	3	54
---	----	----	----	----	----	----	----	----	----	----	----	--
TOTAL	13	0	4	2	3	5	15	0	1	0	3	54

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

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.

TABLE 6

APRIL
Consumer Complaints: Rankings
U.S. AIRLINES*

		APRIL 2000			APRIL 1999		
APRIL 2000 RANK	AIRLINE	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	31	6,037,432	0.51	8	5,507,534	0.15
2	US Airways	102	5,079,665	2.01	129	4,996,149	2.58
3	Delta	210	9,144,755	2.30	126	9,007,831	1.40
4	Northwest	135	4,849,264	2.78	126	4,652,077	2.71
5	Continental	114	3,811,932	2.99	51	3,681,935	1.39
6	T W A	78	2,194,922	3.55	37	2,220,108	1.67
7	United	273	7,286,698	3.75	138	6,985,400	1.98
8	Alaska	44	1,100,485	4.00	5	1,110,563	0.45
9	American	297	7,311,858	4.06	163	6,775,622	2.41
10	America West	137	1,637,127	8.37	21	1,491,311	1.41
	TOTAL	1,421	48,454,138	2.93	804	46,428,530	1.73

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. The list of carriers appearing on this page is consistent with those carriers that appear in the "Flight Delays," "Mishandled Baggage" and "Oversales" sections of the *Air Travel Consumer Report*.

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.

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.

