



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: SEPTEMBER 2000

Includes data for the following periods:

Flight Delays	July 2000 12 Months Ending July 2000
Mishandled Baggage	July 2000
Oversales	2 nd Quarter 2000 January-June 2000
Consumer Complaints	July 2000
Disability Complaints	July 2000

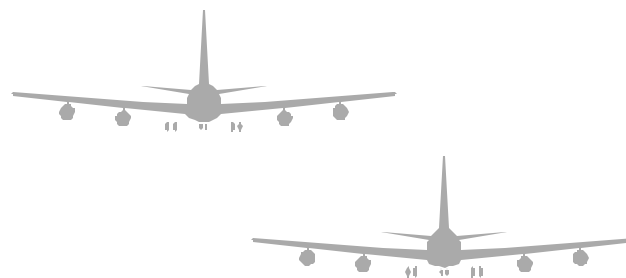
Office of Aviation Enforcement and Proceedings

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

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INTRODUCTION

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

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

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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



FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as 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.

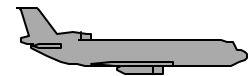
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



JULY 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/ -----
CONTINENTAL S/	27	79.5	78	80.1
SOUTHWEST S/	14	78.3	57	78.5
NORTHWEST S/	29	77.5	113	77.9
DELTA S/	29	76.1	111	76.1
TRANS WORLD S/	29	74.7	76	74.4
AMERICAN S/	29	73.2	92	73.9
US AIRWAYS S/	25	70.7	89	70.5
ALASKA S/	8	65.9	36	64.8
AMERICA WEST S/	25	64.6	52	64.4
UNITED S/	29	42.2	96	41.7
T O T A L		69.3		70.3

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.

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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 -----	3RD QUARTER 07-09 1999		4TH QUARTER 10-12 1999		1ST QUARTER 01-03 2000		2ND QUARTER 04-06 2000		05 2000		06 2000		07 2000		12 MONTHS ENDING 07 2000		DATA BASE TO DATE 09 1987 - 07 2000	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	72.0	(8)	69.7	(9)	66.5	(9)	70.9	(7)	76.5	(5)	65.5	(7)	64.8	(8)	69.1	(8)	76.7	(9)
AMERICA WEST	62.7	(10)	69.2	(10)	64.7	(10)	66.6	(9)	69.6	(9)	60.5	(9)	64.4	(9)	66.2	(10)	79.0	(4)
AMERICAN	75.6	(5)	80.7	(3)	75.2	(6)	71.6	(6)	74.2	(8)	65.5	(6)	73.9	(6)	76.0	(6)	79.2	(3)
CONTINENTAL	74.0	(6)	79.8	(5)	77.7	(3)	76.9	(3)	77.9	(4)	73.1	(3)	80.1	(1)	78.1	(5)	78.3	(5)
DELTA	77.6	(4)	80.6	(4)	77.4	(4)	78.0	(2)	80.7	(1)	73.7	(2)	76.1	(4)	78.6	(3)	77.6	(8)
NORTHWEST	80.1	(3)	84.9	(2)	79.4	(2)	78.3	(1)	78.9	(2)	75.0	(1)	77.9	(3)	81.0	(2)	79.9	(2)
SOUTHWEST	81.8	(2)	79.8	(6)	76.0	(5)	75.6	(4)	78.0	(3)	71.1	(4)	78.5	(2)	78.3	(4)	82.8	(1)
TRANS WORLD	83.5	(1)	87.2	(1)	81.1	(1)	74.4	(5)	75.6	(7)	66.6	(5)	74.4	(5)	81.4	(1)	77.8	(7)
UNITED	72.4	(7)	79.5	(7)	70.8	(8)	56.8	(10)	56.6	(10)	48.3	(10)	41.7	(10)	67.5	(9)	75.8	(10)
US AIRWAYS	67.2	(9)	76.9	(8)	74.3	(7)	70.7	(8)	76.2	(6)	63.3	(8)	70.5	(7)	73.1	(7)	78.3	(6)
TOTAL	75.5		79.8		75.2		72.0		74.3		66.3		70.3		75.5		78.5	

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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	710	74.6	1500	62.3	341	65.7	213	85.4	93	80.6	950	71.9	778	72.6
AS	H/		H/		H/		H/		H/		H/		H/	
CO	572	76.9	726	64.5	290	77.9	106	83.0			622	80.2	381	77.2
DL	18474	75.6	2193	68.0	388	75.5	264	79.2	5759	80.8	1318	77.2	612	76.0
HP	152	53.3	234	46.6	185	48.6					52	69.2	208	56.7
NW	565	73.3	639	58.2	391	68.3	242	75.2	52	69.2	597	75.5	370	70.8
TW	209	72.7	278	59.4	186	71.5	136	71.3	116	62.9	201	76.1	207	68.6
UA	601	39.8	1338	40.4	455	35.6	152	40.1	178	40.4	473	39.5	9325	46.1
US	631	62.8	2895	63.9	2334	75.2	10121	76.9	H/		3089	79.2	310	77.4
WN	H/		H/		3176	77.3			H/		H/		H/	
TOTAL	21914	74.0	9803	60.5	7746	72.3	11234	76.6	6198	79.3	7302	74.9	12191	52.4

	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	14659	83.9	462	67.5	958	67.7	579	74.4	1101	73.5	737	75.0	3655	73.5
AS	H/		H/		H/		H/		H/		268	63.1	822	60.0
CO	555	81.6	323	79.3	6103	75.0	8602	85.9			468	84.2	730	80.7
DL	3775	81.7	333	74.2	1018	68.8	271	74.9	1067	69.6	832	81.7	1448	78.2
HP	195	66.7	155	59.4	274	53.3	183	57.4	247	47.8	2558	62.7	798	63.3
NW	471	80.5	10396	80.8	597	64.3	417	82.5	155	64.5	341	70.7	711	68.9
TW	289	78.2	184	66.3	184	62.5	124	75.8	854	68.9	155	70.3	405	74.1
UA	646	38.2	363	35.0	888	36.5	482	38.0	551	51.2	1177	47.0	5785	50.1
US	338	69.8	360	70.6	424	65.6	341	70.7	H/		217	69.6	544	68.8
WN	H/		559	72.5			184	88.6	H/		4598	80.5	3566	79.6
TOTAL	20928	81.5	13135	77.7	10446	68.6	11183	81.9	3975	66.4	11351	71.8	18464	66.7

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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													
	LGA		MCO		MIA		MSP		ORD		PDX		PHL	
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	1584	62.1	701	75.7	3318	72.4	538	74.2	9250	61.9	244	77.0	694	61.2
AS	H/		H/		H/		H/		31	93.5	1236	78.2	H/	
CO	414	68.6	558	77.4	361	77.6	276	83.3	584	61.8	123	79.7	236	69.1
DL	2180	70.9	2750	71.4	456	72.1	368	81.5	790	58.2	616	82.0	679	61.4
HP	H/		62	46.8	62	48.4	119	58.0	210	34.8	213	69.0	154	51.3
NW	609	65.4	496	64.3	237	73.4	10673	83.5	829	64.3	252	65.5	501	65.1
TW	249	61.4	402	75.4	222	77.9	280	72.5	309	57.6	155	61.3	173	68.8
UA	911	38.0	659	40.5	527	27.3	615	32.5	12666	38.8	1018	45.9	772	35.0
US	2978	71.0	1614	63.9	511	71.6	248	66.9	662	52.0	H/		7157	63.2
WN	H/		1344	77.5	H/		H/		H/		954	84.9	H/	
TOTAL	8925	65.3	8586	68.9	5694	68.5	13117	79.9	25331	49.8	4811	71.5	10366	61.0

CARRIER	ARRIVAL AIRPORT															
	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	684	75.9	93	80.6	730	79.0	717	83.3	1320	62.7	186	60.8	446	71.1	465	68.8
AS	222	54.1	H/		367	69.2	3979	65.3	550	53.1	H/		H/		H/	
CO	356	83.7	86	93.0	272	84.6	340	80.0	511	70.8	98	78.6	117	83.8	405	77.8
DL	696	83.6	265	77.7	492	81.7	590	81.2	774	65.1	4601	83.1	234	76.1	991	71.2
HP	6818	72.0	H/		304	60.2	217	55.3	335	39.1	159	56.0	62	58.1	62	48.4
NW	335	74.9	163	70.6	248	80.6	678	63.6	577	56.2	124	69.4	346	78.6	310	67.1
TW	184	75.5	165	69.7	124	79.8	181	60.2	246	54.1	93	52.7	10393	78.3	186	78.5
UA	1091	46.2	177	20.3	1067	42.0	1497	37.4	6549	41.8	499	49.7	268	35.4	275	35.3
US	310	72.6	8217	73.0	248	75.0	279	56.6	460	60.9	H/		279	71.7	1194	62.8
WN	5202	78.3	H/		2321	77.9	1122	86.8	426	61.7	1076	77.3	2445	73.9	1386	73.9
TOTAL	15898	73.1	9166	72.3	6173	71.1	9600	65.6	11748	49.9	6836	77.8	14590	76.4	5274	68.2

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	78.7	67.5	52.5	73.0	81.8	100.0	70.4	87.5	72.3	72.3	88.4	66.9	96.5	87.7	86.8	54.8
700 - 759 AM	90.1	78.7	83.3	92.1	86.2	94.0	74.6	95.1	91.2	80.4	90.7	69.8	93.0	85.3	94.5	93.0
800 - 859 AM	84.0	81.4	93.0	85.6	89.0	87.9	69.2	91.0	89.9	87.1	93.2	59.7	90.1	77.1	82.0	87.7
900 - 959 AM	80.4	78.3	90.5	76.5	82.4	87.7	70.4	86.3	88.6	89.0	87.4	J/	87.2	76.5	78.6	90.1
1000 - 1059 AM	84.5	74.1	88.8	78.2	91.4	83.8	63.4	82.7	81.5	88.6	91.2	76.5	76.4	69.1	73.1	84.4
1100 - 1159 AM	84.8	71.0	85.4	86.1	84.6	82.0	58.5	84.4	84.8	81.9	85.0	J/	79.1	70.8	75.8	81.8
1200 - 1259 PM	84.0	71.0	88.1	81.0	84.8	83.0	63.2	86.0	81.7	80.4	89.6	J/	84.3	64.7	74.5	78.6
100 - 159 PM	75.6	71.1	79.2	81.1	84.4	82.6	55.5	84.5	74.1	72.6	87.5	79.8	73.2	68.6	73.5	75.0
200 - 259 PM	73.2	69.4	75.4	81.7	91.9	80.7	43.7	84.6	78.7	71.3	83.4	84.7	76.3	69.6	69.4	69.4
300 - 359 PM	73.1	59.1	74.5	69.1	81.5	71.9	51.7	81.8	76.8	65.0	75.3	68.4	66.4	64.6	67.1	69.2
400 - 459 PM	73.5	59.5	67.7	65.1	58.2	68.8	45.4	79.4	78.2	64.2	76.9	70.9	68.3	69.3	61.8	68.7
500 - 559 PM	62.2	47.2	63.9	74.6	73.7	68.7	44.3	77.0	73.7	64.4	74.1	67.7	59.9	63.2	56.7	63.1
600 - 659 PM	69.9	46.1	64.4	72.8	77.5	64.1	32.7	75.3	66.3	60.8	77.2	62.0	66.4	62.0	50.5	52.9
700 - 759 PM	59.2	49.3	52.4	68.8	70.1	61.4	31.9	77.2	70.4	60.1	78.8	59.8	69.0	61.4	57.4	53.4
800 - 859 PM	64.0	48.1	61.7	63.1	62.9	64.5	39.0	68.7	75.3	57.7	74.5	52.4	64.6	57.4	53.1	56.5
900 - 959 PM	50.0	52.2	61.9	67.9	61.2	67.2	43.8	76.9	66.8	51.6	74.1	63.3	67.1	55.5	55.5	59.1
1000 - 1059 PM	66.2	49.6	63.8	69.0	64.4	73.2	56.0	70.7	74.0	60.7	63.3	47.4	65.2	58.0	57.0	61.9
1100 - 559 AM	67.8	57.8	61.4	62.2	60.3	65.7	53.1	79.8	73.2	66.0	56.0	66.7	58.2	67.9	60.4	57.9
TOTAL, ALL ARRIVALS, BY AIRPORT	74.0	60.5	72.3	76.6	79.3	74.9	52.4	81.5	77.7	68.6	81.9	66.4	71.8	66.7	65.3	68.9

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	83.9	90.5	62.2	J/	73.8	88.9	79.1	J/	59.6	80.6	J/	80.1	70.7	78.6
700 - 759 AM	72.6	87.7	70.6	89.5	85.8	88.3	90.6	96.3	91.9	85.0	93.5	80.1	91.3	85.3
800 - 859 AM	86.7	87.6	61.2	83.2	73.1	83.4	83.9	84.2	76.1	77.2	96.1	85.9	91.1	83.0
900 - 959 AM	89.2	79.5	67.7	90.6	74.3	76.9	69.1	87.8	78.1	60.9	92.0	84.2	84.3	80.1
1000 - 1059 AM	88.5	82.7	60.8	78.5	77.8	77.2	79.0	80.5	73.7	50.6	83.8	81.0	79.3	77.1
1100 - 1159 AM	83.2	81.9	51.1	76.7	77.2	76.6	89.0	83.3	78.3	51.5	79.3	78.7	79.7	76.8
1200 - 1259 PM	76.7	85.7	54.2	80.6	70.9	79.0	69.0	72.3	72.0	46.5	82.2	80.9	79.2	74.9
100 - 159 PM	73.0	81.7	52.4	57.6	61.4	76.7	78.8	79.1	56.0	40.9	76.7	80.9	78.4	73.2
200 - 259 PM	72.9	77.5	41.4	88.0	66.8	71.0	81.2	59.6	68.4	57.3	74.5	78.5	76.0	71.1
300 - 359 PM	65.6	82.6	49.6	67.7	55.7	75.0	71.5	77.0	63.4	46.8	79.6	75.7	72.3	68.3
400 - 459 PM	58.3	75.3	37.3	65.0	55.2	71.6	66.3	63.8	63.8	45.8	70.4	74.5	68.6	65.5
500 - 559 PM	64.6	77.1	43.2	69.3	49.9	69.1	57.7	64.6	62.7	51.4	67.5	74.6	58.3	63.2
600 - 659 PM	51.5	73.6	34.1	73.5	46.7	69.8	70.9	64.5	56.9	49.9	77.3	74.5	58.8	60.7
700 - 759 PM	64.5	75.7	43.0	70.0	42.3	64.6	61.3	58.9	54.2	44.1	79.4	71.0	49.1	62.0
800 - 859 PM	58.4	77.3	34.3	59.3	45.6	60.9	70.2	58.3	54.6	40.9	77.5	68.7	54.6	58.1
900 - 959 PM	58.0	73.9	42.4	61.9	47.1	65.3	62.6	65.2	56.1	32.2	61.3	66.7	55.3	60.4
1000 - 1059 PM	51.1	74.3	47.8	67.2	58.5	65.0	62.7	63.9	62.1	40.5	60.2	61.7	62.4	61.5
1100 - 559 AM	61.2	61.0	55.5	59.4	63.3	53.3	65.7	78.4	65.0	44.7	50.0	64.8	59.1	62.2
TOTAL, ALL ARRIVALS, BY AIRPORT	68.5	79.9	49.8	71.5	61.0	73.1	72.3	71.1	65.6	49.9	77.8	76.4	68.2	69.3

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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		90.3	86.0	91.1	91.5	96.4	92.5	87.8	92.7	88.4	89.4	93.4	91.4	92.5	87.7	90.9	94.4
700 - 759 AM		85.3	84.5	90.1	82.1	85.6	90.7	82.8	87.0	84.7	88.6	91.6	85.1	90.0	83.9	86.8	91.9
800 - 859 AM		86.2	85.1	83.0	90.6	86.7	87.6	80.4	85.3	87.6	83.6	89.7	82.5	83.2	75.7	90.2	89.7
900 - 959 AM		81.1	79.5	89.8	85.5	91.8	86.6	71.9	84.8	84.8	87.3	89.7	89.5	81.4	75.6	85.0	92.2
1000 - 1059 AM		84.6	80.8	75.3	85.0	85.0	87.9	66.1	84.3	80.4	83.3	87.2	82.3	72.9	69.2	84.8	91.6
1100 - 1159 AM		80.3	79.1	83.9	81.6	93.4	87.8	59.1	75.5	76.5	83.3	87.0	78.4	70.9	66.5	77.6	84.7
1200 - 1259 PM		84.4	74.7	80.2	81.5	85.9	81.5	51.1	81.6	81.3	83.2	84.0	81.7	69.9	68.7	78.4	82.7
100 - 159 PM		82.8	72.5	71.2	78.1	81.7	80.9	67.7	77.0	73.9	73.6	84.6	83.9	74.1	65.5	79.3	80.0
200 - 259 PM		72.3	71.6	70.5	82.4	82.7	80.1	52.5	78.8	65.9	74.4	83.3	83.3	60.5	63.5	75.3	71.6
300 - 359 PM		72.9	62.6	66.3	74.2	85.1	78.9	44.2	80.3	63.8	65.5	75.8	80.3	67.0	71.8	69.6	65.4
400 - 459 PM		66.8	62.6	65.0	62.0	81.7	71.6	40.1	62.0	71.7	60.9	78.3	71.2	59.8	57.1	67.3	69.8
500 - 559 PM		66.2	51.7	62.5	66.4	58.1	72.5	48.2	74.6	70.8	60.7	73.7	73.1	54.9	66.3	64.4	64.2
600 - 659 PM		61.5	46.4	60.4	65.4	73.8	69.5	39.5	73.4	64.9	57.9	78.2	65.3	61.8	65.2	59.3	56.2
700 - 759 PM		64.2	47.2	62.8	72.7	73.3	73.1	30.3	72.6	67.1	58.1	79.7	64.7	57.1	62.1	57.5	62.2
800 - 859 PM		60.9	55.4	55.4	73.4	74.7	65.1	32.5	75.1	64.7	59.4	80.3	68.4	61.6	66.5	61.3	55.5
900 - 959 PM		64.2	69.3	60.8	72.8	71.7	76.2	36.8	75.5	74.1	54.9	79.5	62.7	69.4	66.0	70.5	56.0
1000 - 1059 PM		68.8	70.8	40.0	70.0	76.4	J/	23.6	78.9	69.9	58.3	74.2	82.5	68.1	69.2	87.5	87.9
1100 - 559 AM		63.7	94.0	87.1	J/	100.0	J/	80.4	88.3	90.3	81.5	J/	73.5	63.8	80.1	J/	J/
TOTAL, ALL DEPARTURES, BY AIRPORT		74.7	70.0	74.3	76.5	81.8	80.3	54.1	79.9	75.4	74.2	83.1	77.1	69.7	70.6	75.6	76.3

SCHEDULED DEPARTURE TIME		DEPARTURE AIRPORT														
		MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
600 - 659 AM		80.2	89.8	80.1	88.4	90.8	89.3	84.7	89.0	89.1	86.5	96.0	89.5	96.5	88.8	
700 - 759 AM		85.7	88.1	77.0	86.5	83.2	83.3	88.2	87.2	79.6	84.8	90.7	87.2	92.4	86.1	
800 - 859 AM		83.3	84.6	72.8	81.8	82.3	88.5	83.4	83.2	81.2	80.7	88.4	85.3	85.3	83.5	
900 - 959 AM		84.5	85.1	60.1	66.1	74.5	74.5	84.9	86.5	73.0	76.9	85.1	81.1	91.2	81.0	
1000 - 1059 AM		90.3	77.1	68.8	80.6	79.0	71.9	78.8	75.9	75.1	61.5	87.3	82.4	81.1	78.3	
1100 - 1159 AM		84.7	84.2	56.8	74.0	76.8	63.2	83.2	71.1	69.3	50.5	83.5	76.3	80.4	74.5	
1200 - 1259 PM		82.2	75.6	54.0	78.9	78.5	65.8	89.3	75.0	69.3	60.7	75.4	77.8	79.7	74.7	
100 - 159 PM		73.3	79.4	58.3	74.1	67.3	73.1	74.0	67.1	73.1	54.3	69.5	79.9	77.6	73.0	
200 - 259 PM		75.0	78.4	52.6	73.6	62.6	60.5	77.9	59.9	59.6	46.8	83.9	73.1	68.9	69.6	
300 - 359 PM		63.9	78.9	44.6	71.4	57.4	61.5	64.5	72.0	56.4	59.2	71.3	70.8	81.3	67.0	
400 - 459 PM		61.7	74.9	46.0	70.2	58.6	63.9	66.5	67.4	63.3	44.0	73.4	67.2	64.7	62.9	
500 - 559 PM		59.3	68.0	40.6	69.5	54.6	61.2	61.9	56.1	59.4	46.0	63.7	72.9	63.0	62.6	
600 - 659 PM		66.7	73.6	45.9	77.1	53.4	62.1	64.3	66.4	60.1	57.3	74.0	66.3	62.3	62.2	
700 - 759 PM		61.6	69.9	37.3	72.3	48.6	57.7	79.0	53.1	54.0	52.3	71.9	68.9	62.2	59.0	
800 - 859 PM		63.7	73.8	45.0	71.9	48.4	54.2	64.0	53.5	53.6	44.4	79.6	65.4	54.7	63.1	
900 - 959 PM		J/	J/	36.4	65.6	54.4	56.9	73.3	76.7	65.3	53.5	67.9	62.9	55.8	62.3	
1000 - 1059 PM		J/	73.9	45.3	80.0	J/	76.0	69.7	76.9	72.6	62.8	76.9	61.0	72.7	68.6	
1100 - 559 AM		81.3	67.7	77.6	85.3	89.3	93.5	85.7	86.4	81.0	69.6	83.9	67.8	83.3	72.8	
TOTAL, ALL DEPARTURES, BY AIRPORT		73.7	78.8	55.0	77.6	65.9	69.0	74.7	73.6	70.6	62.9	79.9	74.4	76.6	72.1	

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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
UA	1447	DEN-SFO	1852	23	100.00	76	71
UA	264	DEN-ORD	1955	27	100.00	87	58
UA	448	DEN-ATL	1520	28	100.00	90	70
UA	1479	DEN-SFO	1435	31	100.00	103	69
UA	1643	DEN-OAK	1955	31	96.77	85	78
UA	1637	ORD-PHX	1955	31	96.77	81	81
UA	2719	DEN-LAS	1805	31	96.77	69	62
UA	1498	ORD-SYR	1719	31	96.77	67	34
UA	434	DEN-MSY	1855	31	96.77	63	53
UA	1656	DEN-MCI	1641	30	96.67	73	69
UA	1541	MCI-DEN	1116	30	96.67	54	32
UA	433	MSP-DEN	1903	24	95.83	57	50
UA	1868	ORD-PHL	1600	23	95.65	129	80
UA	1562	DFW-ORD	1908	23	95.65	74	69
UA	1407	MCI-DEN	1830	31	93.55	91	79
UA	2143	SEA-SFO	1958	31	93.55	89	84
UA	1099	DEN-TUS	1956	31	93.55	85	68
UA	533	ORD-SLC	1914	31	93.55	79	51
UA	1738	DEN-BWI	1850	31	93.55	78	66
UA	448	ATL-MIA	2050	31	93.55	76	67
UA	1725	TPA-DEN	1727	31	93.55	75	78
UA	2169	SFO-SAN	1600	31	93.55	73	70
UA	760	SLC-ORD	1227	31	93.55	72	52
UA	153	ORD-SFO	1930	31	93.55	72	65
UA	1407	DEN-ABQ	2005	31	93.55	69	65
UA	171	BOS-SFO	1720	31	93.55	62	34
UA	1412	DEN-MIA	1230	31	93.55	61	40
UA	1273	ORD-PHX	1845	31	93.55	61	40
UA	1297	OKC-DEN	1532	31	93.55	60	46
UA	869	ORD-MIA	1318	31	93.55	58	44
UA	558	DEN-DFW	1020	31	93.55	48	30
UA	1938	LAX-SEA	1900	31	93.55	45	28
UA	1029	MCI-DEN	1948	30	93.33	79	65
UA	35	PHL-SFO	1715	29	93.10	50	39
UA	1643	OKC-DEN	1841	28	92.86	81	75
UA	1712	DEN-OKC	2125	28	92.86	78	72
UA	448	ABQ-DEN	1319	28	92.86	53	40
UA	225	IAD-SFO	1949	25	92.00	74	59
UA	1167	LGA-DEN	1555	24	91.67	62	32
UA	267	ORD-DEN	2105	23	91.30	102	101
UA	173	BOS-SFO	1915	23	91.30	75	51
UA	259	DEN-SEA	1937	23	91.30	70	43
UA	1181	DEN-SEA	2003	23	91.30	70	55
UA	1875	PHL-ORD	1935	23	91.30	65	47
UA	657	EWR-ORD	1615	23	91.30	60	41

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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
UA	953	ORD-LAX	2055	23	91.30	56	39
UA	1411	IAD-TPA	1725	31	90.32	95	50
UA	2458	LAS-SFO	1914	31	90.32	85	75
UA	1634	ORD-MDT	2115	31	90.32	81	50
UA	841	ORD-LAX	1922	31	90.32	79	40
UA	1512	DEN-DFW	1534	31	90.32	76	71
UA	1546	DEN-PHL	1851	31	90.32	76	63
UA	2169	SEA-SFO	1329	31	90.32	73	48
UA	740	DEN-MSP	1425	31	90.32	73	48
UA	375	ORD-PHX	1525	31	90.32	72	74
UA	2722	LAS-DEN	1917	31	90.32	72	69
UA	704	DEN-MCI	1520	31	90.32	70	47
UA	985	SFO-MIA	1355	31	90.32	65	43
UA	1136	DEN-OKC	1536	31	90.32	65	67
UA	2725	DEN-LAS	2229	31	90.32	65	62
UA	536	DFW-ORD	1355	31	90.32	64	51
UA	1295	MSY-DEN	1659	31	90.32	63	34
UA	424	SAN-ORD	1321	31	90.32	62	56
UA	132	ORD-BWI	1325	31	90.32	59	36
UA	1489	FLL-ORD	1925	31	90.32	57	42
UA	1405	ORD-SMF	1144	31	90.32	53	50
UA	1277	IAD-ORD	1350	31	90.32	52	37
UA	1095	DEN-OKC	1225	31	90.32	50	31
UA	520	ORD-ORF	1735	31	90.32	50	46
UA	901	SFO-SAN	1645	31	90.32	46	31
UA	1242	DEN-IND	1645	31	90.32	46	31
UA	1488	ORD-HPN	1130	31	90.32	39	27
WN	2200	LAS-PHX	1000	31	90.32	23	26
UA	2775	DEN-PHX	2227	30	90.00	65	66
UA	411	DEN-SFO	2142	30	90.00	64	50
UA	591	DEN-SMF	1744	30	90.00	57	40
UA	1189	TPA-ORD	2018	29	89.66	105	87
UA	1691	DEN-BOI	1946	29	89.66	94	78
UA	452	SAT-ORD	1640	29	89.66	92	69
UA	2769	DEN-PHX	1801	29	89.66	71	63
UA	2768	PHX-DEN	1915	29	89.66	64	50
UA	2020	LAX-SFO	0921	19	89.47	58	56
UA	2016	LAX-SFO	0830	19	89.47	44	51
UA	1239	BOS-ORD	1845	28	89.29	68	59
UA	1107	MDT-ORD	1740	28	89.29	61	39
UA	325	ATL-DEN	1752	28	89.29	58	35
UA	450	DEN-DFW	1715	26	88.46	81	64
UA	1144	DEN-MSP	2050	26	88.46	67	61
UA	635	ORD-OMA	1220	26	88.46	55	27
UA	1428	SMF-DEN	1456	26	88.46	54	53

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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
US	1569	MCO-PHL	1610	16	87.50	89	62
US	670	PHL-PIT	2009	16	87.50	57	52
US	196	CLT-PHL	1610	16	87.50	50	39
US	1569	PHL-BUF	1930	16	87.50	50	47
AS	444	GEG-SEA	1130	16	87.50	7	11
UA	2172	SAN-SFO	1755	31	87.10	83	82
UA	1190	DEN-DSM	1520	31	87.10	81	53
UA	536	ORD-CLT	1710	31	87.10	79	35
UA	1475	MIA-ORD	1634	31	87.10	78	75
UA	2667	PHX-LAX	1800	31	87.10	77	53
UA	1402	ORD-PVD	2050	31	87.10	77	57
UA	1492	DEN-CMH	1900	31	87.10	76	70
UA	254	DEN-ORD	2100	31	87.10	73	74
UA	1048	ORD-MHT	1837	31	87.10	72	63
UA	1142	PHX-ORD	1749	31	87.10	70	52
UA	1257	DEN-SEA	1956	31	87.10	70	55
UA	1696	DEN-BDL	1655	31	87.10	69	50
UA	1189	ORD-OMA	2235	31	87.10	69	69
UA	1663	DEN-SMF	2000	31	87.10	68	45
UA	775	MCO-ORD	1655	31	87.10	67	54
UA	721	ORD-LAS	1152	31	87.10	66	35
UA	268	DEN-ORD	1655	31	87.10	64	44
UA	1417	DEN-SJC	1439	31	87.10	63	36
UA	475	CLE-DEN	1750	31	87.10	62	48
UA	325	DEN-BIL	1950	31	87.10	62	39
UA	429	MSP-DEN	1603	31	87.10	59	28
UA	576	ORD-PIT	1031	31	87.10	58	39
UA	1107	ORD-MSP	1945	31	87.10	55	33
UA	1175	SEA-LAX	1455	31	87.10	54	43
UA	1585	CMH-ORD	1051	31	87.10	53	29
UA	731	DEN-SFO	1225	31	87.10	53	32
UA	1948	ORD-FLL	1444	31	87.10	52	39
UA	2822	SLC-DEN	1623	31	87.10	52	41
UA	1809	DEN-LAX	1858	31	87.10	52	47
UA	371	DEN-ABQ	1125	31	87.10	51	34
UA	1751	TUL-DEN	1835	31	87.10	51	33
UA	137	ORD-SFO	0935	31	87.10	49	33
UA	735	ORD-SMF	1530	31	87.10	49	37
UA	1265	CLE-ORD	1043	31	87.10	46	37
UA	1261	IND-ORD	1333	31	87.10	46	36
UA	463	ORD-PDX	1510	31	87.10	42	28
HP	880	LAS-FLL	2321	31	87.10	41	34
UA	1220	DEN-BOS	1010	31	87.10	41	28
UA	228	LAX-MIA	0810	31	87.10	40	32
UA	1296	LAX-MSY	1145	31	87.10	39	25

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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
UA	1677	ORD-SLC	0935	31	87.10	38	28
UA	646	ORD-EWR	1230	23	86.96	64	70
UA	620	ORD-DCA	1530	23	86.96	53	49
UA	633	DCA-ORD	1900	23	86.96	52	50
UA	303	MHT-ORD	1720	30	86.67	78	59
UA	1518	ORD-CMH	1654	30	86.67	76	80
UA	802	SFO-ORD	1607	30	86.67	73	39
UA	256	ORD-MCO	1740	30	86.67	63	54
UA	682	ORD-LGA	1400	30	86.67	61	50
UA	559	ORD-SJC	1535	30	86.67	58	29
UA	678	ORD-LGA	1600	29	86.21	74	63
UA	868	ORD-SNA	1525	29	86.21	70	45
UA	396	ORD-GSO	2100	29	86.21	66	56
UA	358	DEN-BOS	1655	29	86.21	65	44
UA	466	DEN-MCI	2043	29	86.21	61	56
UA	278	MSP-ORD	1700	29	86.21	59	31
UA	679	ORD-DTW	1714	29	86.21	54	43
UA	26	LAX-PHL	1355	29	86.21	39	30
UA	1287	ICT-DEN	1840	28	85.71	81	50
UA	2664	SJC-LAX	1924	28	85.71	77	69
UA	1582	ORD-MDT	1745	28	85.71	75	43
UA	2632	LAX-SJC	1752	28	85.71	75	72
UA	1880	ORD-PHL	1800	28	85.71	70	38
UA	1284	ORD-GRR	2135	28	85.71	55	36
UA	101	ORD-LAX	1200	27	85.19	47	30
UA	1431	MCO-DEN	1910	26	84.62	89	86
UA	2276	SFO-PDX	2146	26	84.62	86	68
UA	1105	CMH-ORD	1955	26	84.62	69	71
UA	1640	DEN-BNA	1850	26	84.62	67	60
UA	2279	PDX-SFO	2155	26	84.62	66	48
UA	622	ORD-DCA	1630	26	84.62	59	42
UA	151	ORD-SFO	1940	26	84.62	54	48
UA	670	DSM-ORD	1847	26	84.62	53	34
AA	353	LGA-ORD	1900	26	84.62	51	50
UA	1066	DEN-ORD	2140	26	84.62	51	48
UA	475	DEN-ONT	1955	31	83.87	96	82
UA	1690	ORD-ATL	1644	31	83.87	79	72
UA	706	DEN-SAT	2050	31	83.87	79	68
UA	1909	DEN-JAC	1955	31	83.87	77	42
UA	2393	SEA-SFO	1407	31	83.87	75	75
UA	597	MIA-ORD	1512	31	83.87	74	61
UA	419	DEN-PDX	1958	31	83.87	74	48
UA	2130	SFO-SEA	1737	31	83.87	72	77
UA	429	DEN-SNA	1755	31	83.87	72	46
UA	1011	SEA-SFO	0853	31	83.87	70	79

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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
UA	750	ORD-GSO	1740	31	83.87	70	62
UA	61	ORD-SFO	1200	31	83.87	69	33
UA	530	ORD-BOS	1445	31	83.87	69	61
UA	2779	DEN-PHX	1645	31	83.87	69	46
UA	2432	SFO-RNO	1425	31	83.87	68	73
UA	254	SJC-DEN	1651	31	83.87	68	39
UA	1424	DEN-ICT	2045	31	83.87	68	61
UA	244	SLC-ORD	0830	31	83.87	67	35
UA	1576	ORD-BUF	1501	31	83.87	67	44
UA	2123	SEA-SFO	1509	31	83.87	66	67
UA	1514	DEN-MCI	1425	31	83.87	65	43
UA	1169	ORD-IAH	1514	31	83.87	65	48
UA	2174	SAN-SFO	1835	31	83.87	65	40
UA	303	ORD-MCI	1925	31	83.87	65	57
UA	1246	ORD-MHT	2055	31	83.87	64	58
UA	2716	LAS-DEN	1427	31	83.87	63	51
UA	1183	IAD-SMF	1735	31	83.87	63	34
UA	1597	ORD-MCI	1514	31	83.87	62	51
UA	571	PHL-DEN	1900	31	83.87	62	47
UA	262	DEN-ORD	1120	31	83.87	61	34
UA	1794	DEN-STL	1930	31	83.87	60	56
UA	931	SFO-LAS	2028	31	83.87	60	38
UA	244	ORD-TPA	1310	31	83.87	59	47
AS	766	SEA-PHX	1610	31	83.87	58	41
UA	1072	DEN-TUL	2050	31	83.87	58	49
UA	1237	LGA-DEN	1658	31	83.87	56	38
UA	265	ORD-DEN	2230	31	83.87	55	51
UA	505	FLL-ORD	1215	31	83.87	53	36
UA	958	DEN-ORD	1425	31	83.87	53	40
HP	2868	LAS-SFO	1115	31	83.87	52	42
UA	430	DEN-EWR	1844	31	83.87	52	39
UA	1450	DEN-CLE	1846	31	83.87	52	50
UA	662	OMA-ORD	1720	31	83.87	51	35
UA	1829	SEA-LAX	1845	31	83.87	51	24
AS	420	SEA-SFO	2108	31	83.87	49	41
UA	1153	BOS-IAD	1900	31	83.87	49	40
UA	1130	DEN-DSM	2048	31	83.87	47	37
UA	1051	IAD-DEN	1935	31	83.87	43	34
UA	1456	DFW-ORD	1010	31	83.87	37	24
WN	924	PHX-MSY	1140	31	83.87	33	33
UA	299	ORD-MSP	1145	31	83.87	32	26
UA	673	LGA-ORD	1800	24	83.33	70	42
UA	1267	ORD-MSP	1845	24	83.33	57	23
UA	863	JFK-SFO	1720	24	83.33	50	33
WN	838	PHX-ELP	1905	24	83.33	32	31

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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
UA	706	SMF-DEN	1645	30	83.33	71	48
UA	743	MEM-ORD	1726	30	83.33	67	68
UA	1516	TYS-ORD	1620	30	83.33	66	57
UA	1103	DFW-DEN	1602	30	83.33	52	33
UA	2022	LAX-SFO	0947	30	83.33	39	28
UA	488	DEN-IND	1853	30	83.33	38	27
UA	1484	DEN-DTW	1655	29	82.76	63	44
UA	2112	SAN-SFO	0859	29	82.76	62	54
UA	357	BOS-DEN	1829	29	82.76	62	45
UA	322	SJC-ORD	1534	29	82.76	61	49
UA	3	JFK-SFO	1830	29	82.76	55	43
UA	749	ORD-SAT	0914	29	82.76	50	24
UA	624	ORD-DCA	1700	29	82.76	35	25
UA	658	ORD-EWR	1730	23	82.61	71	31
UA	532	ORD-BOS	1544	23	82.61	36	31
AS	106	ANC-SEA	0625	17	82.35	5	6
UA	2136	SBA-SFO	1805	28	82.14	74	69
UA	2393	SFO-SBA	1636	28	82.14	69	76
UA	1581	HPN-ORD	1721	28	82.14	69	49
UA	185	IAD-LAX	0925	28	82.14	36	28
UA	659	ORD-SNA	1940	28	82.14	34	33
UA	1176	IAD-BOS	1930	22	81.82	54	37
UA	345	PIT-ORD	1804	22	81.82	44	25
US	1095	BOS-PHL	1845	16	81.25	70	37
US	1452	PHL-BOS	1630	16	81.25	68	49
US	59	BOS-CLT	1400	16	81.25	65	22
US	1207	PHL-PVD	2120	16	81.25	60	42
AS	721	SEA-GEG	1000	16	81.25	3	1
UA	1874	MSP-ORD	1900	21	80.95	52	22
UA	754	ORD-BWI	2115	26	80.77	75	67
UA	1776	IAD-PHL	1720	26	80.77	70	57
UA	479	ORD-IAH	1930	26	80.77	66	35
UA	1298	ORD-PIT	2115	26	80.77	61	47
UA	1577	ORD-SAN	1157	26	80.77	56	41
UA	1775	ROC-ORD	1359	26	80.77	55	32
UA	680	ORD-LGA	1500	26	80.77	55	25
UA	1546	ONT-DEN	1455	26	80.77	53	26
UA	667	EWR-ORD	2015	26	80.77	52	34
UA	364	SFO-DEN	1425	26	80.77	49	36
AS	400	SEA-OAK	2036	26	80.77	48	30
UA	1515	MCO-ORD	1240	26	80.77	39	24
UA	1075	ORD-SNA	1808	26	80.77	38	23
UA	353	BOS-ORD	1145	26	80.77	36	30
UA	760	ORD-PIT	1714	31	80.65	89	63
UA	1597	PVD-ORD	1300	31	80.65	87	30

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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
UA	1567	OMA-DEN	1841	31	80.65	83	43
UA	2275	PDX-SFO	1941	31	80.65	80	65
UA	1588	LAS-ORD	1435	31	80.65	78	62
UA	401	DEN-PDX	1429	31	80.65	77	43
UA	148	SFO-ORD	1735	31	80.65	77	43
UA	1272	SJC-ORD	1308	31	80.65	76	53
UA	2817	DEN-SLC	1740	31	80.65	74	59
UA	284	DEN-DTW	1855	31	80.65	74	31
UA	1074	ORD-TPA	1721	31	80.65	71	64
UA	657	ORD-MCI	1830	31	80.65	69	70
UA	945	ORD-DEN	1205	31	80.65	68	35
UA	1459	ATL-ORD	1540	31	80.65	65	33
UA	2818	SLC-DEN	1935	31	80.65	63	42
UA	914	MSY-IAD	1300	31	80.65	62	39
UA	551	STL-DEN	1440	31	80.65	62	31
UA	726	DEN-BOS	1908	31	80.65	62	49
UA	1425	ORD-GEG	1914	31	80.65	61	48
UA	396	SLC-ORD	1615	31	80.65	60	56
UA	2718	LAS-DEN	1647	31	80.65	58	45
UA	546	ORD-PVD	1714	31	80.65	58	39
UA	673	ORD-GRR	2020	31	80.65	58	37
UA	544	DEN-OMA	1910	31	80.65	57	46
UA	1464	DEN-MSY	1247	31	80.65	55	35
UA	2714	LAS-DEN	1337	31	80.65	55	37
UA	791	ORD-OAK	1925	31	80.65	55	30
UA	1935	DEN-SMF	1430	31	80.65	54	27
UA	208	SFO-IAD	1450	31	80.65	54	29
UA	1499	ORD-OMA	1514	31	80.65	54	38
UA	1169	BDL-ORD	1300	31	80.65	53	36
UA	841	BWI-ORD	1717	31	80.65	53	48
UA	1101	JAX-ORD	1721	31	80.65	53	26
UA	1789	BUF-ORD	1804	31	80.65	53	38
UA	577	ORD-PDX	1925	31	80.65	53	36
WN	1541	BWI-ALB	1725	31	80.65	53	35
UA	1440	DEN-MIA	1006	31	80.65	52	33
UA	772	ORD-CVG	1450	31	80.65	52	29
UA	1074	DTW-ORD	1624	31	80.65	52	36
UA	206	SFO-IAD	2200	31	80.65	52	33
AS	729	PHX-SEA	1930	31	80.65	51	40
UA	595	RIC-ORD	1710	31	80.65	51	39
UA	465	ORD-SMF	1914	31	80.65	51	39
UA	611	ORD-SJC	1210	31	80.65	50	22
UA	1273	CLT-ORD	1650	31	80.65	50	42
UA	1050	ORD-BNA	1914	31	80.65	50	37
UA	2329	LAS-SFO	2222	31	80.65	49	36

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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
UA	247	ORD-SEA	1930	31	80.65	48	30
UA	1982	ABQ-DEN	1802	31	80.65	47	26
UA	1931	SEA-LAX	1544	31	80.65	46	29
UA	939	ORD-SEA	1150	31	80.65	45	35
UA	480	SAN-IAD	1300	31	80.65	45	29
UA	1104	DEN-IAD	1740	31	80.65	45	40
UA	473	PVD-ORD	1717	31	80.65	44	32
AS	592	SEA-SFO	1754	31	80.65	43	35
HP	619	LAS-PHX	0055	31	80.65	43	33
NW	39	MSP-SFO	2055	31	80.65	43	38
UA	1442	DEN-OMA	2108	31	80.65	43	43
UA	1049	SFO-SNA	1345	31	80.65	42	29
UA	561	SYR-ORD	1640	31	80.65	42	29
UA	1168	DEN-MCO	1025	31	80.65	41	24
UA	263	IAD-SEA	1310	31	80.65	41	26
UA	1456	ORD-ROC	1310	31	80.65	40	36
UA	1804	ORD-IAD	1030	31	80.65	39	28
UA	896	ORD-LGA	1100	31	80.65	39	21
UA	1606	ORD-RIC	1330	31	80.65	39	25
UA	1972	DEN-BWI	1556	31	80.65	38	30
UA	408	DEN-LGA	1648	31	80.65	38	28
UA	132	SFO-ORD	0625	31	80.65	36	23
WN	924	MSY-MCO	1705	31	80.65	35	31
UA	842	LAX-ORD	0815	31	80.65	34	24
UA	2407	SFO-ONT	1314	31	80.65	34	23
NW	935	MSP-LAX	0940	31	80.65	30	21
AS	43	ANC-BET	1358	31	80.65	23	19
UA	726	SAN-DEN	1502	20	80.00	60	40
UA	778	PDX-DEN	1445	20	80.00	44	23
UA	626	ORD-DCA	1730	25	80.00	70	32
UA	663	EWB-ORD	1925	25	80.00	60	48
UA	531	BOS-ORD	1945	25	80.00	45	41
DL	884	ATL-PHL	1640	30	80.00	75	32
UA	742	DEN-OKC	1850	30	80.00	70	46
UA	385	OKC-DEN	1315	30	80.00	61	23
UA	1873	PHL-ORD	1830	30	80.00	58	30
UA	1831	DEN-SEA	1655	30	80.00	56	50
UA	541	ORD-MCI	0914	30	80.00	50	32
UA	2762	PHX-DEN	1453	30	80.00	49	37
UA	1103	DEN-OAK	1755	30	80.00	47	51
UA	125	ORD-LAX	1705	30	80.00	30	20

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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 -----
UNITED	2227	702	31.5
ALASKA	458	19	4.1
AMERICA WEST	619	16	2.6
US AIRWAYS	2323	36	1.5
SOUTHWEST	2614	17	0.7
AMERICAN	2086	10	0.5
NORTHWEST	1619	4	0.2
DELTA	2513	6	0.2
TRANS WORLD	778	0	0.0
CONTINENTAL	1141	0	0.0
TOTAL	16,378	810	4.9

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
AKRON/CANTON, OH. (CAK)	76.1	90.9	88	88	ERIE, PA. (ERI)	85.5	90.3	124	124
ALBANY, N.Y. (ALB)	66.2	78.0	1,267	1,264	EUGENE, OR. (EUG)	42.4	65.0	177	177
ALBUQUERQUE, N.M. (ABQ)	74.1	77.7	3,081	3,078	FAIRBANKS, AK. (FAI)	66.5	73.3	582	581
ALLENTOWN, PA. (ABE)	62.1	75.7	535	535	FARGO, N.D. (FAR)	83.8	96.3	216	216
AMARILLO, TX. (AMA)	74.8	85.5	401	401	FAYETTEVILLE, N.C. (FAY)	80.6	94.4	124	124
ANCHORAGE, AK. (ANC)	62.0	69.2	2,391	2,393	FLINT, MI. (FNT)	67.7	84.8	99	99
ASHEVILLE, N.C. (AVL)	76.8	88.4	155	155	FRESNO, CA. (FAT)	77.4	96.8	31	31
ATLANTA, GA. (ATL)	74.0	74.7	21,914	21,954	FT. LAUDERDALE, FL. (FLL)	70.0	76.0	4,148	4,150
AUGUSTA, GA. (AGS)	74.4	83.3	90	90	FT. MYERS, FL. (RSW)	69.1	83.2	1,062	1,062
AUSTIN, TX. (AUS)	74.8	82.8	3,603	3,606	FT. WAYNE, IN. (FWA)	92.3	88.5	26	26
BALTIMORE, MD. (BWI)	72.3	74.3	7,746	7,746	GRAND FORKS, N.D. (GFK)	71.4	91.9	63	62
BARROW, AK. (BRW)	51.1	52.3	88	88	GRAND RAPIDS, MI. (GRR)	69.3	81.0	657	658
BATON ROUGE, LA. (BTR)	80.9	88.1	362	362	GREAT FALLS, MT. (GTF)	80.0	90.3	155	155
BETHEL, AK. (BET)	42.0	44.3	88	88	GREEN BAY, WI. (GRB)	80.8	88.3	281	281
BILLINGS, MT. (BIL)	54.9	81.3	246	246	GREENBRIER, W.V. (LWB)	100.0	85.7	14	14
BINGHAMTON, N.Y. (BGM)	80.6	85.5	62	62	GREENSBORO/HIGH PT., N.C. (GSO)	68.5	81.0	1,240	1,235
BIRMINGHAM, AL. (BHM)	79.7	84.3	1,608	1,608	GREENVILLE/SPARTBG., S.C. (GSP)	76.3	82.8	575	574
BISMARCK, N.D. (BIS)	81.5	90.3	124	124	GULFPORT/BILOXI, MS. (GPT)	93.5	96.8	93	93
BOISE, ID. (BOI)	67.5	77.0	1,155	1,155	GUSTAVUS, AK. (GST)	74.2	87.1	31	31
BOSTON, MA. (BOS)	60.5	70.0	9,803	9,802	HARLINGEN, TX. (HRL)	82.7	88.1	353	354
BOZEMAN, MT. (BZN)	82.6	90.8	155	153	HARRISBURG, PA. (MDT)	59.9	76.2	629	629
BRISTOL, TN. (TRI)	82.8	93.5	93	93	HARTFORD, CT./SPGFLD, MA. (BDL)	68.1	77.3	3,123	3,124
BUFFALO, N.Y. (BUF)	62.9	74.4	1,645	1,646	HELENA, MT. (HLN)	88.2	93.5	93	93
BURBANK, CA. (BUR)	71.8	75.0	2,356	2,356	HONOLULU, OAHU, HI. (HNL)	65.3	86.8	997	995
BURLINGTON, VT. (BTV)	53.7	66.3	246	246	HOUSTON, TX. (HOU)	81.1	77.4	4,609	4,608
CEDAR RAPIDS/IOWA CTY, IA. (CID)	58.0	71.2	479	479	HOUSTON, TX. (IAH)	81.9	83.1	11,183	11,186
CHARLESTON, S.C. (CHS)	71.9	82.6	563	579	HUNTSVILLE/DECATUR, AL. (HSV)	74.0	86.4	470	471
CHARLESTON, W.V. (CRW)	69.9	75.0	93	92	INDIANAPOLIS, IN. (IND)	69.8	79.9	3,018	3,020
CHARLOTTE, N.C. (CLT)	76.6	76.5	11,234	11,235	INDIO/PALM SPRINGS, CA. (PSP)	54.5	78.2	132	133
CHATTANOOGA, TN. (CHA)	88.2	93.5	93	93	ISLIP/LONG IS., N.Y. (ISP)	77.8	85.9	644	644
CHICAGO, IL. (MDW)	76.8	72.6	4,523	4,521	ITHACA, N.Y. (ITH)	82.3	91.1	124	124
CHICAGO, IL. (ORD)	49.8	55.0	25,331	25,320	JACKSON/VICKSBURG, MS. (JAN)	82.0	85.3	752	757
CINCINNATI, OH. (CVG)	79.3	81.8	6,198	6,203	JACKSON, WY. (JAC)	47.7	81.7	109	109
CLEVELAND, OH. (CLE)	73.9	81.1	4,630	4,631	JACKSONVILLE, FL. (JAX)	74.2	82.3	2,023	2,023
COLORADO SPRINGS, CO. (COS)	65.9	80.0	1,069	1,067	JUNEAU, AK. (JNU)	69.7	72.5	568	567
COLUMBIA, S.C. (CAE)	71.3	80.1	418	418	KAHULUI, MAUI, HI. (OGG)	65.4	81.7	289	289
COLUMBUS, OH. (CMH)	70.3	78.0	3,106	3,102	KALAMAZOO, MI. (AZO)	85.1	97.0	67	67
CORDOVA, AK. (CDV)	56.5	61.3	62	62	KALISPELL, MT. (FCA)	81.6	87.7	152	154
CORPUS CHRISTI, TX. (CRP)	83.5	91.2	272	272	KANSAS CITY, MO. (MCI)	71.2	77.2	5,302	5,300
DALLAS/FT. WORTH, TX. (DAL)	82.9	79.6	4,040	4,039	KETCHIKAN, AK. (KTN)	67.7	78.9	279	279
DALLAS/FT. WORTH, TX. (DFW)	81.5	79.9	20,928	20,913	KING SALMON, AK. (AKN)	74.2	65.2	66	66
DAYTON, OH. (DAY)	64.8	80.0	918	919	KNOXVILLE, TN. (TYS)	73.3	83.8	599	599
DAYTONA BEACH, FL. (DAB)	74.2	87.7	155	155	KODIAK, AK. (ADQ)	61.3	67.7	62	62
DEADHORSE, AK. (SCC)	48.4	51.6	31	31	KONA, HAWAII, HI. (KOA)	51.6	85.5	124	124
DENVER, CO. (DEN)	52.4	54.1	12,191	12,185	KOTZEBUE, AK. (OTZ)	51.3	50.0	76	76
DES MOINES, IA. (DSM)	54.3	69.5	538	538	LA CROSSE, WI. (LSE)	92.3	100.0	26	26
DETROIT, MI. (DTW)	77.7	75.4	13,135	13,136	LANSING, MI. (LAN)	84.4	89.6	231	231
DILLINGHAM, AK. (DLG)	34.1	22.7	44	44	LAS VEGAS, NV. (LAS)	71.8	69.7	11,351	11,353
DULUTH, MN. (DLH)	85.1	93.1	87	87	LEXINGTON/FRKFT, KY. (LEX)	70.7	85.6	307	306
DUTCH HARBOR, AK. (DUT)	50.0	53.2	62	62	LIHUE, KAUAI, HI. (LIH)	56.1	73.2	41	41
EL PASO, TX. (ELP)	75.2	82.0	1,975	1,976	LINCOLN, NE. (LNK)	53.9	72.2	241	241
ELMIRA, N.Y. (ELM)	83.9	90.3	124	124	LITTLE ROCK, AR. (LIT)	76.6	84.2	1,139	1,136

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LONG BEACH, CA. (LGB)	77.0	82.2	326	326	SALT LAKE CITY, UT. (SLC)	77.8	79.9	6,836	6,825
LOS ANGELES, CA. (LAX)	66.7	70.6	18,464	18,464	SAN ANTONIO, TX. (SAT)	76.7	84.4	3,290	3,291
LOUISVILLE, KY. (SDF)	76.5	82.4	1,848	1,847	SAN DIEGO, CA. (SAN)	71.1	73.6	6,173	6,200
LUBBOCK, TX. (LBB)	74.9	79.2	475	475	SAN FRANCISCO, CA. (OAK)	75.8	76.7	4,883	4,879
MADISON, WI. (MSN)	76.8	85.0	293	293	SAN FRANCISCO, CA. (SFO)	49.9	62.9	11,748	11,747
MANCHESTER, N.H. (MHT)	66.4	74.7	1,163	1,163	SAN JOSE, CA. (SJC)	72.4	76.8	5,789	5,793
MEDFORD, OR. (MFR)	59.9	58.6	152	152	SAN JUAN, P.R. (SJU)	74.1	81.1	2,216	2,209
MELBOURNE, FL. (MLB)	77.5	89.2	120	120	SANTA BARBARA, CA. (SBA)	54.2	62.1	273	272
MEMPHIS, TN. (MEM)	82.5	82.6	4,927	4,923	SARASOTA/BRAD., FL. (SRQ)	73.2	87.3	370	370
MIAMI, FL. (MIA)	68.5	73.7	5,694	5,690	SAVANNAH, GA. (SAV)	75.9	85.0	460	461
MIDLAND/ODESSA, TX. (MAF)	78.9	85.7	441	441	SCRANTON/WILKES-BARRE, PA. (AVP)	59.7	79.0	124	124
MILWAUKEE, WI. (MKE)	72.1	83.2	1,299	1,299	SEATTLE, WA. (SEA)	65.6	70.6	9,600	9,608
MINNEAPOLIS/ST.P. (MSP)	79.9	78.8	13,117	13,117	SHREVEPORT, LA. (SHV)	79.5	86.9	322	321
MINOT, N.D. (MOT)	80.4	89.1	92	92	SIOUX CITY, IA. (SUX)	85.2	96.7	61	61
MISSION/MCALLEN, TX. (MFE)	81.2	91.8	293	293	SIOUX FALLS, S.D. (FSD)	75.2	92.4	278	278
MISSOULA, MT. (MSO)	87.7	92.9	154	155	SITKA, AK. (SIT)	73.5	80.0	155	155
MOBILE, AL./PASCAGOULA, MS. (MOB)	77.2	81.5	355	356	SOUTH BEND, IN. (SBN)	73.7	87.5	152	152
MOLINE, IL. (MLI)	77.3	87.0	176	177	SPOKANE, WA. (GEG)	69.9	79.8	1,170	1,170
MONROE, LA. (MLU)	72.0	88.8	182	179	SPRINGFIELD, MO. (SGF)	72.7	85.5	172	172
MONTGOMERY, AL. (MGM)	71.8	76.5	85	85	ST. CROIX, V.I. (STX)	85.5	87.1	62	62
MYRTLE BEACH, S.C. (MYR)	69.6	85.2	263	263	ST. LOUIS, MO. (STL)	76.4	74.4	14,590	14,593
NASHVILLE, TN. (BNA)	77.5	80.4	4,889	4,889	ST. THOMAS, V.I. (STT)	75.2	85.7	210	210
NEW ORLEANS, LA. (MSY)	75.7	81.7	4,322	4,325	SYRACUSE, N.Y. (SYR)	64.3	78.6	968	966
NEW YORK, N.Y. (JFK)	66.4	77.1	3,975	3,970	TALLAHASSEE, FL. (TLH)	76.9	81.9	182	182
NEW YORK, N.Y. (LGA)	65.3	75.6	8,925	8,940	TAMPA, FL. (TPA)	68.2	76.6	5,274	5,270
NEWARK, N.J. (EWR)	68.6	74.2	10,446	10,441	TOLEDO, OH. (TOL)	71.6	87.8	74	74
NEWBURGH, N.Y. (SWF)	67.5	80.5	123	123	TRAVERSE CITY, MI. (TVC)	81.9	83.2	155	155
NOME, AK. (OME)	53.2	59.5	79	79	TUCSON, AZ. (TUS)	67.6	80.3	1,594	1,596
NORFOLK/VA. BEACH, VA. (ORF)	69.6	80.7	1,394	1,395	TULSA, OK. (TUL)	73.4	81.6	1,701	1,698
OKLAHOMA CITY, OK. (OKC)	70.9	80.6	1,628	1,623	VALPARAISO, FL. (VPS)	87.9	92.7	124	124
OMAHA, NE. (OMA)	63.3	77.4	1,495	1,489	WASHINGTON, D.C. (DCA)	74.9	80.3	7,302	7,319
ONTARIO, CA. (ONT)	72.7	76.5	3,079	3,050	WASHINGTON, D.C. (IAD)	59.2	65.2	5,436	5,436
ORANGE COUNTY, CA. (SNA)	70.3	76.0	3,486	3,490	WEST PALM BEACH, FL. (PBI)	70.7	82.8	1,745	1,745
ORLANDO, FL. (MCO)	68.9	76.3	8,586	8,583	WHITE PLAINS, N.Y. (HPN)	53.1	64.2	416	416
PASCO, WA. (PSC)	90.2	91.1	122	123	WICHITA, KS. (ICT)	61.4	78.8	560	560
PENSACOLA, FL. (PNS)	73.3	85.7	480	476	WILMINGTON, N.C. (ILM)	75.8	88.7	186	186
PETERSBURG, AK. (PSG)	51.6	43.5	62	62	WRANGELL, AK. (WRG)	48.4	51.6	62	62
PHILADELPHIA, PA. (PHL)	61.0	65.9	10,366	10,365	YAKUTAT, AK. (YAK)	54.8	58.1	62	62
PHOENIX, AZ. (PHX)	73.1	69.0	15,898	15,892					
PITTSBURGH, PA. (PIT)	72.3	74.7	9,166	9,162					
PORTLAND, ME. (PWM)	60.8	73.7	525	525					
PORTLAND, OR. (PDX)	71.5	77.6	4,811	4,813					
PROVIDENCE, R.I. (PVD)	71.1	78.8	2,179	2,179					
RALEIGH/DURHAM, N.C. (RDU)	72.4	79.2	2,998	2,997					
RAPID CITY, S.D. (RAP)	78.0	91.9	123	123					
RENO, NV. (RNO)	76.0	79.9	2,327	2,329					
RICHMOND, VA. (RIC)	69.8	79.0	1,488	1,486					
ROANOKE, VA. (ROA)	70.4	83.3	186	186					
ROCHESTER, MN. (RST)	72.2	83.8	209	210					
ROCHESTER, N.Y. (ROC)	64.2	73.6	1,114	1,111					
SACRAMENTO, CA. (SMF)	71.7	76.1	3,372	3,372					
SAGINAW, MI. (MBS)	64.0	73.6	317	318					

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

CARRIER A/ -----	AT 29 REPORTABLE AIRPORTS B/ -----				AT ALL REPORTED AIRPORTS C/ -----			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
UNITED S/	29	51003	3955	7.8	96	66746	5128	7.7
ALASKA S/	8	7478	521	7.0	36	13869	986	7.1
AMERICA WEST S/	25	14021	833	5.9	52	18507	1166	6.3
US AIRWAYS S/	25	45759	1800	3.9	89	64436	2469	3.8
DELTA S/	29	54262	1494	2.8	111	75776	1958	2.6
NORTHWEST S/	29	32324	806	2.5	113	48651	1051	2.2
AMERICAN S/	29	47691	1143	2.4	92	63158	1326	2.1
CONTINENTAL S/	27	24217	471	1.9	78	32798	630	1.9
TRANS WORLD S/	29	16917	290	1.7	76	23181	415	1.8
SOUTHWEST S/	14	28360	159	0.6	57	76220	397	0.5
T O T A L		322,032	11,472	3.6		483,342	15,526	3.2

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

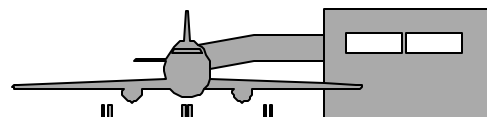
NOTE: The Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information) has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with 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

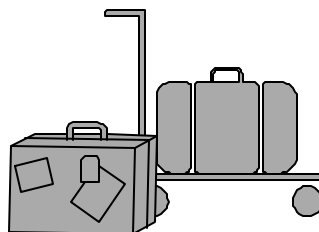
Air Carriers Required to Report Data to DOT and to CRS Vendors

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 the DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues.



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

RANK	AIRLINE	JULY 2000			JULY 1999		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	4,925	1,158,854	4.25	6,368	1,226,187	5.19
2	DELTA AIR LINES	41,316	9,433,422	4.38	45,418	9,095,762	4.99
3	US AIRWAYS	26,171	5,251,870	4.98	36,697	4,756,361	7.72
4	SOUTHWEST AIRLINES	33,104	6,541,706	5.06	25,704	5,953,741	4.32
5	AMERICAN AIRLINES	37,455	6,847,643	5.47	34,832	5,931,760	5.87
6	NORTHWEST AIRLINES	25,793	4,633,678	5.57	22,598	4,543,488	4.97
7	CONTINENTAL AIRLINES	18,465	3,240,439	5.70	16,795	3,258,804	5.15
8	TRANS WORLD AIRLINES	15,177	2,462,472	6.16	15,608	2,387,330	6.54
9	UNITED AIRLINES	53,745	6,812,654	7.89	52,957	7,468,946	7.09
10	AMERICA WEST AIRLINES	15,228	1,771,888	8.59	8,803	1,635,923	5.38
TOTALS		271,379	48,154,626	5.64	265,780	46,258,302	5.75

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*.

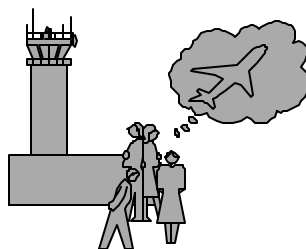
OVERSALES

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 requirement for reporting oversales data quarterly to the DOT's Bureau of Transportation Statistics (Office of Airline Information) 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.



APRIL-JUNE
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

Apr.-June '00 RANK	AIRLINE	APRIL-JUNE 2000				APRIL-JUNE 1999			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES	69,685	952	27,353,224	0.35	45,221	5,519	26,604,835	2.07
2	AMERICAN AIRLINES	53,675	888	20,443,165	0.43	64,664	717	18,585,625	0.39
3	NORTHWEST AIRLINES	33,650	996	13,888,081	0.72	21,893	170	13,178,128	0.13
4	US AIRWAYS	24,204	1,289	14,953,990	0.86	22,390	757	14,257,288	0.53
5	AMERICA WEST AIRLINES	15,027	724	5,311,373	1.36	12,115	541	4,794,724	1.13
6	CONTINENTAL AIRLINES	19,682	1,585	10,416,581	1.52	10,910	262	10,002,084	0.26
7	ALASKA AIRLINES	11,543	627	3,430,810	1.83	5,590	435	3,437,651	1.27
8	UNITED AIRLINES	35,714	4,106	20,681,091	1.99	22,435	818	20,072,997	0.41
9	SOUTHWEST AIRLINES	25,397	3,959	18,827,259	2.10	23,553	2,509	16,931,135	1.48
10	TRANS WORLD AIRLINES	22,749	2,144	6,694,510	3.20	22,110	180	6,601,625	0.27
	TOTALS	311,326	17,270	142,000,084	1.22	250,881	11,908	134,466,092	0.89

* 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*.

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

Jan.-June '00 RANK	AIRLINE	JANUARY-JUNE 2000				JANUARY-JUNE 1999			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES	117,207	2,013	51,695,270	0.39	100,056	13,663	51,070,338	2.68
2	NORTHWEST AIRLINES	58,472	1,137	26,020,280	0.44	46,201	609	24,473,713	0.25
3	AMERICAN AIRLINES	120,973	1,990	39,020,739	0.51	134,877	1,565	35,165,292	0.45
4	US AIRWAYS	46,743	2,287	27,354,705	0.84	41,134	1,952	27,022,186	0.72
5	CONTINENTAL AIRLINES	35,290	2,434	19,995,375	1.22	33,039	549	19,293,628	0.28
6	AMERICA WEST AIRLINES	32,381	1,565	10,007,063	1.56	23,817	1,211	9,162,456	1.32
7	ALASKA AIRLINES	18,473	1,091	6,591,505	1.66	13,009	668	6,501,580	1.03
8	UNITED AIRLINES	65,910	7,112	39,298,620	1.81	63,496	2,960	38,410,775	0.77
9	SOUTHWEST AIRLINES	50,249	6,755	35,245,627	1.92	40,856	4,447	31,537,924	1.41
10	TRANS WORLD AIRLINES	28,078	2,561	12,442,030	2.06	36,994	1,589	12,111,950	1.31
	TOTALS	573,776	28,945	267,671,214	1.08	533,479	29,213	254,749,842	1.15

Note: Totals for January through June 2000 reflect a correction of the Continental Airlines data for the 1st quarter of 2000.

* 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*.

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the DOT's Aviation Consumer Protection Division 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

	JULY 2000				JULY 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	2,242	99	10	77	2,113	82	4	51
FOREIGN AIRLINES	155	2	0	1	156	5	0	2
TRAVEL AGENTS	14	0	0	0	6	0	0	1
TOUR OPERATORS	6	0	0	0	174	0	0	2
MISCELLANEOUS*	27	24	0	8	32	9	0	8
INDUSTRY TOTALS	2,444	125	10	86	2,481	96	4	64

* 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*

JULY 2000				JULY 1999		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	1,143		1	1,010	
CANCELLATIONS			455			381
DELAYS			388			402
MISCONNECTIONS			148			102
CUSTOMER SERVICE	2	445		2	391	
BAGGAGE	3	349		3	271	
RES/TKTG/BOARDING	4	136		5	172	
OVERSALES	5	107		7	98	
REFUNDS	6	81		4	226	
FARES	7	62		9	71	
OTHER	8	60		6	107	
FREQUENT FLYER			34			44
DISABILITY	9	53		10	45	
TOURS OR CHARTERS	10	5		8	82	
ADVERTISING	11	3		11	8	
Complaint Total		2,444			2,481	

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*

JULY 2000

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
ALPHABETICAL												
AIRTRAN AIRWAYS	43	2	6	0	2	8	16	1	0	0	3	81
ALASKA AIRLINES	11	0	3	0	1	2	3	0	0	0	1	21
AMERICA WEST AIRLINES	103	14	10	1	10	17	34	1	0	0	8	198
AMERICAN AIRLINES	93	8	11	7	11	46	42	4	0	0	5	227
AMERICAN EAGLE	18	1	1	0	1	3	4	0	0	0	1	29
AMERICAN TRANS AIR	25	2	0	2	1	7	6	1	0	0	0	44
ATLANTIC SOUTHEAST AIRLINES	5	2	0	0	0	1	4	0	0	0	1	13
COMAIR	4	3	0	0	0	1	2	0	0	0	0	10
CONTINENTAL AIRLINES	47	4	8	7	1	25	30	2	0	0	1	125
DELTA AIR LINES	62	9	11	7	3	35	39	7	0	0	5	178
DELTA CONNECTION	4	1	0	0	0	1	0	0	0	0	0	6
FRONTIER AIRLINES	3	0	1	1	1	3	1	0	0	0	0	10
HAWAIIAN AIRLINES	3	0	0	1	0	0	1	0	0	0	1	6
HORIZON AIRLINES	3	2	0	0	0	0	0	0	0	0	0	5
NORTHWEST AIRLINES	70	7	8	1	5	21	43	8	0	0	2	165
PRO AIR SERVICES	9	0	0	0	0	0	2	0	0	0	0	11
SOUTHWEST AIRLINES	7	4	6	0	1	6	10	1	0	0	0	35
SPIRIT AIRLINES	8	0	0	0	0	1	3	0	0	0	0	12
TOWER AIR	1	0	0	0	5	2	1	0	0	0	0	9
TRANS WORLD AIRLINES	17	7	10	5	3	10	11	2	0	0	5	70
UNITED AIRLINES	445	15	26	7	12	75	119	10	1	0	15	725
UNITED EXPRESS	5	0	1	0	1	0	4	0	0	0	0	11
US AIRWAYS	90	5	10	9	4	22	33	10	1	0	3	187
US AIRWAYS EXPRESS	4	0	0	0	0	0	1	0	0	0	1	6
VANGUARD AIRLINES	2	1	0	0	0	3	0	0	0	0	0	6
TOTAL JULY 2000	1,104	91	117	49	66	296	414	48	2	0	55	2,242
% OF TOTAL COMPLAINTS	49.4	4.1	5.2	2.2	3	13.2	18.5	2.1	0.1	0	2.5	
TOTAL JULY 1999	958	83	150	57	139	236	350	41	5	1	93	2,113
% OF TOTAL COMPLAINTS	45.3	3.9	7.1	2.7	6.6	11.2	16.6	1.9	0.2	0	4.4	

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

**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									
JULY 2000									
U.S. AIRLINES*	COMPS RECD IN JULY	INCI- DENTS IN JULY	PERCENT	INCI- DENTS IN JUNE	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	81	26	32.10	27	33.33	5	6.17	23	28.40
ALASKA AIRLINES	21	7	33.33	5	23.81	2	9.52	7	33.33
AMERICA WEST AIRLINES	198	60	30.30	87	43.94	31	15.66	20	10.10
AMERICAN AIRLINES	227	63	27.75	98	43.17	46	20.26	20	8.81
AMERICAN EAGLE	29	12	41.38	13	44.83	3	10.34	1	3.45
AMERICAN TRANS AIR	44	6	13.64	25	56.82	8	18.18	5	11.36
ATLANTIC SOUTHEAST AIRLINES	13	4	30.77	2	15.38	1	7.69	6	46.15
COMAIR	10	0	0.00	5	50.00	0	0.00	5	50.00
CONTINENTAL AIRLINES	125	23	18.40	56	44.80	23	18.40	23	18.40
DELTA AIR LINES	178	61	34.27	81	45.51	19	10.67	17	9.55
DELTA CONNECTION	6	1	16.67	4	66.67	0	0.00	1	16.67
FRONTIER AIRLINES	10	5	50.00	4	40.00	1	10.00	0	0.00
HAWAIIAN AIRLINES	6	1	16.67	3	50.00	1	16.67	1	16.67
HORIZON AIRLINES	5	2	40.00	1	20.00	1	20.00	1	20.00
NORTHWEST AIRLINES	165	51	30.91	83	50.30	15	9.09	16	9.70
PRO AIR SERVICES	11	7	63.64	0	.00	1	9.09	3	27.27
SOUTHWEST AIRLINES	35	9	25.71	15	42.86	10	28.57	1	2.86
SPIRIT AIRLINES	12	6	50.00	2	16.67	1	8.33	3	25.00
TOWER AIR	9	0	0.00	0	0.00	6	66.67	3	33.33
TRANS WORLD AIRLINES	70	14	20.00	27	38.57	19	27.14	10	14.29
UNITED AIRLINES	725	259	35.72	302	41.66	107	14.76	57	7.86
UNITED EXPRESS	11	4	36.36	7	63.64	0	0.00	0	0.00
US AIRWAYS	187	48	25.67	98	52.41	25	13.37	16	8.56
US AIRWAYS EXPRESS	6	2	33.33	3	50.00	0	0.00	1	16.67
VANGUARD AIRLINES	6	1	16.67	1	16.67	0	0.00	4	66.67
Other U.S. Airlines	52	23	44.23	12	23.08	8	15.38	9	17.31
Totals	2,242	695	31.00	961	42.86	333	14.85	253	11.28
Previous Year's Totals	2,113	450	21.30	770	36.44	766	36.25	127	6.01

*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

JULY 2000

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>												
AIR CANADA	3	0	1	0	2	4	2	0	0	0	0	12
AIR FRANCE	4	2	0	0	1	7	5	0	0	0	1	20
ALITALIA AIRLINES	1	2	0	0	1	1	1	0	0	1	0	7
BRITISH AIRWAYS	7	1	2	3	2	5	4	3	0	0	1	28
KLM	1	0	1	0	0	7	0	0	0	0	0	9
LUFTHANSA	2	3	1	0	0	2	4	0	0	0	0	12
MEXICANA	0	1	1	1	0	1	1	0	0	0	0	5
OTHER FOREIGN AIRLINES	10	5	5	2	5	21	11	0	0	1	2	62
TOTALS	28	14	11	6	11	48	28	3	0	2	4	155
<u>TRAVEL AGENTS</u>												
PRICELINE.COM	0	0	1	2	1	0	0	0	1	0	0	5
OTHER TRAVEL AGENTS	1	0	4	2	1	0	0	1	0	0	0	9
TOTALS	1	0	5	4	2	0	0	1	1	0	0	14
<u>TOUR OPERATORS</u>												
OTHER TOUR OPERATORS	3	0	0	0	1	0	0	0	0	2	0	6
TOTALS	3	0	0	0	1	0	0	0	0	2	0	6
<u>MISCELLANEOUS *</u>												
OTHER MISCELLANEOUS	7	2	3	3	1	5	3	1	0	1	1	27
TOTALS	7	2	3	3	1	5	3	1	0	1	1	27

* 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

JULY**Consumer Complaints: Rankings
U.S. AIRLINES***

Rank	Airline	JULY 2000			JULY 1999		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	35	6,557,450	0.53	25	5,979,215	0.42
2	ALASKA AIRLINES	21	1,296,319	1.62	18	1,355,092	1.33
3	DELTA AIR LINES	178	9,876,544	1.80	198	9,782,046	2.02
4	TRANS WORLD AIRLINES	70	2,562,702	2.73	117	2,501,457	4.68
5	AMERICAN AIRLINES	227	8,233,143	2.76	405	7,700,374	5.26
6	NORTHWEST AIRLINES	165	5,653,132	2.92	182	5,468,345	3.33
7	CONTINENTAL AIRLINES	125	4,114,548	3.04	126	4,037,669	3.12
8	US AIRWAYS	187	5,501,693	3.40	182	4,997,148	3.64
9	UNITED AIRLINES	725	7,759,262	9.34	273	8,293,095	3.29
10	AMERICA WEST AIRLINES	198	1,842,460	10.75	56	1,670,546	3.35
TOTAL		1,931	53,397,253	3.62	1,582	51,784,987	3.05

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.

