



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: DECEMBER 2000

Includes data for the following periods:

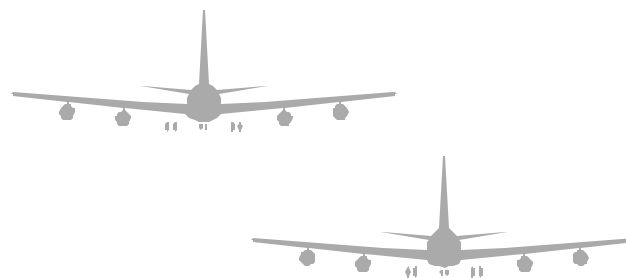
Flight Delays	October 2000 12 Months Ending October 2000
Mishandled Baggage	October 2000
Oversales	3rd Quarter 2000 January-September 2000
Consumer Complaints (Includes Disability Complaints)	October 2000

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	19
Table 1	4	Ranking	20
Overall Percentage of Reported Flight			
Operations Arriving On Time, by Carrier		Oversales	
Table 1A	5	Explanation	21
Overall Percentage of Reported Flight		Ranking—3rd Quarter	22
Operations Arriving On Time and Carrier Rank,		Ranking--YTD	23
by Month, Quarter, and Data Base to Date			
Table 2	6	Consumer Complaints	
Number of Reported Flight Arrivals and Per-		Explanation	24
centage Arriving On Time, by Carrier and Airport		Complaint Tables 1-5	25
Table 3	8	Summary, Complaint Categories, U.S. Airlines,	
Percentage of All Carriers' Reported Flight		Incident Date, and Companies Other Than	
Operations Arriving On Time, by Airport and		U.S. Airlines	
Time of Day		Rankings, Table 6	30
Table 4	9	Complaint Categories	31
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	13		
Number and Percentage of Regularly			
Scheduled Flights Arriving Late 70% of the			
Time or More			
Table 7	14		
On-Time Arrival and Departure			
Percentage, by Airport			
Table 8	16		
Overall Number and Percentage			
of Flight Cancellations, by Carrier			
Footnotes	17		
Appendix	18		



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 described in 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, including all ten carriers that have at least one percent of total domestic scheduled-service passenger revenues. These airlines account for more than 85 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 reporting 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 11 reporting air carriers, 4 (American, Northwest, United and US Airways) use ACARS exclusively; 3 (Alaska, Aloha, 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.

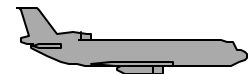
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



OCTOBER 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/ -----
ALOHA S/	0	0.0	6	90.5
NORTHWEST S/	29	82.9	114	83.5
CONTINENTAL S/	28	81.2	80	82.2
DELTA S/	29	81.7	111	82.1
US AIRWAYS S/	25	78.0	89	78.5
TRANS WORLD S/	28	77.8	73	77.7
AMERICAN S/	29	75.4	91	75.6
SOUTHWEST S/	14	68.0	58	71.0
ALASKA S/	8	67.7	36	70.5
UNITED S/	29	68.5	96	69.6
AMERICA WEST S/	25	60.4	51	60.5
T O T A L		75.6		76.2

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.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. At the present time, and beginning with this month's report, Aloha Airlines is the only carrier that reports voluntarily.

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.

OCTOBER 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*	4TH QUARTER 1999		1ST QUARTER 2000		2ND QUARTER 2000		3RD QUARTER 2000		4TH QUARTER 2000		08 2000		09 2000		10 2000		12 MONTHS ENDING 10 2000		DATA BASE TO DATE 09 1987 - 10 2000	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	69.7	(8)	66.5	(9)	70.9	(8)	70.2	(8)	69.6	(7)	76.7	(7)	70.5	(9)	68.7	(8)	76.6	(9)		
ALOHA	----	--	----	--	----	--	----	--	----	--	----	--	90.5	(1)	----	---	----	---		
AMERICA WEST	69.2	(9)	64.7	(10)	66.6	(9)	66.4	(9)	59.5	(9)	75.6	(8)	60.5	(11)	66.2	(9)	78.7	(4)		
AMERICAN	80.7	(3)	75.2	(6)	71.6	(7)	75.3	(6)	73.9	(6)	78.1	(6)	75.6	(7)	75.2	(6)	79.1	(3)		
CONTINENTAL	79.8	(5)	77.7	(3)	76.9	(3)	79.1	(2)	77.7	(2)	79.5	(4)	82.2	(3)	78.6	(4)	78.4	(5)		
DELTA	80.6	(4)	77.4	(4)	78.0	(2)	77.2	(5)	77.3	(3)	78.1	(5)	82.1	(4)	78.6	(3)	77.6	(8)		
NORTHWEST	84.9	(2)	79.4	(2)	78.3	(1)	79.6	(1)	79.2	(1)	81.8	(2)	83.5	(2)	80.4	(1)	79.9	(2)		
SOUTHWEST	79.8	(6)	76.0	(5)	75.6	(4)	78.8	(3)	76.2	(5)	81.7	(3)	71.0	(8)	76.5	(5)	82.6	(1)		
TRANS WORLD	87.2	(1)	81.1	(1)	74.4	(5)	78.7	(4)	76.7	(4)	85.5	(1)	77.7	(6)	79.3	(2)	77.9	(7)		
UNITED	79.5	(7)	70.8	(8)	56.8	(10)	51.6	(10)	42.7	(10)	71.8	(10)	69.6	(10)	63.7	(10)	75.5	(10)		
US AIRWAYS	1.1	(10)	75.1	(7)	71.8	(6)	72.5	(7)	67.3	(8)	75.1	(9)	78.5	(5)	73.5	(7)	78.2	(6)		
TOTAL	79.8		75.1		71.8		72.5		70.0		78.1		76.2		74.6		78.5			

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. At the present time, and beginning with this month's report, Aloha Airlines is the only carrier that reports voluntarily.

OCTOBER 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	717	79.6	1488	66.5	336	78.0	217	83.4	93	82.8	973	82.2	758	78.5
AQ		H/		H/		H/		H/		H/		H/		H/
AS		H/		H/		H/		H/		H/		H/		H/
CO	587	87.1	727	72.2	293	82.6	141	92.9		H/	645	85.3	366	79.5
DL	18994	86.0	2336	70.7	393	88.3	279	90.0	5869	85.3	1381	81.5	620	80.0
HP	149	63.8	212	57.1	184	53.3		H/		H/	118	65.3	216	59.7
NW	605	84.3	593	64.4	392	78.3	266	83.1	28	89.3	634	83.6	363	82.9
TW	209	77.0	265	64.2	185	76.2	142	73.2		H/	240	71.7	182	72.0
UA	603	73.1	1357	67.1	368	78.3	182	86.3	153	79.7	487	79.7	8870	75.4
US	628	80.3	2935	70.7	2510	79.8	10243	87.4		H/	3191	85.5	310	84.2
WN		H/		H/	3529	82.8		H/		H/		H/		H/
TOTAL	22492	85.1	9913	68.8	8190	80.7	11470	87.2	6143	85.2	7669	83.1	11685	76.1

	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	14745	82.6	457	78.6	895	68.5	584	76.0	1090	79.8	739	71.6	3714	64.9
AQ		H/		H/		H/		H/		H/		H/		H/
AS		H/		H/		H/		H/		H/	317	67.2	796	59.2
CO	580	81.9	310	87.1	6386	80.1	8635	85.8	58	91.4	474	77.8	684	65.8
DL	3821	78.8	341	81.8	1037	77.1	279	81.7	1133	81.9	835	83.0	1449	66.7
HP	200	58.5	151	57.6	270	60.0	187	49.2	248	52.4	2623	61.9	788	44.2
NW	439	74.5	10415	87.1	603	74.6	416	84.4	150	83.3	372	75.5	671	64.1
TW	297	73.1	180	80.0	211	69.7	119	76.5	808	80.7	154	67.5	446	66.8
UA	670	73.9	341	76.2	897	66.3	434	69.6	556	74.8	1203	61.6	5562	58.1
US	341	73.0	359	85.0	481	75.9	341	71.8		H/	251	80.9	540	67.8
WN		H/	583	75.5		H/	196	71.9		H/	4783	68.2	3698	50.6
TOTAL	21093	80.9	13137	85.4	10780	76.5	11191	83.1	4043	78.5	11751	68.2	18348	59.1

OCTOBER 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)

CARRIER	ARRIVAL AIRPORT											
	LGA		MCO		MIA		MSP		ORD		PDX	
	# 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	1752	42.1	667	81.3	3225	77.9	545	79.6	9325	76.5	243	76.1
AQ	H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		31	71.0	1433	80.0
CO	427	37.7	567	81.7	366	85.8	253	86.2	590	75.4	119	88.2
DL	2248	64.9	2810	83.0	468	82.3	368	86.1	829	78.2	617	82.3
HP	H/		61	62.3	62	64.5	123	51.2	212	45.3	210	60.0
NW	610	31.3	496	81.3	235	82.6	10003	88.0	819	75.1	183	82.0
TW	274	35.8	371	88.1	221	84.2	289	82.4	320	69.1	124	76.6
UA	936	37.6	616	79.9	499	66.9	655	74.2	12588	77.0	998	66.6
US	3290	48.8	1605	75.0	416	81.7	248	83.9	661	72.2	H/	
WN	H/		1399	85.8	H/		H/		H/		952	68.2
TOTAL	9537	48.3	8592	81.5	5492	78.4	12484	86.3	25375	76.3	4879	74.4

CARRIER	ARRIVAL AIRPORT											
	PHX		PIT		SAN		SEA		SFO		SLC	
	# 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	701	65.6	93	82.8	724	71.7	646	75.7	1329	62.5	186	63.4
AQ	H/		H/		H/		H/		H/		H/	
AS	313	61.7	H/		356	77.2	3759	65.4	526	61.4	H/	
CO	389	73.0	84	91.7	248	76.6	306	82.0	512	69.5	93	80.6
DL	706	68.4	279	88.5	496	73.4	587	83.1	773	67.8	4581	83.5
HP	6913	64.1	H/		362	58.6	216	65.7	336	39.6	195	59.5
NW	342	63.2	147	83.0	248	79.0	510	80.0	453	64.7	93	80.6
TW	186	61.8	170	78.2	126	73.0	186	76.9	249	66.3	93	79.6
UA	1045	53.5	182	74.2	947	62.8	1424	66.4	6354	54.8	585	63.4
US	310	72.3	8205	82.7	248	78.2	279	77.1	457	73.7	H/	
WN	5351	61.6	H/		2366	64.2	1134	70.9	437	46.0	1098	70.2
TOTAL	16256	63.1	9160	82.8	6121	67.9	9047	70.1	11426	58.1	6924	78.4

OCTOBER 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	EWB	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM		67.0	75.4	70.0	87.1	89.4	100.0	100.0	90.5	79.4	75.2	93.8	75.2	100.0	83.5	88.6	76.7
700 - 759 AM		94.7	83.0	93.0	93.3	90.2	89.2	92.7	93.7	90.4	84.5	91.3	88.0	94.2	90.5	90.4	84.6
800 - 859 AM		86.6	84.0	91.3	92.7	90.4	85.2	87.6	87.1	90.5	89.8	91.0	69.6	84.8	81.3	77.1	87.6
900 - 959 AM		89.1	82.1	89.8	88.6	89.4	85.1	84.0	87.0	89.6	87.2	87.8	J/	85.8	76.4	65.2	93.1
1000 - 1059 AM		88.4	75.2	93.0	88.1	88.3	86.4	81.8	91.3	89.4	88.3	86.3	90.2	72.9	60.7	49.8	87.4
1100 - 1159 AM		88.8	77.4	88.3	92.1	83.4	84.7	78.5	82.6	86.7	85.3	86.8	J/	69.4	55.8	50.8	90.6
1200 - 1259 PM		88.5	81.5	88.7	86.1	91.1	84.7	76.7	79.4	89.2	85.0	88.8	85.7	72.3	48.6	56.5	82.4
100 - 159 PM		82.3	77.7	87.0	89.7	87.2	88.7	78.2	85.0	85.0	82.8	82.2	85.6	70.2	48.1	60.7	81.9
200 - 259 PM		83.9	70.0	83.8	89.1	94.6	83.8	78.5	81.9	87.9	78.8	83.7	92.7	65.0	54.0	52.5	82.4
300 - 359 PM		83.3	67.5	82.1	80.6	86.6	84.9	80.5	84.7	85.6	71.5	82.4	87.0	59.1	59.5	42.4	87.2
400 - 459 PM		84.3	65.5	80.8	85.7	79.6	80.1	71.3	77.7	86.0	71.7	80.2	82.3	57.1	55.4	43.9	84.2
500 - 559 PM		81.4	60.5	78.8	87.9	81.4	82.0	70.1	76.4	87.1	74.6	78.0	74.0	57.5	60.5	45.0	80.9
600 - 659 PM		84.0	57.6	76.5	86.4	80.6	80.5	67.6	76.4	80.3	70.8	78.3	78.7	65.6	54.7	38.1	77.6
700 - 759 PM		71.6	56.1	66.6	83.6	83.3	80.7	69.6	74.0	79.8	69.3	80.2	70.6	66.7	51.9	36.3	71.0
800 - 859 PM		83.7	66.0	73.4	83.1	80.6	84.5	71.8	74.6	84.4	68.8	80.9	78.7	59.6	50.7	28.2	75.8
900 - 959 PM		74.8	62.3	74.6	81.7	79.1	73.2	64.3	76.4	80.9	67.1	78.0	72.4	62.8	49.6	38.7	81.8
1000 - 1059 PM		85.1	59.6	66.8	85.7	67.7	77.3	78.4	71.0	79.3	70.4	68.4	65.1	59.8	50.4	42.6	68.4
1100 - 559 AM		79.9	68.0	75.6	75.8	82.9	81.5	62.9	77.7	80.2	77.6	73.9	73.3	67.2	69.9	48.2	74.5
TOTAL, ALL ARRIVALS, BY AIRPORT		85.1	68.8	80.7	87.2	85.2	83.1	76.1	80.9	85.4	76.5	83.1	78.5	68.2	59.1	48.3	81.5

SCHEDULED ARRIVAL TIME		ARRIVAL AIRPORT														
		MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
600 - 659 AM		73.3	90.1	90.2	71.4	91.7	81.1	84.7	J/	53.1	82.3	J/	85.9	68.9	84.1	
700 - 759 AM		93.5	94.0	86.0	91.2	86.9	90.4	93.5	89.9	96.5	90.2	89.1	86.3	97.2	90.4	
800 - 859 AM		87.1	92.5	81.2	86.5	80.5	76.9	84.5	83.6	78.3	84.1	91.3	89.7	86.4	86.0	
900 - 959 AM		85.5	86.9	83.6	89.1	79.2	67.6	94.8	83.2	73.4	70.9	87.4	89.0	90.1	82.9	
1000 - 1059 AM		88.8	87.6	80.2	83.1	89.1	71.4	84.1	80.9	82.4	56.1	86.7	82.9	90.2	80.7	
1100 - 1159 AM		85.9	86.9	77.0	85.0	86.5	67.4	84.8	77.9	78.8	57.8	82.2	80.9	88.3	79.0	
1200 - 1259 PM		82.8	90.8	80.6	83.2	76.4	66.5	74.7	70.6	72.6	52.3	68.8	81.9	86.5	78.2	
100 - 159 PM		78.2	86.7	80.2	73.0	78.7	64.8	87.3	70.6	69.3	48.3	86.1	80.2	87.3	77.4	
200 - 259 PM		83.0	86.5	76.0	77.8	73.2	60.8	88.0	50.2	72.9	57.7	72.2	77.8	90.4	75.9	
300 - 359 PM		78.9	87.9	78.4	69.0	76.7	61.3	88.9	72.0	67.8	43.1	78.8	74.4	83.6	75.8	
400 - 459 PM		73.8	86.9	75.3	64.7	73.5	58.8	79.2	64.8	64.9	53.6	75.7	76.5	82.3	73.9	
500 - 559 PM		78.1	86.0	72.1	72.8	74.0	57.7	75.7	59.4	65.8	60.7	73.0	73.2	81.2	72.4	
600 - 659 PM		75.8	82.0	69.5	68.5	67.5	52.9	75.5	54.1	60.9	50.1	57.0	72.0	72.8	70.3	
700 - 759 PM		75.1	82.0	70.0	62.5	55.5	54.7	81.1	69.2	61.4	56.1	78.8	76.3	78.1	70.3	
800 - 859 PM		66.7	79.8	65.2	64.8	59.0	54.1	79.9	57.6	67.0	56.3	80.6	69.9	73.9	68.0	
900 - 959 PM		69.2	84.1	65.2	73.6	64.1	53.2	74.8	55.1	61.7	45.5	72.8	67.7	67.4	68.5	
1000 - 1059 PM		69.9	72.7	64.4	66.5	71.5	54.7	76.3	64.1	67.2	52.2	61.4	68.1	71.4	66.7	
1100 - 559 AM		77.2	79.1	82.3	71.0	76.4	58.0	80.5	68.9	70.6	64.0	61.9	69.8	76.5	72.6	
TOTAL, ALL ARRIVALS, BY AIRPORT		78.4	86.3	76.3	74.4	73.8	63.1	82.8	67.9	70.1	58.1	78.4	78.3	81.2	75.6	

OCTOBER 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		94.2	90.5	96.3	93.5	94.1	95.9	90.3	90.8	88.3	93.8	89.7	91.8	93.2	91.0	93.5	94.5
700 - 759 AM		88.0	90.9	92.7	95.1	90.2	94.4	92.7	92.1	89.6	94.5	94.3	88.0	92.8	89.0	91.6	93.2
800 - 859 AM		89.3	88.2	89.3	91.3	90.5	89.3	85.6	89.1	89.3	90.3	92.3	92.5	84.9	81.9	92.3	92.2
900 - 959 AM		86.9	85.7	91.2	90.4	90.7	88.0	84.2	87.1	87.4	89.6	90.1	86.9	75.5	79.3	84.8	91.1
1000 - 1059 AM		89.1	87.8	84.5	92.2	89.9	89.5	80.8	86.5	84.2	87.0	87.1	85.9	64.5	67.5	76.5	89.3
1100 - 1159 AM		86.5	85.9	89.4	90.6	84.9	90.1	79.4	84.9	83.9	84.4	85.8	90.9	68.0	60.8	67.2	90.3
1200 - 1259 PM		87.3	85.7	82.7	88.4	85.9	88.8	78.7	84.3	84.8	88.2	83.4	79.0	65.7	59.0	69.1	87.3
100 - 159 PM		88.4	82.7	86.5	88.0	88.4	89.3	76.5	83.2	84.8	86.8	88.4	96.2	60.4	54.7	79.9	82.6
200 - 259 PM		82.7	85.2	81.0	68.4	85.4	92.5	76.0	84.0	88.3	86.5	83.7	88.6	63.9	57.4	68.9	86.8
300 - 359 PM		84.7	76.1	75.3	83.3	90.0	88.1	78.1	81.8	77.5	80.9	82.7	83.2	61.0	63.1	66.3	80.9
400 - 459 PM		80.3	75.7	77.6	84.0	84.4	86.4	73.1	82.2	80.6	77.1	83.2	83.5	56.4	59.4	59.1	83.7
500 - 559 PM		81.5	69.1	69.6	80.3	80.6	88.7	69.7	79.3	82.1	74.5	79.5	83.7	49.5	57.0	57.9	80.7
600 - 659 PM		79.0	62.3	74.4	84.1	83.3	87.7	72.8	78.4	73.5	75.5	85.6	78.6	61.5	59.9	54.4	84.5
700 - 759 PM		84.2	59.4	71.8	80.9	80.2	85.3	70.2	79.0	79.5	74.0	79.8	86.1	53.3	58.6	48.4	79.7
800 - 859 PM		81.9	67.0	62.6	88.6	82.2	82.0	66.1	78.2	86.8	75.6	85.1	75.8	50.1	51.4	45.9	69.7
900 - 959 PM		86.4	78.4	66.0	90.6	89.8	95.4	74.1	79.0	82.3	61.2	83.3	77.3	60.6	50.5	53.1	78.2
1000 - 1059 PM		87.1	77.8	28.6	86.0	83.8	J/	49.2	84.9	79.4	70.4	64.5	85.2	72.7	72.1	85.2	98.4
1100 - 559 AM		86.3	96.8	96.8	67.7	J/	J/	91.3	79.7	87.1	93.5	J/	90.0	73.4	84.9	64.7	J/
TOTAL, ALL DEPARTURES, BY AIRPORT		85.9	79.9	81.4	87.1	86.0	89.4	77.8	83.7	83.5	83.9	86.0	85.4	68.2	67.7	71.0	86.0

SCHEDULED DEPARTURE TIME		DEPARTURE AIRPORT														
		MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
600 - 659 AM		85.5	91.1	92.4	92.3	94.3	93.1	94.7	94.3	92.3	91.5	97.6	96.6	94.5	92.6	
700 - 759 AM		85.3	85.3	91.0	90.7	89.8	85.4	90.6	91.4	85.0	87.1	94.7	86.5	95.8	90.2	
800 - 859 AM		85.2	89.8	87.9	85.9	87.4	82.0	92.1	85.5	86.5	83.6	90.1	87.7	92.0	87.9	
900 - 959 AM		86.8	89.2	85.2	86.5	84.9	67.9	87.0	80.5	77.4	81.6	89.2	88.3	93.6	85.1	
1000 - 1059 AM		80.0	83.2	86.4	80.7	81.4	62.3	83.2	77.4	76.6	65.8	83.1	86.1	89.3	81.6	
1100 - 1159 AM		83.5	86.0	80.4	81.0	87.9	58.5	84.7	72.0	78.6	61.8	83.0	80.5	87.1	79.7	
1200 - 1259 PM		87.6	88.0	80.1	82.1	88.5	62.6	87.6	67.5	80.2	57.9	72.3	79.8	89.6	79.0	
100 - 159 PM		83.4	86.2	80.7	81.7	79.2	61.5	91.4	70.7	74.2	66.2	77.5	80.9	89.1	79.5	
200 - 259 PM		83.5	82.8	79.0	77.4	78.3	55.7	85.8	50.0	68.7	55.1	85.8	75.2	79.3	77.0	
300 - 359 PM		75.5	85.5	75.6	72.5	72.7	52.0	80.9	70.0	71.2	56.1	73.7	76.4	88.2	75.4	
400 - 459 PM		79.6	81.3	75.8	63.4	80.7	57.3	85.6	65.4	73.1	55.2	82.2	68.4	86.6	75.1	
500 - 559 PM		72.7	81.7	72.6	69.2	72.4	58.3	73.4	58.0	64.7	54.1	76.7	72.7	71.9	72.8	
600 - 659 PM		80.6	81.4	75.7	70.3	71.6	51.3	84.9	47.1	64.2	52.9	64.6	71.8	81.2	72.5	
700 - 759 PM		75.0	83.0	69.3	60.0	68.8	49.2	88.7	51.6	55.5	51.9	71.6	74.1	84.0	71.5	
800 - 859 PM		73.6	79.6	70.4	69.2	67.6	52.5	84.3	48.4	60.8	44.3	82.5	72.0	77.2	72.7	
900 - 959 PM		J/	71.2	69.2	59.0	67.8	61.9	69.4	65.9	72.1	63.1	69.4	67.4	60.3	72.5	
1000 - 1059 PM		J/	86.7	72.1	77.4	J/	60.7	84.1	93.0	86.0	68.7	85.5	74.2	69.5	79.8	
1100 - 559 AM		91.7	82.3	90.9	92.6	96.8	89.3	93.5	96.8	85.4	82.7	96.6	66.3	90.0	82.1	
TOTAL, ALL DEPARTURES, BY AIRPORT		81.2	84.6	79.6	79.6	78.6	64.0	84.7	72.6	76.6	67.5	82.5	78.2	86.5	79.4	

OCTOBER 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	NO. OF MIN. LATE MEDIAN
US	277	IND-LGA	1924	27	96.30	76	75
US	766	GSP-LGA	1846	27	96.30	72	68
US	990	GSO-LGA	1850	27	96.30	70	67
US	407	CMH-LGA	1640	27	96.30	69	57
US	1107	RDU-LGA	1840	27	96.30	68	60
US	2655	RSW-LGA	1515	31	93.55	62	56
US	798	PIT-LGA	1739	31	93.55	53	53
UA	680	ORD-LGA	1500	31	93.55	46	44
US	806	CLT-LGA	1900	28	92.86	68	70
US	1639	SDF-LGA	1910	27	92.59	61	64
US	316	LGA-RDU	2050	27	92.59	49	39
UA	2674	SMF-LAX	2015	26	92.31	66	58
NW	518	DTW-LGA	1905	24	91.67	67	55
US	2665	TPA-LGA	1715	31	90.32	66	70
US	2667	LGA-MCO	2029	31	90.32	62	43
US	2984	JAX-LGA	1710	31	90.32	58	57
US	1812	BUF-LGA	1905	31	90.32	49	46
UA	1565	LGA-IAD	1930	30	90.00	51	39
UA	2043	SFO-LAX	1454	26	88.46	68	68
WN	58	DAL-LBB	2110	24	87.50	46	28
WN	1173	PHX-SAN	1925	24	87.50	37	30
US	2660	MCO-LGA	1645	31	87.10	66	65
UA	2036	LAX-SFO	1304	31	87.10	64	50
UA	2027	SFO-LAX	1100	31	87.10	62	67
NW	514	MSP-LGA	1635	31	87.10	60	61
US	472	ROC-LGA	1915	31	87.10	53	52
UA	2768	PHX-DEN	2000	31	87.10	51	41
UA	2769	DEN-PHX	1750	31	87.10	49	33
US	356	PIT-LGA	1610	31	87.10	49	44
UA	1020	IAD-LGA	1730	31	87.10	48	40
WN	1758	OAK-LAS	1550	31	87.10	36	30
UA	2053	LAX-PHX	1850	30	86.67	51	41
US	274	ROC-LGA	1409	21	85.71	44	46
WN	537	LAX-MCI	1345	28	85.71	50	35
US	1876	CLT-LGA	1850	27	85.19	68	72
UA	2059	SFO-LAX	1752	27	85.19	58	58
WN	698	STL-CMH	2030	27	85.19	58	40
UA	678	ORD-LGA	1600	27	85.19	52	41
AA	350	ORD-LGA	1800	27	85.19	49	40
AA	738	DFW-LGA	1437	27	85.19	42	30
AA	1705	MIA-LGA	1940	27	85.19	37	38
UA	2227	SFO-BUR	2043	26	84.62	67	54
NW	522	DTW-LGA	0845	26	84.62	32	30
UA	2136	SFO-SEA	1945	31	83.87	97	62
UA	2136	SAN-SFO	1741	31	83.87	92	69

OCTOBER 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
HP	2807	PHX-SFO	1437	31	83.87	84	68
US	2996	LGA-TPA	1840	31	83.87	64	48
US	2702	FLL-LGA	1745	31	83.87	62	62
US	2619	PBI-LGA	1840	31	83.87	55	57
WN	952	LAX-PHX	1100	31	83.87	54	32
US	2726	LGA-FLL	2005	31	83.87	53	46
UA	1005	SFO-LAX	1400	31	83.87	51	40
US	2695	PBI-LGA	1300	31	83.87	44	33
US	1190	LGA-PIT	1945	31	83.87	38	33
US	1738	STL-PHL	1742	31	83.87	36	25
NW	524	DTW-LGA	1010	31	83.87	26	26
UA	2171	SFO-SAN	1614	30	83.33	76	77
UA	2511	SMF-LAX	1646	30	83.33	62	56
UA	1983	LGA-MIA	1950	30	83.33	52	36
UA	2686	LAX-TUS	2205	30	83.33	51	43
UA	2577	LAS-LAX	2022	30	83.33	49	51
UA	2772	PHX-DEN	2130	30	83.33	46	29
UA	2028	LAX-SFO	1000	28	82.14	60	62
WN	2162	PHX-AUS	1440	28	82.14	53	34
WN	1323	LAX-PHX	1030	28	82.14	47	28
AA	862	ORD-EWR	1315	22	81.82	35	23
CO	1906	CLE-LGA	1740	27	81.48	67	73
CO	1903	LGA-CLE	1959	27	81.48	60	49
WN	698	MCI-STL	1915	27	81.48	58	44
UA	2869	OAK-LAX	1735	27	81.48	54	41
UA	888	LAX-SFO	1626	27	81.48	53	41
WN	1243	LAX-SMF	1715	27	81.48	51	43
US	766	LGA-ROC	2120	27	81.48	49	54
WN	646	LAX-PHX	2130	27	81.48	49	32
WN	810	PHX-LAX	2030	27	81.48	47	38
TW	300	STL-LGA	1710	27	81.48	44	45
WN	1226	LAX-PHX	1130	27	81.48	44	32
AA	361	LGA-ORD	2100	27	81.48	43	27
WN	969	LAS-LAX	1000	27	81.48	43	45
WN	1232	SJC-LAS	2120	27	81.48	42	29
WN	2145	OAK-LAX	0900	27	81.48	40	25
WN	870	LAX-LAS	1535	27	81.48	40	36
AA	2883	SFO-LAX	1100	27	81.48	39	37
US	480	RIC-LGA	1338	27	81.48	38	34
US	1052	RIC-LGA	0945	27	81.48	26	20
NW	528	DTW-LGA	1335	16	81.25	28	23
UA	2064	LAX-SFO	1855	26	80.77	67	55
UA	2072	LAX-SFO	2028	26	80.77	44	44
HP	2815	PHX-SFO	2009	31	80.65	67	47
WN	1438	OAK-LAX	2030	31	80.65	56	42

OCTOBER 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
CO	1976	IAH-LGA	1600	31	80.65	54	57
US	1029	BUF-LGA	1630	31	80.65	54	42
US	236	CLT-LGA	1700	31	80.65	52	55
US	2694	LGA-PBI	2000	31	80.65	51	48
AA	742	DFW-LGA	1557	31	80.65	50	37
UA	2034	LAX-SFO	1230	31	80.65	50	53
UA	2515	SMF-LAX	1920	31	80.65	49	38
HP	2037	PHX-LAX	2124	31	80.65	48	34
US	2625	MCO-LGA	1247	31	80.65	48	42
UA	2318	SFO-LAS	1811	31	80.65	41	38
US	938	CLT-LGA	1530	31	80.65	41	31
WN	533	SJC-LAX	1020	31	80.65	40	35
WN	188	OAK-LAX	1430	31	80.65	39	35
NW	1618	MSP-LGA	0725	31	80.65	37	37
AA	362	ORD-LGA	1500	31	80.65	34	36
UA	2025	SFO-LAX	1034	31	80.65	34	41
UA	2071	LAX-PHX	1707	30	80.00	68	24
WN	289	LAS-BUR	2030	30	80.00	58	50
UA	2863	SMF-LAX	1426	30	80.00	54	39
UA	2056	LAX-SFO	1657	30	80.00	51	34
UA	2508	LAS-LAX	1314	30	80.00	49	50

OCTOBER 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 -----
UNITED	2155	104	4.8
SOUTHWEST	2667	120	4.5
US AIRWAYS	2134	64	3.0
AMERICA WEST	621	16	2.6
AMERICAN	2083	23	1.1
CONTINENTAL	1141	11	1.0
ALASKA	437	4	0.9
NORTHWEST	1580	11	0.7
TRANS WORLD	743	5	0.7
DELTA	2512	2	0.1
ALOHA	174	0	0.0
TOTAL	16,247	360	2.2

OCTOBER 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)	85.4	95.5	89	89	ERIE, PA. (ERI)	79.8	90.3	124	124
ALBANY, N.Y. (ALB)	79.8	89.8	1,280	1,280	EUGENE, OR. (EUG)	60.4	63.2	182	182
ALBUQUERQUE, N.M. (ABQ)	67.0	73.1	3,182	3,180	FAIRBANKS, AK. (FAI)	79.2	88.3	427	426
ALLEN TOWN, PA. (ABE)	79.8	85.8	570	570	FARGO, N.D. (FAR)	87.7	91.6	155	155
AMARILLO, TX. (AMA)	66.4	78.7	411	413	FAYETTEVILLE, N.C. (FAY)	91.1	96.8	124	124
ANCHORAGE, AK. (ANC)	73.4	82.0	1,559	1,559	FLINT, MI. (FNT)	86.5	85.3	96	95
ASHEVILLE, N.C. (AVL)	91.1	98.4	124	124	FRESNO, CA. (FAT)	74.2	90.3	31	31
ATLANTA, GA. (ATL)	85.1	85.9	22,492	22,470	FT. LAUDERDALE, FL. (FLL)	80.4	84.6	4,348	4,346
AUGUSTA, GA. (AGS)	91.4	96.8	93	93	FT. MYERS, FL. (RSW)	83.2	87.9	1,190	1,189
AUSTIN, TX. (AUS)	74.7	83.2	3,757	3,781	FT. WAYNE, IN. (FWA)	83.6	93.3	61	60
BALTIMORE, MD. (BWI)	80.7	81.4	8,190	8,198	GRAND FORKS, N.D. (GFK)	91.3	95.6	69	68
BARROW, AK. (BRW)	81.6	80.5	87	87	GRAND RAPIDS, MI. (GRR)	83.4	90.7	663	664
BATON ROUGE, LA. (BTR)	86.0	85.9	364	362	GREAT FALLS, MT. (GTF)	86.9	90.6	214	213
BETHEL, AK. (BET)	70.5	69.3	88	88	GREEN BAY, WI. (GRB)	85.0	91.3	240	240
BILLINGS, MT. (BIL)	74.0	89.4	254	255	GREENBRIER, W.V. (LWB)	61.5	76.9	13	13
BINGHAMTON, N.Y. (BGM)	83.9	88.7	62	62	GREENSBORO/HIGH PT., N.C. (GSO)	84.0	87.8	1,309	1,305
BIRMINGHAM, AL. (BHM)	84.4	87.0	1,649	1,650	GREENVILLE/SPARTANBURG, S.C. (GSP)	84.7	88.9	590	593
BISMARCK, N.D. (BIS)	86.7	90.8	120	119	GULFPORT/BILLOXI, MS. (GPT)	94.3	96.6	88	88
BOISE, ID. (BOI)	66.3	76.6	1,084	1,083	HARLINGEN, TX. (HRL)	72.8	79.1	364	364
BOSTON, MA. (BOS)	68.8	79.9	9,913	9,918	HARRISBURG, PA. (MDT)	81.4	86.2	617	617
BOZEMAN, MT. (BZN)	82.6	94.8	155	153	HARTFORD, CT./SPGFLD, MA. (BDL)	78.1	86.7	3,206	3,207
BRISTOL, TN. (TRI)	93.5	92.5	93	93	HELENA, MT. (HLN)	87.1	85.5	62	62
BUFFALO, N.Y. (BUF)	79.0	84.7	1,857	1,863	HILO, HAWAII, HI. (ITO)	92.7	93.1	464	464
BURBANK, CA. (BUR)	61.8	64.6	2,409	2,408	HONOLULU, OAHU, HI. (HNL)	87.3	90.9	3,429	3,455
BURLINGTON, VT. (BTV)	72.8	82.9	217	217	HOUSTON, TX. (HOU)	76.5	72.7	4,779	4,777
CEDAR RAPIDS/IOWA CITY, IA. (CID)	73.1	82.2	394	394	HOUSTON, TX. (IAH)	83.1	86.0	11,191	11,184
CHARLESTON, S.C. (CHS)	85.8	91.0	633	633	HUNTSVILLE/DECATUR, AL. (HSV)	84.0	91.2	487	487
CHARLESTON, W.V. (CRW)	84.9	87.1	93	93	INDIANAPOLIS, IN. (IND)	78.4	84.6	3,105	3,100
CHARLOTTE, N.C. (CLT)	87.2	87.1	11,470	11,470	INDIO/PALM SPRINGS, CA. (PSP)	70.8	82.4	291	289
CHATTANOOGA, TN. (CHA)	91.4	98.9	93	93	ISLIP/LONG IS., N.Y. (ISP)	85.3	89.8	860	860
CHICAGO, IL. (MDW)	80.1	78.2	4,382	4,382	ITHACA, N.Y. (ITH)	88.7	89.5	124	124
CHICAGO, IL. (ORD)	76.3	79.6	25,375	25,380	JACKSON/VICKSBURG, MS. (JAN)	81.6	88.2	762	769
CINCINNATI, OH. (CVG)	85.2	86.0	6,143	6,151	JACKSON, WY. (JAC)	83.3	100.0	6	7
CLEVELAND, OH. (CLE)	81.5	87.2	4,608	4,604	JACKSONVILLE, FL. (JAX)	83.5	87.9	2,145	2,145
COLORADO SPRINGS, CO. (COS)	76.8	85.7	986	984	JUNEAU, AK. (JNU)	76.3	82.0	337	338
COLUMBIA, S.C. (CAE)	92.2	96.3	399	400	KAHULUI, MAUI, HI. (OGG)	89.5	90.6	1,376	1,406
COLUMBUS, OH. (CMH)	78.9	84.8	3,022	3,024	KALAMAZOO, MI. (AZO)	83.6	98.5	67	66
CORDOVA, AK. (CDV)	80.6	88.7	62	62	KALISPELL, MT. (FCA)	85.5	95.2	124	124
CORPUS CHRISTI, TX. (CRP)	75.2	86.1	266	266	KANSAS CITY, MO. (MCI)	77.9	82.3	5,345	5,344
DALLAS/FT. WORTH, TX. (DAL)	74.2	71.8	4,301	4,305	KETCHIKAN, AK. (KTN)	79.0	87.1	186	186
DALLAS/FT. WORTH, TX. (DFW)	80.9	83.7	21,093	21,082	KING SALMON, AK. (AKN)	83.3	83.3	30	30
DAYTON, OH. (DAY)	80.6	87.3	937	936	KNOXVILLE, TN. (TYS)	84.6	89.3	636	634
DAYTONA BEACH, FL. (DAB)	89.7	92.9	155	155	KODIAK, AK. (ADQ)	77.4	82.3	62	62
DEADHORSE, AK. (SCC)	71.0	71.0	31	31	KONA, HAWAII, HI. (KOA)	88.2	91.2	727	727
DENVER, CO. (DEN)	76.1	77.8	11,685	11,691	KOTZEBUE, AK. (OTZ)	74.7	69.3	75	75
DES MOINES, IA. (DSM)	79.9	88.3	598	597	LA CROSSE, WI. (LSE)	87.3	88.9	55	54
DETROIT, MI. (DTW)	85.4	83.5	13,137	13,145	LANSING, MI. (LAN)	86.1	92.6	230	230
DILLINGHAM, AK. (DLG)	80.0	83.3	30	30	LAS VEGAS, NV. (LAS)	68.2	68.2	11,751	11,739
DULUTH, MN. (DLH)	88.2	90.3	93	93	LEXINGTON/FRKFT, KY. (LEX)	89.3	91.3	309	310
DUTCH HARBOR, AK. (DUT)	69.4	56.5	62	62	LIHUE, KAUAI, HI. (LIH)	87.1	92.1	827	827
EL PASO, TX. (ELP)	66.7	73.6	2,014	2,013	LINCOLN, NE. (LNK)	77.0	85.4	213	213
ELMIRA, N.Y. (ELM)	82.3	88.7	124	124	LITTLE ROCK, AR. (LIT)	76.8	84.5	1,168	1,165

OCTOBER 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.
LONG BEACH, CA. (LGB)	72.3	80.4	274	275	SAGINAW, MI. (MBS)	83.3	90.8	366	368
LOS ANGELES, CA. (LAX)	59.1	67.7	18,348	18,339	SALT LAKE CITY, UT. (SLC)	78.4	82.5	6,924	6,910
LOUISVILLE, KY. (SDF)	81.1	87.3	1,881	1,875	SAN ANTONIO, TX. (SAT)	74.6	81.0	3,321	3,324
LUBBOCK, TX. (LBB)	69.7	73.6	488	488	SAN DIEGO, CA. (SAN)	67.9	72.6	6,121	6,154
MADISON, WI. (MSN)	81.1	89.9	297	297	SAN FRANCISCO, CA. (OAK)	66.3	65.1	5,094	5,032
MANCHESTER, N.H. (MHT)	74.7	81.2	1,168	1,168	SAN FRANCISCO, CA. (SFO)	58.1	67.5	11,426	11,425
MEDFORD, OR. (MFR)	58.1	49.6	124	123	SAN JOSE, CA. (SJC)	67.8	71.0	6,233	6,230
MELBOURNE, FL. (MLB)	93.5	98.4	124	124	SAN JUAN, P.R. (SJU)	79.0	88.4	1,923	1,924
MEMPHIS, TN. (MEM)	88.5	88.1	4,788	4,793	SANTA BARBARA, CA. (SBA)	46.4	50.0	151	150
MIAMI, FL. (MIA)	78.4	81.2	5,492	5,486	SARASOTA/BRAD., FL. (SRQ)	84.8	94.5	310	309
MIDLAND/ODESSA, TX. (MAF)	67.0	76.3	463	460	SAVANNAH, GA. (SAV)	88.6	91.4	465	465
MILWAUKEE, WI. (MKE)	80.6	89.0	1,312	1,312	SCRANTON/WILKES-BARRE, PA. (AVP)	72.6	91.9	124	124
MINNEAPOLIS/ST.P., MN. (MSP)	86.3	84.6	12,484	12,495	SEATTLE, WA. (SEA)	70.1	76.6	9,047	9,052
MINOT, N.D. (MIB)	100.0	81.8	11	11	SHREVEPORT, LA. (SHV)	82.3	84.7	248	248
MINOT, N.D. (MOT)	89.3	92.8	84	83	SIOUX CITY, IA. (SUX)	86.2	91.2	58	57
MISSION/MCALLEN, TX. (MFE)	83.5	90.2	297	296	SIOUX FALLS, S.D. (FSD)	88.0	94.2	275	274
MISSOULA, MT. (MSO)	91.0	96.1	155	154	SITKA, AK. (SIT)	69.9	83.9	93	93
MOBILE, AL./PASCAGOULA, MS. (MOB)	83.6	88.2	372	372	SOUTH BEND, IN. (SBN)	88.2	92.8	152	153
MOLINE, IL. (MLI)	81.3	85.1	182	181	SPOKANE, WA. (GEG)	71.3	80.4	1,133	1,130
MONROE, LA. (MLU)	85.5	93.0	186	186	SPRINGFIELD, MO. (SGF)	82.0	82.5	178	177
MONTGOMERY, AL. (MGM)	91.4	93.5	93	93	ST. CROIX, V.I. (STX)	79.0	93.5	62	62
MYRTLE BEACH, S.C. (MYR)	80.8	93.5	260	260	ST. LOUIS, MO. (STL)	78.3	78.2	14,246	14,240
NASHVILLE, TN. (BNA)	83.3	85.4	4,985	4,982	ST. THOMAS, V.I. (STT)	82.7	92.9	168	168
NEW ORLEANS, LA. (MSY)	81.6	86.1	4,492	4,497	SYRACUSE, N.Y. (SYR)	78.3	87.7	971	971
NEW YORK, N.Y. (JFK)	78.5	85.4	4,043	4,051	TALLAHASSEE, FL. (TLH)	77.4	82.2	186	185
NEW YORK, N.Y. (LGA)	48.3	71.0	9,537	9,533	TAMPA, FL. (TPA)	81.2	86.5	5,474	5,477
NEWARK, N.J. (EWR)	76.5	83.9	10,780	10,780	TOLEDO, OH. (TOL)	88.7	95.2	62	62
NEWBURGH, N.Y. (SWF)	65.3	85.5	124	124	TRAVERSE CITY, MI. (TVC)	74.2	90.3	62	62
NOME, AK. (OME)	72.5	72.5	80	80	TUCSON, AZ. (TUS)	66.7	74.1	1,705	1,706
NORFOLK/VA. BEACH, VA. (ORF)	82.5	89.0	1,388	1,388	TULSA, OK. (TUL)	77.3	83.6	1,717	1,715
OKLAHOMA CITY, OK. (OKC)	74.8	82.9	1,671	1,674	VALPARAISO, FL. (VPS)	95.2	97.6	124	124
OMAHA, NE. (OMA)	77.2	83.9	1,513	1,511	WASHINGTON, D.C. (DCA)	83.1	89.4	7,669	7,683
ONTARIO, CA. (ONT)	66.2	72.9	3,112	3,085	WASHINGTON, D.C. (IAD)	78.4	81.0	4,956	4,959
ORANGE COUNTY, CA. (SNA)	72.2	77.2	3,688	3,682	WEST PALM BEACH, FL. (PBI)	75.7	83.5	1,895	1,894
ORLANDO, FL. (MCO)	81.5	86.0	8,592	8,600	WHITE PLAINS, N.Y. (HPN)	74.8	81.7	465	465
PASCO, WA. (PSC)	90.3	87.9	124	124	WICHITA, KS. (ICT)	77.7	87.3	606	607
PENSACOLA, FL. (PNS)	87.1	94.5	496	495	WILMINGTON, N.C. (ILM)	88.7	95.2	186	186
PETERSBURG, AK. (PSG)	75.8	80.6	62	62	WRANGELL, AK. (WRG)	83.9	85.5	62	62
PHILADELPHIA, PA. (PHL)	73.8	78.6	10,529	10,537	YAKUTAT, AK. (YAK)	69.4	82.3	62	62
PHOENIX, AZ. (PHX)	63.1	64.0	16,256	16,251					
PITTSBURGH, PA. (PIT)	82.8	84.7	9,160	9,162					
PORTLAND, ME. (PWM)	75.3	85.2	580	581					
PORTLAND, OR. (PDX)	74.4	79.6	4,879	4,884					
PROVIDENCE, R.I. (PVD)	80.7	88.9	2,400	2,401					
RALEIGH/DURHAM, N.C. (RDU)	81.0	87.7	3,034	3,031					
RAPID CITY, S.D. (RAP)	86.8	97.5	121	121					
RENO, NV. (RNO)	71.7	73.7	2,290	2,291					
RICHMOND, VA. (RIC)	81.3	85.4	1,480	1,480					
ROANOKE, VA. (ROA)	88.7	93.0	186	186					
ROCHESTER, MN. (RST)	79.8	89.3	188	187					
ROCHESTER, N.Y. (ROC)	77.1	83.9	1,194	1,193					
SACRAMENTO, CA. (SMF)	69.4	71.3	3,396	3,397					

OCTOBER 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
AMERICA WEST S/	25	14312	665	4.6	51	18812	916	4.9
ALASKA S/	8	7535	370	4.9	36	13180	560	4.2
UNITED S/	29	49882	1628	3.3	96	65188	2007	3.1
AMERICAN S/	29	47838	1561	3.3	91	63381	1861	2.9
ALOHA S/	0	0	0	0.0	5	5441	109	2.0
TRANS WORLD S/	28	16463	321	1.9	73	22399	444	2.0
DELTA S/	29	55463	1087	2.0	111	77425	1452	1.9
US AIRWAYS S/	25	46664	900	1.9	89	65017	1249	1.9
NORTHWEST S/	29	31239	576	1.8	114	47298	797	1.7
SOUTHWEST S/	14	29464	419	1.4	58	79627	822	1.0
CONTINENTAL S/	28	24627	202	0.8	80	33434	261	0.8
T O T A L		323,487	7,729	2.4		491,202	10,478	2.1

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

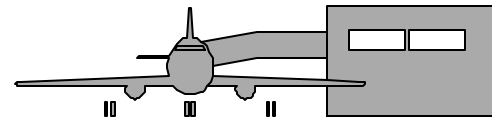
Atlanta. Hartsfield	ATL
Baltimore/Washington International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth International	DFW
Denver International	DEN
Detroit. Metro Wayne County	DTW
Houston. George Bush	IAH
Las Vegas. 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

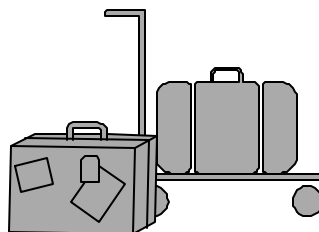
Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

AQ	Aloha Airlines
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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. As with the data on flight delays in the previous section, 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 (as required by 14 CFR Part 234).



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

		OCTOBER 2000			OCTOBER 1999		
RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,105	916,604	2.30	3,390	955,342	3.55
2	DELTA AIR LINES	30,235	8,311,571	3.64	37,228	8,562,732	4.35
3	NORTHWEST AIRLINES	16,780	4,072,278	4.12	14,879	4,024,741	3.70
4	US AIRWAYS	21,480	5,204,092	4.13	20,692	4,786,119	4.32
5	UNITED AIRLINES	28,917	6,378,384	4.53	35,796	6,807,164	5.26
6	AMERICAN AIRLINES	25,487	5,551,284	4.59	25,036	5,719,915	4.38
7	CONTINENTAL AIRLINES	14,486	3,059,894	4.73	10,803	3,115,157	3.47
8	SOUTHWEST AIRLINES	34,651	6,364,310	5.44	21,027	5,686,245	3.70
9	TRANS WORLD AIRLINES	12,666	2,110,304	6.00	8,439	2,095,321	4.03
10	AMERICA WEST AIRLINES	9,666	1,599,108	6.04	7,133	1,629,431	4.38
TOTALS		196,473	43,567,829	4.51	184,423	43,382,167	4.25

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.

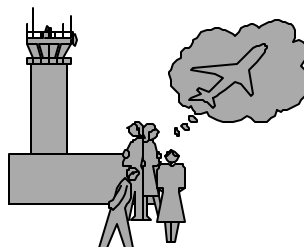
OVERSALES

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.



JULY-SEPTEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JULY-SEPTEMBER 2000				JULY-SEPTEMBER 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	55,339	662	26,293,384	0.25	43,651	1,567	25,855,692	0.61
2	AMERICAN AIRLINES	47,289	634	20,643,034	0.31	57,242	713	19,267,801	0.37
3	US AIRWAYS	19,166	559	15,116,844	0.37	19,015	350	13,495,129	0.26
4	NORTHWEST AIRLINES	24,102	602	14,354,388	0.42	22,363	163	13,900,327	0.12
5	AMERICA WEST AIRLINES	14,507	376	5,314,934	0.71	17,274	738	4,997,967	1.48
6	UNITED AIRLINES	25,452	2,531	19,507,333	1.30	38,689	1,210	21,843,465	0.55
7	ALASKA AIRLINES	8,147	481	3,652,675	1.32	4,919	350	3,811,080	0.92
8	SOUTHWEST AIRLINES	18,379	3,220	18,821,145	1.71	18,919	2,369	17,020,885	1.39
9	CONTINENTAL AIRLINES	12,538	1,922	10,299,565	1.87	13,936	290	10,202,941	0.28
10	TRANS WORLD AIRLINES	22,684	2,749	6,820,591	4.03	15,958	63	6,605,087	0.10
	TOTALS	247,603	13,736	140,823,893	0.98	251,966	7,813	137,000,374	0.57

Note: United Airlines 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 3rd Q of 1999.

* U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues.

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

RANK	AIRLINE	JANUARY-SEPTEMBER 2000				JANUARY-SEPTEMBER 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	172,546	2,675	77,988,654	0.34	143,707	15,230	76,926,030	1.98
2	NORTHWEST AIRLINES	82,574	1,739	40,374,668	0.43	68,564	772	38,374,040	0.20
3	AMERICAN AIRLINES	168,262	2,624	59,663,773	0.44	192,119	2,278	54,433,093	0.42
4	US AIRWAYS	65,909	2,846	42,471,549	0.67	60,149	2,302	40,517,315	0.57
5	AMERICA WEST AIRLINES	46,888	1,941	15,321,997	1.27	41,091	1,949	14,160,423	1.38
6	CONTINENTAL AIRLINES	47,828	4,356	30,294,940	1.44	46,975	839	29,496,569	0.28
7	ALASKA AIRLINES	26,620	1,572	10,244,180	1.53	17,928	1,018	10,312,660	0.99
8	UNITED AIRLINES	91,362	9,643	58,805,953	1.64	102,185	4,170	60,254,240	0.69
9	SOUTHWEST AIRLINES	68,628	9,975	54,066,772	1.84	59,775	6,816	48,558,809	1.40
10	TRANS WORLD AIRLINES	50,762	5,310	19,262,621	2.76	52,952	1,652	18,717,037	0.88
	TOTALS	821,379	42,681	408,495,107	1.04	785,445	37,026	391,750,216	0.95

Note: Totals for January thru September 2000 reflect a correction of the Continental Airlines data for the 1st Q of 2000.

United Airlines 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 January thru September 1999.

* U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues.

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

	OCTOBER 2000				OCTOBER 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,395	48	10	47	1,316	129	8	55
FOREIGN AIRLINES	174	2	1	3	191	0	0	2
TRAVEL AGENTS	7	0	0	0	5	0	0	0
TOUR OPERATORS	4	0	0	0	43	0	0	7
MISCELLANEOUS*	24	8	0	8	45	10	0	12
INDUSTRY TOTALS	1,604	58	11	58	1,600	139	8	76

* 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*

OCTOBER 2000				OCTOBER 1999		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	585		1	542	
CANCELLATIONS			243			173
DELAYS			178			205
MISCONNECTIONS			65			67
CUSTOMER SERVICE	2	319		2	324	
BAGGAGE	3	258		3	260	
RES/TKTG/BOARDING	4	127		4	103	
REFUNDS	5	71		5	94	
FARES	6	67		8	62	
OTHER	6	67		7	67	
FREQUENT FLYER			31			18
DISABILITY	8	56		6	78	
OVERSALES	9	47		9	47	
TOURS OR CHARTERS	10	4		10	15	
ADVERTISING	11	3		11	8	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,604			1,600	

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. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW 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*
OCTOBER 2000

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	20	4	4	2	2	6	6	1	0	0	0	0	45
ALASKA AIRLINES	3	0	1	2	1	6	9	0	0	0	0	2	24
AMERICA WEST AIRLINES	43	3	4	3	1	7	20	4	0	0	0	5	90
AMERICAN AIRLINES	64	6	13	10	7	34	46	4	1	2	0	5	192
AMERICAN EAGLE	12	3	1	0	1	3	2	0	0	0	0	0	22
AMERICAN TRANS AIR	8	0	1	0	1	2	3	0	0	0	0	1	16
COMAIR	1	2	0	0	0	3	1	0	0	0	0	0	7
CONTINENTAL AIRLINES	31	2	5	3	2	18	25	3	0	0	0	4	93
DELTA AIR LINES	55	4	20	14	7	14	26	7	0	0	0	7	154
DELTA CONNECTION	0	0	0	1	0	1	4	0	0	0	0	1	7
FRONTIER AIRLINES	2	0	0	0	0	0	3	1	0	0	0	0	6
HAWAIIAN AIRLINES	3	0	1	1	0	1	2	0	0	0	0	0	8
NATIONAL AIRLINES	5	0	2	0	0	2	1	0	0	0	0	0	10
NORTHWEST AIRLINES	35	7	11	10	6	13	22	7	0	0	0	5	116
SOUTHWEST AIRLINES	3	0	0	2	2	7	5	0	0	0	0	0	19
SPIRIT AIRLINES	7	0	4	1	2	7	6	1	0	0	0	2	30
SUN COUNTRY AIRLINES	3	0	0	0	1	0	1	0	0	0	0	0	5
TRANS WORLD AIRLINES	28	3	9	4	5	10	23	4	0	0	0	9	95
UNITED AIRLINES	135	4	15	2	7	39	45	4	0	0	0	14	265
UNITED EXPRESS	3	0	0	0	1	1	2	0	0	0	0	0	7
US AIRWAYS	61	1	9	4	3	14	33	11	1	0	0	1	138
OTHER U.S. AIRLINES	14	2	2	0	6	10	8	4	0	0	0	0	46
TOTAL OCTOBER 2000	536	41	102	59	55	198	293	51	2	2	0	56	1,395
% OF TOTAL COMPLAINTS	42.6	3.3	8.1	4.7	4.4	15.8	23.3	4.1	0.2	0.2	0	4.5	
TOTAL OCTOBER 1999	492	42	80	52	60	184	274	72	5	0	0	55	1,316
% OF TOTAL COMPLAINTS	37.4	3.2	6.1	4	4.6	14	20.8	5.5	0.4	0	0	4.2	

*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 OCTOBER 2000 REPORT, "ANIMALS" WAS ADDED AS A NEW 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
OCTOBER 2000

U.S. AIRLINES*	COMPS RECD IN OCT.	INCI- DENTS IN OCT.	PERCENT	INCI- DENTS IN SEPT.	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	45	14	31.1	10	22.2	9	20.0	12	26.7
ALASKA AIRLINES	24	4	16.7	6	25.0	8	33.3	6	25.0
AMERICA WEST AIRLINES	90	34	37.8	11	12.2	26	28.9	19	21.1
AMERICAN AIRLINES	192	45	23.4	48	25.0	68	35.4	31	16.1
AMERICAN EAGLE	22	10	45.5	7	31.8	4	18.2	1	4.5
AMERICAN TRANS AIR	16	4	25.0	3	18.8	4	25.0	5	31.2
COMAIR	7	0	0.0	3	42.9	2	28.6	2	28.6
CONTINENTAL AIRLINES	93	25	26.9	27	29.0	34	36.6	7	7.5
DELTA AIR LINES	154	35	22.7	36	23.4	59	38.3	24	15.6
DELTA CONNECTION	7	5	71.4	0	0.0	2	28.6	0	0.0
FRONTIER AIRLINES	6	2	33.3	2	33.3	2	33.3	0	0.0
HAWAIIAN AIRLINES	8	0	0.0	0	0.0	5	62.5	3	37.5
NATIONAL AIRLINES	10	2	20.0	1	10.0	1	10.0	6	60.0
NORTHWEST AIRLINES	116	38	32.8	23	19.8	33	28.4	22	19.0
SOUTHWEST AIRLINES	19	6	31.6	5	26.3	3	15.8	5	26.3
SPIRIT AIRLINES	30	14	46.7	3	10.0	1	3.3	12	40.0
SUN COUNTRY AIRLINES	5	1	20.0	1	20.0	3	60.0	0	0.0
TRANS WORLD AIRLINES	95	18	18.9	22	23.2	31	32.6	24	25.3
UNITED AIRLINES	265	58	21.9	58	21.9	116	43.8	33	12.5
UNITED EXPRESS	7	3	42.9	2	28.6	1	14.3	1	14.3
US AIRWAYS	138	42	30.4	18	13.0	53	38.4	25	18.1
OTHER U.S. AIRLINES	46	10	21.7	12	26.1	13	28.3	11	23.9
TOTALS	1,395	370	26.5	298	21.4	478	34.3	249	17.8
PREVIOUS YEAR'S TOTALS	1,316	360	27.4	273	20.7	569	43.2	114	8.7

*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**

OCTOBER 2000

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR ARUBA	5	1	2	0	1	1	0	0	0	0	0	0	10
AIR CANADA	5	0	4	0	0	3	1	0	0	0	0	0	13
AIR FRANCE	4	0	0	0	1	5	3	1	0	1	0	1	16
AIR INDIA	3	0	0	0	1	1	0	1	0	0	0	0	6
ALITALIA AIRLINES	4	2	1	1	1	5	3	0	0	0	0	1	18
BRITISH AIRWAYS	4	0	2	0	2	14	4	0	1	0	0	0	27
KLM	2	1	0	1	0	4	1	1	0	0	0	2	12
LUFTHANSA	4	0	0	0	1	2	2	0	0	0	0	0	9
SABENA	0	0	3	0	0	1	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	9	2	7	2	5	20	8	1	0	0	0	4	58
TOTALS	40	6	19	4	12	56	23	4	1	1	0	8	174
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	3	1	1	0	2	0	0	0	0	0	7
TOTALS	0	0	3	1	1	0	2	0	0	0	0	0	7
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	1	0	1	0	0	0	0	1	0	0	4
TOTALS	1	0	1	0	1	0	0	0	0	1	0	0	4
<u>MISCELLANEOUS ***</u>													
OTHER MISCELLANEOUS	8	0	2	3	2	4	1	1	0	0	0	3	24
TOTALS	8	0	2	3	2	4	1	1	0	0	0	3	24

* 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.

** 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 OCTOBER 2000 REPORT, "ANIMALS" IS ADDED AS A NEW CATEGORY.

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

TABLE 6

OCTOBER
Consumer Complaints: Rankings

Rank	AIRLINE	OCTOBER 2000			OCTOBER 1999		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	19	6,377,694	0.30	17	5,705,654	0.30
2	<i>DELTA AIR LINES</i>	154	8,631,790	1.78	142	8,922,401	1.59
3	<i>ALASKA AIRLINES</i>	24	1,023,983	2.34	14	1,061,213	1.32
4	<i>NORTHWEST AIRLINES</i>	116	4,925,867	2.35	132	4,840,360	2.73
5	<i>CONTINENTAL AIRLINES</i>	93	3,738,990	2.49	97	3,780,531	2.57
6	<i>US AIRWAYS</i>	138	5,410,060	2.55	127	4,962,957	2.56
7	<i>AMERICAN AIRLINES</i>	192	6,964,543	2.76	202	7,160,841	2.82
8	<i>UNITED AIRLINES</i>	265	7,249,760	3.66	192	7,625,921	2.52
9	<i>TRANS WORLD AIRLINES</i>	95	2,190,471	4.34	64	2,195,962	2.91
10	<i>AMERICA WEST AIRLINES</i>	90	1,637,233	5.50	90	1,664,066	5.41
	TOTAL	1,186	48,150,391	2.46	1,077	47,919,906	2.25

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.

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.

Animals: Loss, injury or death of an animal during air transport provided by an air carrier.

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. Effective with the October 2000 report, “animals” was added as a new category.

