



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: APRIL 1998

Includes data for the following periods:

Flight Delays	February 1998
Mishandled Baggage	February 1998
Oversales	4 th Quarter 1997 January-December 1997
Consumer Complaints	February 1998

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. If you are interested in obtaining a single copy, write to the Office of Aviation Enforcement and Proceedings, U.S. Department of Transportation, 400 7th Street, S.W., C-75/Room 4107, Washington, DC 20590. The report is also available via the Internet at <http://www.dot.gov/airconsumer/>.



FLIGHT DELAYS

This section provides information about airline on-time performance and flight delays. It is based on data filed by airlines each month with the Department of Transportation as required by 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the largest U.S. air carriers, i.e., those with at least one percent of total domestic scheduled-service passenger revenues. These 10 airlines account for more than 90 percent of domestic operating revenues.

The rule requires carriers to currently report on operations to and from the 29 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all 10 airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems. All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times. Cancelled and diverted operations are counted as late.

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. Table 1 has one column for the 29 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

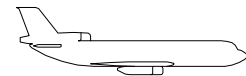
Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for 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.

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.htm>. 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.



FEBRUARY 1998

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/ -----
AMERICAN S/	29	81.5	95	81.9
US AIRWAYS S/	26	80.9	86	81.1
NORTHWEST S/	28	79.0	114	79.3
TWA S/	28	77.1	73	78.4
SOUTHWEST S/	14	70.5	52	74.8
DELTA S/	29	72.9	122	73.7
UNITED S/	29	70.9	102	71.5
CONTINENTAL S/	27	68.9	79	69.9
ALASKA S/	7	59.8	34	66.5
AMERICA WEST S/	26	61.4	53	62.0
TOTAL		74.5		75.4

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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	1ST QUARTER 2ND QUARTER 3RD QUARTER 4TH QUARTER										12 MONTHS DATA BASE TO DATE							
	JAN-MAR 97		APR-JUN 97		JUL-SEP 97		OCT-DEC 97		DEC 97		JAN 98		FEB 98		MAR97-FEB98		SEP 87-FEB 98	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	76.1	(4)	82.3	(3)	72.3	(10)	70.3	(10)	64.7	(10)	69.3	(9)	66.5	(9)	74.0	(10)	78.5	(6)
AMERICA WEST	74.8	(5)	80.0	(5)	79.9	(6)	75.6	(9)	69.5	(8)	73.1	(6)	62.0	(10)	76.7	(6)	81.7	(2)
AMERICAN	72.9	(7)	79.5	(6)	84.0	(3)	79.9	(2)	75.1	(2)	78.6	(3)	81.9	(1)	80.7	(3)	80.0	(4)
CONTINENTAL	76.3	(3)	77.7	(9)	80.7	(5)	77.8	(4)	75.0	(3)	72.2	(7)	69.9	(8)	77.4	(5)	78.5	(7)
DELTA	71.2	(9)	72.4	(10)	76.7	(9)	75.7	(8)	72.9	(6)	75.5	(4)	73.7	(6)	75.0	(9)	77.3	(9)
NORTHWEST	66.0	(10)	78.5	(8)	77.9	(7)	77.0	(6)	72.2	(7)	69.1	(10)	79.3	(3)	76.2	(8)	80.8	(3)
SOUTHWEST	78.8	(1)	83.8	(2)	85.3	(2)	79.7	(3)	75.0	(4)	79.4	(2)	74.8	(5)	82.1	(1)	84.2	(1)
TWA	73.1	(6)	84.1	(1)	86.1	(1)	77.7	(5)	68.0	(9)	73.3	(5)	78.4	(4)	81.0	(2)	77.5	(8)
UNITED	72.1	(8)	78.7	(7)	76.7	(8)	76.3	(7)	73.6	(5)	69.4	(8)	71.5	(7)	76.3	(7)	77.1	(10)
US AIRWAYS	78.7	(2)	80.4	(4)	80.8	(4)	80.6	(1)	76.6	(1)	80.8	(1)	81.1	(2)	80.7	(4)	79.2	(5)
TOTAL	73.9		79.0		80.3		77.8		73.5		75.1		75.4		78.3		79.2	

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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			
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
CARRIER	ARR. TIME	ARR. TIME	ARR. TIME	ARR. TIME	ARR. TIME	ARR. TIME	ARR. TIME	ARR. TIME	ARR. TIME	ARR. TIME
AA	686	74.9	1123	67.5	196	72.4	168	89.9	84	69.0
AS	H/		H/		H/		H/		H/	
CO	733	61.0	772	63.0	288	75.0	74	79.7	598	67.7
DL	16628	70.3	1622	72.4	336	70.5	216	74.1	5904	77.0
HP	110	51.8	168	42.3	124	62.1	H/		84	75.0
NW	476	65.8	468	61.1	256	64.8	184	77.7	41	68.3
TW	188	61.7	196	66.3	168	70.8	108	76.9	124	80.6
UA	440	69.5	997	63.7	332	68.1	82	74.4	156	76.3
US	568	72.9	1985	74.5	1838	83.3	8738	84.9	H/	
WN	H/		H/		1368	78.9	H/		H/	
TOTAL	19829	69.9	7331	68.5	4906	77.3	9570	84.4	6309	76.9

ARRIVAL AIRPORT										
	DFW	DTW	EWR	IAH	JFK	LAS	LAX			
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
CARRIER	ARR. TIME	ARR. TIME	ARR. TIME	ARR. TIME	ARR. TIME	ARR. TIME	ARR. TIME	ARR. TIME	ARR. TIME	ARR. TIME
AA	13204	88.5	358	83.5	933	67.5	566	84.8	795	72.5
AS	H/		H/		H/		H/		232	61.6
CO	465	77.2	267	75.3	5414	64.2	7677	77.2	H/	
DL	3654	79.8	280	70.4	588	65.6	392	67.3	780	62.4
HP	193	59.6	84	53.6	196	31.6	140	51.4	156	34.0
NW	400	80.5	9524	85.6	436	60.8	H/		80	72.5
TW	292	80.1	248	80.6	164	61.6	H/		894	71.8
UA	461	78.3	302	77.8	902	61.6	357	76.5	481	64.2
US	296	85.1	416	86.1	400	73.3	244	81.1	12	100.0
WN	H/		552	75.0	H/		180	82.8	H/	

TOTAL	18965	85.6	12031	84.0	9033	63.9	9556	77.1	3198	66.8	9180	71.2	13895	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)

CARRIER	ARRIVAL AIRPORT														# OF ARR. TIME	% ON ARR. TIME
	LGA		MCO		MIA		MSP		ORD		PDX		PHL			
	# 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	1427	70.1	469	75.3	2944	77.6	446	83.2	8104	81.3	167	91.6	670	72.2		
AS	H/		H/		H/		H/		1371	65.4	H/					
CO	402	64.7	547	59.6	346	66.8	152	71.1	504	69.6	56	73.2	253	67.6		
DL	1966	74.3	2548	76.6	420	55.2	308	77.3	784	73.7	504	83.3	476	59.9		
HP	56	57.1	68	72.1	84	57.1	112	67.0	140	53.6	136	62.5	136	49.3		
NW	500	61.4	456	62.5	328	55.5	8361	82.2	756	71.0	112	78.6	372	64.2		
TW	327	66.7	332	73.5	200	77.0	240	85.0	344	77.6	84	84.5	160	71.9		
UA	665	68.0	393	77.4	430	69.3	551	84.2	11280	79.2	851	64.5	699	64.9		
US	2014	73.7	1155	79.8	395	78.0	221	88.2	592	82.8	H/		5684	73.0		
WN	H/		808	79.3	H/		H/		804	74.8	H/					
TOTAL	7357	70.9	6776	74.9	5147	72.6	10391	82.0	22504	79.2	4085	71.1	8450	70.6		

CARRIER	ARRIVAL AIRPORT														# OF ARR. TIME	% ON ARR. TIME		
	PHX		PIT		SAN		SEA		SFO		SLC		STL				TPA	
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON			# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME			ARR.	TIME
AA	585	81.7	84	89.3	444	83.1	357	89.6	772	61.1	200	82.0	325	79.7	222	77.5		
AS	241	57.7	H/		269	65.4	2931	60.2	482	41.5	H/		H/		H/			
CO	276	54.7	56	75.0	220	68.2	164	65.2	487	46.2	88	52.3	154	62.3	406	62.3		
DL	728	73.5	252	74.2	420	75.2	504	81.5	644	46.1	4591	75.8	192	70.8	896	69.5		
HP	5133	64.9	H/		224	59.4	164	63.4	336	42.9	112	67.0	80	36.3	44	65.9		
NW	424	69.1	208	74.0	168	80.4	392	86.2	336	53.6	112	67.0	424	74.1	364	62.1		
TW	219	70.8	156	78.8	140	85.7	188	88.8	172	62.2	112	80.4	9626	78.6	220	74.1		
UA	1033	55.7	135	81.5	919	63.9	1192	69.3	6486	50.5	409	58.9	271	72.0	243	70.0		
US	255	79.6	7734	85.7	112	85.7	140	94.3	313	69.3	H/		188	75.5	927	76.4		
WN	4484	64.1	H/		2120	68.1	868	77.3	484	45.7	1076	72.4	2364	74.3	788	75.4		

TOTAL	13378	65.3	8625	84.9	5036	70.0	6900	70.1	10512	50.8	6700	73.9	13624	77.0	4110	71.5
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FEBRUARY 1998
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	71.4	55.0	17.9	89.3	74.4	J/	J/	88.0	80.7	58.1	83.1	52.2	94.2	89.9	J/	79.8
700 - 759 AM	83.2	74.8	92.9	91.8	81.5	91.6	90.6	94.8	83.1	89.9	88.3	71.7	92.9	86.7	87.1	87.0
800 - 859 AM	77.9	76.5	88.2	89.3	83.6	84.5	92.7	88.4	90.5	68.2	74.3	44.2	90.6	78.8	81.6	88.1
900 - 959 AM	72.9	72.6	88.1	85.7	81.3	83.1	87.3	86.9	90.2	84.0	86.4	90.9	82.6	71.7	82.3	79.6
1000 - 1059 AM	80.1	71.6	88.8	83.4	77.8	83.2	89.1	90.5	89.0	79.4	87.5	85.3	80.7	70.2	81.2	84.5
1100 - 1159 AM	78.4	81.0	85.8	89.8	81.8	81.8	86.4	86.6	87.3	82.0	80.1	J/	82.4	67.7	79.8	79.7
1200 - 1259 PM	75.8	76.8	80.5	87.1	82.1	80.7	85.7	90.2	88.1	77.3	81.2	82.8	74.9	69.7	77.1	80.4
100 - 159 PM	81.3	79.7	88.1	84.6	74.2	83.8	86.5	89.8	92.5	68.1	77.7	78.9	68.0	64.3	77.9	77.6
200 - 259 PM	70.3	76.9	85.0	83.5	75.3	81.9	84.9	79.9	89.4	64.7	81.7	82.1	67.3	66.8	75.1	79.8
300 - 359 PM	72.0	73.3	82.3	86.0	82.0	78.3	79.3	89.7	81.7	61.6	85.0	74.1	66.9	65.4	77.8	83.2
400 - 459 PM	63.4	64.9	77.2	80.4	78.9	75.7	84.7	88.8	80.2	60.3	75.2	68.5	65.9	65.3	68.8	73.2
500 - 559 PM	66.6	60.1	80.3	84.8	68.8	74.6	82.5	88.2	83.4	62.8	77.3	66.8	66.2	60.5	65.5	70.8
600 - 659 PM	57.1	61.7	70.2	77.9	73.4	73.8	80.2	82.6	87.0	54.3	67.9	59.2	64.2	61.4	58.2	77.9
700 - 759 PM	63.9	62.4	66.2	78.3	74.9	75.3	82.9	82.7	76.5	57.8	70.6	66.4	63.4	61.1	59.7	68.6
800 - 859 PM	56.4	63.9	71.3	83.7	76.8	77.9	79.3	80.9	74.4	57.6	72.4	66.4	63.6	59.5	54.1	69.4
900 - 959 PM	64.5	61.1	72.6	78.2	70.7	73.4	61.8	82.3	80.9	50.0	73.5	54.9	61.3	63.1	66.0	61.2
1000 - 1059 PM	64.6	64.4	66.8	80.0	76.3	64.6	74.7	76.3	74.4	51.5	70.8	70.3	62.9	59.0	67.4	58.4
1100 - 559 AM	71.7	65.9	63.6	82.5	75.0	73.2	76.3	82.3	72.9	59.6	66.7	59.7	68.4	72.6	65.5	65.8
TOTAL, ALL ARRIVALS, BY AIRPORT	69.9	68.5	77.3	84.4	76.9	78.7	83.9	85.6	84.0	63.9	77.1	66.8	71.2	66.7	70.9	74.9

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	66.1	85.7	87.3	J/	71.4	J/	75.0	J/	67.2	82.1	J/	81.3	85.6	78.2
700 - 759 AM	96.4	84.3	88.4	97.2	84.8	93.5	93.5	91.7	91.5	85.8	80.1	88.7	91.7	87.7
800 - 859 AM	78.6	83.2	85.0	90.2	79.3	86.8	89.4	89.4	86.5	69.2	87.2	87.1	78.6	83.8
900 - 959 AM	77.8	82.3	85.0	77.9	67.7	80.7	87.5	83.4	76.1	56.6	80.3	83.0	75.5	80.1
1000 - 1059 AM	81.0	85.8	84.4	77.6	76.6	71.6	87.1	76.3	75.3	57.1	78.6	84.5	73.6	80.8
1100 - 1159 AM	63.5	84.6	86.1	84.4	77.0	71.1	89.4	80.1	77.8	46.3	81.7	80.0	75.1	79.9
1200 - 1259 PM	78.9	81.9	76.7	78.1	77.6	64.3	89.3	72.4	68.1	46.3	65.7	81.2	79.1	76.7
100 - 159 PM	72.0	81.5	77.7	68.9	79.3	64.7	87.3	79.7	81.9	38.8	74.4	81.4	77.7	77.7
200 - 259 PM	81.3	85.0	81.1	64.5	83.0	61.3	86.5	70.4	75.3	42.1	74.8	77.2	84.2	75.9
300 - 359 PM	78.8	85.8	78.8	65.4	71.7	64.0	85.8	64.6	69.3	48.3	69.6	76.2	73.9	75.3
400 - 459 PM	81.0	80.7	79.0	61.9	68.3	58.3	81.5	57.2	63.7	42.2	70.5	74.9	79.4	72.5
500 - 559 PM	71.0	74.0	79.3	65.3	64.7	55.0	83.7	59.4	68.9	50.1	77.6	69.3	63.0	71.4
600 - 659 PM	68.9	81.8	78.5	63.1	63.1	60.4	82.1	66.1	68.4	48.2	75.0	70.4	76.7	68.4
700 - 759 PM	64.2	84.4	73.5	69.8	67.2	55.7	82.7	64.6	64.8	40.2	69.9	72.7	73.0	71.3
800 - 859 PM	65.9	78.8	71.4	61.6	57.1	60.5	78.2	56.0	59.4	47.6	74.3	63.3	62.7	66.1
900 - 959 PM	68.9	84.1	70.2	63.4	61.4	61.7	77.1	70.1	66.3	45.0	69.9	69.6	61.0	68.1
1000 - 1059 PM	64.4	76.8	63.9	67.7	67.5	57.2	83.1	57.7	61.5	43.1	46.4	74.9	58.4	63.0

1100 - 559 AM 64.3 81.0 74.2 70.2 68.1 63.8 82.6 74.2 65.5 70.6 64.5 65.6 63.3 69.0

TOTAL, ALL ARRIVALS,

BY AIRPORT 72.6 82.0 79.2 71.1 70.6 65.3 84.9 70.0 70.1 50.8 73.9 77.0 71.5 74.5

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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	92.7	92.6	94.6	95.8	87.5	94.8	92.8	91.9	86.1	91.3	92.4	92.8	93.9	91.2	95.6	96.8
700 - 759 AM	89.7	91.7	94.0	87.9	88.1	95.6	88.7	91.4	87.4	88.4	95.6	88.8	89.3	89.0	92.1	94.9
800 - 859 AM	86.1	88.9	92.4	93.6	88.1	92.5	85.4	90.1	86.1	85.0	92.0	88.0	91.8	84.7	89.7	92.2
900 - 959 AM	82.3	85.5	91.5	90.1	85.5	92.1	87.7	87.3	84.6	84.1	83.1	86.6	78.6	82.8	87.1	90.6
1000 - 1059 AM	87.2	86.6	91.4	86.3	88.1	90.6	87.9	85.8	82.9	82.7	87.3	87.9	72.9	70.9	88.4	85.4
1100 - 1159 AM	83.5	84.2	81.9	85.9	87.4	88.8	85.9	85.2	86.3	80.0	85.1	89.0	71.0	68.3	85.9	88.7
1200 - 1259 PM	86.2	83.9	86.7	88.4	85.1	85.0	85.7	86.4	81.9	87.5	86.8	88.5	75.4	68.1	87.6	86.0
100 - 159 PM	82.1	84.5	87.1	88.6	88.9	88.4	88.0	87.9	86.2	80.1	85.5	96.4	67.3	68.6	85.5	77.6
200 - 259 PM	83.1	82.0	83.5	91.1	81.7	85.2	84.6	86.6	82.3	72.2	81.0	88.5	69.7	66.9	84.9	83.5
300 - 359 PM	76.2	80.2	83.3	85.3	81.5	81.4	86.9	80.3	80.5	70.7	80.3	87.7	63.3	64.8	84.5	81.1
400 - 459 PM	76.0	79.4	75.4	80.5	80.7	85.3	76.3	81.6	72.7	70.4	90.7	85.6	58.8	68.8	80.5	83.1
500 - 559 PM	70.4	74.8	74.6	83.4	76.7	79.7	78.9	85.9	78.0	64.3	77.7	76.6	56.5	61.1	73.3	78.0
600 - 659 PM	69.2	66.6	70.1	83.2	73.9	79.7	82.7	84.2	80.2	69.4	74.8	75.8	56.2	53.4	70.6	80.8
700 - 759 PM	68.3	69.5	80.1	76.7	78.3	78.3	78.8	81.8	79.3	60.7	78.6	76.0	51.0	52.3	69.6	79.0
800 - 859 PM	66.1	72.7	68.7	81.2	80.7	79.4	78.4	79.0	73.9	65.7	78.7	82.1	56.9	48.0	68.4	75.0
900 - 959 PM	69.9	93.8	82.6	76.0	68.1	86.8	79.1	87.1	76.4	55.5	83.0	67.3	53.0	63.8	80.5	76.1
1000 - 1059 PM	75.0	67.9	J/	83.9	79.9	J/	J/	89.1	75.8	J/	57.1	81.8	82.2	75.8	J/	J/
1100 - 559 AM	73.5	J/	89.3	J/	J/	J/	95.8	0.0	92.9	89.5	73.3	67.9	79.3	88.5	91.7	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	78.4	82.2	84.6	85.6	82.6	86.2	84.2	85.4	81.0	76.9	83.3	83.3	72.8	71.8	83.3	84.5

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	91.7	94.3	92.5	94.6	94.0	92.9	95.5	95.0	94.4	87.2	89.8	95.2	96.6	92.9
700 - 759 AM	90.7	87.0	89.5	91.4	89.3	90.8	93.6	93.5	93.2	85.5	91.4	91.1	92.0	90.4
800 - 859 AM	92.3	85.7	88.4	87.7	84.3	88.3	87.6	87.4	87.1	72.4	84.3	87.8	94.6	87.4
900 - 959 AM	92.6	82.3	87.6	81.1	74.7	84.7	90.4	80.8	89.3	65.9	75.0	88.9	87.9	84.9
1000 - 1059 AM	68.5	85.9	87.0	76.9	79.3	77.1	89.5	75.8	82.3	58.5	79.0	84.4	88.0	82.9
1100 - 1159 AM	84.4	82.8	87.0	77.8	83.1	68.7	88.4	75.4	73.4	58.3	76.8	84.0	74.8	80.5
1200 - 1259 PM	78.5	83.3	86.4	79.5	85.4	67.4	91.8	76.3	81.3	46.6	74.3	83.3	80.0	81.4
100 - 159 PM	84.7	81.1	83.3	83.1	82.7	62.2	87.1	74.4	75.9	50.6	71.4	82.9	75.6	79.5
200 - 259 PM	84.4	83.2	82.0	73.8	80.9	59.8	87.8	57.4	81.1	42.7	81.8	81.6	77.3	78.9
300 - 359 PM	79.5	80.4	81.6	70.1	80.5	64.1	81.3	69.4	78.7	47.1	70.3	76.5	83.0	76.8
400 - 459 PM	82.4	81.8	78.8	71.9	77.7	53.8	86.3	62.6	72.5	51.9	74.6	74.8	75.4	75.1
500 - 559 PM	79.9	80.3	77.3	65.2	70.1	55.8	81.1	47.9	63.1	44.0	72.0	73.8	79.4	73.0
600 - 659 PM	70.4	79.0	79.3	58.5	63.7	51.6	84.5	61.2	66.7	41.7	74.5	69.0	74.2	72.3
700 - 759 PM	76.1	79.1	76.2	64.8	70.8	56.5	88.9	51.3	55.6	44.3	56.1	69.8	80.8	69.5
800 - 859 PM	62.5	80.6	76.5	64.7	65.2	55.6	83.4	56.9	57.0	35.5	79.1	68.8	76.9	72.8
900 - 959 PM	71.4	82.5	75.1	J/	73.1	51.3	80.1	57.5	68.0	53.2	77.9	69.0	63.0	72.2
1000 - 1059 PM	J/	76.1	79.5	71.6	60.7	67.4	93.2	89.2	79.6	76.2	79.2	74.1	82.1	79.4

1100 - 559 AM 82.1 96.4 94.2 92.8 98.2 87.4 100.0 92.9 89.9 82.5 82.1 J/ 85.7 82.4

TOTAL, ALL DEPARTURES,

BY AIRPORT 82.6 82.3 83.2 78.7 77.8 68.1 86.8 74.1 79.5 58.7 77.6 79.1 82.5 79.5

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

		NUMBER OF		PERCENTAGE OF FLIGHT			
FLIGHT	ORIGIN-DESTIN.	SCHEDULED	OPERATIONS	OPERATIONS	ARRIVING	NO. OF MIN. LATE	
CARRIER	NUMBER	AIRPORTS	DEPARTURE TIME	REPORTED	15 MINUTES LATE OR MORE	D/	AVERAGE MEDIAN
HP	2684	PHX-EWR	1550	28	96.43	69	43
TW	444	SFO-STL	1455	28	92.86	69	68
UA	2212	LAX-OAK	1540	28	89.29	77	54
UA	2442	SFO-SEA	1645	28	89.29	66	40
HP	2682	CMH-EWR	0653	28	89.29	59	38
UA	2946	LAX-LAS	1805	28	89.29	51	45
UA	2238	OAK-LAX	1719	18	88.89	72	53
CO	201	IAH-SFO	0945	17	88.24	58	30
WN	334	ABQ-LAS	1925	24	87.50	45	39
HP	2606	PHX-SFO	1150	28	85.71	71	58
UA	2379	SEA-SFO	1910	28	85.71	70	63
UA	954	SAN-SFO	1453	28	85.71	69	50
UA	2463	DEN-SLC	1758	28	85.71	66	39
AS	259	SFO-SEA	2127	28	85.71	59	48
HP	2522	TUS-PHX	1800	28	85.71	58	33
DL	743	ATL-MIA	1920	28	85.71	53	47
DL	575	ATL-MCO	1930	28	85.71	51	48
WN	463	LAS-PHX	1510	28	85.71	38	31
DL	1930	SLC-PHL	1020	28	85.71	37	26
HP	2114	LAS-EWR	0038	28	85.71	31	27
UA	2132	PHX-SFO	1613	18	83.33	76	63
UA	2110	SFO-LAS	1210	18	83.33	56	52
UA	2076	LAS-LAX	1930	18	83.33	46	44
WN	417	PHX-SFO	2125	24	83.33	49	39
AS	325	SAN-SEA	1740	17	82.35	48	30
CO	781	IAH-SJC	2035	17	82.35	29	20
AS	345	SEA-GEG	2210	17	82.35	27	22
UA	2132	SFO-SEA	1740	28	82.14	81	60
UA	2466	SLC-DEN	1944	28	82.14	66	52
UA	2462	SLC-DEN	1619	28	82.14	65	39
CO	1646	IAH-SFO	1855	28	82.14	57	36
UA	2126	BUR-SFO	1050	28	82.14	54	48
HP	2522	PHX-RNO	1937	28	82.14	53	33
HP	2843	EWR-CMH	0857	28	82.14	51	33
UA	961	SFO-LAX	1620	28	82.14	50	45
WN	1281	LAX-SJC	1835	28	82.14	47	44
TW	778	LAS-JFK	2200	28	82.14	43	40
CO	619	IAH-LAX	1905	28	82.14	42	27
DL	1040	SFO-CVG	1040	28	82.14	42	33
HP	192	LAS-BWI	2300	28	82.14	40	31
WN	670	SFO-SAN	1555	28	82.14	39	35
WN	1243	LAX-SMF	1700	28	82.14	38	36
WN	1251	SMF-BUR	1835	28	82.14	38	35
WN	1395	PHX-MCI	1630	28	82.14	37	32
HP	329	LAS-JFK	0035	28	82.14	35	24
DL	1873	LAX-LAS	2130	28	82.14	24	21
UA	2080	LAX-SFO	2205	27	81.48	42	28
AS	492	SEA-SFO	1515	25	80.00	35	24

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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
AMERICA WEST	565	23	4.1
ALASKA	397	15	3.8
UNITED	2059	74	3.6
CONTINENTAL	1022	19	1.9
SOUTHWEST	2300	41	1.8
DELTA	2542	22	0.9
NORTHWEST	1507	6	0.4
TWA	793	2	0.3
US AIRWAYS	1964	3	0.2
AMERICAN	1842	1	0.1
TOTAL	14991	206	1.4

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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)	91.7	97.6	84	84		DUTCH HARBOR, AK. (DUT)	73.2	60.7	56	56	
ALBANY, N.Y. (ALB)	75.5	87.4	856	857		EAGLE, CO. (EGE)	84.0	89.8	344	344	
ALBUQUERQUE, N.M. (ABQ)	77.5	80.2	2,756	2,755		EL PASO, TX. (ELP)	79.3	80.4	1,951	1,951	
ALLENTOWN, PA. (ABE)	81.1	89.5	523	522		ELMIRA, N.Y. (ELM)	89.4	98.1	104	104	
AMARILLO, TX. (AMA)	75.3	83.0	372	371		ERIE, PA. (ERI)	85.2	91.7	108	108	
ANCHORAGE, AK. (ANC)	84.3	90.4	1,256	1,255		EUGENE, OR. (EUG)	51.8	51.8	168	168	
ASHEVILLE, N.C. (AVL)	91.9	94.6	149	149		FAIRBANKS, AK. (FAI)	86.3	94.0	350	350	
ATLANTA, GA. (ATL)	69.9	78.4	19,829	19,833		FARGO, N.D. (FAR)	73.8	92.5	160	160	
AUGUSTA, GA. (AGS)	73.8	79.2	168	168		FAYETTEVILLE, N.C. (FAY)	83.5	95.7	115	116	
AUSTIN, TX. (AUS)	80.0	86.4	2,844	2,846		FLINT, MI. (FNT)	81.5	84.3	108	108	
BALTIMORE, MD. (BWI)	77.3	84.6	4,906	4,905		FRESNO, CA. (FAT)	65.7	85.0	140	140	
BANGOR, ME. (BGR)	65.9	92.9	85	84		FT. LAUDERDALE, FL. (FLL)	71.9	81.4	3,298	3,297	
BARROW, AK. (BRW)	87.9	90.9	66	66		FT. MYERS, FL. (RSW)	68.9	80.9	1,416	1,414	
BATON ROUGE, LA. (BTR)	80.8	86.4	360	360		FT. WAYNE, IN. (FWA)	76.4	85.7	140	140	
BETHEL, AK. (BET)	96.1	96.1	76	76		GRAND FORKS, N.D. (GFK)	71.1	88.7	97	97	
BILLINGS, MT. (BIL)	73.7	83.9	224	224		GRAND RAPIDS, MI. (GRR)	77.4	88.3	685	685	
BINGHAMTON, N.Y. (BGM)	78.8	88.8	80	80		GREAT FALLS, MT. (GTF)	81.0	84.7	195	196	
BIRMINGHAM, AL. (BHM)	83.1	86.5	1,454	1,454		GREEN BAY, WI. (GRB)	73.0	87.2	211	211	
BISMARCK, N.D. (BIS)	80.6	94.4	108	108		GREENSBORO/HIGH PT., N.C. (GSO)	73.9	87.8	1,153	1,154	
BOISE, ID. (BOI)	77.8	81.3	898	897		GREENVILLE/SPARTBG., S.C. (GSP)	79.1	87.9	536	536	
BOSTON, MA. (BOS)	68.5	82.2	7,331	7,330		GUNNISON, CO. (GUC)	86.7	90.0	60	60	
BOZEMAN, MT. (BZN)	77.6	85.3	156	156		HARLINGEN, TX. (HRL)	81.4	83.5	328	328	
BRISTOL, TN. (TRI)	89.8	95.4	108	108		HARRISBURG, PA. (MDT)	79.4	92.2	577	578	
BROWNSVILLE, TX. (BRO)	92.9	100.0	28	28		HARTFORD, CT./SPGFLD, MA. (BDL)	75.3	87.9	2,022	2,022	
BUFFALO, N.Y. (BUF)	81.9	89.0	1,339	1,340		HELENA, MT. (HLN)	75.0	83.9	56	56	
BURBANK, CA. (BUR)	65.2	69.3	2,136	2,136		HONOLULU, OAHU, HI. (HNL)	54.1	84.3	955	952	
BURLINGTON, VT. (BTV)	70.9	87.2	196	196		HOUSTON, TX. (HOU)	79.7	75.6	4,340	4,340	
CEDAR RAPIDS/IOWA CTY, IA. (CID)	83.2	87.5	471	471		HOUSTON, TX. (IAH)	77.1	83.3	9,556	9,559	
CHARLESTON, S.C. (CHS)	74.3	83.8	556	555		HUNTSVILLE/DECATUR, AL. (HSV)	82.1	87.4	468	468	
CHARLESTON, W.V. (CRW)	76.5	85.6	132	132		IDAHO FALLS, ID. (IDA)	71.4	81.0	84	84	
CHARLOTTE, N.C. (CLT)	84.4	85.6	9,570	9,571		INDIANAPOLIS, IN. (IND)	80.9	86.7	2,611	2,611	
CHATTANOOGA, TN. (CHA)	85.6	93.3	104	104		INDIO/PALM SPRINGS, CA. (PSP)	69.0	82.7	564	565	
CHICAGO, IL. (MDW)	80.1	81.1	3,410	3,410		ISLIP/LONG IS., N.Y. (ISP)	85.6	89.3	195	196	
CHICAGO, IL. (ORD)	79.2	83.2	22,504	22,499		ITHACA, N.Y. (ITH)	88.5	93.3	104	104	
CINCINNATI, OH. (CVG)	76.9	82.6	6,309	6,309		JACKSON/VICKSBURG, MS. (JAN)	82.2	86.1	696	696	
CLEVELAND, OH. (CLE)	78.4	85.6	4,682	4,683		JACKSON, WY. (JAC)	79.7	83.0	172	171	
COLORADO SPRINGS, CO. (COS)	80.1	85.8	1,024	1,023		JACKSONVILLE, FL. (JAX)	75.5	86.0	1,684	1,685	
COLUMBIA, S.C. (CAE)	78.7	83.8	464	464		JUNEAU, AK. (JNU)	83.7	86.1	252	252	
COLUMBUS, OH. (CMH)	75.9	82.9	3,096	3,095		KAHULUI, MAUI, HI. (OGG)	57.6	76.3	224	224	
CORDOVA, AK. (CDV)	82.1	83.9	56	56		KALAMAZOO, MI. (AZO)	83.7	89.6	135	135	
CORPUS CHRISTI, TX. (CRP)	76.5	84.9	251	251		KALISPELL, MT. (FCA)	84.7	85.0	59	60	
DALLAS/FT. WORTH, TX. (DAL)	80.6	78.3	3,660	3,660		KANSAS CITY, MO. (MCI)	81.7	87.2	4,350	4,347	
DALLAS/FT. WORTH, TX. (DFW)	85.6	85.4	18,965	18,969		KETCHIKAN, AK. (KTN)	82.7	92.3	168	168	
DAYTON, OH. (DAY)	80.4	87.1	830	830		KING SALMON, AK. (AKN)	93.8	93.8	16	16	
DAYTONA BEACH, FL. (DAB)	72.2	84.1	252	252		KNOXVILLE, TN. (TYS)	79.0	86.8	670	669	
DEADHORSE, AK. (SCC)	75.0	75.0	28	28		KODIAK, AK. (ADQ)	85.7	94.6	56	56	
DENVER, CO. (DEN)	83.9	84.2	10,546	10,545		KONA, HAWAII., HI. (KOA)	35.7	66.1	56	56	
DES MOINES, IA. (DSM)	85.7	91.3	559	560		KOTZEBUE, AK. (OTZ)	92.9	94.6	56	56	

DETROIT, MI. (DTW)	84.0	81.0	12,031	12,026	LA CROSSE, WI. (LSE)	81.6	100.0	49	49
DILLINGHAM, AK. (DLG)	87.5	93.8	16	16	LAFAYETTE, LA. (LFT)	67.9	96.4	28	28
DULUTH, MN. (DLH)	76.9	76.0	104	104	LANSING, MI. (LAN)	78.7	90.9	164	164
DURANGO, CO. (DRO)	90.3	86.7	31	30	LAS VEGAS, NV. (LAS)	71.2	72.8	9,180	9,181

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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.		
LEXINGTON/FRKFT, KY. (LEX)	74.7	83.6	304	304		ROANOKE, VA. (ROA)	81.7	92.9	197	196		
LINCOLN, NE. (LNK)	87.5	90.7	216	216		ROCHESTER, MN. (RST)	82.5	90.1	212	212		
LITTLE ROCK, AR. (LIT)	83.0	87.3	1,036	1,036		ROCHESTER, N.Y. (ROC)	79.3	86.8	1,102	1,102		
LONG BEACH, CA. (LGB)	70.2	83.3	215	215		SACRAMENTO, CA. (SMF)	72.5	76.1	2,769	2,770		
LOS ANGELES, CA. (LAX)	66.7	71.8	13,895	13,897		SAGINAW, MI. (MBS)	82.8	91.4	349	350		
LOUISVILLE, KY. (SDF)	77.3	83.6	1,931	1,931		SALT LAKE CITY, UT. (SLC)	73.9	77.6	6,700	6,696		
LUBBOCK, TX. (LBB)	79.4	83.7	539	539		SAN ANTONIO, TX. (SAT)	79.1	86.0	2,905	2,904		
MADISON, WI. (MSN)	81.3	88.7	380	379		SAN DIEGO, CA. (SAN)	70.0	74.1	5,036	5,040		
MANCHESTER, N.H. (MHT)	74.7	88.9	388	388		SAN FRANCISCO, CA. (OAK)	69.4	74.0	4,374	4,375		
MEDFORD, OR. (MFR)	43.1	55.9	102	102		SAN FRANCISCO, CA. (SFO)	50.8	58.7	10,512	10,512		
MELBOURNE, FL. (MLB)	71.3	92.2	181	180		SAN JOSE, CA. (SJC)	70.0	76.1	3,680	3,685		
MEMPHIS, TN. (MEM)	88.5	87.5	3,970	3,969		SAN JUAN, P.R. (SJU)	75.8	85.8	1,710	1,710		
MIAMI, FL. (MIA)	72.6	82.6	5,147	5,151		SANTA BARBARA, CA. (SBA)	46.8	47.3	111	110		
MIDLAND/ODESSA, TX. (MAF)	74.8	81.1	508	508		SARASOTA/BRAD., FL. (SRQ)	66.3	83.8	499	499		
MILWAUKEE, WI. (MKE)	75.7	87.1	1,207	1,206		SAVANNAH, GA. (SAV)	77.7	86.3	399	400		
MINNEAPLS/ST.P. MN. (MSP)	82.0	82.3	10,391	10,396		SCRANTON/WILKES-BARRE, PA. (AVP)	77.9	90.7	140	140		
MINOT, N.D. (MOT)	70.2	79.8	84	84		SEATTLE, WA. (SEA)	70.1	79.5	6,900	6,900		
MISSION/MCALLEN, TX. (MFE)	79.4	90.2	243	244		SHREVEPORT, LA. (SHV)	84.0	88.3	300	300		
MISSOULA, MT. (MSO)	89.3	93.6	140	140		SIOUX CITY, IA. (SUX)	94.2	98.1	52	52		
MOBILE, AL./PASCAGOULA, MS. (MOB)	79.2	82.4	336	336		SIOUX FALLS, S.D. (FSD)	82.4	90.5	296	296		
MOLINE, IL. (MLI)	80.9	83.2	131	131		SITKA, AK. (SIT)	88.1	89.3	84	84		
MONROE, LA. (MLU)	79.8	87.5	168	168		SOUTH BEND, IN. (SBN)	83.7	92.0	264	264		
MONTEREY, CA. (MRV)	64.3	69.6	56	56		SPOKANE, WA. (GEG)	76.6	85.9	1,116	1,117		
MONTGOMERY, AL. (MGM)	78.6	81.5	168	168		SPRINGFIELD, MO. (SGF)	87.9	87.9	132	132		
MONTROSE, CO. (MTJ)	80.4	95.7	46	46		ST. CROIX, V.I. (STX)	84.5	89.3	84	84		
MYRTLE BEACH, S.C. (MYR)	82.7	90.8	173	174		ST. LOUIS, MO. (STL)	77.0	79.1	13,624	13,628		
NASHVILLE, TN. (BNA)	84.1	86.4	3,800	3,800		ST. THOMAS, V.I. (STT)	82.7	88.3	196	196		
NEW ORLEANS, LA. (MSY)	78.6	85.7	3,786	3,784		STEAMBOAT SPRINGS, CO. (HDN)	86.6	89.5	172	171		
NEW YORK, N.Y. (JFK)	66.8	83.3	3,198	3,195		SYRACUSE, N.Y. (SYR)	78.4	88.1	848	848		
NEW YORK, N.Y. (LGA)	70.9	83.3	7,357	7,359		TALLAHASSEE, FL. (TLH)	78.6	83.7	196	196		
NEWARK, N.J. (EWR)	63.9	76.9	9,033	9,031		TAMPA, FL. (TPA)	71.5	82.5	4,110	4,110		
NEWBURGH, N.Y. (SWF)	62.8	88.8	196	196		TOLEDO, OH. (TOL)	75.0	87.2	188	188		
NOME, AK. (OME)	92.9	98.2	56	56		TRAVERSE CITY, MI. (TVC)	87.5	95.0	80	80		
NORFOLK/VA. BEACH, VA. (ORF)	78.3	88.5	1,237	1,238		TUCSON, AZ. (TUS)	71.6	77.7	1,511	1,511		
OKLAHOMA CITY, OK. (OKC)	83.8	88.3	1,556	1,556		TULSA, OK. (TUL)	81.9	85.8	1,437	1,436		
OMAHA, NE. (OMA)	76.6	85.3	1,288	1,288		VALPARAISO, FL. (VPS)	88.1	97.6	84	84		
ONTARIO, CA. (ONT)	68.8	76.8	2,693	2,691		WASHINGTON, D.C. (DCA)	78.7	86.2	6,466	6,465		
ORANGE COUNTY, CA. (SNA)	76.9	82.6	2,675	2,680		WASHINGTON, D.C. (IAD)	71.7	83.1	3,017	3,016		
ORLANDO, FL. (MCO)	74.9	84.5	6,776	6,773		WEST PALM BEACH, FL. (PBI)	68.4	82.7	2,073	2,072		
PASCO, WA. (PSC)	84.8	85.7	112	112		WHITE PLAINS, N.Y. (HPN)	74.9	83.1	431	431		
PENSACOLA, FL. (PNS)	75.8	85.0	513	513		WICHITA, KS. (ICT)	83.1	89.4	616	616		
PETERSBURG, AK. (PSG)	89.3	92.9	56	56		WILMINGTON, N.C. (ILM)	81.7	95.1	164	164		
PHILADELPHIA, PA. (PHL)	70.6	77.8	8,450	8,451		WRANGELL, AK. (WRG)	92.9	94.6	56	56		
PHOENIX, AZ. (PHX)	65.3	68.1	13,378	13,378		YAKUTAT, AK. (YAK)	85.7	89.3	56	56		
PITTSBURGH, PA. (PIT)	84.9	86.8	8,625	8,623								
PORTLAND, ME. (PWM)	76.4	89.1	475	475								
PORTLAND, OR. (PDX)	71.1	78.7	4,085	4,081								
PROVIDENCE, R.I. (PVD)	78.5	86.9	1,621	1,622								

RALEIGH/DURHAM, N.C. (RDU)	76.6	89.3	2,054	2,054
RAPID CITY, S.D. (RAP)	75.0	82.1	56	56
RENO, NV. (RNO)	70.6	73.4	2,099	2,098
RICHMOND, VA. (RIC)	78.4	88.4	1,145	1,146

FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS)

- 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

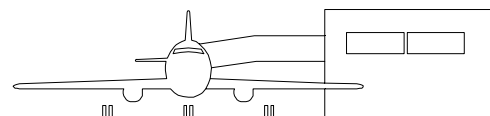
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements 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	EWJ
New York. JFK International	JFK
New York. LaGuardia	LGA
Orlando International	MCO
Philadelphia International	PHL
Phoenix. Sky Harbor International	PHX
Pittsburgh. Greater International	PIT
Portland International	PDX
St. Louis. Lambert	STL
Salt Lake City International	SLC
San Diego. Lindbergh Field	SAN
San Francisco International	SFO
Seattle-Tacoma International	SEA
Tampa. Tampa International	TPA
Washington. Reagan National	DCA

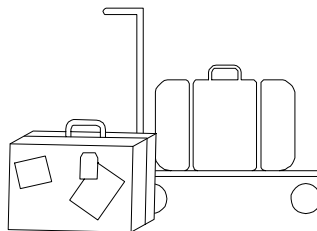
Air Carriers Required to Report Data to DOT and to CRS Vendors

AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
CO	Continental Airlines
DL	Delta Air Lines
NW	Northwest Airlines
WN	Southwest Airlines
TW	Trans World Airlines
UA	United Airlines
US	US Airways



MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. Like the data on flight delays in the previous section, as required by 14 C.F.R. 234 these baggage statistics are filed with DOT on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues.



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

FEB '98 RANK	AIRLINE	FEBRUARY 1998			FEBRUARY 1997		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	Continental	8,567	2,486,412	3.45	9,138	2,453,541	3.72
2	America West	4,732	1,246,167	3.80	4,540	1,376,784	3.30
3	US Airways	15,806	4,053,291	3.90	18,947	4,196,771	4.51
4	American	19,150	4,660,186	4.11	21,827	4,422,613	4.94
5	TWA	7,635	1,668,034	4.58	9,343	1,518,541	6.15
6	Southwest	19,285	4,193,337	4.60	13,811	4,086,576	3.38
7	Delta	34,345	6,927,531	4.96	37,683	7,211,423	5.23
8	Northwest	18,077	3,307,729	5.47	18,737	3,274,271	5.72
9	Alaska	4,289	779,815	5.50	5,418	775,415	6.99
10	United	37,543	5,178,649	7.25	35,767	5,271,196	6.79
	Total	169,429	34,501,151	4.91	175,211	34,587,131	5.07

NOTE: 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.

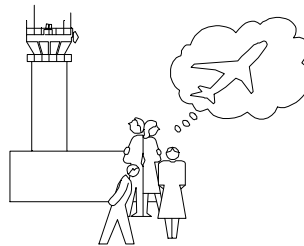
OVERSALES

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 reporting requirement is found in 14 C.F.R. 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are three exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; and 3) aircraft of smaller capacity is substituted. Totals appear at the end of each table.

The enplanement figures that are used to calculate the involuntary denied boarding rate do not include "shuttle" service on which reservations are not offered, nor do they include inbound international service, since the rule does not apply to these flights.



October-December
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

OCT-DEC '97 RANK	AIRLINE	OCTOBER-DECEMBER 1997				OCTOBER-DECEMBER 1996			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	Continental	15,523	59	8,923,578	0.07	17,826	179	8,345,586	0.21
2	Northwest	23,393	350	12,268,417	0.29	17,215	707	11,659,556	0.61
3	American	47,127	610	17,926,721	0.34	46,206	2,779	17,779,839	1.56
4	US Airways	17,429	482	13,869,433	0.35	22,295	1,622	14,099,910	1.15
5	United	35,307	913	18,857,122	0.48	18,252	639	18,162,280	0.35
6	Delta	52,338	2,577	24,769,286	1.04	46,066	3,324	23,178,067	1.43
7	TWA	9,295	656	5,572,315	1.18	9,685	443	5,290,869	0.84
8	Southwest	18,417	2,196	14,034,704	1.56	20,480	3,775	14,284,591	2.64
9	America West	12,154	719	4,481,937	1.60	19,603	5,210	4,606,796	11.31
10	Alaska	4,499	1,040	2,948,815	3.53	6,854	872	2,794,753	3.12
	TOTAL	235,482	9,602	123,652,328	0.78	224,482	19,550	120,202,247	1.63

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

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

JAN-DEC '97 RANK	AIRLINE	JANUARY-DECEMBER 1997				JANUARY-DECEMBER 1996			
		DENIED BOARDINGS (DB'S)		PASSENGERS BOARDED	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOARDINGS (DB'S)		PASSENGERS BOARDED	INVOLUNTARY DB'S PER 10,000 PSGRS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	Continental	66,945	360	35,791,535	0.10	64,471	636	33,435,485	0.19
2	United	110,754	3,792	76,642,828	0.49	102,754	4,055	74,736,811	0.54
3	Northwest	96,118	2,655	49,859,313	0.53	87,232	2,677	48,149,838	0.56
4	American	215,003	4,596	73,122,003	0.63	172,249	5,718	72,054,667	0.79
5	US Airways	85,232	4,662	57,540,342	0.81	97,340	7,445	55,496,573	1.34
6	TWA	31,862	2,930	22,546,838	1.30	46,828	1,943	22,210,967	0.87
7	Delta	259,413	15,297	100,230,962	1.53	180,475	11,586	89,211,145	1.30
8	America West	59,441	3,771	19,044,151	1.98	62,607	7,896	18,129,879	4.36
9	Southwest	72,142	12,074	55,935,896	2.16	64,775	13,230	55,372,360	2.39
10	Alaska	21,016	3,409	12,245,891	2.78	20,145	2,651	11,757,553	2.25
	TOTAL	1,017,926	53,546	502,959,759	1.06	898,876	57,837	480,555,278	1.20

* 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 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.

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 is not included in YTD report.)

Companies Other Than U.S. Airlines. Table 5 provides the same information as above for foreign airlines, and for tour operators, cargo companies, etc.

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.

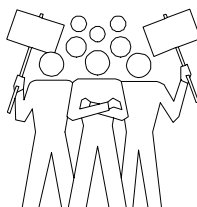


TABLE 1

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

SUMMARY

	FEBRUARY 1998				FEBRUARY 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	567	27	2	72	534	52	3	112
FOREIGN AIRLINES	80	0	0	3	71	0	0	4
TRAVEL AGENTS	0	0	0	0	1	0	0	0
TOUR OPERATORS	37	0	0	1	1	0	0	1
MISCELLANEOUS	47	8	0	7	24	5	0	15
CARGO COMPANIES	0	0	0	0	0	0	0	0
	----	----	----	----	----	----	----	----
INDUSTRY TOTALS	731	35	2	83	631	57	3	132

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES *

	FEBRUARY 1998			FEBRUARY 1997		
	RANKING	SUB COMPLAINTS**	CATEGORY	SUB RANKING	COMPLAINTS**	CATEGORY
CUSTOMER SERVICE.....	1	148		2	126	
FLIGHT PROBLEMS.....	2	133		1	164	
DELAYS.....		32			41	
CANCELLATIONS.....			48		58	
MISCONNECTIONS.....			15		18	
BAGGAGE.....	3	112		3	95	
TICKETING/BOARDING.....	4	111		4	72	
DISABLED.....		28			21	
OTHER.....	5	57		7	30	
FREQUENT FLYER.....			24		18	
OVERSALES.....	6	55		6	46	
REFUNDS.....	7	51		5	61	
FARES.....	8	34		8	20	
TOURS.....	9	20		10	4	
ADVERTISING.....	10	9		9	10	
SMOKING.....	11	1		11	2	
CREDIT.....	12	0		12	1	
	----			----		
COMPLAINT TOTAL		731			631	

* 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

FEBRUARY 1998

U.S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	CUSTOMER FARES REFUNDS	BAGGAGE	ADVER- SERVICE	SMOKING	TISING	CREDIT	TOURS	OTHER	TOTAL
ALASKA AIRLINES	2	0	0	0	0	1	2	0	0	0	0	5
AMERICA WEST AIRLINES	4	0	4	0	1	1	4	0	0	0	0	14
AMERICAN AIRLINES	12	5	14	5	8	13	14	0	1	0	1	78
AMERICAN EAGLE	0	1	1	2	0	1	2	0	0	0	1	8
AMERICAN TRANS AIR	2	0	2	1	0	1	3	0	0	0	1	10
ATLANTIC SOUTHEAST AIRLINES	5	0	2	0	0	0	1	0	0	0	0	10
CARNIVAL AIR LINES	0	5	3	1	1	5	2	0	0	0	0	17
CONTINENTAL AIRLINES	0	0	4	3	0	3	7	0	1	0	0	22
DELTA AIR LINES	11	1	6	1	1	2	8	0	0	0	11	41
FRONTIER AIRLINES	0	0	0	0	3	1	0	0	0	0	1	5
KIWI INTERNATIONAL AIRLINES	6	0	1	0	1	2	0	0	1	0	0	11
MESA AIRLINES	5	0	2	1	0	0	1	0	0	0	0	9
NORTHWEST AIRLINES	15	0	9	3	1	10	13	0	0	0	0	52
PAN AM	5	11	7	0	1	6	6	0	0	0	1	37
RENO AIR, INC.	0	0	2	1	1	1	1	0	0	0	0	6
SOUTHWEST AIRLINES	1	0	1	0	0	4	3	0	1	0	0	10
SPIRIT AIRLINES	4	0	0	0	1	0	2	0	0	0	1	8
TOWER AIR	5	6	1	1	0	3	9	1	0	0	0	26
TRANS WORLD AIRLINES	3	3	1	0	0	0	8	0	0	0	0	17
UNITED AIRLINES	11	6	19	3	6	17	23	0	0	0	7	92
UNITED EXPRESS	4	0	0	0	0	1	1	0	0	0	0	6
US AIRWAYS	2	2	7	5	0	0	3	0	0	0	4	23
VANGUARD AIRLINES	1	0	1	0	1	3	0	0	1	0	0	8
WESTERN PACIFIC AIRLINES	4	0	0	0	10	7	0	0	0	0	0	21
OTHER U.S. AIRLINES	7	1	4	0	1	5	10	0	1	0	0	31

FEBRUARY 1998	109	41	91	27	37	87	123	1	6	0	2	567
% OF TOTAL COMPLAINTS	19.2	7.2	16.0	4.8	6.5	15.3	21.7	0.2	1.1	0.0	0.4	7.6
FEBRUARY 1997	137	41	62	15	47	79	115	2	9	1	0	534
% OF TOTAL COMPLAINTS	25.7	7.7	11.6	2.8	8.8	14.8	21.5	0.4	1.7	0.2	0.0	4.9

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

FEBRUARY 1998

U.S. AIRLINES A L P H A B E T I C A L	COMPS	INCI-		INCI-	INCI-	DENTS	UN-	KNOWN			
	RECD	IN	DENTS	DENTS	DENTS	IN ALL		INCI-			
		FEB	IN	IN	IN	PRIOR		DENT		DATE	PERCENT
			FEB	PERCENT		PERCENT		MONTHS	PERCENT		
ALASKA AIRLINES		5	0	0.00	2	40.00	3	60.00	0	0.00	
AMERICA WEST AIRLINES			14	4	28.57	8	57.14	2	14.29	0	0.00
AMERICAN AIRLINES		78	11	14.10	24	30.77	42	53.85	1	1.28	
AMERICAN EAGLE		8	2	25.00	2	25.00	4	50.00	0	0.00	
AMERICAN TRANS AIR			10	2	20.00	4	40.00	4	40.00	0	0.00
ATLANTIC SOUTHEAST AIRLINES			10	2	20.00	2	20.00	6	60.00	0	0.00
CARNIVAL AIR LINES		17	0	0.00	0	0.00	17	100.00	0	0.00	
CONTINENTAL AIRLINES			22	2	9.09	9	40.91	10	45.45	1	4.55
DELTA AIR LINES		41	10	24.39	10	24.39	21	51.22	0	0.00	
FRONTIER AIRLINES		5	2	40.00	0	0.00	3	60.00	0	0.00	
KIWI INTERNATIONAL AIRLINES			11	2	18.18	3	27.27	6	54.55	0	0.00
MESA AIRLINES		9	1	11.11	4	44.44	4	44.44	0	0.00	
NORTHWEST AIRLINES			52	4	7.69	25	48.08	23	44.23	0	0.00
PAN AM	37	1	2.70	8	21.62	28	75.68	0	0.00		
RENO AIR, INC.	6	0	0.00	3	50.00	3	50.00	0	0.00		
SOUTHWEST AIRLINES			10	3	30.00	3	30.00	4	40.00	0	0.00
SPIRIT AIRLINES	8	0	0.00	6	75.00	2	25.00	0	0.00		
TOWER AIR	26	0	0.00	18	69.23	8	30.77	0	0.00		
TRANS WORLD AIRLINES			17	5	29.41	3	17.65	9	52.94	0	0.00
UNITED AIRLINES		92	20	21.74	21	22.83	51	55.43	0	0.00	
UNITED EXPRESS		6	2	33.33	0	0.00	4	66.67	0	0.00	
US AIRWAYS	23	7	30.43	5	21.74	11	47.83	0	0.00		
VANGUARD AIRLINES		8	2	25.00	3	37.50	3	37.50	0	0.00	
WESTERN PACIFIC AIRLINES			21	11	52.38	2	9.52	6	28.57	2	9.52
OTHER U.S. AIRLINES		31	5	16.13	11	35.48	15	48.39	0	0.00	
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TOTALS		567	98	17.28	176	31.04	289	50.97	4	0.71	
PRIOR YEAR'S TOTALS			534	96	17.98	185	34.64	243	45.51	10	1.87

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'.

AIR TRAVEL CONSUMER REPORT

COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY

FEBRUARY 1998

	FLIGHT PROBLEMS	OVER-SALES	TICKETING/BOARDING	FARES	CUSTOMER REFUNDS	BAGGAGE	ADVER-SERVICE	SMOKING	TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR FRANCE	1	0	1	1	0	1	1	0	0	0	0	0	5
BRITISH AIRWAYS	2	1	1	0	0	4	0	0	0	0	0	0	8
LUFTHANSA	0	0	2	0	0	3	2	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	8	9	5	2	3	12	12	0	1	0	1	7	60
TOTAL	11	10	9	3	3	20	15	0	1	0	1	7	80

TOUR OPERATORS

SUNJET INT'L SALES	7	2	2	1	3	2	1	0	0	0	1	1	20
WORLDWIDE SPORT TRAVEL		0	0	0	0	0	0	0	0	0	0	11	0
OTHER TOUR OPERATORS		1	0	1	0	2	0	2	0	0	0	0	6
TOTAL	8	2	3	1	5	2	3	0	0	0	12	1	37

MISCELLANEOUS

OTHER MISCELLANEOUS	5	2	8	3	6	3	7	0	2	0	5	6	47
TOTAL	5	2	8	3	6	3	7	0	2	0	5	6	47

TRAVEL AGENTS

[illegible]

CARGO COMPANIES

OTHER CARGO COMPANIES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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 CARGO COMPANIES', ETC.

TABLE 6

FEBRUARY
Consumer Complaints: Rankings
U.S. AIRLINES*

FEB '98 RANK	AIRLINE	FEBRUARY 1998			FEBRUARY 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	10	4,200,768	0.24	23	4,095,183	0.56
2	Delta	41	7,472,840	0.55	42	7,604,619	0.55
3	US Airways	23	4,167,486	0.55	31	4,308,155	0.72
4	Alaska	5	890,051	0.56	4	864,987	0.46
5	Continental	22	2,949,184	0.75	26	2,786,611	0.93
6	T W A	17	1,740,949	0.98	18	1,591,938	1.13
7	America West	14	1,284,393	1.09	36	1,413,570	2.55
8	Northwest	52	3,960,411	1.31	41	3,942,681	1.04
9	American	78	5,896,468	1.32	74	5,598,657	1.32
10	United	92	5,907,636	1.56	92	6,075,485	1.51
	TOTAL	354	38,470,186	0.92	387	38,281,886	1.01

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, and Disability: 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). Complaints by air travelers with disabilities concerning accessibility.

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 claim procedure.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

Smoking: Inadequate segregation of smoker from non-smokers; failure of airline to enforce no-smoking rules; objections to the rule, would prefer change such as; (1) relaxation or elimination of regulations, or (2) banning of smoking on all flights.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

Credit: Denial of credit, interest or late payment charges, incorrect billing, or incorrect credit reports on airline-issued credit.

Tours: Problems with scheduled or charter tour packages.

Other: Cargo problems, security, airport facilities, claims for bodily injury, frequent flyer, and other not classified above.

