



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: JULY 1998

Includes data for the following periods:

Flight Delays	May 1998
Mishandled Baggage	May 1998
Oversales	1st Quarter 1998
Consumer Complaints	May 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.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 10 reporting air carriers, 4 (American, Northwest, United and US Airways) use ACARS exclusively; 3 (Alaska, America West and Southwest) rely solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 3 (Continental, Delta and TWA) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 29 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Table 1 has one column for the 29 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

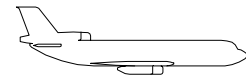
Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for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



MAY 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/ -----
SOUTHWEST S/	14	81.9	52	83.4
AMERICAN S/	29	83.2	90	83.1
US AIRWAYS S/	26	80.1	87	80.0
DELTA S/	29	79.0	120	79.5
CONTINENTAL S/	27	74.8	77	75.7
TWA S/	28	75.3	72	75.4
AMERICA WEST S/	26	71.8	53	73.3
ALASKA S/	7	70.5	35	73.1
NORTHWEST S/	28	71.0	110	71.5
UNITED S/	29	69.5	98	69.0
T O T A L		76.7		77.5

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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	2ND QUARTER APR-JUN 97		3RD QUARTER JUL-SEP 97		4TH QUARTER OCT-DEC 97		1ST QUARTER JAN-MAR 98		MAR 98		APR 98		MAY 98		12 MONTHS JUN97-MAY98		DATA BASE TO DATE SEP 87-MAY 98	
-----	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
ALASKA	82.3	(3)	72.3	(10)	70.3	(10)	70.7	(9)	75.6	(5)	80.7	(4)	73.1	(8)	72.9	(10)	78.5	(6)
AMERICA WEST	80.0	(5)	79.9	(6)	75.6	(9)	67.9	(10)	67.9	(10)	74.9	(9)	73.3	(7)	75.0	(8)	81.4	(2)
AMERICAN	79.5	(6)	84.0	(3)	79.9	(2)	79.6	(2)	78.6	(2)	84.8	(1)	83.1	(2)	81.4	(1)	80.0	(4)
CONTINENTAL	77.7	(9)	80.7	(5)	77.8	(4)	72.0	(7)	73.7	(7)	76.0	(8)	75.7	(5)	76.6	(5)	78.4	(7)
DELTA	72.4	(10)	76.7	(9)	75.7	(8)	75.0	(4)	75.6	(4)	77.0	(7)	79.5	(4)	75.5	(6)	77.3	(9)
NORTHWEST	78.5	(8)	77.9	(7)	77.0	(6)	73.6	(6)	72.9	(8)	71.3	(10)	71.5	(9)	75.4	(7)	80.6	(3)
SOUTHWEST	83.8	(2)	85.3	(2)	79.7	(3)	77.0	(3)	76.7	(3)	82.6	(2)	83.4	(1)	81.2	(2)	84.0	(1)
TWA	84.1	(1)	86.1	(1)	77.7	(5)	73.9	(5)	70.5	(9)	78.3	(6)	75.4	(6)	79.3	(4)	77.4	(8)
UNITED	78.7	(7)	76.7	(8)	76.3	(7)	71.6	(8)	74.0	(6)	78.7	(5)	69.0	(10)	74.6	(9)	77.0	(10)
US AIRWAYS	80.4	(4)	80.8	(4)	80.6	(1)	81.5	(1)	82.5	(1)	82.0	(3)	80.0	(3)	80.6	(3)	79.3	(5)
TOTAL	79.0		80.3		77.8		75.4		75.9		79.1		77.5		77.8		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)

CARRIER	ARRIVAL AIRPORT													
	ATL		BOS		BWI		CLT		CVG		DCA		DEN	
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME
AA	765	78.4	1258	71.5	216	81.0	185	76.2	93	66.7	1017	80.2	572	82.7
AS	H/		H/		H/		H/		H/		H/		H/	
CO	794	72.5	838	61.5	315	76.8	77	74.0	H/		639	72.9	388	75.3
DL	18055	77.4	1596	69.3	340	70.3	242	78.5	6505	84.3	1214	77.3	585	77.9
HP	125	76.0	209	50.2	179	67.0	H/		H/		87	71.3	235	77.0
NW	506	60.1	527	47.6	337	59.9	197	64.0	26	61.5	587	62.5	259	69.5
TW	202	57.4	212	60.8	184	67.9	117	76.9	135	68.9	288	68.8	174	72.4
UA	480	69.4	1121	63.9	401	66.1	92	67.4	166	69.3	519	61.5	8739	80.2
US	627	75.1	2125	67.2	2080	82.8	9585	86.0	H/		2738	81.8	186	86.6
WN	H/		H/		1579	75.2	H/		H/		H/		H/	
TOTAL	21554	76.4	7886	65.3	5631	76.0	10495	84.9	6925	83.3	7089	76.3	11138	79.7

CARRIER	ARRIVAL AIRPORT													
	DFW		DTW		EWR		IAH		JFK		LAS		LAX	
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME
AA	14227	90.5	422	80.3	986	68.3	635	80.8	873	78.7	324	81.5	2007	79.0
AS	H/		H/		H/		H/		H/		235	62.1	668	66.0
CO	543	81.8	313	78.9	6124	67.1	8467	83.0	H/		334	72.2	790	71.9
DL	4028	87.2	306	67.6	615	64.7	430	75.1	918	66.7	744	78.6	1483	74.4
HP	205	68.3	120	78.3	244	51.6	154	78.6	185	57.8	2376	72.1	693	71.0
NW	423	68.1	9596	75.2	489	50.5	H/		84	63.1	341	66.0	521	58.0
TW	313	77.6	271	75.3	178	52.2	H/		973	72.0	186	67.2	340	62.1
UA	491	68.6	323	64.1	989	57.8	382	66.0	537	69.5	1213	70.3	5060	67.7
US	326	74.5	440	79.1	445	71.5	295	84.7	8	87.5	155	76.1	451	71.4
WN	H/		566	69.1	H/		191	78.0	H/		4146	86.7	3402	78.2
TOTAL	20556	88.0	12357	74.9	10070	64.9	10554	81.8	3578	71.0	10054	78.2	15415	72.1

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

ARRIVAL AIRPORT														
CARRIER	LGA		MCO		MIA		MSP		ORD		PDX		PHL	
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME
AA	1560	74.9	573	86.6	3161	87.1	511	75.3	8974	81.5	217	90.8	718	71.0
AS	H/		H/		H/		H/		H/		1475	78.6	H/	
CO	442	70.8	620	76.9	402	75.4	229	70.7	603	70.0	93	84.9	280	71.8
DL	2066	77.0	2960	85.8	463	72.4	338	76.3	853	72.2	588	88.3	523	61.4
HP	61	73.8	64	64.1	65	78.5	123	76.4	151	67.5	204	79.9	172	54.1
NW	586	50.7	483	65.0	291	73.2	8849	77.2	800	64.9	155	58.1	372	57.8
TW	232	60.8	367	81.2	222	82.0	257	74.3	369	67.5	119	82.4	173	71.1
UA	721	57.6	440	81.8	439	73.1	597	71.9	12194	73.5	1005	67.4	747	69.2
US	2238	73.7	1222	82.9	409	84.4	238	76.5	651	75.0	H/		6333	74.1
WN	H/		942	87.4	H/		H/		H/		926	91.0	H/	
TOTAL	7906	71.1	7671	82.9	5452	82.6	11142	76.6	24595	76.0	4782	80.0	9318	71.6

ARRIVAL AIRPORT																
CARRIER	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME
AA	571	81.8	93	89.2	521	77.4	428	89.5	885	66.9	217	81.1	392	65.6	309	84.8
AS	216	55.1	H/		342	62.3	3435	72.2	522	58.4	H/		H/		H/	
CO	304	76.6	88	68.2	279	74.2	274	74.8	561	61.9	93	83.9	169	66.3	461	78.1
DL	774	77.5	275	74.9	463	77.8	619	84.0	760	57.4	5008	84.7	210	68.1	1026	83.9
HP	5908	75.7	H/		286	67.1	207	56.0	370	50.5	121	76.0	88	68.2	33	72.7
NW	309	60.8	214	63.1	186	64.0	497	62.8	431	51.5	117	51.3	405	67.7	340	74.1
TW	212	73.1	169	64.5	155	69.0	260	80.0	246	61.0	93	77.4	10382	78.3	211	81.0
UA	1099	69.8	148	58.8	1099	60.1	1419	70.8	7294	56.7	454	69.4	298	60.4	248	67.7
US	224	74.6	8397	83.7	151	68.2	155	82.6	363	68.3	H/		212	71.7	1035	80.8
WN	4917	84.5	H/		2300	79.7	945	90.9	522	60.7	1170	87.4	2557	76.2	958	84.0
TOTAL	14534	77.9	9384	82.1	5782	72.6	8239	75.4	11954	58.1	7273	83.3	14713	76.5	4621	80.9

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	70.7	71.5	41.9	90.2	89.4	J/	J/	94.7	78.6	67.8	97.0	68.5	96.0	88.8	J/	87.1
700 - 759 AM	90.8	88.3	91.5	90.6	91.4	91.6	94.7	95.1	83.9	71.2	87.1	90.3	93.0	91.7	91.5	87.3
800 - 859 AM	82.4	77.9	87.5	89.6	92.6	88.4	89.6	94.0	81.3	76.6	84.0	60.4	90.5	91.4	83.7	94.4
900 - 959 AM	79.9	72.9	83.0	89.1	80.2	82.4	87.2	91.3	80.4	87.6	82.8	J/	82.2	77.9	83.9	91.1
1000 - 1059 AM	83.3	70.6	86.6	89.0	84.7	82.4	86.0	91.5	84.1	83.3	89.6	90.1	83.3	71.0	81.8	91.7
1100 - 1159 AM	83.7	74.5	79.2	90.5	87.0	82.5	88.6	88.8	79.2	81.0	85.3	90.0	86.1	68.1	81.3	84.6
1200 - 1259 PM	81.3	68.1	88.2	92.0	90.2	80.5	85.1	92.6	76.9	73.1	85.8	48.4	79.8	72.1	77.2	84.8
100 - 159 PM	82.1	73.5	81.3	91.8	86.2	84.4	77.8	89.9	78.2	75.0	86.6	87.1	82.1	73.3	75.9	86.6
200 - 259 PM	77.4	66.6	87.7	88.4	84.6	81.7	81.5	86.1	79.9	69.1	82.7	83.2	75.3	73.5	78.0	87.6
300 - 359 PM	80.4	71.8	81.5	85.7	87.7	76.1	80.6	91.1	74.8	68.6	84.1	79.0	86.5	71.5	72.5	90.7
400 - 459 PM	69.6	66.2	75.0	77.1	80.6	73.4	68.9	89.9	74.5	61.7	83.1	67.1	80.9	72.5	69.4	86.0
500 - 559 PM	74.4	62.8	77.4	83.5	77.5	69.4	76.1	86.5	71.6	63.8	76.8	74.3	72.5	72.5	65.0	79.0
600 - 659 PM	65.8	52.3	67.5	75.6	74.1	67.1	75.8	84.6	69.0	55.4	72.2	63.7	81.5	67.6	57.6	75.7
700 - 759 PM	71.7	50.0	70.0	75.4	77.3	69.6	67.4	84.9	66.8	50.8	80.3	79.6	76.6	68.7	60.0	75.8
800 - 859 PM	61.9	56.5	63.7	75.1	65.9	68.4	72.9	83.8	69.5	51.1	71.1	62.9	75.6	66.4	57.6	75.2
900 - 959 PM	71.6	62.4	72.3	77.3	83.0	66.6	73.5	80.8	72.9	50.3	73.9	63.4	71.3	67.0	67.6	69.5
1000 - 1059 PM	73.4	59.4	61.7	68.1	73.8	68.9	70.3	74.8	60.6	47.7	72.9	60.4	72.5	64.8	67.0	78.1
1100 - 559 AM	81.4	67.9	72.0	81.6	71.3	73.9	74.9	85.7	63.8	63.4	76.5	77.8	64.9	70.3	63.6	76.5
TOTAL, ALL ARRIVALS, BY AIRPORT	76.4	65.3	76.0	84.9	83.3	76.3	79.7	88.0	74.9	64.9	81.8	71.0	78.2	72.1	71.1	82.9

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	86.2	88.7	88.9	J/	87.3	87.2	97.7	J/	68.6	84.7	J/	86.1	90.7	84.2
700 - 759 AM	97.1	87.0	88.4	93.6	89.1	93.1	90.0	96.5	98.2	95.3	90.3	85.5	95.2	90.4
800 - 859 AM	86.7	84.3	83.7	94.2	77.9	89.3	90.6	94.4	89.2	87.1	93.0	79.0	93.5	86.6
900 - 959 AM	89.2	79.1	85.7	93.2	73.8	76.9	82.4	82.2	90.7	66.0	92.5	82.7	90.0	83.2
1000 - 1059 AM	92.2	78.7	83.1	87.3	82.7	82.7	86.7	83.8	77.3	51.6	88.8	79.0	91.3	82.4
1100 - 1159 AM	88.2	77.8	81.3	86.3	74.3	83.5	87.2	82.3	78.1	52.4	82.1	83.7	83.4	81.4
1200 - 1259 PM	86.8	81.4	82.6	88.9	77.5	77.5	87.1	67.6	76.0	51.7	92.5	82.7	80.3	80.0
100 - 159 PM	81.0	80.5	80.3	78.8	77.2	75.8	86.1	79.7	75.1	48.7	84.5	80.8	86.1	80.5
200 - 259 PM	83.4	80.6	78.9	78.0	82.5	79.5	80.4	61.6	78.1	53.0	89.1	81.5	91.6	79.2
300 - 359 PM	87.9	80.1	77.2	74.0	76.8	77.9	89.0	66.5	76.4	50.7	83.9	75.0	85.0	78.8
400 - 459 PM	88.9	73.7	70.6	76.8	63.7	75.8	82.2	71.3	71.6	54.0	78.0	73.5	83.5	73.6
500 - 559 PM	77.3	75.8	69.5	68.6	59.5	68.8	74.6	66.7	73.5	61.4	72.1	71.4	78.1	72.8
600 - 659 PM	81.6	73.3	65.3	75.5	66.4	73.7	80.6	71.7	74.9	55.7	75.1	74.1	82.5	69.4
700 - 759 PM	72.2	68.9	67.5	71.4	63.3	76.2	71.8	65.5	72.7	50.8	82.3	72.1	71.3	71.1
800 - 859 PM	73.5	68.6	57.3	71.9	61.2	69.9	73.2	63.8	66.6	53.6	79.3	67.5	75.2	67.0
900 - 959 PM	72.8	68.2	63.8	81.9	59.0	73.5	73.3	68.0	70.5	54.4	72.8	63.4	69.6	69.3
1000 - 1059 PM	75.8	72.9	63.5	73.7	64.2	72.0	64.5	67.3	71.0	56.5	74.7	70.8	70.3	68.0
1100 - 559 AM	76.1	66.5	79.8	77.6	72.9	70.8	63.2	60.2	73.1	62.6	70.0	67.5	78.1	72.0
TOTAL, ALL ARRIVALS, BY AIRPORT	82.6	76.6	76.0	80.0	71.6	77.9	82.1	72.6	75.4	58.1	83.3	76.5	80.9	76.7

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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	91.8	91.8	95.0	95.2	83.9	92.3	93.7	93.0	75.3	91.5	98.0	86.9	95.4	93.1	94.2	98.2
700 - 759 AM	91.9	91.8	89.6	89.4	94.4	94.1	94.0	92.3	82.7	91.7	93.4	88.1	92.6	93.1	93.3	94.9
800 - 859 AM	89.6	88.2	92.1	92.9	94.1	89.6	89.9	87.9	85.4	86.7	92.1	92.7	94.7	87.5	90.8	89.3
900 - 959 AM	84.9	86.7	88.6	90.3	94.5	92.5	86.5	89.2	75.5	85.9	85.2	88.7	82.0	88.1	88.4	92.5
1000 - 1059 AM	86.6	84.0	87.3	88.5	86.6	88.8	88.1	86.1	77.2	86.1	88.8	85.5	83.0	76.3	87.5	92.1
1100 - 1159 AM	84.9	83.8	85.1	92.0	90.7	90.4	85.3	81.9	86.4	84.1	90.9	88.2	80.7	70.9	83.0	91.4
1200 - 1259 PM	84.7	83.5	76.1	89.3	89.6	86.4	87.5	85.0	72.6	84.1	88.0	95.3	87.0	74.6	88.4	90.0
100 - 159 PM	84.8	80.7	82.9	88.8	85.0	88.8	89.7	86.1	70.2	84.2	87.1	83.9	75.0	78.1	88.4	87.1
200 - 259 PM	84.7	77.7	79.6	90.7	87.0	86.2	76.3	84.4	72.1	71.1	84.6	92.6	75.6	73.5	78.6	89.6
300 - 359 PM	78.4	73.0	81.0	83.0	86.6	86.5	82.2	84.3	59.3	72.0	82.4	89.1	78.5	72.6	83.1	86.6
400 - 459 PM	77.8	75.2	75.5	77.8	84.6	84.1	80.5	85.8	57.0	65.7	84.6	83.9	74.6	77.4	81.0	88.0
500 - 559 PM	77.6	70.3	70.8	77.1	93.5	77.5	72.9	83.0	64.8	63.5	82.7	72.2	73.4	73.5	69.6	83.8
600 - 659 PM	73.6	65.4	71.5	78.2	80.8	77.2	77.4	83.5	64.1	63.7	81.3	78.0	73.8	66.9	72.0	82.3
700 - 759 PM	75.5	62.4	76.3	65.5	81.2	75.0	73.0	82.9	57.9	56.4	79.9	81.5	76.7	70.4	66.4	81.8
800 - 859 PM	73.8	66.8	70.3	76.2	83.4	76.8	71.4	82.4	64.5	55.0	81.3	84.2	80.8	76.0	64.7	77.3
900 - 959 PM	72.8	78.4	67.2	74.7	69.1	77.9	71.9	91.5	65.2	57.0	74.1	61.4	72.9	78.1	80.4	79.9
1000 - 1059 PM	83.9	75.0	42.3	79.1	89.3	J/	78.8	89.5	64.6	J/	74.2	82.4	84.6	81.2	J/	66.7
1100 - 559 AM	80.2	J/	100.0	J/	100.0	J/	96.8	J/	96.8	96.8	80.6	83.9	75.8	89.3	100.0	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	81.6	79.3	81.5	83.8	87.5	85.1	82.1	85.7	69.2	76.0	85.2	83.7	80.6	79.5	82.4	87.8

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	94.0	87.5	92.3	93.3	93.4	92.0	94.1	94.4	94.3	92.7	95.1	93.6	97.2	92.7
700 - 759 AM	92.7	83.3	83.7	94.1	92.6	90.6	92.3	92.4	90.4	92.1	98.9	87.8	95.9	90.8
800 - 859 AM	95.1	82.9	84.4	87.4	87.8	91.0	91.2	90.9	92.7	85.1	93.0	80.6	95.6	88.9
900 - 959 AM	91.1	76.4	76.1	89.7	80.7	80.7	90.9	80.7	81.5	79.2	92.8	84.7	91.7	84.5
1000 - 1059 AM	83.8	77.2	80.5	89.4	80.6	78.0	89.6	84.5	89.8	69.1	91.9	80.6	86.7	84.3
1100 - 1159 AM	92.6	69.9	79.1	88.6	84.2	79.0	89.5	82.9	79.4	62.9	91.5	76.9	90.2	81.6
1200 - 1259 PM	88.4	81.9	71.8	86.0	86.7	79.9	90.4	78.7	78.8	59.5	82.8	79.9	86.0	81.8
100 - 159 PM	88.1	73.5	76.0	88.3	79.2	74.3	82.0	79.3	82.0	62.0	83.7	76.6	82.3	80.3
200 - 259 PM	84.5	66.5	74.6	86.4	72.2	76.4	86.9	68.2	79.5	58.9	90.3	76.8	83.0	78.9
300 - 359 PM	82.1	66.9	63.9	82.0	79.1	69.7	65.3	66.2	88.2	60.8	85.3	73.3	83.9	76.4
400 - 459 PM	90.1	68.2	70.7	75.7	76.4	73.9	86.2	73.8	79.4	62.9	84.8	71.5	82.9	76.3
500 - 559 PM	82.8	63.0	62.7	76.6	64.7	67.8	76.8	70.6	70.9	58.7	77.7	70.1	82.3	72.4
600 - 659 PM	85.8	67.0	65.9	79.8	62.3	70.0	80.4	77.1	78.2	61.6	80.0	67.7	82.3	72.6
700 - 759 PM	77.4	68.2	55.7	80.6	67.4	76.2	61.3	67.3	76.3	59.0	76.2	70.8	88.2	71.0
800 - 859 PM	78.8	65.8	63.5	82.7	68.6	73.1	74.2	66.3	76.4	56.9	89.2	68.5	72.6	73.2
900 - 959 PM	63.3	63.7	63.6	88.2	69.3	62.5	79.5	67.9	73.9	62.3	91.3	67.8	69.7	72.9
1000 - 1059 PM	J/	68.7	67.7	90.5	100.0	75.5	82.9	91.6	76.8	77.8	93.3	62.9	J/	77.4
1100 - 559 AM	83.3	100.0	96.1	96.8	100.0	90.1	96.8	92.0	91.4	84.5	93.5	J/	96.8	83.6
TOTAL, ALL DEPARTURES, BY AIRPORT	86.7	71.4	72.9	86.8	77.2	78.5	84.6	80.5	83.7	70.2	88.9	75.1	87.0	80.0

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
NW	206	DTW-BDL	2055	26	100.00	63	54
HP	553	JFK-PHX	1751	27	92.59	80	43
HP	2807	PHX-SFO	1314	27	92.59	74	60
UA	207	IAD-SFO	1730	27	88.89	60	36
UA	660	ORD-EWR	1830	25	88.00	58	37
DL	2146	SEA-ATL	1245	31	87.10	31	24
UA	1650	ORD-SDF	1515	27	85.19	46	42
UA	223	SFO-MRY	1100	26	84.62	31	23
DL	1036	FLL-ATL	1820	31	83.87	31	28
NW	356	SFO-MSP	1535	30	83.33	58	31
HP	2851	SEA-PHX	1651	27	81.48	55	24
UA	649	ORD-SAN	1515	27	81.48	45	28
UA	32	MRY-SFO	1218	26	80.77	63	40
NW	508	MSP-LGA	1445	31	80.65	50	31
UA	1483	HPN-ORD	0655	15	80.00	17	15
NW	268	SEA-DTW	1200	15	80.00	6	-3

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TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS 1/
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	574	12	2.1
UNITED	2067	39	1.9
NORTHWEST	1460	15	1.0
ALASKA	424	4	0.9
DELTA	2538	11	0.4
CONTINENTAL	1150	2	0.2
US AIRWAYS	1945	3	0.2
SOUTHWEST	2312	2	0.1
AMERICAN	1798	1	0.1
TWA	776	0	0.0
TOTAL	15044	89	0.6

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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)	83.9	92.5	93	93	DUTCH HARBOR, AK. (DUT)	53.2	64.5	62	62
ALBANY, N.Y. (ALB)	72.0	83.9	940	939	EL PASO, TX. (ELP)	83.9	86.9	2,137	2,136
ALBUQUERQUE, N.M. (ABQ)	81.2	85.1	3,035	3,036	ELMIRA, N.Y. (ELM)	79.8	91.2	114	114
ALLENTOWN, PA. (ABE)	75.9	86.7	539	540	ERIE, PA. (ERI)	80.7	92.4	119	119
AMARILLO, TX. (AMA)	78.6	87.8	412	411	EUGENE, OR. (EUG)	57.3	67.0	185	185
ANCHORAGE, AK. (ANC)	76.4	86.9	1,766	1,765	FAIRBANKS, AK. (FAI)	80.7	92.3	497	496
ASHEVILLE, N.C. (AVL)	87.7	91.6	155	155	FARGO, N.D. (FAR)	66.2	83.8	204	204
ATLANTA, GA. (ATL)	76.4	81.6	21,554	21,556	FAYETTEVILLE, N.C. (FAY)	85.5	91.9	124	124
AUGUSTA, GA. (AGS)	74.7	83.1	154	154	FLINT, MI. (FNT)	70.0	80.9	110	110
AUSTIN, TX. (AUS)	83.1	89.2	3,130	3,129	FRESNO, CA. (FAT)	75.8	94.4	124	124
BAKERSFIELD, CA. (BFL)	83.9	93.5	31	31	FT. LAUDERDALE, FL. (FLL)	79.3	85.2	3,388	3,387
BALTIMORE, MD. (BWI)	76.0	81.5	5,631	5,626	FT. MYERS, FL. (RSW)	79.5	86.7	988	990
BANGOR, ME. (BGR)	76.3	97.8	93	93	FT. WAYNE, IN. (FWA)	81.1	90.5	148	147
BARROW, AK. (BRW)	85.4	84.1	82	82	GRAND FORKS, N.D. (GFK)	71.8	85.7	85	84
BATON ROUGE, LA. (BTR)	84.3	90.9	394	394	GRAND RAPIDS, MI. (GRR)	68.9	82.1	745	744
BETHEL, AK. (BET)	78.3	79.5	83	83	GREAT FALLS, MT. (GTF)	77.4	78.4	186	185
BILLINGS, MT. (BIL)	74.6	88.8	240	240	GREEN BAY, WI. (GRB)	73.5	90.6	223	223
BINGHAMTON, N.Y. (BGM)	75.0	87.5	88	88	GREENBRIER, W.V. (LWB)	91.7	83.3	12	12
BIRMINGHAM, AL. (BHM)	80.3	85.4	1,608	1,608	GREENSBORO/HIGH PT., N.C. (GSO)	73.6	84.0	1,230	1,230
BISMARCK, N.D. (BIS)	69.6	89.5	115	114	GREENVILLE/SPARTANBURG, S.C. (GSP)	72.5	82.9	574	573
BOISE, ID. (BOI)	81.5	88.9	960	961	GUSTAVUS, AK. (GST)			1	1
BOSTON, MA. (BOS)	65.3	79.3	7,886	7,888	HARLINGEN, TX. (HRL)	87.1	88.8	348	348
BOZEMAN, MT. (BZN)	79.2	88.3	154	154	HARRISBURG, PA. (MDT)	72.3	87.0	629	629
BRISTOL, TN. (TRI)	81.5	90.8	119	119	HARTFORD, CT./SPGFLD, MA. (BDL)	72.4	86.6	2,160	2,160
BROWNSVILLE, TX. (BRO)	66.7	93.3	30	30	HELENA, MT. (HLN)	88.5	91.8	61	61
BUFFALO, N.Y. (BUF)	74.0	85.5	1,494	1,494	HONOLULU, OAHU, HI. (HNL)	74.3	85.7	960	960
BURBANK, CA. (BUR)	77.1	81.8	2,386	2,386	HOUSTON, TX. (HOU)	85.0	80.1	4,798	4,797
BURLINGTON, VT. (BTV)	65.9	86.6	246	246	HOUSTON, TX. (IAH)	81.8	85.2	10,554	10,554
CEDAR RAPIDS/IOWA CTY, IA. (CID)	68.0	79.6	397	398	HUNTSVILLE/DECATUR, AL. (HSV)	84.2	89.5	514	514
CHARLESTON, S.C. (CHS)	76.3	82.9	615	615	IDAHO FALLS, ID. (IDA)	92.4	93.5	92	92
CHARLESTON, W.V. (CRW)	79.2	82.6	144	144	INDIANAPOLIS, IN. (IND)	76.0	83.4	2,859	2,858
CHARLOTTE, N.C. (CLT)	84.9	83.8	10,495	10,493	INDIO/PALM SPRINGS, CA. (PSP)	75.5	90.8	237	238
CHATTANOOGA, TN. (CHA)	85.2	95.5	88	88	ISLIP/LONG IS., N.Y. (ISP)	87.6	90.8	217	217
CHICAGO, IL. (MDW)	80.5	77.3	3,782	3,781	ITHACA, N.Y. (ITH)	82.5	93.9	114	114
CHICAGO, IL. (ORD)	76.0	72.9	24,595	24,579	JACKSON/VICKSBURG, MS. (JAN)	83.1	87.5	769	769
CINCINNATI, OH. (CVG)	83.3	87.5	6,925	6,928	JACKSON, WY. (JAC)	84.9	95.7	93	93
CLEVELAND, OH. (CLE)	78.9	85.5	5,118	5,116	JACKSONVILLE, FL. (JAX)	79.0	86.4	1,853	1,852
COLORADO SPRINGS, CO. (COS)	80.7	90.9	1,080	1,080	JUNEAU, AK. (JNU)	80.0	83.7	360	361
COLUMBIA, S.C. (CAE)	80.5	86.0	513	513	KAHULUI, MAUI, HI. (OGG)	83.1	90.3	248	248
COLUMBUS, OH. (CMH)	78.4	84.5	3,345	3,344	KALAMAZOO, MI. (AZO)	76.4	81.4	140	140
CORDOVA, AK. (CDV)	72.6	79.0	62	62	KALISPELL, MT. (FCA)	91.9	95.2	62	62
CORPUS CHRISTI, TX. (CRP)	84.3	89.0	255	255	KANSAS CITY, MO. (MCI)	79.7	86.1	4,849	4,846
DALLAS/FT. WORTH, TX. (DAL)	84.7	79.8	3,915	3,915	KETCHIKAN, AK. (KTN)	77.9	88.7	231	231
DALLAS/FT. WORTH, TX. (DFW)	88.0	85.7	20,556	20,549	KING SALMON, AK. (AKN)	77.5	87.5	40	40
DAYTON, OH. (DAY)	71.5	86.3	880	880	KNOXVILLE, TN. (TYS)	74.7	84.1	715	715
DAYTONA BEACH, FL. (DAB)	80.1	91.0	277	277	KODIAK, AK. (ADQ)	74.2	87.1	62	62
DEADHORSE, AK. (SCC)	83.9	80.6	31	31	KONA, HAWAII, HI. (KOA)	80.6	85.5	62	62
DENVER, CO. (DEN)	79.7	82.1	11,138	11,137	KOTZEBUE, AK. (OTZ)	80.8	82.1	78	78
DES MOINES, IA. (DSM)	76.3	87.1	557	557	LA CROSSE, WI. (LSE)	73.5	87.8	49	49
DETROIT, MI. (DTW)	74.9	69.2	12,357	12,356	LAFAYETTE, LA. (LFT)	83.3	93.3	30	30
DILLINGHAM, AK. (DLG)	87.5	92.5	40	40	LANSING, MI. (LAN)	66.5	81.0	179	179
DULUTH, MN. (DLH)	67.0	78.0	109	109	LAS VEGAS, NV. (LAS)	78.2	80.6	10,054	10,054

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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)	78.7	88.6	333	333	ROCHESTER, MN. (RST)	79.5	93.2	176	176
LINCOLN, NE. (LNK)	69.5	82.4	239	239	ROCHESTER, N.Y. (ROC)	75.2	84.6	1,203	1,203
LITTLE ROCK, AR. (LIT)	79.3	85.6	1,136	1,137	SACRAMENTO, CA. (SMF)	82.7	85.3	3,068	3,068
LONG BEACH, CA. (LGB)	73.3	89.7	270	271	SAGINAW, MI. (MBS)	76.2	87.3	323	324
LOS ANGELES, CA. (LAX)	72.1	79.5	15,415	15,411	SALT LAKE CITY, UT. (SLC)	83.3	88.9	7,273	7,273
LOUISVILLE, KY. (SDF)	74.9	83.3	2,113	2,112	SAN ANTONIO, TX. (SAT)	83.3	89.4	3,175	3,176
LUBBOCK, TX. (LBB)	86.1	88.2	552	552	SAN DIEGO, CA. (SAN)	72.6	80.5	5,782	5,783
MADISON, WI. (MSN)	73.6	81.8	352	352	SAN FRANCISCO, CA. (OAK)	82.4	84.7	4,736	4,734
MANCHESTER, N.H. (MHT)	67.6	84.6	544	544	SAN FRANCISCO, CA. (SFO)	58.1	70.2	11,954	11,953
MEDFORD, OR. (MFR)	62.6	65.9	123	123	SAN JOSE, CA. (SJC)	79.4	85.7	4,035	4,035
MELBOURNE, FL. (MLB)	82.3	94.0	215	215	SAN JUAN, P.R. (SJU)	83.4	88.4	1,607	1,606
MEMPHIS, TN. (MEM)	83.4	78.6	4,292	4,294	SANTA BARBARA, CA. (SBA)	62.0	60.3	121	121
MIAMI, FL. (MIA)	82.6	86.7	5,452	5,459	SARASOTA/BRAD., FL. (SRQ)	80.0	86.5	495	495
MIDLAND/ODESSA, TX. (MAF)	84.4	88.0	540	540	SAVANNAH, GA. (SAV)	79.3	88.2	434	434
MILWAUKEE, WI. (MKE)	71.3	84.0	1,214	1,214	SCRANTON/WILKES-BARRE, PA. (AVP)	82.6	93.5	155	155
MINNEAPLS/ST.P, MN. (MSP)	76.6	71.4	11,142	11,150	SEATTLE, WA. (SEA)	75.4	83.7	8,239	8,230
MINOT, N.D. (MOT)	79.1	90.1	91	91	SHREVEPORT, LA. (SHV)	85.1	89.6	328	328
MISSION/MCALLEN, TX. (MFE)	84.4	86.7	263	263	SIOUX CITY, IA. (SUX)	80.4	91.1	56	56
MISSOULA, MT. (MSO)	81.9	87.1	155	155	SIOUX FALLS, S.D. (FSD)	75.2	87.9	322	321
MOBILE, AL. /PASCAGOULA, MS. (MOB)	80.2	83.5	369	369	SITKA, AK. (SIT)	80.3	87.9	117	116
MOLINE, IL. (MLI)	73.9	85.9	142	142	SOUTH BEND, IN. (SBN)	83.0	86.5	288	288
MONROE, LA. (MLU)	88.7	94.6	186	186	SPOKANE, WA. (GEG)	84.4	90.4	1,241	1,242
MONTEREY, CA. (MRY)	45.9	63.9	61	61	SPRINGFIELD, MO. (SGF)	86.1	86.8	144	144
MONTGOMERY, AL. (MGM)	75.2	86.3	153	153	ST. CROIX, V.I. (STX)	88.7	88.7	62	62
MYRTLE BEACH, S.C. (MYR)	81.3	87.9	224	223	ST. LOUIS, MO. (STL)	76.5	75.1	14,713	14,717
NASHVILLE, TN. (BNA)	83.1	85.4	4,236	4,233	ST. THOMAS, V.I. (STT)	85.9	89.4	142	142
NEW ORLEANS, LA. (MSY)	82.7	87.8	4,252	4,253	SYRACUSE, N.Y. (SYR)	74.5	86.0	937	937
NEW YORK, N.Y. (JFK)	71.0	83.7	3,578	3,569	TALLAHASSEE, FL. (TLH)	76.6	87.9	214	214
NEW YORK, N.Y. (LGA)	71.1	82.4	7,906	7,912	TAMPA, FL. (TPA)	80.9	87.0	4,621	4,624
NEWARK, N.J. (EWR)	64.9	76.0	10,070	10,067	TOLEDO, OH. (TOL)	79.0	88.6	176	176
NEWBURGH, N.Y. (SWF)	71.5	91.1	246	248	TRAVERSE CITY, MI. (TVC)	64.7	81.2	85	85
NOME, AK. (OME)	81.0	86.1	79	79	TUCSON, AZ. (TUS)	76.6	85.3	1,519	1,520
NORFOLK/VA. BEACH, VA. (ORF)	75.1	85.4	1,326	1,326	TULSA, OK. (TUL)	80.5	87.5	1,592	1,592
OKLAHOMA CITY, OK. (OKC)	79.3	85.0	1,689	1,688	VALPARAISO, FL. (VPS)	84.9	93.5	93	93
OMAHA, NE. (OMA)	78.9	87.8	1,430	1,431	WASHINGTON, D.C. (DCA)	76.3	85.1	7,089	7,095
ONTARIO, CA. (ONT)	77.3	86.5	3,001	3,001	WASHINGTON, D.C. (IAD)	71.3	80.2	3,448	3,452
ORANGE COUNTY, CA. (SNA)	76.5	85.0	2,917	2,924	WEST PALM BEACH, FL. (PBI)	79.2	87.4	1,737	1,738
ORLANDO, FL. (MCO)	82.9	87.8	7,671	7,678	WHITE PLAINS, N.Y. (HPN)	52.7	59.4	222	224
PASCO, WA. (PSC)	97.6	98.4	124	124	WICHITA, KS. (ICT)	76.8	87.7	625	625
PENSACOLA, FL. (PNS)	84.4	88.8	552	552	WILMINGTON, N.C. (ILM)	83.2	90.8	185	185
PETERSBURG, AK. (PSG)	77.4	85.5	62	62	WRANGELL, AK. (WRG)	75.8	90.3	62	62
PHILADELPHIA, PA. (PHL)	71.6	77.2	9,318	9,313	YAKUTAT, AK. (YAK)	71.0	80.6	62	62
PHOENIX, AZ. (PHX)	77.9	78.5	14,534	14,548					
PITTSBURGH, PA. (PIT)	82.1	84.6	9,384	9,384					
PORTLAND, ME. (PWM)	74.5	86.7	525	525					
PORTLAND, OR. (PDX)	80.0	86.8	4,782	4,781					
PROVIDENCE, R.I. (PVD)	72.9	83.2	1,753	1,754					
RALEIGH/DURHAM, N.C. (RDU)	78.0	87.7	2,318	2,317					
RAPID CITY, S.D. (RAP)	68.2	87.5	88	88					
RENO, NV. (RNO)	79.5	84.8	2,224	2,225					
RICHMOND, VA. (RIC)	76.2	85.3	1,214	1,214					
ROANOKE, VA. (ROA)	83.4	88.9	217	217					

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

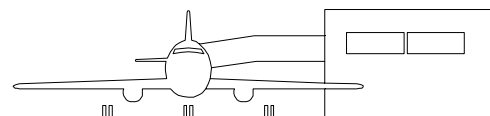
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

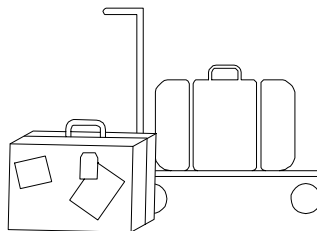
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

MAY '98 RANK	AIRLINE	MAY 1998			MAY 1997		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	America West	5,315	1,507,039	3.53	2,240	831,342	2.69
2	American	19,342	5,453,633	3.55	11,844	3,019,519	3.92
3	US Airways	18,120	4,917,902	3.68	8,996	2,791,893	3.22
4	Continental	11,753	3,030,667	3.88	4,776	1,661,794	2.87
5	Delta	32,649	8,155,736	4.00	19,323	4,750,277	4.07
6	Southwest	21,011	5,213,943	4.03	8,626	2,642,037	3.26
7	Alaska	5,581	973,908	5.73	2,937	513,295	5.72
8	TWA	12,469	1,996,644	6.24	4,589	1,003,013	4.58
9	Northwest	24,791	3,595,525	6.89	8,750	2,076,298	4.21
10	United	46,499	6,381,122	7.29	16,009	3,326,124	4.81
	Total	197,530	41,226,119	4.79	88,090	22,615,592	3.90

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.

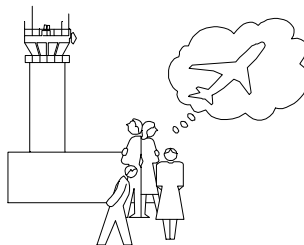
OVERSALES

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.



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

JAN-MAR '98 RANK	AIRLINE	JANUARY-MARCH 1998				JANUARY-MARCH 1997			
		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	18,788	140	8,677,516	0.16	16,208	109	8,406,746	0.13
2	Northwest	28,884	250	11,591,474	0.22	27,474	841	11,529,222	0.73
3	US Airways	22,251	352	12,991,026	0.27	24,935	2,210	13,867,385	1.59
4	American	57,780	713	17,402,678	0.41	63,660	2,311	17,168,901	1.35
5	United	36,933	1,124	17,699,804	0.64	23,770	1,184	17,842,410	0.66
6	Delta	64,690	2,736	23,937,587	1.14	63,430	5,229	23,437,632	2.23
7	America West	14,218	526	4,261,813	1.23	21,825	1,469	4,758,297	3.09
8	TWA	13,346	928	5,442,495	1.71	13,229	911	5,154,772	1.77
9	Alaska	8,326	518	2,850,128	1.82	6,453	982	2,757,712	3.56
10	Southwest	18,956	2,430	13,245,641	1.83	15,400	2,641	13,328,918	1.98
	TOTAL	284,172	9,717	118,100,162	0.82	276,384	17,887	118,251,995	1.51

* 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.

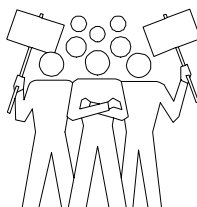


TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	MAY 1998				MAY 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	774	39	3	47	598	60	0	93
FOREIGN AIRLINES	104	1	0	4	104	0	0	5
TOUR OPERATORS	11	0	1	0	10	0	0	0
MISCELLANEOUS	25	7	0	12	21	13	0	12
CARGO COMPANIES	0	0	0	0	0	0	0	0
TRAVEL AGENCIES	0	0	0	0	0	0	0	0
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INDUSTRY TOTALS	914	47	4	63	733	73	0	110

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES *

	MAY 1998			MAY 1997		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	239		1	192	
DELAYS.....			61			55
CANCELLATIONS.....			94			64
MISCONNECTIONS.....			23			30
CUSTOMER SERVICE.....	2	195		2	132	
BAGGAGE.....	3	137		3	101	
TICKETING/BOARDING.....	4	108		4	99	
DISABLED.....			32			26
REFUNDS.....	5	70		5	77	
OTHER.....	6	60		7	35	
FREQUENT FLYER.....			31			17
OVERSALES.....	7	48		6	68	
FARES.....	8	39		8	17	
ADVERTISING.....	9	9		10	4	
TOURS.....	10	7		9	8	
SMOKING.....	11	2		12	0	
CREDIT.....	12	0		11	0	
		----			----	
COMPLAINT TOTAL		914			733	

* 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

MAY 1998

U.S. AIRLINES ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
ALASKA AIRLINES	1	0	0	0	0	2	3	0	0	0	0	1	7
AMERICA WEST AIRLINES	9	0	3	0	1	5	10	0	0	0	0	1	29
AMERICAN AIRLINES	15	4	13	8	1	19	16	0	1	0	1	3	81
AMERICAN EAGLE	5	0	1	0	0	1	1	0	0	0	0	0	8
AMERICAN TRANS AIR	1	1	2	2	0	4	6	0	0	0	0	0	16
ATLANTIC SOUTHEAST AIRLINES	1	1	1	0	0	3	2	0	0	0	0	0	8
CONTINENTAL AIRLINES	2	2	3	0	1	4	7	0	2	0	0	5	26
DELTA AIR LINES	21	3	10	3	4	9	23	0	1	0	0	10	84
EASTWIND AIRLINES	6	0	0	0	2	1	1	0	0	0	0	0	10
KIWI INTERNATIONAL AIRLINE	16	0	2	0	2	7	4	0	0	0	0	2	33
MIDWAY AIRLINES	1	0	2	1	0	0	4	0	0	0	0	0	8
NORTHWEST AIRLINES	57	0	10	6	3	11	26	1	0	0	0	9	123
PAN AM	2	1	1	0	27	3	1	0	0	0	0	0	35
RENO AIR	2	1	0	0	0	1	3	0	0	0	0	0	7
SKY TREK INT'L AIR	2	0	0	0	1	1	5	0	0	0	0	5	14
SOUTHWEST AIRLINES	0	0	3	2	0	2	2	0	1	0	0	0	10
SPIRIT AIRLINES	2	0	2	0	0	0	1	0	0	0	0	0	5
SUN COUNTRY AIRLINES	0	0	1	1	0	0	1	0	0	0	2	0	5
TOWER AIR	18	4	6	1	2	4	4	0	0	0	0	2	41
TRANS WORLD AIRLINES	4	4	1	3	1	4	7	0	0	0	0	2	26
TRANS WORLD EXPRESS	1	0	0	0	0	1	1	0	0	0	0	2	5
UNITED AIRLINES	17	5	15	4	3	19	26	0	0	0	0	9	98
US AIRWAYS	16	0	8	2	9	2	8	0	1	0	0	1	47
VANGUARD AIRLINES	10	1	1	1	2	1	2	0	0	0	0	0	18
OTHER U.S. AIRLINES	13	2	2	1	2	6	3	0	1	0	0	0	30
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MAY 1998	222	29	87	35	61	110	167	1	7	0	3	52	774
% OF TOTAL COMPLAINTS	28.7	3.7	11.2	4.5	7.9	14.2	21.6	0.1	0.9	0.0	0.4	6.7	
MAY 1997	170	57	80	15	60	72	113	0	4	0	1	26	598
% OF TOTAL COMPLAINTS	28.4	9.5	13.4	2.5	10.0	12.0	18.9	0.0	0.7	0.0	0.2	4.3	

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

MAY 1998

U.S. AIRLINES A L P H A B E T I C A L	COMPS RECD IN MAY	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN APR	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALASKA AIRLINES	7	1	14.29	2	28.57	4	57.14	0	0.00
AMERICA WEST AIRLINES	29	3	10.34	19	65.52	6	20.69	1	3.45
AMERICAN AIRLINES	81	8	9.88	24	29.63	47	58.02	2	2.47
AMERICAN EAGLE	8	1	12.50	2	25.00	5	62.50	0	0.00
AMERICAN TRANS AIR	16	2	12.50	4	25.00	9	56.25	1	6.25
ATLANTIC SOUTHEAST AIRLINES	8	0	0.00	8	100.00	0	0.00	0	0.00
CONTINENTAL AIRLINES	26	8	30.77	7	26.92	10	38.46	1	3.85
DELTA AIR LINES	84	16	19.05	35	41.67	32	38.10	1	1.19
EASTWIND AIRLINES	10	5	50.00	3	30.00	2	20.00	0	0.00
KIWI INTERNATIONAL AIRLINE	33	7	21.21	12	36.36	13	39.39	1	3.03
MIDWAY AIRLINES	8	1	12.50	7	87.50	0	0.00	0	0.00
NORTHWEST AIRLINES	123	35	28.46	53	43.09	34	27.64	1	0.81
PAN AM	35	3	8.57	1	2.86	27	77.14	4	11.43
RENO AIR	7	1	14.29	5	71.43	1	14.29	0	0.00
SKY TREK INT'L AIR	14	0	0.00	11	78.57	3	21.43	0	0.00
SOUTHWEST AIRLINES	10	2	20.00	4	40.00	3	30.00	1	10.00
SPIRIT AIRLINES	5	1	20.00	0	0.00	4	80.00	0	0.00
SUN COUNTRY AIRLINES	5	0	0.00	2	40.00	3	60.00	0	0.00
TOWER AIR	41	3	7.32	13	31.71	23	56.10	2	4.88
TRANS WORLD AIRLINES	26	4	15.38	12	46.15	9	34.62	1	3.85
TRANS WORLD EXPRESS	5	3	60.00	0	0.00	2	40.00	0	0.00
UNITED AIRLINES	98	18	18.37	30	30.61	48	48.98	2	2.04
US AIRWAYS	47	7	14.89	22	46.81	18	38.30	0	0.00
VANGUARD AIRLINES	18	6	33.33	0	0.00	11	61.11	1	5.56
OTHER U.S. AIRLINES	30	2	6.67	12	40.00	14	46.67	2	6.67
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TOTALS	774	137	17.70	288	37.21	328	42.38	21	2.71
PRIOR YEAR'S TOTALS	598	113	18.90	239	39.97	240	40.13	6	1.00

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

MAY 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR ARUBA	2	0	0	0	1	0	1	0	0	0	0	1	5
AIR CANADA	0	0	0	0	0	2	2	1	0	0	0	0	5
AIR JAMAICA	2	2	0	0	0	2	3	0	0	0	0	1	10
BRITISH AIRWAYS	0	1	2	0	0	1	1	0	0	0	0	0	5
KLM	1	2	0	0	0	1	5	0	0	0	0	1	10
LUFTHANSA	0	2	3	0	0	2	2	0	0	0	0	0	9
OTHER FOREIGN AIRLINES	6	11	11	1	3	16	7	0	2	0	0	3	60
TOTAL	11	18	16	1	4	24	21	1	2	0	0	6	104
TOUR OPERATORS													
SUNJET INT'L SALES	1	1	2	0	0	0	2	0	0	0	0	1	7
OTHER TOUR OPERATORS	0	0	1	0	0	0	2	0	0	0	1	0	4
TOTAL	1	1	3	0	0	0	4	0	0	0	1	1	11
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
CARGO COMPANIES													
OTHER CARGO COMPANIES	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS													
OTHER MISCELLANEOUS	5	0	2	3	5	3	3	0	0	0	3	1	25
TOTAL	5	0	2	3	5	3	3	0	0	0	3	1	25

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

MAY
Consumer Complaints: Rankings
U.S. AIRLINES*

MAY '98 RANK	AIRLINE	MAY 1998			MAY 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	10	5,223,848	0.19	12	4,818,493	0.25
2	Alaska	7	1,090,602	0.64	6	1,010,391	0.59
3	Continental	26	3,576,649	0.73	20	3,260,318	0.61
4	Delta	84	9,203,085	0.91	61	8,817,914	0.69
5	US Airways	47	5,086,385	0.92	57	5,224,528	1.09
6	American	81	6,899,307	1.17	84	6,865,539	1.22
7	T W A	26	2,109,107	1.23	17	1,955,811	0.87
8	United	98	7,229,493	1.36	54	7,000,956	0.77
9	America West	29	1,530,771	1.89	17	1,541,894	1.10
10	Northwest	123	4,394,134	2.80	51	4,589,649	1.11
	TOTAL	531	46,343,381	1.15	379	45,085,493	0.84

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.

