



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: June 1999

Includes data for the following periods:

Flight Delays	April 1999
Mishandled Baggage	April 1999
Oversales	4th Quarter 1998
	January-December 1998
Consumer Complaints	April 1999

Office of Aviation Enforcement and Proceedings
<http://www.dot.gov/airconsumer/>

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INTRODUCTION

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

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

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

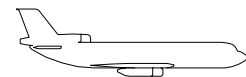
Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for 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.html>. Computer tapes containing data for all reported flight operations are available for purchase from the Transportation Systems Center in Cambridge, Massachusetts. The Department cannot respond to inquiries about the performance of individual flights.

However, information on the performance of specific flights is displayed on the Computerized Reservations Systems used by most airlines and travel agencies. Each of the reporting carriers' flights has a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.



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AIR TRAVEL CONSUMER REPORT

TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME
BY CARRIER

CARRIER A/ -----	AT 29 REPORTABLE AIRPORTS B/ -----		AT ALL REPORTED AIRPORTS C/ -----	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----
NORTHWEST S/	29	80.7	117	80.6
TWA S/	29	80.2	74	80.3
CONTINENTAL S/	28	78.4	83	79.2
DELTA S/	29	78.0	113	78.7
SOUTHWEST S/	14	76.3	54	78.1
US AIRWAYS S/	25	74.6	87	74.3
ALASKA S/	7	72.5	34	72.6
AMERICA WEST S/	26	71.2	50	71.6
UNITED S/	29	70.9	103	71.1
AMERICAN S/	29	69.2	97	69.7
 T O T A L		 75.0		 75.7

Note: For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

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

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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 98		3RD QUARTER JUL-SEP 98		4TH QUARTER OCT-DEC 98		1ST QUARTER JAN-MAR 99		FEB 99		MAR 99		APR 99		12 MONTHS MAY98-APR99		DATA BASE TO DATE SEP 87-APR 99	
-----	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
ALASKA	75.2	(5)	74.8	(8)	67.1	(10)	69.6	(9)	70.9	(10)	71.5	(10)	72.6	(7)	71.1	(9)	77.7	(7)
AMERICA WEST	71.5	(8)	66.5	(9)	68.1	(9)	74.1	(7)	78.0	(7)	76.4	(7)	71.6	(8)	69.8	(10)	80.5	(2)
AMERICAN	81.0	(2)	80.0	(6)	79.8	(6)	70.4	(8)	71.5	(9)	72.8	(9)	69.7	(10)	76.6	(5)	79.7	(4)
CONTINENTAL	73.8	(6)	81.0	(5)	82.1	(4)	78.3	(2)	83.0	(2)	80.3	(4)	79.2	(3)	79.1	(3)	78.5	(6)
DELTA	77.3	(3)	83.6	(2)	82.6	(3)	77.0	(3)	80.8	(5)	79.3	(5)	78.7	(4)	80.3	(2)	77.6	(9)
NORTHWEST	67.2	(10)	58.6	(10)	83.3	(2)	75.2	(5)	82.4	(4)	81.0	(3)	80.6	(1)	71.8	(8)	79.8	(3)
SOUTHWEST	82.5	(1)	83.9	(1)	79.8	(5)	80.2	(1)	82.8	(3)	81.1	(2)	78.1	(5)	81.2	(1)	83.7	(1)
TWA	72.8	(7)	82.8	(3)	83.7	(1)	75.8	(4)	83.2	(1)	84.6	(1)	80.3	(2)	79.0	(4)	77.6	(8)
UNITED	70.7	(9)	76.0	(7)	76.7	(8)	74.6	(6)	78.6	(6)	78.8	(6)	71.1	(9)	73.9	(7)	76.8	(10)
US AIRWAYS	75.8	(4)	81.4	(4)	76.8	(7)	68.5	(10)	74.5	(8)	73.0	(8)	74.3	(6)	75.0	(6)	78.9	(5)
TOTAL	75.7		78.3		79.4		74.8		78.9		78.1		75.7		76.8		79.0	

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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	711	63.0	1372	67.7	210	70.0	179	74.3	90	68.9	940	72.7	531	67.8
AS	H/		H/		H/		H/		H/		H/		H/	
CO	760	72.5	785	78.2	312	76.3	108	79.6	26	73.1	609	84.1	383	71.3
DL	18118	75.5	1955	80.5	381	76.9	270	78.1	5942	79.8	1200	83.2	568	72.7
HP	120	65.0	266	78.9	146	56.8	H/		H/		60	90.0	206	60.2
NW	493	64.9	504	80.4	371	70.1	198	70.2	32	84.4	573	77.7	300	74.7
TW	202	73.8	232	79.3	180	82.8	116	81.0	112	72.3	287	79.1	175	78.9
UA	503	69.0	1325	72.4	358	68.7	146	74.7	163	66.3	500	75.4	8655	78.7
US	732	60.8	2240	70.7	2191	76.8	9019	81.3	H/		2644	79.4	210	71.9
WN	H/		H/		2412		83.0		H/		H/		H/	
TOTAL	21639	74.0	8679	74.4	6561	77.7	10036	80.8	6365	79.1	6813	79.2	11028	77.0

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	13824	74.1	416	68.0	954	58.7	564	65.2	893	76.6	311	61.4	1961	66.5
AS	H/		H/		H/		H/		H/		269	71.7	735	69.8
CO	527	78.2	314	81.2	6275	74.2	8170	84.1	H/		369	70.2	664	74.5
DL	3742	79.9	330	69.7	920	69.5	359	72.1	909	83.6	776	80.5	1346	77.0
HP	198	66.2	120	54.2	270	54.8	151	66.9	209	69.9	2260	74.3	766	68.1
NW	456	72.4	10067	84.0	518	64.7	180	80.0	86	80.2	327	69.7	480	68.3
TW	314	77.1	236	75.8	175	64.6	116	78.4	945	83.0	180	73.3	308	68.8
UA	566	67.8	316	65.8	965	64.2	401	64.6	538	78.1	1179	71.8	5077	70.6
US	314	64.0	419	70.2	422	63.3	314	68.8	H/		142	52.8	430	55.3
WN	H/		560	67.7	H/		190	74.2	H/		4134	77.0	3431	71.3
TOTAL	19941	74.9	12778	81.0	10499	69.9	10445	80.9	3580	80.0	9947	74.5	15198	70.3

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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 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	1647	66.2	582	71.3	3035	75.9	496	63.7	8816	63.4	180	77.2	641	63.7
AS	H/		H/		H/		H/		H/		1472	76.3	H/	
CO	443	80.6	598	81.6	394	86.0	194	83.0	649	63.0	90	76.7	280	76.4
DL	2153	81.0	2919	82.6	450	74.2	358	73.7	833	61.3	588	82.7	663	74.2
HP	30	66.7	60	35.0	60	58.3	120	64.2	211	53.1	180	71.1	150	70.0
NW	566	72.4	456	71.9	353	77.9	9183	86.1	786	65.4	172	83.1	462	70.8
TW	316	75.9	328	89.0	231	86.1	280	82.9	370	65.7	113	88.5	172	76.2
UA	828	72.5	521	77.9	487	70.4	628	68.2	12311	66.1	908	71.8	748	69.4
US	2262	72.1	1617	72.5	487	71.9	224	69.2	616	62.3	H/		6409	71.3
WN	H/		1034	83.7	H/		H/		H/		894	79.8	H/	
TOTAL	8245	73.9	8115	78.8	5497	76.0	11483	83.1	24592	64.6	4597	77.3	9525	71.0

ARRIVAL AIRPORT																
CARRIER	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	542	56.5	90	74.4	535	66.9	382	74.6	862	63.1	180	68.3	352	65.9	359	70.2
AS	324	61.4	H/		360	73.9	3486	72.9	568	69.2	H/		H/		H/	
CO	324	64.8	86	83.7	241	68.9	204	82.4	444	77.3	98	72.4	138	80.4	466	76.0
DL	684	69.9	270	80.7	450	76.9	537	84.2	716	70.7	4632	84.5	209	68.9	937	80.0
HP	6109	74.7	H/		296	67.9	210	65.2	326	61.3	145	59.3	73	63.0	30	60.0
NW	365	61.9	108	75.9	180	72.8	471	79.2	387	68.7	120	80.8	366	75.7	363	72.7
TW	202	71.8	166	72.3	150	75.3	195	83.6	196	75.5	90	74.4	10253	81.6	239	84.1
UA	1047	66.6	196	61.7	862	69.4	1352	70.9	6719	71.5	429	74.1	308	64.0	303	72.6
US	240	57.5	7426	77.4	120	55.0	150	68.0	318	66.0	H/		270	70.4	1155	69.8
WN	4835	74.8	H/		2228	75.0	1013	78.2	427	64.6	1040	81.0	2516	74.9	1106	80.7
TOTAL	14672	72.1	8342	77.1	5422	72.2	8000	74.6	10963	70.2	6734	81.9	14485	79.0	4958	75.8

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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	82.5	77.6	53.3	87.1	91.7	J/	74.2	87.7	87.9	72.1	97.4	77.4	98.6	79.1	J/	72.2
700 - 759 AM	89.9	87.8	95.4	87.9	84.5	90.1	88.1	86.1	91.9	81.1	95.4	84.4	93.1	92.9	89.4	94.0
800 - 859 AM	85.0	91.2	90.7	87.7	84.4	88.5	87.4	81.1	85.4	88.8	85.9	76.4	89.7	86.5	85.6	92.0
900 - 959 AM	80.7	83.5	90.1	79.7	84.0	87.5	86.4	75.7	87.5	94.3	81.0	90.9	85.5	80.7	87.0	89.6
1000 - 1059 AM	81.8	86.5	90.1	79.4	83.5	87.4	77.3	74.3	84.3	87.8	83.4	91.1	76.1	74.1	81.0	84.8
1100 - 1159 AM	77.9	88.7	91.1	89.8	80.9	83.2	78.4	73.3	83.8	87.2	83.6	94.0	80.7	69.5	81.2	85.1
1200 - 1259 PM	78.6	84.9	85.4	81.0	83.5	85.2	82.1	80.1	84.6	89.3	86.9	J/	78.9	67.2	83.2	81.0
100 - 159 PM	76.2	81.5	84.8	85.2	81.2	85.7	74.3	73.4	91.8	76.5	83.5	86.2	71.9	66.1	82.4	78.3
200 - 259 PM	76.4	73.8	82.6	83.4	83.3	84.3	78.1	76.0	86.1	70.3	80.3	78.9	76.8	68.2	76.4	80.4
300 - 359 PM	72.2	75.9	79.1	79.3	75.5	85.1	77.6	76.1	80.5	70.8	65.1	82.0	75.3	68.1	78.3	83.2
400 - 459 PM	63.2	72.1	73.8	76.5	72.2	77.5	70.6	72.5	79.3	55.8	80.2	80.3	66.9	68.2	68.3	81.1
500 - 559 PM	68.6	65.2	75.6	80.4	76.7	76.4	79.2	73.3	76.7	61.6	76.1	79.6	65.3	70.7	66.4	80.6
600 - 659 PM	66.3	68.2	65.6	81.4	76.2	65.3	74.4	74.9	78.8	54.9	73.9	78.4	73.1	66.8	61.8	70.8
700 - 759 PM	66.0	61.2	63.8	76.5	70.6	68.9	69.9	73.5	77.9	57.1	77.0	78.9	67.2	62.7	65.2	73.0
800 - 859 PM	70.0	61.6	69.7	70.0	61.7	70.9	70.4	74.3	75.7	55.9	79.0	72.8	68.7	65.6	64.3	67.7
900 - 959 PM	61.3	69.4	73.0	70.5	77.6	67.7	71.9	69.1	73.7	64.2	77.7	80.1	69.1	67.1	63.0	68.2
1000 - 1059 PM	71.5	68.5	66.1	72.4	69.0	76.5	71.4	72.9	73.7	61.9	69.5	76.0	68.1	63.4	69.9	72.6
1100 - 559 AM	74.3	75.0	71.0	79.9	81.0	74.0	68.9	73.5	71.7	70.8	70.2	77.4	73.5	71.1	70.0	76.3
TOTAL, ALL ARRIVALS, BY AIRPORT	74.0	74.4	77.7	80.8	79.1	79.2	77.0	74.9	81.0	69.9	80.9	80.0	74.5	70.3	73.9	78.8

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	61.7	93.4	86.5	95.7	74.2	88.6	86.9	80.0	74.4	53.2	J/	90.2	84.6	85.5
700 - 759 AM	83.9	94.5	83.7	96.4	88.6	87.0	89.3	90.0	91.8	95.5	89.4	89.2	96.4	89.1
800 - 859 AM	93.3	88.6	76.4	89.4	75.2	85.5	82.8	90.5	86.8	92.5	93.0	89.3	94.9	85.2
900 - 959 AM	89.1	87.1	75.1	82.8	75.9	74.7	83.9	87.2	83.6	78.9	91.2	87.7	83.1	82.2
1000 - 1059 AM	79.3	85.3	70.9	86.6	89.2	72.8	79.2	81.0	75.8	76.1	82.0	80.7	85.8	79.8
1100 - 1159 AM	87.2	84.5	63.6	80.2	83.4	70.5	80.6	73.0	79.3	69.9	80.8	85.1	76.1	78.4
1200 - 1259 PM	83.3	89.4	65.6	79.2	76.2	70.3	80.0	73.9	81.7	66.6	79.4	80.4	78.6	78.1
100 - 159 PM	86.8	83.3	66.9	87.2	77.5	72.4	76.8	76.5	78.0	71.6	86.6	80.2	77.2	77.3
200 - 259 PM	89.0	84.7	60.7	76.4	67.3	70.2	85.3	62.6	71.1	65.7	75.5	82.8	85.0	75.4
300 - 359 PM	74.7	88.2	60.7	68.3	72.4	72.9	77.4	73.0	76.7	66.0	86.3	81.5	72.7	75.1
400 - 459 PM	78.8	76.1	60.3	75.3	66.1	72.3	74.0	70.5	73.4	70.5	78.0	77.8	78.5	71.1
500 - 559 PM	75.3	83.8	61.4	72.4	70.8	66.8	71.9	65.6	71.7	64.2	76.0	73.8	74.4	72.0
600 - 659 PM	66.1	69.5	57.1	70.6	61.4	62.2	60.0	70.9	66.7	72.0	72.5	74.9	69.9	68.1
700 - 759 PM	71.8	77.5	55.4	69.6	64.8	68.3	72.2	64.5	73.1	69.7	80.8	72.6	64.9	69.4
800 - 859 PM	64.5	75.9	53.7	70.7	60.0	66.5	80.9	64.7	68.0	63.3	82.0	70.2	70.3	68.2
900 - 959 PM	63.4	75.2	53.8	70.8	66.7	72.5	70.7	64.2	67.8	64.8	75.5	66.9	63.6	68.4
1000 - 1059 PM	68.4	84.6	54.7	76.1	73.5	63.2	70.1	67.2	64.7	64.7	75.7	76.6	71.9	68.9
1100 - 559 AM	75.6	71.5	75.2	81.6	74.3	65.6	68.0	77.5	76.9	64.2	76.5	72.7	76.1	73.1
TOTAL, ALL ARRIVALS, BY AIRPORT	76.0	83.1	64.6	77.3	71.0	72.1	77.1	72.2	74.6	70.2	81.9	79.0	75.8	75.0

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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	91.6	92.4	96.9	91.0	91.4	95.6	91.2	92.4	88.7	93.0	92.7	92.2	93.1	93.0	93.2	97.3
700 - 759 AM	92.5	89.9	91.1	91.8	93.4	94.3	88.5	91.9	90.8	93.4	93.4	89.6	91.3	90.7	92.1	93.4
800 - 859 AM	88.5	92.9	92.1	90.2	89.4	91.9	89.2	84.7	90.1	90.8	92.2	90.0	92.8	85.6	86.6	91.4
900 - 959 AM	87.2	92.2	88.0	85.8	91.6	89.8	87.6	78.9	82.8	91.4	89.5	90.6	83.3	83.1	87.1	94.0
1000 - 1059 AM	83.7	90.3	86.6	82.7	86.2	89.6	85.2	77.3	87.1	90.5	85.3	95.0	79.4	76.9	88.0	87.5
1100 - 1159 AM	82.2	87.3	86.3	82.0	92.3	91.3	83.0	74.9	89.4	91.2	87.0	92.9	80.2	73.8	86.6	87.6
1200 - 1259 PM	83.2	90.8	85.6	85.2	84.8	91.0	80.3	74.1	84.3	86.9	83.8	92.9	79.8	70.3	88.3	84.3
100 - 159 PM	82.5	88.4	83.0	79.8	87.9	84.5	79.3	80.6	85.4	89.4	85.5	96.7	70.0	72.3	90.0	79.0
200 - 259 PM	77.6	85.1	84.3	85.1	85.0	85.4	80.9	72.4	81.2	75.6	86.8	90.4	69.5	69.9	82.7	78.5
300 - 359 PM	78.9	74.8	81.0	77.3	85.7	85.8	82.4	74.9	77.7	79.6	80.8	85.9	75.7	74.2	78.3	81.2
400 - 459 PM	72.8	76.0	68.4	74.3	77.4	83.7	80.8	78.4	70.7	70.9	85.4	88.8	66.1	70.7	80.3	80.8
500 - 559 PM	68.8	76.1	68.9	75.4	72.5	76.7	80.3	72.3	77.3	64.6	79.9	84.1	59.9	72.8	74.1	78.3
600 - 659 PM	69.9	67.6	62.7	75.0	75.7	78.3	79.7	72.0	72.8	65.9	78.2	82.0	66.9	70.0	70.6	80.0
700 - 759 PM	70.1	70.8	65.2	77.9	82.9	72.0	75.7	81.3	72.6	63.3	80.3	81.4	62.8	68.9	65.9	75.2
800 - 859 PM	70.2	72.5	62.9	80.7	80.9	74.4	80.9	71.3	76.7	65.5	80.3	66.7	63.0	71.1	69.8	72.9
900 - 959 PM	74.0	85.4	68.8	78.0	74.6	80.8	80.7	81.0	76.3	58.2	82.5	90.5	68.2	74.0	78.0	73.1
1000 - 1059 PM	78.8	J/	53.8	71.8	89.3	J/	77.8	72.4	76.1	73.1	96.7	96.7	80.5	82.8	J/	61.8
1100 - 559 AM	75.7	95.0	100.0	72.4	33.3	J/	88.6	100.0	93.5	98.3	80.0	90.6	77.9	89.1	100.0	J/

TOTAL, ALL DEPARTURES,
BY AIRPORT

79.0	83.3	80.3	80.5	85.1	85.1	82.5	76.9	80.7	80.6	84.8	87.2	76.8	77.7	82.7	83.7
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SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	93.5	94.2	91.0	93.8	92.3	93.3	91.4	95.1	95.4	94.8	97.6	94.3	95.8	93.2
700 - 759 AM	91.0	90.7	88.0	89.9	90.6	90.6	86.5	93.7	88.3	93.7	97.5	91.0	92.8	91.2
800 - 859 AM	88.3	90.3	86.3	89.6	82.1	84.0	87.9	89.8	87.9	89.5	90.3	87.7	93.9	88.4
900 - 959 AM	83.2	89.8	85.0	81.5	79.2	77.5	87.3	86.3	80.9	85.0	90.9	86.7	96.2	85.7
1000 - 1059 AM	88.7	86.0	81.1	81.6	82.4	73.1	85.4	81.6	77.5	81.0	88.8	87.1	82.5	82.9
1100 - 1159 AM	87.3	88.8	75.9	84.9	85.4	70.9	83.2	77.5	73.4	75.0	86.7	84.9	82.1	82.0
1200 - 1259 PM	87.3	84.9	74.6	84.5	84.0	69.8	83.3	76.1	76.2	74.6	79.8	81.7	82.5	80.7
100 - 159 PM	82.4	86.9	72.4	83.9	74.7	73.2	100.0	81.0	80.5	76.1	84.7	82.5	80.3	80.2
200 - 259 PM	80.9	83.7	69.8	85.3	75.9	70.1	79.8	66.8	82.3	70.9	88.4	82.6	73.7	77.8
300 - 359 PM	77.1	82.2	67.1	76.4	63.6	69.4	73.3	71.5	73.7	69.7	82.2	81.8	75.4	76.3
400 - 459 PM	69.6	85.4	66.8	72.8	75.2	60.8	79.2	72.8	75.1	76.2	85.7	78.4	80.0	75.3
500 - 559 PM	72.1	84.0	64.3	74.6	66.3	69.7	74.5	63.1	71.4	72.5	82.2	75.5	82.9	72.6
600 - 659 PM	68.0	85.3	65.1	71.5	68.3	65.6	76.3	70.4	74.6	71.6	82.7	73.5	74.7	72.9
700 - 759 PM	70.2	81.5	65.4	71.7	64.6	54.4	J/	68.7	70.2	70.6	74.4	78.9	75.9	71.1
800 - 859 PM	64.0	81.3	62.6	73.5	67.2	65.5	77.6	72.9	64.3	72.6	88.7	71.3	66.4	72.9
900 - 959 PM	J/	82.6	68.2	73.2	68.9	69.0	75.4	70.0	67.4	75.1	83.4	67.7	57.1	73.7
1000 - 1059 PM	J/	83.3	66.5	97.0	J/	77.1	78.1	84.0	84.2	85.5	84.2	68.9	71.3	77.5
1100 - 559 AM	87.6	93.3	91.6	96.5	93.9	91.5	86.7	94.0	90.0	88.2	85.7	75.0	93.3	83.6

TOTAL, ALL DEPARTURES,
BY AIRPORT

81.0	86.1	73.6	83.4	74.7	74.1	81.1	80.0	80.1	79.7	86.6	80.5	82.6	80.0
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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS 1/ 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	LATE MEDIAN
NW	1782	DTW-PHL	1900	27	85.19	43	24
UA	1721	ORD-LAS	1200	30	83.33	54	30
US	2757	IAD-ATL	1500	30	83.33	41	24
US	2767	IAD-BHM	1920	26	80.77	65	56
WN	875	MDW-DTW	1940	26	80.77	48	33
AA	1484	ORD-HPN	1730	26	80.77	46	36
AA	920	MIA-ORD	1950	30	80.00	61	53
AA	1168	ORD-EWR	1315	30	80.00	43	33
AA	1948	ORD-EWR	1735	30	80.00	43	44
WN	1474	ABQ-PHX	1605	30	80.00	41	29
US	244	PHL-BUF	1530	30	80.00	37	28
AA	1986	FLL-BOS	1128	30	80.00	27	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 -----
UNITED	2166	19	0.9
AMERICAN	1852	15	0.8
US AIRWAYS	2052	11	0.5
SOUTHWEST	2418	11	0.5
NORTHWEST	1511	3	0.2
AMERICA WEST	572	1	0.2
CONTINENTAL	1154	1	0.1
ALASKA	416	0	0.0
TWA	781	0	0.0
DELTA	2525	0	0.0
 TOTAL	 15447	 61	 0.4

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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)	75.6	89.5	86	86	EAGLE, CO. (EGE)	67.7	90.6	31	32
ALBANY, N.Y. (ALB)	72.4	86.2	1,001	1,001	EL PASO, TX. (ELP)	78.5	84.3	2,011	2,011
ALBUQUERQUE, N.M. (ABQ)	76.1	82.3	3,072	3,069	ELMIRA, N.Y. (ELM)	88.9	94.4	108	108
ALLENTOWN, PA. (ABE)	76.9	85.1	481	482	ERIE, PA. (ERI)	83.0	92.9	112	112
AMARILLO, TX. (AMA)	74.5	84.6	404	403	EUGENE, OR. (EUG)	83.3	85.6	180	180
ANCHORAGE, AK. (ANC)	70.0	76.4	1,509	1,507	FAIRBANKS, AK. (FAI)	70.8	83.2	411	411
ASHEVILLE, N.C. (AVL)	85.7	92.0	112	112	FARGO, N.D. (FAR)	89.0	96.7	181	181
ATLANTA, GA. (ATL)	74.0	79.0	21,639	21,682	FAYETTEVILLE, N.C. (FAY)	93.8	97.3	112	112
AUGUSTA, GA. (AGS)	76.0	84.0	150	150	FLINT, MI. (FNT)	73.9	89.9	119	119
AUSTIN, TX. (AUS)	79.4	86.7	3,665	3,664	FRESNO, CA. (FAT)	60.0	86.7	30	30
BAKERSFIELD, CA. (BFL)	59.3	100.0	27	26	FT. LAUDERDALE, FL. (FLL)	77.1	82.6	3,918	3,915
BALTIMORE, MD. (BWI)	77.7	80.3	6,561	6,561	FT. MYERS, FL. (RSW)	75.1	85.1	1,392	1,396
BARROW, AK. (BRW)	71.2	67.1	73	73	FT. WAYNE, IN. (FWA)	82.7	86.5	75	74
BATON ROUGE, LA. (BTR)	89.4	87.3	386	386	GRAND FORKS, N.D. (GFK)	88.8	91.0	89	89
BETHEL, AK. (BET)	72.1	77.9	86	86	GRAND RAPIDS, MI. (GRR)	74.0	87.4	709	709
BILLINGS, MT. (BIL)	78.8	88.7	240	238	GREAT FALLS, MT. (GTF)	88.1	94.3	210	210
BINGHAMTON, N.Y. (BGM)	70.9	84.9	86	86	GREEN BAY, WI. (GRB)	82.4	95.0	199	199
BIRMINGHAM, AL. (BHM)	77.5	85.7	1,790	1,788	GREENSBORO/HIGH PT., N.C. (GSO)	74.1	85.2	1,266	1,267
BISMARCK, N.D. (BIS)	88.8	96.6	116	116	GREENVILLE/SPARTBG., S.C. (GSP)	78.6	86.5	576	576
BOISE, ID. (BOI)	85.3	89.5	941	941	GULFPORT/BILOXI, MS. (GPT)	87.8	98.9	90	90
BOSTON, MA. (BOS)	74.4	83.3	8,679	8,674	GUNNISON, CO. (GUC)	50.0	75.0	4	4
BOZEMAN, MT. (BZN)	86.3	94.4	124	125	HARLINGEN, TX. (HRL)	75.2	78.1	343	343
BRISTOL, TN. (TRI)	81.3	89.3	112	112	HARRISBURG, PA. (MDT)	71.6	88.0	641	642
BROWNSVILLE, TX. (BRO)	100.0	100.0	3	3	HARTFORD, CT./SPGFLD, MA. (BDL)	75.1	85.7	2,481	2,498
BUFFALO, N.Y. (BUF)	65.8	79.4	1,553	1,551	HELENA, MT. (HLN)	85.0	91.7	60	60
BURBANK, CA. (BUR)	76.6	79.2	2,318	2,317	HONOLULU, OAHU, HI. (HNL)	85.3	91.1	933	933
BURLINGTON, VT. (BTV)	51.9	80.0	210	210	HOUSTON, TX. (HOU)	80.4	76.5	4,772	4,771
CEDAR RAPIDS/IOWA CTY, IA. (CID)	77.1	87.0	445	445	HOUSTON, TX. (IAH)	80.9	84.8	10,445	10,445
CHARLESTON, S.C. (CHS)	70.9	82.9	587	586	HUNTSVILLE/DECATUR, AL. (HSV)	77.1	84.0	468	468
CHARLESTON, W.V. (CRW)	75.0	84.3	108	108	INDIANAPOLIS, IN. (IND)	76.0	84.3	2,753	2,755
CHARLOTTE, N.C. (CLT)	80.8	80.5	10,036	10,035	INDIO/PALM SPRINGS, CA. (PSP)	68.3	80.0	407	410
CHATTANOOGA, TN. (CHA)	80.5	96.3	82	82	ISLIP/LONG IS., N.Y. (ISP)	80.0	85.0	541	540
CHICAGO, IL. (MDW)	78.4	76.9	3,832	3,832	ITHACA, N.Y. (ITH)	81.5	91.7	108	108
CHICAGO, IL. (ORD)	64.6	73.6	24,592	24,596	JACKSON/VICKSBURG, MS. (JAN)	83.9	88.7	757	767
CINCINNATI, OH. (CVG)	79.1	85.1	6,365	6,349	JACKSON, WY. (JAC)	80.0	90.0	10	10
CLEVELAND, OH. (CLE)	78.7	85.2	4,896	4,893	JACKSONVILLE, FL. (JAX)	78.6	84.2	1,889	1,888
COLORADO SPRINGS, CO. (COS)	72.0	84.4	915	917	JUNEAU, AK. (JNU)	71.2	70.2	312	312
COLUMBIA, S.C. (CAE)	79.5	87.3	400	400	KAHULUI, MAUI, HI. (OGG)	90.8	89.1	240	239
COLUMBUS, OH. (CMH)	77.9	85.1	3,057	3,058	KALAMAZOO, MI. (AZO)	84.2	92.5	120	120
CORDOVA, AK. (CDV)	60.0	63.3	60	60	KALISPELL, MT. (FCA)	87.5	96.7	56	60
CORPUS CHRISTI, TX. (CRP)	82.3	85.4	254	254	KANSAS CITY, MO. (MCI)	76.9	83.0	4,928	4,930
DALLAS/FT. WORTH, TX. (DAL)	79.5	77.1	4,245	4,247	KETCHIKAN, AK. (KTN)	66.7	75.3	186	186
DALLAS/FT. WORTH, TX. (DFW)	74.9	76.9	19,941	19,930	KING SALMON, AK. (AKN)	76.5	76.5	17	17
DAYTON, OH. (DAY)	77.4	87.4	868	868	KNOXVILLE, TN. (TYS)	81.1	87.2	544	547
DAYTONA BEACH, FL. (DAB)	81.7	85.4	240	240	KODIAK, AK. (ADQ)	75.0	80.0	60	60
DEADHORSE, AK. (SCC)	72.1	69.8	43	43	KONA, HAWAII, HI. (KOA)	88.3	91.7	60	60
DENVER, CO. (DEN)	77.0	82.5	11,028	11,023	KOTZEBUE, AK. (OTZ)	69.9	78.1	73	73
DES MOINES, IA. (DSM)	74.7	86.0	550	550	LA CROSSE, WI. (LSE)	80.0	92.0	50	50
DETROIT, MI. (DTW)	81.0	80.7	12,778	12,775	LANSING, MI. (LAN)	80.7	88.6	176	176
DILLINGHAM, AK. (DLG)	76.5	82.4	17	17	LAS VEGAS, NV. (LAS)	74.5	76.8	9,947	9,938
DULUTH, MN. (DLH)	76.8	80.5	82	82	LEXINGTON/FRKFT, KY. (LEX)	80.1	88.6	326	324
DUTCH HARBOR, AK. (DUT)	66.7	58.3	60	60	LIHUE, KAUAI, HI. (LIH)	90.0	86.7	30	30

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

CITY (AIRPORT)	PERCENT		REPORTED		CITY (AIRPORT)	PERCENT		REPORTED	
	ON-TIME ARR.	DEP.	OPERATIONS ARR.	DEP.		ON-TIME ARR.	DEP.	OPERATIONS ARR.	DEP.
LINCOLN, NE. (LNK)	74.7	89.5	257	257	ROANOKE, VA. (ROA)	80.3	86.4	198	198
LITTLE ROCK, AR. (LIT)	76.3	82.6	1,077	1,076	ROCHESTER, MN. (RST)	72.8	86.7	173	173
LONG BEACH, CA. (LGB)	72.5	87.4	262	262	ROCHESTER, N.Y. (ROC)	67.7	80.3	1,286	1,285
LOS ANGELES, CA. (LAX)	70.3	77.7	15,198	15,185	SACRAMENTO, CA. (SMF)	76.2	78.5	2,993	2,992
LOUISVILLE, KY. (SDF)	78.7	86.0	1,929	1,925	SAGINAW, MI. (MBS)	74.8	90.1	313	314
LUBBOCK, TX. (LBB)	81.3	85.0	486	487	SALT LAKE CITY, UT. (SLC)	81.9	86.6	6,734	6,737
MADISON, WI. (MSN)	73.2	86.2	377	377	SAN ANTONIO, TX. (SAT)	75.4	83.5	3,102	3,105
MANCHESTER, N.H. (MHT)	71.7	81.3	1,044	1,044	SAN DIEGO, CA. (SAN)	72.2	80.0	5,422	5,424
MEDFORD, OR. (MFR)	75.6	80.0	90	90	SAN FRANCISCO, CA. (OAK)	76.9	77.0	4,592	4,593
MELBOURNE, FL. (MLB)	85.0	93.3	180	180	SAN FRANCISCO, CA. (SFO)	70.2	79.7	10,963	10,965
MEMPHIS, TN. (MEM)	86.2	84.8	4,191	4,192	SAN JOSE, CA. (SJC)	76.3	80.7	4,208	4,207
MIAMI, FL. (MIA)	76.0	81.0	5,497	5,498	SAN JUAN, P.R. (SJU)	83.7	90.0	1,786	1,789
MIDLAND/ODESSA, TX. (MAF)	82.8	88.5	530	530	SANTA BARBARA, CA. (SBA)	72.9	79.7	118	118
MILWAUKEE, WI. (MKE)	78.5	88.8	1,256	1,255	SARASOTA/BRAD., FL. (SRQ)	78.6	89.2	499	501
MINNEAPLS/ST.P. MN. (MSP)	83.1	86.1	11,483	11,475	SAVANNAH, GA. (SAV)	75.5	83.1	416	415
MINOT, N.D. (MOT)	90.0	90.0	90	90	SCRANTON/WILKES-BARRE, PA. (AVP)	83.1	95.1	142	142
MISSION/MCALLEN, TX. (MFE)	77.5	93.3	284	283	SEATTLE, WA. (SEA)	74.6	80.1	8,000	7,996
MISSOULA, MT. (MSO)	87.2	95.0	180	180	SHREVEPORT, LA. (SHV)	83.5	90.3	322	319
MOBILE, AL./PASCAGOULA, MS. (MOB)	78.6	80.7	360	358	SIOUX CITY, IA. (SUX)	89.3	98.2	56	56
MOLINE, IL. (MLI)	78.2	90.1	142	142	SIOUX FALLS, S.D. (FSD)	84.9	94.0	318	318
MONROE, LA. (MLU)	86.0	88.3	179	179	SITKA, AK. (SIT)	71.9	82.3	96	96
MONTEREY, CA. (MRY)	82.5	84.2	57	57	SOUTH BEND, IN. (SBN)	78.8	88.8	259	259
MONTGOMERY, AL. (MGM)	84.2	92.5	120	120	SPOKANE, WA. (GEG)	77.3	85.4	1,105	1,105
MONTROSE, CO. (MTJ)	85.7	82.8	28	29	SPRINGFIELD, MO. (SGF)	87.2	94.2	172	172
MYRTLE BEACH, S.C. (MYR)	71.8	79.8	188	188	ST. CROIX, V.I. (STX)	92.2	88.9	90	90
NASHVILLE, TN. (BNA)	81.2	84.2	4,393	4,393	ST. LOUIS, MO. (STL)	79.0	80.5	14,485	14,495
NEW ORLEANS, LA. (MSY)	77.8	84.4	4,092	4,095	ST. THOMAS, V.I. (STT)	86.7	91.3	240	240
NEW YORK, N.Y. (JFK)	80.0	87.2	3,580	3,580	STEAMBOAT SPRINGS, CO. (HDN)	47.6	73.9	21	23
NEW YORK, N.Y. (LGA)	73.9	82.7	8,245	8,241	SYRACUSE, N.Y. (SYR)	70.9	83.8	956	955
NEWARK, N.J. (EWR)	69.9	80.6	10,499	10,487	TALLAHASSEE, FL. (TLH)	76.2	82.9	210	210
NEWBURGH, N.Y. (SWF)	66.7	81.8	120	121	TAMPA, FL. (TPA)	75.8	82.6	4,958	4,954
NOME, AK. (OME)	60.3	67.1	73	73	TOLEDO, OH. (TOL)	70.9	83.7	86	86
NORFOLK/VA. BEACH, VA. (ORF)	74.0	86.0	1,355	1,350	TRAVERSE CITY, MI. (TVC)	70.5	82.1	78	78
OKLAHOMA CITY, OK. (OKC)	79.4	85.8	1,652	1,648	TUCSON, AZ. (TUS)	67.2	81.3	1,590	1,592
OMAHA, NE. (OMA)	78.1	86.1	1,397	1,394	TULSA, OK. (TUL)	76.1	82.4	1,547	1,545
ONTARIO, CA. (ONT)	72.5	78.0	2,870	2,870	VALPARAISO, FL. (VPS)	81.1	96.7	90	90
ORANGE COUNTY, CA. (SNA)	76.5	84.3	2,865	2,868	WASHINGTON, D.C. (DCA)	79.2	85.1	6,813	6,825
ORLANDO, FL. (MCO)	78.8	83.7	8,115	8,113	WASHINGTON, D.C. (IAD)	72.5	77.6	5,569	5,558
PASCO, WA. (PSC)	93.3	93.3	120	120	WEST PALM BEACH, FL. (PBI)	74.8	84.1	1,990	1,995
PENSACOLA, FL. (PNS)	83.4	87.1	506	504	WHITE PLAINS, N.Y. (HPN)	61.4	80.1	402	403
PEORIA, IL. (PIA)	88.7	92.3	53	52	WICHITA, KS. (ICT)	76.4	88.5	572	572
PETERSBURG, AK. (PSG)	61.7	63.3	60	60	WILMINGTON, N.C. (ILM)	81.7	91.5	164	164
PHILADELPHIA, PA. (PHL)	71.0	74.7	9,525	9,524	WRANGELL, AK. (WRG)	58.3	66.7	60	60
PHOENIX, AZ. (PHX)	72.1	74.1	14,672	14,677	YAKUTAT, AK. (YAK)	58.3	60.0	60	60
PITTSBURGH, PA. (PIT)	77.1	81.1	8,342	8,343					
PORTLAND, ME. (PWM)	72.9	87.1	443	443					
PORTLAND, OR. (PDX)	77.3	83.4	4,597	4,605					
PROVIDENCE, R.I. (PVD)	79.0	86.7	1,808	1,807					
RALEIGH/DURHAM, N.C. (RDU)	74.3	82.8	2,524	2,523					
RAPID CITY, S.D. (RAP)	82.1	91.7	84	84					
RENO, NV. (RNO)	78.1	82.4	2,117	2,118					
RICHMOND, VA. (RIC)	75.4	84.5	1,313	1,310					

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

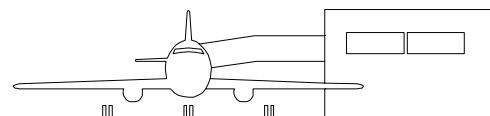
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

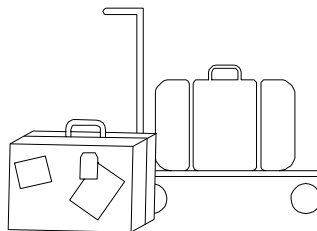
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

APR. '99 RANK	AIRLINE	APRIL 1999			APRIL 1998		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>Continental</i>	10,891	3,071,784	3.55	10,704	3,048,451	3.51
2	<i>America West</i>	5,809	1,464,270	3.97	4,426	1,473,987	3.00
3	<i>Delta</i>	33,633	8,472,536	3.97	34,988	8,415,875	4.16
4	<i>Southwest</i>	22,086	5,494,354	4.02	20,952	4,969,010	4.22
5	<i>TWA</i>	9,250	2,127,813	4.35	9,102	2,009,287	4.53
6	<i>US Airways</i>	22,549	5,022,196	4.49	17,122	5,012,650	3.42
7	<i>Northwest</i>	17,774	3,916,620	4.54	24,822	3,787,318	6.55
8	<i>American</i>	25,465	5,338,155	4.77	19,276	5,407,610	3.56
9	<i>Alaska</i>	6,478	972,705	6.66	4,475	930,586	4.81
10	<i>United</i>	43,972	6,210,170	7.08	42,315	6,184,118	6.84
Total		197,907	42,090,603	4.70	188,182	41,238,892	4.56

NOTES: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

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

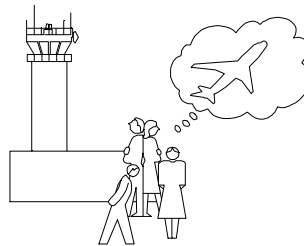
OVERSALES

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

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The reporting requirement is found in 14 C.F.R. 250.10.

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

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



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

OCT.-DEC. '98 RANK	AIRLINE	OCTOBER-DECEMBER 1998				OCTOBER-DECEMBER 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	US Airways	14,663	276	13,828,432	0.20	17,429	482	13,869,433	0.35
2	Continental	21,654	199	9,354,140	0.21	15,523	59	8,923,578	0.07
3	Northwest	21,898	277	11,924,507	0.23	23,393	350	12,268,417	0.29
4	United	31,783	1,019	19,908,771	0.51	35,307	913	18,857,122	0.48
5	American	57,954	1,075	18,010,537	0.60	47,127	610	17,926,721	0.34
6	Alaska	4,998	363	3,208,547	1.13	4,499	1,040	2,948,815	3.53
7	America West	13,021	538	4,425,724	1.22	12,154	719	4,481,937	1.60
8	TWA	5,214	694	5,423,028	1.28	9,295	656	5,572,315	1.18
9	Southwest	20,399	2,094	14,848,313	1.41	18,417	2,196	14,034,704	1.56
10	Delta	43,846	3,810	24,795,631	1.54	52,338	2,577	24,769,286	1.04
	TOTAL	235,430	10,345	125,727,630	0.82	235,482	9,602	123,652,328	0.78

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

Office of Aviation Enforcement and Proceedings
U.S. Department of Transportation

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

JAN.-DEC. '98 RANK	AIRLINE	JANUARY-DECEMBER 1998				JANUARY-DECEMBER 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	76,167	574	42,352,892	0.14	66,945	360	35,791,535	0.10
2	US Airways	81,830	1,267	56,564,712	0.22	85,232	4,662	57,540,342	0.81
3	Northwest	120,045	1,394	46,025,183	0.30	96,118	2,655	49,859,313	0.53
4	American	221,826	3,387	73,618,441	0.46	215,003	4,596	73,122,003	0.63
5	United	142,057	4,561	79,813,016	0.57	110,754	3,792	76,642,828	0.49
6	America West	49,811	2,074	18,174,910	1.14	59,441	3,771	19,044,151	1.98
7	Delta	233,732	13,449	102,405,802	1.31	259,413	15,297	100,230,962	1.53
8	Alaska	24,530	1,822	13,028,998	1.40	21,016	3,409	12,245,891	2.78
9	Southwest	81,201	10,230	59,053,217	1.73	72,142	12,074	55,935,896	2.16
10	TWA	50,005	6,039	23,132,879	2.61	31,862	2,930	22,546,838	1.30
	TOTAL	1,081,204	44,797	514,170,050	0.87	1,017,926	53,546	502,959,759	1.06

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

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the 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.

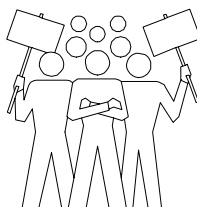


TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	APRIL 1999				APRIL 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1122	79	0	56	588	27	2	56
FOREIGN AIRLINES	93	0	0	1	67	2	0	2
TRAVEL AGENTS	0	0	0	0	2	0	0	0
TOUR OPERATORS	62	0	0	0	23	0	0	0
MISCELLANEOUS	37	9	0	4	22	6	0	7
CARGO COMPANIES	0	0	0	0	0	0	0	0
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INDUSTRY TOTALS	1314	88	0	61	702	35	2	65

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	APRIL 1999			APRIL 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	448		1	172	
DELAYS.....			163			52
CANCELLATIONS.....			151			50
MISCONNECTIONS.....			47			23
CUSTOMER SERVICE.....	2	240		2	147	
BAGGAGE.....	3	191		3	111	
TICKETING/BOARDING.....	4	166		4	93	
DISABLED.....			43			23
REFUNDS.....	5	75		5	63	
OVERSALES.....	6	61		7	40	
OTHER.....	7	57		6	43	
FREQUENT FLYER.....			30			25
FARES.....	8	46		8	18	
TOURS.....	9	15		10	6	
ADVERTISING.....	10	12		9	9	
SMOKING.....	11	2		12	0	
CREDIT.....	12	1		11	0	
		----			----	
COMPLAINT TOTAL		1314			702	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U.S.AIRLINES
BY COMPLAINT CATEGORY

APRIL 1999

U.S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
AIRTRAN AIRWAYS	3	2	1	0	0	1	3	0	0	0	0	0	10
ALASKA AIRLINES	1	0	2	0	0	2	0	0	0	0	0	0	5
AMERICA WEST AIRLINES	7	1	3	1	1	3	5	0	0	0	0	0	21
AMERICAN AIRLINES	58	12	20	4	2	30	30	0	1	0	0	6	163
AMERICAN EAGLE	3	1	0	0	0	1	1	0	0	0	0	0	6
AMERICAN TRANS AIR	0	0	1	0	0	2	4	0	0	0	2	0	9
COMAIR	1	0	0	0	0	2	2	1	0	0	0	0	6
CONTINENTAL AIRLINES	21	1	4	3	1	8	12	0	0	0	0	1	51
DELTA AIR LINES	34	6	24	2	3	14	29	0	0	0	0	14	126
EASTWIND AIRLINES	62	4	8	0	2	8	13	0	1	0	0	0	98
HAWAIIAN AIRLINES	2	1	0	0	0	1	1	0	0	0	0	1	6
KIWI AIRLINES	16	3	1	0	39	4	6	0	2	0	1	1	73
NORTHWEST AIRLINES	39	4	16	5	4	24	22	0	2	0	1	9	126
RENO AIR	3	0	3	0	2	0	2	0	0	0	0	0	10
SKY TREK AIRLINES	4	0	0	0	0	4	0	0	0	0	1	0	9
SOUTHWEST AIRLINES	0	1	5	0	1	0	1	0	0	0	0	0	8
SPIRIT AIRLINES	3	0	1	0	1	3	1	0	0	0	0	0	9
TOWER AIR	4	1	6	0	0	1	4	0	0	0	0	2	18
TRANS WORLD AIRLINES	8	3	6	1	2	6	9	0	0	0	0	2	37
UNITED AIRLINES	31	6	25	9	4	19	35	0	2	1	0	6	138
UNITED EXPRESS	2	1	0	0	0	2	1	0	0	0	0	1	7
US AIRWAYS	52	5	9	7	2	19	31	0	0	0	0	4	129
VANGUARD AIRLINES	4	1	5	4	0	0	2	0	2	0	0	0	18
OTHER U.S. AIRLINES	18	2	2	2	4	9	1	0	1	0	0	0	39
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APRIL 1999	376	55	142	38	68	163	215	1	11	1	5	47	1122
% OF TOTAL COMPLAINTS	33.5	4.9	12.7	3.4	6.1	14.5	19.2	0.1	1.0	0.1	0.4	4.2	
APRIL 1998	153	34	72	16	53	85	130	0	6	0	1	38	588
% OF TOTAL COMPLAINTS	26.0	5.8	12.2	2.7	9.0	14.5	22.1	0.0	1.0	0.0	0.2	6.5	

AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD.
COMPLAINTS AGAINST U.S.AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

TABLE 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE

APRIL 1999

U.S. AIRLINES A L P H A B E T I C A L	COMPS RECD IN APR	INCI - DENTS IN APR	PERCENT	INCI - DENTS IN MAR	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIRTRAN AIRWAYS	10	0	0.00	5	50.00	4	40.00	1	10.00
ALASKA AIRLINES	5	0	0.00	2	40.00	3	60.00	0	0.00
AMERICA WEST AIRLINES	21	0	0.00	11	52.38	10	47.62	0	0.00
AMERICAN AIRLINES	163	8	4.91	56	34.36	98	60.12	1	0.61
AMERICAN EAGLE	6	0	0.00	3	50.00	3	50.00	0	0.00
AMERICAN TRANS AIR	9	0	0.00	7	77.78	2	22.22	0	0.00
COMAIR	6	0	0.00	2	33.33	3	50.00	1	16.67
CONTINENTAL AIRLINES	51	2	3.92	24	47.06	25	49.02	0	0.00
DELTA AIR LINES	126	10	7.94	66	52.38	48	38.10	2	1.59
EASTWIND AIRLINES	98	65	66.33	28	28.57	5	5.10	0	0.00
HAWAIIAN AIRLINES	6	0	0.00	0	0.00	5	83.33	1	16.67
KIWI AIRLINES	73	8	10.96	34	46.58	25	34.25	6	8.22
NORTHWEST AIRLINES	126	5	3.97	54	42.86	66	52.38	1	0.79
RENO AIR	10	0	0.00	1	10.00	9	90.00	0	0.00
SKY TREK AIRLINES	9	2	22.22	2	22.22	4	44.44	1	11.11
SOUTHWEST AIRLINES	8	0	0.00	2	25.00	4	50.00	2	25.00
SPIRIT AIRLINES	9	0	0.00	1	11.11	7	77.78	1	11.11
TOWER AIR	18	6	33.33	6	33.33	6	33.33	0	0.00
TRANS WORLD AIRLINES	37	3	8.11	16	43.24	17	45.95	1	2.70
UNITED AIRLINES	138	8	5.80	61	44.20	62	44.93	7	5.07
UNITED EXPRESS	7	0	0.00	4	57.14	2	28.57	1	14.29
US AIRWAYS	129	4	3.10	71	55.04	52	40.31	2	1.55
VANGUARD AIRLINES	18	0	0.00	4	22.22	11	61.11	3	16.67
OTHER U.S. AIRLINES	39	3	7.69	15	38.46	17	43.59	4	10.26
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TOTALS	1122	124	11.05	475	42.34	488	43.49	35	3.12
PRIOR YEAR'S TOTALS	588	130	22.11	232	39.46	215	36.56	11	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'.

TABLE 5

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S. AIRLINES
BY COMPLAINT CATEGORY

APRIL 1999

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR ARUBA	5	0	0	0	0	0	2	0	0	0	0	2	9
AIR FRANCE	0	0	0	0	0	4	0	0	0	0	0	1	5
BRITISH AIRWAYS	5	1	2	0	0	2	3	0	0	0	0	1	14
IBERIA AIRLINES	0	0	1	0	1	2	1	0	0	0	0	0	5
KLM	1	0	3	1	0	0	1	0	0	0	0	1	7
LAKER AIRWAYS	4	0	0	0	0	0	1	0	0	0	0	0	5
MEXICANA	1	1	1	0	0	0	3	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	12	4	3	0	5	11	4	1	0	0	0	2	42
TOTAL	28	6	10	1	6	19	15	1	0	0	0	7	93
TOUR OPERATORS													
SUNJET INT'L SALES	33	0	2	2	0	5	4	0	1	0	0	0	47
OTHER TOUR OPERATORS	5	0	1	0	0	0	3	0	0	0	5	1	15
TOTAL	38	0	3	2	0	5	7	0	1	0	5	1	62
MISCELLANEOUS													
OTHER MISCELLANEOUS	6	0	11	5	1	4	3	0	0	0	5	2	37
TOTAL	6	0	11	5	1	4	3	0	0	0	5	2	37
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

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

APRIL
Consumer Complaints: Rankings
U.S. AIRLINES*

APR. '99 RANK	AIRLINE	APRIL 1999			APRIL 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	8	5,507,534	0.15	13	4,976,534	0.26
2	Alaska	5	1,110,563	0.45	3	1,053,404	0.28
3	Continental	51	3,681,935	1.39	14	3,589,915	0.39
4	Delta	126	9,007,831	1.40	70	8,979,721	0.78
5	America West	21	1,491,311	1.41	24	1,514,540	1.58
6	T W A	37	2,220,108	1.67	22	2,119,646	1.04
7	United	138	6,985,400	1.98	86	6,961,896	1.24
8	American	163	6,775,622	2.41	69	6,850,343	1.01
9	US Airways	129	4,996,149	2.58	29	5,175,943	0.56
10	Northwest	126	4,652,077	2.71	78	4,508,848	1.73
	TOTAL	804	46,428,530	1.73	408	45,730,790	0.89

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

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

COMPLAINT CATEGORIES

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether or not the airline complied with DOT oversale regulations.

Reservations, Ticketing, Boarding, 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.

