



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: October 1999

Includes data for the following periods:

Flight Delays	August 1999 12 Months Ending August 1999
Mishandled Baggage	August 1999
Oversales	2nd Quarter 1999 January-June 1999
Consumer Complaints	August 1999
Disability Complaints	August 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/>.

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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



FLIGHT DELAYS

This section provides information about airline on-time performance 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.

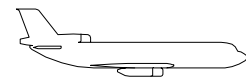
Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for 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/ -----
TWA S/	29	85.0	78	84.9
SOUTHWEST S/	14	80.4	55	81.7
NORTHWEST S/	29	81.0	115	81.3
AMERICAN S/	29	78.3	93	78.4
DELTA S/	29	77.7	114	78.0
CONTINENTAL S/	28	75.1	77	75.6
UNITED S/	29	71.6	100	71.8
US AIRWAYS S/	25	70.1	89	69.0
ALASKA S/	7	64.4	35	64.4
AMERICA WEST S/	26	62.5	51	62.9
T O T A L		75.6		76.1

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

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

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AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME
AND CARRIER RANK, BY MONTH, QUARTER, AND DATABASE TO DATE

CARRIER	3RD QUARTER 07-09 1998		4TH QUARTER 10-12 1998		1ST QUARTER 01-03 1999		2ND QUARTER 04-06 1999		06 1999		07 1999		08 1999		12 MONTHS ENDING 08 1999	DATA BASE TO DATE 09 1987 - 08 1999
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	74.8	(8)	67.1	(10)	69.6	(9)	72.5	(7)	74.2	(3)	72.6	(5)	64.4	(9)	70.3	(9)
AMERICA WEST	66.5	(9)	68.1	(9)	74.1	(7)	72.3	(8)	70.8	(5)	59.5	(10)	62.9	(10)	69.5	(10)
AMERICAN	80.0	(6)	79.8	(6)	70.4	(8)	66.5	(10)	64.7	(10)	70.7	(6)	78.4	(4)	73.4	(7)
CONTINENTAL	81.0	(5)	82.1	(4)	78.3	(2)	74.2	(5)	68.8	(7)	67.9	(8)	75.6	(6)	77.7	(4)
DELTA	83.6	(2)	82.6	(3)	77.0	(3)	76.9	(4)	72.3	(4)	74.1	(3)	78.0	(5)	79.0	(3)
NORTHWEST	58.6	(10)	83.3	(2)	75.2	(5)	79.3	(1)	75.1	(2)	73.8	(4)	81.3	(3)	75.5	(5)
SOUTHWEST	83.9	(1)	79.8	(5)	80.2	(1)	78.2	(2)	76.9	(1)	78.4	(1)	81.7	(2)	80.0	(1)
TWA	82.8	(3)	83.7	(1)	75.8	(4)	77.0	(3)	68.2	(8)	76.5	(2)	84.9	(1)	79.9	(2)
UNITED	76.0	(7)	76.7	(8)	74.6	(6)	71.3	(9)	68.9	(6)	69.5	(7)	71.8	(7)	74.0	(6)
US AIRWAYS	81.4	(4)	76.8	(7)	68.5	(10)	72.8	(6)	68.1	(9)	61.2	(9)	69.0	(8)	72.5	(8)
TOTAL	78.3		79.4		74.8		74.3		70.9		71.1		76.1		75.9	

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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	762	77.8	1427	75.2	248	72.6	216	78.7	93	75.3	1048	74.6	583	81.0
AS	H/		H/		H/		H/		H/		H/		H/	
CO	694	72.2	805	70.1	324	75.0	133	78.9	27	85.2	684	74.9	399	70.4
DL	18699	76.2	2144	79.1	399	72.7	279	78.5	6179	82.0	1375	79.4	619	75.3
HP	155	45.8	276	55.1	150	46.0	H/		H/		62	79.0	216	55.6
NW	549	72.9	646	72.3	398	72.6	212	77.8	27	70.4	607	77.3	309	75.7
TW	213	75.6	248	79.0	186	84.9	120	94.2	140	84.3	298	82.9	182	84.1
UA	637	75.0	1425	75.4	403	72.2	155	71.6	177	71.8	523	72.3	9484	78.1
US	795	59.2	2640	66.3	2350	69.7	8968	75.9	H/		2597	75.4	245	79.2
WN	H/		H/		2660	80.1	H/		H/		H/		H/	
TOTAL	22504	75.2	9611	72.6	7118	74.3	10083	76.2	6643	81.7	7194	76.3	12037	77.5

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	15001	85.4	464	71.8	966	64.2	589	74.4	1043	79.4	341	77.1	2208	74.8
AS	H/		H/		H/		H/		H/		257	54.5	794	64.5
CO	590	80.8	351	72.9	6626	68.8	8876	82.2	H/		403	74.4	735	77.3
DL	3809	83.6	341	71.3	985	64.3	372	72.6	1016	72.4	806	81.6	1392	79.5
HP	186	46.2	124	49.2	279	44.4	154	47.4	217	57.1	2408	65.3	799	59.4
NW	448	80.4	10539	85.8	571	61.8	337	86.4	124	82.3	310	82.9	651	75.4
TW	297	86.9	248	78.2	186	72.6	124	84.7	1067	82.7	186	82.8	343	78.7
UA	606	74.4	341	72.4	984	63.8	425	71.5	570	81.1	1151	70.0	5467	71.9
US	297	68.7	421	64.1	392	59.7	293	70.0	H/		132	68.2	474	68.1
WN	H/		580	81.6	H/		204	85.8	H/		4477	80.9	3578	77.3
TOTAL	21234	84.0	13409	82.9	10989	66.3	11374	80.5	4037	77.6	10471	75.1	16441	73.6

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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	1576	71.4	671	73.6	3276	68.7	549	72.9	9268	76.7	222	82.4	700	67.1
AS	H/		H/		H/		H/		H/		1466	80.1	H/	
CO	431	74.0	535	71.4	394	69.5	253	71.5	611	68.6	155	75.5	288	74.0
DL	2258	76.2	2918	80.7	465	66.9	371	63.6	834	70.0	617	81.2	701	70.8
HP	31	67.7	66	31.8	62	35.5	124	62.9	216	50.9	186	62.9	155	42.6
NW	602	70.1	500	74.0	266	61.3	10525	84.4	820	71.5	248	71.0	488	70.1
TW	213	75.6	326	83.7	221	80.5	289	81.7	386	73.1	155	81.9	177	83.6
UA	887	72.2	628	69.1	469	66.5	684	66.5	13303	73.8	1080	69.8	793	71.8
US	2347	64.5	1551	64.0	509	59.7	239	59.8	624	62.5	H/		6458	66.3
WN	H/		1093	84.8	H/		H/		H/		939	84.9	H/	
TOTAL	8345	71.0	8288	75.4	5662	67.4	13034	81.4	26062	74.0	5068	77.9	9760	67.5

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	556	84.0	93	72.0	626	82.1	600	80.3	971	68.7	186	83.3	372	76.6	372	79.6
AS	248	46.4	H/		372	65.3	4083	61.9	580	54.5	H/		H/		H/	
CO	306	64.7	88	81.8	306	77.5	359	75.2	522	63.4	155	77.4	141	77.3	429	71.1
DL	710	76.5	279	76.0	495	82.6	644	74.1	773	63.3	4828	83.6	307	71.0	1032	73.6
HP	6517	68.0	H/		310	55.8	215	50.2	341	44.3	137	67.9	93	65.6	62	43.5
NW	278	69.4	140	84.3	186	72.0	708	69.2	552	63.2	133	72.9	346	82.1	308	73.1
TW	211	82.0	173	83.2	155	84.5	186	73.7	248	64.9	120	75.0	10957	87.9	217	79.3
UA	992	70.4	208	68.3	960	69.3	1605	66.4	7390	60.8	465	74.8	274	70.8	314	74.2
US	207	66.2	7526	75.0	155	65.2	203	53.2	368	62.5	H/		284	67.6	1169	61.1
WN	5063	79.5	H/		2344	81.3	1118	80.3	435	64.6	1082	79.2	2631	82.9	1222	82.0
TOTAL	15088	72.8	8507	75.2	5909	76.4	9721	67.5	12180	61.3	7106	81.6	15405	85.4	5125	72.9

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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	74.2	74.4	77.6	83.3	85.9	J/	96.5	88.8	87.3	66.5	87.2	83.8	98.6	93.7	86.4	58.1
700 - 759 AM	91.7	80.4	93.2	88.9	87.2	86.9	91.8	93.7	91.4	72.2	94.4	77.4	94.9	91.9	78.5	95.2
800 - 859 AM	85.1	83.1	88.9	87.1	88.3	80.6	88.3	92.3	92.6	82.1	92.5	61.9	89.9	83.6	79.9	92.6
900 - 959 AM	85.0	81.2	89.8	76.5	85.3	83.5	85.8	90.0	89.0	88.4	89.1	83.9	85.0	86.3	78.8	89.9
1000 - 1059 AM	79.3	82.0	89.4	84.4	90.0	84.5	87.3	84.9	86.5	84.3	91.4	95.2	81.7	78.6	81.2	85.6
1100 - 1159 AM	83.7	78.0	85.4	83.9	84.7	85.8	82.8	85.5	85.2	84.9	87.3	86.3	84.1	72.6	81.7	82.1
1200 - 1259 PM	83.7	83.6	89.3	77.4	77.0	86.8	88.2	88.1	88.6	80.1	84.7	90.3	81.8	77.2	85.8	80.7
100 - 159 PM	79.9	80.9	77.8	78.2	81.5	82.1	82.2	83.9	89.6	79.1	85.5	83.9	80.6	70.7	78.2	79.5
200 - 259 PM	78.3	78.6	87.1	79.1	85.5	83.2	76.4	83.5	88.0	70.0	82.4	84.5	80.3	78.3	75.0	81.4
300 - 359 PM	76.3	77.4	71.6	72.3	83.5	74.0	75.7	86.2	78.7	64.7	77.5	82.7	68.6	70.2	77.1	79.9
400 - 459 PM	65.0	74.1	66.7	73.4	70.4	72.3	71.1	82.9	80.7	54.7	78.1	74.6	75.1	70.1	66.0	76.2
500 - 559 PM	68.2	64.6	61.1	76.6	79.7	71.3	68.6	84.4	78.2	62.6	73.4	78.6	66.4	71.1	63.9	67.9
600 - 659 PM	65.6	63.9	68.2	72.2	80.3	70.0	70.0	79.6	75.4	50.6	65.7	73.5	66.2	66.6	60.7	66.9
700 - 759 PM	68.4	57.8	59.3	64.5	73.1	66.7	68.4	80.7	79.2	52.7	75.7	70.9	67.4	66.5	55.7	59.0
800 - 859 PM	65.8	60.5	62.8	58.2	77.4	66.5	65.7	73.9	82.0	47.9	67.6	72.6	72.7	67.0	59.5	63.9
900 - 959 PM	63.6	65.7	62.9	65.6	75.4	63.2	64.3	79.5	73.3	58.3	71.1	76.1	68.3	67.1	62.4	72.2
1000 - 1059 PM	71.4	64.1	65.7	74.2	75.8	68.9	73.3	75.2	79.1	54.5	72.6	71.5	65.4	65.8	65.5	63.5
1100 - 559 AM	74.0	75.7	72.9	71.3	76.4	78.9	70.5	81.7	76.1	70.0	68.2	80.8	68.3	75.8	66.2	70.5
TOTAL, ALL ARRIVALS, BY AIRPORT	75.2	72.6	74.3	76.2	81.7	76.3	77.5	84.0	82.9	66.3	80.5	77.6	75.1	73.6	71.0	75.4

SCHEDULED ARRIVAL TIME		ARRIVAL AIRPORT													
		MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600	- 659 AM	66.7	90.8	86.2	J/	73.4	92.0	83.4	J/	71.0	80.6	J/	90.0	82.3	85.2
700	- 759 AM	93.5	90.1	86.9	93.0	83.5	86.6	86.1	92.4	94.0	92.9	91.1	92.3	100.0	89.5
800	- 859 AM	95.2	91.4	85.3	96.1	72.1	86.3	79.2	91.5	90.2	88.7	92.3	90.2	95.2	87.2
900	- 959 AM	82.0	84.1	84.4	94.5	74.7	76.2	87.5	89.8	88.8	70.8	90.3	92.0	89.6	84.8
1000	- 1059 AM	79.0	82.9	78.5	93.1	78.2	76.9	79.2	86.7	74.8	58.0	88.6	91.5	84.5	82.3
1100	- 1159 AM	83.6	81.1	75.0	82.5	79.8	77.7	80.3	80.6	66.9	64.7	88.3	94.1	80.7	80.7
1200	- 1259 PM	66.8	83.2	74.9	83.3	75.0	73.3	77.4	78.3	65.8	56.1	85.0	88.9	77.5	79.6
100	- 159 PM	71.6	83.0	76.9	71.3	81.0	72.7	76.9	78.0	66.1	56.2	78.4	86.0	80.3	78.6
200	- 259 PM	79.6	80.6	74.6	81.5	74.2	75.4	82.6	64.6	68.5	63.0	77.4	88.3	82.6	78.8
300	- 359 PM	60.9	79.7	73.9	79.1	71.3	69.6	80.6	82.1	65.8	54.2	80.5	89.2	71.3	74.8
400	- 459 PM	62.8	78.7	69.3	78.3	58.6	69.1	71.5	71.3	70.4	62.6	83.6	83.5	66.3	71.2
500	- 559 PM	54.9	79.8	68.3	75.1	61.0	64.9	63.2	77.4	57.3	62.1	75.8	77.6	69.8	70.8
600	- 659 PM	52.5	75.3	63.5	68.8	53.7	60.9	83.7	73.9	65.0	58.8	73.1	73.1	56.5	66.8
700	- 759 PM	59.7	76.1	66.4	72.5	62.3	62.8	64.7	65.5	59.7	57.1	78.4	81.5	57.9	68.8
800	- 859 PM	44.5	78.1	66.3	64.0	56.6	62.3	70.9	67.4	59.1	56.0	81.8	81.2	60.6	66.1
900	- 959 PM	61.2	77.9	66.3	71.8	63.5	72.7	69.4	74.2	63.1	49.9	75.2	77.3	63.9	69.2
1000	- 1059 PM	63.1	79.0	60.8	64.9	66.1	65.8	76.4	69.0	57.8	51.5	74.6	74.4	64.4	66.9
1100	- 559 AM	68.8	73.4	83.1	74.4	67.6	71.0	74.0	70.8	69.4	57.9	65.6	78.2	73.7	72.6
TOTAL, ALL ARRIVALS, BY AIRPORT		67.4	81.4	74.0	77.9	67.5	72.8	75.2	76.4	67.5	61.3	81.6	85.4	72.9	75.6

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TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.3	88.0	95.4	92.9	83.9	94.9	92.2	90.5	88.3	90.3	93.6	91.8	90.4	93.3	88.6	96.1
700 - 759 AM	89.5	85.5	90.1	86.0	92.6	90.4	87.3	92.9	86.1	86.6	90.6	89.8	88.8	89.2	85.6	95.1
800 - 859 AM	87.6	85.2	88.0	87.5	89.4	88.3	88.7	87.9	86.6	81.1	90.6	86.0	88.5	87.4	85.0	92.1
900 - 959 AM	85.2	87.3	82.2	84.7	90.0	89.2	88.4	88.0	85.7	81.3	90.1	92.3	79.1	80.9	79.3	90.6
1000 - 1059 AM	84.6	86.3	84.1	77.5	92.8	89.5	86.8	86.2	86.5	86.1	89.0	87.1	77.8	79.5	82.8	91.2
1100 - 1159 AM	77.5	85.1	82.5	78.4	93.0	89.1	87.1	80.9	84.2	84.8	90.7	91.8	79.0	72.7	84.1	88.9
1200 - 1259 PM	85.4	82.7	82.7	77.8	87.7	90.1	83.0	84.2	82.2	85.6	86.9	89.9	81.2	72.2	84.2	82.4
100 - 159 PM	83.8	86.8	68.0	77.7	96.8	88.0	80.3	87.3	83.0	82.9	87.0	92.6	74.6	75.2	85.3	86.5
200 - 259 PM	78.5	85.5	78.3	77.0	83.2	82.2	84.5	82.1	76.0	77.4	80.7	93.0	74.6	77.9	77.0	82.4
300 - 359 PM	76.6	74.9	72.6	69.8	83.6	83.0	79.7	82.5	77.7	74.3	78.5	87.1	75.6	69.1	76.5	79.5
400 - 459 PM	73.0	77.2	64.7	66.6	83.6	75.5	72.2	79.9	70.2	65.5	72.7	82.4	61.9	70.8	76.6	78.2
500 - 559 PM	68.5	70.3	59.1	70.4	74.2	78.3	73.7	79.1	78.5	56.1	74.6	78.1	58.9	68.6	69.2	69.1
600 - 659 PM	68.1	62.3	64.1	65.4	80.1	76.7	71.9	78.3	76.9	56.6	72.9	80.6	64.3	69.2	69.5	72.7
700 - 759 PM	69.0	64.0	53.1	65.0	80.6	73.4	73.4	82.7	72.6	58.7	73.7	75.1	63.9	62.1	66.6	76.8
800 - 859 PM	66.2	67.5	65.0	66.7	83.1	70.3	73.6	79.2	79.1	54.8	76.3	59.1	56.1	69.0	63.7	69.4
900 - 959 PM	72.7	85.7	59.2	57.8	72.7	76.2	75.5	90.3	81.8	49.0	76.7	83.9	64.8	70.3	70.6	68.4
1000 - 1059 PM	73.1	J/	42.9	68.6	83.9	J/	61.3	80.8	75.3	74.1	74.2	77.4	75.9	83.8	J/	87.1
1100 - 559 AM	72.3	100.0	93.5	77.4	J/	J/	91.2	85.2	91.2	87.3	74.2	74.5	65.7	83.7	J/	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	78.1	79.2	75.7	74.2	85.8	83.4	81.0	83.6	81.0	74.4	82.6	83.8	73.3	77.1	78.5	82.8

SCHEDULED DEPARTURE TIME		DEPARTURE AIRPORT													
		MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600	- 659 AM	85.6	95.3	91.5	92.6	89.2	92.7	89.6	94.1	92.7	87.8	92.7	95.0	95.5	91.5
700	- 759 AM	88.5	88.9	88.7	95.9	86.7	88.3	82.7	93.0	82.0	90.5	90.3	92.1	93.5	89.1
800	- 859 AM	80.6	85.6	88.4	87.8	80.6	82.6	80.9	85.3	83.1	89.9	92.1	88.5	89.0	86.9
900	- 959 AM	82.2	89.1	85.2	86.3	77.1	75.2	78.6	88.1	81.3	82.0	92.5	89.1	91.1	84.7
1000	- 1059 AM	91.4	86.3	83.2	87.6	77.9	76.1	82.2	81.0	83.1	76.4	87.7	89.0	86.2	84.2
1100	- 1159 AM	84.4	84.1	79.1	82.1	77.1	70.5	78.2	76.6	65.5	66.4	85.7	89.1	83.2	80.9
1200	- 1259 PM	81.0	78.6	81.4	79.7	80.9	71.2	82.6	80.3	59.0	64.4	85.4	83.6	82.6	80.4
100	- 159 PM	74.8	80.2	79.8	81.4	78.8	70.7	79.6	75.6	61.0	71.8	83.4	84.9	80.6	79.8
200	- 259 PM	74.8	80.0	76.6	72.2	74.8	63.8	78.2	64.5	62.4	62.8	84.7	83.9	76.7	77.8
300	- 359 PM	69.4	77.8	74.4	82.2	73.2	66.0	73.0	74.2	67.7	64.0	75.3	84.6	91.9	75.9
400	- 459 PM	63.7	81.4	72.5	74.7	66.7	70.5	74.8	78.1	58.7	62.2	80.2	83.5	72.9	73.1
500	- 559 PM	58.8	79.4	70.6	78.3	55.7	62.3	69.9	60.5	60.1	64.4	80.6	80.3	76.8	69.9
600	- 659 PM	67.5	80.8	69.7	71.8	59.1	60.6	73.1	69.9	59.8	67.3	72.4	75.8	69.9	70.8
700	- 759 PM	50.8	80.6	67.1	71.2	61.4	58.1	81.0	65.6	64.6	58.8	72.1	80.4	75.6	67.9
800	- 859 PM	62.4	78.5	70.6	70.9	66.7	59.9	68.2	67.7	61.9	58.5	81.6	76.1	65.4	71.0
900	- 959 PM	J/	76.9	68.7	72.8	59.6	60.1	66.1	77.7	54.6	62.8	75.5	78.7	56.3	70.8
1000	- 1059 PM	J/	79.5	75.1	90.3	J/	74.4	73.6	87.3	77.7	72.4	83.3	76.7	85.5	77.0
1100	- 559 AM	83.9	93.5	100.0	92.5	93.5	91.4	90.3	98.4	78.5	74.0	87.5	79.2	96.8	76.5
TOTAL, ALL DEPARTURES, BY AIRPORT		73.2	82.6	77.9	82.5	71.5	72.2	76.2	79.5	71.0	72.4	83.8	83.8	82.0	78.5

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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
HP	2612	PHX-ATL	1155	31	93.55	36	32
UA	2277	PDX-SFO	2128	31	90.32	79	55
UA	1698	LAS-SFO	1743	31	90.32	76	53
HP	2850	SEA-PHX	1641	31	90.32	70	36
AS	373	SFO-SEA	1513	31	90.32	56	38
DL	410	SFO-ATL	1115	31	90.32	41	28
AS	85	SEA-ANC	1215	31	90.32	33	29
US	1192	CLT-IAD	1515	26	88.46	40	31
US	111	PHL-SEA	1930	17	88.24	69	58
AS	386	SEA-SFO	1232	31	87.10	49	35
AS	766	SEA-PHX	1610	31	87.10	47	36
US	510	CLE-PHL	1525	31	87.10	47	28
US	1961	BOS-ATL	1200	15	86.67	19	19
UA	2270	SFO-PDX	1933	31	83.87	77	49
HP	2116	LAS-LAX	2337	31	83.87	61	38
UA	930	LAS-SFO	0950	31	83.87	53	52
WN	79	PHX-HOU	1525	31	83.87	37	30
WN	1474	ABQ-PHX	1605	31	83.87	28	27
US	2760	IAD-BDL	1945	22	81.82	51	39
UA	654	ORD-EWR	1530	27	81.48	59	38
US	2798	STL-IAD	1740	27	81.48	56	28
WN	1702	HOU-MSY	2140	27	81.48	34	30
US	1125	IAD-CLT	1700	26	80.77	43	24
UA	2393	SEA-SFO	1828	31	80.65	86	59
HP	2687	EWR-PHX	1740	31	80.65	64	35
HP	2208	PHX-ABQ	1725	31	80.65	51	30
HP	2613	PHX-ATL	1700	31	80.65	47	37
HP	2767	PHX-SMF	1310	31	80.65	44	32
AS	560	SEA-SAN	1744	31	80.65	43	36
WN	79	HOU-MSY	2020	31	80.65	42	35
HP	2561	PHX-MCO	1200	31	80.65	40	23
WN	1702	LAS-HOU	1615	31	80.65	37	31
AS	466	SEA-LAX	1855	31	80.65	36	26
NW	999	DTW-MIA	1215	31	80.65	36	30
AS	328	SEA-SMF	1841	31	80.65	31	24
WN	1702	LAX-LAS	1500	31	80.65	30	24
WN	1183	LAS-ABQ	1325	31	80.65	26	27

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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 -----
ALASKA	464	24	5.2
AMERICA WEST	594	27	4.5
US AIRWAYS	2078	37	1.8
UNITED	2245	20	0.9
SOUTHWEST	2496	19	0.8
CONTINENTAL	1185	5	0.4
DELTA	2530	8	0.3
AMERICAN	1920	4	0.2
NORTHWEST	1562	1	0.1
TWA	800	0	0.0
TOTAL	15874	145	0.9

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
AKRON/CANTON, OH. (CAK)	78.4	87.5	88	88	ELMIRA, N.Y. (ELM)	82.0	89.2	111	111
ALBANY, N.Y. (ALB)	69.6	81.7	997	994	ERIE, PA. (ERI)	77.2	86.8	114	114
ALBUQUERQUE, N.M. (ABQ)	79.3	83.7	3,339	3,336	EUGENE, OR. (EUG)	70.4	74.7	186	186
ALLENTOWN, PA. (ABE)	80.8	87.8	525	523	FAIRBANKS, AK. (FAI)	68.3	81.5	593	593
AMARILLO, TX. (AMA)	77.5	87.9	413	413	FARGO, N.D. (FAR)	78.6	89.5	238	238
ANCHORAGE, AK. (ANC)	67.5	77.8	2,367	2,367	FAYETTEVILLE, N.C. (FAY)	70.6	79.2	119	120
ASHEVILLE, N.C. (AVL)	81.5	86.3	124	124	FLINT, MI. (FNT)	66.7	93.5	93	93
ATLANTA, GA. (ATL)	75.2	78.1	22,504	22,541	FRESNO, CA. (FAT)	80.6	90.3	31	31
AUGUSTA, GA. (AGS)	87.1	94.6	93	93	FT. LAUDERDALE, FL. (FLL)	68.4	79.3	3,718	3,714
AUSTIN, TX. (AUS)	81.3	88.9	3,888	3,884	FT. MYERS, FL. (RSW)	73.7	86.1	952	953
BAKERSFIELD, CA. (BFL)	83.9	93.5	31	31	FT. WAYNE, IN. (FWA)	74.2	77.4	31	31
BALTIMORE, MD. (BWI)	74.3	75.7	7,118	7,118	GRAND FORKS, N.D. (GFK)	70.8	95.5	89	88
BARROW, AK. (BRW)	64.8	65.9	88	88	GRAND RAPIDS, MI. (GRR)	78.6	89.0	756	755
BATON ROUGE, LA. (BTR)	84.9	92.4	398	395	GREAT FALLS, MT. (GTF)	84.4	89.8	186	186
BETHEL, AK. (BET)	71.6	68.2	88	88	GREEN BAY, WI. (GRB)	81.9	90.8	238	238
BILLINGS, MT. (BIL)	75.4	87.1	248	248	GREENBRIER, W.V. (LWB)	61.5	76.9	13	13
BINGHAMTON, N.Y. (BGM)	80.9	86.5	89	89	GREENSBORO/HIGH PT., N.C. (GSO)	70.5	81.1	1,282	1,281
BIRMINGHAM, AL. (BHM)	80.2	85.1	1,768	1,763	GREENVILLE/SPARTBG., S.C. (GSP)	75.3	85.5	586	588
BISMARCK, N.D. (BIS)	85.5	95.2	124	124	GULFPORT/BILOXI, MS. (GPT)	89.2	96.8	93	93
BOISE, ID. (BOI)	82.0	82.1	1,008	1,008	GUSTAVUS, AK. (GST)	71.0	58.1	31	31
BOSTON, MA. (BOS)	72.6	79.2	9,611	9,606	HARLINGEN, TX. (HRL)	81.4	86.9	360	359
BOZEMAN, MT. (BZN)	67.1	90.2	164	164	HARRISBURG, PA. (MDT)	71.9	88.2	638	638
BRISTOL, TN. (TRI)	67.9	83.0	112	112	HARTFORD, CT./SPGFLD, MA. (BDL)	77.5	84.3	2,723	2,730
BUFFALO, N.Y. (BUF)	71.5	81.6	1,690	1,688	HELENA, MT. (HLN)	90.3	86.0	93	93
BURBANK, CA. (BUR)	76.5	79.5	2,435	2,435	HONOLULU, OAHU, HI. (HNL)	66.8	90.8	964	965
BURLINGTON, VT. (BTV)	64.5	80.4	245	245	HOUSTON, TX. (HOU)	83.4	80.6	5,013	5,015
CEDAR RAPIDS/IOWA CTY, IA. (CID)	78.5	91.6	479	477	HOUSTON, TX. (IAH)	80.5	82.6	11,374	11,369
CHARLESTON, S.C. (CHS)	68.8	79.2	599	597	HUNTSVILLE/DECATUR, AL. (HSV)	73.9	83.7	509	509
CHARLESTON, W.V. (CRW)	75.0	89.3	112	112	INDIANAPOLIS, IN. (IND)	76.0	85.4	3,034	3,034
CHARLOTTE, N.C. (CLT)	76.2	74.2	10,083	10,087	INDIO/PALM SPRINGS, CA. (PSP)	62.1	87.9	124	124
CHATTANOOGA, TN. (CHA)	71.1	82.9	83	82	ISLIP/LONG IS., N.Y. (ISP)	80.2	86.1	620	620
CHICAGO, IL. (MDW)	82.6	78.2	4,551	4,554	ITHACA, N.Y. (ITH)	78.4	89.2	111	111
CHICAGO, IL. (ORD)	74.0	77.9	26,062	26,062	JACKSON/VICKSBURG, MS. (JAN)	85.6	88.7	789	795
CINCINNATI, OH. (CVG)	81.7	85.8	6,643	6,635	JACKSON, WY. (JAC)	70.1	90.7	97	97
CLEVELAND, OH. (CLE)	76.2	83.9	4,947	4,950	JACKSONVILLE, FL. (JAX)	71.8	82.7	1,963	1,959
COLORADO SPRINGS, CO. (COS)	74.5	87.8	1,053	1,054	JUNEAU, AK. (JNU)	66.8	63.1	536	536
COLUMBIA, S.C. (CAE)	70.9	80.0	405	404	KAHULUI, MAUI, HI. (OGG)	68.1	83.9	279	279
COLUMBUS, OH. (CMH)	75.0	82.0	3,285	3,287	KALAMAZOO, MI. (AZO)	83.2	93.2	190	190
CORDOVA, AK. (CDV)	56.5	62.9	62	62	KALISPELL, MT. (FCA)	83.3	87.6	132	153
CORPUS CHRISTI, TX. (CRP)	75.3	85.9	263	262	KANSAS CITY, MO. (MCI)	81.3	86.2	5,251	5,248
DALLAS/FT. WORTH, TX. (DAL)	84.8	82.6	4,250	4,253	KETCHIKAN, AK. (KTN)	63.7	66.1	248	248
DALLAS/FT. WORTH, TX. (DFW)	84.0	83.6	21,234	21,229	KING SALMON, AK. (AKN)	59.1	70.5	44	44
DAYTON, OH. (DAY)	76.1	88.5	925	925	KNOXVILLE, TN. (TYS)	78.2	86.3	556	560
DAYTONA BEACH, FL. (DAB)	72.9	85.8	155	155	KODIAK, AK. (ADQ)	64.5	69.4	62	62
DEADHORSE, AK. (SCC)	64.9	66.7	57	57	KONA, HAWAII, HI. (KOA)	61.3	90.3	62	62
DENVER, CO. (DEN)	77.5	81.0	12,037	12,039	KOTZEBUE, AK. (OTZ)	68.0	72.0	75	75
DES MOINES, IA. (DSM)	77.0	90.3	638	637	LA CROSSE, WI. (LSE)	77.8	80.8	27	26
DETROIT, MI. (DTW)	82.9	81.0	13,409	13,409	LANSING, MI. (LAN)	79.6	92.3	181	181
DILLINGHAM, AK. (DLG)	77.3	79.5	44	44	LAS VEGAS, NV. (LAS)	75.1	73.3	10,471	10,474
DULUTH, MN. (DLH)	81.9	87.0	116	115	LEXINGTON/FRKFT, KY. (LEX)	72.9	82.5	306	302
DUTCH HARBOR, AK. (DUT)	53.4	56.9	58	58	LIHUE, KAUAI, HI. (LIH)	77.1	82.9	35	35
EL PASO, TX. (ELP)	79.7	85.9	2,169	2,169	LINCOLN, NE. (LNK)	83.7	89.3	270	271

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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.
LITTLE ROCK, AR. (LIT)	84.5	90.9	1,103	1,102	ROCHESTER, N.Y. (ROC)	70.5	81.5	1,263	1,262
LONG BEACH, CA. (LGB)	76.7	85.5	275	275	SACRAMENTO, CA. (SMF)	78.0	83.2	3,252	3,252
LOS ANGELES, CA. (LAX)	73.6	77.1	16,441	16,435	SAGINAW, MI. (MBS)	74.1	87.4	309	310
LOUISVILLE, KY. (SDF)	81.4	88.1	1,966	1,965	SALT LAKE CITY, UT. (SLC)	81.6	83.8	7,106	7,075
LUBBOCK, TX. (LBB)	84.2	88.4	501	501	SAN ANTONIO, TX. (SAT)	81.9	88.6	3,304	3,302
MADISON, WI. (MSN)	72.9	89.9	399	398	SAN DIEGO, CA. (SAN)	76.4	79.5	5,909	5,913
MANCHESTER, N.H. (MHT)	71.9	76.0	1,116	1,114	SAN FRANCISCO, CA. (OAK)	78.9	79.9	4,815	4,811
MEDFORD, OR. (MFR)	58.1	57.3	124	124	SAN FRANCISCO, CA. (SFO)	61.3	72.4	12,180	12,177
MELBOURNE, FL. (MLB)	80.6	93.5	124	124	SAN JOSE, CA. (SJC)	78.0	83.9	4,625	4,623
MEMPHIS, TN. (MEM)	87.2	88.4	4,315	4,318	SAN JUAN, P.R. (SJU)	72.7	83.4	1,816	1,816
MIAMI, FL. (MIA)	67.4	73.2	5,662	5,664	SANTA BARBARA, CA. (SBA)	63.7	62.9	124	124
MIDLAND/ODESSA, TX. (MAF)	84.0	88.8	556	554	SARASOTA/BRAD., FL. (SRQ)	71.2	88.5	375	374
MILWAUKEE, WI. (MKE)	76.8	89.2	1,302	1,304	SAVANNAH, GA. (SAV)	68.8	81.3	433	434
MINNEAPLS/ST.P, MN. (MSP)	81.4	82.6	13,034	13,036	SCRANTON/WILKES-BARRE, PA. (AVP)	71.8	87.4	142	143
MINOT, N.D. (MOT)	86.0	95.7	93	93	SEATTLE, WA. (SEA)	67.5	71.0	9,721	9,728
MISSION/MCALLEN, TX. (MFE)	79.7	91.0	301	300	SHREVEPORT, LA. (SHV)	88.0	92.1	332	331
MISSOULA, MT. (MSO)	84.9	91.4	186	185	SIOUX CITY, IA. (SUX)	75.8	93.5	62	62
MOBILE, AL./PASCAGOULA, MS. (MOB)	82.1	87.3	369	370	SIOUX FALLS, S.D. (FSD)	81.9	93.6	310	311
MOLINE, IL. (MLI)	88.7	96.0	177	176	SITKA, AK. (SIT)	69.7	82.6	155	155
MONROE, LA. (MLU)	77.3	93.5	185	185	SOUTH BEND, IN. (SBN)	82.4	90.0	239	240
MONTEREY, CA. (MRY)	80.6	80.6	62	62	SPOKANE, WA. (GEG)	74.9	79.4	1,238	1,233
MONTGOMERY, AL. (MGM)	77.4	88.2	93	93	SPRINGFIELD, MO. (SGF)	86.5	98.3	178	177
MYRTLE BEACH, S.C. (MYR)	70.4	80.1	196	196	ST. CROIX, V.I. (STX)	68.8	81.7	93	93
NASHVILLE, TN. (BNA)	82.1	84.5	4,797	4,796	ST. LOUIS, MO. (STL)	85.4	83.8	15,405	15,414
NEW ORLEANS, LA. (MSY)	77.6	85.6	4,199	4,201	ST. THOMAS, V.I. (STT)	66.7	83.2	204	202
NEW YORK, N.Y. (JFK)	77.6	83.8	4,037	4,009	SYRACUSE, N.Y. (SYR)	73.5	85.9	941	944
NEW YORK, N.Y. (LGA)	71.0	78.5	8,345	8,367	TALLAHASSEE, FL. (TLH)	74.7	79.6	186	186
NEWARK, N.J. (EWR)	66.3	74.4	10,989	10,980	TAMPA, FL. (TPA)	72.9	82.0	5,125	5,123
NEWBURGH, N.Y. (SWF)	71.8	91.9	124	124	TOLEDO, OH. (TOL)	71.6	80.7	88	88
NOME, AK. (OME)	71.3	66.3	80	80	TRAVERSE CITY, MI. (TVC)	83.9	86.0	93	93
NORFOLK/VA. BEACH, VA. (ORF)	72.1	81.3	1,381	1,382	TUCSON, AZ. (TUS)	71.7	81.1	1,645	1,647
OKLAHOMA CITY, OK. (OKC)	82.1	90.0	1,729	1,726	TULSA, OK. (TUL)	80.2	86.4	1,626	1,622
OMAHA, NE. (OMA)	75.3	84.7	1,511	1,508	VALPARAISO, FL. (VPS)	75.3	97.8	93	93
ONTARIO, CA. (ONT)	75.7	79.6	3,028	3,030	WASHINGTON, D.C. (DCA)	76.3	83.4	7,194	7,218
ORANGE COUNTY, CA. (SNA)	77.2	82.3	3,122	3,122	WASHINGTON, D.C. (IAD)	69.8	75.3	6,655	6,653
ORLANDO, FL. (MCO)	75.4	82.8	8,288	8,293	WEST PALM BEACH, FL. (PBI)	71.3	84.4	1,713	1,713
PASCO, WA. (PSC)	87.1	89.5	124	124	WHITE PLAINS, N.Y. (HPN)	67.4	80.0	429	430
PENSACOLA, FL. (PNS)	76.4	86.3	518	517	WICHITA, KS. (ICT)	80.9	93.4	518	518
PEORIA, IL. (PIA)	91.9	95.2	62	62	WILMINGTON, N.C. (ILM)	68.3	78.1	183	183
PETERSBURG, AK. (PSG)	32.3	38.7	62	62	WRANGELL, AK. (WRG)	40.3	48.4	62	62
PHILADELPHIA, PA. (PHL)	67.5	71.5	9,760	9,751	YAKUTAT, AK. (YAK)	58.1	61.3	62	62
PHOENIX, AZ. (PHX)	72.8	72.2	15,088	15,088					
PITTSBURGH, PA. (PIT)	75.2	76.2	8,507	8,506					
PORTLAND, ME. (PWM)	79.1	87.1	526	526					
PORTLAND, OR. (PDX)	77.9	82.5	5,068	5,074					
PROVIDENCE, R.I. (PVD)	74.9	81.4	2,022	2,026					
RALEIGH/DURHAM, N.C. (RDU)	75.6	83.0	3,176	3,175					
RAPID CITY, S.D. (RAP)	88.8	92.0	125	125					
RENO, NV. (RNO)	78.7	81.4	2,387	2,384					
RICHMOND, VA. (RIC)	73.2	84.3	1,467	1,466					
ROANOKE, VA. (ROA)	72.2	84.9	205	205					
ROCHESTER, MN. (RST)	71.4	92.9	168	168					

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

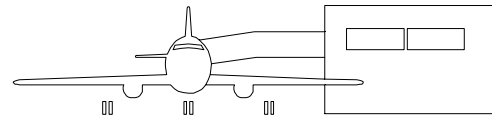
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

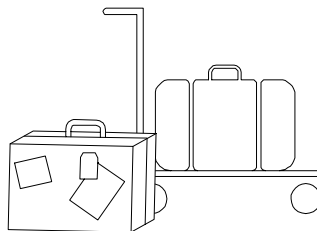
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

AUGUST '99 RANK	AIRLINE	AUGUST 1999			AUGUST 1998		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>Northwest</i>	18,115	4,406,494	4.11	29,120	3,779,656	7.70
2	<i>Southwest</i>	24,157	5,870,225	4.12	24,477	5,353,567	4.57
3	<i>Alaska</i>	5,212	1,246,059	4.18	10,312	1,212,217	8.51
4	<i>Continental</i>	13,603	3,198,993	4.25	13,431	3,184,206	4.22
5	<i>Delta</i>	41,689	8,925,104	4.67	35,553	8,723,889	4.08
6	<i>TWA</i>	11,021	2,302,292	4.79	9,803	2,038,539	4.81
7	<i>America West</i>	8,517	1,663,500	5.12	7,191	1,578,565	4.56
8	<i>American</i>	28,887	5,633,321	5.13	25,742	5,736,296	4.49
9	<i>US Airways</i>	24,844	4,715,186	5.27	20,908	5,007,453	4.18
10	<i>United</i>	48,066	7,398,756	6.50	55,255	7,284,062	7.59
Total		224,111	45,359,930	4.94	231,792	43,898,450	5.28

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*.

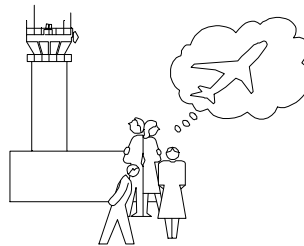
OVERSALES

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.



April-June
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

APRIL-JUNE '99 RANK	AIRLINE	APRIL-JUNE 1999				APRIL-JUNE 1998			
		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	Northwest	21,893	170	13,178,128	0.13	41,885	561	12,428,966	0.45
2	Continental	10,910	262	10,002,084	0.26	20,361	120	9,844,051	0.12
3	TWA	22,110	180	6,601,625	0.27	16,855	1,840	6,212,721	2.96
4	American	64,664	717	18,585,625	0.39	53,211	882	18,929,527	0.47
5	United	22,435	818	20,072,997	0.41	36,086	1,254	20,241,004	0.62
6	US Airways	22,390	757	14,257,288	0.53	26,527	413	15,014,705	0.28
7	America West	12,115	541	4,794,724	1.13	11,844	571	4,686,468	1.22
8	Alaska	5,590	435	3,437,651	1.27	6,585	523	3,315,925	1.58
9	Southwest	23,553	2,509	16,931,135	1.48	21,269	2,998	15,475,432	1.94
10	Delta	45,221	5,519	26,604,835	2.07	69,429	4,236	26,704,309	1.59
	TOTAL	250,881	11,908	134,466,092	0.89	304,052	13,398	132,853,108	1.01

Note: Totals for April thru June 1998 are different from those originally published to reflect a correction of the TWA data for that time period.

*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-June
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

JAN-JUNE '99 RANK	AIRLINE	JANUARY-JUNE 1999				JANUARY-JUNE 1998			
		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	Northwest	46,210	609	24,473,713	0.25	70,769	811	24,020,440	0.34
2	Continental	33,039	549	19,293,628	0.28	39,149	260	18,521,567	0.14
3	American	134,877	1,565	35,165,292	0.45	110,991	1,595	36,332,205	0.44
4	US Airways	41,134	1,952	27,022,186	0.72	48,778	765	28,005,731	0.27
5	United	63,496	2,960	38,410,775	0.77	73,079	2,378	37,940,808	0.63
6	Alaska	13,009	668	6,501,580	1.03	14,911	1,041	6,166,053	1.69
7	TWA	36,994	1,589	12,111,950	1.31	36,362	4,216	11,655,208	3.62
8	America West	23,817	1,211	9,162,456	1.32	26,062	1,097	8,948,281	1.23
9	Southwest	40,856	4,447	31,537,924	1.41	40,225	5,428	28,721,073	1.89
10	Delta	100,056	13,663	51,070,338	2.68	134,119	6,972	50,641,896	1.38
	TOTAL	533,488	29,213	254,749,842	1.15	594,445	24,563	250,953,262	0.98

Note: Totals for January thru June 1998 are different from those originally published to reflect a correction of the TWA data for that time period.

*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, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints, which are handled by the Federal Aviation Administration. An explanation of each section of the report appears below:

Summary. Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

Complaint Categories. Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report. Note that beginning with the September 1999 report, disability complaints are listed as a separate category. Prior to September 1999, disability complaints were included in the Reservations/Ticketing/Boarding category. Also, effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category.

U.S. Airlines. Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date. Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods. (Table 4 data are not included in YTD reports.)

Companies Other Than U.S. Airlines. Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc. Effective with the September 1999 report, complaints against “cargo companies” (formerly a separate grouping) are included with the “miscellaneous” grouping.

Airline Rankings: Table 6 ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	AUGUST 1999				AUGUST 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1983	140	12	80	968	29	0	64
FOREIGN AIRLINES	177	3	1	1	107	0	0	3
TRAVEL AGENTS	3	0	0	1	8	0	0	1
TOUR OPERATORS	152	0	0	0	28	1	0	2
MISCELLANEOUS*	32	8	0	6	18	6	0	11
	----	----	----	----	----	----	----	----
INDUSTRY TOTALS	2347	151	13	88	1129	36	0	81

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

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	AUGUST 1999			AUGUST 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	813		1	352	
DELAYS.....			289			83
CANCELLATIONS.....			304			132
MISCONNECTIONS.....			100			34
CUSTOMER SERVICE.....	2	521		2	245	
BAGGAGE.....	3	275		3	164	
REFUNDS.....	4	181		5	70	
RES/TKTG/BOARDING.....	5	173		4	115	
OTHER.....	6	108		6	54	
FREQUENT FLYER.....			44			22
DISABILITY.....	7	90		7	48	
OVERSALES.....	8	74		8	46	
FARES.....	9	52		9	28	
TOURS.....	10	52		10	6	
ADVERTISING.....	11	8		11	1	
		----			----	
COMPLAINT TOTAL		2347			1129	

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

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3

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

AUGUST 1999

U.S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
ACCESS AIR	3	0	0	0	1	0	1	0	0	0	1	6
AIRTRAN AIRWAYS	12	2	0	1	1	7	7	0	0	0	1	31
ALASKA AIRLINES	5	1	2	0	0	4	9	1	0	0	2	24
AMERICA WEST AIRLINES	30	0	8	3	4	6	23	3	0	0	3	80
AMERICAN AIRLINES	132	9	25	8	11	44	78	17	1	0	12	337
AMERICAN EAGLE	13	1	1	0	0	5	9	0	0	0	0	29
AMERICAN TRANS AIR	10	1	0	1	1	3	7	2	0	0	0	25
BUSINESS EXPRESS	2	1	1	0	0	3	2	0	0	0	0	9
COMAIR	5	1	1	0	0	2	1	0	1	0	0	11
CONTINENTAL AIRLINES	46	7	14	5	3	17	45	4	0	0	9	150
CONTINENTAL EXPRESS	3	0	0	0	0	1	1	0	0	0	1	6
DELTA AIR LINES	94	9	20	10	6	28	53	9	2	0	14	245
EASTWIND AIRLINES	7	0	2	1	6	2	1	0	0	0	2	21
FRONTIER AIRLINES	2	0	2	0	3	1	2	0	0	0	0	10
HAWAIIAN AIRLINES	4	0	0	0	0	0	4	0	0	0	0	8
HORIZON AIRLINES	1	2	0	0	1	0	1	0	0	0	1	6
KIWI AIRLINES	0	0	1	0	9	3	0	0	0	0	0	13
NORTHWEST AIRLINES	61	5	8	7	6	14	35	11	1	0	5	153
RENO AIR	3	0	2	0	3	3	6	1	0	0	1	19
SKY TREK INT'L AIR	1	0	0	0	0	4	1	0	0	0	0	6
SOUTHWEST AIRLINES	3	2	7	4	1	4	12	1	0	0	1	35
SPIRIT AIRLINES	19	0	2	0	1	3	7	1	0	0	2	35
SUN COUNTRY AIRLINES	2	0	0	0	2	1	1	0	0	0	1	7
TOWER AIR	12	1	5	1	0	7	12	2	0	0	4	44
TRANS WORLD AIRLINES	31	10	17	1	8	6	23	5	0	0	11	112
UNITED AIRLINES	126	5	19	4	8	25	71	13	1	0	16	288
UNITED EXPRESS	7	2	0	0	0	1	1	0	0	0	1	12
US AIRWAYS	108	3	9	0	5	20	45	13	0	0	7	210
VANGUARD AIRLINES	1	0	2	0	0	0	4	0	0	0	0	7
OTHER U.S. AIRLINES	19	1	1	0	1	4	10	4	0	1	3	44
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AUGUST 1999	762	63	149	46	81	218	472	87	6	1	98	1983
% OF TOTAL COMPLAINTS	38.4	3.2	7.5	2.3	4.1	11.0	23.8	4.4	0.3	0.1	4.9	
AUGUST 1998	321	36	88	25	58	125	219	48	0	2	45	968
% OF TOTAL COMPLAINTS	33.2	3.7	9.1	2.6	6.0	12.9	22.6	5.0	0.0	0.2	4.6	

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

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

TABLE 4

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

AUGUST 1999

U.S. AIRLINES A L P H A B E T I C A L	COMPS RECD IN AUG.	INCI - DENTS IN AUG.	PERCENT	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ACCESS AIR	6	0	0.00	2	33.33	4	66.67	0	0.00
AIRTRAN AIRWAYS	31	9	29.03	11	35.48	8	25.81	3	9.68
ALASKA AIRLINES	24	8	33.33	5	20.83	10	41.67	1	4.17
AMERICA WEST AIRLINES	80	20	25.00	33	41.25	23	28.75	4	5.00
AMERICAN AIRLINES	337	50	14.84	150	44.51	129	38.28	8	2.37
AMERICAN EAGLE	29	3	10.34	14	48.28	12	41.38	0	0.00
AMERICAN TRANS AIR	25	3	12.00	13	52.00	7	28.00	2	8.00
BUSINESS EXPRESS	9	0	0.00	4	44.44	0	0.00	5	55.56
COMAIR	11	1	9.09	8	72.73	0	0.00	2	18.18
CONTINENTAL AIRLINES	150	20	13.33	68	45.33	53	35.33	9	6.00
CONTINENTAL EXPRESS	6	3	50.00	3	50.00	0	0.00	0	0.00
DELTA AIR LINES	245	42	17.14	100	40.82	84	34.29	19	7.76
EASTWIND AIRLINES	21	2	9.52	9	42.86	8	38.10	2	9.52
FRONTIER AIRLINES	10	2	20.00	2	20.00	4	40.00	2	20.00
HAWAIIAN AIRLINES	8	2	25.00	1	12.50	5	62.50	0	0.00
HORIZON AIRLINES	6	0	0.00	6	100.00	0	0.00	0	0.00
KIWI AIRLINES	13	0	0.00	1	7.69	10	76.92	2	15.38
NORTHWEST AIRLINES	153	20	13.07	83	54.25	48	31.37	2	1.31
RENO AIR	19	5	26.32	7	36.84	4	21.05	3	15.79
SKY TREK INT'L AIR	6	2	33.33	0	0.00	4	66.67	0	0.00
SOUTHWEST AIRLINES	35	8	22.86	12	34.29	13	37.14	2	5.71
SPIRIT AIRLINES	35	6	17.14	13	37.14	14	40.00	2	5.71
SUN COUNTRY AIRLINES	7	1	14.29	0	0.00	5	71.43	1	14.29
TOWER AIR	44	14	31.82	19	43.18	8	18.18	3	6.82
TRANS WORLD AIRLINES	112	22	19.64	43	38.39	43	38.39	4	3.57
UNITED AIRLINES	288	60	20.83	110	38.19	109	37.85	9	3.13
UNITED EXPRESS	12	2	16.67	4	33.33	6	50.00	0	0.00
US AIRWAYS	210	51	24.29	97	46.19	49	23.33	13	6.19
VANGUARD AIRLINES	7	1	14.29	4	57.14	2	28.57	0	0.00
OTHER U.S. AIRLINES	44	13	29.55	14	31.82	7	15.91	10	22.73
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TOTALS	1983	370	18.66	836	42.16	669	33.74	108	5.45
PRIOR YEAR'S TOTALS	968	118	12.19	268	27.69	573	59.19	9	0.93

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*

AUGUST 1999

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
FOREIGN AIRLINES												
AIR CANADA	3	0	0	0	1	0	7	0	0	0	2	13
AIR FRANCE	4	2	3	0	1	10	5	0	0	0	0	25
ALITALIA AIRLINES	1	1	0	0	0	3	2	0	0	0	0	7
BRITISH AIRWAYS	3	2	0	1	0	7	6	0	0	0	1	20
EL AL ISRAEL	3	0	0	0	1	0	1	0	0	0	0	5
IBERIA AIRLINES	2	0	1	0	1	0	1	0	0	0	1	6
KLM	1	1	1	0	1	8	5	0	0	0	0	17
KOREAN AIR LINES	0	0	2	1	1	1	1	0	0	0	1	7
LUFTHANSA	0	0	1	1	0	2	2	1	0	0	0	7
TACA AIRLINES	1	1	0	0	0	5	1	0	0	0	0	8
VASP	2	0	1	0	0	2	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	18	2	5	0	7	12	10	2	0	0	1	57
TOTAL	38	9	14	3	13	50	41	3	0	0	6	177
TRAVEL AGENTS												
OTHER TRAVEL AGENTS	0	0	0	0	1	0	2	0	0	0	0	3
TOTAL	0	0	0	0	1	0	2	0	0	0	0	3
TOUR OPERATORS												
MYRTLE BEACH JET EXPRESS	0	0	0	0	8	0	0	0	0	5	0	13
SUNJET INT'L SALES	6	2	0	0	76	2	0	0	0	44	0	130
OTHER TOUR OPERATORS	1	0	3	0	0	0	3	0	0	1	1	9
TOTAL	7	2	3	0	84	2	3	0	0	50	1	152
MISCELLANEOUS**												
OTHER MISCELLANEOUS	6	0	7	3	2	5	3	0	2	1	3	32
TOTAL	6	0	7	3	2	5	3	0	2	1	3	32

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

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

COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

TABLE 6

AUGUST
Consumer Complaints: Rankings
U.S. AIRLINES*

AUG. '99 RANK	AIRLINE	AUGUST 1999			AUGUST 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	35	5,892,342	0.59	24	5,366,849	0.45
2	Alaska	24	1,381,968	1.74	6	1,343,341	0.45
3	Delta	245	9,346,134	2.62	94	9,393,400	1.00
4	Northwest	153	5,364,963	2.85	188	4,608,047	4.08
5	United	288	8,278,123	3.48	131	8,293,028	1.58
6	Continental	150	3,994,349	3.76	76	3,854,851	1.97
7	US Airways	210	4,893,731	4.29	62	5,179,350	1.20
8	American	337	7,383,999	4.56	86	7,421,701	1.16
9	T W A	112	2,417,042	4.63	43	2,158,505	1.99
10	America West	80	1,693,224	4.72	58	1,608,302	3.61
	TOTAL	1,634	50,645,875	3.23	768	49,227,374	1.56

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

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

COMPLAINT CATEGORIES*

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

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

Reservations, Ticketing, Boarding: Airline or travel agent mistakes in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets. Problems boarding the aircraft (except oversales).

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

Baggage: Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claim procedure.

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

Disability: Civil rights complaints by air travelers with disabilities.

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

Tours: Problems with scheduled or charter tour packages.

Other: Frequent flyer, smoking, credit, cargo problems, security, airport facilities, claims for bodily injury, and other not classified above.

***Note:** Effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category.

