



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: December 1999

Includes data for the following periods:

Flight Delays	October 1999 12 Months Ending October 1999
Mishandled Baggage	October 1999
Oversales	3rd Quarter 1999 January-September 1999
Consumer Complaints	October 1999
Disability Complaints	October 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.

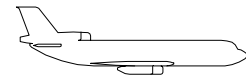
Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for 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	89.3	78	89.5
NORTHWEST S/	29	85.0	114	85.2
SOUTHWEST S/	14	81.8	56	83.4
AMERICAN S/	29	81.1	92	81.2
CONTINENTAL S/	28	79.7	76	80.1
UNITED S/	29	79.1	101	79.5
DELTA S/	29	77.7	114	78.1
ALASKA S/	7	77.9	34	78.0
US AIRWAYS S/	25	75.5	89	74.9
AMERICA WEST S/	26	66.6	50	66.8
T O T A L		79.5		80.1

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	4TH QUARTER		1ST QUARTER		2ND QUARTER		3RD QUARTER		08 1999		09 1999		10 1999		12 MONTHS		DATA BASE TO DATE	
	10-12 1998		01-03 1999		04-06 1999		07-09 1999						ENDING		10 1999		09 1987 - 10 1999	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK		
ALASKA	67.1	(10)	69.6	(9)	72.5	(7)	72.0	(8)	64.4	(9)	79.4	(5)	78.0	(8)	70.5	(9)	77.4	(9)
AMERICA WEST	68.1	(9)	74.1	(7)	72.3	(8)	62.7	(10)	62.9	(10)	65.8	(10)	66.8	(10)	69.0	(10)	79.8	(3)
AMERICAN	79.8	(6)	70.4	(8)	66.5	(10)	75.6	(5)	78.4	(4)	77.5	(7)	81.2	(4)	73.5	(7)	79.4	(4)
CONTINENTAL	82.1	(4)	78.3	(2)	74.2	(5)	74.0	(6)	75.6	(6)	78.8	(6)	80.1	(5)	76.8	(5)	78.3	(6)
DELTA	82.6	(3)	77.0	(3)	76.9	(4)	77.6	(4)	78.0	(5)	80.9	(4)	78.1	(7)	77.8	(4)	77.5	(8)
NORTHWEST	83.3	(2)	75.2	(5)	79.3	(1)	80.1	(3)	81.3	(3)	85.6	(2)	85.2	(2)	79.5	(3)	79.9	(2)
SOUTHWEST	79.8	(5)	80.2	(1)	78.2	(2)	81.8	(2)	81.7	(2)	85.3	(3)	83.4	(3)	80.2	(1)	83.5	(1)
TWA	83.7	(1)	75.8	(4)	77.0	(3)	83.5	(1)	84.9	(1)	89.4	(1)	89.5	(1)	80.2	(2)	77.7	(7)
UNITED	76.7	(8)	74.6	(6)	71.3	(9)	72.4	(7)	71.8	(7)	76.0	(8)	79.5	(6)	73.9	(6)	76.6	(10)
US AIRWAYS	76.8	(7)	68.5	(10)	72.8	(6)	67.2	(9)	69.0	(8)	71.5	(9)	74.9	(9)	70.6	(8)	78.6	(5)
TOTAL	79.4		74.8		74.3		75.5		76.1		79.3		80.1		75.8		78.8	

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT													
	ATL		BOS		BWI		CLT		CVG		DCA		DEN	
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME
AA	744	66.3	1401	78.6	248	84.7	217	88.5	93	88.2	1051	84.6	574	86.4
AS	H/		H/		H/		H/		H/		H/		H/	
CO	667	65.5	796	71.6	308	81.5	109	88.1	26	88.5	661	80.8	393	78.1
DL	18807	68.9	2232	73.1	401	74.6	279	74.9	6108	87.4	1377	79.5	618	82.8
HP	183	41.5	271	55.7	176	40.3	H/		H/		62	83.9	207	68.1
NW	518	66.2	574	73.9	351	82.3	201	84.1	26	84.6	591	86.6	295	85.8
TW	207	75.4	239	88.7	185	93.5	119	88.2	119	87.4	293	89.4	181	89.5
UA	656	73.5	1380	77.7	400	78.8	155	75.5	176	83.0	518	80.7	9192	85.2
US	889	58.4	2658	66.8	2441	73.9	9165	82.2	H/		2592	78.6	216	65.3
WN	H/		H/		2659		86.2		H/		H/		H/	
TOTAL	22671	68.2	9551	72.6	7169	79.6	10245	82.2	6548	87.3	7145	81.2	11676	84.3

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	14860	88.4	461	81.1	884	75.7	580	78.3	1020	79.5	1044	68.1	2904	74.8
AS	H/		H/		H/		H/		H/		309	73.5	764	77.6
CO	659	81.3	296	82.4	6334	74.0	8559	86.6	H/		455	78.0	662	77.6
DL	3800	87.2	336	77.7	1008	68.8	372	76.6	1006	82.6	805	87.5	1390	83.6
HP	217	65.4	155	54.2	276	47.5	157	56.1	216	49.5	2435	66.2	792	66.9
NW	465	83.9	10203	88.1	560	72.7	336	86.6	114	77.2	342	85.1	585	82.1
TW	295	91.9	243	85.2	181	80.1	119	90.8	985	89.0	185	89.7	303	81.2
UA	692	79.0	341	82.7	978	74.7	486	81.1	562	80.2	1235	80.9	5601	78.3
US	315	72.4	430	77.7	409	67.2	326	68.1	H/		134	75.4	480	74.2
WN	H/		575	80.0	H/		198	87.4	H/		4453	81.7	3557	75.9
TOTAL	21303	87.1	13040	86.1	10630	72.8	11133	84.7	3903	81.1	11397	77.2	17038	77.1

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

ARRIVAL AIRPORT														
CARRIER	LGA		MCO		MIA		MSP		ORD		PDX		PHL	
	# OF 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	1583	72.7	599	84.5	3114	74.7	548	84.7	9239	78.5	362	68.5	684	78.9
AS	H/		H/		H/		H/		H/		1504	88.4	H/	
CO	441	74.4	556	79.3	365	76.7	218	88.1	587	79.4	88	65.9	284	86.6
DL	2254	74.0	2917	77.7	465	70.8	371	80.1	836	73.2	618	87.7	700	73.0
HP	30	90.0	65	30.8	62	33.9	154	49.4	216	46.3	184	63.0	154	44.2
NW	597	69.5	496	74.4	295	76.9	9863	89.1	788	82.2	185	64.9	475	81.1
TW	291	81.4	305	88.2	222	86.0	285	90.9	377	84.9	149	87.2	176	85.2
UA	878	74.6	681	77.8	502	79.5	687	76.1	13002	78.6	955	75.0	792	80.2
US	2487	65.4	1502	69.4	511	69.3	243	79.4	647	75.1	H/		6565	74.8
WN	H/		1095	82.5	H/		H/		H/		904	85.3	H/	
TOTAL	8561	71.3	8216	77.3	5536	74.5	12369	87.3	25692	78.2	4949	81.5	9830	75.8

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	552	89.3	93	90.3	822	83.7	725	70.3	1339	79.2	185	91.9	362	79.6	372	78.0
AS	311	82.0	H/		370	80.5	3733	74.0	581	74.5	H/		H/		H/	
CO	305	71.8	109	89.9	274	82.1	305	68.5	507	76.7	93	86.0	140	83.6	427	73.3
DL	743	88.4	279	77.4	495	88.5	588	79.3	773	82.9	4728	90.5	310	74.5	998	74.6
HP	6549	74.1	H/		295	57.3	215	54.4	334	55.4	133	71.4	62	58.1	61	62.3
NW	311	76.8	171	89.5	186	89.2	550	61.3	462	77.9	122	86.1	341	83.9	343	74.3
TW	212	90.6	171	91.2	155	92.3	211	80.1	216	82.9	93	89.2	10642	90.7	217	92.2
UA	977	80.1	185	87.6	928	83.4	1529	69.7	7089	75.6	449	86.0	248	77.0	363	79.3
US	215	74.9	7627	80.9	155	77.4	186	53.8	368	72.6	H/		295	80.0	1163	63.7
WN	5004	83.9	H/		2333	82.6	1109	78.7	431	75.9	1069	80.8	2600	82.8	1221	80.9
TOTAL	15179	79.4	8635	81.6	6013	82.3	9151	72.2	12100	76.0	6872	88.2	15000	87.9	5165	74.7

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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	87.3	76.0	62.8	83.3	87.8	J/	100.0	88.2	87.4	76.6	94.9	79.9	97.3	94.6	85.7	56.7
700 - 759 AM	85.3	77.0	91.5	90.5	92.9	89.7	94.2	97.4	94.2	76.3	92.3	86.7	86.7	90.3	86.0	88.5
800 - 859 AM	82.7	85.8	87.6	88.3	95.3	87.2	90.6	91.3	93.3	83.5	87.8	58.9	88.0	85.5	84.8	83.7
900 - 959 AM	67.4	80.7	90.5	84.4	85.9	86.2	91.5	88.7	88.8	88.3	90.0	80.6	89.3	84.6	79.0	84.8
1000 - 1059 AM	70.9	80.8	90.4	82.9	91.8	84.8	84.5	85.8	89.2	84.2	88.8	100.0	80.3	79.2	72.4	86.1
1100 - 1159 AM	67.2	76.7	86.9	86.3	88.2	86.8	83.4	86.6	87.6	85.7	85.4	88.3	82.9	72.6	73.5	79.9
1200 - 1259 PM	69.9	82.5	90.0	78.2	91.9	85.1	85.5	88.5	89.5	83.4	90.6	86.7	82.5	75.6	74.8	79.2
100 - 159 PM	70.6	79.3	80.9	84.7	86.6	82.3	82.6	87.6	90.4	76.6	84.4	87.3	77.7	72.3	71.1	76.7
200 - 259 PM	70.3	72.7	82.9	85.0	97.2	81.9	84.1	86.3	87.6	76.4	85.9	82.9	79.2	76.4	74.5	77.1
300 - 359 PM	63.1	75.5	74.9	84.2	88.0	83.5	85.5	89.0	84.6	68.8	82.4	85.1	69.0	77.7	72.4	84.2
400 - 459 PM	57.8	73.6	76.8	74.2	78.5	80.4	82.9	85.9	86.3	64.6	80.4	84.8	75.4	76.5	67.8	79.5
500 - 559 PM	63.0	64.5	79.4	82.1	82.7	76.1	83.9	86.0	81.5	68.6	82.0	81.1	70.3	76.0	64.0	79.2
600 - 659 PM	62.4	61.4	77.2	82.2	82.8	74.2	81.1	85.0	80.1	57.5	82.8	76.1	77.7	75.2	64.2	76.3
700 - 759 PM	64.8	58.8	67.8	75.7	84.9	72.6	81.8	86.2	82.4	61.6	80.6	67.4	73.0	71.7	58.3	66.4
800 - 859 PM	62.4	62.9	68.1	64.4	J/	78.2	82.4	83.4	86.7	61.7	85.5	71.4	73.3	73.5	67.5	70.6
900 - 959 PM	67.9	68.9	75.4	79.2	83.3	70.3	78.1	87.4	79.6	69.9	77.9	82.0	75.5	77.9	69.8	73.7
1000 - 1059 PM	69.0	65.7	72.4	85.3	75.5	85.1	73.4	82.2	85.2	67.8	77.9	76.5	68.8	73.0	70.6	70.2
1100 - 559 AM	79.0	82.9	78.9	88.2	84.3	83.9	79.0	88.5	83.0	81.6	81.1	85.9	73.0	81.1	76.5	72.2
TOTAL, ALL ARRIVALS, BY AIRPORT	68.2	72.6	79.6	82.2	87.3	81.2	84.3	87.1	86.1	72.8	84.7	81.1	77.2	77.1	71.3	77.3

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT											
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL
600 - 659 AM	61.1	91.6	88.5	J/	79.3	93.0	90.9	J/	78.1	85.5	J/	95.8
700 - 759 AM	90.6	93.9	84.5	95.2	86.6	90.1	88.4	93.5	90.8	96.1	95.9	92.5
800 - 859 AM	87.1	91.0	84.0	94.4	79.4	87.3	83.8	90.4	86.4	90.3	92.3	87.3
900 - 959 AM	79.8	90.2	84.7	96.3	81.4	81.6	88.9	91.3	82.7	79.6	93.2	91.7
1000 - 1059 AM	75.8	90.1	77.7	82.8	81.2	84.5	83.9	87.7	67.5	71.6	90.6	86.0
1100 - 1159 AM	83.9	91.8	71.5	82.9	81.0	79.0	87.0	84.4	65.0	69.3	88.5	90.6
1200 - 1259 PM	73.6	91.5	81.8	85.9	78.8	79.8	84.9	85.8	66.3	63.6	83.0	90.1
100 - 159 PM	79.9	88.5	78.9	74.1	83.1	74.1	82.2	81.2	66.8	72.5	88.1	89.5
200 - 259 PM	82.3	83.0	75.3	75.2	81.6	80.9	86.2	67.6	66.0	74.7	84.9	90.2
300 - 359 PM	75.3	87.9	77.6	76.3	73.3	81.0	82.5	89.6	78.4	71.3	88.8	90.1
400 - 459 PM	77.5	79.6	78.7	86.6	67.5	77.7	81.0	74.8	77.1	75.5	83.3	87.3
500 - 559 PM	71.9	84.4	74.0	74.5	75.5	75.8	78.7	85.8	66.3	78.6	84.2	85.0
600 - 659 PM	70.7	80.2	71.5	78.4	68.9	79.5	71.9	80.8	72.3	76.0	81.9	82.8
700 - 759 PM	75.4	83.4	75.5	77.5	71.2	73.0	74.1	74.3	68.8	76.8	89.8	86.2
800 - 859 PM	57.1	82.0	76.7	70.1	68.3	69.6	74.5	78.5	70.1	76.8	87.6	86.3
900 - 959 PM	69.0	85.9	76.6	81.3	73.4	80.2	77.8	79.5	72.0	77.2	84.8	82.1
1000 - 1059 PM	75.1	85.7	65.9	81.9	71.8	80.9	78.2	83.7	72.6	74.9	88.0	89.0
1100 - 559 AM	70.9	83.8	85.6	83.6	80.9	77.5	88.8	79.8	80.5	79.2	81.4	81.1
TOTAL, ALL ARRIVALS, BY AIRPORT	74.5	87.3	78.2	81.5	75.8	79.4	81.6	82.3	72.2	76.0	88.2	87.9

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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	91.5	90.9	94.7	92.6	93.5	93.8	94.8	93.2	90.6	93.0	93.5	95.5	93.8	94.1	90.2	95.4
700 - 759 AM	90.5	88.7	89.0	93.1	93.2	94.1	91.6	93.4	92.2	91.0	93.4	90.7	90.5	90.8	89.2	92.0
800 - 859 AM	87.8	87.6	85.7	85.3	95.3	91.2	92.3	91.8	89.7	87.6	93.3	90.7	88.7	87.8	88.0	92.8
900 - 959 AM	80.8	84.7	87.8	87.7	92.8	90.4	91.7	90.7	88.4	82.4	90.4	91.0	83.0	82.4	84.3	85.9
1000 - 1059 AM	79.7	86.6	83.5	81.8	92.4	88.2	90.4	88.3	86.1	86.6	90.8	93.5	75.3	80.0	79.4	88.2
1100 - 1159 AM	73.6	82.7	84.9	77.8	92.6	91.8	88.4	85.4	85.6	84.0	87.7	87.9	77.0	73.1	82.0	83.4
1200 - 1259 PM	78.5	83.1	83.8	82.1	91.3	89.4	84.1	86.4	85.1	85.6	89.7	87.4	77.3	76.5	81.1	85.7
100 - 159 PM	74.9	81.9	78.4	78.6	90.3	88.1	88.1	89.3	84.2	85.2	87.8	88.0	78.1	77.2	81.0	79.7
200 - 259 PM	72.9	83.1	78.4	76.4	90.0	85.4	85.5	84.1	78.8	77.4	84.3	90.6	73.1	74.3	76.0	73.9
300 - 359 PM	74.2	72.1	79.0	77.1	94.5	85.9	86.4	86.2	77.0	76.1	83.7	87.6	71.7	76.7	81.5	81.4
400 - 459 PM	67.4	74.0	67.1	76.3	87.8	82.7	87.2	82.6	76.1	69.8	83.1	86.9	63.1	77.1	73.4	78.0
500 - 559 PM	62.5	71.0	72.7	81.9	78.7	86.0	83.2	87.3	81.8	67.8	81.1	84.1	68.9	72.5	69.2	83.1
600 - 659 PM	69.1	59.1	74.9	75.7	87.1	79.0	86.7	85.3	80.3	67.1	83.9	84.1	72.4	79.2	64.7	81.3
700 - 759 PM	67.5	59.1	66.2	74.7	86.7	74.5	88.4	81.7	79.0	67.0	85.7	84.8	74.4	67.3	70.7	82.2
800 - 859 PM	70.6	65.9	65.6	75.7	87.0	79.6	86.0	86.3	78.9	66.9	85.1	58.0	67.8	77.7	65.8	72.3
900 - 959 PM	74.0	75.0	63.4	71.1	78.2	86.0	82.7	90.6	84.9	55.3	85.9	89.5	62.6	77.4	70.7	72.5
1000 - 1059 PM	75.5	J/	38.5	80.1	88.2	J/	76.5	88.6	83.7	76.9	72.1	100.0	78.0	89.5	J/	93.5
1100 - 559 AM	78.6	96.6	93.3	90.3	J/	J/	93.4	96.3	93.5	87.5	83.9	96.8	72.0	89.8	J/	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	75.7	78.4	79.6	80.2	90.0	86.4	87.6	87.5	83.9	79.0	87.1	87.0	76.3	80.6	78.9	83.3

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	82.0	96.3	93.0	95.8	92.9	93.8	95.7	94.3	94.6	93.9	96.4	92.2	94.6	93.2
700 - 759 AM	84.7	90.3	90.8	95.4	88.3	87.1	86.5	92.6	89.5	91.0	94.6	94.6	92.2	90.7
800 - 859 AM	85.4	92.1	87.0	89.0	82.8	86.7	82.5	92.9	88.8	92.3	93.7	90.9	94.6	89.0
900 - 959 AM	86.5	91.3	87.5	91.9	81.3	77.7	82.4	87.1	82.4	85.0	94.1	92.5	89.2	86.6
1000 - 1059 AM	83.9	93.6	86.5	89.6	82.4	75.4	83.1	83.6	78.5	84.3	91.0	89.0	85.0	84.8
1100 - 1159 AM	80.9	88.4	81.0	86.5	82.5	81.4	80.8	84.0	71.7	78.0	91.2	88.7	86.4	82.9
1200 - 1259 PM	81.7	87.1	82.7	89.8	83.4	72.4	80.0	85.4	71.5	72.0	84.1	90.9	85.4	82.3
100 - 159 PM	77.7	88.6	85.7	90.7	81.6	75.8	100.0	83.7	74.1	79.8	91.2	89.1	79.8	82.3
200 - 259 PM	81.7	87.0	77.2	81.6	75.6	71.1	81.5	71.1	69.6	77.2	92.2	88.7	73.1	80.3
300 - 359 PM	72.7	86.7	77.2	83.6	78.0	73.2	79.5	81.3	76.6	79.6	85.6	86.2	82.2	79.8
400 - 459 PM	73.9	85.0	78.7	78.8	70.4	75.7	78.6	78.5	76.9	76.8	89.8	83.8	74.0	77.5
500 - 559 PM	76.9	84.0	75.8	78.1	66.0	71.1	74.2	77.2	77.0	79.9	89.2	86.3	73.9	76.6
600 - 659 PM	76.8	86.9	76.4	85.3	72.6	71.7	80.5	81.7	72.7	82.6	85.6	84.4	79.7	78.4
700 - 759 PM	73.1	86.2	74.6	77.3	73.1	70.9	73.7	73.3	72.5	77.1	80.8	82.0	77.9	75.1
800 - 859 PM	77.4	85.1	81.4	81.1	73.4	67.5	77.4	77.2	76.6	81.1	91.1	86.3	74.8	79.1
900 - 959 PM	J/	J/	80.6	86.8	68.6	64.0	80.8	83.0	73.5	83.6	86.1	88.0	64.9	78.0
1000 - 1059 PM	J/	86.3	83.4	100.0	J/	82.3	78.9	97.4	89.1	86.5	90.7	83.5	85.5	84.1
1100 - 559 AM	83.9	93.5	100.0	98.0	96.8	95.2	80.0	96.2	94.4	91.3	91.4	85.2	93.3	83.2
TOTAL, ALL DEPARTURES, BY AIRPORT	79.0	88.0	82.2	87.9	77.7	77.2	80.5	84.8	79.8	83.0	90.4	88.1	83.6	82.5

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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	NO. OF MIN. LATE MEDIAN
AA	2714	LAX-RNO	1746	31	96.77	59	51
AA	2704	LAX-LAS	1242	31	96.77	46	42
AA	2846	LAX-RNO	1919	26	92.31	52	42
US	2609	ATL-BOS	1820	26	92.31	51	34
AA	2790	LAS-RNO	1412	31	90.32	54	43
AA	2897	RNO-LAX	2111	26	88.46	51	42
US	2762	ATL-IAD	2015	26	88.46	49	40
US	802	PIT-EWR	1730	26	88.46	43	39
US	536	CMH-PHL	1525	26	88.46	27	24
HP	2687	EWR-PHX	1740	30	86.67	57	33
HP	2612	PHX-ATL	1206	29	86.21	37	26
AA	2878	RNO-LAS	1940	26	84.62	61	48
HP	401	PHX-IAD	0914	25	84.00	42	22
US	2757	IAD-ATL	1747	31	83.87	46	41
UA	1521	ORD-SEA	1144	30	83.33	30	25
HP	2070	LAS-CMH	2310	29	82.76	36	25
US	2631	BOS-ATL	1610	26	80.77	37	28
HP	2047	LAS-ORD	1546	31	80.65	32	21
HP	2317	BOS-CMH	1845	25	80.00	51	32
CO	1900	ORD-CLE	1814	25	80.00	24	21
HP	716	LAS-PHX	2335	30	80.00	73	39
HP	248	LAS-BWI	2328	30	80.00	34	29

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TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/
ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER -----	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA -----	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/ -----	
		NUMBER -----	PERCENTAGE -----
AMERICA WEST	592	23	3.9
US AIRWAYS	2081	19	0.9
AMERICAN	2071	13	0.6
UNITED	2234	6	0.3
CONTINENTAL	1164	2	0.2
SOUTHWEST	2496	4	0.2
DELTA	2523	3	0.1
ALASKA	435	0	0.0
TWA	786	0	0.0
NORTHWEST	1533	0	0.0
TOTAL	15915	70	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)	80.7	92.0	88	88	ELMIRA, N.Y. (ELM)	82.5	93.0	114	114
ALBANY, N.Y. (ALB)	83.1	87.7	941	938	ERIE, PA. (ERI)	82.4	94.1	119	119
ALBUQUERQUE, N.M. (ABQ)	82.9	86.1	3,142	3,141	EUGENE, OR. (EUG)	80.1	82.8	186	186
ALLENTOWN, PA. (ABE)	76.2	85.3	538	537	FAIRBANKS, AK. (FAI)	74.9	88.0	431	432
AMARILLO, TX. (AMA)	82.5	88.2	399	399	FARGO, N.D. (FAR)	90.1	95.9	243	243
ANCHORAGE, AK. (ANC)	73.8	82.3	1,548	1,547	FAYETTEVILLE, N.C. (FAY)	78.2	87.1	124	124
ASHEVILLE, N.C. (AVL)	89.5	95.2	124	124	FLINT, MI. (FNT)	86.0	91.4	93	93
ATLANTA, GA. (ATL)	68.2	75.7	22,671	22,748	FRESNO, CA. (FAT)	74.2	100.0	31	31
AUGUSTA, GA. (AGS)	77.4	84.8	93	92	FT. LAUDERDALE, FL. (FLL)	70.8	78.4	3,793	3,791
AUSTIN, TX. (AUS)	84.6	90.2	3,839	3,838	FT. MYERS, FL. (RSW)	72.6	84.2	1,059	1,057
BAKERSFIELD, CA. (BFL)	77.4	100.0	31	31	FT. WAYNE, IN. (FWA)	88.6	94.3	35	35
BALTIMORE, MD. (BWI)	79.6	79.6	7,169	7,166	GRAND FORKS, N.D. (GFK)	90.3	98.9	93	93
BARROW, AK. (BRW)	81.8	79.5	88	88	GRAND RAPIDS, MI. (GRR)	83.4	92.6	787	786
BATON ROUGE, LA. (BTR)	86.5	86.8	400	403	GREAT FALLS, MT. (GTF)	89.4	91.7	217	217
BETHEL, AK. (BET)	80.7	83.0	88	88	GREEN BAY, WI. (GRB)	84.9	89.8	205	206
BILLINGS, MT. (BIL)	83.3	95.2	246	248	GREENBRIER, W.V. (LWB)	57.1	64.3	14	14
BINGHAMTON, N.Y. (BGM)	72.7	81.8	88	88	GREENSBORO/HIGH PT., N.C. (GSO)	76.4	84.1	1,349	1,348
BIRMINGHAM, AL. (BHM)	82.1	84.6	1,719	1,715	GREENVILLE/SPARTBG., S.C. (GSP)	77.6	82.5	589	590
BISMARCK, N.D. (BIS)	83.2	95.0	119	119	GULFPORT/BILOXI, MS. (GPT)	96.8	100.0	93	93
BOISE, ID. (BOI)	85.0	88.7	973	974	HARLINGEN, TX. (HRL)	82.0	86.2	356	356
BOSTON, MA. (BOS)	72.6	78.4	9,551	9,552	HARRISBURG, PA. (MDT)	78.5	85.6	651	651
BOZEMAN, MT. (BZN)	81.5	97.6	124	123	HARTFORD, CT./SPGFLD, MA. (BDL)	82.2	86.1	2,835	2,831
BRISTOL, TN. (TRI)	83.2	85.7	119	119	HELENA, MT. (HLN)	88.7	95.2	62	62
BUFFALO, N.Y. (BUF)	75.1	82.8	1,585	1,583	HONOLULU, OAHU, HI. (HNL)	77.2	93.0	959	956
BURBANK, CA. (BUR)	82.6	84.4	2,411	2,410	HOUSTON, TX. (HOU)	85.6	82.9	4,873	4,873
BURLINGTON, VT. (BTV)	81.4	90.7	247	247	HOUSTON, TX. (IAH)	84.7	87.1	11,133	11,127
CEDAR RAPIDS/IOWA CTY, IA. (CID)	89.7	95.7	445	447	HUNTSVILLE/DECATUR, AL. (HSV)	72.7	82.4	517	516
CHARLESTON, S.C. (CHS)	67.2	76.9	577	577	INDIANAPOLIS, IN. (IND)	81.4	87.0	2,985	2,985
CHARLESTON, W.V. (CRW)	77.2	84.2	114	114	INDIO/PALM SPRINGS, CA. (PSP)	86.4	90.4	280	280
CHARLOTTE, N.C. (CLT)	82.2	80.2	10,245	10,245	ISLIP/LONG IS., N.Y. (ISP)	82.9	87.4	619	619
CHATTANOOGA, TN. (CHA)	86.4	94.3	88	88	ITHACA, N.Y. (ITH)	78.9	93.0	114	114
CHICAGO, IL. (MDW)	82.4	79.5	4,526	4,524	JACKSON/VICKSBURG, MS. (JAN)	87.4	87.7	779	791
CHICAGO, IL. (ORD)	78.2	82.2	25,692	25,694	JACKSON, WY. (JAC)	85.3	88.6	34	35
CINCINNATI, OH. (CVG)	87.3	90.0	6,548	6,570	JACKSONVILLE, FL. (JAX)	77.2	84.5	1,998	2,000
CLEVELAND, OH. (CLE)	77.8	84.6	4,949	4,951	JUNEAU, AK. (JNU)	75.2	78.5	339	340
COLORADO SPRINGS, CO. (COS)	78.6	91.1	1,110	1,112	KAHULUI, MAUI, HI. (OGG)	84.9	93.1	278	277
COLUMBIA, S.C. (CAE)	74.2	77.9	422	420	KALAMAZOO, MI. (AZO)	87.0	93.0	115	114
COLUMBUS, OH. (CMH)	78.6	85.1	3,205	3,205	KALISPELL, MT. (FCA)	85.0	89.5	120	124
CORDOVA, AK. (CDV)	77.4	83.9	62	62	KANSAS CITY, MO. (MCI)	82.8	87.4	5,254	5,249
CORPUS CHRISTI, TX. (CRP)	85.8	89.7	253	253	KETCHIKAN, AK. (KTN)	74.5	84.6	188	188
DALLAS/FT. WORTH, TX. (DAL)	87.8	84.7	4,182	4,182	KING SALMON, AK. (AKN)	74.2	87.1	31	31
DALLAS/FT. WORTH, TX. (DFW)	87.1	87.5	21,303	21,308	KNOXVILLE, TN. (TYS)	81.0	86.7	567	566
DAYTON, OH. (DAY)	82.3	87.9	928	928	KODIAK, AK. (ADQ)	80.6	79.0	62	62
DAYTONA BEACH, FL. (DAB)	73.5	83.9	155	155	KONA, HAWAII, HI. (KOA)	74.2	91.9	62	62
DEADHORSE, AK. (SCC)	64.9	70.2	57	57	KOTZEBUE, AK. (OTZ)	81.3	77.3	75	75
DENVER, CO. (DEN)	84.3	87.6	11,676	11,666	LA CROSSE, WI. (LSE)	88.9	91.3	81	80
DES MOINES, IA. (DSM)	85.6	94.4	604	604	LANSING, MI. (LAN)	82.3	92.8	181	181
DETROIT, MI. (DTW)	86.1	83.9	13,040	13,041	LAS VEGAS, NV. (LAS)	77.2	76.3	11,397	11,378
DILLINGHAM, AK. (DLG)	87.1	83.9	31	31	LEXINGTON/FRKFT, KY. (LEX)	76.4	83.9	305	304
DULUTH, MN. (DLH)	89.0	90.7	118	118	LIHUE, KAUAI, HI. (LIH)	89.2	89.2	37	37
DUTCH HARBOR, AK. (DUT)	66.1	53.2	62	62	LINCOLN, NE. (LNK)	83.6	92.2	269	269
EL PASO, TX. (ELP)	85.4	89.8	2,100	2,098	LITTLE ROCK, AR. (LIT)	84.9	86.7	1,128	1,127

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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.
LONG BEACH, CA. (LGB)	82.6	88.4	334	335	SACRAMENTO, CA. (SMF)	81.8	84.4	3,221	3,219
LOS ANGELES, CA. (LAX)	77.1	80.6	17,038	17,027	SAGINAW, MI. (MBS)	80.6	92.5	309	308
LOUISVILLE, KY. (SDF)	81.8	86.2	1,931	1,929	SALT LAKE CITY, UT. (SLC)	88.2	90.4	6,872	6,866
LUBBOCK, TX. (LBB)	88.5	88.9	497	497	SAN ANTONIO, TX. (SAT)	83.8	89.1	3,262	3,257
MADISON, WI. (MSN)	77.6	92.8	388	388	SAN DIEGO, CA. (SAN)	82.3	84.8	6,013	6,011
MANCHESTER, N.H. (MHT)	83.3	85.4	1,153	1,153	SAN FRANCISCO, CA. (OAK)	85.6	83.4	4,734	4,733
MEDFORD, OR. (MFR)	82.4	77.4	125	124	SAN FRANCISCO, CA. (SFO)	76.0	83.0	12,100	12,103
MELBOURNE, FL. (MLB)	74.2	80.6	124	124	SAN JOSE, CA. (SJC)	81.4	84.0	5,555	5,559
MEMPHIS, TN. (MEM)	88.6	89.8	4,336	4,329	SAN JUAN, P.R. (SJU)	76.7	86.8	1,587	1,587
MIAMI, FL. (MIA)	74.5	79.0	5,536	5,531	SANTA BARBARA, CA. (SBA)	80.5	74.6	128	126
MIDLAND/ODESSA, TX. (MAF)	89.4	93.4	549	549	SARASOTA/BRAD., FL. (SRQ)	73.0	85.6	404	402
MILWAUKEE, WI. (MKE)	81.3	89.8	1,370	1,370	SAVANNAH, GA. (SAV)	72.2	75.2	432	432
MINNEAPLS/ST.P., MN. (MSP)	87.3	88.0	12,369	12,367	SCRANTON/WILKES-BARRE, PA. (AVP)	76.8	89.0	155	155
MINOT, N.D. (MOT)	81.7	96.8	93	93	SEATTLE, WA. (SEA)	72.2	79.8	9,151	9,135
MISSION/MCALLEN, TX. (MFE)	85.4	94.9	295	295	SHREVEPORT, LA. (SHV)	85.5	89.1	331	331
MISSOULA, MT. (MSO)	84.9	91.9	186	186	SIOUX CITY, IA. (SUX)	89.5	94.7	57	57
MOBILE, AL./PASCAGOULA, MS. (MOB)	76.6	76.9	372	372	SIOUX FALLS, S.D. (FSD)	86.8	90.9	364	364
MOLINE, IL. (MLI)	93.3	97.2	180	180	SITKA, AK. (SIT)	75.3	87.1	93	93
MONROE, LA. (MLU)	80.6	88.7	186	186	SOUTH BEND, IN. (SBN)	85.3	92.4	238	238
MONTEREY, CA. (MRY)	88.7	77.4	62	62	SPOKANE, WA. (GEG)	81.6	87.7	1,194	1,193
MONTGOMERY, AL. (MGM)	76.3	86.0	93	93	SPRINGFIELD, MO. (SGF)	91.5	95.5	176	176
MYRTLE BEACH, S.C. (MYR)	81.8	88.2	170	170	ST. CROIX, V.I. (STX)	67.7	78.5	93	93
NASHVILLE, TN. (BNA)	81.7	84.1	4,786	4,790	ST. LOUIS, MO. (STL)	87.9	88.1	15,000	14,998
NEW ORLEANS, LA. (MSY)	78.6	83.6	4,246	4,242	ST. THOMAS, V.I. (STT)	65.7	76.6	175	175
NEW YORK, N.Y. (JFK)	81.1	87.0	3,903	3,905	SYRACUSE, N.Y. (SYR)	82.2	88.9	960	959
NEW YORK, N.Y. (LGA)	71.3	78.9	8,561	8,570	TALLAHASSEE, FL. (TLH)	58.1	69.4	186	186
NEWARK, N.J. (EWR)	72.8	79.0	10,630	10,634	TAMPA, FL. (TPA)	74.7	83.6	5,165	5,159
NEWBURGH, N.Y. (SWF)	86.3	90.3	124	124	TOLEDO, OH. (TOL)	53.4	77.3	88	88
NOME, AK. (OME)	72.5	75.0	80	80	TRAVERSE CITY, MI. (TVC)	77.1	86.7	83	83
NORFOLK/VA. BEACH, VA. (ORF)	81.0	86.4	1,357	1,356	TUCSON, AZ. (TUS)	79.5	87.5	1,665	1,663
OKLAHOMA CITY, OK. (OKC)	86.5	92.1	1,769	1,769	TULSA, OK. (TUL)	84.8	90.2	1,642	1,636
OMAHA, NE. (OMA)	80.7	88.9	1,463	1,465	VALPARAISO, FL. (VPS)	92.5	95.7	93	93
ONTARIO, CA. (ONT)	84.5	85.9	2,995	2,994	WASHINGTON, D.C. (DCA)	81.2	86.4	7,145	7,166
ORANGE COUNTY, CA. (SNA)	80.3	85.8	3,802	3,801	WASHINGTON, D.C. (IAD)	76.2	81.5	6,752	6,751
ORLANDO, FL. (MCO)	77.3	83.3	8,216	8,222	WEST PALM BEACH, FL. (PBI)	70.9	81.9	1,856	1,858
PASCO, WA. (PSC)	89.4	95.1	123	123	WHITE PLAINS, N.Y. (HPN)	83.1	90.4	425	425
PENSACOLA, FL. (PNS)	79.9	82.3	522	519	WICHITA, KS. (ICT)	86.9	93.9	512	512
PEORIA, IL. (PIA)	96.8	93.5	62	62	WILMINGTON, N.C. (ILM)	78.5	90.3	186	186
PETERSBURG, AK. (PSG)	72.6	79.0	62	62	WRANGELL, AK. (WRG)	74.2	77.4	62	62
PHILADELPHIA, PA. (PHL)	75.8	77.7	9,830	9,832	YAKUTAT, AK. (YAK)	74.2	79.0	62	62
PHOENIX, AZ. (PHX)	79.4	77.2	15,179	15,171					
PITTSBURGH, PA. (PIT)	81.6	80.5	8,635	8,627					
PORTLAND, ME. (PWM)	83.1	87.9	496	496					
PORTLAND, OR. (PDX)	81.5	87.9	4,949	4,946					
PROVIDENCE, R.I. (PVD)	82.8	85.6	2,021	2,020					
RALEIGH/DURHAM, N.C. (RDU)	79.7	85.5	3,204	3,204					
RAPID CITY, S.D. (RAP)	79.7	97.6	123	123					
RENO, NV. (RNO)	74.7	79.7	3,051	3,050					
RICHMOND, VA. (RIC)	80.4	85.9	1,479	1,478					
ROANOKE, VA. (ROA)	79.7	84.5	207	207					
ROCHESTER, MN. (RST)	87.6	95.7	185	186					
ROCHESTER, N.Y. (ROC)	77.2	85.6	1,229	1,226					

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

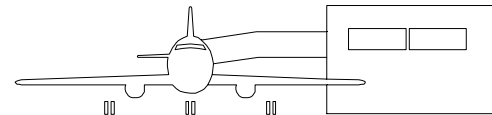
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

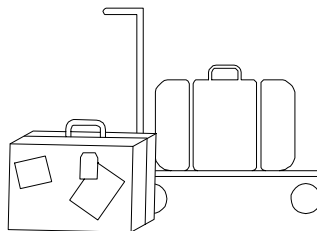
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

OCT. '99 RANK	AIRLINE	OCTOBER 1999			OCTOBER 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>	10,803	3,115,157	3.47	11,945	2,980,018	4.01
2	<i>Alaska</i>	3,390	955,342	3.55	5,085	917,782	5.54
3	<i>Northwest</i>	14,879	4,024,741	3.70	17,042	3,739,381	4.56
4	<i>Southwest</i>	21,027	5,686,245	3.70	20,450	5,054,427	4.05
5	<i>TWA</i>	8,439	2,095,321	4.03	6,396	1,785,640	3.58
6	<i>US Airways</i>	20,692	4,786,119	4.32	17,451	4,875,167	3.58
7	<i>Delta</i>	37,228	8,562,732	4.35	30,228	8,125,011	3.72
8	<i>American</i>	25,036	5,719,915	4.38	23,162	5,361,050	4.32
9	<i>America West</i>	7,133	1,629,431	4.38	4,995	1,452,618	3.44
10	<i>United</i>	35,796	6,807,164	5.26	43,167	6,681,762	6.46
Total		184,423	43,382,167	4.25	179,921	40,972,856	4.39

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*.

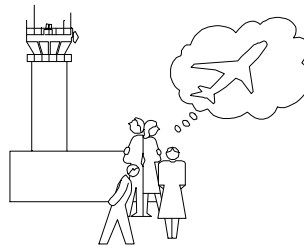
OVERSALES

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.



July-September
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

JULY-SEPT. '99 RANK	AIRLINE	JULY-SEPTEMBER 1999				JULY-SEPTEMBER 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	TWA	15,958	63	6,605,087	0.10	8,429	1,129	6,054,643	1.86
2	Northwest	22,363	163	13,900,327	0.12	27,378	306	10,080,236	0.30
3	US Airways	19,015	350	13,495,129	0.26	18,389	226	14,730,549	0.15
4	Continental	13,936	290	10,202,941	0.28	15,365	115	10,002,893	0.11
5	American	57,242	713	19,267,801	0.37	52,881	717	19,275,699	0.37
6	United	38,689	1,210	21,843,465	0.55	37,195	1,164	21,963,437	0.53
7	Delta	43,651	1,567	25,855,692	0.61	55,767	2,667	26,968,275	0.99
8	Alaska	4,919	350	3,811,080	0.92	4,621	418	3,654,398	1.14
9	Southwest	18,919	2,369	17,020,885	1.39	20,577	2,708	15,483,831	1.75
10	America West	17,274	738	4,997,967	1.48	10,728	439	4,800,905	0.91
	TOTAL	251,966	7,813	137,000,374	0.57	251,330	9,889	133,014,866	0.74

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

JAN-SEPT '99 RANK	AIRLINE	JANUARY-SEPTEMBER 1999				JANUARY-SEPTEMBER 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	68,573	772	38,374,040	0.20	98,147	1,117	34,100,676	0.33
2	Continental	46,975	839	29,496,569	0.28	54,513	375	28,524,460	0.13
3	American	192,119	2,278	54,433,093	0.42	163,872	2,312	55,607,904	0.42
4	US Airways	60,149	2,302	40,517,315	0.57	67,167	991	42,736,280	0.23
5	United	102,185	4,170	60,254,240	0.69	110,274	3,542	59,904,245	0.59
6	TWA	52,952	1,652	18,717,037	0.88	26,041	2,987	17,709,761	1.69
7	Alaska	17,928	1,018	10,312,660	0.99	19,532	1,459	9,820,451	1.49
8	America West	41,091	1,949	14,160,423	1.38	36,790	1,536	13,749,186	1.12
9	Southwest	59,775	6,816	48,558,809	1.40	60,802	8,136	44,204,904	1.84
10	Delta	143,707	15,230	76,926,030	1.98	189,886	9,639	77,610,171	1.24
	TOTAL	785,454	37,026	391,750,216	0.95	827,024	32,094	383,968,038	0.84

*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

	OCTOBER 1999				OCTOBER 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1325	129	8	58	645	48	1	50
FOREIGN AIRLINES	189	0	0	2	117	2	0	2
TRAVEL AGENTS	4	0	0	0	1	0	0	0
TOUR OPERATORS	46	0	0	7	21	0	0	0
MISCELLANEOUS*	52	10	0	11	23	17	0	5
	----	----	----	----	----	----	----	----
INDUSTRY TOTALS	1616	139	8	78	807	67	1	57

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

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	OCTOBER 1999			OCTOBER 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	548		1	221	
DELAYS.....			205			57
CANCELLATIONS.....			178			80
MISCONNECTIONS.....			68			32
CUSTOMER SERVICE.....	2	324		2	171	
BAGGAGE.....	3	261		3	116	
RES/TKTG/BOARDING.....	4	104		4	100	
REFUNDS.....	5	96		5	65	
DISABILITY.....	6	81		9	28	
OTHER.....	7	68		8	30	
FREQUENT FLYER.....			18			16
FARES.....	8	62		7	34	
OVERSALES.....	9	47		6	38	
TOURS.....	10	17		11	1	
ADVERTISING.....	11	8		10	3	
		----			----	
COMPLAINT TOTAL		1616			807	

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*

OCTOBER 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
AIRTRAN AIRWAYS	5	0	2	2	1	3	0	0	0	0	2	15
ALASKA AIRLINES	6	0	1	0	1	3	2	1	0	0	0	14
AMERICA WEST AIRLINES	54	4	1	1	1	6	17	4	0	0	2	90
AMERICAN AIRLINES	68	10	14	15	10	25	44	9	2	0	4	201
AMERICAN EAGLE	6	1	0	0	0	3	4	2	0	0	1	17
AMERICAN TRANS AIR	6	0	0	0	0	4	1	1	0	0	1	13
ATLANTIC SOUTHEAST AIRLINES	2	0	0	0	0	1	2	0	0	0	1	6
BUSINESS EXPRESS	6	0	0	0	0	1	3	0	0	0	0	10
CONTINENTAL AIRLINES	20	3	1	3	4	23	28	11	0	0	4	97
CONTINENTAL EXPRESS	3	0	1	0	0	0	0	1	0	0	0	5
DELTA AIR LINES	53	2	7	6	3	22	31	5	1	0	12	142
EASTWIND AIRLINES	3	0	3	0	16	0	0	0	0	0	0	22
HAWAIIAN AIRLINES	3	1	1	1	0	0	1	0	0	0	1	8
MIDWAY AIRLINES	4	0	0	0	1	1	0	1	0	0	0	7
NORTHWEST AIRLINES	54	4	7	5	3	17	33	5	1	0	3	132
RENO AIR	1	0	1	0	0	2	1	0	0	0	0	5
RYAN INTERNATIONAL AIRLINES	1	0	0	0	0	1	3	0	0	0	1	6
SKY TREK INT'L AIR	2	0	0	0	0	0	1	0	0	0	2	5
SOUTHWEST AIRLINES	1	1	1	1	0	3	9	1	0	0	0	17
SPIRIT AIRLINES	16	0	0	2	2	3	8	2	0	0	1	34
TOWER AIR	10	0	1	0	0	5	3	0	0	0	1	20
TRANS STATES AIRLINES	4	1	2	0	0	0	3	0	0	0	0	10
TRANS WORLD AIRLINES	16	4	9	4	3	10	10	3	0	0	5	64
TRANS WORLD EXPRESS	4	1	0	0	0	0	0	0	0	0	0	5
UNITED AIRLINES	58	3	18	5	6	31	46	16	1	0	11	195
UNITED EXPRESS	4	0	0	0	1	3	0	0	0	0	0	8
US AIRWAYS	75	3	7	4	5	10	21	9	0	0	0	134
VANGUARD AIRLINES	2	1	3	2	0	2	3	0	0	0	0	13
OTHER U.S. AIRLINES	9	3	0	1	3	6	0	4	0	0	4	30
-----	----	----	----	----	----	----	----	----	----	----	----	----
OCTOBER 1999	496	42	80	52	60	185	274	75	5	0	56	1325
% OF TOTAL COMPLAINTS	37.4	3.2	6.0	3.9	4.5	14.0	20.7	5.7	0.4	0.0	4.2	
OCTOBER 1998	189	29	69	25	47	87	150	24	3	0	22	645
% OF TOTAL COMPLAINTS	29.3	4.5	10.7	3.9	7.3	13.5	23.3	3.7	0.5	0.0	3.4	

*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

OCTOBER 1999

U.S. AIRLINES A L P H A B E T I C A L	COMPS RECD IN OCT	INCI - DENTS IN OCT	PERCENT	INCI - DENTS IN SEP	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIRTRAN AIRWAYS	15	4	26.67	4	26.67	7	46.67	0	0.00
ALASKA AIRLINES	14	6	42.86	1	7.14	5	35.71	2	14.29
AMERICA WEST AIRLINES	90	35	38.89	29	32.22	20	22.22	6	6.67
AMERICAN AIRLINES	201	46	22.89	32	15.92	110	54.73	13	6.47
AMERICAN EAGLE	17	4	23.53	6	35.29	6	35.29	1	5.88
AMERICAN TRANS AIR	13	0	0.00	0	0.00	10	76.92	3	23.08
ATLANTIC SOUTHEAST AIRLINES	6	4	66.67	1	16.67	0	0.00	1	16.67
BUSINESS EXPRESS	10	4	40.00	5	50.00	1	10.00	0	0.00
CONTINENTAL AIRLINES	97	26	26.80	23	23.71	41	42.27	7	7.22
CONTINENTAL EXPRESS	5	2	40.00	0	0.00	3	60.00	0	0.00
DELTA AIR LINES	142	45	31.69	30	21.13	44	30.99	23	16.20
EASTWIND AIRLINES	22	0	0.00	9	40.91	9	40.91	4	18.18
HAWAIIAN AIRLINES	8	3	37.50	3	37.50	2	25.00	0	0.00
MIDWAY AIRLINES	7	3	42.86	0	0.00	4	57.14	0	0.00
NORTHWEST AIRLINES	132	48	36.36	27	20.45	49	37.12	8	6.06
RENO AIR	5	0	0.00	0	0.00	5	100.00	0	0.00
RYAN INTERNATIONAL AIRLINES	6	0	0.00	0	0.00	6	100.00	0	0.00
SKY TREK INT'L AIR	5	0	0.00	1	20.00	4	80.00	0	0.00
SOUTHWEST AIRLINES	17	10	58.82	1	5.88	5	29.41	1	5.88
SPIRIT AIRLINES	34	9	26.47	3	8.82	21	61.76	1	2.94
TOWER AIR	20	7	35.00	1	5.00	12	60.00	0	0.00
TRANS STATES AIRLINES	10	0	0.00	4	40.00	6	60.00	0	0.00
TRANS WORLD AIRLINES	64	9	14.06	8	12.50	42	65.63	5	7.81
TRANS WORLD EXPRESS	5	1	20.00	1	20.00	2	40.00	1	20.00
UNITED AIRLINES	195	50	25.64	50	25.64	78	40.00	17	8.72
UNITED EXPRESS	8	1	12.50	2	25.00	3	37.50	2	25.00
US AIRWAYS	134	37	27.61	22	16.42	65	48.51	10	7.46
VANGUARD AIRLINES	13	2	15.38	5	38.46	6	46.15	0	0.00
OTHER U.S. AIRLINES	30	7	23.33	7	23.33	11	36.67	5	16.67
TOTALS	1325	363	27.40	275	20.75	577	43.55	110	8.30
PRIOR YEAR'S TOTALS	645	132	20.47	158	24.50	354	54.88	1	0.16

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

TABLE 5

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

OCTOBER 1999

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
FOREIGN AIRLINES												
AEROCALIFORNIA	1	0	0	2	1	1	0	0	0	0	0	5
AIR ARUBA	2	0	0	0	0	1	0	0	1	0	1	5
AIR CANADA	1	0	1	1	1	2	5	1	0	0	0	12
AIR FRANCE	5	1	2	0	1	17	7	1	0	0	0	34
AIR JAMAICA	2	0	1	0	0	1	1	0	0	1	0	6
ALITALIA	1	1	0	0	0	1	2	0	0	0	1	6
BRITISH AIRWAYS	6	1	5	1	1	14	5	0	1	0	2	36
KLM	5	0	1	0	0	5	2	0	0	0	0	13
LUFTHANSA	0	0	0	1	1	3	0	0	0	0	0	5
VIRGIN ATLANTIC	0	0	0	1	0	0	3	0	0	0	1	5
OTHER FOREIGN AIRLINES	12	2	7	2	5	22	8	2	0	0	2	62
TOTAL	35	5	17	8	10	67	33	4	2	1	6	189
TRAVEL AGENTS												
OTHER TRAVEL AGENTS	1	0	0	1	1	0	1	0	0	0	0	4
TOTAL	1	0	0	1	1	0	1	0	0	0	0	4
TOUR OPERATORS												
SUNJET INT'L SALES	0	0	0	0	17	2	0	0	0	9	0	28
OTHER TOUR OPERATORS	1	0	2	0	4	2	3	0	0	6	0	18
TOTAL	1	0	2	0	21	4	3	0	0	15	0	46
MISCELLANEOUS**												
OTHER MISCELLANEOUS	15	0	5	1	4	5	13	0	1	1	5	52
TOTAL	15	0	5	1	4	5	13	2	1	1	5	52

*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

OCTOBER
Consumer Complaints: Rankings
U.S. AIRLINES*

OCT. '99 RANK	AIRLINE	OCTOBER 1999			OCTOBER 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	17	5,705,654	0.30	5	5,066,738	0.10
2	Alaska	14	1,061,213	1.32	7	1,026,667	0.68
3	Delta	142	8,922,401	1.59	68	8,728,047	0.78
4	United	195	7,625,921	2.56	94	7,564,297	1.24
5	Continental	97	3,780,531	2.57	56	3,519,599	1.59
6	US Airways	134	4,962,957	2.70	34	5,029,177	0.68
7	Northwest	132	4,840,360	2.73	60	4,456,107	1.35
8	American	201	7,160,841	2.81	99	6,754,501	1.47
9	T W A	64	2,195,962	2.91	25	1,872,939	1.33
10	America West	90	1,664,066	5.41	37	1,479,115	2.50
	TOTAL	1,086	47,919,906	2.27	485	45,497,187	1.07

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.

