



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: January 2000

Includes data for the following periods:

Flight Delays	November 1999 12 Months Ending November 1999
Mishandled Baggage	November 1999
Oversales	3rd Quarter 1999 January-September 1999
Consumer Complaints	November 1999
Disability Complaints	November 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	89.7	78	89.7
NORTHWEST S/	29	88.0	115	88.1
DELTA S/	29	83.2	114	83.7
AMERICAN S/	29	83.6	93	83.2
CONTINENTAL S/	28	80.5	75	81.4
UNITED S/	29	80.8	101	81.2
SOUTHWEST S/	14	77.1	56	78.9
US AIRWAYS S/	25	78.4	88	78.2
ALASKA S/	7	70.0	34	69.2
AMERICA WEST S/	26	69.6	50	69.1
T O T A L		81.4		81.4

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 10-12 1998		1ST QUARTER 01-03 1999		2ND QUARTER 04-06 1999		3RD QUARTER 07-09 1999		09 1999		10 1999		11 1999		12 MONTHS ENDING 11 1999		DATA BASE TO DATE 09 1987 - 11 1999	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	67.1	(10)	69.6	(9)	72.5	(7)	72.0	(8)	79.4	(5)	78.0	(8)	69.2	(9)	70.4	(8)	77.3	(9)
AMERICA WEST	68.1	(9)	74.1	(7)	72.3	(8)	62.7	(10)	65.8	(10)	66.8	(10)	69.1	(10)	68.7	(10)	79.8	(3)
AMERICAN	79.8	(6)	70.4	(8)	66.5	(10)	75.6	(5)	77.5	(7)	81.2	(4)	83.2	(4)	73.5	(7)	79.5	(4)
CONTINENTAL	82.1	(4)	78.3	(2)	74.2	(5)	74.0	(6)	78.8	(6)	80.1	(5)	81.4	(5)	76.8	(5)	78.4	(6)
DELTA	82.6	(3)	77.0	(3)	76.9	(4)	77.6	(4)	80.9	(4)	78.1	(7)	83.7	(3)	77.7	(4)	77.6	(8)
NORTHWEST	83.3	(2)	75.2	(5)	79.3	(1)	80.1	(3)	85.6	(2)	85.2	(2)	88.1	(2)	79.6	(3)	79.9	(2)
SOUTHWEST	79.8	(5)	80.2	(1)	78.2	(2)	81.8	(2)	85.3	(3)	83.4	(3)	78.9	(7)	79.8	(2)	83.4	(1)
TWA	83.7	(1)	75.8	(4)	77.0	(3)	83.5	(1)	89.4	(1)	89.5	(1)	89.7	(1)	80.3	(1)	77.8	(7)
UNITED	76.7	(8)	74.6	(6)	71.3	(9)	72.4	(7)	76.0	(8)	79.5	(6)	81.2	(6)	74.0	(6)	76.6	(10)
US AIRWAYS	76.8	(7)	68.5	(10)	72.8	(6)	67.2	(9)	71.5	(9)	74.9	(9)	78.2	(8)	70.1	(9)	78.6	(5)
TOTAL	79.4		74.8		74.3		75.5		79.3		80.1		81.4		75.7		78.8	

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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 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	712	81.7	1340	75.7	238	76.1	207	87.0	89	91.0	925	83.2	551	87.5
AS	H/		H/		H/		H/		H/		H/		H/	
CO	612	80.9	722	72.6	288	78.8	105	94.3	24	83.3	599	83.1	373	84.5
DL	18004	81.6	2145	78.6	373	71.3	261	85.4	5832	88.0	1330	85.7	592	87.5
HP	175	41.7	254	48.8	169	18.9	H/		H/		58	75.9	205	70.2
NW	499	79.6	495	81.8	339	86.7	193	87.0	25	92.0	566	84.8	280	89.3
TW	196	84.7	263	82.1	177	88.7	113	92.0	113	82.3	277	88.1	172	93.6
UA	624	77.6	1251	79.5	324	77.8	146	82.2	159	80.5	492	81.1	8020	89.0
US	873	75.8	2549	73.6	2357	74.8	8849	85.4	H/		2516	81.4	209	89.5
WN	H/		H/		2735	76.9	H/		H/		H/		H/	
TOTAL	21695	80.9	9019	75.8	7000	75.3	9874	85.6	6242	87.8	6763	83.2	10402	88.4

CARRIER	ARRIVAL AIRPORT													
	DFW		DTW		EWR		IAH		JFK		LAS		LAX	
	# 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	14083	90.7	440	76.1	877	66.7	558	87.3	958	78.3	1010	71.5	2788	80.7
AS	H/		H/		H/		H/		H/		267	64.4	718	59.9
CO	623	83.1	309	81.6	6039	68.3	8122	88.6	H/		474	86.3	631	88.9
DL	3642	89.2	318	76.7	952	66.4	355	84.8	946	80.7	800	91.0	1338	85.2
HP	202	60.9	146	51.4	264	40.9	177	54.8	206	40.3	2449	66.8	762	69.3
NW	444	86.5	9752	90.1	534	63.3	319	90.9	109	89.0	358	91.3	507	90.1
TW	278	90.3	233	86.7	170	68.2	115	89.6	926	84.0	179	92.2	293	90.1
UA	654	87.8	319	82.1	871	69.9	462	84.0	526	82.3	1148	78.1	5705	77.6
US	307	82.1	419	73.3	397	67.0	314	87.3	H/		129	83.7	463	86.8
WN	H/		544	76.3	H/		191	79.6	H/		4285	78.5	3426	68.5
TOTAL	20233	89.6	12480	87.1	10104	67.1	10613	87.5	3671	79.1	11099	76.8	16631	77.0

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

CARRIER	ARRIVAL AIRPORT													
	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	1604	71.3	608	86.2	3121	84.3	494	81.0	8926	81.8	319	78.7	657	74.0
AS	H/		H/				H/				1443	81.2	H/	
CO	431	69.4	559	84.6	365	83.0	208	82.7	591	79.7	86	69.8	242	71.1
DL	2113	75.7	2800	85.1	446	83.2	354	85.3	785	75.0	591	85.8	662	76.3
HP	29	72.4	64	31.3	60	46.7	148	65.5	234	56.0	177	78.5	142	31.0
NW	575	71.5	481	84.8	312	78.2	9227	91.8	759	83.7	149	75.8	453	77.7
TW	288	77.1	329	91.2	213	89.2	271	87.8	331	80.4	119	86.6	165	85.5
UA	835	74.5	639	82.8	519	77.8	626	83.7	11713	84.0	884	79.8	736	77.0
US	2417	65.7	1448	81.4	495	77.6	236	78.8	627	73.5	H/		6375	71.0
WN	H/		1115	83.1	H/		H/		H/		871	82.4	H/	
TOTAL	8292	71.2	8043	83.8	5531	82.4	11564	89.8	23966	82.2	4639	81.2	9432	72.0

CARRIER	ARRIVAL AIRPORT															
	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	532	93.4	89	87.6	790	84.8	640	82.2	1235	70.3	178	91.0	348	85.1	447	88.4
AS	360	64.7	H/		327	62.1	3344	70.4	535	62.2	H/		H/		H/	
CO	291	84.9	104	82.7	259	87.6	289	77.2	404	74.3	87	94.3	132	85.6	431	85.2
DL	708	90.7	262	82.8	476	87.8	563	76.0	734	74.0	4515	88.9	293	84.0	952	80.6
HP	6257	80.2	H/		266	62.8	208	74.0	330	50.9	125	75.2	59	47.5	60	38.3
NW	343	90.1	193	86.5	179	89.9	447	75.8	385	77.1	89	92.1	308	88.0	329	81.8
TW	198	91.4	162	85.8	148	90.5	198	92.4	208	83.7	89	93.3	9963	91.7	209	92.8
UA	949	78.2	171	76.6	1003	79.2	1226	73.7	6340	71.8	404	79.2	229	83.0	355	87.9
US	210	85.7	7381	82.3	148	85.8	178	67.4	354	76.0			288	81.3	1127	75.8
WN	4882	78.9	H/		2231	73.8	1064	79.3	422	62.1	1015	78.9	2456	79.6	1168	82.4
TOTAL	14730	80.8	8362	82.5	5827	78.1	8157	74.5	10947	70.9	6502	86.7	14076	88.6	5078	81.6

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	64.0	80.2	13.3	73.6	85.2	J/	J/	90.9	83.9	66.7	85.3	73.3	97.8	94.7	90.0	47.5
700 - 759 AM	89.7	78.6	89.3	90.4	89.1	90.5	95.2	94.9	91.5	81.8	82.4	70.7	92.7	91.6	91.0	91.2
800 - 859 AM	89.7	92.0	83.3	90.2	93.6	83.5	93.9	95.0	90.9	86.0	87.2	53.7	92.6	82.3	81.2	93.4
900 - 959 AM	82.2	88.7	86.4	87.2	84.0	88.5	93.7	93.0	90.8	90.0	88.4	80.0	89.8	81.3	85.3	92.9
1000 - 1059 AM	86.3	85.7	91.2	85.6	91.7	85.4	93.4	89.9	86.0	84.1	90.7	91.1	84.6	77.4	74.0	91.4
1100 - 1159 AM	85.6	83.6	87.3	89.5	88.9	89.0	89.8	89.9	87.9	85.9	93.7	79.3	81.0	75.3	78.4	86.8
1200 - 1259 PM	81.6	88.5	80.8	87.3	93.3	88.8	91.4	91.9	88.5	83.6	89.7	J/	77.7	73.6	77.6	88.0
100 - 159 PM	88.9	84.1	86.1	91.3	88.1	87.2	88.9	88.4	91.8	76.4	89.1	89.0	82.2	73.2	75.2	89.2
200 - 259 PM	83.4	82.7	81.5	87.1	94.6	85.9	87.1	88.8	89.9	70.6	87.8	80.2	75.0	78.5	71.1	89.0
300 - 359 PM	78.1	81.5	70.1	84.1	91.9	85.4	90.8	94.1	88.4	59.4	88.2	83.1	67.1	73.8	70.7	86.4
400 - 459 PM	75.2	72.6	68.9	84.2	87.6	82.6	89.2	89.1	84.9	55.4	87.4	82.7	76.3	73.8	72.2	84.3
500 - 559 PM	80.2	60.6	68.6	83.3	87.2	81.7	85.3	89.0	89.7	59.2	87.4	73.5	68.1	75.3	67.3	80.8
600 - 659 PM	78.8	65.7	67.2	81.6	82.4	77.4	84.9	88.9	86.0	49.2	83.0	77.5	71.5	74.1	58.4	82.0
700 - 759 PM	76.7	59.1	71.3	81.7	83.7	74.4	84.2	85.9	82.9	39.4	89.0	70.0	71.9	76.7	53.3	71.9
800 - 859 PM	77.0	62.1	62.7	72.9	J/	77.2	83.0	85.1	87.9	53.1	86.5	75.2	67.5	79.9	56.7	77.1
900 - 959 PM	68.5	72.2	70.8	80.9	85.7	77.9	84.0	89.3	78.2	59.0	82.1	78.4	75.5	71.6	71.0	84.5
1000 - 1059 PM	78.3	69.4	65.1	93.8	76.1	79.0	71.7	84.8	89.4	64.0	84.8	83.8	69.0	75.6	70.2	74.1
1100 - 559 AM	78.3	79.5	70.0	82.4	85.5	79.6	83.2	84.9	81.1	76.2	77.4	82.2	70.9	79.3	74.5	78.6
TOTAL, ALL ARRIVALS, BY AIRPORT	80.9	75.8	75.3	85.6	87.8	83.2	88.4	89.6	87.1	67.1	87.5	79.1	76.8	77.0	71.2	83.8

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	50.0	94.7	94.0	J/	85.5	J/	89.7	J/	83.3	83.1	J/	93.6	73.1	83.7	
700 - 759 AM	100.0	95.0	92.1	98.8	85.3	92.3	90.8	87.7	94.4	91.6	90.6	95.5	93.3	91.0	
800 - 859 AM	98.3	93.9	91.6	94.6	76.1	94.9	84.5	82.1	93.2	82.9	95.5	94.4	83.1	89.1	
900 - 959 AM	90.4	92.8	89.3	92.3	75.7	87.1	88.7	83.2	87.7	76.8	91.0	93.5	87.7	87.9	
1000 - 1059 AM	94.8	91.0	87.6	84.2	88.7	85.5	81.9	80.3	79.2	74.4	89.6	94.3	88.4	86.4	
1100 - 1159 AM	81.0	92.6	85.6	86.5	83.2	88.1	84.6	90.7	77.8	69.6	92.3	88.0	85.5	85.4	
1200 - 1259 PM	82.2	91.2	81.4	85.9	73.4	80.8	89.7	82.5	71.1	64.1	83.8	92.6	84.6	82.8	
100 - 159 PM	92.1	91.6	79.2	78.0	82.7	81.7	86.1	80.4	77.4	62.2	88.0	92.2	85.2	84.3	
200 - 259 PM	87.9	80.8	76.0	75.3	74.3	82.0	84.3	62.2	74.3	71.1	85.4	85.3	88.3	81.7	
300 - 359 PM	86.1	90.6	81.6	77.6	75.0	80.3	86.0	83.0	77.1	66.7	84.9	89.6	84.0	81.6	
400 - 459 PM	82.0	87.7	81.2	85.8	68.8	79.2	84.9	73.3	78.7	68.8	87.1	91.3	87.8	79.4	
500 - 559 PM	74.5	86.9	78.2	73.3	69.6	76.1	72.5	74.6	75.0	66.5	89.4	81.0	80.1	78.3	
600 - 659 PM	81.7	79.8	80.4	77.7	58.5	78.5	76.1	73.7	71.3	66.7	80.3	78.1	76.6	75.7	
700 - 759 PM	73.6	88.8	77.4	79.5	61.1	77.8	77.9	71.7	62.2	72.4	86.0	86.1	73.8	77.6	
800 - 859 PM	70.2	84.8	73.5	76.5	61.6	72.4	76.2	72.0	64.8	66.3	84.5	82.9	75.1	74.2	
900 - 959 PM	79.4	88.5	76.2	75.5	74.3	76.4	75.2	76.2	68.0	66.7	82.2	85.1	68.4	77.5	
1000 - 1059 PM	79.0	88.3	78.5	72.1	72.3	78.6	81.2	76.8	71.1	68.8	83.9	72.6	82.0	75.5	
1100 - 559 AM	78.8	92.8	86.0	84.5	70.7	75.6	84.3	85.1	75.5	78.0	70.5	80.6	79.4	78.5	
TOTAL, ALL ARRIVALS, BY AIRPORT	82.4	89.8	82.2	81.2	72.0	80.8	82.5	78.1	74.5	70.9	86.7	88.6	81.6	81.4	

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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	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.5	91.4	91.5	94.4	91.4	95.2	94.1	95.1	91.5	94.7	96.5	90.6	95.6	91.5	90.8	95.8
700 - 759 AM	93.1	90.3	90.3	94.0	93.5	93.6	95.3	93.2	91.8	92.7	91.4	88.4	91.9	92.8	91.6	95.5
800 - 859 AM	90.5	94.0	83.2	88.3	89.1	89.7	93.4	90.7	85.4	90.7	87.3	93.4	89.9	87.1	88.3	94.4
900 - 959 AM	88.6	90.9	85.3	88.8	93.6	90.3	93.7	90.3	89.0	86.5	86.3	90.5	84.4	81.8	86.3	95.6
1000 - 1059 AM	88.0	88.9	85.5	83.2	93.3	91.8	89.3	89.8	86.5	87.7	90.7	84.7	78.3	71.2	83.7	92.3
1100 - 1159 AM	84.5	87.3	82.6	86.9	91.9	92.7	91.2	86.8	83.8	89.9	90.7	92.4	76.7	72.4	85.9	88.8
1200 - 1259 PM	88.0	91.3	79.6	86.6	92.5	91.0	89.1	87.8	85.7	89.2	94.2	90.9	73.6	74.6	85.5	87.5
100 - 159 PM	87.1	89.6	78.6	85.1	96.7	94.0	91.9	88.9	86.4	84.7	91.8	88.0	76.8	73.2	79.5	88.4
200 - 259 PM	83.3	89.5	76.5	84.9	89.0	90.1	86.0	86.4	78.3	78.5	88.7	86.3	75.9	77.7	80.0	84.6
300 - 359 PM	84.9	79.9	79.6	81.7	90.3	90.4	89.8	88.1	84.2	74.6	86.3	89.3	68.0	70.9	75.5	87.4
400 - 459 PM	79.1	81.1	68.4	79.9	92.6	83.6	88.9	86.2	82.2	71.5	90.4	85.8	59.0	76.2	77.1	85.8
500 - 559 PM	79.1	74.2	67.0	84.3	86.7	86.1	89.4	87.9	82.4	63.7	86.2	83.7	67.3	71.7	75.3	86.0
700 - 759 PM	79.4	70.6	61.5	84.0	86.5	82.1	87.0	86.5	83.3	56.6	86.6	79.9	65.4	66.8	66.1	83.8
800 - 859 PM	81.3	70.2	70.8	80.4	86.6	83.2	86.6	85.6	82.6	51.6	87.3	69.0	59.0	72.8	67.2	75.4
1000 - 1059 PM	84.0	J/	30.8	86.4	92.4	J/	J/	88.9	87.6	70.8	60.0	92.9	75.0	84.7	J/	100.0
1100 - 559 AM	87.1	94.8	95.0	82.1	J/	J/	96.6	100.0	93.3	92.9	86.4	96.4	73.9	91.0	86.2	J/
BY AIRPORT	85.3	83.7	77.4	84.4	90.3	88.9	89.8	88.6	85.9	78.4	89.0	86.9	75.3	78.2	80.4	88.4

DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
700 - 759 AM	89.9	93.6	92.2	91.1	92.2	92.4	85.4	89.3	86.5	89.8	96.6	94.6	91.6	91.8	
800 - 859 AM	90.6	92.1	91.8	93.4	85.3	89.2	83.8	85.7	90.0	88.8	92.1	92.1	92.4	89.8	
1000 - 1059 AM	87.5	90.3	89.1	84.0	79.7	77.9	86.9	79.3	84.7	73.1	88.8	91.3	88.5	86.0	
1100 - 1159 AM	87.2	89.6	88.0	84.4	88.3	77.1	83.9	76.3	75.5	79.1	91.0	89.9	87.4	85.1	
100 - 159 PM	86.4	88.1	86.9	84.2	80.4	74.1	89.7	80.4	78.0	71.4	85.2	89.6	86.2	84.1	
200 - 259 PM	83.9	88.9	80.0	73.7	71.8	77.9	85.5	70.9	77.5	73.0	89.6	88.4	76.3	82.5	
400 - 459 PM	83.5	88.7	81.3	81.6	75.5	69.7	81.4	76.6	75.5	71.5	84.7	85.7	82.8	79.7	
500 - 559 PM	77.2	86.8	79.4	73.7	69.4	69.1	78.3	67.8	74.0	69.0	88.7	88.2	83.8	78.7	
700 - 759 PM	80.9	86.5	78.9	77.0	66.1	71.7	76.0	58.9	62.2	67.2	76.3	86.8	84.6	76.1	
800 - 859 PM	74.6	86.9	81.5	72.4	69.7	68.7	81.1	63.1	52.8	69.1	88.4	81.8	77.1	78.4	
1000 - 1059 PM	J/	91.8	85.8	J/	J/	66.5	82.7	93.4	81.5	79.6	86.8	84.3	88.9	84.4	
1100 - 559 AM	94.8	100.0	85.7	96.6	98.2	82.4	86.2	93.1	91.6	86.9	88.9	83.0	90.0	84.3	
BY AIRPORT	84.9	89.5	85.2	84.0	77.1	76.3	83.2	78.8	79.5	76.8	88.0	87.7	86.9	83.7	

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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	240	PHX-BWI	1027	30	93.33	60	38
HP	880	LAS-FLL	2330	30	90.00	40	35
US	2609	ATL-BOS	1820	26	88.46	41	28
HP	243	LAS-BWI	1600	30	86.67	70	57
HP	2248	LAS-BWI	2326	30	86.67	52	45
HP	2774	LAS-PHL	1600	30	86.67	47	31
HP	2569	LAS-TPA	2322	30	86.67	44	46
US	536	CMH-PHL	1525	30	86.67	36	27
HP	2246	PHX-BWI	1836	29	86.21	48	28
CO	1766	GSO-EWR	1750	24	83.33	47	42
WN	1243	TUS-LAX	1620	30	83.33	51	49
WN	1013	LAX-TUS	1340	30	83.33	50	42
AA	2704	LAX-LAS	1232	30	83.33	35	27
HP	2682	PHX-EWR	1321	29	82.76	50	27
WN	717	LAX-LAS	1535	29	82.76	32	29
CO	20	BOS-EWR	1730	28	82.14	49	42
HP	2139	LAS-JFK	0101	28	82.14	38	32
HP	2616	PHX-ATL	1818	28	82.14	29	24
HP	2118	DFW-LAS	2224	26	80.77	26	20
CO	331	BOS-EWR	1800	20	80.00	48	34
WN	1243	LAX-SMF	1705	30	80.00	52	46
HP	711	IND-LAS	2206	30	80.00	44	34
US	241	BWI-BOS	1859	30	80.00	43	37
US	798	PIT-LGA	1742	30	80.00	35	26

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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	597	27	4.5
SOUTHWEST	2526	29	1.1
CONTINENTAL	1153	13	1.1
US AIRWAYS	2073	14	0.7
AMERICAN	2072	7	0.3
ALASKA	413	1	0.2
UNITED	2155	4	0.2
DELTA	2531	1	0.0
TWA	783	0	0.0
NORTHWEST	1510	0	0.0
TOTAL	15813	96	0.6

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
AKRON/CANTON, OH. (CAK)	83.3	96.4	84	84	EL PASO, TX. (ELP)	83.8	86.4	1,971	1,973
ALBANY, N. Y. (ALB)	81.5	89.4	910	905	ELMIRA, N. Y. (ELM)	80.4	87.5	112	112
ALBUQUERQUE, N. M. (ABQ)	83.9	86.1	2,949	2,949	ERIE, PA. (ERI)	87.8	92.2	115	115
ALLENTOWN, PA. (ABE)	79.4	87.4	514	514	EUGENE, OR. (EUG)	70.6	69.5	177	177
AMARILLO, TX. (AMA)	83.9	89.7	378	378	FAIRBANKS, AK. (FAI)	74.2	83.1	391	391
ANCHORAGE, AK. (ANC)	70.9	76.7	1,429	1,429	FARGO, N. D. (FAR)	87.6	94.4	233	233
ASHEVILLE, N. C. (AVL)	87.5	92.5	120	120	FAYETTEVILLE, N. C. (FAY)	83.3	91.7	120	120
ATLANTA, GA. (ATL)	80.9	85.3	21,695	21,744	FLINT, MI. (FNT)	85.6	91.1	90	90
AUGUSTA, GA. (AGS)	88.9	93.3	90	90	FRESNO, CA. (FAT)	96.7	96.7	30	30
AUSTIN, TX. (AUS)	85.3	90.1	3,598	3,599	FT. LAUDERDALE, FL. (FLL)	80.3	85.6	3,751	3,749
BAKERSFIELD, CA. (BFL)	93.3	100.0	30	30	FT. MYERS, FL. (RSW)	84.7	89.6	1,053	1,050
BALTIMORE, MD. (BWI)	75.3	77.4	7,000	6,997	FT. WAYNE, IN. (FWA)	95.8	95.8	24	24
BARROW, AK. (BRW)	77.8	70.8	72	72	GRAND FORKS, N. D. (GFK)	90.9	96.6	88	88
BATON ROUGE, LA. (BTR)	89.8	90.6	384	384	GRAND RAPIDS, MI. (GRR)	88.2	94.6	760	760
BETHEL, AK. (BET)	57.8	56.6	83	83	GREAT FALLS, MT. (GTF)	89.9	91.7	208	206
BILLINGS, MT. (BIL)	83.8	82.6	235	235	GREEN BAY, WI. (GRB)	87.5	94.3	192	192
BINGHAMTON, N. Y. (BGM)	74.1	80.0	85	85	GREENSBORO/HIGH PT., N. C. (GSO)	77.7	84.1	1,239	1,238
BIRMINGHAM AL. (BHM)	87.4	89.1	1,631	1,628	GREENVILLE/SPARTBG., S. C. (GSP)	83.6	88.3	568	565
BISMARCK, N. D. (BIS)	93.0	94.8	115	115	GULFPORT/BILOXI, MS. (GPT)	93.3	97.8	89	89
BOISE, ID. (BOI)	80.3	84.8	928	927	HARLINGEN, TX. (HRL)	83.2	86.2	333	333
BOSTON, MA. (BOS)	75.8	83.7	9,019	9,016	HARRISBURG, PA. (MDT)	79.6	87.7	619	619
BOZEMAN, MT. (BZN)	86.6	95.0	119	119	HARTFORD, CT./SPGFLD, MA. (BDL)	82.7	89.4	3,088	3,088
BRISTOL, TN. (TRI)	85.2	93.0	115	115	HELENA, MT. (HLN)	96.7	93.3	60	60
BUFFALO, N. Y. (BUF)	74.7	81.7	1,491	1,490	HONOLULU, OAHU, HI. (HNL)	83.0	93.3	929	929
BURBANK, CA. (BUR)	74.4	77.1	2,201	2,201	HOUSTON, TX. (HOU)	82.2	79.2	4,477	4,477
BURLINGTON, VT. (BTV)	72.9	89.9	207	207	HOUSTON, TX. (IAH)	87.5	89.0	10,613	10,608
CEDAR RAPIDS/IOWA CTY, IA. (CID)	89.9	93.5	415	415	HUNTSVILLE/DECATUR, AL. (HSV)	83.7	86.0	492	492
CHARLESTON, S. C. (CHS)	82.1	89.5	553	553	INDIANAPOLIS, IN. (IND)	80.5	86.6	2,824	2,824
CHARLESTON, W. V. (CRW)	87.2	95.4	109	109	INDIO/PALM SPRINGS, CA. (PSP)	75.2	79.9	459	458
CHARLOTTE, N. C. (CLT)	85.6	84.4	9,874	9,874	ISLIP/LONG IS., N. Y. (ISP)	76.6	83.2	581	582
CHATTANOOGA, TN. (CHA)	85.9	94.1	85	85	ITHACA, N. Y. (ITH)	71.4	88.4	112	112
CHICAGO, IL. (MDW)	81.5	78.0	4,363	4,363	JACKSON/VICKSBURG, MS. (JAN)	87.2	88.2	755	761
CHICAGO, IL. (ORD)	82.2	85.2	23,966	23,953	JACKSON, WY. (JAC)	83.3	90.0	30	30
CINCINNATI, OH. (CVG)	87.8	90.3	6,242	6,250	JACKSONVILLE, FL. (JAX)	82.6	86.4	1,886	1,886
CLEVELAND, OH. (CLE)	81.1	87.3	4,658	4,659	JUNEAU, AK. (JNU)	73.5	75.3	291	291
COLORADO SPRINGS, CO. (COS)	83.7	90.6	1,006	1,006	KAHULUI, MAUI, HI. (OGG)	83.6	90.2	244	244
COLUMBIA, S. C. (CAE)	83.4	87.2	397	398	KALAMAZOO, MI. (AZO)	87.4	86.7	135	135
COLUMBUS, OH. (CMH)	79.4	85.6	3,060	3,059	KALISPELL, MI. (FCA)	85.6	83.9	118	118
CORDOVA, AK. (CDV)	70.7	77.6	58	58	KANSAS CITY, MO. (MCI)	84.3	86.7	4,941	4,941
CORPUS CHRISTI, TX. (CRP)	83.7	90.4	239	239	KETCHIKAN, AK. (KTN)	72.4	81.0	174	174
DALLAS/FT. WORTH, TX. (DAL)	84.6	81.3	4,012	4,012	KING SALMON, AK. (AKN)	81.3	81.3	16	16
DALLAS/FT. WORTH, TX. (DFW)	89.6	88.6	20,233	20,228	KNOXVILLE, TN. (TYS)	88.3	90.8	547	545
DAYTON, OH. (DAY)	85.1	91.6	821	821	KODIAK, AK. (ADQ)	82.8	84.5	58	58
DAYTONA BEACH, FL. (DAB)	87.1	89.3	178	178	KONA, HAWAII., HI. (KOA)	86.7	88.3	60	60
DEADHORSE, AK. (SCC)	54.8	64.3	42	42	KOTZEBUE, AK. (OTZ)	76.4	70.8	72	72
DENVER, CO. (DEN)	88.4	89.8	10,402	10,401	LA CROSSE, WI. (LSE)	92.2	96.1	51	51
DES MOINES, IA. (DSM)	89.7	94.3	542	541	LANSING, MI. (LAN)	83.3	91.4	174	174
DETROIT, MI. (DTW)	87.1	85.9	12,480	12,480	LAS VEGAS, NV. (LAS)	76.8	75.3	11,099	11,098
DILLINGHAM, AK. (DLG)	81.3	68.8	16	16	LEXINGTON/FRKFT, KY. (LEX)	79.9	88.0	293	291
DULUTH, MN. (DLH)	91.1	93.8	112	112	LIHUE, KAUAI, HI. (LIH)	92.1	94.7	38	38
DUTCH HARBOR, AK. (DUT)	48.3	44.8	58	58	LINCOLN, NE. (LNK)	88.6	93.3	255	255
EAGLE, CO. (EGE)	100.0	85.7	7	7	LITTLE ROCK, AR. (LIT)	85.2	86.4	1,088	1,084

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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)	86.2	91.2		319	319	SACRAMENTO, CA. (SMF)	78.7	79.3	2,978	2,977
LOS ANGELES, CA. (LAX)	77.0	78.2	16,631	16,628	SAGINAW, MI. (MBS)	85.7	94.1		322	323
LOUISVILLE, KY. (SDF)	84.7	89.6	1,825	1,823	SALT LAKE CITY, UT. (SLC)	86.7	88.0	6,502	6,508	
LUBBOCK, TX. (LBB)	87.2	89.5	485	485	SAN ANTONIO, TX. (SAT)	84.9	87.7	3,045	3,044	
MADISON, WI. (MSN)	84.1	92.9	365	365	SAN DIEGO, CA. (SAN)	78.1	78.8	5,827	5,824	
MANCHESTER, N. H. (MHT)	75.1	81.2	1,106	1,107	SAN FRANCISCO, CA. (OAK)	76.0	75.5	4,440	4,437	
MEDFORD, OR. (MFR)	67.2	73.3	119	120	SAN FRANCISCO, CA. (SFO)	70.9	76.8	10,947	10,942	
MELBOURNE, FL. (MLB)	84.9	92.4	119	119	SAN JOSE, CA. (SJC)	76.4	78.0	5,300	5,299	
MEMPHIS, TN. (MEM)	91.4	90.6	4,108	4,107	SAN JUAN, P. R. (SJU)	79.8	85.0	1,878	1,877	
MIAMI, FL. (MIA)	82.4	84.9	5,531	5,524	SANTA BARBARA, CA. (SBA)	74.0	76.6	235	235	
MIDLAND/ODESSA, TX. (MAF)	85.0	89.0	525	525	SARASOTA/BRAD., FL. (SRQ)	84.5	88.5	419	419	
MILWAUKEE, WI. (MKE)	82.1	91.0	1,316	1,316	SAVANNAH, GA. (SAV)	82.7	90.1	415	415	
MINNEAPOLIS/ST. P. MN. (MSP)	89.8	89.5	11,564	11,559	SCRANTON/WILKES-BARRE, PA. (AVP)	78.7	91.3	150	150	
MINOT, N. D. (MDT)	95.5	95.5	88	88	SEATTLE, WA. (SEA)	74.5	79.5	8,157	8,157	
MISSION/CALLEN, TX. (MFE)	87.0	93.3	284	284	SHREVEPORT, LA. (SHV)	87.4	91.2	317	317	
MISSOULA, MT. (MSO)	81.0	93.7	174	174	SIoux CITY, IA. (SUX)	87.3	94.5	55	55	
MOBILE, AL. /PASCAGOULA, MS. (MOB)	85.8	87.5	351	351	SIoux FALLS, S. D. (FSD)	92.1	95.0	318	318	
MOBILE, AL. (MOB)	92.4	93.0	171	171	SITKA, AK. (SIT)	71.3	83.9	87	87	
MONROE, LA. (MLU)	87.1	88.8	178	178	SOUTH BEND, IN. (SBN)	87.5	91.4	257	256	
MONTEREY, CA. (MRY)	79.3	77.6	58	58	SPOKANE, WA. (GEG)	80.3	82.6	999	1,000	
MONTGOMERY, AL. (MGM)	88.6	93.2	88	88	SPRINGFIELD, MD. (SGF)	92.8	96.4	166	166	
MYRTLE BEACH, S. C. (MYR)	82.1	90.1	162	162	ST. CROIX, V. I. (STX)	76.4	75.6	89	90	
NASHVILLE, TN. (BNA)	83.5	83.3	4,557	4,559	ST. LOUIS, MO. (STL)	88.6	87.7	14,076	14,079	
NEW ORLEANS, LA. (MSY)	83.8	86.2	4,010	4,011	ST. THOMAS, V. I. (STT)	75.0	81.5	256	254	
NEW YORK, N. Y. (JFK)	79.1	86.9	3,671	3,690	SYRACUSE, N. Y. (SYR)	80.7	88.0	922	924	
NEW YORK, N. Y. (LGA)	71.2	80.4	8,292	8,295	TALLAHASSEE, FL. (TLH)	69.7	83.4	175	175	
NEWARK, N. J. (EWR)	67.1	78.4	10,104	10,110	TAMPA, FL. (TPA)	81.6	86.9	5,078	5,080	
NEWBURGH, N. Y. (SWF)	74.6	91.7	118	120	TOLEDO, OH. (TOL)	68.2	82.4	85	85	
NOME, AK. (OME)	65.3	70.7	75	75	TRAVERSE CITY, MI. (TVC)	88.0	94.0	83	83	
NORFOLK/VA. BEACH, VA. (ORF)	77.9	84.8	1,277	1,273	TUCSON, AZ. (TUS)	76.5	81.9	1,590	1,589	
OKLAHOMA CITY, OK. (OKC)	85.9	90.6	1,690	1,689	TULSA, OK. (TUL)	85.6	86.5	1,579	1,575	
OMAHA, NE. (OMA)	82.5	88.9	1,317	1,317	VALPARAISO, FL. (VPS)	90.9	97.7	88	88	
ONTARIO, CA. (ONT)	79.3	81.2	2,812	2,812	WASHINGTON, D. C. (DCA)	83.2	88.9	6,763	6,774	
ORANGE COUNTY, CA. (SNA)	75.9	78.4	3,582	3,581	WASHINGTON, D. C. (IAD)	79.7	84.8	6,361	6,362	
ORLANDO, FL. (MCO)	83.8	88.4	8,043	8,041	WEST PALM BEACH, FL. (PBI)	81.0	87.7	1,924	1,922	
PASCO, WA. (PSC)	86.3	88.0	117	117	WHITE PLAINS, N. Y. (HPN)	76.6	88.5	410	409	
PENSACOLA, FL. (PNS)	84.4	88.1	500	496	WICHITA, KS. (ICT)	86.7	94.9	489	489	
PEORIA, IL. (PIA)	87.9	91.4	58	58	WILMINGTON, N. C. (ILM)	84.3	92.1	178	178	
PETERSBURG, AK. (PSG)	69.0	69.0	58	58	WRANGELL, AK. (WRG)	65.5	74.1	58	58	
PHILADELPHIA, PA. (PHL)	72.0	77.1	9,432	9,431	YAKUTAT, AK. (YAK)	74.1	84.5	58	58	
PHOENIX, AZ. (PHX)	80.8	76.3	14,730	14,727						
PITTSBURGH, PA. (PIT)	82.5	83.2	8,362	8,357						
PORTLAND, ME. (PWM)	79.9	91.7	468	468						
PORTLAND, OR. (PDX)	81.2	84.0	4,639	4,637						
PROVIDENCE, R. I. (PVD)	77.8	85.8	1,943	1,943						
RALEIGH/DURHAM, N. C. (RDU)	79.8	86.5	3,070	3,069						
RAPID CITY, S. D. (RAP)	89.9	92.1	89	89						
RENO, NV. (RNO)	74.1	78.7	2,836	2,838						
RICHMOND, VA. (RIC)	82.2	88.6	1,390	1,389						
ROANOKE, VA. (ROA)	79.5	86.5	200	200						
ROCHESTER, MN. (RST)	76.9	89.8	147	147						
ROCHESTER, N. Y. (ROC)	77.4	87.1	1,187	1,185						

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

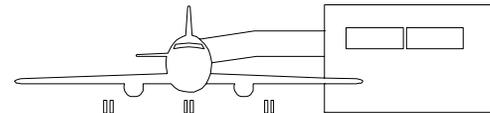
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

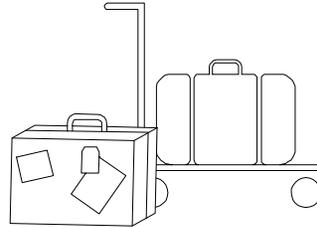
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

NOV. '99 RANK	AIRLINE	NOVEMBER 1999			NOVEMBER 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>	9,156	3,013,840	3.04	10,650	2,782,769	3.83
2	<i>Delta</i>	25,663	8,249,724	3.11	27,070	7,734,411	3.50
3	<i>Northwest</i>	14,017	3,835,873	3.65	16,483	3,539,848	4.66
4	<i>Alaska</i>	3,597	960,961	3.74	5,980	944,101	6.33
5	<i>TWA</i>	8,174	2,059,175	3.97	7,093	1,756,348	4.04
6	<i>US Airways</i>	19,041	4,613,808	4.13	14,174	4,600,270	3.08
7	<i>Southwest</i>	23,510	5,696,027	4.13	19,296	4,911,327	3.93
8	<i>American</i>	24,338	5,632,201	4.32	19,920	5,126,837	3.89
9	<i>America West</i>	7,157	1,564,409	4.57	4,217	1,392,972	3.03
10	<i>United</i>	33,541	6,297,516	5.33	38,732	6,095,234	6.35
	Total	168,194	41,923,534	4.01	163,615	38,884,117	4.21

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*.

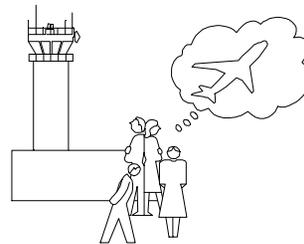
OVERSALES

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

	NOVEMBER 1999				NOVEMBER 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1385	269	14	87	602	45	1	53
FOREIGN AIRLINES	214	2	1	3	71	0	0	4
TRAVEL AGENTS	7	0	0	0	6	0	0	0
TOUR OPERATORS	25	0	0	0	19	1	0	1
MISCELLANEOUS*	69	9	0	9	24	33	0	9
	----	----	----	----	----	----	----	----
INDUSTRY TOTALS	1700	280	15	99	722	79	1	67

*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 *

	NOVEMBER 1999			NOVEMBER 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	515		1	182	
DELAYS.....			169			49
CANCELLATIONS.....			139			67
MISCONNECTIONS.....			46			16
CUSTOMER SERVICE.....	2	445		2	145	
BAGGAGE.....	3	241		3	112	
OTHER.....	4	103		8	31	
FREQUENT FLYER.....			35			17
REFUNDS.....	5	90		5	63	
RES/TKTG/BOARDING.....	6	86		4	79	
DISABILITY.....	7	70		6	41	
FARES.....	8	70		9	26	
OVERSALES.....	9	66		7	39	
TOURS.....	10	11		10	2	
ADVERTISING.....	11	3		11	2	
		----			----	
COMPLAINT TOTAL		1700			722	

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

NOVEMBER 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	10	1	1	0	2	0	3	0	0	0	1	18
ALASKA AIRLINES	3	1	0	0	0	2	5	0	0	0	3	14
AMERICA WEST AIRLINES	46	7	5	4	3	10	19	4	0	0	4	102
AMERICAN AIRLINES	75	9	4	2	9	41	69	11	0	0	9	229
AMERICAN EAGLE	12	1	1	0	1	1	7	3	0	0	4	30
AMERICAN TRANS AIR	2	0	0	0	0	2	2	0	0	0	0	6
COMAIR	1	1	0	1	0	1	1	0	0	0	0	5
CONTINENTAL AIRLINES	26	8	9	6	3	13	39	8	0	0	10	122
CONTINENTAL EXPRESS	1	1	0	0	0	1	3	0	0	0	0	6
DELTA AIR LINES	57	2	12	8	9	24	46	8	0	0	8	174
EASTWIND AIRLINES	2	0	0	0	11	0	0	0	0	0	0	13
HAWAIIAN AIRLINES	4	1	1	0	0	1	3	0	0	0	0	10
MIDWAY AIRLINES	2	0	0	0	0	1	2	1	0	0	0	6
NORTHWEST AIRLINES	21	6	5	9	0	19	34	4	0	0	7	105
RENO AIR	3	0	1	0	0	0	0	1	0	0	1	6
SOUTHWEST AIRLINES	7	1	3	1	2	4	5	5	0	0	1	29
SPIRIT AIRLINES	7	1	0	0	0	1	1	0	0	0	0	10
TOWER AIR	8	4	0	2	1	2	13	0	0	0	5	35
TRANS STATES AIRLINES	3	0	0	0	0	0	2	0	0	0	1	6
TRANS WORLD AIRLINES	11	3	7	4	2	11	26	4	0	0	4	72
UNITED AIRLINES	65	5	4	15	7	28	46	5	1	0	14	190
UNITED EXPRESS	4	0	1	0	2	1	1	0	0	0	1	10
US AIRWAYS	71	1	5	7	4	15	34	4	0	0	1	142
US AIRWAYS EXPRESS	4	0	0	0	1	1	2	0	0	0	0	8
OTHER U. S. AIRLINES	13	0	3	1	4	8	6	1	0	0	1	37
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
NOVEMBER 1999	458	53	62	60	61	187	369	59	1	0	75	1385
% OF TOTAL COMPLAINTS	33.1	3.8	4.5	4.3	4.4	13.5	26.6	4.3	0.1	0.0	5.4	
NOVEMBER 1998	160	33	63	21	47	89	130	33	2	0	24	602
% OF TOTAL COMPLAINTS	26.6	5.5	10.5	3.5	7.8	14.8	21.6	5.5	0.3	0.0	4.0	

*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
NOVEMBER 1999

U. S. AIRLINES A L P H A B E T I C A L	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN NOV.	DENTS IN NOV.		DENTS IN OCT.		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
AIRTRAN AIRWAYS	18	5	27.78	11	61.11	2	11.11	0	0.00
ALASKA AIRLINES	14	5	35.71	2	14.29	2	14.29	5	35.71
AMERICA WEST AIRLINES	102	28	27.45	44	43.14	23	22.55	7	6.86
AMERICAN AIRLINES	229	46	20.09	77	33.62	90	39.30	16	6.99
AMERICAN EAGLE	30	6	20.00	12	40.00	9	30.00	3	10.00
AMERICAN TRANS AIR	6	3	50.00	0	0.00	0	0.00	3	50.00
COMAIR	5	0	0.00	5	100.00	0	0.00	0	0.00
CONTINENTAL AIRLINES	122	26	21.31	33	27.05	44	36.07	19	15.57
CONTINENTAL EXPRESS	6	3	50.00	0	0.00	3	50.00	0	0.00
DELTA AIR LINES	174	31	17.82	60	34.48	65	37.36	18	10.34
EASTWIND AIRLINES	13	1	7.69	0	0.00	11	84.62	1	7.69
HAWAIIAN AIRLINES	10	0	0.00	8	80.00	2	20.00	0	0.00
MIDWAY AIRLINES	6	0	0.00	1	16.67	5	83.33	0	0.00
NORTHWEST AIRLINES	105	22	20.95	30	28.57	46	43.81	7	6.67
RENO AIR	6	0	0.00	0	0.00	5	83.33	1	16.67
SOUTHWEST AIRLINES	29	7	24.14	12	41.38	9	31.03	1	3.45
SPIRIT AIRLINES	10	6	60.00	0	0.00	4	40.00	0	0.00
TOWER AIR	35	9	25.71	9	25.71	15	42.86	2	5.71
TRANS STATES AIRLINES	6	5	83.33	1	16.67	0	0.00	0	0.00
TRANS WORLD AIRLINES	72	14	19.44	11	15.28	42	58.33	5	6.94
UNITED AIRLINES	190	27	14.21	48	25.26	90	47.37	25	13.16
UNITED EXPRESS	10	5	50.00	0	0.00	3	30.00	2	20.00
US AIRWAYS	142	48	33.80	51	35.92	31	21.83	12	8.45
US AIRWAYS EXPRESS	8	3	37.50	5	62.50	0	0.00	0	0.00
OTHER U. S. AIRLINES	37	9	24.32	7	18.92	18	48.65	3	8.11
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TOTALS	1385	309	22.31	427	30.83	519	37.47	130	9.39
PRIOR YEAR'S TOTALS	602	114	18.94	199	33.06	284	47.18	5	0.83

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
NOVEMBER 1999

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
FOREIGN AIRLINES												
AEROCALIFORNIA	3	0	2	0	0	3	2	0	0	0	1	11
AIR ARUBA	1	0	0	0	1	1	3	0	0	0	0	6
AIR CANADA	1	0	2	0	0	0	3	0	0	0	1	7
AIR FRANCE	6	2	0	0	4	9	9	2	0	0	4	36
AIR JAMAICA	3	0	0	0	0	1	2	0	0	0	0	6
AUSTRIAN AIRLINES	2	1	0	0	0	0	8	0	0	0	0	11
BRITISH AIRWAYS	2	2	0	0	0	8	5	3	0	0	1	21
CHINA AIRLINES	3	0	0	0	0	0	1	1	0	0	0	5
IBERIA AIRLINES	4	0	0	0	0	0	1	0	0	0	1	6
KLM	3	3	1	0	0	2	3	2	0	0	2	16
LUFTHANSA	3	1	0	1	0	1	4	0	0	0	0	10
MEXICANA	4	2	0	0	0	3	4	0	0	0	0	13
OLYMPIC AIRWAYS	0	0	1	0	1	1	3	0	0	0	0	6
OTHER FOREIGN AIRLINES	11	1	4	5	2	15	14	2	0	0	6	60
TOTAL	46	12	10	6	8	44	62	10	0	0	16	214
TRAVEL AGENTS												
OTHER TRAVEL AGENTS	1	0	4	1	0	0	1	0	0	0	0	7
TOTAL	1	0	4	1	0	0	1	0	0	0	0	7
TOUR OPERATORS												
SUNJET INT' L SALES	0	0	1	0	11	1	0	0	0	4	0	17
OTHER TOUR OPERATORS	0	0	0	0	2	0	0	0	1	5	0	8
TOTAL	0	0	1	0	13	1	0	0	1	9	0	25
MISCELLANEOUS												
OTHER MISCELLANEOUS	10	1	9	3	8	9	13	1	1	2	12	69
TOTAL	10	1	9	3	8	9	13	1	1	2	12	69

*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

NOVEMBER
Consumer Complaints: Rankings
U.S. AIRLINES*

NOV. '99 RANK	AIRLINE	NOVEMBER 1999			NOVEMBER 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	29	5,710,980	0.51	12	4,920,441	0.24
2	Alaska	14	1,101,526	1.27	10	1,070,739	0.93
3	Delta	174	8,569,213	2.03	74	8,256,909	0.90
4	Northwest	105	4,537,743	2.31	76	4,195,715	1.81
5	United	190	7,000,929	2.71	109	6,904,170	1.58
6	US Airways	142	4,766,171	2.98	47	4,732,984	0.99
7	American	229	7,023,658	3.26	75	6,432,498	1.17
8	Continental	122	3,645,419	3.35	27	3,298,872	0.82
9	T W A	72	2,136,417	3.37	18	1,830,081	0.98
10	America West	102	1,622,031	6.29	33	1,421,422	2.32
	TOTAL	1,179	46,114,087	2.56	481	43,063,831	1.12

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.

