



U.S. Department  
of Transportation



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# *Air Travel Consumer Report*

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**Issued: FEBRUARY 2000**

Includes data for the following periods:



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

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**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 (disability complaints are part of the consumer complaint section). 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	82.4	79	82.4
NORTHWEST S/	29	81.6	117	81.5
DELTA S/	29	79.8	116	80.2
CONTINENTAL S/	28	77.3	82	78.1
UNITED S/	29	77.4	104	77.9
AMERICAN S/	29	77.6	97	77.8
US AIRWAYS S/	25	77.9	88	77.7
SOUTHWEST S/	14	76.3	56	77.0
AMERICA WEST S/	26	72.6	50	71.8
ALASKA S/	7	62.4	34	61.5
<b>T O T A L</b>		<b>77.9</b>		<b>78.0</b>

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	1ST QUARTER 01-03 1999		2ND QUARTER 04-06 1999		3RD QUARTER 07-09 1999		4TH QUARTER 10-12 1999		10 1999		11 1999		12 1999		12 MONTHS ENDING 12 1999		DATA BASE TO DATE 09 1987 - 12 1999	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	69.6	(9)	72.5	(7)	72.0	(8)	69.7	(9)	78.0	(8)	69.2	(9)	61.5	(10)	71.0	(9)	77.2	(9)
AMERICA WEST	74.1	(7)	72.3	(8)	62.7	(10)	69.2	(10)	66.8	(10)	69.1	(10)	71.8	(9)	69.5	(10)	79.7	(3)
AMERICAN	70.4	(8)	66.5	(10)	75.6	(5)	80.7	(3)	81.2	(4)	83.2	(4)	77.8	(6)	73.5	(7)	79.5	(4)
CONTINENTAL	78.3	(2)	74.2	(5)	74.0	(6)	79.8	(5)	80.1	(5)	81.4	(5)	78.1	(4)	76.6	(5)	78.4	(6)
DELTA	77.0	(3)	76.9	(4)	77.6	(4)	80.6	(4)	78.1	(7)	83.7	(3)	80.2	(3)	78.0	(4)	77.6	(8)
NORTHWEST	75.2	(5)	79.3	(1)	80.1	(3)	84.9	(2)	85.2	(2)	88.1	(2)	81.5	(2)	79.9	(3)	79.9	(2)
SOUTHWEST	80.2	(1)	78.2	(2)	81.8	(2)	79.8	(6)	83.4	(3)	78.9	(7)	77.0	(8)	80.0	(2)	83.4	(1)
TWA	75.8	(4)	77.0	(3)	83.5	(1)	87.2	(1)	89.5	(1)	89.7	(1)	82.4	(1)	80.9	(1)	77.9	(7)
UNITED	74.6	(6)	71.3	(9)	72.4	(7)	79.5	(7)	79.5	(6)	81.2	(6)	77.9	(5)	74.4	(6)	76.6	(10)
US AIRWAYS	68.5	(10)	72.8	(6)	67.2	(9)	76.9	(8)	74.9	(9)	78.2	(8)	77.7	(7)	71.4	(8)	78.6	(5)
TOTAL	74.8		74.3		75.5		79.8		80.1		81.4		78.0		76.1		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 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	707	71.1	1401	74.4	216	78.7	184	82.6	90	77.8	957	80.0	587	82.6
AS	H/		H/		H/		H/		H/		H/		H/	
CO	626	73.0	737	77.6	300	77.3	110	83.6	13	61.5	622	83.4	393	78.9
DL	18787	75.3	2200	83.4	385	86.2	270	87.8	6026	85.5	1342	84.9	614	85.5
HP	164	53.0	265	61.1	175	48.6	H/		H/		58	75.9	210	69.5
NW	515	68.3	495	74.7	351	78.6	203	76.4	25	84.0	556	78.4	312	77.2
TW	201	74.1	266	83.8	182	86.3	115	87.0	114	75.4	192	85.4	179	90.5
UA	649	69.5	1171	79.9	350	74.9	149	79.2	167	76.6	417	74.3	8702	82.6
US	889	60.7	2597	79.0	2377	80.7	9121	83.0	H/		2551	80.8	217	86.2
WN	H/		H/		2817	79.1	H/		H/		H/		H/	
TOTAL	22538	74.1	9132	78.7	7153	79.1	10152	83.0	6435	84.9	6695	81.3	11214	82.4

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	14216	84.0	426	75.4	943	66.6	545	76.9	947	78.1	979	78.3	2867	82.3
AS	H/		H/		H/		H/		H/		296	65.5	773	70.2
CO	580	76.0	321	84.4	6317	71.1	8432	81.5	H/		442	79.6	646	81.4
DL	3762	83.0	335	79.4	998	72.6	360	65.0	991	77.2	830	87.0	1382	86.2
HP	209	78.0	138	47.8	272	50.4	184	64.7	210	47.6	2426	70.2	780	76.2
NW	438	74.9	10179	86.6	544	65.1	331	65.3	115	73.9	354	85.9	545	85.1
TW	284	83.8	177	80.8	175	65.7	118	69.5	788	83.6	182	87.9	290	88.3
UA	672	75.0	330	72.7	893	63.9	478	69.5	543	78.3	1201	78.1	6021	83.7
US	314	66.2	426	72.3	406	71.9	323	61.6	H/		110	72.7	478	86.2
WN	H/		567	74.4	H/		194	79.4	H/		4441	77.3	3548	74.6
TOTAL	20475	82.7	12899	84.1	10548	69.3	10965	78.7	3594	77.2	11261	76.8	17330	81.0

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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													
	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	1657	74.7	657	80.2	3216	77.7	504	69.4	8968	68.5	328	73.8	656	66.3
AS	H/		H/		H/		H/		H/		1541	73.0	H/	
CO	443	76.5	618	80.6	387	78.0	222	81.5	590	69.5	93	71.0	254	75.2
DL	2185	81.4	2825	82.7	462	72.7	363	76.0	810	65.6	611	84.1	679	76.6
HP	28	75.0	65	41.5	61	49.2	148	45.9	243	51.9	184	57.6	149	51.0
NW	579	71.7	509	68.0	352	68.5	9702	83.7	708	70.8	168	72.6	459	74.1
TW	306	81.7	340	84.4	219	80.8	262	80.5	325	72.9	124	83.9	171	74.3
UA	866	72.3	670	75.1	541	66.5	593	73.5	12053	69.9	945	81.8	728	71.8
US	2454	70.8	1420	74.0	481	73.2	242	79.3	640	62.3	H/		6582	74.4
WN	H/		1175	76.8	H/		H/		H/		912	72.8	H/	
TOTAL	8518	75.2	8279	78.2	5719	75.2	12036	81.7	24337	68.9	4906	75.7	9678	73.5

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	548	86.5	92	89.1	779	82.0	628	67.7	1277	80.6	184	80.4	326	70.2	459	80.2
AS	387	64.6	H/		358	73.7	3625	53.4	575	70.4	H/		H/		H/	
CO	333	74.5	105	75.2	272	77.2	285	72.6	422	83.2	111	87.4	141	78.0	470	73.6
DL	740	84.2	273	83.5	487	85.4	585	71.6	763	86.9	4683	83.1	301	79.7	1087	77.3
HP	6428	81.8	H/		294	67.7	215	42.3	332	67.2	132	68.9	61	57.4	61	54.1
NW	380	81.3	205	82.0	197	87.3	466	69.7	396	82.8	108	75.9	309	79.0	383	64.5
TW	206	88.3	169	82.8	153	89.5	196	79.1	197	91.9	92	82.6	10106	82.4	192	82.8
UA	999	80.3	177	66.1	1066	85.8	1329	67.0	6543	84.6	426	83.1	241	75.5	371	77.4
US	217	88.9	7617	81.0	154	79.2	184	75.0	370	89.7	H/		292	77.7	1082	67.3
WN	5137	79.1	H/		2294	80.4	1107	60.2	433	78.3	1060	71.9	2562	73.1	1306	78.3
TOTAL	15375	80.7	8638	80.9	6054	81.2	8620	60.9	11308	83.0	6796	80.9	14339	80.0	5411	74.5

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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	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	70.5	82.8	20.0	80.6	83.8	J/	J/	86.0	77.8	72.9	88.6	71.6	95.9	96.2	76.2	52.6
700 - 759 AM	86.0	85.0	94.5	91.2	88.4	92.0	91.1	87.8	89.2	81.8	91.0	76.7	92.7	91.5	86.1	92.1
800 - 859 AM	83.3	91.7	87.7	90.0	89.8	81.2	90.6	87.3	90.3	88.1	87.5	43.9	87.5	85.6	85.0	86.2
900 - 959 AM	76.2	86.4	91.5	83.1	82.9	81.6	86.6	83.3	86.6	89.3	84.1	93.3	87.7	84.3	82.2	87.8
1000 - 1059 AM	83.2	90.6	89.6	80.9	90.8	82.0	86.4	82.8	85.5	86.1	86.3	96.2	84.9	85.7	83.2	88.0
1100 - 1159 AM	80.9	81.2	85.7	88.1	86.1	83.7	80.5	84.1	85.5	86.4	78.7	93.5	81.8	79.7	79.0	81.1
1200 - 1259 PM	81.3	83.5	90.2	80.3	82.2	85.2	86.4	87.5	88.4	89.8	82.0	J/	84.0	80.2	81.3	83.1
100 - 159 PM	81.5	83.8	84.1	85.8	87.3	83.9	81.9	82.0	89.3	74.7	80.0	96.3	80.9	80.8	78.5	82.3
200 - 259 PM	75.8	84.7	84.9	85.6	90.1	83.7	79.1	83.3	86.7	73.3	72.4	83.1	76.8	80.4	80.1	80.5
300 - 359 PM	73.3	82.1	76.8	81.5	83.1	85.4	85.1	86.1	85.1	62.0	82.0	84.9	70.3	79.5	74.2	82.9
400 - 459 PM	64.4	77.7	73.0	79.1	85.9	80.8	82.3	83.8	85.0	54.6	71.1	76.2	73.3	78.5	73.5	79.0
500 - 559 PM	69.6	74.1	74.9	82.7	81.7	78.7	81.1	83.8	84.0	64.6	71.5	71.6	70.3	79.7	66.8	72.2
600 - 659 PM	68.4	74.3	70.8	80.8	83.7	75.6	77.2	81.0	82.1	52.3	75.3	73.1	76.1	79.6	63.4	76.1
700 - 759 PM	66.7	64.1	72.2	80.1	79.9	75.6	80.6	78.7	79.4	51.3	77.6	64.8	67.7	79.0	62.6	71.7
800 - 859 PM	67.0	69.4	69.7	68.5	J/	82.3	77.6	76.6	81.5	56.1	77.5	78.3	74.4	78.8	67.1	71.3
900 - 959 PM	64.2	72.1	76.7	78.4	84.4	76.2	78.7	80.4	77.7	62.3	72.8	81.1	74.6	78.1	73.2	73.3
1000 - 1059 PM	70.4	73.8	72.9	83.8	72.5	70.7	75.0	76.6	84.1	67.2	68.6	72.3	71.5	79.4	74.3	68.9
1100 - 559 AM	73.4	78.3	74.5	79.0	81.6	80.3	78.6	83.4	73.8	76.0	75.4	80.5	66.6	80.0	79.2	72.6
TOTAL, ALL ARRIVALS, BY AIRPORT	74.1	78.7	79.1	83.0	84.9	81.3	82.4	82.7	84.1	69.3	78.7	77.2	76.8	81.0	75.2	78.2

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT													TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
600 - 659 AM	46.7	84.5	76.2	J/	81.2	J/	89.2	J/	61.3	82.3	J/	89.9	73.8	80.9
700 - 759 AM	93.5	88.1	84.5	90.5	86.0	90.8	84.6	98.1	84.5	92.9	92.7	87.1	94.2	88.5
800 - 859 AM	90.3	86.5	77.0	90.6	81.3	93.0	81.2	91.6	77.6	92.1	92.9	88.5	88.1	86.1
900 - 959 AM	87.5	88.9	77.5	85.2	80.0	88.9	90.8	90.1	72.2	85.8	84.2	87.9	80.7	83.8
1000 - 1059 AM	84.6	86.8	78.0	75.5	84.7	85.2	84.5	88.0	62.5	84.9	85.2	85.4	82.7	84.3
1100 - 1159 AM	82.3	87.1	71.1	79.0	78.9	84.7	85.2	91.8	63.4	82.6	84.6	80.6	77.3	81.3
1200 - 1259 PM	76.0	82.9	68.6	75.9	75.7	81.9	83.6	83.3	57.1	76.8	77.3	79.9	79.0	79.5
100 - 159 PM	73.3	79.7	69.5	78.9	79.2	81.7	85.4	79.3	63.7	83.6	85.1	79.5	80.5	80.6
200 - 259 PM	83.3	79.5	65.5	74.4	77.6	80.9	85.8	73.2	60.4	82.0	81.5	79.0	78.0	78.7
300 - 359 PM	74.8	86.2	67.1	73.7	75.5	81.4	80.6	87.3	63.2	80.5	79.3	77.1	80.7	77.9
400 - 459 PM	75.5	79.6	63.2	67.9	67.4	76.9	81.1	73.7	65.0	85.1	81.6	79.0	74.7	74.2
500 - 559 PM	71.2	79.3	63.6	72.8	69.9	78.2	74.7	76.9	63.6	82.0	80.0	73.5	72.9	75.0
600 - 659 PM	71.4	76.8	60.9	72.2	62.8	78.7	82.8	82.6	52.6	82.2	70.2	67.2	71.3	72.1
700 - 759 PM	71.1	77.5	60.9	70.5	62.2	76.4	75.3	79.8	48.3	85.7	80.8	77.3	59.3	73.1
800 - 859 PM	66.5	70.5	57.0	76.6	67.4	72.9	78.2	71.3	56.2	82.1	79.5	75.0	69.1	71.7
900 - 959 PM	68.0	79.4	66.7	75.1	69.3	76.7	72.4	77.3	52.0	79.6	72.0	79.1	65.6	74.1
1000 - 1059 PM	69.5	75.6	68.1	75.9	72.9	77.6	88.3	78.0	57.4	76.3	71.4	70.3	68.1	72.9
1100 - 559 AM	68.9	79.3	76.1	72.8	75.5	75.8	79.0	72.9	63.9	82.3	80.9	78.5	74.7	75.4
TOTAL, ALL ARRIVALS, BY AIRPORT	75.2	81.7	68.9	75.7	73.5	80.7	80.9	81.2	60.9	83.0	80.9	80.0	74.5	77.9

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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	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.2	93.3	93.8	93.4	96.6	94.1	94.1	92.7	85.9	92.4	97.5	87.6	95.8	91.2	93.6	97.9
700 - 759 AM	89.9	90.7	91.7	93.2	93.4	92.2	92.6	92.8	88.3	93.4	94.1	89.2	89.2	92.6	92.1	95.7
800 - 859 AM	87.5	88.8	87.2	88.1	88.8	89.6	91.8	88.1	86.6	90.2	93.1	92.3	89.0	85.4	89.8	93.5
900 - 959 AM	82.3	91.7	86.7	91.4	94.0	88.1	92.4	84.0	83.6	86.8	88.6	88.2	83.5	82.8	87.1	93.0
1000 - 1059 AM	81.9	87.5	86.0	83.5	88.9	87.5	86.8	82.8	81.9	85.1	88.9	93.4	80.4	76.8	80.5	89.1
1100 - 1159 AM	82.8	88.9	82.2	86.6	92.2	84.0	86.0	79.5	82.3	89.5	83.3	88.8	81.3	77.5	85.4	87.4
1200 - 1259 PM	86.7	86.3	78.1	86.9	89.2	90.0	83.8	84.1	80.7	84.9	84.0	92.0	77.4	79.2	87.3	87.0
100 - 159 PM	86.6	87.6	87.6	83.9	78.7	87.0	87.4	88.2	83.8	85.7	81.7	J/	76.0	77.1	84.3	87.8
200 - 259 PM	80.0	85.5	80.5	82.1	86.9	88.5	81.9	80.3	74.2	78.6	80.4	90.2	74.2	79.4	80.9	83.2
300 - 359 PM	78.4	79.8	76.5	82.7	91.1	89.9	83.5	83.1	77.3	75.4	79.4	87.6	72.7	75.9	84.8	81.1
400 - 459 PM	74.5	81.1	71.5	83.4	88.4	84.7	85.0	84.1	75.3	68.8	82.8	82.8	66.5	79.8	83.4	84.2
500 - 559 PM	71.3	78.3	69.2	84.3	82.6	87.9	83.9	79.5	78.4	62.9	75.3	80.5	67.1	76.7	75.9	81.3
600 - 659 PM	76.3	71.8	73.0	79.7	84.2	81.1	81.5	78.7	78.6	62.9	77.9	80.7	70.4	78.6	70.3	79.1
700 - 759 PM	72.5	76.1	66.0	82.5	83.4	78.7	81.1	82.5	78.8	61.0	82.2	82.4	59.3	74.2	70.9	85.5
800 - 859 PM	75.1	74.6	72.4	82.2	84.5	80.7	84.4	80.4	76.2	59.5	78.1	72.1	61.9	75.5	68.2	75.7
900 - 959 PM	76.4	73.1	68.2	83.8	86.2	91.3	84.2	85.6	79.9	62.5	81.9	72.6	72.7	78.8	82.7	77.9
1000 - 1059 PM	78.4	J/	32.0	86.4	89.8	J/	67.7	86.3	79.9	72.0	90.0	100.0	77.3	90.1	J/	74.2
1100 - 559 AM	77.7	93.3	97.9	93.3	J/	J/	92.4	76.9	96.8	92.0	81.7	86.7	72.4	90.3	96.7	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	80.4	84.4	80.2	85.1	88.4	87.2	85.6	83.4	81.1	78.6	83.5	85.3	76.1	81.3	83.0	86.5

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT													TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
600 - 659 AM	95.8	88.7	86.9	90.5	92.2	96.3	91.7	90.9	89.8	93.8	94.4	93.1	97.4	92.0
700 - 759 AM	90.2	86.1	86.8	89.4	91.9	93.5	89.3	91.3	80.7	93.1	91.5	89.2	93.8	90.9
800 - 859 AM	86.5	84.5	80.0	92.4	84.7	88.7	84.7	89.3	87.2	90.2	90.4	88.8	94.6	87.9
900 - 959 AM	92.4	84.8	79.4	81.3	82.5	84.7	84.6	84.1	78.0	88.2	91.3	90.2	90.5	85.8
1000 - 1059 AM	88.7	85.2	81.2	86.1	87.2	79.6	92.0	85.1	73.7	84.5	81.2	85.0	88.1	83.2
1100 - 1159 AM	88.2	82.1	77.1	78.5	81.1	75.4	84.5	83.0	62.8	83.5	84.0	83.3	84.1	82.1
1200 - 1259 PM	81.1	85.0	76.1	82.0	83.5	78.9	89.4	82.8	64.7	80.9	71.1	81.9	80.8	82.4
100 - 159 PM	83.4	80.7	74.8	81.1	79.7	74.8	87.5	81.4	59.9	83.1	79.3	81.6	83.6	81.2
200 - 259 PM	75.2	79.0	67.3	69.3	72.4	80.6	85.5	67.4	63.8	83.7	87.8	80.1	71.7	79.1
300 - 359 PM	76.6	77.7	70.3	78.8	75.3	74.1	73.5	82.9	65.9	84.3	75.3	77.3	83.7	78.6
400 - 459 PM	74.5	77.9	67.5	77.8	77.8	72.9	79.8	74.4	66.5	80.9	81.2	77.5	81.1	77.3
500 - 559 PM	74.8	76.0	66.4	66.4	70.1	68.6	76.4	76.7	63.2	87.7	79.0	78.8	81.9	74.9
600 - 659 PM	77.0	74.5	65.4	67.6	68.3	74.5	80.7	70.2	54.9	78.2	75.8	72.5	82.0	74.8
700 - 759 PM	79.6	73.5	66.3	70.7	69.0	71.9	70.8	75.7	47.0	83.1	72.0	85.0	77.8	73.8
800 - 859 PM	74.8	73.7	64.8	76.1	61.0	72.6	77.7	67.9	37.0	82.3	82.6	72.8	71.7	74.3
900 - 959 PM	100.0	0.0	68.3	79.1	77.0	70.8	J/	77.1	45.0	82.7	68.2	77.2	70.0	76.1
1000 - 1059 PM	J/	77.5	68.5	J/	100.0	68.4	83.3	94.4	62.6	88.2	79.7	79.7	71.0	80.3
1100 - 559 AM	87.3	86.7	89.8	96.7	100.0	87.1	96.8	92.4	85.2	92.8	91.4	82.9	96.8	82.5
TOTAL, ALL DEPARTURES, BY AIRPORT	83.1	79.7	73.5	81.3	78.1	78.0	83.0	82.1	68.4	85.9	82.4	81.0	84.4	81.1

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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 AVERAGE	MIN. LATE MEDIAN
HP	2878	ORD- LAS	2115	26	92. 31	48	36
HP	880	LAS- FLL	2330	30	90. 00	44	30
AS	725	PHX- SEA	1720	31	87. 10	46	33
AS	191	SEA- ANC	2014	30	86. 67	68	42
AS	199	SEA- ANC	2059	30	83. 33	59	37
AS	398	SEA- SJC	2006	30	83. 33	37	27
HP	2139	LAS- JFK	0101	30	83. 33	25	22
AS	22	ANC- DUT	1407	29	82. 76	25	18
AS	378	SEA- SJC	2105	23	82. 61	29	26
WN	247	MDW- HOU	1635	31	80. 65	32	28
UA	663	EWR- ORD	1920	25	80. 00	29	19
AS	413	OAK- SEA	1759	30	80. 00	53	39
WN	1139	BWI - CLE	1900	30	80. 00	35	30
HP	2749	LAS- CMH	2338	30	80. 00	33	38
HP	2248	LAS- BWI	2326	30	80. 00	29	27

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ALASKA	427	25	5.9
AMERICA WEST	587	14	2.4
SOUTHWEST	2550	15	0.6
UNITED	2071	7	0.3
AMERICAN	2206	5	0.2
US AIRWAYS	2058	4	0.2
CONTINENTAL	1186	2	0.2
DELTA	2527	2	0.1
NORTHWEST	1806	1	0.1
TWA	782	0	0.0
TOTAL	16200	75	0.5

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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)	82.8	95.4	87	87	EAGLE, CO. (EGE)	72.6	85.9	157	156
ALBANY, N. Y. (ALB)	80.2	89.5	926	925	EL PASO, TX. (ELP)	79.3	83.7	2,041	2,044
ALBUQUERQUE, N. M. (ABQ)	79.7	83.4	3,029	3,032	ELMIRA, N. Y. (ELM)	82.1	92.9	112	112
ALLENTOWN, PA. (ABE)	83.0	88.8	517	519	ERIE, PA. (ERI)	82.2	89.0	118	118
AMARILLO, TX. (AMA)	71.7	82.9	396	397	EUGENE, OR. (EUG)	83.5	82.4	182	182
ANCHORAGE, AK. (ANC)	51.8	64.0	1,484	1,487	FAIRBANKS, AK. (FAI)	61.3	76.2	406	408
ASHEVILLE, N. C. (AVL)	88.7	92.7	124	124	FARGO, N. D. (FAR)	82.4	90.4	227	228
ATLANTA, GA. (ATL)	74.1	80.4	22,538	22,496	FAYETTEVILLE, N. C. (FAY)	89.5	92.7	124	124
AUGUSTA, GA. (AGS)	83.3	92.3	90	91	FLINT, MI. (FNT)	70.3	80.4	91	92
AUSTIN, TX. (AUS)	80.5	87.2	3,671	3,677	FRESNO, CA. (FAT)	80.0	96.7	30	30
BAKERSFIELD, CA. (BFL)		100.0		1	FT. LAUDERDALE, FL. (FLL)	73.2	82.3	4,003	4,001
BALTIMORE, MD. (BWI)	79.1	80.2	7,153	7,156	FT. MYERS, FL. (RSW)	73.0	83.6	1,201	1,194
BARROW, AK. (BRW)	75.3	58.9	73	73	FT. WAYNE, IN. (FWA)	90.3	93.5	31	31
BATON ROUGE, LA. (BTR)	80.5	87.0	390	393	GRAND FORKS, N. D. (GFK)	80.6	93.6	93	94
BETHEL, AK. (BET)	53.5	52.3	86	86	GRAND RAPIDS, MI. (GRR)	76.7	84.3	765	766
BILLINGS, MT. (BIL)	80.1	89.9	246	247	GREAT FALLS, MT. (GTF)	82.9	86.1	216	216
BINGHAMTON, N. Y. (BGM)	72.4	81.6	87	87	GREEN BAY, WI. (GRB)	73.9	85.4	184	185
BIRMINGHAM, AL. (BHM)	80.7	86.0	1,719	1,718	GREENSBORO/HIGH PT., N. C. (GSO)	76.8	84.1	1,254	1,256
BISMARCK, N. D. (BIS)	78.3	90.0	120	120	GREENVILLE/SPARTBG., S. C. (GSP)	81.6	88.0	580	583
BOISE, ID. (BOI)	68.5	74.5	949	949	GULFPORT/BILOXI, MS. (GPT)	93.5	98.9	92	92
BOSTON, MA. (BOS)	78.7	84.4	9,132	9,152	GUNNISON, CO. (GUC)	93.3	90.0	30	30
BOZEMAN, MT. (BZN)	69.2	94.4	143	142	HARLINGEN, TX. (HRL)	77.5	81.5	351	351
BRISTOL, TN. (TRI)	85.6	88.1	118	118	HARRISBURG, PA. (MDT)	79.9	87.9	641	643
BUFFALO, N. Y. (BUF)	74.0	78.4	1,468	1,467	HARTFORD, CT./SPGFLD, MA. (BDL)	83.5	88.3	3,040	3,044
BURBANK, CA. (BUR)	79.5	81.3	2,256	2,258	HELENA, MT. (HLN)	75.8	77.4	62	62
BURLINGTON, VT. (BTV)	81.6	88.5	217	217	HONOLULU, OAHU, HI. (HNL)	87.4	93.1	1,007	1,005
CEDAR RAPIDS/IOWA CTY, IA. (CID)	79.5	82.4	419	420	HOUSTON, TX. (HOU)	76.7	74.3	4,666	4,664
CHARLESTON, S. C. (CHS)	82.3	86.9	566	565	HOUSTON, TX. (IAH)	78.7	83.5	10,965	10,972
CHARLESTON, W. V. (CRW)	73.2	84.8	112	112	HUNTSVILLE/DECATUR, AL. (HSV)	81.4	89.4	506	508
CHARLOTTE, N. C. (CLT)	83.0	85.1	10,152	10,151	INDIANAPOLIS, IN. (IND)	76.9	84.5	2,885	2,891
CHATTANOOGA, TN. (CHA)	81.6	88.5	87	87	INDIO/PALM SPRINGS, CA. (PSP)	77.2	84.1	556	553
CHICAGO, IL. (MDW)	74.4	69.8	4,551	4,552	ISLIP/LONG IS., N. Y. (ISP)	82.4	88.0	659	661
CHICAGO, IL. (ORD)	68.9	73.5	24,337	24,337	ITHACA, N. Y. (ITH)	73.2	92.9	112	112
CINCINNATI, OH. (CVG)	84.9	88.4	6,435	6,414	JACKSON/VICKSBURG, MS. (JAN)	82.4	84.5	773	779
CLEVELAND, OH. (CLE)	77.2	82.2	4,884	4,881	JACKSON, WY. (JAC)	70.7	73.2	82	82
COLORADO SPRINGS, CO. (COS)	80.2	89.3	1,045	1,048	JACKSONVILLE, FL. (JAX)	76.7	82.6	2,008	2,012
COLUMBIA, S. C. (CAE)	82.2	84.0	411	412	JUNEAU, AK. (JNU)	56.3	56.4	304	305
COLUMBUS, OH. (CMH)	77.8	84.2	3,107	3,106	KAHULUI, MAUI, HI. (OGG)	90.5	94.0	252	252
CORDOVA, AK. (CDV)	56.7	58.3	60	60	KALAMAZOO, MI. (AZO)	83.0	84.2	100	101
CORPUS CHRISTI, TX. (CRP)	77.1	84.8	249	250	KALISPELL, MT. (FCA)	74.0	90.3	123	124
DALLAS/FT. WORTH, TX. (DAL)	81.8	79.9	4,150	4,146	KANSAS CITY, MO. (MCI)	77.5	80.7	5,081	5,086
DALLAS/FT. WORTH, TX. (DFW)	82.7	83.4	20,475	20,474	KETCHIKAN, AK. (KTN)	45.1	61.7	184	183
DAYTON, OH. (DAY)	81.5	88.0	872	873	KING SALMON, AK. (AKN)	31.3	50.0	16	16
DAYTONA BEACH, FL. (DAB)	78.3	86.4	184	184	KNOXVILLE, TN. (TYS)	82.9	86.0	566	563
DEADHORSE, AK. (SCC)	51.2	60.5	43	43	KODIAK, AK. (ADQ)	50.8	52.5	59	59
DENVER, CO. (DEN)	82.4	85.6	11,214	11,207	KONA, HAWAII, HI. (KOA)	95.3	93.8	64	64
DES MOINES, IA. (DSM)	81.9	85.0	559	561	KOTZEBUE, AK. (OTZ)	58.3	58.3	72	72
DETROIT, MI. (DTW)	84.1	81.1	12,899	12,902	LA CROSSE, WI. (LSE)	81.4	84.5	70	71
DILLINGHAM, AK. (DLG)	50.0	43.8	16	16	LANSING, MI. (LAN)	76.8	85.2	181	182
DULUTH, MN. (DLH)	85.3	92.7	95	96	LAS VEGAS, NV. (LAS)	76.8	76.1	11,261	11,245
DURANGO, CO. (DRO)	81.3	93.8	16	16	LEXINGTON/FRKFT, KY. (LEX)	78.3	83.8	300	297
DUTCH HARBOR, AK. (DUT)	20.3	28.8	59	59	LIHUE, KAUAI, HI. (LIH)	94.9	97.4	39	39

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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.
LINCOLN, NE. (LNK)	77.9	80.8	240	240	ROANOKE, VA. (ROA)	79.0	87.8	205	205
LITTLE ROCK, AR. (LIT)	78.2	81.7	1,119	1,126	ROCHESTER, MN. (RST)	74.4	85.4	172	171
LONG BEACH, CA. (LGB)	84.8	87.4	309	310	ROCHESTER, N. Y. (ROC)	76.3	82.6	1,192	1,192
LOS ANGELES, CA. (LAX)	81.0	81.3	17,330	17,318	SACRAMENTO, CA. (SMF)	78.0	79.0	3,088	3,089
LOUISVILLE, KY. (SDF)	79.6	84.4	1,905	1,904	SAGINAW, MI. (MBS)	77.2	86.4	346	345
LUBBOCK, TX. (LBB)	84.3	83.6	498	499	SALT LAKE CITY, UT. (SLC)	80.9	82.4	6,796	6,790
MADISON, WI. (MSN)	74.6	84.6	382	382	SAN ANTONIO, TX. (SAT)	78.1	85.5	3,193	3,195
MANCHESTER, N. H. (MHT)	78.7	82.0	1,138	1,142	SAN DIEGO, CA. (SAN)	81.2	82.1	6,054	6,057
MEDFORD, OR. (MFR)	68.5	79.8	124	124	SAN FRANCISCO, CA. (OAK)	78.8	76.8	4,590	4,589
MELBOURNE, FL. (MLB)	80.6	86.3	124	124	SAN FRANCISCO, CA. (SFO)	83.0	85.9	11,308	11,304
MEMPHIS, TN. (MEM)	86.4	86.6	4,300	4,293	SAN JOSE, CA. (SJC)	79.9	81.1	5,391	5,393
MIAMI, FL. (MIA)	75.2	83.1	5,719	5,710	SAN JUAN, P. R. (SJU)	75.0	85.7	1,997	1,994
MIDLAND/ODESSA, TX. (MAF)	80.8	87.3	501	503	SANTA BARBARA, CA. (SBA)	91.7	88.8	240	240
MILWAUKEE, WI. (MKE)	77.8	85.9	1,360	1,362	SARASOTA/BRAD., FL. (SRQ)	78.4	88.6	486	484
MINNEAPLS/ST. P. MN. (MSP)	81.7	79.7	12,036	12,022	SAVANNAH, GA. (SAV)	81.0	84.4	441	442
MINOT, N. D. (MDT)	86.0	89.2	93	93	SCRANTON/WILKES-BARRE, PA. (AVP)	83.2	93.5	155	155
MISSION/MCALLEN, TX. (MFE)	79.6	88.4	294	294	SEATTLE, WA. (SEA)	60.9	68.4	8,620	8,614
MISSOULA, MT. (MSO)	67.0	85.9	185	185	SHREVEPORT, LA. (SHV)	81.8	84.7	324	326
MOBILE, AL. /PASCAGOULA, MS. (MOB)	83.4	85.4	362	362	SIoux CITY, IA. (SUX)	80.7	94.7	57	57
MOLINE, IL. (MLI)	80.8	83.0	146	147	SIoux FALLS, S. D. (FSD)	82.0	89.8	334	334
MONROE, LA. (MLU)	81.5	91.4	184	185	SITKA, AK. (SIT)	50.0	67.7	92	93
MONTEREY, CA. (MRY)	89.7	91.5	58	59	SOUTH BEND, IN. (SBN)	81.4	89.1	264	266
MONTGOMERY, AL. (MGM)	80.2	93.5	91	92	SPOKANE, WA. (GEG)	65.9	70.9	1,052	1,055
MONTROSE, CO. (MTJ)	100.0	100.0	26	26	SPRINGFIELD, MD. (SGF)	85.6	91.1	167	168
MYRTLE BEACH, S. C. (MYR)	89.8	97.5	157	157	ST. CROIX, V. I. (STX)	91.9	95.2	62	62
NASHVILLE, TN. (BNA)	79.0	78.6	4,708	4,716	ST. LOUIS, MO. (STL)	80.0	81.0	14,339	14,308
NEW ORLEANS, LA. (MSY)	76.3	83.7	4,146	4,147	ST. THOMAS, V. I. (STT)	81.9	94.8	249	249
NEW YORK, N. Y. (JFK)	77.2	85.3	3,594	3,609	STEAMBOAT SPRINGS, CO. (HDN)	85.7	87.9	91	91
NEW YORK, N. Y. (LGA)	75.2	83.0	8,518	8,522	SYRACUSE, N. Y. (SYR)	77.6	86.9	956	956
NEWARK, N. J. (EWR)	69.3	78.6	10,548	10,566	TALLAHASSEE, FL. (TLH)	72.8	77.9	180	181
NEWBURGH, N. Y. (SWF)	67.4	90.3	92	93	TAMPA, FL. (TPA)	74.5	84.4	5,411	5,413
NOME, AK. (OME)	60.3	60.3	78	78	TOLEDO, OH. (TOL)	70.1	85.1	87	87
NORFOLK/VA. BEACH, VA. (ORF)	81.0	86.2	1,311	1,311	TRAVERSE CITY, MI. (TVC)	81.0	90.5	84	84
OKLAHOMA CITY, OK. (OKC)	76.0	84.5	1,744	1,743	TUCSON, AZ. (TUS)	77.8	85.2	1,699	1,702
OMAHA, NE. (OMA)	78.3	83.8	1,389	1,387	TULSA, OK. (TUL)	77.5	82.7	1,632	1,640
ONTARIO, CA. (ONT)	77.7	80.3	2,879	2,881	VALPARAISO, FL. (VPS)	95.7	96.8	93	93
ORANGE COUNTY, CA. (SNA)	82.0	83.9	3,739	3,742	WASHINGTON, D. C. (DCA)	81.3	87.2	6,695	6,713
ORLANDO, FL. (MCO)	78.2	86.5	8,279	8,272	WASHINGTON, D. C. (IAD)	79.8	84.4	6,492	6,503
PASCO, WA. (PSC)	75.2	85.1	121	121	WEST PALM BEACH, FL. (PBI)	72.8	84.0	2,019	2,019
PENSACOLA, FL. (PNS)	80.6	86.0	501	500	WHITE PLAINS, N. Y. (HPN)	70.9	80.2	405	405
PEORIA, IL. (PIA)	81.4	78.0	59	59	WICHITA, KS. (ICT)	78.2	84.8	501	506
PETERSBURG, AK. (PSG)	38.3	53.3	60	60	WILMINGTON, N. C. (ILM)	85.5	91.4	186	186
PHILADELPHIA, PA. (PHL)	73.5	78.1	9,678	9,682	WRANGELL, AK. (WRG)	38.3	53.3	60	60
PHOENIX, AZ. (PHX)	80.7	78.0	15,375	15,353	YAKUTAT, AK. (YAK)	40.0	61.7	60	60
PITTSBURGH, PA. (PIT)	80.9	83.0	8,638	8,625					
PORTLAND, ME. (PWM)	80.8	92.8	484	485					
PORTLAND, OR. (PDX)	75.7	81.3	4,906	4,907					
PROVIDENCE, R. I. (PVD)	82.6	88.4	2,039	2,039					
RALEIGH/DURHAM, N. C. (RDU)	79.6	85.4	3,134	3,138					
RAPID CITY, S. D. (RAP)	81.6	85.4	103	103					
RENO, NV. (RNO)	73.6	77.9	2,914	2,916					
RICHMOND, VA. (RIC)	81.0	88.1	1,423	1,423					

**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

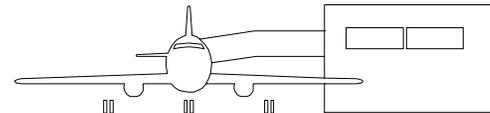
**NOTE:** The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the database; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the database 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

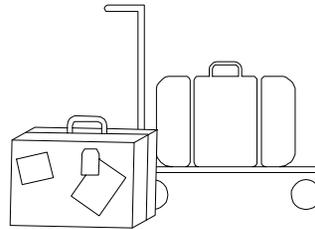
### Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



**DECEMBER**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

DEC. '99 RANK	AIRLINE	DECEMBER 1999			DECEMBER 1998		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>Delta</i>	33,530	7,964,493	<b>4.21</b>	40,654	8,035,001	<b>5.06</b>
2	<i>Continental</i>	14,307	2,995,185	<b>4.78</b>	17,323	2,905,619	<b>5.96</b>
3	<i>US Airways</i>	20,552	4,230,427	<b>4.86</b>	27,294	4,327,742	<b>6.31</b>
4	<i>Southwest</i>	27,555	5,407,144	<b>5.10</b>	31,401	4,882,559	<b>6.43</b>
5	<i>Northwest</i>	22,431	3,855,507	<b>5.82</b>	28,394	3,670,915	<b>7.73</b>
6	<i>American</i>	31,592	5,389,728	<b>5.86</b>	33,335	5,258,904	<b>6.34</b>
7	<i>America West</i>	9,466	1,499,500	<b>6.31</b>	6,994	1,401,441	<b>4.99</b>
8	<i>TWA</i>	12,649	1,923,823	<b>6.57</b>	14,318	1,830,111	<b>7.82</b>
9	<i>Alaska</i>	6,855	998,599	<b>6.86</b>	12,061	983,117	<b>12.27</b>
10	<i>United</i>	49,380	6,261,727	<b>7.89</b>	73,579	6,368,530	<b>11.55</b>
	<b>Total</b>	<b>228,317</b>	<b>40,526,133</b>	<b>5.63</b>	<b>285,353</b>	<b>39,663,939</b>	<b>7.19</b>

**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*.

**JANUARY-DECEMBER**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

JAN.-DEC. '99 RANK	AIRLINE	JANUARY-DECEMBER 1999			JANUARY-DECEMBER 1998		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<b>Southwest</b>	275,812	65,287,547	<b>4.22</b>	267,689	59,053,217	<b>4.53</b>
2	<b>Delta</b>	437,838	99,705,011	<b>4.39</b>	412,811	96,728,638	<b>4.27</b>
3	<b>Continental</b>	160,015	36,228,639	<b>4.42</b>	142,233	35,054,255	<b>4.06</b>
4	<b>America West</b>	82,483	18,233,821	<b>4.52</b>	67,607	17,411,511	<b>3.88</b>
5	<b>Northwest</b>	224,693	46,750,314	<b>4.81</b>	278,733	42,031,123	<b>6.63</b>
6	<b>US Airways</b>	276,405	54,430,359	<b>5.08</b>	230,062	56,306,124	<b>4.09</b>
7	<b>American</b>	333,551	64,055,305	<b>5.21</b>	282,085	64,151,211	<b>4.40</b>
8	<b>TWA</b>	133,210	24,744,110	<b>5.38</b>	123,020	22,815,741	<b>5.39</b>
9	<b>Alaska</b>	69,520	12,084,918	<b>5.75</b>	84,727	11,655,930	<b>7.27</b>
10	<b>United</b>	543,491	77,583,494	<b>7.01</b>	595,874	76,539,019	<b>7.79</b>
	<b>Total</b>	<b>2,537,018</b>	<b>499,103,518</b>	<b>5.08</b>	<b>2,484,841</b>	<b>481,746,769</b>	<b>5.16</b>

**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*.

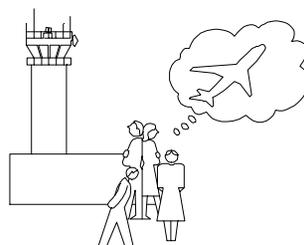
## OVERSALES

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.



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

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

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

\* 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 (Table 5 in YTD reports) 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

	DECEMBER 1999				DECEMBER 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1231	171	16	60	444	24	3	31
FOREIGN AIRLINES	186	5	3	4	52	1	0	0
TRAVEL AGENTS	12	0	0	0	1	0	0	1
TOUR OPERATORS	14	0	0	0	15	0	0	1
MISCELLANEOUS*	34	14	0	5	39	7	0	9
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INDUSTRY TOTALS	1477	190	19	69	551	32	3	42

\* 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 \*

	DECEMBER 1999			DECEMBER 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS. ....	1	484		1	135	
DELAYS. ....			164			46
CANCELLATIONS. ....			159			42
MISCONNECTIONS. ....			64			17
CUSTOMER SERVICE. ....	2	309		3	95	
BAGGAGE. ....	3	251		2	101	
RES/TKTG/BOARDING. ....	4	111		4	78	
REFUNDS. ....	5	89		5	35	
FARES. ....	6	63		7	28	
OTHER. ....	7	58		8	24	
FREQUENT FLYER. ....			19			16
OVERSALES. ....	8	55		9	18	
DISABILITY. ....	9	47		6	29	
ADVERTISING. ....	10	6		11	2	
TOURS. ....	11	4		10	6	
		----			----	
COMPLAINT TOTAL		1477			551	

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 \*

DECEMBER 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	12	0	3	0	1	6	0	0	0	0	0	22
ALASKA AIRLINES	9	1	3	0	2	5	5	0	0	0	2	27
AMERICA WEST AIRLINES	39	3	3	2	5	8	9	1	1	0	2	73
AMERICAN AIRLINES	67	7	12	9	13	36	62	6	0	0	5	217
AMERICAN EAGLE	8	1	1	1	1	5	4	1	0	0	0	22
AMERICAN TRANS AIR	2	0	1	0	2	4	3	0	0	0	0	12
ATLANTIC SOUTHEAST AIRLINES	4	0	0	1	0	5	1	0	0	0	0	11
COMAIR	6	0	0	0	0	0	0	0	0	0	1	7
CONTINENTAL AIRLINES	21	3	11	4	1	17	14	5	0	0	3	79
DELTA AIR LINES	44	3	12	9	5	16	37	6	0	0	6	138
DELTA CONNECTION	4	0	0	0	0	0	3	1	0	0	0	8
FRONTIER AIRLINES	1	0	1	0	2	1	1	1	0	0	0	7
HAWAIIAN AIRLINES	7	0	2	0	0	1	2	0	0	0	0	12
HORIZON AIRLINES	4	0	0	0	0	0	1	0	0	0	0	5
KIWI AIRLINES	1	0	1	1	2	0	0	0	0	0	0	5
NORTHWEST AIRLINES	27	1	6	4	5	17	26	0	1	0	4	91
SOUTHWEST AIRLINES	4	1	0	1	3	3	3	1	0	0	0	16
SPIRIT AIRLINES	10	0	1	0	1	1	1	0	0	0	0	14
TOWER AIR	32	4	2	1	0	6	14	1	0	0	4	64
TRANS STATES AIRLINES	5	1	2	0	0	2	1	0	0	0	0	11
TRANS WORLD AIRLINES	17	2	4	5	0	8	17	3	0	0	1	57
UNITED AIRLINES	51	7	15	5	12	25	36	5	0	0	8	164
UNITED EXPRESS	3	2	0	0	0	2	0	0	0	0	0	7
US AIRWAYS	37	3	3	8	2	16	14	5	0	0	2	90
VANGUARD AIRLINES	3	0	1	1	1	1	3	0	0	0	0	10
OTHER U. S. AIRLINES	22	3	1	4	7	10	8	4	0	1	2	62
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DECEMBER 1999	440	42	85	56	65	195	265	40	2	1	40	1231
% OF TOTAL COMPLAINTS	35.7	3.4	6.9	4.5	5.3	15.8	21.5	3.2	0.2	0.1	3.2	
DECEMBER 1998	119	13	57	24	25	71	82	25	2	4	22	444
% OF TOTAL COMPLAINTS	26.8	2.9	12.8	5.4	5.6	16.0	18.5	5.6	0.5	0.9	4.9	

\*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

DECEMBER 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 DEC.	DENTS IN DEC.		DENTS IN NOV.		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
AIRTRAN AIRWAYS	22	8	36.36	6	27.27	7	31.82	1	4.55
ALASKA AIRLINES	27	13	48.15	7	25.93	5	18.52	2	7.41
AMERICA WEST AIRLINES	73	21	28.77	19	26.03	30	41.10	3	4.11
AMERICAN AIRLINES	217	54	24.88	68	31.34	83	38.25	12	5.53
AMERICAN EAGLE	22	8	36.36	5	22.73	9	40.91	0	0.00
AMERICAN TRANS AIR	12	1	8.33	5	41.67	3	25.00	3	25.00
ATLANTIC SOUTHEAST AIRLINES	11	1	9.09	0	0.00	10	90.91	0	0.00
COMAIR	7	4	57.14	1	14.29	0	0.00	2	28.57
CONTINENTAL AIRLINES	79	24	30.38	14	17.72	29	36.71	12	15.19
DELTA AIR LINES	138	27	19.57	36	26.09	60	43.48	15	10.87
DELTA CONNECTION	8	1	12.50	7	87.50	0	0.00	0	0.00
FRONTIER AIRLINES	7	2	28.57	3	42.86	2	28.57	0	0.00
HAWAIIAN AIRLINES	12	3	25.00	6	50.00	2	16.67	1	8.33
HORIZON AIRLINES	5	2	40.00	1	20.00	2	40.00	0	0.00
KIWI AIRLINES	5	0	0.00	0	0.00	4	80.00	1	20.00
NORTHWEST AIRLINES	91	28	30.77	16	17.58	32	35.16	15	16.48
SOUTHWEST AIRLINES	16	4	25.00	7	43.75	3	18.75	2	12.50
SPIRIT AIRLINES	14	6	42.86	3	21.43	4	28.57	1	7.14
TOWER AIR	64	15	23.44	14	21.88	25	39.06	10	15.63
TRANS STATES AIRLINES	11	8	72.73	0	0.00	3	27.27	0	0.00
TRANS WORLD AIRLINES	57	12	21.05	18	31.58	21	36.84	6	10.53
UNITED AIRLINES	164	48	29.27	51	31.10	49	29.88	16	9.76
UNITED EXPRESS	7	1	14.29	4	57.14	1	14.29	1	14.29
US AIRWAYS	90	19	21.11	35	38.89	22	24.44	14	15.56
VANGUARD AIRLINES	10	5	50.00	0	0.00	5	50.00	0	0.00
OTHER U. S. AIRLINES	62	16	25.81	20	32.26	15	24.19	11	17.74
TOTALS	1231	331	26.89	346	28.11	426	34.61	128	10.40
PRIOR YEAR' S TOTALS	444	110	24.77	140	31.53	190	42.79	4	0.90

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 \*

DECEMBER 1999

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>												
AIR FRANCE	2	0	0	0	2	13	3	0	0	0	1	21
AIR JAMAICA	8	0	0	0	2	1	2	1	0	0	1	15
ALITALIA AIRLINES	3	2	0	0	1	7	3	0	0	0	0	16
ALM	4	1	0	0	1	0	0	0	0	0	0	6
BRITISH AIRWAYS	3	0	2	0	0	5	8	1	1	0	1	21
CATHAY PACIFIC AIRWAYS	1	0	1	0	0	0	2	0	0	0	1	5
IBERIA AIRLINES	1	0	0	0	0	4	1	0	0	0	0	6
KOREAN AIR LINES	0	1	2	0	1	0	1	0	0	0	0	5
LUFTHANSA	2	0	0	0	0	3	4	0	0	0	3	12
SWISSAIR	2	1	0	0	0	1	4	0	0	0	0	8
TACA INTERNATIONAL AIRLINES	0	1	0	0	1	2	0	0	0	0	1	5
OTHER FOREIGN AIRLINES	10	5	9	2	5	16	12	4	1	1	1	66
<b>TOTAL</b>	<b>36</b>	<b>11</b>	<b>14</b>	<b>2</b>	<b>13</b>	<b>52</b>	<b>40</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>186</b>
<b>TRAVEL AGENTS</b>												
OTHER TRAVEL AGENTS	2	1	5	2	1	0	0	0	1	0	0	12
<b>TOTAL</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>12</b>
<b>TOUR OPERATORS</b>												
SUNJET INT'L SALES	0	0	1	0	7	0	0	0	0	1	0	9
OTHER TOUR OPERATORS	1	0	1	0	0	0	1	0	1	0	1	5
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>14</b>
<b>MISCELLANEOUS **</b>												
OTHER MISCELLANEOUS	5	1	5	3	3	4	3	1	0	1	8	34
<b>TOTAL</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>8</b>	<b>34</b>

\*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

**DECEMBER**  
**Consumer Complaints: Rankings**  
**U.S. AIRLINES\***

DEC. '99 RANK	AIRLINE	DECEMBER 1999			DECEMBER 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>Southwest</b>	16	5,416,467	<b>0.30</b>	14	4,891,930	<b>0.29</b>
2	<b>Delta</b>	138	8,229,270	<b>1.68</b>	48	8,551,872	<b>0.56</b>
3	<b>Northwest</b>	91	4,523,556	<b>2.01</b>	30	4,330,313	<b>0.69</b>
4	<b>US Airways</b>	90	4,365,786	<b>2.06</b>	33	4,460,432	<b>0.74</b>
5	<b>Continental</b>	79	3,583,534	<b>2.20</b>	23	3,444,246	<b>0.67</b>
6	<b>United</b>	164	6,909,004	<b>2.37</b>	50	7,179,224	<b>0.70</b>
7	<b>Alaska</b>	27	1,133,128	<b>2.38</b>	5	1,113,721	<b>0.45</b>
8	<b>T W A</b>	57	2,000,104	<b>2.85</b>	18	1,903,201	<b>0.95</b>
9	<b>American</b>	217	6,721,573	<b>3.23</b>	86	6,618,074	<b>1.30</b>
10	<b>America West</b>	73	1,535,090	<b>4.76</b>	20	1,434,912	<b>1.39</b>
	<b>TOTAL</b>	<b>952</b>	<b>44,417,512</b>	<b>2.14</b>	<b>327</b>	<b>43,927,925</b>	<b>0.74</b>

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*.

TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY 1999 THRU DECEMBER 1999				JANUARY 1998 THRU DECEMBER 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	17381	1369	85	801	7980	421	20	670
FOREIGN AIRLINES	1795	21	7	28	1001	8	0	24
TRAVEL AGENTS	77	0	0	2	25	0	0	2
TOUR OPERATORS	786	2	0	12	316	2	1	7
MISCELLANEOUS*	456	101	0	102	286	124	0	124
	----	----	----	----	----	----	----	----
INDUSTRY TOTALS	20495	1493	92	945	9608	555	21	827

\*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 \*

	JANUARY 1999 THRU DECEMBER 1999			JANUARY 1998 THRU DECEMBER 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS. ....	1	7129		1	2552	
DELAYS. ....			2591			712
CANCELLATIONS. ....			2455			924
MISCONNECTIONS. ....			808			290
CUSTOMER SERVICE. ....	2	4175		2	1961	
BAGGAGE. ....	3	2913		3	1431	
RES/TKTG/BOARDING. ....	4	1579		4	1038	
REFUNDS. ....	5	1352		5	749	
OTHER. ....	6	928		7	503	
FREQUENT FLYER. ....			382			241
OVERSALES. ....	7	786		6	504	
FARES. ....	8	683		9	345	
DISABILITY. ....	9	595		8	374	
TOURS. ....	10	275		10	95	
ADVERTISING. ....	11	80		11	56	
		----			----	
COMPLAINT TOTAL		20495			9608	

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 \*

JANUARY 1999 THRU DECEMBER 1999

U. S. AIRLINES ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
ACCESS AIR	20	1	4	0	3	5	8	1	0	0	4	46
AIRTRAN AIRWAYS	112	13	19	5	11	43	51	1	0	0	12	267
ALASKA AIRLINES	59	9	27	4	11	38	53	7	0	0	15	223
AMERICA WEST AIRLINES	333	24	43	20	28	67	132	25	2	0	23	697
AMERICAN AIRLINES	1093	114	203	89	121	418	617	75	11	5	102	2848
AMERICAN EAGLE	90	16	9	2	4	30	43	6	0	0	8	208
AMERICAN TRANS AIR	62	9	16	3	5	35	45	8	0	2	5	190
ATLANTIC COAST AIRLINES	7	4	1	0	1	0	1	1	0	0	0	15
ATLANTIC SOUTHEAST AIRLINES	23	7	3	2	0	12	9	2	0	0	1	59
BIG SKY AIRLINES	7	0	0	0	0	2	3	0	0	0	0	12
BUSINESS EXPRESS	14	3	1	0	0	10	7	2	0	0	0	37
CASINO EXPRESS	3	0	0	0	3	1	2	1	0	0	1	11
CHAMPION AIR	2	0	0	0	0	2	4	2	0	0	0	10
COMAIR	21	6	3	1	0	7	6	0	1	0	4	49
CONTINENTAL AIRLINES	347	54	101	44	34	171	306	42	2	3	49	1153
CONTINENTAL EXPRESS	13	2	1	0	0	2	4	3	0	0	3	28
DELTA AIR LINES	642	61	191	96	70	220	433	61	8	2	132	1916
DELTA CONNECTION	12	1	1	3	0	2	8	1	0	0	3	31
EASTWIND AIRLINES	220	13	24	6	120	23	29	1	1	0	4	441
FALCON AIR EXPRESS	10	1	1	0	0	3	2	0	0	0	0	17
FRONTIER AIRLINES	11	0	7	1	8	4	5	5	0	0	4	45
HAWAIIAN AIRLINES	32	5	11	3	3	5	23	0	0	0	8	90
HORIZON AIRLINES	27	4	2	0	3	7	8	5	1	0	3	60
ISLAND EXPRESS AIRLINES	6	0	0	0	7	0	0	0	0	0	1	14
KIWI AIRLINES	125	13	14	2	169	34	17	1	2	2	3	382
METROJET	3	0	1	2	1	1	2	0	0	0	0	10
MIDWAY AIRLINES	20	2	6	1	2	7	7	3	1	0	1	50
MIDWEST EXPRESS AIRLINES	8	0	1	2	1	3	3	0	0	0	3	21
NATIONAL AIRLINES	3	0	1	0	0	3	3	0	0	0	0	10
NORTHWEST AIRLINES	608	37	126	71	69	237	368	47	7	1	75	1646
PAN AM	9	0	1	0	5	3	3	0	0	3	1	25
PRO AIR SERVICES	8	0	3	0	1	4	4	0	0	0	0	20
RENO AIR	34	13	22	2	15	15	35	3	0	0	4	143
RYAN INTERNATIONAL AIRLINES	14	0	0	0	1	6	8	0	0	0	4	33
SKY TREK INT'L AIR	31	0	0	0	1	35	4	0	0	4	2	77

TABLE 3 (CONT.)

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

JANUARY 1999 THRU DECEMBER 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
SOUTHWEST AIRLINES	48	11	30	16	17	48	66	14	1	1	7	259
SPIRIT AIRLINES	140	12	18	13	10	30	52	5	1	1	16	298
SUN COUNTRY AIRLINES	11	0	1	1	2	11	7	0	0	0	1	34
TOWER AIR	120	30	26	9	10	50	98	4	0	0	17	364
TRANS STATES AIRLINES	27	7	9	0	1	8	11	0	0	0	2	65
TRANS WORLD AIRLINES	277	50	86	30	38	122	204	25	0	0	59	891
TRANS WORLD EXPRESS	28	4	1	0	0	6	10	1	0	0	1	51
TRANSMERIDIAN AIRLINES	7	0	1	0	0	1	1	0	0	0	2	12
UNITED AIRLINES	772	76	172	86	81	361	558	93	9	0	109	2317
UNITED EXPRESS	51	11	6	1	6	19	17	0	0	0	6	117
US AIRWAYS	843	46	97	57	48	204	336	73	1	1	53	1759
US AIRWAYS EXPRESS	14	0	1	1	1	1	6	3	1	0	2	30
VANGUARD AIRLINES	45	10	33	9	9	16	25	0	7	1	3	158
WINAIR	9	0	1	1	5	1	4	0	0	1	1	23
OTHER U. S. AIRLINES	48	4	3	1	15	20	16	5	1	1	5	119
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JAN. THRU DEC. 1999	6469	673	1328	584	940	2353	3664	526	57	28	759	17381
% OF TOTAL COMPLAINTS	37.2	3.9	7.6	3.4	5.4	13.5	21.1	3.0	0.3	0.2	4.3	
JAN. THRU DEC. 1998	2270	387	805	276	601	1105	1716	331	39	23	427	7980
% OF TOTAL COMPLAINTS	28.4	4.8	10.1	3.5	7.5	13.8	21.5	4.1	0.5	0.3	5.4	

\*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 10 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  
COMPANIES OTHER THAN U. S. AIRLINES  
BY COMPLAINT CATEGORY \*

JANUARY 1999 THRU DECEMBER 1999

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
FOREIGN AIRLINES												
AER LINGUS	3	1	0	0	0	2	5	1	0	0	0	12
AEROCALIFORNIA	7	2	2	2	1	7	3	0	0	0	1	25
AEROFLOT	1	0	1	3	1	2	2	0	0	0	1	11
AEROMEXICO	2	0	1	1	0	4	2	0	0	0	1	11
AIR ARUBA	20	3	1	0	1	8	9	0	1	0	4	47
AIR CANADA	17	1	9	1	8	8	21	2	0	0	4	71
AIR FRANCE	37	12	10	2	15	83	40	3	0	0	8	210
AIR INDIA	2	1	5	0	0	4	1	0	1	0	0	14
AIR JAMAICA	21	0	2	0	3	10	7	2	0	1	2	48
AIR NEW ZEALAND	3	0	0	0	1	3	3	0	0	0	0	10
ALITALIA AIRLINES	9	7	3	0	2	20	11	0	0	0	5	57
ALLEGRO AIRLINES	1	0	1	0	0	4	3	0	0	0	1	10
ALM	4	1	2	0	1	3	0	0	0	0	0	11
AUSTRIAN AIRLINES	4	1	1	0	0	2	8	0	0	0	2	18
AVENSA	1	2	0	0	0	1	3	0	0	4	0	11
BAHAMASAIR	3	0	1	0	1	1	2	1	0	0	2	11
BRITISH AIRWAYS	36	13	16	6	9	70	58	6	3	0	14	231
BWA	4	2	1	1	0	7	2	0	0	0	2	19
CANADIAN AIRLINES INT' L	6	1	3	0	1	3	4	0	0	0	2	20
CATHAY PACIFIC AIRWAYS	5	0	2	0	1	1	5	0	1	0	1	16
CHINA AIRLINES	3	0	1	0	1	3	3	2	0	0	0	13
EL AL ISRAEL	5	0	2	1	4	5	5	3	1	0	3	29
GUYANA AIRWAYS	9	0	3	0	3	0	1	0	0	0	1	17
IBERIA AIRLINES	16	1	4	1	4	12	7	1	0	0	5	51
ICELANDAIR	5	1	2	1	1	0	6	0	1	0	0	17
KLM	24	4	10	1	2	29	22	4	0	0	7	103
KOREAN AIR LINES	3	1	5	1	3	8	4	0	0	0	1	26
LACSA	2	8	3	0	1	8	1	0	0	0	0	23
LAKER AIRWAYS	15	0	0	0	0	4	10	0	0	0	3	32
LUFTHANSA	11	4	3	7	4	19	23	2	0	0	3	76
MEXICANA	16	11	1	3	0	11	20	1	0	0	0	63
OLYMPIC AIRWAYS	5	1	1	0	2	3	11	0	0	0	0	23
PAKISTAN INT' L AIRLINES	4	0	3	1	0	6	1	0	0	0	1	16
SABENA	7	1	0	1	3	9	10	1	0	0	3	35
SAS	0	0	3	0	1	2	6	0	0	0	0	12
SINGAPORE AIRLINES	2	0	1	1	0	1	10	2	0	0	2	19
SKYSERVICE	5	0	1	1	2	4	3	2	0	0	1	17
SWISSAIR	7	1	3	0	4	6	10	0	1	0	1	33
TACA INT' L AIRLINES	6	8	7	3	2	17	4	0	0	0	2	49
VASP	4	0	2	0	0	3	1	0	0	0	1	11
VIRGIN ATLANTIC	3	1	4	2	2	4	13	1	0	0	3	33
OTHER FOREIGN AIRLINES	41	7	26	8	28	76	30	3	0	6	9	234
TOTAL	379	96	144	48	112	473	390	37	9	11	96	1795

TABLE 4 (CONT.)

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

JANUARY 1999 THRU DECEMBER 1999

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
TRAVEL AGENTS												
-----												
CHEAP TICKETS	0	0	5	2	2	0	4	0	0	0	0	13
PRICELINE.COM	1	0	9	5	3	1	7	0	1	0	0	27
OTHER TRAVEL AGENTS	3	1	14	5	10	0	2	0	2	0	0	37
TOTAL	4	1	28	12	15	1	13	0	3	0	0	77
TOUR OPERATORS												
-----												
APPLE VACATIONS	8	0	0	0	0	1	8	0	0	6	2	25
FUN JET INCORPORATED	3	0	3	0	0	2	5	0	1	0	1	15
MYRTLE BEACH JET EXPRESS	8	0	1	0	15	0	0	0	0	15	0	39
SUNJET INT'L SALES	150	6	16	3	229	24	29	5	2	169	2	635
SUNTRIPS OF CALIFORNIA	4	0	3	1	0	0	3	0	0	2	2	15
OTHER TOUR OPERATORS	10	1	7	0	8	4	5	1	1	19	1	57
TOTAL	183	7	30	4	252	31	50	6	4	211	8	786
MISCELLANEOUS **												
-----												
OTHER MISCELLANEOUS	94	9	49	35	33	55	58	26	7	25	65	456
TOTAL	94	9	49	35	33	55	58	26	7	25	65	456

\*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 10 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 5

**JANUARY-DECEMBER**  
**Consumer Complaints: Rankings**  
**U.S. AIRLINES\***

JAN.-DEC. RANK	AIRLINE	JANUARY-DECEMBER 1999			JANUARY-DECEMBER 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>Southwest</b>	259	65,483,849	<b>0.40</b>	147	59,177,010	<b>0.25</b>
2	<b>Alaska</b>	223	13,620,053	<b>1.64</b>	71	13,054,581	<b>0.54</b>
3	<b>Delta</b>	1,916	105,455,960	<b>1.82</b>	835	105,230,973	<b>0.79</b>
4	<b>Continental</b>	1,153	44,012,311	<b>2.62</b>	424	41,691,408	<b>1.02</b>
5	<b>United</b>	2,317	87,156,921	<b>2.66</b>	1,111	86,868,185	<b>1.28</b>
6	<b>Northwest</b>	1,646	56,206,471	<b>2.93</b>	1,117	50,538,612	<b>2.21</b>
7	<b>US Airways</b>	1,759	55,892,604	<b>3.15</b>	490	58,094,384	<b>0.84</b>
8	<b>T W A</b>	891	25,845,788	<b>3.45</b>	309	23,994,278	<b>1.29</b>
9	<b>American</b>	2,848	81,452,089	<b>3.50</b>	929	81,476,258	<b>1.14</b>
10	<b>America West</b>	697	18,703,607	<b>3.73</b>	375	17,791,957	<b>2.11</b>
	<b>TOTAL</b>	<b>13,709</b>	<b>553,829,653</b>	<b>2.48</b>	<b>5,808</b>	<b>537,917,646</b>	<b>1.08</b>

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.

