



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: March 2000

Includes data for the following periods:

Flight Delays	January 2000 12 Months Ending January 2000
Mishandled Baggage	January 2000
Oversales	4th Quarter 1999 January-December 1999
Consumer Complaints	January 2000
Disability Complaints	January 2000

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.



JANUARY 2000
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	79.8	79	79.8
SOUTHWEST S/	14	76.6	56	78.7
NORTHWEST S/	29	76.9	117	77.2
CONTINENTAL S/	28	74.9	82	75.8
AMERICAN S/	29	75.1	97	75.7
DELTA S/	29	73.1	116	73.2
UNITED S/	29	69.8	104	70.5
ALASKA S/	7	71.2	34	70.5
AMERICA WEST S/	26	68.3	51	68.8
US AIRWAYS S/	25	66.1	88	66.2
T O T A L		72.8		73.7

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		11 1999		12 1999		01 2000		12 MONTHS ENDING 01 2000		DATA BASE TO DATE 09 1987 - 01 2000	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	69.6	(9)	72.5	(7)	72.0	(8)	69.7	(9)	69.2	(9)	61.5	(10)	70.5	(8)	71.3	(9)	77.1	(9)
AMERICA WEST	74.1	(7)	72.3	(8)	62.7	(10)	69.2	(10)	69.1	(10)	71.8	(9)	68.8	(9)	69.5	(10)	79.6	(3)
AMERICAN	70.4	(8)	66.5	(10)	75.6	(5)	80.7	(3)	83.2	(4)	77.8	(6)	75.7	(5)	74.2	(7)	79.4	(4)
CONTINENTAL	78.3	(2)	74.2	(5)	74.0	(6)	79.8	(5)	81.4	(5)	78.1	(4)	75.8	(4)	76.9	(5)	78.3	(6)
DELTA	77.0	(3)	76.9	(4)	77.6	(4)	80.6	(4)	83.7	(3)	80.2	(3)	73.2	(6)	78.2	(4)	77.5	(8)
NORTHWEST	75.2	(5)	79.3	(1)	80.1	(3)	84.9	(2)	88.1	(2)	81.5	(2)	77.2	(3)	81.1	(2)	79.9	(2)
SOUTHWEST	80.2	(1)	78.2	(2)	81.8	(2)	79.8	(6)	78.9	(7)	77.0	(8)	78.7	(2)	80.2	(3)	83.3	(1)
TWA	75.8	(4)	77.0	(3)	83.5	(1)	87.2	(1)	89.7	(1)	82.4	(1)	79.8	(1)	82.5	(1)	77.9	(7)
UNITED	74.6	(6)	71.3	(9)	72.4	(7)	79.5	(7)	81.2	(6)	77.9	(5)	70.5	(7)	74.7	(6)	76.6	(10)
US AIRWAYS	68.5	(10)	72.8	(6)	67.2	(9)	76.9	(8)	78.2	(8)	77.7	(7)	66.2	(10)	72.0	(8)	78.5	(5)
TOTAL	74.8		74.3		75.5		79.8		81.4		78.0		73.7		76.6		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	699	74.2	1428	63.3	215	74.9	185	79.5	93	83.9	973	74.3	605	81.2
AS	H/		H/		H/		H/		H/		H/		H/	
CO	608	77.0	715	60.8	266	72.6	108	85.2	22	54.5	605	75.4	368	80.7
DL	19089	72.9	2232	64.9	391	69.6	277	74.0	6077	76.7	1380	72.8	617	73.7
HP	150	69.3	241	58.5	155	52.9	H/		H/		57	75.4	210	70.5
NW	525	68.8	455	58.7	350	68.0	202	75.2	26	80.8	521	75.8	297	74.7
TW	206	79.1	277	65.0	184	76.1	118	80.5	114	80.7	201	80.1	180	77.2
UA	646	75.7	1250	66.2	362	79.0	150	74.7	175	73.7	485	61.2	8539	80.7
US	895	61.0	2575	55.4	2359	66.6	9242	72.4	H/		2596	67.9	217	64.1
WN	H/		H/		2813	72.8	H/		H/		H/		H/	
TOTAL	22818	72.6	9173	61.4	7095	70.4	10282	72.9	6507	76.7	6818	71.0	11033	79.6

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	14535	84.7	427	77.0	980	61.6	545	79.4	958	74.6	982	79.0	2894	73.2
AS	H/		H/		H/		H/		H/		H/		H/	
CO	568	74.1	320	78.1	6003	67.0	8382	84.0	H/		280	70.7	743	68.0
DL	3789	80.9	341	74.8	1008	62.8	368	66.8	994	73.4	836	76.2	1393	69.9
HP	211	74.9	127	62.2	276	60.9	186	67.7	216	58.8	2570	63.2	805	64.0
NW	461	71.4	10111	81.9	554	62.5	330	69.4	113	74.3	315	66.3	533	67.0
TW	292	84.6	180	78.3	180	66.7	119	79.0	771	77.7	185	71.9	300	71.7
UA	670	76.4	329	74.5	885	65.1	440	78.2	545	76.1	1187	71.6	5964	69.2
US	320	64.7	435	62.8	419	65.2	331	65.0	H/		129	43.4	472	56.8
WN	H/		565	81.1	H/		199	82.9	H/		4435	77.1	3544	71.7
TOTAL	20846	82.8	12835	80.3	10305	65.4	10900	81.6	3597	74.2	11431	72.3	17257	69.7

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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	1672	58.9	689	80.4	3243	79.6	499	70.3	8962	65.7	329	79.0	665	62.9
AS	H/		H/		H/		H/		H/		1517	78.5	H/	
CO	444	63.7	560	79.5	373	81.5	201	72.6	581	65.4	89	50.6	252	74.2
DL	2223	65.1	2854	76.0	465	74.2	368	62.2	826	58.1	617	72.1	698	65.8
HP	2	100.0	67	58.2	62	72.6	150	57.3	242	63.2	186	56.5	150	56.7
NW	562	60.9	501	77.0	343	79.3	9598	80.0	769	69.3	131	61.8	473	69.3
TW	279	73.8	341	79.8	221	81.9	262	70.6	314	69.7	123	65.9	175	69.7
UA	877	60.4	682	80.6	541	78.2	630	67.0	12097	66.9	925	66.2	760	69.2
US	2409	54.5	1366	66.5	490	70.8	243	61.7	652	57.4	H/		6523	62.3
WN	H/		1183	83.6	H/		H/		H/		901	80.0	H/	
TOTAL	8468	60.3	8243	76.6	5738	78.4	11951	77.4	24443	65.9	4818	73.5	9696	63.9

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	553	76.1	92	89.1	781	80.3	629	77.6	1298	60.0	186	75.8	324	72.5	463	80.8
AS	378	78.6	H/		340	74.1	3486	70.5	551	53.7	H/		H/		H/	
CO	333	75.1	104	87.5	246	70.7	245	73.5	418	53.6	103	81.6	121	79.3	446	76.0
DL	741	76.8	279	73.5	494	77.3	586	72.4	775	55.7	4725	77.8	307	67.1	1094	75.7
HP	6428	74.7	H/		313	62.9	217	57.6	334	49.4	136	70.6	62	62.9	62	75.8
NW	379	70.7	171	76.0	189	71.4	435	58.4	393	53.9	101	65.3	308	75.6	381	78.0
TW	207	76.8	170	77.6	154	83.1	185	69.2	185	58.4	93	57.0	10023	82.8	190	84.2
UA	999	71.0	180	74.4	1100	72.3	1260	64.8	6541	59.9	428	72.7	238	73.9	371	76.8
US	217	51.6	7604	73.7	155	54.2	155	36.8	344	47.7	H/		294	65.0	1079	61.6
WN	5149	78.3	H/		2304	75.2	1099	79.1	434	59.2	1051	78.1	2529	77.5	1340	80.4
TOTAL	15384	75.5	8600	74.2	6076	74.2	8297	69.9	11273	58.1	6823	76.9	14206	80.5	5426	75.1

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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	82.2	84.8	66.7	67.7	87.4	J/	J/	89.7	78.6	77.4	92.4	79.4	93.1	88.6	42.9	72.7
700 - 759 AM	81.2	70.1	76.5	78.1	71.8	70.0	90.0	92.1	82.6	74.8	92.1	93.5	91.2	90.7	73.2	87.4
800 - 859 AM	79.2	69.3	76.8	74.1	78.3	70.6	85.6	87.6	84.0	74.5	83.5	56.4	90.8	86.0	71.5	81.0
900 - 959 AM	75.0	67.6	78.0	71.6	74.6	70.3	85.1	81.6	81.5	81.8	88.4	J/	82.8	75.0	72.0	79.9
1000 - 1059 AM	76.7	69.4	76.8	67.8	84.1	71.5	79.7	82.0	80.4	77.6	82.1	80.6	70.8	72.7	65.7	83.9
1100 - 1159 AM	75.0	67.8	71.5	78.7	74.3	72.1	84.1	84.4	78.4	79.6	79.6	77.4	78.8	67.8	64.4	76.7
1200 - 1259 PM	77.3	67.2	77.5	72.6	84.6	76.5	81.7	86.7	84.6	74.3	90.5	J/	82.4	69.5	64.5	69.5
100 - 159 PM	76.7	68.8	75.1	74.9	85.0	75.5	77.8	86.6	77.9	74.9	87.7	75.6	74.4	70.9	69.1	80.1
200 - 259 PM	73.9	66.1	75.7	75.6	72.8	71.9	82.9	80.7	80.8	65.8	82.1	74.0	75.3	70.0	61.4	78.5
300 - 359 PM	72.1	67.2	69.9	74.0	71.9	73.0	75.8	82.9	83.4	62.2	80.3	78.3	68.5	72.5	62.1	83.7
400 - 459 PM	68.9	60.3	68.7	73.2	68.5	71.1	81.0	83.2	83.3	54.3	78.5	77.9	75.4	67.5	54.2	79.1
500 - 559 PM	66.0	54.8	71.3	73.4	76.5	70.8	78.5	80.1	81.0	57.8	76.6	77.5	72.1	66.0	55.0	75.8
600 - 659 PM	69.4	52.0	63.7	70.8	80.3	68.9	75.5	81.5	74.6	56.8	78.5	66.2	74.8	66.4	49.0	74.0
700 - 759 PM	66.3	49.8	63.4	68.0	68.9	64.9	77.6	81.8	78.3	52.2	79.3	68.9	64.3	64.5	49.0	69.6
800 - 859 PM	66.1	51.4	61.2	57.8	82.6	70.1	68.6	74.4	78.9	54.2	80.8	59.0	70.7	64.0	47.5	69.4
900 - 959 PM	66.3	52.3	65.3	71.9	73.5	65.4	73.6	80.7	77.7	64.4	73.9	74.0	70.9	63.1	56.6	77.5
1000 - 1059 PM	70.2	52.7	66.5	80.6	76.4	74.7	74.1	75.4	78.3	59.7	71.5	66.7	62.8	64.4	57.8	68.4
1100 - 559 AM	75.1	66.2	71.6	75.3	78.0	73.8	71.6	84.6	79.4	72.1	75.2	77.5	56.8	69.4	66.8	77.4
TOTAL, ALL ARRIVALS, BY AIRPORT	72.6	61.4	70.4	72.9	76.7	71.0	79.6	82.8	80.3	65.4	81.6	74.2	72.3	69.7	60.3	76.6

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	76.2	87.3	85.1	J/	76.7	J/	89.0	J/	80.0	75.8	J/	90.2	81.3	84.4	
700 - 759 AM	90.3	85.0	76.6	89.7	72.1	86.8	78.6	96.3	89.5	90.0	83.5	85.9	87.3	82.2	
800 - 859 AM	79.0	81.2	71.9	89.1	60.1	89.3	74.0	91.5	90.6	83.0	91.6	82.4	88.5	79.7	
900 - 959 AM	81.0	78.6	73.6	90.4	65.1	88.5	79.8	86.7	83.2	69.0	89.5	85.6	81.6	79.2	
1000 - 1059 AM	84.9	75.2	71.0	79.3	67.6	76.6	73.4	80.5	77.3	59.5	73.1	78.7	80.4	75.3	
1100 - 1159 AM	81.9	77.7	68.9	73.3	65.7	77.8	80.1	80.9	70.4	56.8	83.4	83.6	75.3	75.3	
1200 - 1259 PM	76.4	83.3	72.9	80.6	67.1	79.3	76.4	76.1	71.9	53.3	82.4	85.5	74.7	76.1	
100 - 159 PM	78.4	80.8	71.6	70.0	66.6	74.9	75.3	75.1	75.1	57.7	81.7	79.7	80.4	76.6	
200 - 259 PM	85.0	75.7	61.2	73.2	68.7	74.1	79.5	66.7	71.7	47.6	75.8	82.5	75.5	73.2	
300 - 359 PM	81.3	78.0	69.2	81.5	72.0	73.7	78.3	78.8	74.7	52.7	81.2	80.2	79.4	73.9	
400 - 459 PM	85.8	75.2	62.6	75.9	62.1	72.8	75.1	73.2	67.0	54.6	80.4	80.2	78.9	71.6	
500 - 559 PM	76.8	78.3	57.1	66.8	64.5	75.9	66.8	67.2	72.7	51.3	69.7	77.4	75.5	69.9	
600 - 659 PM	72.7	71.3	54.2	67.5	56.8	70.6	71.3	74.0	64.4	53.9	68.7	70.2	71.8	67.7	
700 - 759 PM	73.9	73.3	55.0	67.3	53.1	74.5	70.9	69.6	57.5	56.9	79.5	78.0	61.6	68.3	
800 - 859 PM	72.8	68.8	56.3	63.1	58.5	66.8	67.4	57.7	61.5	54.8	77.6	79.7	71.3	65.5	
900 - 959 PM	74.7	74.9	56.9	62.4	57.8	67.4	70.7	70.5	59.8	53.1	62.1	76.6	73.8	68.1	
1000 - 1059 PM	75.9	73.5	66.0	70.7	67.0	73.3	73.5	71.7	67.0	51.9	67.9	69.6	66.3	67.1	
1100 - 559 AM	72.3	76.9	81.4	73.6	67.7	73.7	78.4	69.7	69.5	58.6	63.2	78.6	76.0	72.1	
TOTAL, ALL ARRIVALS, BY AIRPORT	78.4	77.4	65.9	73.5	63.9	75.5	74.2	74.2	69.9	58.1	76.9	80.5	75.1	72.8	

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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	85.1	79.3	82.3	85.0	91.8	85.1	92.1	91.0	84.9	85.4	92.8	79.2	94.3	91.7	84.3	94.2
700 - 759 AM	83.0	75.6	80.6	82.5	89.2	82.8	91.8	88.6	83.8	85.4	92.0	81.0	92.7	89.9	81.0	93.4
800 - 859 AM	79.6	76.0	75.7	79.9	83.1	74.9	91.6	84.7	81.0	79.4	95.1	82.3	89.3	86.3	78.7	89.2
900 - 959 AM	79.6	74.1	76.7	76.7	85.5	74.4	87.9	86.6	83.4	77.7	87.2	86.0	80.8	81.5	74.9	88.9
1000 - 1059 AM	76.5	73.3	74.1	74.7	82.3	76.0	86.4	82.0	75.9	79.2	87.8	78.7	79.0	71.3	78.4	83.4
1100 - 1159 AM	74.6	75.7	71.4	76.1	79.7	77.4	84.2	78.1	79.1	80.2	86.4	78.2	76.0	73.2	72.9	83.0
1200 - 1259 PM	75.9	75.5	69.2	78.2	82.6	79.0	84.8	82.1	81.2	78.3	85.1	79.6	74.6	69.3	72.6	81.8
100 - 159 PM	77.0	74.7	77.4	77.6	85.5	80.8	85.5	83.6	75.5	77.9	86.5	J/	72.3	73.3	73.3	79.1
200 - 259 PM	73.1	70.8	68.6	84.1	78.0	74.8	80.2	80.4	77.6	73.3	84.2	76.4	72.7	74.4	70.2	74.2
300 - 359 PM	74.4	63.8	71.4	74.6	79.8	71.2	83.1	80.3	72.8	66.6	79.5	77.3	66.8	71.6	67.1	76.2
400 - 459 PM	69.1	64.9	65.9	73.1	80.2	74.3	80.9	76.9	77.1	64.7	84.9	75.2	67.0	73.9	64.6	82.2
500 - 559 PM	70.1	61.4	59.0	74.3	73.8	72.3	79.4	80.0	75.1	61.6	78.8	76.2	68.0	70.6	57.0	77.8
600 - 659 PM	69.5	53.2	59.9	68.1	77.0	74.5	79.4	80.3	76.4	56.9	80.3	73.6	70.0	71.1	58.0	77.2
700 - 759 PM	71.0	54.2	62.3	71.5	73.2	74.8	82.1	78.4	75.5	57.2	86.7	70.5	59.7	66.5	56.8	76.4
800 - 859 PM	70.9	60.0	65.9	71.1	76.1	74.7	82.5	79.9	82.5	61.8	80.6	54.7	62.8	69.5	51.6	74.0
900 - 959 PM	73.0	66.4	46.2	69.3	69.4	76.2	81.3	83.9	79.8	75.4	85.6	73.9	69.3	74.9	58.9	77.7
1000 - 1059 PM	73.1	J/	46.2	77.8	87.1	J/	73.3	87.2	84.9	50.0	93.5	96.8	74.4	81.5	J/	71.0
1100 - 559 AM	76.9	93.4	82.8	88.9	J/	J/	85.9	80.8	87.5	77.0	90.0	83.9	70.5	88.0	86.7	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	74.9	69.3	70.0	75.5	80.4	76.3	84.1	82.3	79.0	72.6	85.0	77.2	74.5	76.9	69.8	81.9

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	87.0	87.2	85.7	91.6	83.8	98.1	90.5	93.5	92.9	91.4	93.9	92.3	95.8	88.4	
700 - 759 AM	86.0	85.4	85.1	93.8	80.8	93.8	83.7	93.4	90.8	89.1	95.7	88.3	91.1	87.3	
800 - 859 AM	81.3	81.9	81.2	87.9	71.9	87.8	78.9	90.7	88.9	84.4	90.7	85.5	89.0	83.1	
900 - 959 AM	86.5	82.3	77.5	85.5	66.8	87.1	79.4	85.2	84.7	84.8	93.5	84.9	89.9	81.4	
1000 - 1059 AM	81.5	72.8	77.6	83.7	71.1	79.6	82.9	86.2	83.4	69.6	86.2	83.5	84.4	79.3	
1100 - 1159 AM	85.5	78.9	74.8	84.5	72.1	69.4	78.5	80.1	80.3	65.9	85.4	80.4	84.0	77.7	
1200 - 1259 PM	79.7	73.7	74.2	82.5	69.9	74.6	87.2	76.2	76.5	67.0	70.1	84.7	78.1	77.6	
100 - 159 PM	79.2	79.7	74.3	82.9	71.0	72.9	81.5	76.1	74.2	68.3	83.0	81.9	81.2	76.9	
200 - 259 PM	84.6	80.0	68.7	77.0	63.5	76.2	77.1	69.6	80.0	64.5	87.3	80.4	73.3	75.8	
300 - 359 PM	72.6	79.1	67.9	74.3	67.2	67.2	73.4	78.9	75.2	54.6	78.6	80.0	83.4	73.3	
400 - 459 PM	81.0	80.7	66.0	87.3	71.1	67.6	74.3	76.8	76.5	63.6	80.5	79.8	75.6	72.8	
500 - 559 PM	75.0	73.9	62.9	72.0	60.0	67.2	71.2	70.6	72.9	59.9	78.5	79.8	78.3	70.5	
600 - 659 PM	75.2	74.3	56.9	72.8	61.1	71.6	74.7	63.3	69.2	56.4	81.5	75.6	80.4	70.8	
700 - 759 PM	74.0	79.7	61.5	79.5	59.5	68.8	100.0	70.4	63.4	63.1	65.7	77.4	84.5	69.0	
800 - 859 PM	78.2	76.3	59.4	70.1	60.2	69.7	75.9	63.5	58.1	63.0	84.0	77.4	66.1	71.8	
900 - 959 PM	J/	J/	66.1	78.4	61.7	70.1	56.6	70.8	70.1	66.2	73.5	75.4	67.2	72.0	
1000 - 1059 PM	J/	80.2	65.6	J/	J/	74.1	78.7	92.7	79.8	73.4	82.8	77.5	84.3	78.5	
1100 - 559 AM	85.3	89.7	92.2	90.2	79.4	88.8	83.3	96.9	88.7	81.2	93.4	82.1	87.1	79.8	
TOTAL, ALL DEPARTURES, BY AIRPORT	79.9	79.3	71.0	83.0	67.3	75.7	77.6	80.6	79.6	71.6	83.9	80.9	82.4	76.9	

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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
US	2609	ATL- BOS	1805	26	92. 31	68	50
AA	1795	EWR- ORD	1711	26	92. 31	55	35
HP	2878	ORD- LAS	2115	27	88. 89	48	37
UA	657	EWR- ORD	1815	27	88. 89	39	26
CO	1639	IAH- SFO	1200	26	84. 62	50	27
UA	1718	IAD- LGA	1830	26	84. 62	35	28
CO	1265	ROC- EWR	0715	25	84. 00	36	23
WN	939	LAS- RNO	2005	31	83. 87	44	39
TW	21	SJU- JFK	1755	31	83. 87	41	34
AS	22	ANC- DUT	1407	31	83. 87	25	18
WN	939	BWI - LAS	1725	30	83. 33	42	27
UA	663	EWR- ORD	1915	21	80. 95	41	24
AA	2846	LAX- RNO	1944	26	80. 77	49	42
AA	862	ORD- EWR	1320	26	80. 77	41	22
US	1139	CLT- LGA	1830	26	80. 77	40	38
AA	509	ATL- ORD	1700	26	80. 77	38	24
UA	526	ORD- BOS	1845	26	80. 77	34	22
AA	592	ORD- BOS	1944	26	80. 77	22	19
HP	2807	PHX- SFO	1437	31	80. 65	64	46
US	754	CLT- LGA	1650	31	80. 65	43	35
HP	2453	EWR- LAS	2055	30	80. 00	36	28

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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	586	9	1.5
ALASKA	417	5	1.2
US AIRWAYS	2042	19	0.9
CONTINENTAL	1128	9	0.8
AMERICAN	2046	12	0.6
UNITED	2156	11	0.5
SOUTHWEST	2547	7	0.3
DELTA	2538	5	0.2
TWA	744	1	0.1
NORTHWEST	1508	0	0.0
TOTAL	15712	78	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)	77.3	89.8	88	88	EL PASO, TX. (ELP)	80.8	87.0	2,046	2,043
ALBANY, N. Y. (ALB)	71.3	79.1	934	932	ELMIRA, N. Y. (ELM)	68.4	81.6	114	114
ALBUQUERQUE, N. M. (ABQ)	80.6	84.9	3,001	2,998	ERIE, PA. (ERI)	75.6	89.1	119	119
ALLENTOWN, PA. (ABE)	72.8	79.4	515	514	EUGENE, OR. (EUG)	69.7	73.0	185	185
AMARILLO, TX. (AMA)	81.3	91.0	402	401	FAIRBANKS, AK. (FAI)	67.4	81.8	408	406
ANCHORAGE, AK. (ANC)	66.0	77.2	1,492	1,489	FARGO, N. D. (FAR)	76.7	85.7	232	231
ASHEVILLE, N. C. (AVL)	71.0	83.9	124	124	FAYETTEVILLE, N. C. (FAY)	71.0	75.0	124	124
ATLANTA, GA. (ATL)	72.6	74.9	22,818	22,907	FLINT, MI. (FNT)	61.3	85.9	93	92
AUGUSTA, GA. (AGS)	76.1	82.4	92	91	FRESNO, CA. (FAT)	80.6	93.5	31	31
AUSTIN, TX. (AUS)	81.2	86.8	3,486	3,480	FT. LAUDERDALE, FL. (FLL)	73.7	77.2	4,074	4,073
BALTIMORE, MD. (BWI)	70.4	70.0	7,095	7,093	FT. MYERS, FL. (RSW)	72.9	80.5	1,311	1,312
BARROW, AK. (BRW)	66.2	68.9	74	74	FT. WAYNE, IN. (FWA)	80.6	90.3	31	31
BATON ROUGE, LA. (BTR)	78.1	86.1	398	395	GRAND FORKS, N. D. (GFK)	80.2	87.8	91	90
BETHEL, AK. (BET)	64.0	66.3	86	86	GRAND RAPIDS, MI. (GRR)	73.3	87.0	771	771
BILLINGS, MT. (BIL)	80.2	89.8	247	246	GREAT FALLS, MT. (GTF)	80.0	89.3	215	215
BINGHAMTON, N. Y. (BGM)	78.5	81.7	93	93	GREEN BAY, WI. (GRB)	74.7	86.6	225	224
BIRMINGHAM, AL. (BHM)	80.3	84.4	1,727	1,722	GREENSBORO/HIGH PT., N. C. (GSO)	68.5	74.9	1,271	1,265
BISMARCK, N. D. (BIS)	84.0	94.1	119	119	GREENVILLE/SPARTBG., S. C. (GSP)	71.4	76.4	590	588
BOISE, ID. (BOI)	72.5	80.7	935	934	GULFPORT/BILOXI, MS. (GPT)	84.9	94.6	93	93
BOSTON, MA. (BOS)	61.4	69.3	9,173	9,167	GUNNISON, CO. (GUC)	69.4	82.3	62	62
BOZEMAN, MT. (BZN)	66.7	91.5	165	164	HARLINGEN, TX. (HRL)	81.7	84.5	349	349
BRISTOL, TN. (TRI)	68.1	75.6	119	119	HARRISBURG, PA. (MDT)	69.3	79.3	648	647
BUFFALO, N. Y. (BUF)	65.5	71.9	1,465	1,464	HARTFORD, CT./SPGFLD, MA. (BDL)	70.6	76.6	3,028	3,026
BURBANK, CA. (BUR)	74.9	79.3	2,254	2,252	HELENA, MT. (HLN)	79.0	87.1	62	62
BURLINGTON, VT. (BTV)	65.0	77.4	217	217	HONOLULU, OAHU, HI. (HNL)	69.4	90.1	1,048	1,048
CEDAR RAPIDS/IOWA CTY, IA. (CID)	75.7	83.4	441	439	HOUSTON, TX. (HOU)	79.8	78.1	4,723	4,722
CHARLESTON, S. C. (CHS)	74.6	81.8	558	560	HOUSTON, TX. (IAH)	81.6	85.0	10,900	10,897
CHARLESTON, W. V. (CRW)	64.0	77.2	114	114	HUNTSVILLE/DECATUR, AL. (HSV)	77.5	84.2	520	518
CHARLOTTE, N. C. (CLT)	72.9	75.5	10,282	10,284	INDIANAPOLIS, IN. (IND)	75.1	82.3	2,885	2,876
CHATTANOOGA, TN. (CHA)	68.2	81.8	88	88	INDIO/PALM SPRINGS, CA. (PSP)	72.3	79.4	602	602
CHICAGO, IL. (MDW)	75.2	74.7	4,576	4,573	ISLIP/LONG IS., N. Y. (ISP)	77.3	79.5	581	580
CHICAGO, IL. (ORD)	65.9	71.0	24,443	24,434	ITHACA, N. Y. (ITH)	58.8	77.2	114	114
CINCINNATI, OH. (CVG)	76.7	80.4	6,507	6,532	JACKSON/VICKSBURG, MS. (JAN)	80.7	83.9	784	785
CLEVELAND, OH. (CLE)	74.0	81.1	4,802	4,800	JACKSON, WY. (JAC)	72.1	71.3	129	129
COLORADO SPRINGS, CO. (COS)	77.9	88.7	1,034	1,031	JACKSONVILLE, FL. (JAX)	76.1	81.5	2,030	2,026
COLUMBIA, S. C. (CAE)	71.7	79.4	424	423	JUNEAU, AK. (JNU)	75.7	77.6	309	308
COLUMBUS, OH. (CMH)	77.7	83.4	3,025	3,022	KAHULUI, MAUI, HI. (OGG)	68.5	84.0	257	257
CORDOVA, AK. (CDV)	64.5	71.0	62	62	KALAMAZOO, MI. (AZO)	79.1	86.7	91	90
CORPUS CHRISTI, TX. (CRP)	80.5	87.2	251	250	KALISPELL, MT. (FCA)	87.0	83.7	123	123
DALLAS/FT. WORTH, TX. (DAL)	84.8	82.8	3,937	3,943	KANSAS CITY, MO. (MCI)	78.5	84.3	5,114	5,111
DALLAS/FT. WORTH, TX. (DFW)	82.8	82.3	20,846	20,830	KETCHIKAN, AK. (KTN)	69.7	85.5	185	186
DAYTON, OH. (DAY)	75.3	81.1	954	953	KING SALMON, AK. (AKN)	61.1	61.1	18	18
DAYTONA BEACH, FL. (DAB)	68.3	78.5	186	186	KNOXVILLE, TN. (TYS)	73.2	82.4	530	527
DEADHORSE, AK. (SCC)	59.1	68.2	44	44	KODIAK, AK. (ADQ)	77.0	75.4	61	61
DENVER, CO. (DEN)	79.6	84.1	11,033	11,054	KONA, HAWAII, HI. (KOA)	66.7	92.1	63	63
DES MOINES, IA. (DSM)	78.1	88.0	557	557	KOTZEBUE, AK. (OTZ)	54.7	64.0	75	75
DETROIT, MI. (DTW)	80.3	79.0	12,835	12,835	LA CROSSE, WI. (LSE)	80.0	88.9	55	54
DILLINGHAM, AK. (DLG)	66.7	77.8	18	18	LANSING, MI. (LAN)	76.8	87.2	181	180
DULUTH, MN. (DLH)	73.0	80.7	89	88	LAS VEGAS, NV. (LAS)	72.3	74.5	11,431	11,447
DURANGO, CO. (DRO)	80.6	93.5	31	31	LEXINGTON/FRKFT, KY. (LEX)	67.3	81.0	303	300
DUTCH HARBOR, AK. (DUT)	27.4	45.2	62	62	LIHUE, KAUAI, HI. (LIH)	68.3	95.1	41	41
EAGLE, CO. (EGE)	67.3	78.0	297	296	LINCOLN, NE. (LNK)	76.0	84.7	242	242

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LITTLE ROCK, AR. (LIT)	80.6	84.7	1,129	1,127	ROCHESTER, MN. (RST)	70.9	85.1	179	181
LONG BEACH, CA. (LGB)	72.1	84.9		326	ROCHESTER, N.Y. (ROC)	65.3	73.1	1,193	1,192
LOS ANGELES, CA. (LAX)	69.7	76.9	17,257	17,259	SACRAMENTO, CA. (SMF)	73.8	80.1	3,087	3,085
LOUISVILLE, KY. (SDF)	78.0	82.5	1,907	1,895	SAGINAW, MI. (MBS)	72.4	82.2	337	338
LUBBOCK, TX. (LBB)	86.3	90.9	498	497	SALT LAKE CITY, UT. (SLC)	76.9	83.9	6,823	6,823
MADISON, WI. (MSN)	75.8	88.8	385	385	SAN ANTONIO, TX. (SAT)	80.8	87.5	3,214	3,211
MANCHESTER, N.H. (MHT)	70.3	73.5	1,147	1,143	SAN DIEGO, CA. (SAN)	74.2	80.6	6,076	6,077
MEDFORD, OR. (MFR)	70.2	78.2	124	124	SAN FRANCISCO, CA. (OAK)	75.5	77.9	4,596	4,597
MELBOURNE, FL. (MLB)	80.6	84.7	124	124	SAN FRANCISCO, CA. (SFO)	58.1	71.6	11,273	11,269
MEMPHIS, TN. (MEM)	83.7	83.6	4,282	4,283	SAN JOSE, CA. (SJC)	72.8	81.0	5,314	5,314
MIAMI, FL. (MIA)	78.4	79.9	5,738	5,739	SAN JUAN, P.R. (SJU)	77.9	79.8	2,090	2,090
MIDLAND/ODESSA, TX. (MAF)	80.4	85.8	460	459	SANTA BARBARA, CA. (SBA)	72.0	74.0	246	246
MILWAUKEE, WI. (MKE)	73.6	85.4	1,358	1,356	SARASOTA/BRAD., FL. (SRQ)	72.5	82.2	502	501
MINNEAPOLIS/ST. P., MN. (MSP)	77.4	79.3	11,951	11,967	SAVANNAH, GA. (SAV)	72.1	80.5	437	435
MINOT, N.D. (MDT)	83.7	89.1	92	92	SCRANTON/WILKES-BARRE, PA. (AVP)	69.0	83.9	155	155
MISSION/CALLEN, TX. (MFE)	85.8	89.8	295	295	SEATTLE, WA. (SEA)	69.9	79.6	8,297	8,300
MISSOULA, MT. (MSO)	70.1	85.9	184	185	SHREVEPORT, LA. (SHV)	76.5	83.4	328	325
MOBILE, AL. /PASCAGOULA, MS. (MOB)	77.9	81.0	371	369	SIOUX CITY, IA. (SUX)	78.9	86.0	57	57
MOBILE, AL. (MLI)	78.4	83.0	148	147	SIOUX FALLS, S.D. (FSD)	81.2	88.8	329	329
MONROE, LA. (MLU)	79.9	82.9	184	181	SITKA, AK. (SIT)	80.6	87.0	93	92
MONTEREY, CA. (MRY)	69.4	68.9	62	61	SOUTH BEND, IN. (SBN)	71.8	86.7	234	233
MONTGOMERY, AL. (MGM)	79.6	82.6	93	92	SPOKANE, WA. (GEG)	76.5	83.9	1,031	1,028
MONTROSE, CO. (MJJ)	84.6	96.2	52	52	SPRINGFIELD, MD. (SGF)	84.0	88.5	175	174
MYRTLE BEACH, S.C. (MYR)	73.2	86.0	164	164	ST. CROIX, V.I. (STX)	69.4	72.6	62	62
NASHVILLE, TN. (BNA)	79.1	80.2	4,703	4,701	ST. LOUIS, MO. (STL)	80.5	80.9	14,206	14,240
NEW ORLEANS, LA. (MSY)	78.0	83.8	4,148	4,150	ST. THOMAS, V.I. (STT)	77.2	82.8	268	268
NEW YORK, N.Y. (JFK)	74.2	77.2	3,597	3,605	STEAMBOAT SPRINGS, CO. (HDN)	73.6	79.1	201	201
NEW YORK, N.Y. (LGA)	60.3	69.8	8,468	8,465	SYRACUSE, N.Y. (SYR)	70.3	82.7	956	952
NEWARK, N.J. (EWR)	65.4	72.6	10,305	10,287	TALLAHASSEE, FL. (TLH)	69.7	78.8	185	184
NEWBURGH, N.Y. (SWF)	60.9	77.2	92	92	TAMPA, FL. (TPA)	75.1	82.4	5,426	5,426
NOME, AK. (OME)	57.7	60.3	78	78	TOLEDO, OH. (TOL)	75.0	89.8	88	88
NORFOLK/VA. BEACH, VA. (ORF)	72.2	77.5	1,319	1,317	TRAVERSE CITY, MI. (TVC)	81.4	81.4	86	86
OKLAHOMA CITY, OK. (OKC)	76.6	83.9	1,733	1,732	TUCSON, AZ. (TUS)	76.8	84.5	1,769	1,766
OMAHA, NE. (OMA)	78.9	86.1	1,410	1,407	TULSA, OK. (TUL)	80.7	86.0	1,639	1,627
ONTARIO, CA. (ONT)	75.5	80.8	2,917	2,914	VALPARAISO, FL. (VPS)	86.0	90.3	93	93
ORANGE COUNTY, CA. (SNA)	76.9	83.2	3,733	3,730	WASHINGTON, D.C. (DCA)	71.0	76.3	6,818	6,818
ORLANDO, FL. (MCO)	76.6	81.9	8,243	8,252	WASHINGTON, D.C. (IAD)	70.7	73.9	6,607	6,600
PASCO, WA. (PSC)	75.0	91.1	124	123	WEST PALM BEACH, FL. (PBI)	71.9	77.4	2,025	2,023
PENSACOLA, FL. (PNS)	75.9	81.0	494	495	WHITE PLAINS, N.Y. (HPN)	64.2	68.4	388	389
PEORIA, IL. (PIA)	75.0	76.5	16	17	WICHITA, KS. (ICT)	77.4	87.1	508	505
PETERSBURG, AK. (PSG)	62.9	71.0	62	62	WILMINGTON, N.C. (ILM)	71.5	80.6	186	186
PHILADELPHIA, PA. (PHL)	63.9	67.3	9,696	9,696	WRANGELL, AK. (WRG)	71.0	69.4	62	62
PHOENIX, AZ. (PHX)	75.5	75.7	15,384	15,401	YAKUTAT, AK. (YAK)	66.1	77.4	62	62
PITTSBURGH, PA. (PIT)	74.2	77.6	8,600	8,597					
PORTLAND, ME. (PWM)	68.0	74.4	490	489					
PORTLAND, OR. (PDX)	73.5	83.0	4,818	4,818					
PROVIDENCE, R.I. (PVD)	74.2	79.7	2,020	2,020					
RALEIGH/DURHAM N.C. (RDU)	66.1	69.4	3,128	3,125					
RAPID CITY, S.D. (RAP)	72.8	87.0	92	92					
RENO, NV. (RNO)	73.4	78.8	2,925	2,924					
RICHMOND, VA. (RIC)	67.7	73.8	1,460	1,459					
ROANOKE, VA. (ROA)	71.5	79.2	207	207					

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

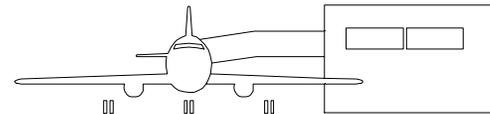
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

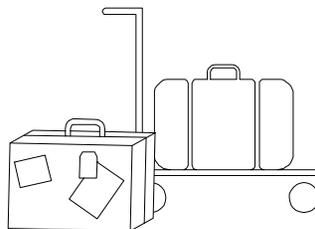
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

JAN. 2000 RANK	AIRLINE	JANUARY 2000			JANUARY 1999		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>Alaska</i>	3,244	861,999	3.76	7,444	839,204	8.87
2	<i>Continental</i>	11,657	2,732,984	4.27	23,087	2,718,377	8.49
3	<i>US Airways</i>	16,054	3,583,465	4.48	20,926	3,900,448	5.37
4	<i>American</i>	26,282	5,025,806	5.23	35,407	4,917,805	7.20
5	<i>Northwest</i>	17,391	3,323,518	5.23	31,572	3,065,252	10.30
6	<i>Southwest</i>	27,575	4,906,298	5.62	25,417	4,457,097	5.70
7	<i>Delta</i>	40,550	7,172,163	5.65	56,708	7,436,975	7.63
8	<i>TWA</i>	10,738	1,762,336	6.09	19,296	1,608,901	11.99
9	<i>America West</i>	8,700	1,390,710	6.26	6,751	1,296,558	5.21
10	<i>United</i>	39,679	5,558,150	7.14	62,218	5,522,067	11.27
	Total	201,870	36,317,429	5.56	288,826	35,762,684	8.08

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

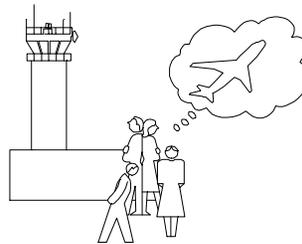
OVERSALES

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

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

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

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



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

OCT.-DEC. '99 RANK	AIRLINE	OCTOBER-DECEMBER 1999				OCTOBER-DECEMBER 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	18,652	150	12,697,747	0.12	21,898	277	11,924,507	0.23
2	Delta	35,040	377	24,946,036	0.15	43,846	3,810	24,795,631	1.54
3	TWA	13,392	151	6,063,236	0.25	5,214	694	5,423,028	1.28
4	US Airways	20,601	537	13,645,066	0.39	14,663	276	13,828,432	0.20
5	American	56,106	851	19,117,505	0.45	57,954	1,075	18,010,537	0.60
6	Continental	16,696	493	9,935,520	0.50	21,654	199	9,354,140	0.21
7	Alaska	5,721	221	3,291,358	0.67	4,998	363	3,208,547	1.13
8	Southwest	18,997	2,187	16,789,416	1.30	20,399	2,094	14,848,313	1.41
9	America West	17,459	702	4,881,725	1.44	13,021	538	4,425,724	1.22
10	United**	36,048	3,079	19,963,617	1.54	41,139	1,695	19,908,771	0.85
	TOTAL	238,712	8,748	131,331,226	0.67	244,786	11,021	125,727,630	0.88

*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*.

**United's totals for October thru December 1998 have been changed from those originally published to reflect a correction of the data initially submitted by United for 4th Q 1998. United has subsequently advised us that it may not have correctly reported those passengers who were involuntarily denied boarding prior to the 4th Q of 1999. Therefore, the data in this report may reflect an inaccurate rate of passengers denied boarding involuntarily by United for those individual reporting periods and for calendar years 1998 and 1999. United has advised us that its 4th Q 1999 denied boarding data are accurate.

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

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

JAN.-DEC. '99 RANK	AIRLINE	JANUARY-DECEMBER 1999				JANUARY-DECEMBER 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	Northwest	87,225	922	51,071,787	0.18	120,045	1,394	46,025,183	0.30
2	Continental	63,944	1,332	39,432,089	0.34	76,167	574	42,352,892	0.14
3	American	248,225	3,129	73,550,598	0.43	221,826	3,387	73,618,441	0.46
4	US Airways	80,750	2,839	54,162,381	0.52	81,830	1,267	56,564,712	0.22
5	TWA	66,344	1,803	24,780,273	0.73	50,005	6,039	23,132,879	2.61
6	United**	138,233	7,249	80,217,857	0.90	151,413	5,237	79,813,016	0.66
7	Alaska	23,649	1,239	13,604,018	0.91	24,530	1,822	13,028,998	1.40
8	Southwest	78,772	9,003	65,348,225	1.38	81,201	10,230	59,053,217	1.73
9	America West	58,550	2,651	19,042,148	1.39	49,811	2,074	18,174,910	1.14
10	Delta	178,747	15,607	101,872,066	1.53	233,732	13,449	102,405,802	1.31
	TOTAL	1,024,439	45,774	523,081,442	0.88	1,090,560	45,473	514,170,050	0.88

*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*.

**United's totals for January thru December 1998 have been changed from those originally published to reflect a correction of the data initially submitted by United for 4th Q 1998. United has subsequently advised us that it may not have correctly reported those passengers who were involuntarily denied boarding prior to the 4th Q of 1999. Therefore, the data in this report may reflect an inaccurate rate of passengers denied boarding involuntarily by United for those individual reporting periods and for calendar years 1998 and 1999.

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							
	JANUARY 2000				JANUARY 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1773	190	14	108	1031	71	5	58
FOREIGN AIRLINES	169	1	0	1	57	0	0	2
TRAVEL AGENTS	18	0	0	0	0	0	0	0
TOUR OPERATORS	15	0	0	1	33	0	0	1
MISCELLANEOUS*	54	94	0	6	52	2	0	8
	----	----	----	----	----	----	----	----
INDUSTRY TOTALS	2029	285	14	116	1173	73	5	69

* 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 2000			JANUARY 1999		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	687		1	361	
DELAYS.			227			101
CANCELLATIONS.			236			131
MISCONNECTIONS.			100			48
CUSTOMER SERVICE.	2	433		2	251	
BAGGAGE.	3	342		3	201	
RES/TKTG/BOARDING.	4	163		4	117	
FARES.	5	106		7	41	
REFUNDS.	6	89		5	76	
OVERSALES.	7	78		6	45	
DISABILITY.	8	64		8	36	
OTHER.	9	58		9	34	
FREQUENT FLYER.			31			14
ADVERTISING.	10	6		10	7	
TOURS.	11	3		11	4	
		----			----	
COMPLAINT TOTAL		2029			1173	

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 2000

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	26	2	3	0	2	5	7	0	0	0	1	46
ALASKA AIRLINES	5	1	0	2	2	3	5	0	0	0	2	20
AMERICA WEST AIRLINES	56	3	11	6	1	19	17	6	0	0	1	120
AMERICAN AIRLINES	93	12	25	17	13	46	68	15	1	0	10	300
AMERICAN EAGLE	12	2	1	0	1	2	8	1	0	0	1	28
AMERICAN TRANS AIR	12	3	3	0	1	6	9	0	0	0	1	35
ATLANTIC SOUTHEAST AIRLINES	4	0	0	0	0	3	1	0	0	0	0	8
COMAIR	13	0	1	0	0	0	4	0	0	0	0	18
CONTINENTAL AIRLINES	49	9	14	6	3	27	32	3	0	0	4	147
CONTINENTAL EXPRESS	3	1	0	0	0	0	4	0	0	0	0	8
DELTA AIR LINES	55	4	14	14	2	39	58	6	0	0	4	196
DELTA CONNECTION	3	1	0	1	1	1	1	0	0	0	0	8
EASTWIND AIRLINES	2	1	0	0	4	0	0	0	0	0	0	7
FRONTIER AIRLINES	1	0	4	1	3	0	3	0	0	0	0	12
HAWAIIAN AIRLINES	3	2	0	0	1	2	3	0	0	0	0	11
HORIZON AIRLINES	8	1	1	0	0	2	2	0	0	0	0	14
MIDWAY AIRLINES	1	0	2	0	0	1	1	0	0	0	0	5
NORTHWEST AIRLINES	51	4	9	9	2	25	24	4	1	0	1	130
PRO AIR	4	0	0	0	0	0	0	1	0	0	0	5
SOUTHWEST AIRLINES	8	2	1	0	1	10	14	1	1	0	0	38
SPIRIT AIRLINES	15	0	1	0	0	3	4	0	0	0	1	24
SUN COUNTRY AIRLINES	4	0	0	0	0	0	0	0	0	0	1	5
TOWER AIR	27	2	5	1	2	6	12	0	0	0	0	55
TRANS STATES AIRLINES	2	1	1	0	0	2	1	0	0	0	0	7
TRANS WORLD AIRLINES	18	3	10	3	5	14	18	3	0	0	6	80
TRANS WORLD EXPRESS	2	0	0	0	0	1	2	0	0	0	0	5
UNITED AIRLINES	91	7	19	10	9	36	56	8	0	0	14	250
UNITED EXPRESS	10	1	2	1	2	0	1	0	0	0	0	17
US AIRWAYS	42	0	11	9	5	9	25	11	0	0	1	113
US AIRWAYS EXPRESS	8	1	1	0	0	2	1	0	0	0	0	13
VANGUARD AIRLINES	5	1	1	0	1	0	4	0	0	0	0	12
OTHER U. S. AIRLINES	13	1	2	0	9	4	4	0	1	0	2	36
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JANUARY 2000	646	65	142	80	70	268	389	59	4	0	50	1773
% OF TOTAL COMPLAINTS	36.4	3.7	8.0	4.5	3.9	15.1	21.9	3.3	0.2	0.0	2.8	
JANUARY 1999	320	40	99	33	68	174	231	32	7	0	26	1031
% OF TOTAL COMPLAINTS	31.0	3.9	9.6	3.2	6.6	16.9	22.4	3.1	0.7	0.0	2.6	

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

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

TABLE 4

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

JANUARY 2000

U. S. AIRLINES A L P H A B E T I C A L	COMPS RECD IN JAN.	INCI- DENTS IN JAN.	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIRTRAN AIRWAYS	46	18	39.13	27	58.70	1	2.17
ALASKA AIRLINES	20	4	20.00	10	50.00	6	30.00
AMERICA WEST AIRLINES	120	19	15.83	86	71.67	15	12.50
AMERICAN AIRLINES	300	55	18.33	211	70.33	34	11.33
AMERICAN EAGLE	28	10	35.71	16	57.14	2	7.14
AMERICAN TRANS AIR	35	5	14.29	24	68.57	6	17.14
ATLANTIC SOUTHEAST AIRLINES	8	6	75.00	1	12.50	1	12.50
COMAIR	18	2	11.11	14	77.78	2	11.11
CONTINENTAL AIRLINES	147	36	24.49	89	60.54	22	14.97
CONTINENTAL EXPRESS	8	3	37.50	5	62.50	0	0.00
DELTA AIR LINES	196	47	23.98	118	60.20	31	15.82
DELTA CONNECTION	8	5	62.50	3	37.50	0	0.00
EASTWIND AIRLINES	7	0	0.00	4	57.14	3	42.86
FRONTIER AIRLINES	12	4	33.33	7	58.33	1	8.33
HAWAIIAN AIRLINES	11	1	9.09	9	81.82	1	9.09
HORIZON AIRLINES	14	2	14.29	12	85.71	0	0.00
MIDWAY AIRLINES	5	2	40.00	2	40.00	1	20.00
NORTHWEST AIRLINES	130	25	19.23	81	62.31	24	18.46
PRO AIR SERVICES	5	0	0.00	4	80.00	1	20.00
SOUTHWEST AIRLINES	38	10	26.32	22	57.89	6	15.79
SPIRIT AIRLINES	24	4	16.67	19	79.17	1	4.17
SUN COUNTRY AIRLINES	5	1	20.00	4	80.00	0	0.00
TOWER AIR	55	16	29.09	39	70.91	0	0.00
TRANS STATES AIRLINES	7	1	14.29	6	85.71	0	0.00
TRANS WORLD AIRLINES	80	12	15.00	58	72.50	10	12.50
TRANS WORLD EXPRESS	5	0	0.00	5	100.00	0	0.00
UNITED AIRLINES	250	53	21.20	58	63.20	39	15.60
UNITED EXPRESS	17	3	17.65	10	58.82	4	23.53
US AIRWAYS	113	27	23.89	76	67.26	10	8.85
US AIRWAYS EXPRESS	13	2	15.38	11	84.62	0	0.00
VANGUARD AIRLINES	12	2	16.67	7	58.33	3	25.00
OTHER U. S. AIRLINES	36	7	19.44	25	69.44	4	11.11
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TOTALS	1773	382	21.55	1163	65.60	228	12.86

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 *

JANUARY 2000

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
FOREIGN AIRLINES												
AIR CANADA	0	1	2	0	0	1	1	0	0	0	0	5
AIR FRANCE	8	1	4	1	0	10	4	1	0	0	1	30
AIR INDIA	0	1	0	1	0	2	1	0	0	0	1	6
ALITALIA AIRLINES	1	1	2	1	1	3	2	0	0	0	0	11
BRITISH AIRWAYS	2	0	1	0	0	9	2	1	0	0	1	16
KLM	6	1	1	0	0	5	5	0	0	0	1	19
MEXICANA	3	0	0	0	2	1	0	0	0	0	0	6
SWISSAIR	1	1	1	0	0	1	1	0	0	0	0	5
OTHER FOREIGN AIRLINES	12	5	2	1	6	29	14	1	1	0	0	71
TOTAL	33	11	13	4	9	61	30	3	1	0	4	169
TRAVEL AGENTS												
PRICELINE.COM	0	0	2	3	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	2	3	5	2	0	1	0	0	0	0	13
TOTAL	0	2	5	8	2	0	1	0	0	0	0	18
TOUR OPERATORS												
SUNJET INT'L SALES	0	0	0	0	5	1	0	0	0	1	0	7
OTHER TOUR OPERATORS	3	0	1	0	1	1	1	0	0	1	0	8
TOTAL	3	0	1	0	6	2	1	0	0	2	0	15
MISCELLANEOUS **												
OTHER MISCELLANEOUS	5	0	2	14	2	11	12	2	1	1	4	54
TOTAL	5	0	2	14	2	11	12	2	1	1	4	54

*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

JANUARY
Consumer Complaints: Rankings
U.S. AIRLINES*

JAN. 2000 RANK	AIRLINE	JANUARY 2000			JANUARY 1999		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	38	4,915,101	0.77	18	4,468,752	0.40
2	Alaska	20	997,848	2.00	13	970,639	1.34
3	Delta	196	7,430,716	2.64	121	7,942,631	1.52
4	US Airways	113	3,710,426	3.05	120	3,927,643	3.06
5	Northwest	130	4,023,712	3.23	145	3,723,494	3.89
6	United	250	6,214,088	4.02	122	6,356,167	1.92
7	Continental	147	3,363,103	4.37	48	3,285,374	1.46
8	T W A	80	1,827,739	4.38	65	1,676,824	3.88
9	American	300	6,385,285	4.70	134	6,319,953	2.12
10	America West	120	1,431,955	8.38	43	1,338,256	3.21
	TOTAL	1,394	40,299,973	3.46	829	40,009,733	2.07

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

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

COMPLAINT CATEGORIES*

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

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

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

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

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

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

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 others 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.

