



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: April 2000

Includes data for the following periods:

Flight Delays	February 2000 12 Months Ending February 2000
Mishandled Baggage	February 2000
Oversales	4th Quarter 1999 January-December 1999
Consumer Complaints	February 2000
Disability Complaints	February 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, flight delays, and cancellations. 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. Tables 1 and 8 each have 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.

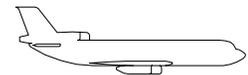
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage 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.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system.

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.



FEBRUARY 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/
TRANS WORLD S/	29	82.2	78	82.4
DELTA S/	29	78.9	116	79.3
NORTHWEST S/	29	77.5	117	77.6
CONTINENTAL S/	28	75.5	82	76.4
US AIRWAYS S/	25	75.8	88	75.7
AMERICAN S/	29	75.2	95	75.1
SOUTHWEST S/	14	72.7	56	75.0
UNITED S/	29	67.8	104	68.8
AMERICA WEST S/	25	62.2	49	62.7
ALASKA S/	7	58.9	34	60.5
T O T A L		74.2		74.8

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		12 1999		01 2000		02 2000		12 MONTHS ENDING 02 2000		DATA BASE TO DATE 09 1987 - 02 2000	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	69.6	(9)	72.5	(7)	72.0	(8)	69.7	(9)	61.5	(10)	70.5	(8)	60.5	(10)	70.5	(9)	77.0	(9)
AMERICA WEST	74.1	(7)	72.3	(8)	62.7	(10)	69.2	(10)	71.8	(9)	68.8	(9)	62.7	(9)	68.4	(10)	79.5	(3)
AMERICAN	70.4	(8)	66.5	(10)	75.6	(5)	80.7	(3)	77.8	(6)	75.7	(5)	75.1	(6)	74.5	(6)	79.4	(4)
CONTINENTAL	78.3	(2)	74.2	(5)	74.0	(6)	79.8	(5)	78.1	(4)	75.8	(4)	76.4	(4)	76.4	(5)	78.3	(6)
DELTA	77.0	(3)	76.9	(4)	77.6	(4)	80.6	(4)	80.2	(3)	73.2	(6)	79.3	(2)	78.1	(4)	77.6	(8)
NORTHWEST	75.2	(5)	79.3	(1)	80.1	(3)	84.9	(2)	81.5	(2)	77.2	(3)	77.6	(3)	80.7	(2)	79.9	(2)
SOUTHWEST	80.2	(1)	78.2	(2)	81.8	(2)	79.8	(6)	77.0	(8)	78.7	(2)	75.0	(7)	79.5	(3)	83.2	(1)
TRANS WORLD	75.8	(4)	77.0	(3)	83.5	(1)	87.2	(1)	82.4	(1)	79.8	(1)	82.4	(1)	82.5	(1)	77.9	(7)
UNITED	74.6	(6)	71.3	(9)	72.4	(7)	79.5	(7)	77.9	(5)	70.5	(7)	68.8	(8)	74.0	(7)	76.5	(10)
US AIRWAYS	68.5	(10)	72.8	(6)	67.2	(9)	76.9	(8)	77.7	(7)	66.2	(10)	75.7	(5)	72.1	(8)	78.5	(5)
TOTAL	74.8		74.3		75.5		79.8		78.0		73.7		74.8		76.3		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	662	77.6	1350	71.0	202	76.2	172	71.5	88	76.1	906	79.0	567	72.0
AS	H/		H/		H/		H/		H/		H/		H/	
CO	585	77.3	703	73.3	273	69.6	104	89.4	8	87.5	593	81.1	361	75.3
DL	18040	80.0	1839	73.4	368	78.8	261	85.1	5715	83.3	1295	78.5	576	81.9
HP	156	53.2	223	53.4	146	40.4		H/		H/	54	75.9	199	75.9
NW	494	73.3	452	65.5	331	76.1	191	70.7	25	80.0	494	76.9	290	68.6
TW	195	83.1	261	72.4	174	87.4	112	84.8	108	73.1	195	87.2	170	82.9
UA	607	77.8	1236	72.2	344	72.1	141	74.5	168	73.8	484	71.1	8230	78.9
US	853	74.3	2427	70.5	2234	75.2	8733	81.5		H/	2485	79.1	203	77.3
WN	H/		H/		2675	80.2	H/		H/		H/		H/	
TOTAL	21592	79.2	8491	71.0	6747	76.6	9714	81.3	6112	82.7	6506	78.6	10596	78.2

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	13642	82.4	400	76.5	914	67.8	508	71.1	896	79.4	924	73.3	2713	64.2
AS	H/		H/		H/		H/		H/		295	47.8	687	52.1
CO	569	79.3	303	82.5	5777	74.5	7985	78.6		H/	491	69.0	568	63.4
DL	3561	81.9	319	78.4	803	70.7	319	67.4	927	76.6	783	79.6	1304	68.9
HP	199	67.8	117	50.4	261	55.9	174	48.3	203	44.3	2427	58.3	763	51.5
NW	411	67.2	9641	83.5	502	64.1	311	68.5	112	78.6	319	62.4	493	61.9
TW	259	83.0	170	84.1	170	76.5	112	78.6	746	81.0	174	68.4	286	73.4
UA	637	73.5	313	71.2	890	64.8	435	66.2	522	75.1	1140	63.4	5659	59.6
US	303	69.3	411	72.3	394	73.6	311	77.2		H/	152	61.2	456	62.5
WN	H/		540	78.3	H/		191	73.8	H/		4217	71.1	3370	61.8
TOTAL	19581	81.3	12214	81.9	9711	71.6	10346	76.4	3406	76.2	10922	67.1	16299	61.4

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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	1565	69.3	646	81.3	3058	84.3	470	64.0	8502	69.3	310	71.9	620	72.1
AS	H/		H/		H/		H/		H/		1430	65.3	H/	
CO	423	68.8	563	76.6	348	75.9	187	73.8	557	69.8	83	60.2	237	75.9
DL	2096	74.7	1933	80.5	435	74.3	348	67.8	779	63.9	580	83.4	658	76.0
HP	H/		62	54.8	58	55.2	145	43.4	228	59.6	174	68.4	141	55.3
NW	527	67.2	464	74.8	307	75.9	9287	79.6	744	64.9	116	67.2	448	74.6
TW	302	79.5	319	83.4	207	84.5	270	75.2	299	74.9	116	87.1	166	76.5
UA	829	68.4	654	81.0	505	76.0	609	63.9	11707	70.9	887	64.6	734	70.8
US	2299	72.1	1306	75.1	451	75.8	228	69.3	609	70.9	H/		6206	72.3
WN	H/		1143	82.9	H/		H/		H/		859	76.8	H/	
TOTAL	8041	71.6	7090	79.3	5369	80.6	11544	76.9	23425	69.8	4555	70.7	9210	72.4

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	544	75.0	87	88.5	732	73.0	592	77.9	1206	51.8	174	72.4	305	75.7	435	85.7
AS	368	51.4	H/		336	59.2	3331	61.3	519	46.6	H/		H/		H/	
CO	311	73.6	103	77.7	231	73.2	228	74.1	394	54.6	108	75.0	112	80.4	422	76.5
DL	695	80.9	261	83.1	464	80.0	548	84.5	724	56.9	4345	80.7	288	74.7	906	82.6
HP	6130	69.2	H/		286	56.6	203	64.5	315	39.0	128	63.3	58	46.6	58	51.7
NW	406	67.2	170	75.3	174	65.5	431	72.4	369	49.9	91	61.5	299	79.9	377	72.9
TW	174	79.9	141	73.8	145	77.2	174	82.8	174	59.2	87	77.0	9558	84.1	174	87.4
UA	981	62.3	172	69.2	1019	59.0	1196	69.6	6134	51.3	404	69.1	228	71.5	363	80.2
US	227	67.0	7156	78.5	145	59.3	145	72.4	348	63.8	H/		284	75.7	1011	69.4
WN	4901	72.3	H/		2194	66.6	1041	78.4	415	49.9	1000	74.0	2380	77.4	1296	80.3
TOTAL	14737	70.2	8090	78.4	5726	66.5	7889	69.4	10598	51.7	6337	77.9	13512	81.9	5042	78.0

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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	79.7	81.5	J/	81.6	85.6	J/	100.0	86.2	73.6	75.4	92.9	68.2	93.0	89.0	65.0	72.4
700 - 759 AM	87.8	77.2	86.3	87.8	86.4	87.3	88.2	90.8	82.4	82.2	89.3	67.9	92.4	84.3	81.3	90.4
800 - 859 AM	87.1	81.0	84.8	89.8	88.3	83.9	83.9	86.2	84.9	83.6	86.6	59.3	85.5	78.8	77.4	92.8
900 - 959 AM	78.8	76.9	87.2	86.6	78.5	82.4	87.0	83.1	84.1	85.0	74.8	J/	78.1	70.5	79.9	87.7
1000 - 1059 AM	82.5	77.9	88.1	82.0	91.4	79.8	80.7	80.2	86.1	85.8	78.8	88.6	69.1	64.6	76.3	82.0
1100 - 1159 AM	82.7	72.9	82.6	83.3	82.5	79.5	81.2	83.4	81.3	82.1	76.2	82.8	70.6	60.6	75.7	82.2
1200 - 1259 PM	82.2	75.9	83.0	81.2	82.8	77.7	76.3	86.5	85.3	85.1	81.7	J/	71.6	57.9	78.7	78.2
100 - 159 PM	80.1	74.7	84.7	83.7	87.6	82.8	77.3	82.6	91.2	78.3	80.1	89.7	71.0	59.0	76.4	80.6
200 - 259 PM	80.1	69.2	80.6	78.3	87.3	80.1	81.3	83.4	83.4	73.6	72.4	83.3	72.2	58.9	73.8	82.3
300 - 359 PM	78.2	71.9	79.0	80.5	81.3	81.5	81.1	85.1	87.3	73.0	78.2	84.2	62.7	60.8	77.4	85.6
400 - 459 PM	74.8	67.8	75.9	79.3	78.2	78.9	79.3	82.4	82.0	62.5	77.2	78.9	63.0	57.5	72.2	82.5
500 - 559 PM	79.5	66.6	73.4	80.3	78.5	75.5	74.7	77.7	82.5	64.5	72.7	77.4	64.7	59.3	68.9	75.2
600 - 659 PM	75.6	63.0	71.1	78.4	78.9	73.5	71.4	78.7	80.1	55.2	69.7	76.0	60.3	54.1	62.4	77.6
700 - 759 PM	77.8	63.4	70.8	78.6	77.2	74.5	75.5	77.8	81.1	60.0	75.1	63.0	60.6	54.8	58.4	65.4
800 - 859 PM	75.2	65.7	65.0	68.5	70.7	76.2	68.0	75.0	77.5	63.3	68.6	69.9	57.2	57.2	58.7	77.8
900 - 959 PM	75.0	70.9	70.7	78.2	78.5	71.4	71.2	78.8	75.3	72.4	67.4	73.8	63.6	56.2	69.0	73.9
1000 - 1059 PM	78.1	69.4	70.8	75.2	75.0	68.4	71.6	72.1	78.4	65.7	69.5	71.9	61.0	55.9	73.4	73.7
1100 - 559 AM	76.9	72.5	66.2	73.8	88.5	73.4	71.5	80.8	76.9	74.4	63.6	76.6	56.4	65.3	67.9	76.3
TOTAL, ALL ARRIVALS, BY AIRPORT	79.2	71.0	76.6	81.3	82.7	78.6	78.2	81.3	81.9	71.6	76.4	76.2	67.1	61.4	71.6	79.3

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT													TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
600 - 659 AM	78.2	86.8	83.2	J/	85.1	J/	85.6	J/	62.1	80.6	J/	86.8	67.7	82.7
700 - 759 AM	93.1	87.7	77.2	87.9	76.9	86.8	83.8	95.2	93.1	85.1	85.4	87.3	94.6	85.2
800 - 859 AM	82.8	80.9	80.0	85.3	74.4	87.4	78.3	88.8	87.9	76.4	94.9	87.9	89.0	83.7
900 - 959 AM	87.7	83.8	75.9	85.9	78.6	87.5	87.7	81.8	80.2	59.5	90.8	87.6	84.2	81.3
1000 - 1059 AM	88.8	75.3	72.8	79.4	81.6	75.0	81.1	76.4	75.5	54.4	80.4	84.1	85.6	77.9
1100 - 1159 AM	84.2	78.3	70.3	77.0	76.7	79.4	83.5	73.6	77.4	49.0	82.3	86.0	81.7	76.8
1200 - 1259 PM	81.1	78.2	70.3	80.1	70.8	73.6	83.3	69.1	72.7	43.1	78.3	87.3	82.8	75.9
100 - 159 PM	83.6	79.7	71.1	67.2	75.5	73.3	80.6	60.9	74.5	41.5	82.4	85.1	79.6	76.2
200 - 259 PM	82.2	74.5	63.8	61.5	74.9	73.3	78.1	54.5	70.6	41.7	76.0	85.2	81.5	74.4
300 - 359 PM	82.3	82.0	69.1	72.4	73.6	66.2	79.6	68.8	67.9	38.7	81.3	83.7	81.0	75.3
400 - 459 PM	80.3	73.3	64.9	72.7	72.2	65.1	78.6	59.2	68.2	46.0	72.7	82.1	80.2	72.9
500 - 559 PM	78.9	74.0	67.5	62.7	72.8	66.3	71.8	60.4	70.1	45.2	72.0	76.3	77.7	70.9
600 - 659 PM	74.3	65.0	65.6	67.6	64.8	62.0	82.4	64.0	62.5	48.1	67.2	72.0	69.0	68.8
700 - 759 PM	72.7	74.3	62.7	59.7	69.5	63.4	75.8	60.5	54.9	50.1	75.6	78.2	68.7	69.4
800 - 859 PM	77.8	68.9	61.4	67.2	67.0	59.5	73.4	56.4	63.6	50.2	76.3	74.7	77.2	67.1
900 - 959 PM	78.5	74.4	68.5	59.5	66.9	61.3	73.0	60.1	63.1	48.2	67.8	76.5	73.2	69.4
1000 - 1059 PM	77.2	75.6	74.7	65.1	70.2	63.8	80.8	62.1	61.2	51.0	67.0	67.6	69.5	68.9
1100 - 559 AM	75.0	76.6	78.1	70.1	73.0	62.9	75.9	70.7	67.6	61.2	65.9	71.0	77.3	70.8
TOTAL, ALL ARRIVALS, BY AIRPORT	80.6	76.9	69.8	70.7	72.4	70.2	78.4	66.5	69.4	51.7	77.9	81.9	78.0	74.2

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AIR TRAVEL CONSUMER REPORT

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	90.6	85.6	92.0	90.0	94.4	93.5	91.6	91.8	86.8	92.9	96.0	86.9	93.6	88.7	89.7	96.0
700 - 759 AM	88.4	85.6	90.4	94.3	87.8	86.9	88.7	89.4	86.2	91.4	91.7	83.2	93.0	85.4	87.3	95.5
800 - 859 AM	86.2	82.3	84.5	86.2	86.5	84.6	90.4	85.7	82.8	86.5	94.0	89.9	90.3	82.8	85.5	92.1
900 - 959 AM	83.6	82.0	85.0	88.3	88.8	85.4	87.5	84.5	82.5	85.6	85.7	92.0	73.5	74.6	82.3	91.0
1000 - 1059 AM	82.1	80.6	81.9	78.3	86.7	84.9	86.6	80.5	81.7	83.1	84.6	79.3	66.2	63.7	80.4	87.1
1100 - 1159 AM	80.3	81.6	86.3	81.0	87.6	85.0	79.7	76.5	82.2	84.0	82.1	91.1	69.7	65.0	79.2	84.7
1200 - 1259 PM	82.8	82.0	79.2	81.3	86.0	84.3	81.9	82.4	78.9	84.2	79.9	81.6	64.7	62.1	81.5	85.7
100 - 159 PM	82.7	78.3	79.3	81.9	87.9	84.7	79.5	83.6	83.2	84.7	85.6	J/	67.7	65.7	82.4	78.9
200 - 259 PM	78.4	80.7	78.4	88.7	86.6	82.7	78.3	80.5	81.1	80.2	83.7	86.2	67.4	67.0	78.4	80.4
300 - 359 PM	78.6	71.1	75.5	78.5	84.6	84.4	81.4	79.6	75.2	72.8	75.7	80.6	66.3	63.3	81.4	81.1
400 - 459 PM	76.8	75.3	70.3	77.5	79.8	85.4	78.7	80.4	80.6	73.1	79.9	80.6	57.5	65.7	80.6	82.8
500 - 559 PM	78.6	69.7	69.8	78.3	70.7	81.4	78.5	77.9	81.3	66.0	77.3	78.5	60.4	61.3	74.6	80.1
600 - 659 PM	75.7	70.6	71.0	77.7	76.5	77.8	74.8	75.3	77.7	67.9	73.9	74.2	55.5	61.1	75.3	76.6
700 - 759 PM	76.3	68.5	65.3	84.8	79.1	79.6	78.5	75.6	74.7	68.1	75.1	78.8	53.9	49.4	72.6	81.6
800 - 859 PM	79.2	70.0	72.6	76.4	80.3	80.2	74.3	74.2	77.6	66.1	74.3	59.3	50.5	56.6	71.7	76.2
900 - 959 PM	81.3	69.5	67.9	79.4	84.2	88.9	76.8	72.4	79.6	71.0	74.0	67.5	59.1	62.7	76.5	75.9
1000 - 1059 PM	80.7	J/	72.0	82.8	79.9	J/	64.3	81.4	73.6	82.4	69.0	89.7	70.7	79.5	J/	82.8
1100 - 559 AM	84.0	93.1	96.6	68.0	J/	J/	92.9	88.5	100.0	88.7	86.2	75.9	65.1	85.7	82.8	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	81.3	77.8	79.0	81.4	83.7	84.1	81.5	80.7	80.4	79.2	81.4	80.7	68.5	69.6	80.5	84.5

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	92.4	87.9	87.9	91.1	92.2	93.4	91.2	92.5	89.6	89.1	94.9	93.5	93.3	90.6	
700 - 759 AM	90.0	86.7	85.4	88.1	94.2	92.5	91.8	93.0	83.7	84.5	98.9	89.4	93.7	88.9	
800 - 859 AM	88.1	82.0	79.3	88.8	80.6	85.1	81.9	83.7	87.8	79.1	90.3	86.9	91.1	85.1	
900 - 959 AM	86.3	84.5	77.8	69.4	75.3	87.5	81.7	81.6	81.8	72.7	94.0	89.7	88.3	82.6	
1000 - 1059 AM	83.6	78.0	78.2	78.7	83.5	77.3	84.6	72.0	76.9	57.7	86.8	87.5	87.1	79.6	
1100 - 1159 AM	88.2	79.0	72.7	78.0	76.7	64.6	81.7	72.4	74.3	59.7	86.2	82.6	83.9	77.4	
1200 - 1259 PM	79.3	76.1	75.9	83.9	79.2	69.2	89.8	69.8	80.7	56.3	61.8	85.1	79.1	77.9	
100 - 159 PM	84.4	80.2	74.2	72.7	78.7	65.6	80.0	69.6	71.4	58.3	81.9	87.2	81.0	77.4	
200 - 259 PM	87.7	80.5	70.6	69.7	71.9	73.1	81.5	56.7	77.5	54.1	87.2	85.2	70.2	76.8	
300 - 359 PM	80.6	77.5	67.6	65.4	74.3	62.1	71.7	69.3	66.3	52.9	77.6	82.2	79.3	74.3	
400 - 459 PM	77.7	78.1	69.5	71.7	76.6	61.2	78.8	66.8	73.1	49.5	79.3	85.0	77.6	73.6	
500 - 559 PM	73.4	74.4	68.7	67.8	71.2	58.6	75.7	55.2	64.8	51.2	72.2	78.1	79.6	72.7	
600 - 659 PM	76.5	73.4	64.7	63.2	71.5	59.5	78.5	56.8	57.1	48.0	76.1	73.4	77.6	70.6	
700 - 759 PM	81.0	73.3	68.3	60.1	71.9	58.7	82.8	57.3	56.8	52.6	69.5	74.5	82.4	70.6	
800 - 859 PM	69.5	75.9	68.1	56.3	76.5	56.5	76.0	50.0	50.2	53.0	80.2	76.1	68.7	71.2	
900 - 959 PM	J/	J/	72.2	63.2	69.3	61.3	69.9	52.9	53.8	53.8	68.4	73.2	72.4	71.0	
1000 - 1059 PM	J/	77.3	75.5	J/	J/	62.1	80.3	90.1	75.0	68.0	79.7	78.3	74.7	77.3	
1100 - 559 AM	93.1	89.7	84.0	92.2	94.8	83.2	93.1	98.3	85.7	78.3	82.5	80.2	96.6	78.6	
TOTAL, ALL DEPARTURES, BY AIRPORT	83.3	79.1	73.6	76.5	76.8	69.6	80.8	72.9	74.7	63.7	82.7	82.2	82.6	77.7	

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AIR TRAVEL CONSUMER REPORT

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
UA	1946	MRY- SFO	1228	15	93.33	86	55
AS	289	SFO- SEA	1834	16	87.50	44	39
UA	2409	GEG- SFO	0800	15	86.67	59	62
UA	2169	SEA- SFO	1323	15	86.67	59	57
UA	2118	PHX- SFO	1140	15	86.67	52	27
UA	343	SFO- MRY	1057	15	86.67	42	58
HP	2805	PHX- SFO	1150	29	86.21	84	64
HP	2878	ORD- LAS	2115	25	84.00	40	32
HP	2803	PHX- SFO	0843	29	82.76	41	44
AS	110	ANC- SEA	0030	28	82.14	9	6
UA	2136	SAN- SFO	1749	15	80.00	64	38
UA	2258	RNO- SFO	0944	15	80.00	61	56
UA	2031	LAX- PHX	1336	15	80.00	51	47
UA	147	ORD- SFO	1530	15	80.00	49	21
UA	2022	LAX- SFO	0955	15	80.00	45	21
UA	2432	ONT- SFO	1240	15	80.00	41	14
UA	2610	LAS- LAX	1545	15	80.00	39	27
UA	2686	LAX- TUS	1845	15	80.00	39	35

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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	424	18	4.2
AMERICA WEST	593	21	3.5
UNITED	2008	53	2.6
SOUTHWEST	2554	21	0.8
AMERICAN	2060	7	0.3
DELTA	2460	4	0.2
TRANS WORLD	747	0	0.0
CONTINENTAL	1126	0	0.0
NORTHWEST	1525	0	0.0
US AIRWAYS	2047	0	0.0
TOTAL	15544	124	0.8

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AIR TRAVEL CONSUMER REPORT

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)	79.5	84.3	83	83	EAGLE, CO. (EGE)	66.3	79.8	326	327
ALBANY, N. Y. (ALB)	74.9	85.4	913	910	EL PASO, TX. (ELP)	74.4	79.2	1,929	1,930
ALBUQUERQUE, N. M. (ABQ)	76.9	82.0	2,845	2,845	ELMIRA, N. Y. (ELM)	81.5	88.9	108	108
ALLENTOWN, PA. (ABE)	75.4	86.1	499	498	ERIE, PA. (ERI)	72.3	82.1	112	112
AMARILLO, TX. (AMA)	76.6	85.3	381	381	EUGENE, OR. (EUG)	55.7	61.5	174	174
ANCHORAGE, AK. (ANC)	65.2	72.7	1,398	1,394	FAIRBANKS, AK. (FAI)	69.2	81.1	380	380
ASHEVILLE, N. C. (AVL)	81.9	89.7	116	116	FARGO, N. D. (FAR)	70.5	89.5	220	220
ATLANTA, GA. (ATL)	79.2	81.3	21,592	21,603	FAYETTEVILLE, N. C. (FAY)	79.3	87.1	116	116
AUGUSTA, GA. (AGS)	79.3	90.8	87	87	FLINT, MI. (FNT)	71.4	89.3	112	112
AUSTIN, TX. (AUS)	78.4	84.9	3,248	3,256	FRESNO, CA. (FAT)	72.4	93.1	29	29
BALTIMORE, MD. (BWI)	76.6	79.0	6,747	6,747	FT. LAUDERDALE, FL. (FLL)	76.3	82.2	3,706	3,705
BARROW, AK. (BRW)	67.1	67.1	70	70	FT. MYERS, FL. (RSW)	79.9	87.1	1,365	1,361
BATON ROUGE, LA. (BTR)	85.0	91.1	373	372	FT. WAYNE, IN. (FWA)	76.2	81.0	21	21
BETHEL, AK. (BET)	65.1	65.1	83	83	GRAND FORKS, N. D. (GFK)	75.9	88.0	108	108
BILLINGS, MT. (BIL)	73.6	81.9	231	232	GRAND RAPIDS, MI. (GRR)	72.9	87.1	706	706
BINGHAMTON, N. Y. (BGM)	60.9	74.7	87	87	GREAT FALLS, MT. (GTF)	88.7	88.7	203	203
BIRMINGHAM, AL. (BHM)	85.3	86.7	1,629	1,626	GREEN BAY, WI. (GRB)	70.4	83.0	223	223
BISMARCK, N. D. (BIS)	75.9	87.5	112	112	GREENSBORO/HIGH PT., N. C. (GSO)	78.6	85.7	1,187	1,185
BOISE, ID. (BOI)	71.8	76.6	882	883	GREENVILLE/SPARTANBURG, S. C. (GSP)	84.7	90.1	556	556
BOSTON, MA. (BOS)	71.0	77.8	8,491	8,461	GULFPORT/BILOXI, MS. (GPT)	88.5	97.7	87	87
BOZEMAN, MT. (BZN)	66.7	85.8	156	155	GUNNISON, CO. (GUC)	69.4	88.7	62	62
BRISTOL, TN. (TRI)	80.4	85.7	112	112	HARLINGEN, TX. (HRL)	80.7	85.2	332	332
BROWNSVILLE, TX. (BRO)	33.3	33.3	3	3	HARRISBURG, PA. (MDT)	80.1	88.3	609	609
BUFFALO, N. Y. (BUF)	74.5	79.9	1,371	1,370	HARTFORD, CT./SPGFLD, MA. (BDL)	76.7	82.8	2,715	2,743
BURBANK, CA. (BUR)	62.1	68.4	2,147	2,148	HELENA, MT. (HLN)	82.8	87.9	58	58
BURLINGTON, VT. (BTV)	70.9	79.3	203	203	HONOLULU, OAHU, HI. (HNL)	67.2	88.1	981	980
CEDAR RAPIDS/IOWA CTY, IA. (CID)	77.1	83.0	454	454	HOUSTON, TX. (HOU)	80.1	76.5	4,509	4,508
CHARLESTON, S. C. (CHS)	82.9	90.3	525	526	HOUSTON, TX. (IAH)	76.4	81.4	10,346	10,348
CHARLESTON, W. V. (CRW)	78.4	89.2	111	111	HUNTSVILLE/DECATUR, AL. (HSV)	78.6	88.9	486	487
CHARLOTTE, N. C. (CLT)	81.3	81.4	9,714	9,713	INDIANAPOLIS, IN. (IND)	76.6	83.8	2,747	2,748
CHATTANOOGA, TN. (CHA)	79.5	86.7	83	83	INDIO/PALM SPRINGS, CA. (PSP)	63.7	72.3	608	607
CHICAGO, IL. (MDW)	75.8	76.4	4,375	4,376	ISLIP/LONG IS., N. Y. (ISP)	86.9	88.7	442	442
CHICAGO, IL. (ORD)	69.8	73.6	23,425	23,422	ITHACA, N. Y. (ITH)	71.3	88.9	108	108
CINCINNATI, OH. (CVG)	82.7	83.7	6,112	6,114	JACKSON/VICKSBURG, MS. (JAN)	86.8	88.9	703	711
CLEVELAND, OH. (CLE)	75.8	83.2	4,604	4,605	JACKSON, WY. (JAC)	58.9	66.1	124	124
COLORADO SPRINGS, CO. (COS)	75.2	84.8	968	969	JACKSONVILLE, FL. (JAX)	78.8	84.8	1,911	1,911
COLUMBIA, S. C. (CAE)	80.7	86.7	398	398	JUNEAU, AK. (JNU)	69.7	74.8	290	290
COLUMBUS, OH. (CMH)	77.3	83.7	2,750	2,718	KAHULUI, MAUI, HI. (OGG)	69.9	87.3	236	236
CORDOVA, AK. (CDV)	72.4	69.0	58	58	KALAMAZOO, MI. (AZO)	76.7	83.6	116	116
CORPUS CHRISTI, TX. (CRP)	82.4	88.1	244	244	KALISPELL, MT. (FCA)	81.9	91.4	116	116
DALLAS/FT. WORTH, TX. (DAL)	80.8	79.3	3,731	3,731	KANSAS CITY, MO. (MCI)	79.4	82.6	4,750	4,750
DALLAS/FT. WORTH, TX. (DFW)	81.3	80.7	19,581	19,563	KETCHIKAN, AK. (KTN)	70.7	79.9	174	174
DAYTON, OH. (DAY)	78.2	83.6	920	921	KING SALMON, AK. (AKN)	58.8	52.9	17	17
DAYTONA BEACH, FL. (DAB)	79.9	85.6	174	174	KNOXVILLE, TN. (TYS)	78.9	86.2	507	506
DEADHORSE, AK. (SCC)	47.1	52.9	34	34	KODIAK, AK. (ADQ)	56.9	63.8	58	58
DENVER, CO. (DEN)	78.2	81.5	10,596	10,604	KONA, HAWAII, HI. (KOA)	60.3	82.8	58	58
DES MOINES, IA. (DSM)	78.5	89.7	535	535	KOTZEBUE, AK. (OTZ)	61.4	70.0	70	70
DETROIT, MI. (DTW)	81.9	80.4	12,214	12,210	LA CROSSE, WI. (LSE)	75.9	83.3	54	54
DILLINGHAM, AK. (DLG)	52.9	52.9	17	17	LANSING, MI. (LAN)	70.1	85.6	174	174
DULUTH, MN. (DLH)	68.4	75.9	79	79	LAS VEGAS, NV. (LAS)	67.1	68.5	10,922	10,920
DURANGO, CO. (DRO)	78.8	93.9	33	33	LEXINGTON/FRKFT, KY. (LEX)	73.7	86.4	285	279
DUTCH HARBOR, AK. (DUT)	41.4	32.8	58	58	LIHUE, KAUAI, HI. (LIH)	67.6	89.2	37	37

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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)	80.3	86.8		228	228	ROCHESTER, MN. (RST)	65.5	80.4	148	148	
LITTLE ROCK, AR. (LIT)	81.1	85.8	1,070	1,070	ROCHESTER, N.Y. (ROC)	74.1	81.1	1,142	1,142		
LONG BEACH, CA. (LGB)	73.7	83.2		304	304	SACRAMENTO, CA. (SMF)	70.3	74.7	2,905	2,905	
LOS ANGELES, CA. (LAX)	61.4	69.6	16,299	16,298	SAGINAW, MI. (MBS)	71.0	83.5		303	303	
LOUISVILLE, KY. (SDF)	78.9	86.3	1,802	1,799	SALT LAKE CITY, UT. (SLC)	77.9	82.7	6,337	6,337		
LUBBOCK, TX. (LBB)	80.8	86.6		469	469	SAN ANTONIO, TX. (SAT)	78.5	84.3	3,032	3,030	
MADISON, WI. (MSN)	75.3	86.3		365	365	SAN DIEGO, CA. (SAN)	66.5	72.9	5,726	5,728	
MANCHESTER, N.H. (MHT)	73.8	77.6	1,087	1,087	SAN FRANCISCO, CA. (OAK)	66.9	68.9	4,389	4,389		
MEDFORD, OR. (MFR)	60.3	68.1		116	116	SAN FRANCISCO, CA. (SFO)	51.7	63.7	10,598	10,595	
MELBOURNE, FL. (MLB)	85.3	93.1		116	116	SAN JOSE, CA. (SJC)	67.0	71.8	5,005	5,005	
MEMPHIS, TN. (MEM)	86.0	84.3	4,009	4,006	SAN JUAN, P.R. (SJU)	80.1	84.2	2,033	2,031		
MIAMI, FL. (MIA)	80.6	83.3	5,369	5,366	SANTA BARBARA, CA. (SBA)	57.3	64.7		218	218	
MIDLAND/ODESSA, TX. (MAF)	78.0	87.4		436	436	SARASOTA/BRAD., FL. (SRQ)	78.7	84.8		475	474
MILWAUKEE, WI. (MKE)	73.6	83.4	1,305	1,305	SAVANNAH, GA. (SAV)	81.0	87.4		406	406	
MINNEAPLS./ST. P, MN. (MSP)	76.9	79.1	11,544	11,543	SCRANTON/WILKES-BARRE, PA. (AVP)	74.5	84.1		145	145	
MINOT, N.D. (MOT)	83.9	86.2		87	87	SEATTLE, WA. (SEA)	69.4	74.7	7,889	7,890	
MISSION/MCALLEN, TX. (MFE)	78.4	83.1		278	278	SHREVEPORT, LA. (SHV)	83.0	85.5		311	310
MISSOULA, MT. (MSO)	76.6	87.6		145	145	SIoux CITY, IA. (SUX)	75.9	92.6		54	54
MOBILE, AL./PASCAGOULA, MS. (MOB)	83.9	85.0		348	346	SIoux FALLS, S.D. (FSD)	82.3	89.0		300	300
MOLINE, IL. (MLI)	83.7	87.2		141	141	SITKA, AK. (SIT)	70.1	87.4		87	87
MONROE, LA. (MLU)	83.2	86.8		173	174	SOUTH BEND, IN. (SBN)	78.6	85.5		220	220
MONTEREY, CA. (MRY)	50.0	58.6		58	58	SPOKANE, WA. (GEG)	69.9	80.0		968	969
MONTGOMERY, AL. (MGM)	83.9	85.1		87	87	SPRINGFIELD, MD. (SGF)	89.2	91.0		166	166
MONTROSE, CO. (MFJ)	73.3	91.1		45	45	ST. CROIX, V.I. (STX)	82.8	89.7		58	58
MYRTLE BEACH, S.C. (MYR)	74.4	86.4		176	176	ST. LOUIS, MO. (STL)	81.9	82.2	13,512	13,518	
NASHVILLE, TN. (BNA)	80.7	81.8	4,442	4,441	ST. THOMAS, V.I. (STT)	75.8	85.5		256	256	
NEW ORLEANS, LA. (MSY)	78.7	83.8	3,965	3,966	STEAMBOAT SPRINGS, CO. (HDN)	75.1	85.3		189	190	
NEW YORK, N.Y. (JFK)	76.2	80.7	3,406	3,422	SYRACUSE, N.Y. (SYR)	73.9	85.4		908	906	
NEW YORK, N.Y. (LGA)	71.6	80.5	8,041	8,046	TALLAHASSEE, FL. (TLH)	79.3	84.5		174	174	
NEWARK, N.J. (EWR)	71.6	79.2	9,711	9,755	TAMPA, FL. (TPA)	78.0	82.6	5,042	5,038		
NEWBURGH, N.Y. (SWF)	70.1	81.6		87	87	TOLEDO, OH. (TOL)	84.3	92.8		83	83
NOME, AK. (OME)	56.0	56.0		75	75	TRAVERSE CITY, MI. (TVC)	70.7	81.0		58	58
NORFOLK/VA. BEACH, VA. (ORF)	78.1	86.1	1,239	1,238	TUCSON, AZ. (TUS)	71.4	78.7	1,710	1,710		
OKLAHOMA CITY, OK. (OKC)	77.9	83.8	1,642	1,640	TULSA, OK. (TUL)	80.3	84.6	1,556	1,554		
OMAHA, NE. (OMA)	77.6	85.7	1,343	1,342	VALPARAISO, FL. (VPS)	87.4	98.9		87	87	
ONTARIO, CA. (ONT)	66.4	73.6	2,764	2,764	WASHINGTON, D.C. (DCA)	78.6	84.1	6,506	6,519		
ORANGE COUNTY, CA. (SNA)	70.5	77.6	3,547	3,547	WASHINGTON, D.C. (IAD)	78.7	83.2	6,145	6,144		
ORLANDO, FL. (MCO)	79.3	84.5	7,090	7,074	WEST PALM BEACH, FL. (PBI)	74.2	82.0	1,987	1,988		
PASCO, WA. (PSC)	79.3	87.9		116	116	WHITE PLAINS, N.Y. (HPN)	67.4	72.3		371	372
PENSACOLA, FL. (PNS)	81.6	83.6		463	464	WICHITA, KS. (ICT)	78.0	88.4		481	481
PETERSBURG, AK. (PSG)	69.0	74.1		58	58	WILMINGTON, N.C. (ILM)	79.9	88.5		174	174
PHILADELPHIA, PA. (PHL)	72.4	76.8	9,210	9,209	WRANGELL, AK. (WRG)	70.7	75.9		58	58	
PHOENIX, AZ. (PHX)	70.2	69.6	14,737	14,735	YAKUTAT, AK. (YAK)	69.0	74.1		58	58	
PITTSBURGH, PA. (PIT)	78.4	80.8	8,090	8,085							
PORTLAND, ME. (PWM)	73.5	82.3		457	457						
PORTLAND, OR. (PDX)	70.7	76.5	4,555	4,561							
PROVIDENCE, R.I. (PVD)	77.7	82.3	1,903	1,903							
RALEIGH/DURHAM N.C. (RDU)	77.4	84.3	2,893	2,896							
RAPID CITY, S.D. (RAP)	78.3	85.5		83	83						
RENO, NV. (RNO)	67.9	72.1	2,761	2,759							
RICHMOND, VA. (RIC)	77.6	84.7	1,374	1,375							
ROANOKE, VA. (ROA)	71.3	76.4	195	195							

FEBRUARY 2000

AIR TRAVEL CONSUMER REPORT

TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS
BY CARRIER

CARRIER A/	AT 29 REPORTABLE AIRPORTS B/			AT ALL REPORTED AIRPORTS C/				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ALASKA S/	7	6970	598	8.6	34	12019	1061	8.8
AMERICA WEST S/	25	12909	727	5.6	49	16934	977	5.8
UNITED S/	29	47233	2733	5.8	104	62029	3305	5.3
AMERICAN S/	29	43183	2262	5.2	95	58072	2763	4.8
US AIRWAYS S/	25	39377	1233	3.1	88	57935	1909	3.3
NORTHWEST S/	29	28274	899	3.2	117	42887	1318	3.1
DELTA S/	29	51190	1613	3.2	116	71090	2139	3.0
TRANS WORLD S/	29	15439	323	2.1	78	21261	441	2.1
CONTINENTAL S/	28	22627	365	1.6	82	31546	502	1.6
SOUTHWEST S/	14	26222	302	1.2	56	70726	773	1.1
T O T A L		293424	11055	3.8		444499	15188	3.4

FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)

- 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

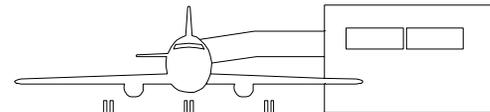
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

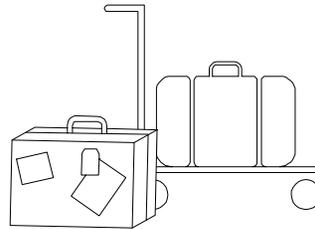
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

FEB. 2000 RANK	AIRLINE	FEBRUARY 2000			FEBRUARY 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>	3,081	862,487	3.57	5,114	820,969	6.23
2	<i>Delta</i>	31,287	7,668,531	4.08	31,228	7,354,276	4.25
3	<i>Southwest</i>	21,971	5,322,767	4.13	19,472	4,635,465	4.20
4	<i>US Airways</i>	17,279	4,011,676	4.31	21,467	4,055,758	5.29
5	<i>Continental</i>	12,024	2,762,525	4.35	11,493	2,683,283	4.28
6	<i>TWA</i>	8,600	1,812,856	4.74	7,625	1,700,448	4.48
7	<i>Northwest</i>	16,981	3,531,783	4.81	16,296	3,235,165	5.04
8	<i>American</i>	26,420	5,099,497	5.18	18,529	3,996,287	4.64
9	<i>America West</i>	7,892	1,394,446	5.66	4,662	1,326,111	3.52
10	<i>United</i>	37,909	5,641,482	6.72	42,837	5,555,999	7.71
	Total	183,444	38,108,050	4.81	178,723	35,363,761	5.05

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*.

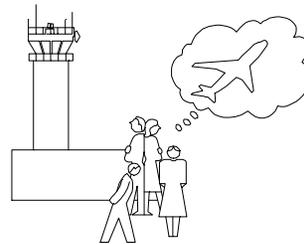
OVERSALES

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			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

	FEBRUARY 2000				FEBRUARY 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1693	172	13	89	847	39	1	55
FOREIGN AIRLINES	201	2	0	8	73	0	0	0
TRAVEL AGENTS	19	0	0	0	3	0	0	0
TOUR OPERATORS	17	0	0	0	32	0	0	0
MISCELLANEOUS*	69	78	0	15	60	7	0	17
	----	----	----	----	----	----	----	----
INDUSTRY TOTALS	1999	252	13	112	1015	46	1	72

* 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 *

	FEBRUARY 2000			FEBRUARY 1999		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	711		1	342	
DELAYS.			260			103
CANCELLATIONS.			238			126
MISCONNECTIONS.			90			32
CUSTOMER SERVICE.	2	366		2	168	
BAGGAGE.	3	310		3	157	
RES/TICKETING/BOARDING. .	4	168		4	94	
REFUNDS.	5	108		5	76	
FARES.	6	93		7	34	
DISABILITY.	7	89		9	33	
OTHER.	8	79		6	65	
FREQUENT FLYER.			36			30
OVERSALES.	9	62		8	34	
TOURS.	10	7		10	7	
ADVERTISING.	11	5		11	4	
		----			----	
COMPLAINT TOTAL		1999			1015	

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 *

FEBRUARY 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	30	3	3	1	4	7	7	0	0	0	2	57
ALASKA AIRLINES	9	0	1	2	0	7	1	3	0	1	1	25
AMERICA WEST AIRLINES	75	8	5	1	5	18	19	4	0	0	5	140
AMERICAN AIRLINES	115	17	21	9	13	46	60	12	0	0	10	303
AMERICAN EAGLE	15	0	3	1	0	4	7	0	0	0	0	30
AMERICAN TRANS AIR	16	0	5	0	0	3	4	2	0	0	1	31
ATLANTIC SOUTHEAST AIRLINES	1	0	1	0	0	1	1	0	0	0	1	5
COMAIR	10	1	0	0	0	4	1	1	0	0	0	17
CONTINENTAL AIRLINES	28	7	10	3	3	23	31	10	1	0	5	121
DELTA AIR LINES	50	4	15	12	5	19	23	18	1	0	11	158
DELTA CONNECTION	5	0	0	0	0	0	0	1	0	0	0	6
EASTWIND AIRLINES	0	0	1	0	6	0	0	0	0	0	0	7
FRONTIER AIRLINES	2	0	3	0	0	1	2	1	0	0	0	9
GREAT LAKES AVIATION	4	0	0	0	1	0	0	0	0	0	0	5
HAWAIIAN AIRLINES	2	1	2	0	2	0	2	0	0	0	2	11
HORIZON AIRLINES	4	0	0	0	0	2	1	0	0	0	0	7
MESA AIRLINES	2	1	0	0	0	0	2	0	0	0	0	5
MIDWAY AIRLINES	2	1	0	0	0	2	2	0	0	0	0	7
NATIONAL AIRLINES	3	0	1	0	0	0	4	0	0	0	0	8
NORTHWEST AIRLINES	46	3	11	8	8	18	19	7	0	0	5	125
PRO AIR	13	0	0	0	1	2	0	0	0	0	0	16
RYAN INTERNATIONAL AIRLINES	3	0	3	0	0	0	0	0	0	0	0	6
SOUTHWEST AIRLINES	5	0	4	2	2	6	4	4	0	0	3	30
SPIRIT AIRLINES	14	0	4	1	2	2	3	0	0	0	1	27
SUN COUNTRY AIRLINES	2	0	0	0	0	0	4	0	1	0	0	7
TOWER AIR	35	0	0	2	1	3	14	0	0	1	3	59
TRANS STATES AIRLINES	4	0	0	0	0	0	1	0	0	0	0	5
TRANS WORLD AIRLINES	10	6	9	2	6	12	12	4	0	0	2	63
TRANS WORLD EXPRESS	3	0	0	0	0	1	0	0	0	0	1	5
UNITED AIRLINES	70	4	22	7	4	35	59	13	2	0	13	229
UNITED EXPRESS	9	0	0	0	0	1	2	0	0	0	1	13
US AIRWAYS	36	1	8	11	1	14	23	3	0	0	1	98
US AIRWAYS EXPRESS	8	0	1	0	0	1	0	1	0	0	1	12
VANGUARD AIRLINES	6	0	1	0	2	1	1	0	0	0	0	11
OTHER U. S. AIRLINES	12	0	3	0	11	5	3	1	0	0	0	35

FEBRUARY 2000	649	57	137	62	77	238	312	85	5	2	69	1693
% OF TOTAL COMPLAINTS	38.3	3.4	8.1	3.7	4.5	14.1	18.4	5.1	0.3	0.1	4.1	
FEBRUARY 1999	301	28	76	30	55	124	148	26	4	4	51	847
% OF TOTAL COMPLAINTS	35.5	3.3	8.9	3.5	6.5	14.6	17.5	3.1	0.5	0.5	6.0	

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

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

TABLE 4

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

FEBRUARY 2000

U. S. AIRLINES A L P H A B E T I C A L	COMPS RECD IN FEB.	INCI- DENTS IN FEB.	PERCENT	INCI- DENTS IN JAN.	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIRTRAN AIRWAYS	57	13	22.81	25	43.86	15	26.32	4	7.02
ALASKA AIRLINES	25	6	24.00	3	12.00	10	40.00	6	24.00
AMERICA WEST AIRLINES	140	59	42.14	27	19.29	44	31.43	10	7.14
AMERICAN AIRLINES	303	75	24.75	85	28.05	113	37.29	30	9.90
AMERICAN EAGLE	30	8	26.67	13	43.33	8	26.67	1	3.33
AMERICAN TRANS AIR	31	12	38.71	8	25.81	9	29.03	2	6.45
ATLANTIC SOUTHEAST AIRLINES	5	1	20.00	4	80.00	0	0.00	0	0.00
COMAIR	17	5	29.41	2	11.76	9	52.94	1	5.88
CONTINENTAL AIRLINES	121	26	21.49	44	36.36	42	34.71	9	7.44
DELTA AIR LINES	158	37	23.42	45	28.48	56	35.44	20	12.66
DELTA CONNECTION	6	2	33.33	1	16.67	3	50.00	0	0.00
EASTWIND AIRLINES	7	0	0.00	1	14.29	6	85.71	0	0.00
FRONTIER AIRLINES	9	4	44.44	3	33.33	1	11.11	1	11.11
GREAT LAKES AVIATION	5	0	0.00	2	40.00	3	60.00	0	0.00
HAWAIIAN AIRLINES	11	1	9.09	0	0.00	7	63.64	3	27.27
HORIZON AIRLINES	7	2	28.57	0	0.00	5	71.43	0	0.00
MESA AIRLINES	5	0	0.00	5	100.00	0	0.00	0	0.00
MIDWAY AIRLINES	7	3	42.86	3	42.86	1	14.29	0	0.00
NATIONAL AIRLINES	8	4	50.00	3	37.50	1	12.50	0	0.00
NORTHWEST AIRLINES	125	29	23.20	37	29.60	51	40.80	8	6.40
PRO AIR	16	3	18.75	5	31.25	7	43.75	1	6.25
RYAN INTERNATIONAL AIRLINES	6	0	0.00	6	100.00	0	0.00	0	0.00
SOUTHWEST AIRLINES	30	13	43.33	7	23.33	9	30.00	1	3.33
SPIRIT AIRLINES	27	10	37.04	6	22.22	9	33.33	2	7.41
SUN COUNTRY AIRLINES	7	0	0.00	3	42.86	0	0.00	4	57.14
TOWER AIR	59	18	30.51	9	15.25	30	50.85	2	3.39
TRANS STATES AIRLINES	5	2	40.00	3	60.00	0	0.00	0	0.00
TRANS WORLD AIRLINES	63	12	19.05	15	23.81	30	47.62	6	9.52
TRANS WORLD EXPRESS	5	1	20.00	4	80.00	0	0.00	0	0.00
UNITED AIRLINES	229	53	23.14	56	24.45	89	38.86	31	13.54
UNITED EXPRESS	13	6	46.15	1	7.69	5	38.46	1	7.69
US AIRWAYS	98	31	31.63	29	29.59	22	22.45	16	16.33
US AIRWAYS EXPRESS	12	5	41.67	2	16.67	4	33.33	1	8.33
VANGUARD AIRLINES	11	5	45.45	0	0.00	3	27.27	3	27.27
OTHER U. S. AIRLINES	35	6	17.14	11	31.43	14	40.00	4	11.43
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TOTALS	1693	452	26.70	468	27.64	606	35.79	167	9.86
PRIOR YEAR'S TOTALS	847	182	21.49	294	34.71	343	40.50	28	3.31

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 *

FEBRUARY 2000

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
FOREIGN AIRLINES												
AIR AFRIQUE	0	0	0	0	0	4	1	0	0	0	0	5
AIR CANADA	7	1	1	1	1	3	4	0	0	0	1	19
AIR FRANCE	3	2	3	0	4	3	2	0	0	0	0	17
ALLEGRO AIRLINES	9	0	0	0	0	0	5	0	0	0	4	18
BRITISH AIRWAYS	7	0	0	1	0	9	12	0	0	0	1	30
KLM	1	0	2	0	0	5	1	0	0	0	1	10
LACSA	2	0	0	0	0	7	0	0	0	0	0	9
LUFTHANSA	2	0	1	0	0	2	4	0	0	1	0	10
SWISSAIR	0	0	2	1	1	1	1	0	0	0	0	6
TACA	0	2	0	0	0	3	2	0	0	0	0	7
TAESA	2	0	1	0	10	0	0	0	0	0	0	13
OTHER FOREIGN AIRLINES	10	0	4	4	2	23	10	1	0	1	2	57
TOTAL	43	5	14	7	18	60	42	1	0	2	9	201
TRAVEL AGENTS												
PRICELINE.COM	1	0	2	6	0	0	1	0	0	0	0	10
OTHER TRAVEL AGENTS	1	0	4	2	1	0	0	0	0	1	0	9
TOTAL	2	0	6	8	1	0	1	0	0	1	0	19
TOUR OPERATORS												
SUNJET INT'L SALES	0	0	0	0	4	0	0	0	0	1	0	5
OTHER TOUR OPERATORS	6	0	1	0	1	1	1	0	0	1	0	12
TOTAL	6	0	1	0	5	1	1	1	0	2	0	17
MISCELLANEOUS **												
OTHER MISCELLANEOUS	11	0	10	16	7	11	10	2	0	0	2	69
TOTAL	11	0	10	16	7	11	10	2	0	0	2	69

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

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

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

TABLE 6

FEBRUARY
Consumer Complaints: Rankings
U.S. AIRLINES*

FEB. 2000 RANK	AIRLINE	FEBRUARY 2000			FEBRUARY 1999		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	30	5,330,105	0.56	11	4,648,790	0.24
2	Delta	158	7,910,187	2.00	86	7,808,822	1.10
3	US Airways	98	4,136,644	2.37	87	4,097,925	2.12
4	Alaska	25	1,010,473	2.47	7	950,229	0.74
5	Northwest	125	4,247,564	2.94	109	3,875,945	2.81
6	T W A	63	1,865,210	3.38	33	1,763,403	1.87
7	Continental	121	3,366,846	3.59	42	3,223,651	1.30
8	United	229	6,291,348	3.64	107	6,324,043	1.69
9	American	303	6,388,786	4.74	141	5,025,032	2.81
10	America West	140	1,437,764	9.74	28	1,355,108	2.07
	TOTAL	1,292	41,984,927	3.08	651	39,072,948	1.67

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.

