



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: July 2000

Includes data for the following periods:

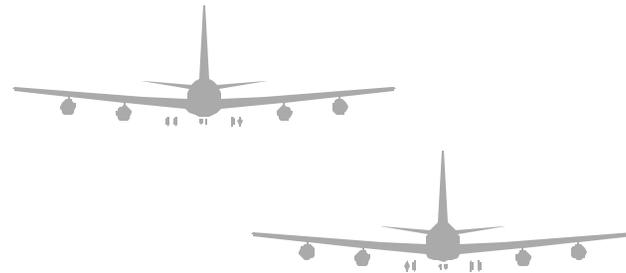
Flight Delays	May 2000 12 Months Ending May 2000
Mishandled Baggage	May 2000
Oversales	1st Quarter 2000
Consumer Complaints	May 2000
Disability Complaints	May 2000

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.

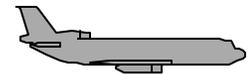
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage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



MAY 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/ -----
DELTA S/	29	80.1	110	80.7
NORTHWEST S/	29	78.8	113	78.9
SOUTHWEST S/	14	78.0	57	78.0
CONTINENTAL S/	27	76.9	79	77.9
ALASKA S/	7	76.6	34	76.5
US AIRWAYS S/	25	76.0	89	76.2
TRANS WORLD S/	29	75.6	76	75.6
AMERICAN S/	29	73.9	91	74.2
AMERICA WEST S/	25	69.3	52	69.6
UNITED S/	29	56.6	100	56.6
 T O T A L		 73.4		 74.3

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.

MAY 2000
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	2ND QUARTER 04-06 1999		3RD QUARTER 07-09 1999		4TH QUARTER 10-12 1999		1ST QUARTER 01-03 2000		03 2000		04 2000		05 2000		12 MONTHS ENDING 05 2000		DATA BASE TO DATE 09 1987 - 05 2000	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	72.5	(7)	72.0	(8)	69.7	(9)	66.5	(9)	68.2	(9)	70.8	(8)	76.5	(5)	70.5	(9)	76.9	(9)
AMERICA WEST	72.3	(8)	62.7	(10)	69.2	(10)	64.7	(10)	62.6	(10)	69.6	(9)	69.6	(9)	66.6	(10)	79.2	(4)
AMERICAN	66.5	(10)	75.6	(5)	80.7	(3)	75.2	(6)	74.9	(6)	75.0	(6)	74.2	(8)	75.8	(6)	79.3	(3)
CONTINENTAL	74.2	(5)	74.0	(6)	79.8	(5)	77.7	(3)	80.7	(4)	79.8	(3)	77.9	(4)	76.7	(5)	78.4	(6)
DELTA	76.9	(4)	77.6	(4)	80.6	(4)	77.4	(4)	79.9	(5)	79.5	(4)	80.7	(1)	78.3	(4)	77.6	(8)
NORTHWEST	79.3	(1)	80.1	(3)	84.9	(2)	79.4	(2)	83.2	(1)	81.2	(1)	78.9	(2)	80.7	(2)	79.9	(2)
SOUTHWEST	78.2	(2)	81.8	(2)	79.8	(6)	76.0	(5)	74.2	(7)	77.6	(5)	78.0	(3)	78.7	(3)	83.0	(1)
TRANS WORLD	77.0	(3)	83.5	(1)	87.2	(1)	81.1	(1)	81.1	(3)	81.0	(2)	75.6	(7)	81.7	(1)	77.9	(7)
UNITED	71.3	(9)	72.4	(7)	79.5	(7)	70.8	(8)	73.1	(8)	65.6	(10)	56.6	(10)	71.6	(8)	76.3	(10)
US AIRWAYS	72.8	(6)	67.2	(9)	76.9	(8)	74.3	(7)	81.1	(2)	72.3	(7)	76.2	(6)	72.7	(7)	78.4	(5)
TOTAL	74.3		75.5		79.8		75.2		77.0		75.4		74.3		76.0		78.7	

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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	712	76.1	1368	68.1	337	68.8	213	65.7	93	72.0	953	73.7	600	72.2
AS	H/		H/		H/		H/		H/		H/		H/	
CO	584	78.3	745	71.5	346	79.5	111	79.3			634	83.0	357	81.8
DL	18738	82.0	2236	75.4	390	80.0	275	82.9	5832	83.1	1371	80.0	612	84.0
HP	153	49.7	236	53.0	186	39.8			H/		56	75.0	210	68.1
NW	508	71.9	579	69.4	381	73.8	204	77.0	39	79.5	594	78.8	311	77.8
TW	208	72.1	262	69.1	186	75.8	119	81.5	117	80.3	205	76.6	181	66.9
UA	639	55.2	1369	57.1	427	58.1	154	59.1	181	49.2	519	53.6	9125	61.8
US	739	75.5	2508	69.3	2397	78.1	10095	82.2			2685	81.6	242	78.5
WN	H/		H/		3052	74.0			H/		H/		H/	
TOTAL	22281	80.2	9303	68.6	7702	73.9	11171	81.5	6262	81.9	7017	77.8	11638	65.1

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	14430	79.0	428	73.6	926	60.0	549	70.7	1066	76.5	1008	75.8	3019	74.2
AS	H/		H/		H/		H/		H/		H/		H/	
CO	605	76.2	317	71.3	6181	70.9	8446	81.8			476	78.2	672	78.9
DL	3821	79.9	341	75.7	1009	65.5	340	75.3	1025	71.3	836	82.5	1394	81.4
HP	188	66.5	155	54.2	274	55.8	184	60.3	245	43.7	2586	65.8	823	69.1
NW	441	73.9	10319	80.7	568	65.7	335	77.9	151	72.8	371	69.3	558	76.7
TW	292	66.8	180	72.2	181	65.7	119	62.2	804	72.8	187	55.1	357	51.5
UA	692	53.2	372	52.2	965	48.1	491	44.8	553	57.7	1212	59.7	6171	59.4
US	336	69.3	356	69.7	422	66.1	337	75.7			198	55.6	488	70.3
WN	H/		575	75.7			193	79.8	H/		4637	79.0	3617	76.4
TOTAL	20805	77.7	13043	78.4	10526	66.4	10994	78.5	3844	69.4	11827	73.0	17852	69.7

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT													
	LGA		MCO		MIA		MSP		ORD		PDX		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1590	61.4	695	79.7	3255	81.4	503	69.2	9206	69.3	332	72.6	665	61.2
AS	H/		H/		H/		H/		H/		1348	83.5	H/	
CO	448	66.5	592	82.3	366	81.1	225	81.3	591	67.2	119	68.1	248	74.2
DL	2199	72.3	2818	80.2	465	83.9	371	79.0	813	70.1	620	73.5	701	73.0
HP	H/		62	33.9	62	51.6	148	61.5	208	52.9	183	67.8	153	45.8
NW	590	62.5	463	76.9	260	80.8	9812	84.2	806	70.7	185	58.4	474	64.3
TW	267	65.5	389	78.4	221	82.4	284	76.1	317	66.6	124	56.5	174	76.4
UA	871	52.1	657	58.6	526	54.9	651	53.6	12928	56.5	1008	51.4	791	48.0
US	2005	65.9	1583	79.5	543	80.3	244	71.3	659	67.8	H/		7042	69.4
WN	H/		1285	80.5	H/		H/		H/		911	79.6	H/	
TOTAL	7970	65.1	8544	78.0	5698	78.7	12238	81.1	25528	62.6	4830	71.4	10248	67.1

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	543	75.9	92	78.3	818	81.3	697	72.6	1283	64.7	186	74.2	389	63.8	463	77.3
AS	264	80.3	H/		364	81.0	3561	73.8	538	70.4	H/		H/		H/	
CO	361	84.2	80	83.8	271	80.4	305	63.6	510	68.8	93	76.3	120	80.8	443	81.0
DL	708	85.3	279	82.8	496	81.7	588	70.4	773	67.7	4594	84.6	277	71.8	1014	81.0
HP	6882	77.7	H/		308	73.1	216	51.9	336	53.9	164	72.6	62	48.4	62	46.8
NW	369	76.7	166	77.7	186	76.9	525	56.2	432	63.0	92	82.6	344	76.2	340	82.6
TW	186	60.8	170	74.7	155	58.1	181	52.5	227	51.5	93	54.8	10253	79.9	186	87.6
UA	1103	60.7	181	50.3	1123	60.3	1445	43.3	6775	53.8	483	58.4	272	47.4	316	56.0
US	341	73.6	8111	78.9	166	70.5	186	53.8	414	62.6	H/		279	72.4	1204	76.9
WN	5250	80.0	H/		2333	76.9	1115	82.1	430	65.3	1082	81.9	2487	75.2	1409	81.5
TOTAL	16007	77.5	9079	78.4	6220	74.4	8819	66.7	11718	58.4	6787	81.2	14483	77.5	5437	78.4

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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	84.3	74.3	72.6	68.5	80.1	J/	100.0	82.1	82.1	72.6	89.0	70.4	93.9	88.7	77.3	55.1
700 - 759 AM	92.5	77.4	82.3	92.4	86.3	88.1	75.8	87.7	91.0	82.0	87.2	68.8	92.6	87.2	87.9	89.4
800 - 859 AM	85.7	81.0	90.1	88.1	87.4	86.5	73.7	89.3	85.1	90.8	83.7	53.4	92.2	81.4	85.8	91.8
900 - 959 AM	81.8	85.2	91.4	84.1	84.8	85.3	74.6	82.7	86.2	86.5	79.0	J/	86.1	81.9	84.2	89.2
1000 - 1059 AM	84.6	81.4	91.5	84.0	92.0	84.4	70.9	81.2	86.8	86.9	80.9	87.9	75.6	75.9	76.1	88.9
1100 - 1159 AM	87.3	83.5	85.5	90.1	86.8	87.9	70.8	81.0	84.3	82.0	80.7	J/	79.5	78.7	76.0	85.5
1200 - 1259 PM	87.4	77.0	82.3	85.0	80.2	85.2	74.7	82.7	85.2	82.3	86.0	J/	77.0	67.0	78.6	81.9
100 - 159 PM	83.1	78.4	83.1	83.9	85.4	85.1	64.6	81.4	82.4	81.1	82.1	83.9	79.2	69.4	74.5	82.8
200 - 259 PM	81.8	75.6	80.3	83.1	91.2	84.0	65.5	79.4	84.5	68.2	81.8	82.1	76.7	74.2	72.0	83.6
300 - 359 PM	78.8	69.6	72.3	80.0	84.2	78.4	58.7	82.2	79.5	67.5	77.0	73.7	68.4	69.4	66.7	83.6
400 - 459 PM	80.2	68.2	70.9	78.1	69.4	70.9	59.5	75.8	78.2	59.9	79.5	73.7	68.1	68.0	64.6	80.4
500 - 559 PM	72.2	60.1	66.7	81.5	75.9	76.0	61.5	72.0	72.7	59.4	68.7	67.5	63.8	67.9	58.6	74.8
600 - 659 PM	77.5	60.1	69.8	82.2	79.0	72.3	58.8	71.8	65.8	55.6	69.5	65.4	70.4	65.6	56.7	73.6
700 - 759 PM	71.2	57.2	65.2	76.0	75.0	69.2	54.7	71.1	74.1	50.9	77.7	58.6	69.4	66.2	51.9	62.6
800 - 859 PM	72.8	59.2	63.4	63.5	72.5	70.8	60.2	66.2	72.5	52.9	72.6	66.4	69.5	60.8	51.0	68.8
900 - 959 PM	61.1	61.5	63.9	71.8	79.3	66.0	58.8	69.2	68.0	54.7	73.7	65.1	65.8	59.2	49.4	66.7
1000 - 1059 PM	78.5	58.2	60.4	69.6	63.7	69.0	60.0	73.9	71.1	54.8	62.8	51.6	66.2	55.8	53.2	67.5
1100 - 559 AM	72.3	60.3	62.3	70.7	63.0	67.3	58.1	75.3	68.9	61.3	69.3	67.0	61.7	64.2	54.2	67.6
TOTAL, ALL ARRIVALS, BY AIRPORT	80.2	68.6	73.9	81.5	81.9	77.8	65.1	77.7	78.4	66.4	78.5	69.4	73.0	69.7	65.1	78.0

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT												TOTAL	
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL		TPA
600 - 659 AM	62.4	91.6	75.4	J/	79.7	94.1	87.3	J/	81.0	81.7	J/	83.6	58.1	81.6
700 - 759 AM	96.8	90.1	77.4	94.3	87.3	94.5	90.3	96.2	95.3	82.7	94.6	85.0	99.2	87.0
800 - 859 AM	96.8	81.9	72.3	90.5	75.7	88.9	86.5	92.4	87.1	84.4	95.2	87.4	92.3	84.5
900 - 959 AM	91.7	88.0	76.2	86.8	82.0	82.6	89.2	88.0	78.7	72.1	93.0	88.4	90.2	83.2
1000 - 1059 AM	87.4	84.1	74.7	76.8	83.8	87.5	81.4	85.4	73.6	62.1	83.2	78.9	88.2	80.5
1100 - 1159 AM	83.3	85.7	62.7	71.8	75.6	79.4	85.9	81.4	75.1	58.6	82.7	82.7	87.9	79.6
1200 - 1259 PM	87.3	87.4	64.1	80.9	74.0	81.0	79.5	79.3	72.2	57.1	79.6	84.7	82.2	78.4
100 - 159 PM	79.0	81.3	63.3	63.1	75.8	79.0	83.0	74.4	64.9	52.4	83.5	78.3	82.6	76.7
200 - 259 PM	84.9	78.4	58.9	83.6	72.5	75.6	82.7	66.3	66.5	60.5	80.2	80.6	85.7	75.9
300 - 359 PM	80.7	80.6	63.2	76.9	68.9	78.1	84.0	77.1	67.2	58.7	83.1	77.8	83.6	74.6
400 - 459 PM	80.9	76.3	54.6	67.5	64.1	74.8	75.2	71.1	60.6	56.2	74.0	73.5	82.1	70.5
500 - 559 PM	82.6	82.3	55.9	68.8	60.3	75.9	71.5	70.7	63.6	55.1	75.8	72.0	76.6	68.6
600 - 659 PM	71.9	76.7	52.0	64.1	51.7	73.0	63.6	59.1	61.3	56.0	75.5	71.8	74.9	66.8
700 - 759 PM	71.0	76.3	57.9	61.1	51.3	66.9	70.8	64.4	55.2	52.7	85.0	72.5	68.8	67.0
800 - 859 PM	61.0	74.6	52.1	66.1	54.7	65.0	72.9	68.8	55.3	50.1	77.3	72.9	66.9	64.3
900 - 959 PM	73.7	76.7	54.2	61.5	54.4	66.2	68.5	68.0	58.1	48.6	70.5	67.0	71.5	64.7
1000 - 1059 PM	62.9	77.9	54.7	59.3	54.3	68.0	73.4	69.1	63.9	48.7	62.8	55.8	70.4	64.5
1100 - 559 AM	73.2	60.6	65.6	73.2	67.1	70.9	71.7	77.2	64.6	53.9	66.2	68.1	67.9	65.2
TOTAL, ALL ARRIVALS, BY AIRPORT	78.7	81.1	62.6	71.4	67.1	77.5	78.4	74.4	66.7	58.4	81.2	77.5	78.4	73.4

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TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.0	88.4	92.6	89.6	93.9	90.7	92.8	90.3	88.4	88.5	96.6	93.6	91.5	90.1	87.1	93.4
700 - 759 AM	89.9	86.4	92.0	95.5	89.3	92.3	83.2	90.2	87.6	89.9	91.5	85.0	91.6	87.3	88.7	91.3
800 - 859 AM	88.3	87.8	84.5	88.3	90.1	89.8	86.1	82.7	86.3	84.4	86.3	86.0	89.8	83.5	84.8	90.6
900 - 959 AM	86.4	81.7	86.9	86.5	91.0	91.4	78.8	85.0	84.4	85.7	86.0	83.1	85.5	82.3	86.2	90.5
1000 - 1059 AM	88.2	84.6	81.4	83.7	92.1	90.2	75.2	81.4	84.1	82.2	82.2	77.4	77.6	77.5	85.8	89.4
1100 - 1159 AM	85.6	81.3	83.9	81.9	85.6	88.2	73.4	79.1	83.6	84.3	81.0	90.7	75.1	74.7	79.9	88.2
1200 - 1259 PM	87.5	81.3	79.9	81.2	88.7	86.2	69.8	79.5	81.7	82.0	84.4	87.9	72.3	72.5	77.9	82.4
100 - 159 PM	86.4	78.1	77.9	84.1	78.2	87.0	73.0	80.6	78.0	79.4	84.5	J/	73.1	71.5	78.9	81.0
200 - 259 PM	78.3	75.2	81.1	85.5	79.7	84.9	68.8	73.5	74.8	77.0	80.4	86.6	71.1	68.5	75.2	79.9
300 - 359 PM	82.2	74.0	71.6	78.6	84.5	80.9	64.0	77.7	71.9	71.5	74.7	81.0	64.7	71.1	76.2	76.6
400 - 459 PM	76.2	69.3	65.3	73.1	84.8	78.0	57.4	75.5	73.4	66.0	87.4	80.3	64.5	66.6	69.0	82.7
500 - 559 PM	76.6	63.7	63.4	74.3	54.8	77.1	60.5	69.4	70.9	60.8	76.1	73.7	58.9	69.2	66.4	75.4
600 - 659 PM	69.7	62.9	63.5	76.3	83.6	74.3	60.4	66.9	62.6	55.6	75.3	67.3	61.1	67.2	62.2	71.4
700 - 759 PM	76.4	62.6	59.6	74.7	79.5	75.1	56.5	74.1	65.1	58.5	72.7	73.4	63.6	61.5	57.5	73.9
800 - 859 PM	73.0	65.0	63.1	75.9	79.4	73.5	52.9	65.7	67.3	60.9	77.6	71.4	58.9	57.9	59.7	66.4
900 - 959 PM	76.9	69.5	64.6	76.3	76.5	82.2	58.1	72.2	73.7	52.8	77.7	67.0	67.9	64.4	64.3	72.8
1000 - 1059 PM	78.6	J/	41.9	79.6	85.4	J/	58.5	68.1	71.4	69.2	77.4	72.6	73.2	75.8	J/	78.4
1100 - 559 AM	79.6	91.8	100.0	56.7	J/	J/	77.2	75.9	90.3	88.7	83.9	82.3	69.7	81.7	92.3	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	82.1	76.7	76.7	80.5	84.7	83.9	68.7	76.7	77.0	75.4	81.4	79.5	73.0	74.5	76.1	81.9

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	83.0	88.6	86.7	90.6	88.2	92.7	90.4	93.1	92.7	88.1	93.3	92.3	93.4	90.2	
700 - 759 AM	87.0	87.8	84.3	88.7	87.9	88.5	90.0	89.8	89.3	83.9	93.6	88.2	91.6	88.5	
800 - 859 AM	87.1	83.7	81.0	82.8	84.4	87.5	88.9	88.7	88.4	81.2	89.3	86.5	92.6	86.0	
900 - 959 AM	83.9	90.3	72.8	77.6	81.1	77.2	87.6	88.8	85.6	82.2	89.4	85.8	91.7	84.1	
1000 - 1059 AM	91.9	86.7	77.0	86.1	81.3	75.9	84.8	79.4	79.9	73.6	90.1	86.1	90.0	82.2	
1100 - 1159 AM	87.7	85.5	71.2	83.8	73.5	71.2	85.1	76.3	75.2	65.8	87.1	78.2	85.0	79.6	
1200 - 1259 PM	84.2	78.1	69.2	80.2	81.4	68.0	90.8	79.1	73.7	61.6	77.4	79.4	86.4	78.1	
100 - 159 PM	83.0	84.2	67.7	82.6	76.9	78.4	77.8	76.9	74.3	64.7	83.5	80.3	83.4	78.3	
200 - 259 PM	87.2	78.9	64.2	71.3	70.9	63.8	80.5	60.2	70.5	55.4	85.9	75.8	76.7	73.8	
300 - 359 PM	76.1	78.2	59.4	78.9	68.9	70.6	66.1	72.5	68.8	57.4	80.2	73.9	80.4	72.6	
400 - 459 PM	81.0	78.7	58.8	76.0	76.3	69.8	79.1	69.3	71.2	59.3	82.0	73.4	78.9	71.8	
500 - 559 PM	77.3	75.4	53.9	72.7	63.2	68.2	70.8	68.1	68.5	57.9	70.2	72.4	73.3	68.3	
600 - 659 PM	84.9	79.0	58.2	75.4	65.8	70.9	77.5	67.0	66.4	60.4	77.9	69.3	77.8	68.4	
700 - 759 PM	73.6	76.1	52.2	69.1	59.6	62.6	83.3	65.3	66.8	51.4	74.6	65.8	78.6	66.1	
800 - 859 PM	73.3	77.0	57.5	69.3	59.0	65.0	72.3	60.8	56.5	54.1	87.4	68.5	69.1	67.4	
900 - 959 PM	71.0	J/	54.9	81.5	63.3	70.7	80.6	74.9	67.1	55.9	73.7	64.7	68.1	68.4	
1000 - 1059 PM	J/	80.8	55.6	45.8	J/	70.1	75.1	90.6	77.0	66.2	81.9	65.3	75.8	73.6	
1100 - 559 AM	95.2	J/	92.0	88.2	70.4	93.9	100.0	88.7	80.8	75.1	96.8	70.4	87.1	78.4	
TOTAL, ALL DEPARTURES, BY AIRPORT	82.0	82.2	66.7	80.4	73.1	74.5	80.5	78.2	76.8	68.0	84.7	76.6	83.7	76.7	

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	LATE MEDIAN
UA	267	IAD-SEA	1740	28	96.43	60	32
HP	2882	PHX-FLL	1500	31	93.55	51	29
UA	1262	DEN-STL	1850	28	92.86	72	27
UA	433	ORD-SEA	1155	28	92.86	42	31
UA	939	ORD-SEA	1144	30	90.00	54	36
UA	1423	DEN-SEA	1430	28	89.29	80	33
UA	1173	ORD-PDX	1144	28	89.29	55	37
UA	769	ORD-SEA	1925	28	89.29	50	49
UA	146	ORD-DSM	2226	24	87.50	45	27
UA	1874	ORD-PHL	1800	23	86.96	60	19
UA	716	SMF-DEN	1454	28	85.71	46	48
UA	1285	DEN-BUR	2000	28	85.71	39	28
UA	503	ORD-PDX	1746	27	85.19	60	41
HP	2246	PHX-BWI	1736	31	83.87	59	42
UA	1831	DEN-SEA	1643	31	83.87	41	24
UA	655	ORD-SEA	1802	28	82.14	52	32
UA	463	ORD-PDX	1514	28	82.14	41	30
UA	2136	SFO-SEA	1955	27	81.48	66	46
US	1820	PHL-BOS	1530	27	81.48	53	36
UA	2058	LAX-SFO	1735	27	81.48	43	32
UA	1868	ORD-PHL	1600	26	80.77	59	34
UA	333	ORD-SEA	0926	31	80.65	61	34
UA	2227	SFO-BUR	2105	31	80.65	58	31
UA	392	ORD-MDT	1735	31	80.65	48	30
UA	716	DEN-IAH	1855	31	80.65	48	45
UA	1891	ORD-PDX	0920	31	80.65	36	27
UA	648	ORD-EWR	1330	31	80.65	32	22
UA	146	SFO-ORD	1545	31	80.65	32	24
UA	217	IAD-SEA	0915	31	80.65	30	28
HP	2064	LAS-BOS	1624	30	80.00	60	55
UA	1008	LAX-SFO	2104	30	80.00	51	42
WN	1139	CLE-MDW	2040	30	80.00	46	40
HP	2749	LAS-CMH	2331	30	80.00	42	34

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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 -----
UNITED	2251	140	6.2
AMERICA WEST	616	18	2.9
SOUTHWEST	2602	14	0.5
US AIRWAYS	2064	7	0.3
NORTHWEST	1520	4	0.3
TRANS WORLD	762	2	0.3
ALASKA	415	1	0.2
AMERICAN	2056	3	0.1
DELTA	2522	2	0.1
CONTINENTAL	1133	0	0.0
TOTAL	15941	191	1.2

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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)	88.8	92.1	89	89	ERIE, PA. (ERI)	81.7	90.8	120	120
ALBANY, N. Y. (ALB)	72.1	81.5	1,224	1,213	EUGENE, OR. (EUG)	45.9	64.1	183	184
ALBUQUERQUE, N. M. (ABQ)	75.5	81.7	3,122	3,121	FAIRBANKS, AK. (FAI)	72.6	82.3	492	492
ALLENTOWN, PA. (ABE)	72.3	84.6	545	545	FARGO, N. D. (FAR)	85.6	93.3	194	194
AMARILLO, TX. (AMA)	74.8	85.4	412	412	FAYETTEVILLE, N. C. (FAY)	86.3	92.7	124	124
ANCHORAGE, AK. (ANC)	69.3	80.5	1,746	1,746	FLINT, MI. (FNT)	72.9	92.4	118	118
ASHEVILLE, N. C. (AVL)	82.6	90.6	149	149	FRESNO, CA. (FAT)	74.2	93.5	31	31
ATLANTA, GA. (ATL)	80.2	82.1	22,281	22,467	FT. LAUDERDALE, FL. (FLL)	78.2	81.5	4,080	4,079
AUGUSTA, GA. (AGS)	84.8	92.4	92	92	FT. MYERS, FL. (RSW)	80.5	87.2	1,087	1,090
AUSTIN, TX. (AUS)	75.9	80.9	3,560	3,560	FT. WAYNE, IN. (FWA)	90.6	90.3	32	31
BALTIMORE, MD. (BWI)	73.9	76.7	7,702	7,699	GRAND FORKS, N. D. (GFK)	86.9	97.6	84	84
BARROW, AK. (BRW)	61.8	64.0	89	89	GRAND RAPIDS, MI. (GRR)	74.1	86.2	665	665
BATON ROUGE, LA. (BTR)	86.7	87.7	398	398	GREAT FALLS, MT. (GTF)	86.2	85.7	217	217
BETHEL, AK. (BET)	74.2	77.5	89	89	GREEN BAY, WI. (GRB)	76.9	89.9	208	208
BILLINGS, MT. (BIL)	78.5	87.3	246	245	GREENBRIER, W. V. (LWB)	93.3	93.3	15	15
BINGHAMTON, N. Y. (BGM)	67.7	82.3	62	62	GREENSBORO/HIGH PT., N. C. (GSO)	74.8	83.6	1,294	1,290
BIRMINGHAM, AL. (BHM)	83.5	85.6	1,749	1,742	GREENVILLE/SPARTBG., S. C. (GSP)	80.8	85.2	589	589
BISMARCK, N. D. (BIS)	73.2	95.1	123	123	GULFPORT/BILOXI, MS. (GPT)	91.4	98.9	93	93
BOISE, ID. (BOI)	72.2	86.0	1,059	1,060	HARLINGEN, TX. (HRL)	78.3	82.3	345	345
BOSTON, MA. (BOS)	68.6	76.7	9,303	9,301	HARRISBURG, PA. (MDT)	71.0	86.2	614	616
BOZEMAN, MT. (BZN)	77.9	91.5	154	153	HARTFORD, CT./SPGFLD, MA. (BDL)	74.7	82.2	3,074	3,072
BRISTOL, TN. (TRI)	79.6	88.2	93	93	HONOLULU, OAHU, HI. (HNL)	76.2	87.3	1,026	1,027
BUFFALO, N. Y. (BUF)	72.8	79.7	1,586	1,588	HOUSTON, TX. (HOU)	78.7	75.7	4,874	4,874
BURBANK, CA. (BUR)	72.6	77.2	2,382	2,380	HOUSTON, TX. (IAH)	78.5	81.4	10,994	10,983
BURLINGTON, VT. (BTV)	62.2	81.1	217	217	HUNTSVILLE/DECATUR, AL. (HSV)	77.4	89.5	486	486
CEDAR RAPIDS/IOWA CTY, IA. (CID)	64.1	79.4	387	389	INDIANAPOLIS, IN. (IND)	71.8	80.7	2,923	2,922
CHARLESTON, S. C. (CHS)	82.1	87.3	586	582	INDIO/PALM SPRINGS, CA. (PSP)	79.8	79.1	367	369
CHARLESTON, W. V. (CRW)	82.8	84.9	93	93	ISLIP/LONG IS., N. Y. (ISP)	78.9	84.3	674	674
CHARLOTTE, N. C. (CLT)	81.5	80.5	11,171	11,168	ITHACA, N. Y. (ITH)	86.2	91.4	116	116
CHATTANOOGA, TN. (CHA)	79.8	93.3	89	89	JACKSON/VICKSBURG, MS. (JAN)	82.2	84.7	757	764
CHICAGO, IL. (MDW)	76.0	72.0	4,681	4,681	JACKSONVILLE, FL. (JAX)	78.3	85.3	2,044	2,043
CHICAGO, IL. (ORD)	62.6	66.7	25,528	25,513	JUNEAU, AK. (JNU)	82.1	84.9	352	352
CINCINNATI, OH. (CVG)	81.9	84.7	6,262	6,268	KAHULUI, MAUI, HI. (OGG)	84.0	87.2	282	282
CLEVELAND, OH. (CLE)	75.1	82.1	4,697	4,697	KALAMAZOO, MI. (AZO)	84.9	92.5	93	93
COLORADO SPRINGS, CO. (COS)	73.1	84.8	1,097	1,096	KALISPELL, MT. (FCA)	86.6	91.1	119	124
COLUMBIA, S. C. (CAE)	83.6	88.6	428	428	KANSAS CITY, MO. (MCI)	74.7	79.7	5,260	5,254
COLUMBUS, OH. (CMH)	74.1	82.5	3,040	3,040	KETCHIKAN, AK. (KTN)	81.6	88.0	217	217
CORDOVA, AK. (CDV)	83.9	87.1	62	62	KING SALMON, AK. (AKN)	63.9	72.2	36	36
CORPUS CHRISTI, TX. (CRP)	83.0	88.1	259	260	KNOXVILLE, TN. (TYS)	76.2	83.5	630	618
DALLAS/FT. WORTH, TX. (DAL)	77.6	75.3	4,172	4,173	KODIAK, AK. (ADQ)	79.0	83.9	62	62
DALLAS/FT. WORTH, TX. (DFW)	77.7	76.7	20,805	20,799	KONA, HAWAII, HI. (KOA)	84.3	92.6	121	121
DAYTON, OH. (DAY)	72.1	82.9	977	977	KOTZEBUE, AK. (OTZ)	68.4	71.1	76	76
DAYTONA BEACH, FL. (DAB)	84.3	90.8	185	185	LA CROSSE, WI. (LSE)	100.0	100.0	3	4
DEADHORSE, AK. (SCC)	61.3	71.0	31	31	LAFAYETTE, LA. (LFT)	100.0	100.0	2	2
DENVER, CO. (DEN)	65.1	68.7	11,638	11,638	LANSING, MI. (LAN)	76.8	90.8	185	185
DES MOINES, IA. (DSM)	63.3	78.9	629	629	LAS VEGAS, NV. (LAS)	73.0	73.0	11,827	11,823
DETROIT, MI. (DTW)	78.4	77.0	13,043	13,044	LEXINGTON/FKFT, KY. (LEX)	80.0	89.4	305	301
DILLINGHAM, AK. (DLG)	74.3	77.1	35	35	LIHUE, KAUAI, HI. (LIH)	59.0	94.9	39	39
DULUTH, MN. (DLH)	83.1	86.7	83	83	LINCOLN, NE. (LNK)	68.7	80.2	243	243
DUTCH HARBOR, AK. (DUT)	75.8	71.0	62	62	LITTLE ROCK, AR. (LIT)	77.2	84.0	1,143	1,143
EL PASO, TX. (ELP)	77.0	82.5	2,006	2,005	LONG BEACH, CA. (LGB)	76.6	85.6	325	326
ELMIRA, N. Y. (ELM)	78.4	92.2	116	116	LOS ANGELES, CA. (LAX)	69.7	74.5	17,852	17,853

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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.
LOUISVILLE, KY. (SDF)	77.5	85.8	2,023	2,016	SAN ANTONIO, TX. (SAT)	76.1	82.4	3,269	3,262
LUBBOCK, TX. (LBB)	78.7	83.2	493	493	SAN DIEGO, CA. (SAN)	74.4	78.2	6,220	6,223
MADISON, WI. (MSN)	73.7	83.2	392	392	SAN FRANCISCO, CA. (OAK)	76.4	79.0	4,720	4,720
MANCHESTER, N. H. (MHT)	74.5	81.1	1,155	1,156	SAN FRANCISCO, CA. (SFO)	58.4	68.0	11,718	11,711
MEDFORD, OR. (MFR)	59.8	69.9	122	123	SAN JOSE, CA. (SJC)	74.3	78.8	5,487	5,486
MELBOURNE, FL. (MLB)	86.3	94.4	124	124	SAN JUAN, P. R. (SJU)	81.4	87.6	2,030	2,028
MEMPHIS, TN. (MEM)	83.3	85.4	4,315	4,305	SANTA BARBARA, CA. (SBA)	64.3	69.4	269	271
MIAMI, FL. (MIA)	78.7	82.0	5,698	5,690	SARASOTA/BRAD., FL. (SRQ)	84.3	92.4	440	435
MIDLAND/ODESSA, TX. (MAF)	80.2	85.2	460	460	SAVANNAH, GA. (SAV)	82.3	89.1	469	469
MILWAUKEE, WI. (MKE)	74.6	86.6	1,265	1,265	SCRANTON/WILKES-BARRE, PA. (AVP)	64.5	89.5	124	124
MINNEAPLS/ST. P., MN. (MSP)	81.1	82.2	12,238	12,231	SEATTLE, WA. (SEA)	66.7	76.8	8,819	8,807
MINOT, N. D. (MDT)	82.6	95.7	92	92	SHREVEPORT, LA. (SHV)	79.8	85.2	332	332
MISSION/MCALLEN, TX. (MFE)	77.7	88.3	300	300	SIOUX CITY, IA. (SUX)	88.7	93.5	62	62
MISSOULA, MT. (MSO)	78.6	91.6	154	154	SIOUX FALLS, S. D. (FSD)	75.3	91.9	308	308
MOBILE, AL. /PASCAGOULA, MS. (MOB)	82.5	87.2	372	367	SITKA, AK. (SIT)	83.7	91.3	104	104
MOLINE, IL. (MLI)	81.0	87.1	147	147	SOUTH BEND, IN. (SBN)	73.4	85.3	143	143
MONROE, LA. (MLU)	84.4	92.1	186	178	SPOKANE, WA. (GEG)	74.2	84.9	1,127	1,130
MONTEREY, CA. (MRY)	56.5	69.4	62	62	SPRINGFIELD, MD. (SGF)	82.3	93.1	175	175
MONTGOMERY, AL. (MGM)	89.2	90.3	93	93	ST. CROIX, V. I. (STX)	79.0	91.9	62	62
MYRTLE BEACH, S. C. (MYR)	78.5	90.4	260	260	ST. LOUIS, MO. (STL)	77.5	76.6	14,483	14,488
NASHVILLE, TN. (BNA)	77.8	78.3	4,933	4,937	ST. THOMAS, V. I. (STT)	81.8	89.1	220	220
NEW ORLEANS, LA. (MSY)	78.9	83.7	4,255	4,254	SYRACUSE, N. Y. (SYR)	74.6	86.4	975	969
NEW YORK, N. Y. (JFK)	69.4	79.5	3,844	3,870	TALLAHASSEE, FL. (TLH)	79.6	83.2	186	185
NEW YORK, N. Y. (LGA)	65.1	76.1	7,970	7,974	TAMPA, FL. (TPA)	78.4	83.7	5,437	5,432
NEWARK, N. J. (EWR)	66.4	75.4	10,526	10,506	TOLEDO, OH. (TOL)	80.9	85.4	89	89
NEWBURGH, N. Y. (SWF)	68.8	84.7	125	124	TRAVERSE CITY, MI. (TVC)	81.9	87.9	116	116
NOME, AK. (OME)	69.6	72.2	79	79	TUCSON, AZ. (TUS)	74.4	79.9	1,682	1,680
NORFOLK/VA. BEACH, VA. (ORF)	75.6	85.2	1,350	1,342	TULSA, OK. (TUL)	76.0	81.2	1,719	1,705
OKLAHOMA CITY, OK. (OKC)	70.8	81.4	1,680	1,679	VALPARAISO, FL. (VPS)	82.8	92.5	93	93
OMAHA, NE. (OMA)	69.6	81.3	1,497	1,485	WASHINGTON, D. C. (DCA)	77.8	83.9	7,017	7,019
ONTARIO, CA. (ONT)	76.5	80.1	3,028	3,027	WASHINGTON, D. C. (IAD)	68.3	74.0	5,636	5,632
ORANGE COUNTY, CA. (SNA)	76.4	82.2	3,720	3,722	WEST PALM BEACH, FL. (PBI)	77.9	83.4	1,925	1,926
ORLANDO, FL. (MCO)	78.0	81.9	8,544	8,542	WHITE PLAINS, N. Y. (HPN)	63.7	71.7	410	413
PASCO, WA. (PSC)	84.6	84.6	123	123	WICHITA, KS. (ICT)	66.7	79.7	511	512
PENSACOLA, FL. (PNS)	82.7	91.2	490	489	WILMINGTON, N. C. (ILM)	81.7	86.0	186	186
PETERSBURG, AK. (PSG)	80.6	83.9	62	62	WRANGELL, AK. (WRG)	80.6	85.5	62	62
PHILADELPHIA, PA. (PHL)	67.1	73.1	10,248	10,246	YAKUTAT, AK. (YAK)	83.9	85.5	62	62
PHOENIX, AZ. (PHX)	77.5	74.5	16,007	16,009					
PITTSBURGH, PA. (PIT)	78.4	80.5	9,079	9,077					
PORTLAND, ME. (PWM)	74.2	84.6	492	492					
PORTLAND, OR. (PDX)	71.4	80.4	4,830	4,827					
PROVIDENCE, R. I. (PVD)	74.5	81.0	2,150	2,150					
RALEIGH/DURHAM, N. C. (RDU)	76.3	85.1	3,135	3,135					
RAPID CITY, S. D. (RAP)	80.5	91.9	123	123					
RENO, NV. (RNO)	77.2	82.3	2,852	2,853					
RICHMOND, VA. (RIC)	75.2	83.0	1,480	1,480					
ROANOKE, VA. (ROA)	73.6	87.9	182	182					
ROCHESTER, MN. (RST)	67.1	84.7	158	157					
ROCHESTER, N. Y. (ROC)	71.2	79.7	1,188	1,190					
SACRAMENTO, CA. (SMF)	73.2	77.1	3,289	3,290					
SAGINAW, MI. (MBS)	70.8	84.3	319	319					
SALT LAKE CITY, UT. (SLC)	81.2	84.7	6,787	6,770					

MAY 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
UNITED S/	29	51993	4674	9.0	100	67997	5948	8.7
AMERICAN S/	29	46415	1979	4.3	91	62081	2397	3.9
ALASKA S/	7	7144	219	3.1	34	12631	458	3.6
US AIRWAYS S/	25	43580	1517	3.5	89	62710	2204	3.5
AMERICA WEST S/	25	14143	395	2.8	52	18620	506	2.7
DELTA S/	29	55056	1564	2.8	110	76797	2013	2.6
CONTINENTAL S/	27	24241	611	2.5	80	32968	810	2.5
NORTHWEST S/	29	30405	801	2.6	114	45553	1097	2.4
TRANS WORLD S/	29	16625	271	1.6	76	22738	391	1.7
SOUTHWEST S/	14	28376	271	1.0	57	76814	689	0.9
T O T A L		317978	12302	3.9		478909	16513	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

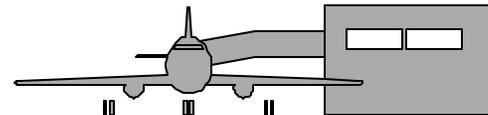
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

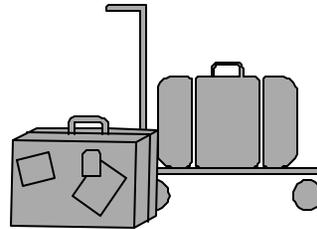
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

MAY 2000 RANK	AIRLINE	MAY 2000			MAY 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>	3,116	988,920	3.15	6,992	966,395	7.24
2	<i>Delta</i>	32,654	8,969,160	3.64	31,992	8,432,256	3.79
3	<i>Continental</i>	13,076	3,181,001	4.11	11,214	3,042,278	3.69
4	<i>Southwest</i>	26,078	6,303,868	4.14	22,221	5,627,539	3.95
5	<i>US Airways</i>	23,084	5,056,713	4.57	22,717	4,814,389	4.72
6	<i>Northwest</i>	20,587	4,134,693	4.98	13,601	3,847,149	3.54
7	<i>TWA</i>	11,642	2,226,295	5.23	9,428	2,146,650	4.39
8	<i>American</i>	32,410	5,963,005	5.44	26,708	5,259,028	5.08
9	<i>America West</i>	9,894	1,711,514	5.78	5,176	1,519,636	3.41
10	<i>United</i>	43,493	6,482,313	6.71	40,262	6,341,485	6.35
	Total	216,034	45,017,482	4.80	190,311	41,996,805	4.53

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.



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

JAN.-MAR. '00 RANK	AIRLINE	JANUARY-MARCH 2000				JANUARY-MARCH 1999			
		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	24,822	141	12,132,199	0.12	24,308	439	11,295,585	0.39
2	Delta	47,522	1,061	24,342,046	0.44	54,835	8,144	24,465,503	3.33
3	Continental	15,901	477	9,578,794	0.50	22,129	287	9,291,544	0.31
4	American	67,298	1,102	18,577,574	0.59	70,213	848	16,579,667	0.51
5	TWA	5,329	417	5,747,520	0.73	14,884	1,409	5,510,325	2.56
6	US Airways	22,539	998	12,400,715	0.80	18,744	1,195	12,764,898	0.94
7	Alaska	6,930	464	3,160,695	1.47	7,419	233	3,063,929	0.76
8	United**	30,196	3,006	18,617,529	1.61	41,061	2,142	18,337,778	1.17
9	Southwest	24,852	2,796	16,418,368	1.70	17,303	1,938	14,606,789	1.33
10	America West	17,354	841	4,695,690	1.79	11,702	670	4,367,732	1.53
	TOTAL	262,743	11,303	125,671,130	0.90	282,598	17,305	120,283,750	1.44

*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 has 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 for the 1st Q 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

	MAY 2000				MAY 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1495	132	10	104	1456	52	3	41
FOREIGN AIRLINES	140	2	0	2	130	4	0	6
TRAVEL AGENTS	14	1	0	0	9	0	0	0
TOUR OPERATORS	3	0	0	0	95	1	0	0
MISCELLANEOUS *	41	10	0	11	17	13	0	8
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INDUSTRY TOTALS	1693	145	10	117	1707	70	3	55

* 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 *

	MAY 2000			MAY 1999		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	634		1	609	
DELAYS.....			217			214
CANCELLATIONS.....			235			211
MISCONNECTIONS.....			64			82
CUSTOMER SERVICE.....	2	328		2	320	
BAGGAGE.....	3	224		3	247	
RES/TKTG/BOARDING.....	4	125		4	169	
REFUNDS.....	5	88		5	93	
FARES.....	6	79		8	57	
OVERSALES.....	7	79		6	82	
OTHER.....	8	76		7	72	
FREQUENT FLYER.....			38			40
DISABILITY.....	9	51		9	36	
ADVERTISING.....	10	5		11	9	
TOURS.....	11	4		10	13	
		----			----	
COMPLAINT TOTAL		1693			1707	

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
 MAY 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	SERVICE	CUSTOMER DISABILITY	TISING	ADVER- TOURS	OTHER	TOTAL
AIRTRAN AIRWAYS	11	6	2	4	2	2	7	0	0	0	2	36
ALASKA AIRLINES	8	2	1	1	1	4	9	1	1	0	0	28
AMERICA WEST AIRLINES	50	5	4	3	1	12	18	2	0	0	1	96
AMERICAN AIRLINES	82	8	13	9	9	32	39	5	0	2	7	206
AMERICAN EAGLE	16	2	3	0	1	5	8	1	0	0	1	37
AMERICAN TRANS AIR	10	0	0	2	0	2	2	1	0	0	0	17
ATLANTIC SOUTHEAST AIRLINES	3	1	0	0	1	0	0	0	0	0	0	5
CHAMPION AIR	6	0	0	0	0	2	0	0	0	0	1	9
COMAIR	3	3	0	0	0	0	2	0	0	0	0	8
CONTINENTAL AIRLINES	27	6	11	4	4	7	21	3	0	0	5	88
DELTA AIR LINES	45	3	16	13	4	19	30	8	1	0	11	150
HORIZON AIRLINES	1	0	1	0	0	1	2	0	0	0	1	6
MIDWAY AIRLINES	3	0	0	0	0	3	0	0	0	0	0	6
NORTHWEST AIRLINES	40	1	4	5	4	12	30	7	0	0	6	109
PRO AIR	11	0	0	0	4	3	1	0	0	0	0	19
SOUTHWEST AIRLINES	7	1	6	1	0	2	5	2	1	0	1	26
SPIRIT AIRLINES	5	1	3	1	1	1	4	0	0	0	1	17
TOWER AIR	7	0	0	0	23	4	0	0	0	1	0	35
TRANS STATES AIRLINES	1	2	0	0	0	2	0	0	0	0	1	6
TRANS WORLD AIRLINES	16	9	13	4	1	6	18	7	0	0	6	80
UNITED AIRLINES	179	12	17	11	4	44	75	10	0	0	18	370
UNITED EXPRESS	3	0	2	0	0	0	2	0	0	0	0	7
US AIRWAYS	43	1	5	8	2	9	14	0	0	0	4	86
VANGUARD AIRLINES	1	2	0	1	1	0	2	1	0	0	0	8
OTHER U. S. AIRLINES	16	2	1	1	5	7	7	0	1	0	0	40
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MAY 2000	594	67	102	68	68	179	296	48	4	3	66	1495
% OF TOTAL COMPLAINTS	39.7	4.5	6.8	4.5	4.5	12.0	19.8	3.2	0.3	0.2	4.4	
MAY 1999	521	71	142	50	73	207	285	0	6	9	62	1456
% OF TOTAL COMPLAINTS	35.8	4.9	9.7	3.4	5.0	14.2	19.6	0.0	0.4	0.6	4.3	

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

MAY 2000

U. S. AIRLINES A L P H A B E T I C A L	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD	DENTS		DENTS		DENTS		KNOWN	
	IN	IN		IN		IN ALL		INCI-	
	MAY	MAY		APR		PRIOR		DENT	
						MONTHS		DATE	
AIRTRAN AIRWAYS	36	6	16.67	15	41.67	10	27.78	5	13.89
ALASKA AIRLINES	28	7	25.00	16	57.14	4	14.29	1	3.57
AMERICA WEST AIRLINES	96	33	34.38	35	36.46	21	21.88	7	7.29
AMERICAN AIRLINES	206	81	39.32	69	33.50	49	23.79	7	3.40
AMERICAN EAGLE	37	18	48.65	14	37.84	5	13.51	0	0.00
AMERICAN TRANS AIR	17	10	58.82	1	5.88	5	29.41	1	5.88
ATLANTIC SOUTHEAST AIRLINES	5	5	100.00	0	0.00	0	0.00	0	0.00
CHAMPION AIR	9	5	55.56	3	33.33	0	0.00	1	11.11
COMAIR	8	4	50.00	0	0.00	4	50.00	0	0.00
CONTINENTAL AIRLINES	88	39	44.32	20	22.73	22	25.00	7	7.95
DELTA AIR LINES	150	59	39.33	35	23.33	44	29.33	12	8.00
HORIZON AIRLINES	6	1	16.67	2	33.33	3	50.00	0	0.00
MIDWAY AIRLINES	6	3	50.00	0	0.00	0	0.00	3	50.00
NORTHWEST AIRLINES	109	42	38.53	35	32.11	27	24.77	5	4.59
PRO AIR	19	11	57.89	7	36.84	0	0.00	1	5.26
SOUTHWEST AIRLINES	26	15	57.69	7	26.92	1	3.85	3	11.54
SPIRIT AIRLINES	17	7	41.18	4	23.53	6	35.29	0	0.00
TOWER AIR	35	22	62.86	3	8.57	10	28.57	0	0.00
TRANS STATES AIRLINES	6	1	16.67	2	33.33	3	50.00	0	0.00
TRANS WORLD AIRLINES	80	26	32.50	27	33.75	22	27.50	5	6.25
UNITED AIRLINES	370	183	49.46	92	24.86	75	20.27	20	5.41
UNITED EXPRESS	7	2	28.57	4	57.14	1	14.29	0	0.00
US AIRWAYS	86	49	56.98	23	26.74	9	10.47	5	5.81
VANGUARD AIRLINES	8	3	37.50	2	25.00	1	12.50	2	25.00
OTHER U. S. AIRLINES	40	13	32.50	17	42.50	9	22.50	1	2.50
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TOTALS	1495	645	43.14	433	28.96	331	22.14	86	5.75
PRIOR YEAR' S TOTALS	1456	207	14.22	511	35.10	658	45.19	80	5.49

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 *

MAY 2000

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	TISING	ADVER- TOURS	OTHER	TOTAL
FOREIGN AIRLINES												
AIR ARUBA	5	0	1	0	0	1	0	0	0	0	0	7
AIR CANADA	2	0	1	0	1	0	1	0	0	0	0	5
AIR FRANCE	2	0	1	0	2	3	3	0	0	0	0	11
ALITALIA AIRLINES	1	0	1	0	0	1	2	0	0	0	0	5
BRITISH AIRWAYS	4	1	1	0	0	6	1	1	0	0	1	15
EL AL	0	2	0	0	0	1	2	1	0	0	0	6
GUYANA AIRWAYS	1	0	0	0	1	2	1	0	0	0	0	5
IBERIA AIRLINES	2	0	0	0	0	4	0	0	0	0	1	7
KLM	1	1	2	0	0	1	2	0	0	0	0	7
MEXICANA	0	0	1	0	0	4	2	0	0	0	0	7
OTHER FOREIGN AIRLINES	12	8	4	5	5	15	12	1	0	0	3	65
TOTAL	30	12	12	5	9	38	26	3	0	0	5	140
TRAVEL AGENTS												
CHEAP TICKETS	1	0	1	1	1	0	0	0	0	0	1	5
OTHER TRAVEL AGENTS	0	0	4	1	2	0	0	0	1	0	1	9
TOTAL	1	0	5	2	3	0	0	0	1	0	2	14
TOUR OPERATORS												
OTHER TOUR OPERATORS	0	0	1	0	1	1	0	0	0	0	0	3
TOTAL	0	0	1	0	1	1	0	0	0	0	0	3
MISCELLANEOUS **												
OTHER MISCELLANEOUS	9	0	5	4	7	6	6	0	0	1	3	41
TOTAL	9	0	5	4	7	6	6	0	0	1	3	41

*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

MAY
Consumer Complaints: Rankings
U.S. AIRLINES*

MAY 2000 RANK	AIRLINE	MAY 2000			MAY 1999		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	26	6,314,868	0.41	28	5,643,622	0.50
2	Delta	150	9,378,949	1.60	164	9,009,340	1.82
3	US Airways	86	5,262,757	1.63	133	4,851,879	2.74
4	Northwest	109	5,025,627	2.17	150	4,671,755	3.21
5	Continental	88	3,916,828	2.25	86	3,658,870	2.35
6	Alaska	28	1,130,084	2.48	26	1,093,134	2.38
7	American	206	7,439,695	2.77	248	6,701,646	3.70
8	T W A	80	2,306,275	3.47	78	2,236,902	3.49
9	United	370	7,298,937	5.07	188	7,107,655	2.65
10	America West	96	1,743,456	5.51	50	1,570,465	3.18
	TOTAL	1,239	49,817,477	2.49	1,151	46,545,268	2.47

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.

