



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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**Issued: MARCH 1998**

Includes data for the following periods:

Flight Delays	January 1998
Mishandled Baggage	January 1998
Oversales	4 <sup>th</sup> Quarter 1997 January-December 1997
Consumer Complaints	January 1998

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***Office of Aviation Enforcement and Proceedings***

*<http://www.dot.gov/airconsumer/>*

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## INTRODUCTION

The Air Travel Consumer Report is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings. The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into four sections. These sections deal with flight delays, mishandled baggage, oversales and consumer complaints. 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. If you are interested in obtaining a single copy, write to the Office of Aviation Enforcement and Proceedings, U.S. Department of Transportation, 400 7th Street, S.W., C-75/Room 4107, Washington, DC 20590. The report is also available via the Internet at <http://www.dot.gov/airconsumer/>.

## FLIGHT DELAYS

This section provides information about airline on-time performance and flight delays. It is based on data filed by airlines each month with the Department of Transportation as required by 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the largest U.S. air carriers, i.e., those with at least one percent of total domestic scheduled-service passenger revenues. These 10 airlines account for more than 90 percent of domestic operating revenues.

The rule requires carriers to currently report on operations to and from the 29 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all 10 airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems. All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times. Cancelled and diverted operations are counted as late.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 29 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Table 1 has one column for the 29 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

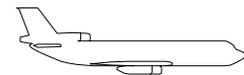
Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/search.htm>. Computer tapes containing data for all reported flight operations are available for purchase from the Transportation Systems Center in Cambridge, Massachusetts. The Department cannot respond to inquiries about the performance of individual flights.

However, information on the performance of specific flights is displayed on the Computerized Reservations Systems used by most airlines and travel agencies. Each of the reporting carriers' flights has a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.



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## AIR TRAVEL CONSUMER REPORT

TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME  
BY CARRIER

CARRIER A/	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTED AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
US AIRWAYS S/	26	80.8	86	80.8
SOUTHWEST S/	14	77.6	52	79.4
AMERICAN S/	29	78.2	94	78.6
DELTA S/	29	75.1	122	75.5
TWA S/	28	72.6	73	73.3
AMERICA WEST S/	26	72.6	53	73.1
CONTINENTAL S/	27	71.2	79	72.2
UNITED S/	29	69.5	102	69.4
ALASKA S/	7	66.4	34	69.3
NORTHWEST S/	28	69.5	114	69.1
T O T A L		74.3		75.1



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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	766	68.8	1236	69.4	246	68.3	186	78.5	93	77.4	990	76.7	670	81.0
AS	H/		H/		H/		H/		H/		H/		H/	
CO	770	61.0	845	66.0	318	77.4	78	66.7	H/		646	73.2	426	73.9
DL	18392	70.2	1750	76.4	367	73.8	239	73.2	6537	81.7	1229	83.2	590	79.8
HP	124	59.7	183	54.6	124	75.0	H/		H/		91	73.6	236	64.8
NW	531	57.6	517	58.4	306	60.8	201	66.7	106	70.8	556	61.7	310	59.7
TW	204	61.8	216	62.5	184	78.3	118	71.2	136	75.7	264	69.7	175	77.1
UA	476	66.0	1069	65.9	363	74.9	88	81.8	168	67.9	482	67.4	8870	80.4
US	615	71.4	2192	75.5	2026	86.4	9617	84.3	H/		2720	81.7	217	88.9
WN	H/		H/		1507	80.8	H/		H/		H/		H/	
TOTAL	21878	69.4	8008	70.5	5441	79.9	10527	83.3	7040	81.0	6978	77.3	11494	79.4

CARRIER	ARRIVAL AIRPORT													
	DFW		DTW		EWR		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	14643	83.1	399	76.4	1034	68.5	625	75.0	883	73.2	322	84.5	1999	82.3
AS	H/		H/		H/		H/		H/		248	69.8	630	64.8
CO	520	66.0	290	71.0	5809	68.6	8450	76.4	H/		347	72.3	791	71.0
DL	4044	79.7	310	73.2	646	69.2	434	71.2	860	62.9	744	76.6	1569	78.3
HP	204	61.8	93	62.4	216	54.6	155	72.3	174	44.3	2373	75.9	678	72.1
NW	440	64.8	10483	74.9	479	54.1	H/		89	58.4	274	62.0	465	68.8
TW	314	74.2	273	80.6	178	56.7	H/		966	72.2	186	73.7	315	81.9
UA	498	70.7	332	73.5	976	64.1	389	68.1	530	69.4	1204	68.9	5053	70.5
US	324	85.5	450	79.3	438	70.1	270	80.7	14	92.9	160	85.6	453	85.0
WN	H/		600	70.8	H/		194	75.3	H/		4194	82.4	3462	77.7
TOTAL	20987	81.0	13230	74.8	9776	67.0	10517	75.8	3516	68.1	10052	77.6	15415	74.9

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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	1572	68.3	541	78.6	3260	78.2	496	76.0	8982	76.7	190	76.8	744	73.3
AS	H/		H/		H/		H/		H/		1531	67.1	H/	
CO	426	71.8	563	70.3	385	70.4	167	75.4	554	61.7	68	64.7	281	66.9
DL	2153	76.3	2760	81.1	465	64.9	341	77.1	868	71.4	567	72.0	526	68.8
HP	58	67.2	78	78.2	94	54.3	123	72.4	155	61.3	149	65.8	150	52.7
NW	547	58.1	504	59.9	348	61.8	9211	72.2	805	58.8	136	58.8	408	58.6
TW	309	72.2	349	76.8	222	75.7	263	72.2	373	64.1	96	75.0	174	72.4
UA	715	67.7	441	76.4	496	73.0	575	74.6	12094	73.0	926	61.8	738	66.1
US	2157	76.8	1231	81.8	392	73.2	263	81.4	648	75.5	H/		6149	73.5
WN	H/		887	82.9	H/		H/		H/		881	79.1	H/	
TOTAL	7937	72.3	7354	78.4	5662	74.3	11439	72.9	24479	73.4	4544	69.2	9170	71.4

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	638	81.3	93	87.1	496	84.1	399	82.5	851	63.8	202	84.2	363	65.6	248	72.2
AS	252	66.7	H/		283	72.8	3165	68.3	513	49.5	H/		H/		H/	
CO	306	71.2	62	77.4	243	73.3	182	65.4	550	56.5	98	69.4	169	55.6	427	69.6
DL	806	84.4	279	78.1	465	79.8	564	74.3	717	55.9	5084	79.5	213	57.7	987	76.8
HP	5601	77.4	H/		252	78.2	180	70.0	364	49.7	123	78.9	89	59.6	56	62.5
NW	433	65.4	237	68.4	196	58.7	445	66.5	372	58.9	130	55.4	463	59.2	378	65.9
TW	238	74.8	167	74.9	155	81.9	184	70.1	191	56.5	124	82.3	10500	72.7	241	72.6
UA	1133	69.5	145	71.7	1077	67.2	1328	64.3	7058	52.4	436	65.6	295	61.7	248	68.5
US	248	80.6	8438	85.2	128	68.8	154	80.5	370	69.5	H/		207	65.2	997	80.6
WN	4873	78.0	H/		2312	77.9	954	82.1	526	55.3	1177	79.4	2561	68.3	866	77.8
TOTAL	14528	76.9	9421	84.1	5607	75.4	7555	70.7	11512	54.4	7374	78.3	14860	70.5	4448	75.1

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	80.6	76.5	51.6	83.9	86.0	J/	J/	90.0	85.8	74.6	85.1	61.5	96.2	94.2	J/	88.8
700 - 759 AM	84.6	77.6	91.9	89.6	84.8	86.1	86.1	90.5	83.3	79.3	79.4	80.6	94.8	92.1	82.1	77.4
800 - 859 AM	78.1	79.5	90.1	84.4	83.2	81.1	84.3	88.6	78.2	75.7	74.8	53.4	94.2	89.8	80.8	92.2
900 - 959 AM	69.2	80.3	88.8	82.4	83.1	82.0	83.4	81.6	78.1	83.4	75.7	77.3	83.5	80.2	80.9	84.4
1000 - 1059 AM	74.5	76.9	88.4	81.4	83.5	81.1	83.3	86.6	76.2	79.4	81.5	89.4	82.7	79.9	73.8	80.6
1100 - 1159 AM	70.6	71.8	88.1	88.7	85.8	75.7	84.3	81.4	77.8	82.5	77.4	J/	82.1	72.0	74.7	78.5
1200 - 1259 PM	72.7	74.0	78.6	83.5	91.7	73.8	82.5	82.9	79.0	74.6	80.4	67.7	81.7	74.2	72.8	80.3
100 - 159 PM	73.6	77.0	84.9	82.1	78.3	82.3	79.7	85.1	82.9	64.6	75.9	73.9	75.6	74.1	72.5	80.2
200 - 259 PM	69.9	73.6	81.5	86.4	83.4	80.1	80.4	76.7	77.8	65.7	76.7	73.1	72.2	75.2	70.1	80.9
300 - 359 PM	72.6	70.5	85.1	83.6	85.3	79.3	73.8	78.6	75.0	65.0	76.1	73.6	77.3	73.2	76.2	83.1
400 - 459 PM	62.9	69.4	82.4	77.3	80.6	72.9	76.2	82.7	72.5	62.2	76.3	70.0	77.6	73.2	71.2	78.7
500 - 559 PM	67.0	61.4	80.2	88.0	76.4	76.7	81.4	80.6	74.8	62.7	73.8	62.3	78.7	71.9	71.4	70.8
600 - 659 PM	56.9	61.4	69.7	77.7	75.2	74.9	72.0	77.8	73.3	60.4	69.3	52.3	73.1	70.6	69.9	78.0
700 - 759 PM	65.0	65.0	72.9	80.8	76.9	77.1	77.3	77.3	67.3	55.5	76.1	65.6	76.6	72.1	64.9	77.8
800 - 859 PM	59.8	64.9	72.7	76.2	79.7	74.2	72.4	76.1	70.2	61.5	69.7	68.3	74.4	68.0	63.5	77.5
900 - 959 PM	67.0	67.5	76.0	78.7	82.6	75.5	67.9	77.7	67.8	58.4	73.3	61.8	66.4	72.6	72.3	70.9
1000 - 1059 PM	68.4	69.7	72.4	80.3	75.0	67.5	75.2	75.4	65.0	63.5	68.8	69.4	72.9	69.3	76.9	69.3
1100 - 559 AM	75.4	73.5	74.0	79.5	73.1	73.1	68.3	80.1	72.9	69.2	76.2	72.1	72.0	76.7	65.7	75.2
TOTAL, ALL ARRIVALS, BY AIRPORT	69.4	70.5	79.9	83.3	81.0	77.3	79.4	81.0	74.8	67.0	75.8	68.1	77.6	74.9	72.3	78.4

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	66.1	77.8	79.6	J/	68.6	J/	92.6	50.0	75.9	67.7	J/	84.5	84.1	81.2	
700 - 759 AM	90.3	79.7	80.6	82.3	81.7	97.9	91.3	95.2	85.7	88.4	82.4	81.9	100.0	85.5	
800 - 859 AM	78.1	72.1	81.2	91.5	78.7	88.8	86.6	95.6	83.8	81.9	81.8	74.4	64.5	81.9	
900 - 959 AM	84.1	75.8	79.9	81.7	66.8	86.2	89.7	84.3	87.1	76.3	82.0	74.1	78.7	79.8	
1000 - 1059 AM	83.0	71.9	79.0	70.7	77.1	77.1	84.2	82.6	80.3	57.6	83.7	74.1	81.7	78.4	
1100 - 1159 AM	69.0	79.6	78.7	75.5	87.0	80.0	87.9	79.7	69.3	46.6	83.4	75.3	75.6	77.5	
1200 - 1259 PM	76.4	77.9	76.8	71.1	76.0	79.7	88.9	78.5	72.3	45.7	80.4	71.1	81.4	75.5	
100 - 159 PM	79.2	74.3	73.5	71.5	71.7	74.4	87.5	82.7	74.0	42.9	80.9	68.3	77.8	76.1	
200 - 259 PM	79.6	79.3	75.4	72.4	79.1	74.8	84.4	77.1	69.5	46.6	83.3	72.1	79.6	75.2	
300 - 359 PM	77.0	75.5	73.3	69.5	73.1	77.5	89.3	73.3	76.8	54.3	76.9	70.0	80.4	75.4	
400 - 459 PM	75.7	71.2	67.4	62.8	68.6	75.3	79.2	64.6	65.4	48.2	75.4	67.6	79.5	71.5	
500 - 559 PM	74.9	67.0	71.6	63.2	63.5	73.7	82.7	70.2	66.9	56.6	79.0	64.0	65.0	71.6	
600 - 659 PM	69.9	72.3	66.1	60.9	61.8	73.9	84.8	70.2	66.1	49.1	83.2	64.3	80.8	68.1	
700 - 759 PM	73.5	74.0	66.0	66.7	71.2	74.4	80.7	72.3	68.2	45.8	71.3	67.3	74.2	71.2	
800 - 859 PM	70.1	67.8	65.4	62.2	65.1	73.5	79.2	61.8	63.4	48.3	77.2	65.6	66.7	67.8	
900 - 959 PM	69.4	69.8	64.1	66.3	68.9	73.2	76.6	72.2	68.1	45.4	71.7	68.9	67.8	69.5	
1000 - 1059 PM	64.3	74.8	65.8	62.6	73.7	69.3	78.5	67.3	64.7	46.9	65.9	69.2	67.8	68.5	
1100 - 559 AM	68.5	75.0	79.8	64.0	75.2	73.7	82.8	78.1	67.9	71.3	90.0	69.6	73.7	73.5	
TOTAL, ALL ARRIVALS, BY AIRPORT	74.3	72.9	73.4	69.2	71.4	76.9	84.1	75.4	70.7	54.4	78.3	70.5	75.1	74.3	

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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	91.4	90.4	94.4	89.5	91.9	92.3	90.4	89.2	82.6	90.9	93.6	87.0	93.8	90.4	93.3	96.8
700 - 759 AM	92.2	89.7	92.5	92.2	94.0	92.5	90.3	90.9	81.2	92.0	93.4	90.1	92.0	91.6	89.4	94.8
800 - 859 AM	87.1	86.2	93.8	91.0	92.0	88.8	86.0	89.7	76.6	85.6	89.6	87.9	94.3	88.0	87.7	90.0
900 - 959 AM	78.3	83.8	90.8	90.0	88.6	88.1	86.4	86.3	72.7	84.5	78.6	83.4	80.4	85.1	86.4	90.6
1000 - 1059 AM	85.2	84.5	93.8	84.7	90.3	87.5	81.5	84.1	75.8	83.5	81.8	91.9	74.9	73.7	84.7	88.1
1100 - 1159 AM	77.4	85.4	89.9	86.7	90.1	84.4	79.0	83.5	84.1	78.7	86.0	90.1	73.4	72.1	78.5	90.0
1200 - 1259 PM	81.1	78.7	85.9	88.9	90.6	83.6	81.2	79.2	71.9	82.9	83.7	90.1	76.1	73.2	84.2	87.9
100 - 159 PM	82.1	82.0	84.6	84.1	90.0	84.2	79.5	88.7	77.0	81.7	84.6	71.0	73.1	71.1	82.4	79.8
200 - 259 PM	80.1	77.8	83.0	84.7	84.8	80.9	79.4	79.1	74.3	68.4	80.1	71.0	72.1	73.1	77.9	80.8
300 - 359 PM	76.9	74.0	84.3	82.8	86.3	84.1	82.5	75.7	68.0	70.3	73.6	81.7	71.4	69.0	79.9	82.8
400 - 459 PM	72.9	77.1	78.8	78.0	87.8	83.3	74.7	69.3	66.9	67.6	90.8	80.6	71.3	79.8	78.7	83.3
500 - 559 PM	71.7	71.8	81.2	82.3	82.4	77.8	74.7	77.2	72.4	64.4	77.6	71.2	69.9	67.0	76.7	80.1
600 - 659 PM	63.1	67.5	72.4	82.8	81.4	80.5	78.3	76.5	65.4	68.4	78.0	70.0	68.3	65.0	73.0	78.5
700 - 759 PM	68.9	69.5	82.9	75.0	79.8	84.0	71.6	80.8	64.2	64.3	76.1	76.6	65.5	63.5	73.2	83.8
800 - 859 PM	66.8	75.7	74.9	81.5	85.5	81.0	71.4	75.9	63.3	65.6	77.6	83.9	74.5	64.8	70.8	80.6
900 - 959 PM	74.7	88.9	86.2	84.4	82.4	86.8	71.6	85.2	64.1	70.5	75.2	75.4	70.3	74.5	80.7	81.3
1000 - 1059 PM	83.9	87.1	J/	87.2	89.1	J/	J/	83.1	69.5	J/	83.9	74.0	86.5	82.8	J/	95.2
1100 - 559 AM	74.9	J/	96.8	J/	J/	J/	91.9	J/	91.2	88.7	81.8	80.6	82.3	90.1	92.9	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	78.1	80.1	86.3	84.8	87.4	84.7	79.7	81.3	71.5	76.9	81.3	80.1	78.2	77.1	81.6	85.7

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
600 - 659 AM	87.5	91.2	88.6	84.7	93.9	94.1	96.6	95.7	91.6	88.3	93.9	87.9	92.3	90.9	
700 - 759 AM	91.8	76.6	85.0	85.5	91.3	92.5	91.5	92.9	92.1	89.5	94.8	84.9	93.8	89.4	
800 - 859 AM	88.2	79.8	83.5	84.5	86.3	89.8	86.5	90.2	86.2	76.9	87.4	80.5	96.9	86.8	
900 - 959 AM	91.7	73.8	78.8	74.1	77.2	84.9	85.8	81.4	88.5	78.8	85.4	79.0	88.7	82.4	
1000 - 1059 AM	74.8	79.0	80.0	77.4	78.1	78.7	86.1	74.8	86.4	70.5	82.3	78.9	87.7	81.5	
1100 - 1159 AM	82.5	73.0	77.3	74.5	79.8	74.5	84.5	80.3	76.6	58.5	83.4	79.5	80.9	78.7	
1200 - 1259 PM	76.2	79.8	79.0	64.2	79.0	75.8	89.2	79.8	73.1	50.5	76.7	76.2	82.2	78.7	
100 - 159 PM	78.4	74.6	78.5	76.2	77.4	73.9	92.7	73.4	80.1	55.0	76.2	74.3	80.9	77.8	
200 - 259 PM	86.1	74.9	72.2	78.5	74.2	69.1	86.5	70.7	76.2	55.6	88.4	74.1	80.5	76.8	
300 - 359 PM	82.2	78.7	73.7	69.6	83.0	71.2	78.0	76.8	71.9	55.4	80.5	71.4	76.9	75.2	
400 - 459 PM	74.4	70.9	69.8	71.8	77.3	66.6	84.0	66.0	73.6	57.1	78.2	73.1	79.8	74.5	
500 - 559 PM	77.7	72.6	66.8	68.8	69.0	71.3	80.9	64.7	65.0	51.0	83.4	70.9	76.6	72.3	
600 - 659 PM	64.1	67.2	68.4	59.4	62.2	69.8	84.6	67.1	73.1	46.4	81.6	63.8	69.6	70.5	
700 - 759 PM	73.8	68.0	67.5	64.1	72.9	71.3	80.6	69.3	65.3	48.3	65.0	68.9	83.4	70.8	
800 - 859 PM	72.3	68.9	67.2	62.5	72.9	74.5	83.5	64.4	61.3	38.4	83.2	67.5	73.7	72.6	
900 - 959 PM	78.4	66.1	65.3	J/	79.8	69.6	84.5	65.5	70.6	53.6	83.0	70.3	71.2	74.1	
1000 - 1059 PM	J/	77.4	72.8	80.7	74.2	74.3	91.0	87.3	77.8	71.5	85.3	77.3	73.3	79.9	
1100 - 559 AM	85.5	90.3	92.3	83.3	98.4	91.2	100.0	98.6	85.4	81.7	95.7	J/	100.0	84.0	
TOTAL, ALL DEPARTURES, BY AIRPORT	80.7	72.9	75.4	75.0	78.0	76.7	85.5	78.8	79.2	63.4	83.2	74.3	83.6	78.5	

NOTE: DEPARTURES LESS THAN 15 MINUTES AFTER SCHEDULED DEPARTURE TIME ARE CONSIDERED ON TIME; CANCELLED FLIGHTS COUNT AS LATE DEPARTURES; DIVERTED FLIGHTS ARE ON TIME OR LATE, DEPENDING ON ACTUAL DEPARTURE TIME.

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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	43	ORD-HNL	1000	31	93.55	48	40
UA	189	SFO-HNL	1850	31	90.32	53	48
UA	825	SFO-HNL	0850	31	90.32	44	44
DL	885	JFK-MIA	1859	31	87.10	41	29
UA	2407	SEA-SFO	2050	26	84.62	53	45
NW	1066	MSP-MDW	0720	26	84.62	44	36
DL	106	PHL-JFK	1655	30	83.33	31	25
HP	2606	PHX-SFO	1150	31	80.65	70	53
UA	935	LAX-HNL	1800	31	80.65	45	30
DL	1565	LAX-OGG	1150	31	80.65	41	38
DL	1036	FLL-ATL	1820	31	80.65	40	23
DL	187	SJU-ATL	1515	31	80.65	36	35
TW	778	LAS-JFK	2310	31	80.65	33	35
TW	671	STL-CID	1854	15	80.00	38	19
DL	2189	EWR-ATL	0825	25	80.00	27	28

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
UNITED	2062	51	2.5
DELTA	2539	19	0.7
NORTHWEST	1518	10	0.7
AMERICA WEST	565	3	0.5
TWA	781	4	0.5
ALASKA	395	2	0.5
AMERICAN	1843	2	0.1
SOUTHWEST	2295	1	0.0
CONTINENTAL	1116	0	0.0
US AIRWAYS	1957	0	0.0
TOTAL	15071	92	0.6

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
AKRON/CANTON, OH. (CAK)	87.1	92.5	93	93	DUTCH HARBOR, AK. (DUT)	59.7	54.8	62	62
ALBANY, N. Y. (ALB)	80.3	85.6	946	945	EAGLE, CO. (EGE)	70.6	79.9	347	344
ALBUQUERQUE, N. M. (ABQ)	80.9	83.9	3,015	3,012	EL PASO, TX. (ELP)	82.7	85.1	2,136	2,138
ALLENTOWN, PA. (ABE)	78.5	85.2	568	569	ELMIRA, N. Y. (ELM)	81.7	94.8	115	115
AMARILLO, TX. (AMA)	78.1	84.1	402	403	ERIE, PA. (ERI)	86.6	93.3	119	119
ANCHORAGE, AK. (ANC)	73.9	83.4	1,401	1,401	EUGENE, OR. (EUG)	50.0	49.5	192	192
ASHEVILLE, N. C. (AVL)	86.1	91.7	180	180	FAIRBANKS, AK. (FAI)	81.5	86.6	389	389
ATLANTA, GA. (ATL)	69.4	78.1	21,878	21,884	FARGO, N. D. (FAR)	65.4	83.5	182	182
AUGUSTA, GA. (AGS)	69.4	78.0	186	186	FAYETTEVILLE, N. C. (FAY)	77.4	93.2	146	146
AUSTIN, TX. (AUS)	78.9	85.5	3,119	3,124	FLINT, MI. (FNT)	66.4	71.7	119	120
BALTIMORE, MD. (BWI)	79.9	86.3	5,441	5,441	FRESNO, CA. (FAT)	76.1	87.0	155	154
BANGOR, ME. (BGR)	50.5	87.1	93	93	FT. LAUDERDALE, FL. (FLL)	73.9	81.4	3,553	3,552
BARROW, AK. (BRW)	83.1	90.1	71	71	FT. MYERS, FL. (RSW)	71.3	82.4	1,399	1,398
BATON ROUGE, LA. (BTR)	74.6	85.2	398	398	FT. WAYNE, IN. (FWA)	76.9	84.3	173	172
BETHEL, AK. (BET)	84.5	86.9	84	84	GRAND FORKS, N. D. (GFK)	48.7	84.1	113	113
BILLINGS, MT. (BIL)	69.2	87.0	247	247	GRAND RAPIDS, MI. (GRR)	73.0	85.6	749	748
BINGHAMTON, N. Y. (BGM)	73.9	86.4	88	88	GREAT FALLS, MT. (GTF)	74.2	85.3	217	217
BIRMINGHAM, AL. (BHM)	79.7	85.7	1,595	1,596	GREEN BAY, WI. (GRB)	61.6	84.9	224	225
BISMARCK, N. D. (BIS)	71.4	89.2	119	120	GREENSBORO/HIGH PT., N. C. (GSO)	72.9	84.8	1,277	1,276
BOISE, ID. (BOI)	76.2	80.0	969	968	GREENVILLE/SPARTANBURG, S. C. (GSP)	74.3	84.0	587	587
BOSTON, MA. (BOS)	70.5	80.1	8,008	8,012	GUNNISON, CO. (GUC)	79.4	87.1	63	62
BOZEMAN, MT. (BZN)	67.6	86.6	173	172	HARLINGEN, TX. (HRL)	81.4	83.6	355	354
BRISTOL, TN. (TRI)	84.9	87.4	119	119	HARRISBURG, PA. (MDT)	73.2	87.2	641	640
BROWNSVILLE, TX. (BRO)	77.4	83.3	31	30	HARTFORD, CT./SPGFLD, MA. (BDL)	75.9	84.1	2,218	2,220
BUFFALO, N. Y. (BUF)	77.1	83.3	1,483	1,481	HELENA, MT. (HLN)	72.6	88.7	62	62
BURBANK, CA. (BUR)	74.7	77.9	2,322	2,321	HONOLULU, OAHU, HI. (HNL)	44.4	83.0	1,042	1,043
BURLINGTON, VT. (BTV)	61.3	71.4	217	217	HOUSTON, TX. (HOU)	76.7	75.0	4,681	4,685
CEDAR RAPIDS/IOWA CTY, IA. (CID)	67.8	77.9	515	515	HOUSTON, TX. (IAH)	75.8	81.3	10,517	10,515
CHARLESTON, S. C. (CHS)	76.1	87.0	614	614	HUNTSVILLE/DECATUR, AL. (HSV)	79.4	85.4	515	515
CHARLESTON, W. V. (CRW)	75.5	88.1	143	143	IDAHO FALLS, ID. (IDA)	78.5	90.3	93	93
CHARLOTTE, N. C. (CLT)	83.3	84.8	10,527	10,531	INDIANAPOLIS, IN. (IND)	76.9	83.9	2,860	2,862
CHATTANOOGA, TN. (CHA)	78.6	91.1	112	112	INDIO/PALM SPRINGS, CA. (PSP)	78.1	88.2	567	566
CHICAGO, IL. (MDW)	76.8	75.5	3,709	3,710	ISLIP/LONG IS., N. Y. (ISP)	81.8	85.0	187	187
CHICAGO, IL. (ORD)	73.4	75.4	24,479	24,482	ITHACA, N. Y. (ITH)	87.0	92.2	115	115
CINCINNATI, OH. (CVG)	81.0	87.4	7,040	7,042	JACKSON/VICKSBURG, MS. (JAN)	81.4	87.3	753	753
CLEVELAND, OH. (CLE)	79.0	85.7	5,154	5,160	JACKSON, WY. (JAC)	65.4	59.5	191	190
COLORADO SPRINGS, CO. (COS)	77.0	83.8	1,134	1,136	JACKSONVILLE, FL. (JAX)	75.4	86.2	1,855	1,858
COLUMBIA, S. C. (CAE)	77.1	81.4	511	510	JUNEAU, AK. (JNU)	72.8	79.2	279	279
COLUMBUS, OH. (CMH)	76.0	83.0	3,398	3,402	KAHULUI, MAUI, HI. (OGG)	48.4	75.8	248	248
CORDOVA, AK. (CDV)	82.3	87.1	62	62	KALAMAZOO, MI. (AZO)	64.8	69.7	145	145
CORPUS CHRISTI, TX. (CRP)	73.8	80.5	271	272	KALISPELL, MT. (FCA)	83.6	76.1	67	67
DALLAS/FT. WORTH, TX. (DAL)	79.8	77.6	3,933	3,930	KANSAS CITY, MO. (MCI)	77.1	82.0	4,755	4,753
DALLAS/FT. WORTH, TX. (DFW)	81.0	81.3	20,987	20,973	KETCHIKAN, AK. (KTN)	74.7	83.3	186	186
DAYTON, OH. (DAY)	77.5	85.9	930	928	KING SALMON, AK. (AKN)	100.0	100.0	18	18
DAYTONA BEACH, FL. (DAB)	72.0	83.5	279	279	KNOXVILLE, TN. (TYS)	74.0	83.4	732	735
DEADHORSE, AK. (SCC)	77.4	83.9	31	31	KODIAK, AK. (ADQ)	69.4	75.8	62	62
DENVER, CO. (DEN)	79.4	79.7	11,494	11,484	KONA, HAWAII, HI. (KOA)	33.3	79.0	63	62
DES MOINES, IA. (DSM)	71.8	82.1	620	620	KOTZEBUE, AK. (OTZ)	83.9	85.5	62	62
DETROIT, MI. (DTW)	74.8	71.5	13,230	13,223	LA CROSSE, WI. (LSE)	62.3	83.6	61	61
DILLINGHAM, AK. (DLG)	100.0	100.0	18	18	LAFAYETTE, LA. (LFT)	64.5	83.9	31	31
DULUTH, MN. (DLH)	61.7	78.3	115	115	LANSING, MI. (LAN)	57.1	78.6	182	182
DURANGO, CO. (DRO)	90.3	87.1	31	31	LAS VEGAS, NV. (LAS)	77.6	78.2	10,052	10,055

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LEXINGTON/FRKFT, KY. (LEX)	77.3	87.2	335	335	ROANOKE, VA. (ROA)	85.7	90.3	217	217
LINCOLN, NE. (LNK)	76.7	78.8	236	236	ROCHESTER, MN. (RST)	61.3	79.2	230	231
LITTLE ROCK, AR. (LIT)	77.6	84.3	1,131	1,132	ROCHESTER, N.Y. (ROC)	78.5	85.2	1,207	1,204
LONG BEACH, CA. (LGB)	82.7	85.2	237	236	SACRAMENTO, CA. (SMF)	76.8	80.8	3,037	3,036
LOS ANGELES, CA. (LAX)	74.9	77.1	15,415	15,412	SAGINAW, MI. (MBS)	71.1	81.4	388	388
LOUISVILLE, KY. (SDF)	78.1	84.1	2,114	2,113	SALT LAKE CITY, UT. (SLC)	78.3	83.2	7,374	7,375
LUBBOCK, TX. (LBB)	80.0	85.8	586	586	SAN ANTONIO, TX. (SAT)	78.5	85.5	3,182	3,181
MADISON, WI. (MSN)	67.7	81.7	418	420	SAN DIEGO, CA. (SAN)	75.4	78.8	5,607	5,604
MANCHESTER, N.H. (MHT)	77.1	80.1	428	428	SAN FRANCISCO, CA. (OAK)	76.3	78.8	4,845	4,845
MEDFORD, OR. (MFR)	36.2	51.1	94	94	SAN FRANCISCO, CA. (SFO)	54.4	63.4	11,512	11,497
MELBOURNE, FL. (MLB)	67.5	91.1	191	192	SAN JOSE, CA. (SJC)	76.2	80.4	4,013	4,019
MEMPHIS, TN. (MEM)	80.3	79.2	4,353	4,351	SAN JUAN, P.R. (SJU)	74.8	84.2	1,922	1,925
MIAMI, FL. (MIA)	74.3	80.7	5,662	5,653	SANTA BARBARA, CA. (SBA)	51.3	47.5	117	118
MIDLAND/ODESSA, TX. (MAF)	79.3	82.8	546	548	SARASOTA/BRAD., FL. (SRQ)	73.2	82.7	544	544
MILWAUKEE, WI. (MKE)	69.6	81.1	1,317	1,317	SAVANNAH, GA. (SAV)	76.6	83.9	461	461
MINNEAPLS./ST. P., MN. (MSP)	72.9	72.9	11,439	11,442	SCRANTON/WILKES-BARRE, PA. (AVP)	73.5	88.4	155	155
MINOT, N.D. (MOT)	61.8	83.1	89	89	SEATTLE, WA. (SEA)	70.7	79.2	7,555	7,555
MISSION/MCALLEN, TX. (MFE)	80.1	86.8	271	272	SHREVEPORT, LA. (SHV)	77.3	86.1	330	330
MISSOULA, MT. (MSO)	71.6	74.8	155	155	SIOUX CITY, IA. (SUX)	49.1	84.5	57	58
MOBILE, AL./PASCAGOULA, MS. (MOB)	77.4	82.3	372	372	SIOUX FALLS, S.D. (FSD)	67.2	81.3	329	331
MOLINE, IL. (MLI)	84.7	86.9	144	145	SITKA, AK. (SIT)	82.8	82.8	93	93
MONROE, LA. (MLU)	79.0	91.4	186	186	SOUTH BEND, IN. (SBN)	76.1	86.7	293	293
MONTEREY, CA. (MRY)	62.3	70.5	61	61	SPOKANE, WA. (GEG)	78.4	86.3	1,230	1,230
MONTGOMERY, AL. (MGM)	75.8	81.7	186	186	SPRINGFIELD, MD. (SGF)	84.0	86.1	144	144
MONTROSE, CO. (MTJ)	84.3	90.2	51	51	ST. CROIX, V.I. (STX)	83.9	92.5	93	93
MYRTLE BEACH, S.C. (MYR)	85.9	90.8	185	185	ST. LOUIS, MO. (STL)	70.5	74.3	14,860	14,867
NASHVILLE, TN. (BNA)	82.1	85.3	4,197	4,195	ST. THOMAS, V.I. (STT)	78.8	86.2	217	217
NEW ORLEANS, LA. (MSY)	78.4	84.4	4,149	4,147	STEAMBOAT SPRINGS, CO. (HDN)	77.5	80.1	178	176
NEW YORK, N.Y. (JFK)	68.1	80.1	3,516	3,509	SYRACUSE, N.Y. (SYR)	78.0	87.0	935	934
NEW YORK, N.Y. (LGA)	72.3	81.6	7,937	7,932	TALLAHASSEE, FL. (TLH)	77.9	77.4	217	217
NEWARK, N.J. (EWR)	67.0	76.9	9,776	9,777	TAMPA, FL. (TPA)	75.1	83.6	4,448	4,446
NEWBURGH, N.Y. (SWF)	62.7	90.3	217	217	TOLEDO, OH. (TOL)	77.1	84.9	205	205
NOME, AK. (OME)	74.2	83.9	62	62	TRAVERSE CITY, MI. (TVC)	70.5	78.4	88	88
NORFOLK/VA. BEACH, VA. (ORF)	76.4	86.7	1,341	1,341	TUCSON, AZ. (TUS)	79.1	85.4	1,657	1,658
OKLAHOMA CITY, OK. (OKC)	78.5	82.7	1,694	1,693	TULSA, OK. (TUL)	76.3	80.9	1,567	1,565
OMAHA, NE. (OMA)	72.0	80.4	1,419	1,422	VALPARAISO, FL. (VPS)	78.5	90.3	93	93
ONTARIO, CA. (ONT)	76.2	81.4	2,950	2,951	WASHINGTON, D.C. (DCA)	77.3	84.7	6,978	6,974
ORANGE COUNTY, CA. (SNA)	81.3	86.0	2,899	2,906	WASHINGTON, D.C. (IAD)	74.9	83.8	3,291	3,293
ORLANDO, FL. (MCO)	78.4	85.7	7,354	7,353	WEST PALM BEACH, FL. (PBI)	71.5	84.2	2,084	2,083
PASCO, WA. (PSC)	71.8	81.5	124	124	WHITE PLAINS, N.Y. (HPN)	64.0	73.6	491	492
PENSACOLA, FL. (PNS)	75.8	83.7	583	583	WICHITA, KS. (ICT)	76.0	84.1	655	656
PETERSBURG, AK. (PSG)	67.7	77.4	62	62	WILMINGTON, N.C. (ILM)	80.7	91.7	181	181
PHILADELPHIA, PA. (PHL)	71.4	78.0	9,170	9,173	WRANGELL, AK. (WRG)	72.6	80.6	62	62
PHOENIX, AZ. (PHX)	76.9	76.7	14,528	14,536	YAKUTAT, AK. (YAK)	77.4	88.7	62	62
PITTSBURGH, PA. (PIT)	84.1	85.5	9,421	9,422					
PORTLAND, ME. (PWM)	78.5	87.0	522	522					
PORTLAND, OR. (PDX)	69.2	75.0	4,544	4,547					
PROVIDENCE, R.I. (PVD)	80.1	86.9	1,775	1,776					
RALEIGH/DURHAM, N.C. (RDU)	75.2	86.6	2,256	2,258					
RAPID CITY, S.D. (RAP)	68.7	89.6	67	67					
RENO, NV. (RNO)	77.3	81.2	2,278	2,281					
RICHMOND, VA. (RIC)	77.9	85.6	1,259	1,259					

**FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS)**

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

## APPENDIX

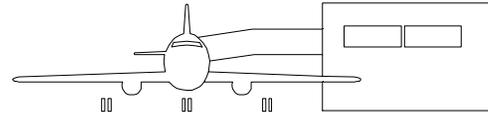
**NOTE:** The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

### Airports Covered by the Rule

Atlanta. Hartsfield	ATL
Baltimore/Washington International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth International	DFW
Denver International	DEN
Detroit. Metro Wayne County	DTW
Houston. George Bush	IAH
Las Vegas. McCarran International	LAS
Los Angeles International	LAX
Miami International	MIA
Minneapolis-St. Paul International	MSP
Newark International	EWR
New York. JFK International	JFK
New York. LaGuardia	LGA
Orlando International	MCO
Philadelphia International	PHL
Phoenix. Sky Harbor International	PHX
Pittsburgh. Greater International	PIT
Portland International	PDX
St. Louis. Lambert	STL
Salt Lake City International	SLC
San Diego. Lindbergh Field	SAN
San Francisco International	SFO
Seattle-Tacoma International	SEA
Tampa. Tampa International	TPA
Washington. Reagan National	DCA

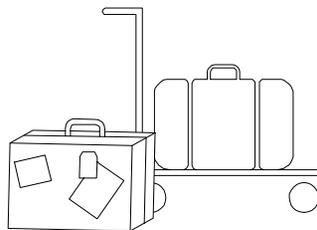
### Air Carriers Required to Report Data to DOT and to CRS Vendors

AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
CO	Continental Airlines
DL	Delta Air Lines
NW	Northwest Airlines
WN	Southwest Airlines
TW	Trans World Airlines
UA	United Airlines
US	US Airways



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.

## **MISHANDLED BAGGAGE**



**JANUARY  
MISHANDLED BAGGAGE REPORTS  
FILED BY PASSENGERS**

JAN '98 RANK	U.S. AIRLINES	JANUARY 1998			JANUARY 1997		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>America West</i>	5,035	1,246,966	<b>4.04</b>	7,015	1,407,975	<b>4.98</b>
2	<i>US Airways</i>	16,329	3,978,015	<b>4.10</b>	21,135	4,199,085	<b>5.03</b>
3	<i>Continental</i>	11,438	2,509,013	<b>4.56</b>	13,388	2,553,971	<b>5.24</b>
4	<i>Southwest</i>	18,918	4,015,214	<b>4.71</b>	20,340	4,403,383	<b>4.62</b>
5	<i>American</i>	27,274	4,966,751	<b>5.49</b>	31,766	5,015,356	<b>6.33</b>
6	<i>Delta</i>	40,359	7,181,335	<b>5.62</b>	42,197	7,433,298	<b>5.68</b>
7	<i>TWA</i>	11,175	1,672,763	<b>6.68</b>	13,787	1,561,056	<b>8.83</b>
8	<i>Alaska</i>	6,010	787,664	<b>7.63</b>	7,419	780,972	<b>9.50</b>
9	<i>Northwest</i>	26,277	3,281,288	<b>8.01</b>	25,658	3,237,555	<b>7.93</b>
10	<i>United</i>	48,538	5,366,462	<b>9.04</b>	50,589	5,322,723	<b>9.50</b>
	<b>Total</b>	<b>211,353</b>	<b>35,005,471</b>	<b>6.04</b>	<b>233,294</b>	<b>35,915,374</b>	<b>6.50</b>

**NOTE:** 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.

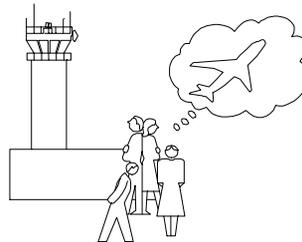
## OVERSALES

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 1997

## PASSENGERS DENIED BOARDING

BY U.S. AIRLINES

Ranked by Involuntary Denied Boardings per 10,000 Passengers

Oct-Dec 1997 RANK	AIRLINES	Oct-Dec 1997				Oct-Dec 1996			
		DENIED BOARDINGS (DB'S)		PASSENGERS BOARDED	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOARDINGS (DB'S)		PASSENGERS BOARDED	INVOLUNTARY DB'S PER 10,000 PSGRS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	<b>Continental</b>	15,523	59	8,923,578	0.07	17,826	179	8,345,586	0.21
2	<b>Northwest</b>	23,393	350	12,268,417	0.29	17,215	707	11,659,556	0.61
3	<b>American</b>	47,127	610	17,926,721	0.34	46,206	2,779	17,779,839	1.56
4	<b>US Airways</b>	17,429	482	13,869,433	0.35	22,295	1,622	14,099,910	1.15
5	<b>United</b>	35,307	913	18,857,122	0.48	18,252	639	18,162,280	0.35
6	<b>Delta</b>	52,338	2,577	24,769,286	1.04	46,066	3,324	23,178,067	1.43
7	<b>TWA</b>	9,295	656	5,572,315	1.18	9,685	443	5,290,869	0.84
8	<b>Southwest</b>	18,417	2,196	14,034,704	1.56	20,480	3,775	14,284,591	2.64
9	<b>America West</b>	12,154	719	4,481,937	1.60	19,603	5,210	4,606,796	11.31
10	<b>Alaska</b>	4,499	1,040	2,948,815	3.53	6,854	872	2,794,753	3.12
	<b>TOTAL</b>	<b>235,482</b>	<b>9,602</b>	<b>123,652,328</b>	<b>0.78</b>	<b>224,482</b>	<b>19,550</b>	<b>120,202,247</b>	<b>1.63</b>

January-December 1997

PASSENGERS DENIED BOARDING

BY U.S. AIRLINES

Ranked by Involuntary Denied Boardings per 10,000 Passengers

Jan-Dec 1997 RANK	AIRLINES	Jan-Dec 1997				Jan-Dec 1996			
		DENIED BOARDINGS (DB'S)		PASSENGERS	INVOLUNTARY DB'S	DENIED BOARDINGS (DB'S)		PASSENGERS	INVOLUNTARY DB'S
		VOLUNTARY	INVOLUNTARY	BOARDED	PER 10,000 PSGRS	VOLUNTARY	INVOLUNTARY	BOARDED	PER 10,000 PSGRS
1	<b>Continental</b>	66,945	360	35,791,535	<b>0.10</b>	64,471	636	33,435,485	<b>0.19</b>
2	<b>United</b>	110,754	3,792	76,642,828	<b>0.49</b>	102,754	4,055	74,736,811	<b>0.54</b>
3	<b>Northwest</b>	96,118	2,655	49,859,313	<b>0.53</b>	87,232	2,677	48,149,838	<b>0.56</b>
4	<b>American</b>	215,003	4,596	73,122,003	<b>0.63</b>	172,249	5,718	72,054,667	<b>0.79</b>
5	<b>US Airways</b>	85,232	4,662	57,540,342	<b>0.81</b>	97,340	7,445	55,496,573	<b>1.34</b>
6	<b>TWA</b>	31,862	2,930	22,546,838	<b>1.30</b>	46,828	1,943	22,210,967	<b>0.87</b>
7	<b>Delta</b>	259,413	15,297	100,230,962	<b>1.53</b>	180,475	11,586	89,211,145	<b>1.30</b>
8	<b>America West</b>	59,441	3,771	19,044,151	<b>1.98</b>	62,607	7,896	18,129,879	<b>4.36</b>
9	<b>Southwest</b>	72,142	12,074	55,935,896	<b>2.16</b>	64,775	13,230	55,372,360	<b>2.39</b>
10	<b>Alaska</b>	21,016	3,409	12,245,891	<b>2.78</b>	20,145	2,651	11,757,553	<b>2.25</b>
	<b>TOTAL</b>	1,017,926	<b>53,546</b>	<b>502,959,759</b>	<b>1.06</b>	<b>898,876</b>	<b>57,837</b>	<b>480,555,278</b>	<b>1.20</b>

## CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone 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.

**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 is not included in YTD report.)

**Companies Other Than U.S. Airlines.** Table 5 provides the same information as above for foreign airlines, and for tour operators, cargo companies, etc.

**Airline Rankings:** Table 6 ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

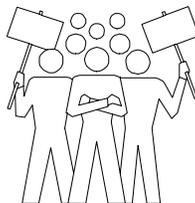


TABLE 1

**AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY**

	JANUARY 1998				JANUARY 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	521	36	1	65	518	38	2	91
FOREIGN AIRLINES	63	0	0	3	62	1	0	9
CARGO COMPANIES	1	0	0	0	0	0	0	0
TRAVEL AGENTS	1	0	0	0	1	0	0	0
TOUR OPERATORS	22	0	0	1	4	0	0	1
MISCELLANEOUS	21	6	0	9	30	9	0	20
INDUSTRY TOTALS	629	42	1	78	615	48	2	121

TABLE 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES \*

	JANUARY 1998			JANUARY 1997		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	159		1	164	
DELAYS.....			36			34
CANCELLATIONS.....			62			68
MISCONNECTIONS.....			19			20
CUSTOMER SERVICE.....	2	124		2	105	
BAGGAGE.....	3	100		3	98	
TICKETING/BOARDING.....	4	91		4	96	
DISABLED.....			22			39
REFUNDS.....	5	45		5	59	
OVERSALES.....	6	30		6	45	
TOURS.....	7	27		10	3	
FARES.....	8	24		8	17	
OTHER.....	9	24		7	22	
FREQUENT FLYER.....			6			8
ADVERTISING.....	10	4		9	5	
SMOKING.....	11	1		11	1	
CREDIT.....	12	0		12	0	
		----			----	
COMPLAINT TOTAL		629			615	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3

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

JANUARY 1998

U. S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
AIR SOUTH	0	0	0	0	6	0	0	0	0	0	0	0	6
AIRTRAN AIRWAYS	2	0	2	0	1	0	1	0	0	0	0	0	6
AMERICA WEST AIRLINES	5	0	4	1	1	2	4	0	0	0	0	0	17
AMERICAN AIRLINES	14	4	9	3	5	10	17	0	1	0	0	2	65
ATLANTIC SOUTHEAST AIRLINE	4	0	0	0	0	0	0	0	0	0	0	2	6
CARNIVAL AIR LINES	1	0	1	0	2	1	2	0	0	0	0	0	7
CONTINENTAL AIRLINES	3	2	6	0	0	5	5	0	0	0	0	1	22
DELTA AIR LINES	15	3	9	2	1	5	10	0	0	0	0	3	48
KIWI INTERNATIONAL AIRLINE	7	1	0	0	0	1	1	0	0	0	0	0	10
MESA AIRLINES	5	0	0	0	0	0	0	0	0	0	0	1	6
NORTHWEST AIRLINES	17	1	13	0	1	8	16	0	0	0	0	1	57
PAN AM	7	2	0	0	0	2	8	0	0	0	0	0	19
SOUTHWEST AIRLINES	1	1	4	1	0	3	2	0	0	0	0	0	12
SPIRIT AIRLINES	1	0	1	1	1	1	0	0	0	0	0	0	5
SUN JET INTERNATIONAL	20	1	3	1	3	2	5	0	1	0	2	1	39
TOWER AIR	10	5	1	0	0	1	6	0	1	0	1	3	28
TRANS WORLD AIRLINES	5	0	5	0	0	4	3	0	0	0	0	0	17
UNITED AIRLINES	17	1	5	4	5	17	21	0	0	0	0	2	72
US AIRWAYS	4	1	6	0	1	4	5	0	0	0	0	2	23
WESTERN PACIFIC AIRLINES	0	0	2	0	1	3	1	0	0	0	0	0	7
OTHER U. S. AIRLINES	10	1	4	1	7	11	10	0	1	0	0	4	49
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JANUARY 1998	148	23	75	14	35	80	117	0	4	0	3	22	521
% OF TOTAL COMPLAINTS	28.4	4.4	14.4	2.7	6.7	15.4	22.5	0.0	0.8	0.0	0.6	4.2	
JANUARY 1997	147	35	78	15	50	75	98	1	3	0	1	15	
518													
% OF TOTAL COMPLAINTS	28.4	6.8	15.1	2.9	9.7	14.5	18.9	0.2	0.6	0.0	0.2	2.9	

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

TABLE 4

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

JANUARY 1998

U. S. AIRLINES A L P H A B E T I C A L	COMPS RECD IN JAN	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIR SOUTH	6	1	16.67	0	0.00	2	33.33	3	50.00
AIRTRAN AIRWAYS	6	0	0.00	2	33.33	4	66.67	0	0.00
AMERICA WEST AIRLINES	17	9	52.94	2	11.76	5	29.41	1	5.88
AMERICAN AIRLINES	65	22	33.85	32	49.23	11	16.92	0	0.00
ATLANTIC SOUTHEAST AIRLIN	6	3	50.00	3	50.00	0	0.00	0	0.00
CARNIVAL AIR LINES	7	0	0.00	0	0.00	7	100.00	0	0.00
CONTINENTAL AIRLINES	22	8	36.36	6	27.27	8	36.36	0	0.00
DELTA AIR LINES	48	12	25.00	22	45.83	12	25.00	2	4.17
KIWI INTERNATIONAL AIRLIN	10	4	40.00	4	40.00	2	20.00	0	0.00
MESA AIRLINES	6	1	16.67	3	50.00	2	33.33	0	0.00
NORTHWEST AIRLINES	57	12	21.05	28	49.12	16	28.07	1	1.75
PAN AM	19	6	31.58	11	57.89	2	10.53	0	0.00
SOUTHWEST AIRLINES	12	2	16.67	2	16.67	8	66.67	0	0.00
SPIRIT AIRLINES	5	0	0.00	2	40.00	3	60.00	0	0.00
SUN JET INTERNATIONAL	39	7	17.95	23	58.97	7	17.95	2	5.13
TOWER AIR	28	17	60.71	3	10.71	7	25.00	1	3.57
TRANS WORLD AIRLINES	17	2	11.76	4	23.53	11	64.71	0	0.00
UNITED AIRLINES	72	22	30.56	31	43.06	19	26.39	0	0.00
US AIRWAYS	23	8	34.78	9	39.13	5	21.74	1	4.35
WESTERN PACIFIC AIRLINES	7	0	0.00	5	71.43	2	28.57	0	0.00
OTHER U. S. AIRLINES	49	16	32.65	18	36.73	10	20.41	5	10.20
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
TOTALS	521	152	29.17	210	40.31	143	27.45	16	3.07
PRIOR YEAR'S TOTALS	518	92	17.76	230	44.40	194	37.45	2	0.39

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

TABLE 5

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

JANUARY 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>													
BRITISH AIRWAYS	3	0	1	0	1	1	1	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	8	6	9	2	6	17	5	1	0	0	1	1	56
TOTAL	11	6	10	2	7	18	6	1	0	0	1	1	63
<b>CARGO COMPANIES</b>													
OTHER CARGO COMPANIES	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTAL	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>TRAVEL AGENTS</b>													
OTHER TRAVEL AGENTS	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTAL	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>TOUR OPERATORS</b>													
WORLDWIDE SPORT TRAVEL	0	0	0	0	0	0	0	0	0	0	19	0	19
OTHER TOUR OPERATORS	0	0	1	0	0	0	1	0	0	0	1	0	3
TOTAL	0	0	1	0	0	0	1	0	0	0	20	0	22
<b>MISCELLANEOUS</b>													
OTHER MISCELLANEOUS	0	1	5	8	2	2	0	0	0	0	3	0	21
TOTAL	0	1	5	8	2	2	0	0	0	0	3	0	21

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 CARGO COMPANIES', ETC.

TABLE 6

**JANUARY**  
**Consumer Complaints: Rankings**  
**U.S. AIRLINES**

JAN. '98 RANK	AIRLINE	JANUARY 1998			JANUARY 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>Southwest</i>	12	4,026,310	<b>0.30</b>	21	4,410,826	<b>0.48</b>
2	<i>Alaska</i>	3	892,176	<b>0.34</b>	12	856,236	<b>1.40</b>
3	<i>US Airways</i>	23	4,089,804	<b>0.56</b>	26	4,303,344	<b>0.60</b>
4	<i>Delta</i>	48	7,788,888	<b>0.62</b>	57	7,772,695	<b>0.73</b>
5	<i>Continental</i>	22	3,003,426	<b>0.73</b>	25	2,913,138	<b>0.86</b>
6	<i>T W A</i>	17	1,752,645	<b>0.97</b>	16	1,659,963	<b>0.96</b>
7	<i>American</i>	65	6,402,794	<b>1.02</b>	68	6,431,330	<b>1.06</b>
8	<i>United</i>	72	6,206,181	<b>1.16</b>	60	6,221,009	<b>0.96</b>
9	<i>America West</i>	17	1,287,776	<b>1.32</b>	29	1,446,904	<b>2.00</b>
10	<i>Northwest</i>	57	3,985,827	<b>1.43</b>	60	3,933,498	<b>1.53</b>
	<b>TOTAL</b>	<b>336</b>	<b>39,435,827</b>	<b>0.85</b>	<b>374</b>	<b>39,948,943</b>	<b>0.94</b>

## **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, and Disability:** 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). Complaints by air travelers with disabilities concerning accessibility.

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

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

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

**Customer Service:** Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

**Smoking:** Inadequate segregation of smoker from non-smokers; failure of airline to enforce no-smoking rules; objections to the rule, would prefer change such as; (1) relaxation or elimination of regulations, or (2) banning of smoking on all flights.

**Advertising:** Advertising that is unfair, misleading or offensive to consumers.

**Credit:** Denial of credit, interest or late payment charges, incorrect billing, or incorrect credit reports on airline-issued credit.

**Tours:** Problems with scheduled or charter tour packages.

**Other:** Cargo problems, security, airport facilities, claims for bodily injury, frequent flyer, and other not classified above.