



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: MAY 1998

Includes data for the following periods:

Flight Delays	March 1998
Mishandled Baggage	March 1998 January-March 1998
Oversales	4 th Quarter 1997 January-December 1997
Consumer Complaints	March 1998 January-March 1998

Office of Aviation Enforcement and Proceedings
<http://www.dot.gov/airconsumer/>

TABLE OF CONTENTS

Section	Page	Section	Page
INTRODUCTION	2		
Flight Delays		Mishandled Baggage	
Explanation	3	Explanation	16
Table 1	4	Ranking--Month	17
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		Ranking--YTD	18
Table 1A	5	Oversales	
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Explanation	19
Table 2	6	Ranking--Quarter	20
Number of Reported Flight Arrivals and Per- centage Arriving On Time, by Carrier and Airport		Ranking--YTD	21
Table 3	8	Consumer Complaints	
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Explanation	22
Table 4	9	Complaint Tables 1-5 (Month)	23
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
Table 5	10	Rankings, Table 6 (Month)	28
List of Regularly Scheduled Flights Arriving Late 80% of the Time or More		Complaint Tables 1-4 (YTD)	29
Table 6	11	Summary, Complaint Categories, U.S. Airlines, and Companies Other Than U.S. Airlines	
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		Rankings, Table 5 (YTD)	33
Table 7	12	Complaint Categories	34
On-Time Arrival and Departure Percentage, by Airport			
Footnotes	14		
Appendix	15		

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.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 10 reporting air carriers, 4 (American, Northwest, United and US Airways) use ACARS exclusively; 3 (Alaska, America West and Southwest) rely solely on their pilots, gate agents and/or ground crews to record arrival times manually; and 3 (Continental, Delta and TWA) use a combination of ACARS and manual reporting systems.

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

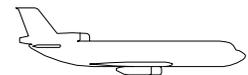
Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for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

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

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

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/search.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.



MARCH 1998

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/ -----	NUMBER OF AIRPORTS REPORTED -----	AT 29 REPORTABLE AIRPORTS B/ -----		AT ALL REPORTED AIRPORTS C/ -----	
		PERCENT OF ARRIVALS ON TIME D/ -----	NUMBER OF AIRPORTS REPORTED -----	PERCENT OF ARRIVALS ON TIME D/ -----	PERCENT OF ARRIVALS ON TIME D/ -----
US AIRWAYS S/	26	82.4	86	82.5	
AMERICAN S/	29	78.7	95	78.6	
SOUTHWEST S/	14	74.8	52	76.7	
DELTA S/	29	75.1	122	75.6	
ALASKA S/	7	75.2	34	75.6	
UNITED S/	29	74.0	102	74.0	
CONTINENTAL S/	27	73.0	79	73.7	
NORTHWEST S/	28	72.9	114	72.9	
TWA S/	28	70.0	73	70.5	
AMERICA WEST S/	26	67.2	53	67.9	
T O T A L		75.4		75.9	

Note: 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.

MARCH 1998

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 APR-JUN 97		3RD QUARTER JUL-SEP 97		4TH QUARTER OCT-DEC 97		1ST QUARTER JAN-MAR 98		JAN 98		FEB 98		MAR 98		12 MONTHS APR97-MAR98		DATA BASE TO DATE SEP 87-MAR 98	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	82.3	(3)	72.3	(10)	70.3	(10)	70.7	(9)	69.3	(9)	66.5	(9)	75.6	(5)	73.6	(10)	78.5	(6)
AMERICA WEST	80.0	(5)	79.9	(6)	75.6	(9)	67.9	(10)	73.1	(6)	62.0	(10)	67.9	(10)	75.8	(8)	81.6	(2)
AMERICAN	79.5	(6)	84.0	(3)	79.9	(2)	79.6	(2)	78.6	(3)	81.9	(1)	78.6	(2)	80.8	(3)	79.9	(4)
CONTINENTAL	77.7	(9)	80.7	(5)	77.8	(4)	72.0	(7)	72.2	(7)	69.9	(8)	73.7	(7)	77.1	(5)	78.5	(7)
DELTA	72.4	(10)	76.7	(9)	75.7	(8)	75.0	(4)	75.5	(4)	73.7	(6)	75.6	(4)	75.1	(9)	77.3	(9)
NORTHWEST	78.5	(8)	77.9	(7)	77.0	(6)	73.6	(6)	69.1	(10)	79.3	(3)	72.9	(8)	76.7	(6)	80.8	(3)
SOUTHWEST	83.8	(2)	85.3	(2)	79.7	(3)	77.0	(3)	79.4	(2)	74.8	(5)	76.7	(3)	81.4	(1)	84.1	(1)
TWA	84.1	(1)	86.1	(1)	77.7	(5)	73.9	(5)	73.3	(5)	78.4	(4)	70.5	(9)	80.4	(4)	77.4	(8)
UNITED	78.7	(7)	76.7	(8)	76.3	(7)	71.6	(8)	69.4	(8)	71.5	(7)	74.0	(6)	75.8	(7)	77.1	(10)
US AIRWAYS	80.4	(4)	80.8	(4)	80.6	(1)	81.5	(1)	80.8	(1)	81.1	(2)	82.5	(1)	80.9	(2)	79.2	(5)
TOTAL	79.0		80.3		77.8		75.4		75.1		75.4		75.9		78.1		79.2	

MARCH 1998

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	768	75.8	1232	68.1	218	74.3	186	79.6	93	71.0	1006	77.9	673	80.5
AS	H/		H/		H/		H/		H/		H/		H/	
CO	839	67.7	855	65.5	319	76.2	84	78.6	H/		666	68.3	420	70.0
DL	18429	72.0	1798	74.9	372	72.0	239	85.4	6539	79.0	1241	82.5	589	74.2
HP	124	60.5	186	52.2	155	63.9	H/		H/		93	76.3	240	60.4
NW	541	64.5	519	61.3	283	62.5	204	71.6	31	83.9	564	70.6	310	64.2
TW	209	61.7	217	63.1	186	75.8	120	70.8	141	71.6	298	75.8	182	61.5
UA	492	68.9	1109	69.8	367	69.5	93	75.3	173	65.3	519	74.0	9269	81.6
US	632	75.0	2181	75.4	2047	86.0	9706	86.3	H/		2824	83.8	217	81.6
WN	H/		H/		1515	79.5	H/		H/		H/		H/	
TOTAL	22034	71.7	8097	70.6	5462	78.9	10632	85.6	6977	78.5	7211	79.2	11900	79.6
CARRIER	ARRIVAL AIRPORT													
	DFW		DTW		EWR		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	14601	84.0	398	77.9	1040	68.7	633	81.8	885	73.0	322	82.9	1998	78.0
AS	H/		H/		H/		H/		H/		261	74.7	671	69.2
CO	513	76.2	297	69.0	6221	69.0	8543	81.0	H/		344	69.2	785	63.3
DL	4047	78.1	310	67.1	651	68.7	434	73.7	868	62.8	744	71.5	1550	71.5
HP	213	60.6	93	52.7	217	36.9	155	63.2	172	44.8	2361	70.7	678	65.2
NW	442	66.5	10585	78.8	485	55.9	H/		88	61.4	310	63.2	465	65.2
TW	324	71.3	275	71.6	182	67.0	H/		975	71.5	186	61.8	310	65.5
UA	512	72.3	336	72.9	1007	70.1	398	74.4	532	68.4	1218	75.7	4975	73.7
US	329	85.7	462	83.5	443	76.5	270	86.7	13	92.3	155	81.9	426	82.4
WN	H/		611	68.4	H/		200	76.0	H/		4266	78.6	3515	70.4
TOTAL	20981	81.6	13367	77.5	10246	68.0	10633	80.3	3533	67.8	10167	74.9	15373	72.0

MARCH 1998

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	1592	74.1	546	79.9	3260	81.0	497	70.2	9023	75.6	186	87.6	745	72.2
AS		H/		H/		H/		H/		H/	1564	79.0		H/
CO	458	76.4	615	73.8	415	71.8	169	57.4	559	65.7	62	66.1	279	73.8
DL	2184	78.3	2887	81.8	465	61.5	341	71.3	868	68.8	558	81.4	527	59.8
HP	62	67.7	76	56.6	93	66.7	124	72.6	155	51.0	151	65.6	151	61.6
NW	555	59.5	505	63.4	362	63.3	9288	75.9	837	59.7	124	60.5	413	66.6
TW	364	65.7	372	76.9	225	72.0	267	73.0	381	64.8	93	67.7	177	71.8
UA	745	69.0	462	79.4	466	76.6	616	75.0	12615	74.1	953	74.3	780	68.2
US	2251	80.5	1367	85.1	458	85.8	235	86.4	656	73.0		H/	6374	74.7
WN		H/	894	83.7		H/		H/		H/	892	84.1		H/
TOTAL	8211	75.2	7724	80.0	5744	77.1	11537	75.3	25094	73.5	4583	78.3	9446	72.5

CARRIER	ARRIVAL AIRPORT															
	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	656	77.0	93	89.2	496	80.2	369	83.7	865	69.5	221	74.7	363	65.8	248	79.0
AS	279	71.0		H/	338	74.3	3388	76.6	551	66.2		H/		H/		H/
CO	305	58.7	62	80.6	248	70.6	182	65.9	536	63.1	97	33.0	172	62.2	504	73.8
DL	806	71.1	279	73.5	465	74.4	558	80.1	713	64.7	5082	82.0	212	68.9	992	77.0
HP	5708	70.0		H/	248	64.9	182	70.9	370	64.9	124	71.8	88	63.6	48	64.6
NW	469	58.0	230	70.0	186	62.4	434	74.4	372	62.4	124	55.6	470	61.9	463	66.3
TW	239	61.1	173	67.6	155	65.2	208	72.1	190	53.7	124	65.3	10703	70.6	248	76.2
UA	1147	65.4	150	78.7	1015	75.1	1385	73.9	7242	69.1	465	69.7	301	58.8	279	77.4
US	300	82.3	8626	85.1	124	83.9	155	82.6	337	82.8		H/	208	71.2	1067	84.9
WN	4967	70.8		H/	2348	74.3	960	85.0	536	66.2	1190	80.7	2616	68.4	872	80.4
TOTAL	14876	69.8	9613	84.0	5623	74.0	7821	77.2	11712	68.1	7427	79.2	15133	69.5	4721	78.0

MARCH 1998

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	77.4	66.5	48.4	83.9	83.3	J/	J/	88.5	82.8	73.0	91.8	60.1	96.6	89.4	J/	69.9
700 - 759 AM	82.5	85.4	96.6	94.1	84.8	93.6	88.7	86.7	76.7	92.4	92.9	75.8	94.1	93.2	85.9	84.9
800 - 859 AM	79.0	84.0	91.7	91.0	82.9	86.2	87.2	88.0	84.7	75.1	79.3	54.4	94.8	85.9	83.6	95.7
900 - 959 AM	74.3	77.6	85.7	87.6	79.7	85.4	84.1	84.3	85.2	84.0	87.6	84.1	82.3	79.3	80.5	85.2
1000 - 1059 AM	76.8	77.1	89.8	88.9	85.3	82.2	82.0	87.5	82.5	81.6	90.0	83.9	85.0	72.3	81.7	90.5
1100 - 1159 AM	74.9	81.5	88.1	91.7	86.8	82.4	84.2	82.8	82.3	83.7	84.6	J/	83.8	68.5	78.9	82.9
1200 - 1259 PM	73.7	81.4	82.5	89.5	87.1	83.1	77.2	84.4	81.6	80.3	86.6	71.0	82.1	74.7	76.9	83.5
100 - 159 PM	83.0	77.6	87.0	86.0	74.9	84.0	81.0	84.9	85.9	72.1	78.0	83.9	73.4	72.9	77.5	83.0
200 - 259 PM	72.3	73.9	88.1	85.0	83.4	85.8	82.4	76.6	82.2	63.1	84.8	77.6	76.1	76.2	79.1	82.6
300 - 359 PM	74.8	73.0	81.6	84.4	87.3	81.3	76.8	84.4	75.6	64.7	83.9	76.1	69.5	75.9	80.6	86.6
400 - 459 PM	67.1	69.2	77.4	80.5	81.3	76.8	77.4	84.9	74.4	64.0	77.4	69.1	76.0	71.8	74.8	81.3
500 - 559 PM	71.9	60.8	80.4	85.3	68.0	72.8	79.0	81.0	77.3	62.6	75.5	61.3	70.3	69.9	73.2	76.2
600 - 659 PM	63.2	58.5	69.8	80.5	66.5	79.1	72.3	76.0	75.6	59.4	71.7	53.0	72.1	66.8	69.4	78.3
700 - 759 PM	66.5	60.3	69.5	78.8	74.1	78.0	78.4	76.7	70.0	60.7	74.6	64.8	69.8	67.0	72.2	73.9
800 - 859 PM	57.7	68.2	72.5	79.6	69.4	73.1	72.6	78.5	73.5	62.4	78.0	68.7	73.2	65.0	69.1	73.8
900 - 959 PM	68.2	65.6	74.8	78.5	72.4	67.5	68.9	77.1	69.8	60.5	74.0	71.6	61.6	63.4	68.0	65.4
1000 - 1059 PM	69.2	67.8	69.1	77.5	65.2	63.2	67.5	75.8	65.1	60.5	73.1	72.9	64.5	63.4	73.9	73.7
1100 - 559 AM	75.7	68.9	67.5	80.9	82.1	71.3	72.4	80.4	67.2	68.9	74.2	60.1	67.5	73.3	66.2	76.4
TOTAL, ALL ARRIVALS, BY AIRPORT	71.7	70.6	78.9	85.6	78.5	79.2	79.6	81.6	77.5	68.0	80.3	67.8	74.9	72.0	75.2	80.0

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	66.1	85.4	83.0	J/	75.1	J/	91.9	J/	77.6	90.3	J/	83.9	86.1	81.4	
700 - 759 AM	90.3	80.8	85.3	97.5	88.4	99.0	92.9	97.1	93.4	95.1	90.1	79.1	98.1	88.3	
800 - 859 AM	96.8	82.5	83.2	91.6	83.0	87.7	86.7	92.8	89.6	89.6	91.2	77.3	80.6	84.7	
900 - 959 AM	78.5	80.5	82.6	92.6	70.5	81.8	89.8	88.7	84.5	77.9	87.2	76.9	83.0	81.5	
1000 - 1059 AM	84.1	79.4	82.2	86.2	82.8	74.5	85.6	79.4	85.5	74.3	84.9	72.7	82.8	81.3	
1100 - 1159 AM	71.1	81.5	80.3	86.2	85.5	76.0	86.2	79.1	82.3	65.5	76.0	76.1	81.9	80.4	
1200 - 1259 PM	81.3	80.6	75.6	83.9	77.0	70.6	87.1	77.0	78.3	69.5	66.1	73.7	86.4	78.4	
100 - 159 PM	75.7	79.4	76.0	83.4	74.2	72.2	86.3	79.0	79.5	65.7	83.1	70.6	80.9	78.6	
200 - 259 PM	78.4	76.3	74.9	76.0	81.4	66.6	88.3	69.5	77.2	68.6	82.1	73.6	86.2	77.0	
300 - 359 PM	83.5	78.6	72.4	73.3	74.7	70.2	84.9	69.6	82.2	69.1	80.2	72.4	76.0	77.0	
400 - 459 PM	80.2	67.8	70.5	70.9	70.6	64.3	81.8	69.9	76.0	62.8	75.8	66.1	82.4	73.1	
500 - 559 PM	74.9	67.9	69.2	79.6	63.7	64.0	86.6	70.3	77.2	66.7	79.7	62.4	70.6	71.7	
600 - 659 PM	73.3	74.2	66.8	69.2	68.7	64.7	79.4	69.6	75.8	63.8	83.9	59.1	82.6	68.8	
700 - 759 PM	68.3	72.4	64.2	74.4	70.4	60.6	81.4	66.4	67.3	55.6	74.7	63.9	74.2	70.4	
800 - 859 PM	74.7	65.4	59.3	68.3	58.0	65.7	77.1	72.1	69.4	60.8	77.7	59.6	73.8	68.0	
900 - 959 PM	75.1	69.1	62.0	72.2	61.9	60.5	78.0	67.5	68.5	58.8	66.2	65.1	67.4	67.7	
1000 - 1059 PM	72.4	68.1	59.8	70.5	67.7	65.2	75.8	62.1	69.7	58.6	60.4	59.2	69.7	67.0	
1100 - 559 AM	73.4	66.3	75.7	74.2	77.5	66.9	77.0	67.0	78.6	70.4	60.0	62.1	75.4	72.1	
TOTAL, ALL ARRIVALS, BY AIRPORT	77.1	75.3	73.5	78.3	72.5	69.8	84.0	74.0	77.2	68.1	79.2	69.5	78.0	75.4	

MARCH 1998
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	92.2	94.0	92.5	94.3	91.9	91.9	91.1	92.3	85.5	92.6	98.6	90.7	96.7	93.1	93.2	95.9
700 - 759 AM	90.8	93.1	92.1	88.6	91.3	95.0	90.0	91.6	86.3	89.8	94.5	87.2	92.0	91.7	93.3	94.2
800 - 859 AM	84.6	88.5	94.5	92.3	88.5	90.8	85.7	87.9	83.3	81.4	92.5	85.6	91.8	88.5	87.0	92.3
900 - 959 AM	81.5	89.6	89.5	92.2	85.9	88.9	85.0	86.4	79.5	83.4	86.9	87.1	82.2	88.6	86.2	94.0
1000 - 1059 AM	84.7	81.5	90.2	87.7	87.8	89.6	83.9	82.9	78.1	85.4	87.1	80.6	74.9	74.2	86.7	89.0
1100 - 1159 AM	82.4	85.0	84.1	87.4	90.6	88.3	78.0	83.7	83.1	83.9	87.9	85.4	77.1	72.1	81.6	90.5
1200 - 1259 PM	83.9	83.1	86.0	89.1	90.3	88.5	80.5	79.8	74.3	85.3	86.4	89.2	79.2	72.9	86.8	88.1
100 - 159 PM	78.1	86.5	83.1	85.9	90.0	88.6	76.2	86.0	80.3	86.2	85.8	77.4	74.0	73.5	85.4	82.3
200 - 259 PM	81.8	80.1	85.5	86.3	83.5	86.6	82.0	78.6	73.6	71.7	80.0	87.9	74.2	73.0	81.7	82.1
300 - 359 PM	77.4	77.8	84.9	79.2	86.0	84.1	81.3	76.5	70.6	65.0	80.9	81.5	67.3	74.3	82.0	80.3
400 - 459 PM	73.9	76.4	78.1	76.8	84.0	83.6	75.4	73.0	68.7	65.2	94.2	82.0	64.8	76.1	81.4	83.1
500 - 559 PM	74.0	73.0	74.6	80.5	80.6	78.6	72.8	77.7	70.4	65.9	77.8	69.4	66.2	69.0	77.0	81.6
600 - 659 PM	72.0	67.9	70.3	81.9	74.8	77.4	80.6	75.6	68.2	66.6	75.9	67.2	65.0	62.3	78.9	79.5
700 - 759 PM	71.3	65.7	77.9	77.2	77.0	83.2	72.6	77.3	67.1	64.8	76.8	72.5	59.7	61.5	77.7	82.0
800 - 859 PM	66.2	70.6	59.9	76.4	84.9	80.6	76.4	75.7	66.7	68.1	79.7	77.4	66.6	59.5	74.1	77.6
900 - 959 PM	72.3	85.2	80.5	79.9	72.9	86.6	78.9	86.1	63.3	64.1	80.6	77.4	61.4	71.0	88.2	79.1
1000 - 1059 PM	71.0	64.5	J/	85.5	82.3	J/	J/	78.7	65.0	J/	77.4	81.3	80.6	78.4	J/	79.6
1100 - 559 AM	78.5	J/	96.8	J/	J/	J/	90.9	J/	87.1	98.4	74.1	87.1	77.6	87.5	100.0	96.8
TOTAL, ALL DEPARTURES, BY AIRPORT	78.7	81.6	84.1	84.1	85.1	86.1	80.5	81.0	74.1	76.9	83.8	79.3	76.4	77.2	84.1	85.8

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	85.9	88.7	88.7	94.4	93.1	93.1	95.2	92.1	92.6	90.5	94.8	86.6	95.3	92.1	
700 - 759 AM	90.6	84.7	82.8	93.5	88.9	92.8	95.6	95.2	88.8	91.7	90.9	85.5	92.3	90.2	
800 - 859 AM	89.1	81.0	85.1	89.3	86.8	87.9	90.6	90.1	88.1	83.6	90.0	78.9	95.8	87.3	
900 - 959 AM	83.9	82.0	81.8	89.1	76.7	86.1	88.1	87.5	88.7	83.5	87.6	79.8	89.5	85.1	
1000 - 1059 AM	63.3	81.0	84.1	87.7	80.1	75.2	90.6	83.5	88.6	76.8	88.0	78.3	87.8	82.8	
1100 - 1159 AM	84.4	74.9	81.4	89.8	83.0	69.9	84.9	76.8	83.8	73.2	83.1	75.3	81.6	80.4	
1200 - 1259 PM	76.9	81.3	79.4	80.4	90.9	70.1	88.9	76.4	85.6	64.8	75.1	74.6	81.7	80.7	
100 - 159 PM	80.9	78.0	77.8	85.3	77.3	69.3	86.0	80.2	83.4	73.0	78.2	75.0	77.4	79.4	
200 - 259 PM	77.2	79.6	75.4	81.6	74.3	67.3	86.5	64.7	81.1	69.0	86.0	72.0	80.3	78.2	
300 - 359 PM	75.0	80.1	73.0	76.7	79.1	65.5	79.6	73.7	79.9	74.0	80.3	71.1	81.3	75.9	
400 - 459 PM	80.6	73.7	70.0	77.0	71.5	59.5	83.3	69.9	81.5	68.5	82.2	68.4	79.6	74.7	
500 - 559 PM	80.1	67.1	66.0	76.9	67.5	59.2	81.2	61.7	82.2	64.5	73.7	62.4	78.7	71.9	
600 - 659 PM	73.4	73.4	67.9	74.0	64.4	59.7	82.6	74.2	80.5	60.9	79.7	60.4	77.1	71.2	
700 - 759 PM	74.3	66.7	63.0	74.6	74.2	61.1	87.1	61.8	66.6	60.6	72.5	63.8	84.4	70.1	
800 - 859 PM	71.8	69.7	62.7	73.9	65.1	56.7	81.8	69.7	67.4	51.2	82.2	61.8	71.9	70.9	
900 - 959 PM	74.2	73.9	65.7	J/	72.7	55.9	84.6	68.1	74.7	60.9	81.3	60.4	70.8	73.0	
1000 - 1059 PM	J/	74.8	70.0	80.0	71.0	63.4	92.2	94.2	73.6	79.9	84.2	65.9	83.9	76.4	
1100 - 559 AM	82.3	93.5	84.2	94.6	96.8	84.9	87.1	93.5	89.4	86.9	92.4	J/	96.8	82.9	
TOTAL, ALL DEPARTURES, BY AIRPORT	80.6	76.7	75.3	84.4	77.0	70.9	86.0	79.5	83.8	73.8	83.8	71.0	84.2	79.1	

MARCH 1998

AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	LATE MEDIAN
TW	1	STL-HNL	1135	31	100.00	--	--
HP	2682	CMH-EWR	0653	31	90.32	40	36
WN	463	LAS-PHX	1510	31	87.10	41	30
DL	743	ATL-MIA	1920	31	83.87	64	49
HP	2843	EWR-CMH	0857	31	83.87	42	36
HP	2684	PHX-EWR	1550	31	80.65	45	26
WN	463	PHX-HOU	1730	31	80.65	43	33
HP	2111	EWR-CMH	1835	31	80.65	40	29
DL	462	ATL-ORD	2115	31	80.65	37	30
DL	2190	ATL-EWR	1945	31	80.65	35	19
DL	844	MIA-ATL	1055	31	80.65	33	29
DL	1528	ATL-GSO	1945	31	80.65	29	22

MARCH 1998

AIR TRAVEL CONSUMER REPORT

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

CARRIER -----	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA -----	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/ -----	
		NUMBER -----	PERCENTAGE -----
AMERICA WEST	567	6	1.1
DELTA	2553	20	0.8
SOUTHWEST	2300	15	0.7
CONTINENTAL	1151	5	0.4
TWA	790	3	0.4
UNITED	2086	5	0.2
NORTHWEST	1521	2	0.1
US AIRWAYS	1977	2	0.1
ALASKA	413	0	0.0
AMERICAN	1834	0	0.0
TOTAL	15192	58	0.4

MARCH 1998

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
AKRON/CANTON, OH. (CAK)	84.9	95.7	93	93	DUTCH HARBOR, AK. (DUT)	54.4	43.9	57	57
ALBANY, N.Y. (ALB)	74.3	85.3	948	947	EAGLE, CO. (EGE)	70.2	79.9	363	368
ALBUQUERQUE, N.M. (ABQ)	75.4	78.6	3,063	3,063	EL PASO, TX. (ELP)	76.9	80.5	2,168	2,168
ALLENTOWN, PA. (ABE)	77.4	89.3	580	580	ELMIRA, N.Y. (ELM)	87.0	95.7	115	115
AMARILLO, TX. (AMA)	67.1	74.5	413	412	ERIE, PA. (ERI)	83.3	89.2	120	120
ANCHORAGE, AK. (ANC)	77.9	87.2	1,426	1,425	EUGENE, OR. (EUG)	73.1	77.4	186	186
ASHEVILLE, N.C. (AVL)	85.2	92.3	155	155	FAIRBANKS, AK. (FAI)	83.3	90.7	419	418
ATLANTA, GA. (ATL)	71.7	78.7	22,034	22,035	FARGO, N.D. (FAR)	64.4	88.1	177	177
AUGUSTA, GA. (AGS)	79.6	84.4	186	186	FAYETTEVILLE, N.C. (FAY)	91.7	98.3	120	120
AUSTIN, TX. (AUS)	78.4	85.1	3,160	3,152	FLINT, MI. (FNT)	59.2	82.4	120	119
BALTIMORE, MD. (BWI)	78.9	84.1	5,462	5,462	FRESNO, CA. (FAT)	81.9	91.0	155	155
BANGOR, ME. (BGR)	59.1	94.6	93	93	FT. LAUDERDALE, FL. (FLL)	76.9	82.5	3,767	3,769
BARROW, AK. (BRW)	80.0	85.3	75	75	FT. MYERS, FL. (RSW)	75.2	83.7	1,640	1,641
BATON ROUGE, LA. (BTR)	76.7	86.0	399	399	FT. WAYNE, IN. (FWA)	71.0	81.9	155	155
BETHEL, AK. (BET)	83.3	88.1	84	84	GRAND FORKS, N.D. (GFK)	81.3	88.7	107	106
BILLINGS, MT. (BIL)	71.8	85.9	248	248	GRAND RAPIDS, MI. (GRR)	73.5	85.8	762	763
BINGHAMTON, N.Y. (BGM)	78.7	89.9	89	89	GREAT FALLS, MT. (GTF)	80.6	86.2	217	217
BIRMINGHAM, AL. (BHM)	78.9	84.0	1,610	1,609	GREEN BAY, WI. (GRB)	70.3	91.9	236	236
BISMARCK, N.D. (BIS)	71.7	93.3	120	119	GREENSBORO/HIGH PT., N.C. (GSO)	75.5	86.8	1,267	1,267
BOISE, ID. (BOI)	81.9	88.2	1,007	1,006	GREENVILLE/SPARTBG., S.C. (GSP)	81.2	89.7	595	595
BOSTON, MA. (BOS)	70.6	81.6	8,097	8,094	GUNNISON, CO. (GUC)	84.4	84.6	64	65
BOZEMAN, MT. (BZN)	72.7	92.5	172	173	HARLINGEN, TX. (HRL)	74.7	76.9	364	364
BRISTOL, TN. (TRI)	85.0	92.5	120	120	HARRISBURG, PA. (MDT)	74.0	87.0	638	637
BROWNSVILLE, TX. (BRO)	77.4	96.8	31	31	HARTFORD, CT./SPGFLD, MA. (BDL)	75.2	87.2	2,242	2,242
BUFFALO, N.Y. (BUF)	77.7	87.2	1,484	1,485	HELENA, MT. (HLN)	75.8	91.9	62	62
BURBANK, CA. (BUR)	75.8	77.4	2,367	2,366	HONOLULU, OAHU, HI. (HNL)	70.5	86.7	1,066	1,067
BURLINGTON, VT. (BTV)	63.6	82.0	217	217	HOUSTON, TX. (HOU)	77.2	72.3	4,811	4,812
CEDAR RAPIDS/IOWA CTY, IA. (CID)	72.7	81.0	524	522	HOUSTON, TX. (IAH)	80.3	83.8	10,633	10,632
CHARLESTON, S.C. (CHS)	74.5	80.8	616	615	HUNTSVILLE/DECATUR, AL. (HSV)	80.0	89.1	515	515
CHARLESTON, W.V. (CRW)	82.3	87.8	147	147	IDAHO FALLS, ID. (IDA)	77.4	87.1	93	93
CHARLOTTE, N.C. (CLT)	85.6	84.1	10,632	10,632	INDIANAPOLIS, IN. (IND)	75.7	80.7	2,901	2,897
CHATTANOOGA, TN. (CHA)	78.3	84.8	92	92	INDIO/PALM SPRINGS, CA. (PSP)	69.6	85.3	661	661
CHICAGO, IL. (MDW)	75.3	73.8	3,774	3,777	ISLIP/LONG IS., N.Y. (ISP)	85.7	92.2	217	217
CHICAGO, IL. (ORD)	73.5	75.3	25,094	25,090	ITHACA, N.Y. (ITH)	86.1	95.7	115	115
CINCINNATI, OH. (CVG)	78.5	85.1	6,977	6,978	JACKSON/VICKSBURG, MS. (JAN)	80.4	86.1	771	770
CLEVELAND, OH. (CLE)	76.7	83.9	5,208	5,206	JACKSON, WY. (JAC)	81.6	86.7	185	188
COLORADO SPRINGS, CO. (COS)	75.8	81.2	1,134	1,134	JACKSONVILLE, FL. (JAX)	78.8	84.6	1,865	1,865
COLUMBIA, S.C. (CAE)	84.2	86.0	514	514	JUNEAU, AK. (JNU)	80.6	80.3	279	279
COLUMBUS, OH. (CMH)	75.4	82.3	3,446	3,444	KAHULUI, MAUI, HI. (OGG)	75.4	86.3	248	248
CORDOVA, AK. (CDV)	85.5	88.7	62	62	KALAMAZOO, MI. (AZO)	68.9	80.8	151	151
CORPUS CHRISTI, TX. (CRP)	74.6	82.7	280	278	KALISPELL, MT. (FCA)	77.3	81.8	66	66
DALLAS/FT. WORTH, TX. (DAL)	75.2	71.5	4,058	4,060	KANSAS CITY, MO. (MCI)	76.3	82.1	4,829	4,823
DALLAS/FT. WORTH, TX. (DFW)	81.6	81.0	20,981	20,984	KETCHIKAN, AK. (KTN)	74.7	86.6	186	186
DAYTON, OH. (DAY)	76.6	86.5	909	909	KING SALMON, AK. (AKN)	83.3	94.4	18	18
DAYTONA BEACH, FL. (DAB)	77.8	84.2	279	279	KNOXVILLE, TN. (TYS)	75.5	84.3	740	739

DEADHORSE, AK. (SCC)	80.6	74.2	31	31	KODIAK, AK. (ADQ)	79.0	83.9	62	62
DENVER, CO. (DEN)	79.6	80.5	11,900	11,908	KONA, HAWAII., HI. (KOA)	75.8	88.7	62	62
DES MOINES, IA. (DSM)	71.2	79.8	622	620	KOTZEBUE, AK. (OTZ)	82.3	87.1	62	62
DETROIT, MI. (DTW)	77.5	74.1	13,367	13,362	LA CROSSE, WI. (LSE)	71.7	98.1	53	53
DILLINGHAM, AK. (DLG)	94.4	100.0	18	18	LAFAYETTE, LA. (LFT)	56.3	83.9	32	31
DULUTH, MN. (DLH)	77.6	79.1	116	115	LANAI CITY, LANAI, HI. (LNY)			1	
DURANGO, CO. (DRO)	77.4	90.6	31	32	LANSING, MI. (LAN)	60.8	84.0	181	181

MARCH 1998

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LAS VEGAS, NV. (LAS)	74.9	76.4	10,167	10,176	RENO, NV. (RNO)	77.2	80.9	2,324	2,322
LEXINGTON/FRKFT, KY. (LEX)	74.8	86.9	337	337	RICHMOND, VA. (RIC)	77.8	85.9	1,239	1,238
LINCOLN, NE. (LNK)	71.1	78.7	239	239	ROANOKE, VA. (ROA)	85.7	89.4	217	217
LITTLE ROCK, AR. (LIT)	76.0	81.9	1,147	1,146	ROCHESTER, MN. (RST)	71.5	88.0	235	234
LONG BEACH, CA. (LGB)	74.9	84.7	215	215	ROCHESTER, N.Y. (ROC)	75.9	83.8	1,222	1,223
LOS ANGELES, CA. (LAX)	72.0	77.2	15,373	15,364	SACRAMENTO, CA. (SMF)	77.1	81.4	3,065	3,064
LOUISVILLE, KY. (SDF)	74.2	83.1	2,138	2,138	SAGINAW, MI. (MBS)	74.8	86.5	385	385
LUBBOCK, TX. (LBB)	78.8	80.6	599	598	SALT LAKE CITY, UT. (SLC)	79.2	83.8	7,427	7,425
MADISON, WI. (MSN)	71.4	79.3	420	420	SAN ANTONIO, TX. (SAT)	77.1	83.7	3,221	3,225
MANCHESTER, N.H. (MHT)	79.5	85.8	430	430	SAN DIEGO, CA. (SAN)	74.0	79.5	5,623	5,623
MEDFORD, OR. (MFR)	75.8	79.0	124	124	SAN FRANCISCO, CA. (OAK)	78.3	80.6	4,818	4,818
MELBOURNE, FL. (MLB)	79.3	92.6	217	217	SAN FRANCISCO, CA. (SFO)	68.1	73.8	11,712	11,713
MEMPHIS, TN. (MEM)	82.9	81.8	4,408	4,412	SAN JOSE, CA. (SJC)	76.8	81.1	4,099	4,102
MIAMI, FL. (MIA)	77.1	80.6	5,744	5,746	SAN JUAN, P.R. (SJU)	73.2	83.0	1,920	1,922
MIDLAND/ODESSA, TX. (MAF)	77.9	83.7	565	563	SANTA BARBARA, CA. (SBA)	68.5	65.3	124	124
MILWAUKEE, WI. (MKE)	74.5	86.5	1,339	1,338	SARASOTA/BRAD., FL. (SRQ)	73.2	83.2	583	584
MINNEAPLS/ST.P, MN. (MSP)	75.3	76.7	11,537	11,549	SAVANNAH, GA. (SAV)	74.4	85.3	434	434
MINOT, N.D. (MOT)	78.5	91.4	93	93	SCRANTON/WILKES-BARRE, PA. (AVP)	78.1	89.7	155	155
MISSION/MCALLEN, TX. (MFE)	83.7	92.6	270	269	SEATTLE, WA. (SEA)	77.2	83.8	7,821	7,823
MISSOULA, MT. (MSO)	83.2	91.0	155	155	SHREVEPORT, LA. (SHV)	81.9	86.7	332	332
MOBILE, AL./PASCAGOULA, MS. (MOB)	77.7	82.8	372	372	SIOUX CITY, IA. (SUX)	79.3	91.2	58	57
MOLINE, IL. (MLI)	75.3	80.7	146	145	SIOUX FALLS, S.D. (FSD)	67.1	84.1	328	327
MOLOKAI/KAUNAKAK, HI. (MKK)				1	SITKA, AK. (SIT)	77.4	87.1	93	93
MONROE, LA. (MLU)	81.7	90.9	186	186	SOUTH BEND, IN. (SBN)	78.2	86.3	293	293
MONTEREY, CA. (MRY)	62.9	80.6	62	62	SPOKANE, WA. (GEG)	83.7	91.2	1,242	1,240
MONTGOMERY, AL. (MGM)	74.7	79.6	186	186	SPRINGFIELD, MO. (SGF)	77.4	79.5	146	146
MONTROSE, CO. (MTJ)	79.2	88.7	53	53	ST. CROIX, V.I. (STX)	86.0	93.5	93	93
MYRTLE BEACH, S.C. (MYR)	83.0	90.7	194	194	ST. LOUIS, MO. (STL)	69.5	71.0	15,133	15,139
NASHVILLE, TN. (BNA)	82.4	85.0	4,234	4,233	ST. THOMAS, V.I. (STT)	79.7	88.5	217	217
NEW ORLEANS, LA. (MSY)	77.8	83.9	4,181	4,184	STEAMBOAT SPRINGS, CO. (HDN)	75.5	89.0	188	191
NEW YORK, N.Y. (JFK)	67.8	79.3	3,533	3,533	SYRACUSE, N.Y. (SYR)	74.8	87.6	940	940
NEW YORK, N.Y. (LGA)	75.2	84.1	8,211	8,209	TALLAHASSEE, FL. (TLH)	77.4	82.5	217	217
NEWARK, N.J. (EWR)	68.0	76.9	10,246	10,248	TAMPA, FL. (TPA)	78.0	84.2	4,721	4,718
NEWBURGH, N.Y. (SWF)	63.1	91.7	217	218	TOLEDO, OH. (TOL)	69.1	82.3	181	181
NOME, AK. (OME)	77.1	84.3	70	70	TRAVERSE CITY, MI. (TVC)	65.2	82.0	89	89
NORFOLK/VA. BEACH, VA. (ORF)	78.3	86.7	1,350	1,349	TUCSON, AZ. (TUS)	74.3	82.1	1,673	1,674
OKLAHOMA CITY, OK. (OKC)	75.8	81.7	1,728	1,729	TULSA, OK. (TUL)	73.6	80.3	1,595	1,595
OMAHA, NE. (OMA)	70.3	79.6	1,446	1,444	VALPARAISO, FL. (VPS)	83.9	93.5	93	93
ONTARIO, CA. (ONT)	74.0	80.4	2,984	2,981	WASHINGTON, D.C. (DCA)	79.2	86.1	7,211	7,212
ORANGE COUNTY, CA. (SNA)	79.7	84.4	2,980	2,977	WASHINGTON, D.C. (IAD)	76.9	83.6	3,364	3,362
ORLANDO, FL. (MCO)	80.0	85.8	7,724	7,726	WEST PALM BEACH, FL. (PBI)	75.2	82.3	2,401	2,402
PASCO, WA. (PSC)	91.1	95.2	124	124	WHITE PLAINS, N.Y. (HPN)	68.4	80.4	465	465
PENSACOLA, FL. (PNS)	76.2	85.6	558	557	WICHITA, KS. (ICT)	73.3	83.0	681	681
PETERSBURG, AK. (PSG)	74.2	80.6	62	62	WILMINGTON, N.C. (ILM)	87.3	94.5	181	181
PHILADELPHIA, PA. (PHL)	72.5	77.0	9,446	9,442	WRANGELL, AK. (WRG)	69.4	79.0	62	62
PHOENIX, AZ. (PHX)	69.8	70.9	14,876	14,879	YAKUTAT, AK. (YAK)	77.4	87.1	62	62
PITTSBURGH, PA. (PIT)	84.0	86.0	9,613	9,619					

PORTLAND, ME. (PWM)	75.5	82.4	527	527
PORTLAND, OR. (PDX)	78.3	84.4	4,583	4,585
PROVIDENCE, R.I. (PVD)	77.7	86.5	1,804	1,803
RALEIGH/DURHAM, N.C. (RDU)	76.2	87.0	2,281	2,279
RAPID CITY, S.D. (RAP)	79.0	82.3	62	62

FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS)

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

APPENDIX

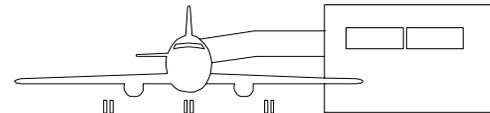
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

Airports Covered by the Rule

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

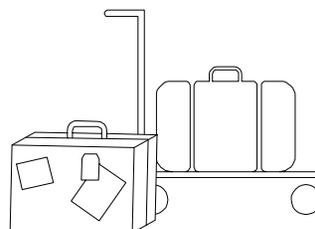
Air Carriers Required to Report Data to DOT and to CRS Vendors

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



MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. Like the data on flight delays in the previous section, as required by 14 C.F.R. 234 these baggage statistics are filed with DOT on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues.



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

MAR. '98 RANK	AIRLINE	MARCH 1998			MARCH 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>	5,471	1,534,821	3.56	5,771	1,685,979	3.42
2	<i>US Airways</i>	18,834	4,928,846	3.82	21,622	5,144,872	4.20
3	<i>Continental</i>	12,247	3,060,915	4.00	11,238	3,033,627	3.70
4	<i>Delta</i>	34,362	7,836,205	4.39	40,136	8,827,287	4.55
5	<i>American</i>	25,630	5,555,143	4.61	26,676	5,854,100	4.56
6	<i>Southwest</i>	23,617	5,037,090	4.69	17,215	4,838,959	3.56
7	<i>Alaska</i>	5,452	952,599	5.72	7,105	936,937	7.58
8	<i>TWA</i>	12,571	2,048,126	6.14	12,355	2,003,226	6.17
9	<i>Northwest</i>	27,388	4,009,619	6.83	25,134	3,994,021	6.29
10	<i>United</i>	51,912	6,396,685	8.12	43,087	6,454,550	6.68
	Total	217,484	41,360,049	5.26	210,339	42,773,558	4.92

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.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues.

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

<i>JAN-MAR '98</i> RANK	AIRLINE	JANUARY-MARCH 1998			JANUARY-MARCH 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>	15,238	4,027,954	3.78	17,326	4,470,738	3.88
2	<i>US Airways</i>	50,969	12,960,152	3.93	61,704	13,540,728	4.56
3	<i>Continental</i>	32,252	8,056,340	4.00	33,764	8,041,139	4.20
4	<i>Southwest</i>	61,820	13,245,641	4.67	51,366	13,328,918	3.85
5	<i>American</i>	72,054	15,182,080	4.75	80,269	15,292,069	5.25
6	<i>Delta</i>	109,066	21,945,071	4.97	120,016	23,472,008	5.11
7	<i>TWA</i>	31,381	5,388,923	5.82	35,485	5,082,823	6.98
8	<i>Alaska</i>	15,751	2,520,078	6.25	19,942	2,493,324	8.00
9	<i>Northwest</i>	71,742	10,598,636	6.77	69,529	10,505,847	6.62
10	<i>United</i>	137,993	16,941,796	8.15	129,443	17,048,469	7.59
	Total	598,266	110,866,671	5.40	618,844	113,276,063	5.46

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.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues.

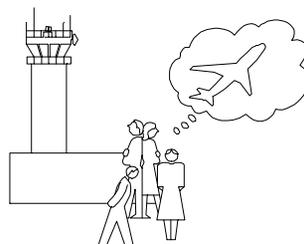
OVERSALES

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

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

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

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



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

OCT-DEC '97 RANK	AIRLINE	OCTOBER-DECEMBER 1997				OCTOBER-DECEMBER 1996			
		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	Continental	15,523	59	8,923,578	0.07	17,826	179	8,345,586	0.21
2	Northwest	23,393	350	12,268,417	0.29	17,215	707	11,659,556	0.61
3	American	47,127	610	17,926,721	0.34	46,206	2,779	17,779,839	1.56
4	US Airways	17,429	482	13,869,433	0.35	22,295	1,622	14,099,910	1.15
5	United	35,307	913	18,857,122	0.48	18,252	639	18,162,280	0.35
6	Delta	52,338	2,577	24,769,286	1.04	46,066	3,324	23,178,067	1.43
7	TWA	9,295	656	5,572,315	1.18	9,685	443	5,290,869	0.84
8	Southwest	18,417	2,196	14,034,704	1.56	20,480	3,775	14,284,591	2.64
9	America West	12,154	719	4,481,937	1.60	19,603	5,210	4,606,796	11.31
10	Alaska	4,499	1,040	2,948,815	3.53	6,854	872	2,794,753	3.12
	TOTAL	235,482	9,602	123,652,328	0.78	224,482	19,550	120,202,247	1.63

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues.

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

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues.

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.

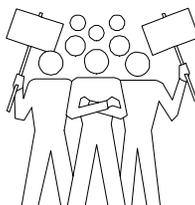


TABLE 1

AIR TRAVEL CONSUMER REPORT
 CONSUMER COMPLAINTS
 SUMMARY

	MARCH 1998				MARCH 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	627	47	0	86	495	63	2	112
FOREIGN AIRLINES	84	0	0	0	44	0	0	2
CARGO COMPANIES	1	0	0	0	0	0	0	0
TRAVEL AGENTS	1	0	0	0	0	0	0	0
TOUR OPERATORS	14	0	0	0	31	0	0	1
MISCELLANEOUS	40	12	0	22	16	6	0	7
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INDUSTRY TOTALS	767	59	0	108	586	69	2	122

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES *

	MARCH 1998			MARCH 1997		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	165		1	155	
DELAYS.....			42			34
CANCELLATIONS.....			67			52
MISCONNECTIONS.....			15			17
CUSTOMER SERVICE.....	2	138		2	125	
BAGGAGE.....	3	114		3	71	
TICKETING/BOARDING.....	4	106		4	59	
DISABLED.....			26			17
REFUNDS.....	5	98		5	53	
OVERSALES.....	6	63		6	37	
OTHER.....	7	37		9	25	
FREQUENT FLYER.....			19			17
FARES.....	8	29		7	27	
TOURS.....	9	10		8	26	
ADVERTISING.....	10	6		10	8	
SMOKING.....	11	1		12	0	
CREDIT.....	12	0		11	0	
		----			----	
COMPLAINT TOTAL		767			586	

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

MARCH 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
AIRTRAN AIRWAYS	1	0	0	0	2	0	2	0	0	0	0	0	5
ALASKA AIRLINES	2	1	0	0	0	1	1	0	0	0	0	0	5
AMERICA WEST AIRLINES	8	1	1	2	2	1	8	0	0	0	0	0	23
AMERICAN AIRLINES	14	2	12	3	3	12	8	0	1	0	0	4	59
AMERICAN EAGLE	2	1	1	0	0	1	1	0	0	0	0	0	6
AMERICAN TRANS AIR	2	3	1	0	0	4	2	0	1	0	0	2	15
ATLANTIC SOUTHEAST AIRLINES	5	0	0	0	0	3	0	0	0	0	0	2	10
CARNIVAL AIR LINES	1	1	1	0	2	1	0	0	0	0	0	0	6
CONTINENTAL AIRLINES	0	3	4	4	2	5	5	0	0	0	0	3	26
DELTA AIR LINES	17	3	10	3	1	6	17	0	1	0	0	5	63
KIWI INTERNATIONAL AIRLINES	8	2	0	0	5	5	5	0	0	0	0	0	25
NORTHWEST AIRLINES	18	2	4	1	3	8	11	0	0	0	0	2	49
PAN AM	4	6	3	1	35	10	5	0	0	0	1	0	65
RENO AIR	6	2	6	0	2	0	1	0	0	0	0	0	17
SOUTHWEST AIRLINES	2	3	4	0	1	3	5	0	0	0	0	0	18
TOWER AIR	13	8	2	0	0	3	4	0	0	0	0	2	32
TRANS WORLD AIRLINES	6	0	4	0	0	3	5	0	0	0	0	1	19
UNITED AIRLINES	8	6	15	3	7	9	19	0	2	0	0	7	76
UNITED EXPRESS	3	0	0	0	0	3	1	0	0	0	0	0	7
US AIRWAYS	3	2	10	3	2	5	3	0	1	0	0	1	30
WESTERN PACIFIC AIRLINES	2	0	6	1	20	0	0	0	0	0	0	0	29
OTHER U.S. AIRLINES	15	2	5	1	1	5	7	0	0	0	4	2	42
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MARCH 1998	140	48	89	22	88	88	110	0	6	0	5	31	627
% OF TOTAL COMPLAINTS	22.3	7.7	14.2	3.5	14.0	14.0	17.5	0.0	1.0	0.0	0.8	4.9	
MARCH 1997	144	30	51	23	42	60	112	0	8	0	1	24	495
% OF TOTAL COMPLAINTS	29.1	6.1	10.3	4.6	8.5	12.1	22.6	0.0	1.6	0.0	0.2	4.8	

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

MARCH 1998

U.S. AIRLINES A L P H A B E T I C A L	COMPS	INCI-		INCI-		INCI-		UN-	
	RECD IN MAR	DENTS IN MAR	PERCENT	DENTS IN FEB	PERCENT	DENTS IN ALL PRIOR MONTHS	PERCENT	KNOWN INCI- DENT DATE	PERCENT
AIRTRAN AIRWAYS	5	2	40.00	2	40.00	1	20.00	0	0.00
ALASKA AIRLINES	5	2	40.00	1	20.00	2	40.00	0	0.00
AMERICA WEST AIRLINES	23	6	26.09	10	43.48	7	30.43	0	0.00
AMERICAN AIRLINES	59	18	30.51	19	32.20	22	37.29	0	0.00
AMERICAN EAGLE	6	0	0.00	5	83.33	1	16.67	0	0.00
AMERICAN TRANS AIR	15	5	33.33	7	46.67	3	20.00	0	0.00
ATLANTIC SOUTHEAST AIRLINES	10	5	50.00	3	30.00	2	20.00	0	0.00
CARNIVAL AIR LINES	6	1	16.67	0	0.00	5	83.33	0	0.00
CONTINENTAL AIRLINES	26	4	15.38	8	30.77	14	53.85	0	0.00
DELTA AIR LINES	63	18	28.57	17	26.98	27	42.86	1	1.59
KIWI INTERNATIONAL AIRLINES	25	5	20.00	6	24.00	13	52.00	1	4.00
NORTHWEST AIRLINES	49	11	22.45	19	38.78	19	38.78	0	0.00
PAN AM	65	12	18.46	24	36.92	26	40.00	3	4.62
RENO AIR	17	9	52.94	2	11.76	6	35.29	0	0.00
SOUTHWEST AIRLINES	18	5	27.78	7	38.89	5	27.78	1	5.56
TOWER AIR	32	14	43.75	5	15.63	13	40.63	0	0.00
TRANS WORLD AIRLINES	19	9	47.37	3	15.79	6	31.58	1	5.26
UNITED AIRLINES	76	20	26.32	24	31.58	29	38.16	3	3.95
UNITED EXPRESS	7	5	71.43	0	0.00	2	28.57	0	0.00
US AIRWAYS	30	11	36.67	7	23.33	11	36.67	1	3.33
WESTERN PACIFIC AIRLINES	29	9	31.03	6	20.69	14	48.28	0	0.00
OTHER U.S. AIRLINES	42	18	42.86	9	21.43	14	33.33	1	2.38
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TOTALS	627	189	30.14	184	29.35	242	38.60	12	1.91
PRIOR YEAR'S TOTALS	495	157	31.72	167	33.74	170	34.34	1	0.20

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
 MARCH 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR FRANCE	1	0	0	0	1	2	1	0	0	0	0	0	5
AIR JAMAICA	2	3	0	0	0	4	4	0	0	0	0	2	15
BRITISH AIRWAYS	2	1	3	1	0	0	1	0	0	0	0	0	8
MEXICANA	1	2	0	0	0	1	3	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	5	7	7	1	1	15	11	1	0	0	0	1	49
TOTAL	11	13	10	2	2	22	20	1	0	0	0	3	84
CARGO COMPANIES													
OTHER CARGO COMPANIES	0	0	0	0	0	1	0	0	0	0	0	0	1
TOTAL	0	0	0	0	0	1	0	0	0	0	0	0	1
TRAVEL AGENTS													
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
TOUR OPERATORS													
SUNJET INT'L SALES	3	1	1	0	0	1	4	0	0	0	2	0	12
OTHER TOUR OPERATORS	1	0	0	0	1	0	0	0	0	0	0	0	2
TOTAL	4	1	1	0	1	1	4	0	0	0	2	0	14
MISCELLANEOUS													
OTHER MISCELLANEOUS	10	1	6	5	6	2	4	0	0	0	3	3	40
TOTAL	10	1	6	5	6	2	4	0	0	0	3	3	40

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

MARCH
Consumer Complaints: Rankings
U.S. AIRLINES*

MAR. '98 RANK	AIRLINE	MARCH 1998			MARCH 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	18	5,049,267	0.36	12	4,848,448	0.25
2	Alaska	5	1,080,722	0.46	5	1,048,761	0.48
3	US Airways	30	5,081,892	0.59	44	5,301,233	0.83
4	Delta	63	9,316,326	0.68	45	9,196,415	0.49
5	Continental	26	3,613,905	0.72	19	3,436,296	0.55
6	American	59	7,002,623	0.84	67	7,350,083	0.91
7	T W A	19	2,159,825	0.88	16	2,107,223	0.76
8	Northwest	49	4,773,867	1.03	52	4,799,889	1.08
9	United	76	7,212,332	1.05	65	7,397,205	0.88
10	America West	23	1,576,848	1.46	25	1,729,818	1.45
	TOTAL	368	46,867,607	0.79	350	47,215,371	0.74

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.

TABLE 1

AIR TRAVEL CONSUMER REPORT
 CONSUMER COMPLAINTS
 SUMMARY

	JANUARY 1998 THRU MARCH 1998				JANUARY 1997 THRU MARCH 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1677	110	3	223	1547	153	7	315
FOREIGN AIRLINES	228	0	0	6	177	1	0	15
CARGO COMPANIES	2	0	0	0	0	0	0	0
TRAVEL AGENTS	2	0	0	0	2	0	0	0
TOUR OPERATORS	112	0	0	2	36	0	0	3
MISCELLANEOUS	107	26	0	38	70	20	0	42
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INDUSTRY TOTALS	2128	136	3	269	1832	174	7	375

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES *

	JANUARY 1998 THRU MARCH 1998			JANUARY 1997 THRU MARCH 1997		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	457		1	483	
DELAYS.....			110			109
CANCELLATIONS.....			177			178
MISCONNECTIONS.....			49			55
CUSTOMER SERVICE.....	2	408		2	356	
BAGGAGE.....	3	326		3	264	
TICKETING/BOARDING.....	4	309		4	227	
DISABLED.....			77			77
REFUNDS.....	5	195		5	173	
OVERSALES.....	6	149		6	128	
OTHER.....	7	118		7	77	
FREQUENT FLYER.....			49			43
FARES.....	8	87		8	64	
TOURS.....	9	57		9	33	
ADVERTISING.....	10	19		10	23	
SMOKING.....	11	3		11	3	
CREDIT.....	12	0		12	1	
		----			----	
COMPLAINT TOTAL		2128			1832	

* 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 THRU MARCH 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
AIRTRAN AIRWAYS	4	0	3	0	3	0	3	0	1	0	0	0	14
ALASKA AIRLINES	5	1	0	0	0	4	3	0	0	0	0	0	13
AMERICA WEST AIRLINES	17	1	9	3	4	4	16	0	0	0	0	0	54
AMERICAN AIRLINES	40	12	35	11	16	35	38	0	3	0	1	11	202
AMERICAN EAGLE	2	2	2	2	0	2	5	0	0	0	0	2	17
AMERICAN TRANS AIR	4	3	3	1	0	6	5	0	1	0	0	4	27
ATLANTIC SOUTHEAST AIRLINES	14	0	2	0	0	3	1	0	0	0	0	6	26
CARNIVAL AIR LINES	2	6	5	1	5	7	4	0	0	0	0	0	30
CONTINENTAL AIRLINES	3	5	14	7	2	13	17	0	1	0	0	8	70
DELTA AIR LINES	43	7	25	6	3	13	35	0	1	0	0	19	152
KIWI INTERNATIONAL AIRLINES	21	3	1	0	6	8	6	0	1	0	0	0	46
MESA AIRLINES	11	1	2	1	0	0	1	0	0	0	0	1	17
NORTHWEST AIRLINES	50	3	26	4	5	26	40	0	0	0	0	4	158
PAN AM	16	19	10	1	36	18	19	0	0	0	1	1	121
RENO AIR	6	2	10	1	3	1	2	0	0	0	0	0	25
SOUTHWEST AIRLINES	4	4	9	1	1	10	10	0	1	0	0	0	40
SPIRIT AIRLINES	7	0	1	1	2	2	2	0	0	0	0	1	16
TOWER AIR	28	19	4	1	0	7	19	1	1	0	1	5	86
TRANS WORLD AIRLINES	14	3	10	0	0	7	16	0	0	0	0	3	53
UNITED AIRLINES	36	13	40	10	19	43	62	0	2	0	0	16	241
UNITED EXPRESS	7	0	0	1	0	5	3	0	0	0	0	0	16
US AIRWAYS	9	5	23	8	3	9	11	0	1	0	0	7	76
VANGUARD AIRLINES	2	0	2	1	2	3	0	0	2	0	0	1	13
WESTERN PACIFIC AIRLINES	6	0	8	1	31	10	1	0	0	0	0	0	57
OTHER U.S. AIRLINES	26	3	9	0	17	17	24	0	0	0	5	6	107
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JANUARY THRU MARCH 1998	377	112	253	62	158	253	343	1	15	0	8	95	1677
% OF TOTAL COMPLAINTS	22.5	6.7	15.1	3.7	9.4	15.1	20.5	0.1	0.9	0.0	0.5	5.7	
JANUARY THRU MARCH 1997	28	106	191	53	139	214	325	3	20	1	2	65	1547
% OF TOTAL COMPLAINTS	27.7	6.9	12.3	3.4	9.0	13.8	21.0	0.2	1.3	0.1	0.1	4.2	

AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD.
 COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

TABLE 4

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U.S.AIRLINES
BY COMPLAINT CATEGORY
JANUARY 1998 THRU MARCH 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR ARUBA	7	0	0	0	0	1	1	0	0	0	0	1	10
AIR FRANCE	2	0	2	2	1	5	2	0	0	0	0	0	14
AIR JAMAICA	2	3	0	0	0	6	4	0	0	0	1	2	18
BRITISH AIRWAYS	7	2	5	1	1	5	2	0	0	0	0	0	23
KLM	3	0	0	0	1	6	0	0	0	0	0	0	10
MEXICANA	1	2	0	0	0	2	5	0	0	0	0	0	10
OTHER FOREIGN AIRLINES	11	22	23	4	9	35	27	2	1	0	1	8	143
	----	----	----	----	----	----	----	----	----	----	----	----	----
TOTAL	33	29	30	7	12	60	41	2	1	0	2	11	228
CARGO COMPANIES													
OTHER CARGO COMPANIES	0	0	0	0	0	1	0	0	0	0	0	1	2
	----	----	----	----	----	----	----	----	----	----	----	----	----
TOTAL	0	0	0	0	0	1	0	0	0	0	0	1	2
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	0	0	2	0	0	0	0	0	0	0	2
	----	----	----	----	----	----	----	----	----	----	----	----	----
TOTAL	0	0	0	0	2	0	0	0	0	0	0	0	2
TOUR OPERATORS													
SUNJET INT'L SALES	30	4	6	2	6	5	10	0	1	0	5	2	71
WORLDWIDE SPORT TRAVEL	0	0	0	0	0	0	0	0	0	0	30	0	30
OTHER TOUR OPERATORS	2	0	2	0	3	0	3	0	0	0	1	0	11
	----	----	----	----	----	----	----	----	----	----	----	----	----
TOTAL	32	4	8	2	9	5	13	0	1	0	36	2	112
MISCELLANEOUS													
OTHER MISCELLANEOUS	15	4	18	16	14	7	11	0	2	0	11	9	107
	----	----	----	----	----	----	----	----	----	----	----	----	----
TOTAL	15	4	18	16	14	7	11	0	2	0	11	9	107

COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES', 'OTHER CARGO COMPANIES', ETC.

TABLE 5

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

JAN-MAR '98 RANK	AIRLINE	JANUARY-MARCH 1998			JANUARY-MARCH 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>Southwest</i>	40	13,276,345	0.30	53	13,354,457	0.40
2	<i>Alaska</i>	13	2,862,949	0.45	21	2,769,984	0.76
3	<i>US Airways</i>	76	13,339,182	0.57	101	13,912,732	0.73
4	<i>Delta</i>	152	24,578,054	0.62	144	24,573,729	0.59
5	<i>Continental</i>	70	9,566,515	0.73	71	9,136,045	0.78
6	<i>T W A</i>	53	5,653,419	0.94	50	5,359,124	0.93
7	<i>American</i>	202	19,301,885	1.05	210	19,380,070	1.08
8	<i>Northwest</i>	158	12,720,105	1.24	154	12,676,068	1.21
9	<i>United</i>	241	19,326,149	1.25	218	19,693,699	1.11
10	<i>America West</i>	54	4,149,017	1.30	90	4,590,292	1.96
	TOTAL	1,059	124,773,620	0.85	1,112	125,446,200	0.89

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.

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.

