



U.S. Department  
of Transportation



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# *Air Travel Consumer Report*

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**Issued: JUNE 1998**

Includes data for the following periods:

Flight Delays	April 1998
Mishandled Baggage	April 1998
Oversales	1st Quarter 1998
Consumer Complaints	April 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.

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.

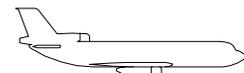
Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for 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.



APRIL 1998  
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/ -----
AMERICAN S/	29	84.9	94	84.8
SOUTHWEST S/	14	80.4	52	82.6
US AIRWAYS S/	26	82.1	86	82.0
ALASKA S/	7	80.1	34	80.7
UNITED S/	29	79.2	102	78.7
TWA S/	28	77.7	73	78.3
DELTA S/	29	76.5	121	77.0
CONTINENTAL S/	27	75.5	80	76.0
AMERICA WEST S/	26	73.9	53	74.9
NORTHWEST S/	28	71.5	114	71.3
T O T A L		78.7		79.1

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.

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AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME  
AND CARRIER RANK, BY MONTH, QUARTER, AND DATABASE TO DATE

CARRIER	2ND QUARTER APR-JUN 97		3RD QUARTER JUL-SEP 97		4TH QUARTER OCT-DEC 97		1ST QUARTER JAN-MAR 98		FEB 98		MAR 98		APR 98		12 MONTHS MAY97-APR98		DATA BASE TO DATE SEP 87-APR 98	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	82.3	(3)	72.3	(10)	70.3	(10)	70.7	(9)	66.5	(9)	75.6	(5)	80.7	(4)	73.6	(10)	78.5	(6)
AMERICA WEST	80.0	(5)	79.9	(6)	75.6	(9)	67.9	(10)	62.0	(10)	67.9	(10)	74.9	(9)	75.5	(8)	81.5	(2)
AMERICAN	79.5	(6)	84.0	(3)	79.9	(2)	79.6	(2)	81.9	(1)	78.6	(2)	84.8	(1)	81.4	(1)	80.0	(4)
CONTINENTAL	77.7	(9)	80.7	(5)	77.8	(4)	72.0	(7)	69.9	(8)	73.7	(7)	76.0	(8)	76.8	(5)	78.5	(7)
DELTA	72.4	(10)	76.7	(9)	75.7	(8)	75.0	(4)	73.7	(6)	75.6	(4)	77.0	(7)	75.2	(9)	77.3	(9)
NORTHWEST	78.5	(8)	77.9	(7)	77.0	(6)	73.6	(6)	79.3	(3)	72.9	(8)	71.3	(10)	76.1	(6)	80.7	(3)
SOUTHWEST	83.8	(2)	85.3	(2)	79.7	(3)	77.0	(3)	74.8	(5)	76.7	(3)	82.6	(2)	81.3	(2)	84.1	(1)
TWA	84.1	(1)	86.1	(1)	77.7	(5)	73.9	(5)	78.4	(4)	70.5	(9)	78.3	(6)	79.9	(4)	77.4	(8)
UNITED	78.7	(7)	76.7	(8)	76.3	(7)	71.6	(8)	71.5	(7)	74.0	(6)	78.7	(5)	75.5	(7)	77.1	(10)
US AIRWAYS	80.4	(4)	80.8	(4)	80.6	(1)	81.5	(1)	81.1	(2)	82.5	(1)	82.0	(3)	81.0	(3)	79.3	(5)
TOTAL	79.0		80.3		77.8		75.4		75.4		75.9		79.1		78.1		79.2	

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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	750	78.8	1241	76.5	210	81.4	180	87.2	90	83.3	990	84.7	605	87.4
AS	H/		H/		H/		H/		H/		H/		H/	
CO	818	66.6	828	65.8	310	84.2	79	73.4	H/		643	74.2	388	76.3
DL	17582	72.4	1723	77.4	334	73.1	234	79.5	6350	83.0	1202	78.9	570	76.8
HP	118	78.8	180	64.4	149	73.2	H/		H/		90	72.2	232	76.7
NW	505	55.2	524	58.8	303	60.4	198	68.2	42	64.3	570	68.2	300	61.0
TW	202	69.8	210	66.2	180	77.8	116	79.3	139	80.6	285	78.9	173	71.7
UA	473	64.7	1073	71.1	382	68.8	89	75.3	163	77.9	499	77.2	8628	85.5
US	616	68.0	2091	76.9	2050	85.7	9381	86.6	H/		2743	84.7	180	84.4
WN	H/		H/		1532	80.9	H/		H/		H/		H/	
TOTAL	21064	71.7	7870	73.2	5450	80.1	10277	85.8	6784	82.8	7022	80.5	11076	83.8

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	14015	89.2	404	84.4	970	76.1	617	80.7	859	79.4	314	85.7	1954	76.8
AS	H/		H/		H/		H/		H/		248	76.6	650	76.3
CO	507	83.2	310	74.5	6098	70.4	8224	84.0	H/		331	65.9	772	59.7
DL	3913	80.7	300	66.7	603	71.6	420	73.3	839	69.8	720	69.9	1469	68.0
HP	206	81.6	89	67.4	209	65.6	150	85.3	166	65.1	2279	72.4	655	69.0
NW	453	70.2	10098	72.7	477	54.7	H/		86	45.3	352	67.0	476	66.0
TW	310	74.8	264	74.2	176	68.2	H/		959	73.2	180	69.4	298	63.4
UA	486	77.8	321	69.5	966	66.1	376	74.5	509	70.1	1178	78.8	4838	77.6
US	318	68.9	448	84.4	434	77.4	262	69.1	9	88.9	150	72.0	412	58.0
WN	H/		569	74.5	H/		194	80.4	H/		4062	83.2	3352	74.0
TOTAL	20208	86.1	12803	73.4	9933	70.0	10243	82.6	3427	72.4	9814	77.5	14876	73.2

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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	1556	77.1	526	87.3	3135	87.7	492	82.5	8757	85.9	180	91.7	710	79.9
AS	H/		H/		H/		H/		H/		1506	85.3	H/	
CO	443	75.6	587	70.4	399	76.2	167	74.9	590	73.1	86	72.1	276	81.2
DL	2041	76.9	2823	84.6	449	69.0	330	76.1	839	72.6	566	86.2	510	65.5
HP	58	63.8	72	77.8	89	71.9	119	76.5	150	72.7	146	71.9	145	66.2
NW	563	56.1	485	60.0	319	65.2	8938	79.2	817	67.4	146	73.3	398	65.1
TW	330	70.3	357	84.0	217	85.7	258	84.1	370	73.2	100	87.0	171	73.7
UA	706	69.0	431	83.1	429	78.6	579	82.2	11997	80.8	995	82.2	731	74.8
US	2182	75.3	1329	79.2	444	81.8	232	83.2	633	79.6	H/		6180	79.5
WN	H/		912	90.6	H/		H/		H/		901	88.1	H/	
TOTAL	7879	73.9	7522	81.7	5481	82.5	11115	79.5	24153	81.5	4626	84.5	9121	77.5

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	629	78.9	90	93.3	496	77.4	374	89.6	851	77.9	212	79.7	354	74.6	276	84.1
AS	260	70.4	H/		330	79.1	3298	81.1	531	71.2	H/		H/		H/	
CO	296	64.9	60	83.3	240	63.3	176	68.8	556	67.8	91	79.1	168	73.2	488	76.8
DL	753	68.1	270	71.9	449	71.9	539	85.0	715	65.3	4858	83.7	206	60.2	903	81.7
HP	5514	76.3	H/		240	67.5	176	72.2	359	66.0	120	75.0	85	75.3	48	95.8
NW	343	60.3	250	63.2	180	58.3	437	64.1	376	67.0	120	62.5	455	62.6	371	64.2
TW	209	68.9	168	73.8	150	65.3	204	82.8	184	66.8	118	78.0	10286	79.7	237	81.9
UA	1080	76.3	144	73.6	1008	78.2	1345	81.2	7058	76.9	446	80.5	286	71.0	245	83.3
US	261	58.6	8278	86.7	120	60.0	150	90.0	326	68.7	H/		206	72.8	1036	75.7
WN	4836	80.0	H/		2257	79.2	932	90.0	512	70.3	1145	84.7	2530	76.4	923	84.0
TOTAL	14181	76.1	9260	85.2	5470	75.6	7631	81.7	11468	74.2	7110	82.9	14576	77.8	4527	79.2

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AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	93.5	72.3	44.8	94.4	86.9	J/	J/	91.9	82.2	82.5	88.1	76.2	100.0	91.1	J/	85.4
700 - 759 AM	85.1	87.9	94.9	93.5	83.9	97.1	93.4	96.6	88.4	96.5	91.3	86.2	91.5	91.2	87.5	96.6
800 - 859 AM	80.2	86.3	90.6	91.3	87.5	86.1	94.0	93.0	86.9	80.5	79.8	69.6	94.2	86.6	83.7	94.4
900 - 959 AM	73.2	81.9	90.1	86.7	80.2	88.0	88.5	89.7	85.2	91.2	82.5	87.5	82.9	76.0	87.0	85.3
1000 - 1059 AM	79.0	83.3	90.2	85.2	83.3	84.3	88.2	88.9	82.8	83.1	91.7	90.3	87.3	73.8	83.1	89.9
1100 - 1159 AM	76.7	83.5	88.9	91.2	88.5	87.2	88.0	88.8	76.7	83.9	82.2	80.0	81.1	71.5	87.0	83.1
1200 - 1259 PM	73.9	78.2	83.3	89.8	87.5	83.4	84.8	93.9	75.9	75.8	91.2	66.7	82.2	79.7	80.5	84.6
100 - 159 PM	82.4	82.2	87.7	89.6	86.0	87.9	83.5	91.4	82.1	74.7	84.9	83.3	80.3	76.3	79.0	86.5
200 - 259 PM	73.4	78.7	87.0	89.9	83.8	85.2	85.3	81.3	73.5	69.4	89.4	80.0	79.5	76.1	78.7	89.3
300 - 359 PM	75.3	78.1	80.5	84.4	88.8	80.9	83.5	89.0	74.2	71.5	81.2	78.7	81.3	77.2	77.9	84.6
400 - 459 PM	66.3	71.2	82.2	78.0	87.3	75.7	80.9	89.4	68.8	65.2	80.8	73.3	81.3	76.7	72.7	81.5
500 - 559 PM	67.7	68.7	74.4	87.2	77.3	74.2	79.9	84.1	70.3	70.9	82.0	73.4	73.3	69.6	70.8	79.1
600 - 659 PM	59.8	64.2	67.5	80.0	81.2	72.3	75.3	80.8	67.8	60.8	81.0	61.7	77.5	70.6	66.3	77.1
700 - 759 PM	67.1	59.4	78.2	77.5	75.5	76.1	79.7	82.0	63.9	59.8	77.6	62.7	73.7	67.9	65.4	74.7
800 - 859 PM	57.3	63.1	72.4	79.8	72.6	69.8	75.6	77.7	69.2	61.2	75.7	65.4	70.6	66.2	61.2	76.2
900 - 959 PM	69.5	71.0	76.9	79.6	78.0	73.8	81.3	78.8	63.4	57.3	77.6	70.8	67.5	63.4	65.7	66.9
1000 - 1059 PM	68.9	64.2	68.4	75.0	77.8	82.8	69.4	73.0	72.7	58.0	70.7	63.9	67.9	62.3	65.7	78.1
1100 - 559 AM	79.2	72.8	71.1	81.2	78.9	82.2	82.6	83.9	65.3	69.6	74.6	68.8	70.1	73.8	63.3	77.9
TOTAL, ALL ARRIVALS, BY AIRPORT	71.7	73.2	80.1	85.8	82.8	80.5	83.8	86.1	73.4	70.0	82.6	72.4	77.5	73.2	73.9	81.7

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	93.9	90.5	91.1	J/	84.5	96.6	91.2	J/	79.7	93.8	J/	90.0	94.8	87.4	
700 - 759 AM	89.3	81.4	89.0	100.0	91.0	90.4	95.7	94.7	97.6	93.3	89.4	87.2	100.0	90.5	
800 - 859 AM	76.7	87.6	88.2	97.1	81.7	88.8	90.2	93.8	94.3	89.4	95.0	83.4	66.1	87.5	
900 - 959 AM	86.0	86.0	88.2	94.0	79.1	76.9	81.4	86.3	94.5	83.1	91.7	86.7	89.0	84.4	
1000 - 1059 AM	88.9	81.3	89.3	87.7	88.4	81.7	86.1	85.1	85.3	72.3	85.2	80.2	83.2	83.9	
1100 - 1159 AM	82.1	86.3	89.5	88.7	89.5	84.7	86.7	77.5	85.8	71.2	85.9	86.2	84.1	83.5	
1200 - 1259 PM	84.1	85.8	83.8	91.1	81.0	76.4	90.0	74.2	84.5	73.9	84.9	83.5	84.1	82.2	
100 - 159 PM	88.7	81.0	85.7	84.0	82.1	72.5	89.0	79.9	81.4	66.6	86.0	82.9	85.9	83.0	
200 - 259 PM	88.6	84.0	85.3	80.3	86.0	78.0	82.2	75.5	85.5	74.1	86.2	80.6	89.8	80.9	
300 - 359 PM	87.0	80.5	83.8	82.5	80.9	70.9	91.8	69.7	88.4	76.1	85.6	81.9	81.9	81.0	
400 - 459 PM	84.7	81.8	80.6	77.7	75.5	70.0	81.2	76.2	77.6	73.3	79.9	76.0	81.9	76.5	
500 - 559 PM	79.7	77.5	79.8	86.1	69.2	67.3	79.0	74.5	83.3	73.8	73.3	68.2	72.9	75.3	
600 - 659 PM	81.7	76.0	73.8	82.1	69.0	74.8	90.5	72.4	78.8	74.7	73.2	69.8	77.2	72.0	
700 - 759 PM	78.4	71.4	72.8	84.0	72.0	75.8	81.6	69.2	76.5	69.8	82.1	70.1	79.9	73.7	
800 - 859 PM	80.4	74.2	66.7	74.0	68.5	69.5	79.2	68.5	70.8	69.5	78.2	67.9	63.5	69.7	
900 - 959 PM	78.6	71.2	70.2	84.3	69.8	69.0	79.6	68.3	75.4	71.5	72.1	68.3	72.8	71.5	
1000 - 1059 PM	77.9	69.6	62.5	75.9	70.4	70.1	73.3	68.2	72.4	65.6	75.4	71.9	71.2	69.1	
1100 - 559 AM	73.6	72.0	79.3	84.2	77.8	68.9	77.1	70.8	80.2	73.8	80.6	82.2	72.6	74.6	
TOTAL, ALL ARRIVALS, BY AIRPORT	82.5	79.5	81.5	84.5	77.5	76.1	85.2	75.6	81.7	74.2	82.9	77.8	79.2	78.7	

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	90.9	91.1	95.2	96.2	92.9	91.1	93.5	92.8	85.6	90.8	97.0	84.7	96.2	93.6	94.9	94.8
700 - 759 AM	90.5	91.3	94.3	95.5	93.3	94.4	92.2	93.8	80.6	91.6	94.4	93.4	90.3	92.0	92.2	95.1
800 - 859 AM	85.0	88.0	93.0	91.6	89.0	91.8	91.3	90.7	82.9	87.4	92.6	90.0	93.4	88.9	89.2	93.3
900 - 959 AM	80.5	92.3	90.6	91.6	93.6	91.4	90.4	89.8	78.2	83.9	88.6	86.6	84.7	89.3	90.5	94.2
1000 - 1059 AM	83.1	91.0	87.2	86.1	89.0	92.9	89.0	87.9	74.9	88.9	89.1	90.0	78.6	79.0	87.3	90.9
1100 - 1159 AM	83.0	89.6	84.4	87.8	93.0	89.6	86.2	84.4	86.0	81.9	87.1	91.7	78.6	75.2	88.2	91.7
1200 - 1259 PM	84.8	92.0	87.4	89.5	92.4	89.7	85.8	88.3	70.9	86.2	90.1	91.5	84.7	76.8	91.1	89.7
100 - 159 PM	78.9	84.5	90.1	87.4	83.6	88.6	80.5	88.3	69.1	86.3	89.7	90.0	80.8	80.6	85.2	86.5
200 - 259 PM	81.6	87.8	83.8	92.6	88.0	88.2	83.3	87.5	77.8	77.0	86.4	92.6	79.1	80.2	82.6	89.0
300 - 359 PM	76.2	81.5	85.8	85.7	89.5	85.6	85.9	83.4	55.1	69.7	83.3	87.2	74.8	77.1	82.6	86.9
400 - 459 PM	76.9	82.6	77.9	77.6	86.7	84.3	83.0	79.4	58.1	68.4	91.5	81.6	74.6	78.4	81.3	85.1
500 - 559 PM	73.1	74.2	72.6	81.3	94.1	80.7	78.9	84.4	63.4	66.4	82.9	77.6	75.3	72.1	72.1	84.8
600 - 659 PM	69.9	71.8	68.5	82.5	80.0	78.3	79.9	79.7	56.1	68.7	81.2	80.2	74.6	69.0	74.3	84.7
700 - 759 PM	70.8	71.5	76.3	75.7	86.3	77.3	77.3	81.8	57.6	60.3	83.7	78.7	74.4	72.0	69.2	80.4
800 - 859 PM	67.2	71.2	67.0	79.3	80.7	77.0	77.5	79.9	57.7	61.4	84.3	91.3	73.5	73.8	69.1	81.2
900 - 959 PM	72.4	80.8	75.1	76.2	75.0	79.8	79.4	83.7	58.5	53.4	81.6	73.2	67.9	73.6	75.5	78.6
1000 - 1059 PM	89.7	83.3	47.8	79.7	83.8	J/	78.6	79.9	57.0	J/	86.7	67.4	81.7	77.2	J/	78.9
1100 - 559 AM	79.1	J/	96.7	J/	J/	J/	87.1	J/	93.3	95.2	69.7	83.3	80.9	86.8	100.0	90.0
TOTAL, ALL DEPARTURES, BY AIRPORT	78.6	84.2	83.8	85.0	87.8	86.3	84.6	85.7	67.3	77.6	87.0	84.6	81.0	80.7	83.5	88.2

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
600 - 659 AM	93.0	89.1	91.7	96.6	95.4	91.6	94.4	93.1	96.5	93.3	94.4	90.9	93.6	93.0	
700 - 759 AM	94.4	82.7	88.9	94.9	93.3	92.8	91.1	95.6	93.8	92.5	97.7	90.8	94.0	91.4	
800 - 859 AM	92.1	82.4	88.0	95.2	88.8	87.5	90.9	91.9	95.3	87.7	93.8	88.5	94.2	89.6	
900 - 959 AM	87.6	78.9	84.7	94.0	81.9	81.6	91.4	82.0	91.1	86.1	93.5	86.9	92.9	86.7	
1000 - 1059 AM	82.2	79.0	87.0	94.8	84.4	77.5	89.7	86.3	89.4	77.6	92.3	85.7	90.1	85.7	
1100 - 1159 AM	86.0	75.6	88.6	86.2	89.8	80.0	88.5	76.1	87.3	75.0	92.2	83.9	87.0	84.4	
1200 - 1259 PM	87.0	77.6	84.4	88.8	91.5	80.9	92.6	77.7	86.8	74.2	86.7	86.0	84.3	84.7	
100 - 159 PM	87.2	75.8	86.3	88.9	82.4	74.0	87.1	82.2	91.4	77.9	91.3	83.4	82.2	82.8	
200 - 259 PM	80.2	74.1	85.1	87.1	77.0	73.5	90.4	72.9	82.5	73.6	88.3	82.6	86.9	83.1	
300 - 359 PM	83.2	68.3	74.6	82.4	85.0	68.5	71.8	72.2	88.2	77.6	86.2	76.5	88.8	78.4	
400 - 459 PM	84.4	72.1	79.6	82.3	82.1	68.1	85.9	75.0	87.1	77.1	87.4	77.7	87.1	78.7	
500 - 559 PM	84.1	69.2	74.7	82.9	73.5	68.6	82.0	70.8	82.5	73.8	81.5	73.1	84.6	75.6	
600 - 659 PM	78.5	73.2	74.4	83.2	70.8	67.8	84.2	76.2	81.4	73.5	84.7	69.0	81.1	74.5	
700 - 759 PM	79.9	73.0	66.2	85.0	71.7	66.4	86.7	70.8	78.8	70.4	78.2	73.9	85.2	73.1	
800 - 859 PM	78.8	64.9	73.8	84.4	73.8	68.4	79.1	75.3	77.2	67.7	87.4	69.8	77.8	74.6	
900 - 959 PM	80.0	77.7	72.6	83.8	77.0	65.1	85.6	73.1	82.9	75.6	89.2	70.7	64.7	75.4	
1000 - 1059 PM	J/	70.3	76.1	91.9	72.4	69.8	89.9	91.1	85.2	86.6	87.4	72.7	60.0	77.3	
1100 - 559 AM	85.0	93.3	90.7	93.3	97.6	91.9	96.7	96.5	92.7	88.9	94.9	J/	93.3	84.9	
TOTAL, ALL DEPARTURES, BY AIRPORT	86.1	74.7	81.4	89.6	81.7	77.0	87.2	81.9	88.5	79.9	89.3	79.4	86.9	82.0	

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF AVERAGE	MIN. LATE MEDIAN
DL	572	SJU-ATL	1620	30	96.67	43	29
DL	462	ATL-ORD	2115	30	83.33	44	27
DL	187	SJU-ATL	1420	30	83.33	33	24
CO	1	IAH-HNL	0940	30	83.33	32	33
HP	92	PHX-LAS	1045	30	83.33	29	27
NW	439	DTW-EWR	1700	26	80.77	49	42
DL	437	ATL-SMF	0850	26	80.77	30	20
NW	1074	MSP-MDW	1445	26	80.77	30	23
NW	280	DTW-ORD	1505	26	80.77	30	27
WN	744	ELP-LAX	2000	26	80.77	30	25
NW	442	DTW-MCO	1855	30	80.00	53	42
DL	179	DFW-LAX	1545	30	80.00	38	31
DL	749	ATL-LAS	0845	30	80.00	31	23
NW	757	DTW-MSP	2045	30	80.00	27	20

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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
NORTHWEST	1488	11	0.7
DELTA	2528	15	0.6
AMERICA WEST	565	3	0.5
SOUTHWEST	2312	4	0.2
UNITED	2078	3	0.1
CONTINENTAL	1150	1	0.1
US AIRWAYS	1973	1	0.1
ALASKA	411	0	0.0
TWA	784	0	0.0
AMERICAN	1808	0	0.0
TOTAL	15097	38	0.3

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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)	90.0	94.4	90	90	DUTCH HARBOR, AK. (DUT)	55.0	63.3	60	60
ALBANY, N. Y. (ALB)	78.6	88.6	919	919	EAGLE, CO. (EGE)	77.4	85.7	62	63
ALBUQUERQUE, N. M. (ABQ)	81.0	85.8	2,976	2,976	EL PASO, TX. (ELP)	84.1	87.4	2,081	2,081
ALLENTOWN, PA. (ABE)	76.7	87.2	554	554	ELMIRA, N. Y. (ELM)	84.8	98.2	112	112
AMARILLO, TX. (AMA)	80.0	89.4	404	404	ERIE, PA. (ERI)	89.7	94.8	116	116
ANCHORAGE, AK. (ANC)	83.2	90.9	1,424	1,424	EUGENE, OR. (EUG)	74.3	78.2	179	179
ASHEVILLE, N. C. (AVL)	88.0	96.7	150	150	FAIRBANKS, AK. (FAI)	88.5	90.9	418	417
ATLANTA, GA. (ATL)	71.7	78.6	21,064	21,074	FARGO, N. D. (FAR)	74.9	91.6	179	179
AUGUSTA, GA. (AGS)	77.9	84.4	154	154	FAYETTEVILLE, N. C. (FAY)	93.3	93.3	119	119
AUSTIN, TX. (AUS)	82.5	89.7	3,060	3,062	FLINT, MI. (FNT)	69.8	82.8	116	116
BAKERSFIELD, CA. (BFL)	61.5	96.0	26	25	FRESNO, CA. (FAT)	76.6	95.2	124	124
BALTIMORE, MD. (BWI)	80.1	83.8	5,450	5,450	FT. LAUDERDALE, FL. (FLL)	81.2	85.8	3,644	3,643
BANGOR, ME. (BGR)	74.4	97.8	90	90	FT. MYERS, FL. (RSW)	77.1	84.9	1,470	1,473
BARROW, AK. (BRW)	75.3	80.8	73	73	FT. WAYNE, IN. (FWA)	61.3	77.3	150	150
BATON ROUGE, LA. (BTR)	82.6	91.2	386	386	GRAND FORKS, N. D. (GFK)	75.5	92.2	102	102
BETHEL, AK. (BET)	84.1	91.5	82	82	GRAND RAPIDS, MI. (GRR)	73.0	86.8	733	733
BILLINGS, MT. (BIL)	86.7	92.1	240	240	GREAT FALLS, MT. (GTF)	90.0	89.5	210	210
BINGHAMTON, N. Y. (BGM)	87.2	90.7	86	86	GREEN BAY, WI. (GRB)	68.7	87.6	217	217
BIRMINGHAM, AL. (BHM)	80.9	86.4	1,575	1,575	GREENSBORO/HIGH PT., N. C. (GSO)	71.1	83.4	1,230	1,230
BISMARCK, N. D. (BIS)	76.5	94.8	115	115	GREENVILLE/SPARTBG., S. C. (GSP)	76.7	84.9	576	576
BOISE, ID. (BOI)	83.6	91.0	952	952	GUNNISON, CO. (GUC)	80.0	80.0	5	5
BOSTON, MA. (BOS)	73.2	84.2	7,870	7,870	HARLINGEN, TX. (HRL)	81.2	83.5	346	346
BOZEMAN, MT. (BZN)	81.0	89.5	153	153	HARRISBURG, PA. (MDT)	74.3	89.3	614	614
BRISTOL, TN. (TRI)	83.6	94.0	116	116	HARTFORD, CT./SPGFLD, MA. (BDL)	78.5	89.7	2,200	2,198
BROWNSVILLE, TX. (BRO)	83.3	83.3	30	30	HELENA, MT. (HLN)	93.3	96.7	60	60
BUFFALO, N. Y. (BUF)	77.0	86.2	1,441	1,440	HONOLULU, OAHU, HI. (HNL)	60.0	87.9	1,028	1,026
BURBANK, CA. (BUR)	79.1	82.1	2,320	2,321	HOUSTON, TX. (HOU)	84.0	80.7	4,670	4,672
BURLINGTON, VT. (BTV)	75.2	89.7	234	233	HOUSTON, TX. (IAH)	82.6	87.0	10,243	10,242
CEDAR RAPIDS/IOWA CTY, IA. (CID)	80.4	89.7	438	439	HUNTSVILLE/DECATUR, AL. (HSV)	83.0	89.8	500	500
CHARLESTON, S. C. (CHS)	74.1	82.0	595	596	IDAHO FALLS, ID. (IDA)	90.0	93.3	90	90
CHARLESTON, W. V. (CRW)	86.2	94.9	138	138	INDIANAPOLIS, IN. (IND)	77.6	83.3	2,774	2,774
CHARLOTTE, N. C. (CLT)	85.8	85.0	10,277	10,280	INDIO/PALM SPRINGS, CA. (PSP)	76.6	91.1	577	583
CHATTANOOGA, TN. (CHA)	87.2	96.5	86	86	ISLIP/LONG IS., N. Y. (ISP)	88.1	93.3	210	210
CHICAGO, IL. (MDW)	81.9	80.8	3,678	3,676	ITHACA, N. Y. (ITH)	88.4	95.5	112	112
CHICAGO, IL. (ORD)	81.5	81.4	24,153	24,160	JACKSON/VICKSBURG, MS. (JAN)	81.5	87.9	746	746
CINCINNATI, OH. (CVG)	82.8	87.8	6,784	6,783	JACKSON, WY. (JAC)	84.3	88.9	108	108
CLEVELAND, OH. (CLE)	80.3	86.3	5,080	5,079	JACKSONVILLE, FL. (JAX)	76.0	86.6	1,807	1,807
COLORADO SPRINGS, CO. (COS)	81.4	89.0	1,091	1,091	JUNEAU, AK. (JNU)	86.2	85.5	275	275
COLUMBIA, S. C. (CAE)	81.7	82.1	498	498	KAHULUI, MAUI, HI. (OGG)	67.5	87.5	240	240
COLUMBUS, OH. (CMH)	76.7	84.5	3,375	3,378	KALAMAZOO, MI. (AZO)	69.2	79.5	146	146
CORDOVA, AK. (CDV)	75.0	83.3	60	60	KALISPELL, MT. (FCA)	90.2	90.2	61	61
CORPUS CHRISTI, TX. (CRP)	84.0	90.3	257	257	KANSAS CITY, MO. (MCI)	81.7	87.3	4,732	4,730
DALLAS/FT. WORTH, TX. (DAL)	84.5	81.2	3,905	3,906	KETCHIKAN, AK. (KTN)	80.6	92.2	180	180
DALLAS/FT. WORTH, TX. (DFW)	86.1	85.7	20,208	20,200	KING SALMON, AK. (AKN)	88.2	88.2	17	17
DAYTON, OH. (DAY)	78.0	89.4	864	864	KNOXVILLE, TN. (TYS)	77.2	85.2	698	698
DAYTONA BEACH, FL. (DAB)	75.2	85.6	270	270	KODIAK, AK. (ADQ)	83.3	95.0	60	60
DEADHORSE, AK. (SCC)	80.0	80.0	30	30	KONA, HAWAII., HI. (KOA)	58.3	85.0	60	60
DENVER, CO. (DEN)	83.8	84.6	11,076	11,073	KOTZEBUE, AK. (OTZ)	85.0	83.3	60	60
DES MOINES, IA. (DSM)	82.2	92.3	573	575	LA CROSSE, WI. (LSE)	74.1	89.7	58	58
DETROIT, MI. (DTW)	73.4	67.3	12,803	12,793	LAFAYETTE, LA. (LFT)	83.3	96.7	30	30
DILLINGHAM, AK. (DLG)	82.4	100.0	17	17	LANSING, MI. (LAN)	56.3	76.7	176	176
DULUTH, MN. (DLH)	73.4	81.7	109	109	LAS VEGAS, NV. (LAS)	77.5	81.0	9,814	9,806

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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.
LEXINGTON/FRKFT, KY. (LEX)	78.2	86.2	325	325	ROANOKE, VA. (ROA)	86.2	97.1	210	210
LINCOLN, NE. (LNK)	80.0	91.1	235	236	ROCHESTER, MN. (RST)	77.9	94.9	213	214
LITTLE ROCK, AR. (LIT)	83.3	88.1	1,113	1,113	ROCHESTER, N.Y. (ROC)	79.0	86.2	1,183	1,183
LONG BEACH, CA. (LGB)	76.0	88.8	233	233	SACRAMENTO, CA. (SMF)	81.7	82.0	2,997	2,996
LOS ANGELES, CA. (LAX)	73.2	80.7	14,876	14,874	SAGINAW, MI. (MBS)	67.8	84.6	357	357
LOUISVILLE, KY. (SDF)	77.2	84.5	2,057	2,057	SALT LAKE CITY, UT. (SLC)	82.9	89.3	7,110	7,112
LUBBOCK, TX. (LBB)	84.0	88.4	551	551	SAN ANTONIO, TX. (SAT)	81.5	88.7	3,099	3,100
MADISON, WI. (MSN)	70.9	86.9	344	344	SAN DIEGO, CA. (SAN)	75.6	81.9	5,470	5,467
MANCHESTER, N.H. (MHT)	78.6	90.0	514	511	SAN FRANCISCO, CA. (OAK)	83.0	84.7	4,652	4,653
MEDFORD, OR. (MFR)	78.8	83.9	118	118	SAN FRANCISCO, CA. (SFO)	74.2	79.9	11,468	11,459
MELBOURNE, FL. (MLB)	76.2	92.9	210	210	SAN JOSE, CA. (SJC)	80.1	84.4	3,948	3,950
MEMPHIS, TN. (MEM)	80.8	80.2	4,219	4,214	SAN JUAN, P.R. (SJU)	81.4	87.5	1,733	1,733
MIAMI, FL. (MIA)	82.5	86.1	5,481	5,482	SANTA BARBARA, CA. (SBA)	75.6	78.2	119	119
MIDLAND/ODESSA, TX. (MAF)	85.6	90.7	536	536	SARASOTA/BRAD., FL. (SRQ)	73.6	86.2	535	535
MILWAUKEE, WI. (MKE)	74.2	87.7	1,211	1,213	SAVANNAH, GA. (SAV)	72.1	84.3	420	420
MINNEAPLS/ST. P. MN. (MSP)	79.5	74.7	11,115	11,114	SCRANTON/WILKES-BARRE, PA. (AVP)	84.7	92.0	150	150
MINOT, N.D. (MDT)	92.2	95.6	90	90	SEATTLE, WA. (SEA)	81.7	88.5	7,631	7,625
MISSION/MCALLEN, TX. (MFE)	79.8	87.8	262	262	SHREVEPORT, LA. (SHV)	83.9	90.1	322	322
MISSOULA, MT. (MSO)	91.3	96.7	150	150	SIOUX CITY, IA. (SUX)	76.8	92.9	56	56
MOBILE, AL./PASCAGOULA, MS. (MOB)	79.4	84.7	360	360	SIOUX FALLS, S.D. (FSD)	78.1	87.7	310	310
MOBILE, AL. (MLI)	80.3	89.4	142	142	SITKA, AK. (SIT)	90.0	91.1	90	90
MONROE, LA. (MLU)	82.8	92.2	180	180	SOUTH BEND, IN. (SBN)	85.5	93.9	282	280
MONTEREY, CA. (MRY)	83.3	83.3	60	60	SPOKANE, WA. (GEG)	85.0	91.0	1,240	1,241
MONTGOMERY, AL. (MGM)	76.6	86.4	154	154	SPRINGFIELD, MD. (SGF)	89.4	87.3	142	142
MONTROSE, CO. (MFJ)	75.0	100.0	8	8	ST. CROIX, V.I. (STX)	90.1	94.4	71	72
MYRTLE BEACH, S.C. (MYR)	78.2	86.2	188	188	ST. LOUIS, MO. (STL)	77.8	79.4	14,576	14,574
NASHVILLE, TN. (BNA)	82.7	85.9	4,127	4,126	ST. THOMAS, V.I. (STT)	87.6	91.4	209	210
NEW ORLEANS, LA. (MSY)	78.8	86.5	4,139	4,139	STEAMBOAT SPRINGS, CO. (HDN)	82.4	85.7	34	35
NEW YORK, N.Y. (JFK)	72.4	84.6	3,427	3,433	SYRACUSE, N.Y. (SYR)	79.5	89.7	912	912
NEW YORK, N.Y. (LGA)	73.9	83.5	7,879	7,876	TALLAHASSEE, FL. (TLH)	78.6	83.3	210	210
NEWARK, N.J. (EWR)	70.0	77.6	9,933	9,937	TAMPA, FL. (TPA)	79.2	86.9	4,527	4,532
NEWBURGH, N.Y. (SWF)	75.4	91.2	228	228	TOLEDO, OH. (TOL)	70.3	87.8	172	172
NOME, AK. (OME)	78.3	78.3	60	60	TRAVERSE CITY, MI. (TVC)	58.6	85.1	87	87
NORFOLK/VA. BEACH, VA. (ORF)	74.4	86.3	1,307	1,307	TUCSON, AZ. (TUS)	78.2	85.8	1,559	1,561
OKLAHOMA CITY, OK. (OKC)	81.4	88.2	1,657	1,657	TULSA, OK. (TUL)	81.4	89.0	1,560	1,561
OMAHA, NE. (OMA)	80.5	89.5	1,404	1,404	VALPARAISO, FL. (VPS)	78.9	97.8	90	90
ONTARIO, CA. (ONT)	77.9	85.8	2,900	2,899	WASHINGTON, D.C. (DCA)	80.5	86.3	7,022	7,018
ORANGE COUNTY, CA. (SNA)	79.1	87.6	2,887	2,890	WASHINGTON, D.C. (IAD)	79.4	83.9	3,309	3,303
ORLANDO, FL. (MCO)	81.7	88.2	7,522	7,521	WEST PALM BEACH, FL. (PBI)	76.3	82.9	2,177	2,181
PASCO, WA. (PSC)	88.3	96.7	120	120	WHITE PLAINS, N.Y. (HPN)	71.2	81.7	371	372
PENSACOLA, FL. (PNS)	81.6	86.6	537	537	WICHITA, KS. (ICT)	79.9	88.0	641	642
PETERSBURG, AK. (PSG)	80.0	88.3	60	60	WILMINGTON, N.C. (ILM)	86.9	97.7	176	176
PHILADELPHIA, PA. (PHL)	77.5	81.7	9,121	9,122	WRANGELL, AK. (WRG)	81.7	91.7	60	60
PHOENIX, AZ. (PHX)	76.1	77.0	14,181	14,189	YAKUTAT, AK. (YAK)	76.7	81.7	60	60
PITTSBURGH, PA. (PIT)	85.2	87.2	9,260	9,262					
PORTLAND, ME. (PWM)	77.7	91.7	507	507					
PORTLAND, OR. (PDX)	84.5	89.6	4,626	4,624					
PROVIDENCE, R.I. (PVD)	78.4	86.8	1,746	1,746					
RALEIGH/DURHAM, N.C. (RDU)	79.7	89.3	2,241	2,241					
RAPID CITY, S.D. (RAP)	74.7	90.4	83	83					
RENO, NV. (RNO)	81.3	85.6	2,207	2,208					
RICHMOND, VA. (RIC)	78.9	87.1	1,199	1,199					

**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**

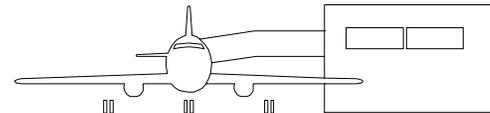
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

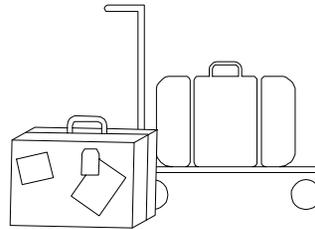
**Air Carriers Required to Report Data to DOT and to CRS Vendors**

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.



**APRIL**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

APR. '98 RANK	AIRLINE	APRIL 1998			APRIL 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>	4,426	1,473,987	<b>3.00</b>	4,381	1,487,873	<b>2.94</b>
2	<i>US Airways</i>	17,122	5,012,650	<b>3.42</b>	20,995	5,009,494	<b>4.19</b>
3	<i>Continental</i>	10,704	3,048,451	<b>3.51</b>	9,055	2,847,961	<b>3.18</b>
4	<i>American</i>	19,276	5,407,610	<b>3.56</b>	25,139	5,325,204	<b>4.72</b>
5	<i>Delta</i>	34,988	8,415,875	<b>4.16</b>	35,662	8,344,016	<b>4.27</b>
6	<i>Southwest</i>	20,952	4,969,010	<b>4.22</b>	14,831	4,441,981	<b>3.34</b>
7	<i>TWA</i>	9,102	2,009,287	<b>4.53</b>	7,383	1,803,688	<b>4.09</b>
8	<i>Alaska</i>	4,475	930,586	<b>4.81</b>	5,091	883,185	<b>5.76</b>
9	<i>Northwest</i>	24,822	3,787,318	<b>6.55</b>	17,616	3,695,321	<b>4.77</b>
10	<i>United</i>	42,315	6,184,118	<b>6.84</b>	32,651	5,929,072	<b>5.51</b>
	<b>Total</b>	<b>188,182</b>	<b>41,238,892</b>	<b>4.56</b>	<b>172,804</b>	<b>39,767,795</b>	<b>4.35</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.

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

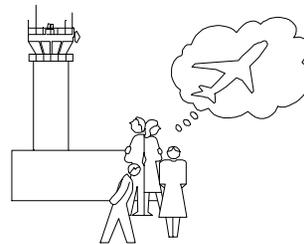
## OVERSALES

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.



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

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

**JANUARY-MARCH 1998**

**JANUARY-MARCH 1997**

JAN-MAR '98 RANK	AIRLINE	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	<b>Continental</b>	18,788	140	8,677,516	<b>0.16</b>	16,208	109	8,406,746	<b>0.13</b>
2	<b>Northwest</b>	28,884	250	11,591,474	<b>0.22</b>	27,474	841	11,529,222	<b>0.73</b>
3	<b>US Airways</b>	22,251	352	12,991,026	<b>0.27</b>	24,935	2,210	13,867,385	<b>1.59</b>
4	<b>American</b>	57,780	713	17,402,678	<b>0.41</b>	63,660	2,311	17,168,901	<b>1.35</b>
5	<b>United</b>	36,933	1,124	17,699,804	<b>0.64</b>	23,770	1,184	17,842,410	<b>0.66</b>
6	<b>Delta</b>	64,690	2,736	23,937,587	<b>1.14</b>	63,430	5,229	23,437,632	<b>2.23</b>
7	<b>America West</b>	14,218	526	4,261,813	<b>1.23</b>	21,825	1,469	4,758,297	<b>3.09</b>
8	<b>TWA</b>	13,346	928	5,442,495	<b>1.71</b>	13,229	911	5,154,772	<b>1.77</b>
9	<b>Alaska</b>	8,326	518	2,850,128	<b>1.82</b>	6,453	982	2,757,712	<b>3.56</b>
10	<b>Southwest</b>	18,956	2,430	13,245,641	<b>1.83</b>	15,400	2,641	13,328,918	<b>1.98</b>
	<b>TOTAL</b>	<b>284,172</b>	<b>9,717</b>	<b>118,100,162</b>	<b>0.82</b>	<b>276,384</b>	<b>17,887</b>	<b>118,251,995</b>	<b>1.51</b>

\* 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.

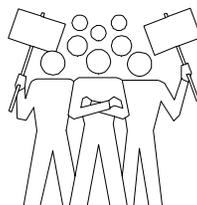


TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	APRIL 1998				APRIL 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	590	26	2	54	563	56	2	99
FOREIGN AIRLINES	67	2	0	2	49	0	0	3
TRAVEL AGENTS	1	0	0	0	1	0	0	0
TOUR OPERATORS	18	0	0	0	12	1	0	0
MISCELLANEOUS	29	6	0	7	24	7	0	12
CARGO COMPANIES	0	0	0	0	0	0	0	0
	----	----	----	----	----	----	----	----
INDUSTRY TOTALS	705	34	2	63	649	64	2	114

TABLE 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES \*

	APRIL 1998		APRIL 1997			
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	173		1	167	
DELAYS.....			52			34
CANCELLATIONS.....			50			53
MISCONNECTIONS.....			23			36
CUSTOMER SERVICE.....	2	148		2	132	
BAGGAGE.....	3	111		4	67	
TICKETING/BOARDING.....	4	94		3	88	
DISABLED.....			24			27
REFUNDS.....	5	63		5	58	
OTHER.....	6	43		7	45	
FREQUENT FLYER.....			25			24
OVERSALES.....	7	40		6	47	
FARES.....	8	18		8	21	
ADVERTISING.....	9	9		10	7	
TOURS.....	10	6		9	15	
CREDIT.....	11	0		12	0	
SMOKING.....	12	0		11	2	
		----			----	
COMPLAINT TOTAL		705			649	

\* 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

APRIL 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
AMERICA WEST AIRLINES	9	2	1	2	1	3	3	0	0	0	0	3	24
AMERICAN AIRLINES	16	2	8	3	5	13	15	0	1	0	0	6	69
AMERICAN EAGLE	1	3	0	1	0	1	2	0	0	0	0	0	8
AMERICAN TRANS AIR	3	0	4	0	0	2	1	0	0	0	0	2	12
CONTINENTAL AIRLINES	0	1	1	0	0	5	4	0	1	0	0	2	14
DELTA AIR LINES	22	4	12	1	1	4	18	0	0	0	0	8	70
EASTWIND AIRLINES	4	0	1	0	0	0	0	0	0	0	0	0	5
KIWI INTERNATIONAL AIRLINES	3	2	0	0	1	4	3	0	0	0	0	2	15
NORTHWEST AIRLINES	25	3	4	1	1	15	22	0	0	0	0	7	78
PAN AM	0	1	0	0	19	2	0	0	0	0	0	0	22
RENO AIR	2	0	1	1	2	0	2	0	0	0	0	0	8
SOUTHWEST AIRLINES	1	0	6	0	0	1	5	0	0	0	0	0	13
SPIRIT AIRLINES	2	0	0	0	0	2	1	0	0	0	0	1	6
TOWER AIR	21	4	4	0	1	5	8	0	0	0	0	1	44
TRANS WORLD AIRLINES	2	0	7	1	2	1	7	0	0	0	0	2	22
TRANS WORLD EXPRESS	1	3	1	0	0	1	1	0	0	0	0	0	7
UNITED AIRLINES	19	6	11	6	4	10	25	0	2	0	0	3	86
UNITED EXPRESS	1	0	2	0	0	4	0	0	0	0	0	0	7
US AIRWAYS	8	0	8	0	2	5	5	0	0	0	0	1	29
VANGUARD AIRLINES	1	1	0	0	0	1	0	0	2	0	0	0	5
WESTERN PACIFIC AIRLINES	0	0	0	0	7	0	0	0	0	0	0	0	7
OTHER U. S. AIRLINES	11	3	2	0	7	6	9	0	0	0	1	0	39
-----													
APRIL 1998	152	35	73	16	53	85	131	0	6	0	1	38	590
% OF TOTAL COMPLAINTS	25.8	5.9	12.4	2.7	9.0	14.4	22.2	0.0	1.0	0.0	0.2	6.4	
APRIL 1997	160	42	76	17	45	57	116	1	7	0	2	40	563
% OF TOTAL COMPLAINTS	28.4	7.5	13.5	3.0	8.0	10.1	20.6	0.2	1.2	0.0	0.4	7.1	

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

APRIL 1998

U. S. AIRLINES A L P H A B E T I C A L	COMPS	INCI-		INCI-		INCI-		UN-	
	RECD IN APR	DENTS IN APR	PERCENT	DENTS IN MAR	PERCENT	IN ALL PRIOR MONTHS	PERCENT	KNOWN INCI- DENT DATE	PERCENT
AMERICA WEST AIRLINES	24	2	8.33	11	45.83	11	45.83	0	0.00
AMERICAN AIRLINES	69	13	18.84	28	40.58	28	40.58	0	0.00
AMERICAN EAGLE	8	1	12.50	6	75.00	1	12.50	0	0.00
AMERICAN TRANS AIR	12	3	25.00	6	50.00	3	25.00	0	0.00
CONTINENTAL AIRLINES	14	4	28.57	5	35.71	5	35.71	0	0.00
DELTA AIR LINES	70	11	15.71	29	41.43	29	41.43	1	1.43
EASTWIND AIRLINES	5	0	0.00	5	100.00	0	0.00	0	0.00
KIWI INTERNATIONAL AIRLINES	15	2	13.33	3	20.00	10	66.67	0	0.00
NORTHWEST AIRLINES	78	30	38.46	23	29.49	25	32.05	0	0.00
PAN AM	22	5	22.73	3	13.64	10	45.45	4	18.18
RENO AIR	8	1	12.50	2	25.00	5	62.50	0	0.00
SOUTHWEST AIRLINES	13	3	23.08	4	30.77	5	38.46	1	7.69
SPIRIT AIRLINES	6	2	33.33	4	66.67	0	0.00	0	0.00
TOWER AIR	44	9	20.45	23	52.27	11	25.00	1	2.27
TRANS WORLD AIRLINES	22	3	13.64	15	68.18	2	9.09	2	9.09
TRANS WORLD EXPRESS	7	1	14.29	6	85.71	0	0.00	0	0.00
UNITED AIRLINES	86	15	17.44	35	40.70	35	40.70	1	1.16
UNITED EXPRESS	7	5	71.43	2	28.57	0	0.00	0	0.00
US AIRWAYS	29	8	27.59	11	37.93	10	34.48	0	0.00
VANGUARD AIRLINES	5	1	20.00	1	20.00	3	60.00	0	0.00
WESTERN PACIFIC AIRLINES	7	2	28.57	0	0.00	5	71.43	0	0.00
OTHER U. S. AIRLINES	39	10	25.64	12	30.77	16	41.03	1	2.56
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TOTALS	590	131	22.20	234	39.66	214	36.27	11	1.86
PRIOR YEAR' S TOTALS	563	94	16.70	225	39.96	241	42.81	3	0.53

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

APRIL 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>													
AIR CANADA	1	0	2	0	0	2	0	0	0	0	0	0	5
AIR FRANCE	2	0	1	0	0	1	1	0	0	0	0	0	5
AIR JAMAICA	3	0	0	0	0	0	3	0	0	0	0	0	6
BRITISH AIRWAYS	2	0	3	0	0	2	2	0	0	0	0	0	9
OTHER FOREIGN AIRLINES	5	4	8	0	1	18	6	0	0	0	0	0	42
<b>TOTAL</b>	<b>13</b>	<b>4</b>	<b>14</b>	<b>0</b>	<b>1</b>	<b>23</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>67</b>
<b>TOUR OPERATORS</b>													
SUNJET INT' L SALES	4	0	3	0	3	1	0	0	0	0	0	0	11
OTHER TOUR OPERATORS	1	0	0	0	1	0	1	0	0	0	3	1	7
<b>TOTAL</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>18</b>
<b>TRAVEL AGENTS</b>													
OTHER TRAVEL AGENTS	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>MISCELLANEOUS</b>													
OTHER MISCELLANEOUS	3	1	4	2	4	2	4	0	3	0	2	4	29
<b>TOTAL</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>29</b>
<b>CARGO COMPANIES</b>													
OTHER CARGO COMPANIES	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

**APRIL**  
**Consumer Complaints: Rankings**  
**U.S. AIRLINES\***

APR. '98 RANK	AIRLINE	APRIL 1998			APRIL 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>Southwest</i>	13	4,976,534	0.26	11	4,453,883	0.25
2	<i>Alaska</i>	3	1,053,404	0.28	3	984,991	0.30
3	<i>Continental</i>	14	3,589,915	0.39	36	3,219,453	1.12
4	<i>US Airways</i>	29	5,175,943	0.56	42	5,158,118	0.81
5	<i>Delta</i>	70	8,979,721	0.78	62	8,663,929	0.72
6	<i>American</i>	69	6,850,343	1.01	89	6,701,007	1.33
7	<i>T W A</i>	22	2,119,646	1.04	18	1,897,059	0.95
8	<i>United</i>	86	6,961,896	1.24	63	6,794,964	0.93
9	<i>America West</i>	24	1,514,540	1.58	21	1,522,399	1.38
10	<i>Northwest</i>	78	4,508,848	1.73	70	4,408,296	1.59
	<b>TOTAL</b>	<b>408</b>	<b>45,730,790</b>	<b>0.89</b>	<b>415</b>	<b>43,804,099</b>	<b>0.95</b>

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.

