



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: AUGUST 1998

Includes data for the following periods:

Flight Delays	June 1998
Mishandled Baggage	June 1998 January-June 1998
Oversales	1 st Quarter 1998
Consumer Complaints	June 1998 January-June 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	19
Table 1	4	Ranking--Month	20
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		Ranking--YTD	21
Table 1A	5		
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Oversales	
Table 2	6	Explanation	22
Number of Reported Flight Arrivals and Per- centage Arriving On Time, by Carrier and Airport		Ranking--Quarter	23
Table 3	8		
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Consumer Complaints	
Table 4	9	Explanation	24
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		Complaint Tables 1-5 (Month)	25
Table 5	10	Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
List of Regularly Scheduled Flights Arriving Late 80% of the Time or More		Rankings, Table 6 (Month)	30
Table 6	14	Complaint Tables 1-4 (YTD)	31
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		Summary, Complaint Categories, U.S. Airlines, and Companies Other Than U.S. Airlines	
Table 7	15	Rankings, Table 5 (YTD)	35
On-Time Arrival and Departure Percentage, by Airport		Complaint Categories	36
Footnotes	17		
Appendix	18		

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.

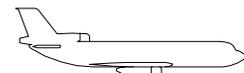
Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for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



JUNE 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/ -----
SOUTHWEST S/	14	79.8	53	81.4
DELTA S/	29	74.7	119	75.4
AMERICAN S/	29	75.0	92	75.0
ALASKA S/	7	71.3	35	72.1
CONTINENTAL S/	27	69.1	78	69.6
AMERICA WEST S/	26	64.1	52	66.3
US AIRWAYS S/	25	66.0	86	65.3
TWA S/	28	65.2	72	64.9
UNITED S/	29	64.9	100	64.6
NORTHWEST S/	28	57.7	113	58.7
 T O T A L		69.2		70.4

JUNE 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	3RD QUARTER JUL-SEP 97		4TH QUARTER OCT-DEC 97		1ST QUARTER JAN-MAR 98		2ND QUARTER APR-JUN 98		APR 98		MAY 98		JUN 98		12 MONTHS JUL97-JUN98		DATA BASE TO DATE SEP 87-JUN 98	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	72.3	(10)	70.3	(10)	70.7	(9)	75.2	(5)	80.7	(4)	73.1	(8)	72.1	(4)	72.2	(10)	78.4	(6)
AMERICA WEST	79.9	(6)	75.6	(9)	67.9	(10)	71.5	(8)	74.9	(9)	73.3	(7)	66.3	(6)	73.8	(9)	81.3	(2)
AMERICAN	84.0	(3)	79.9	(2)	79.6	(2)	81.0	(2)	84.8	(1)	83.1	(2)	75.0	(3)	81.1	(2)	80.0	(4)
CONTINENTAL	80.7	(5)	77.8	(4)	72.0	(7)	73.8	(6)	76.0	(8)	75.7	(5)	69.6	(5)	76.1	(6)	78.4	(7)
DELTA	76.7	(9)	75.7	(8)	75.0	(4)	77.3	(3)	77.0	(7)	79.5	(4)	75.4	(2)	76.2	(5)	77.3	(9)
NORTHWEST	77.9	(7)	77.0	(6)	73.6	(6)	67.2	(10)	71.3	(10)	71.5	(9)	58.7	(10)	74.0	(7)	80.4	(3)
SOUTHWEST	85.3	(2)	79.7	(3)	77.0	(3)	82.5	(1)	82.6	(2)	83.4	(1)	81.4	(1)	81.2	(1)	84.0	(1)
TWA	86.1	(1)	77.7	(5)	73.9	(5)	72.8	(7)	78.3	(6)	75.4	(6)	64.9	(8)	77.7	(4)	77.3	(8)
UNITED	76.7	(8)	76.3	(7)	71.6	(8)	70.7	(9)	78.7	(5)	69.0	(10)	64.6	(9)	73.9	(8)	76.9	(10)
US AIRWAYS	80.8	(4)	80.6	(1)	81.5	(1)	75.8	(4)	82.0	(3)	80.0	(3)	65.3	(7)	79.7	(3)	79.2	(5)
TOTAL	80.3		77.8		75.4		75.7		79.1		77.5		70.4		77.3		79.1	

JUNE 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	763	75.2	1268	63.0	212	69.8	177	81.9	90	64.4	998	70.4	596	69.5
AS	H/		H/		H/		H/		H/		H/		H/	
CO	766	63.8	847	50.3	313	77.0	101	72.3			637	66.9	380	65.3
DL	17590	77.7	1574	67.4	330	72.4	270	80.7	6207	75.0	1239	75.1	570	65.4
HP	120	80.8	210	51.9	180	63.9			H/		86	72.1	232	71.6
NW	442	50.5	582	40.0	345	49.6	193	57.0	26	65.4	582	57.9	299	40.8
TW	206	58.3	240	50.8	180	66.7	116	66.4	141	70.9	288	64.2	174	46.6
UA	496	65.7	1136	61.2	369	66.4	132	64.4	171	54.4	515	54.6	8809	72.4
US	537	63.5	2383	53.8	2024	75.7	9370	73.4			2693	69.1	240	37.1
WN	H/		H/		1756	76.1	H/		H/		H/		H/	
TOTAL	20920	75.7	8240	57.4	5709	72.7	10359	73.2	6635	74.2	7038	68.0	11300	69.6

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	14010	83.4	432	72.9	966	65.6	622	74.0	855	75.8	308	65.9	2001	68.9
AS	H/		H/		H/		H/		H/		192	74.5	777	78.8
CO	538	74.3	309	63.1	6129	60.1	8361	81.4			320	62.5	787	63.7
DL	3853	80.5	330	68.5	660	64.5	420	73.6	1020	71.3	717	70.4	1466	67.4
HP	203	71.4	120	74.2	240	45.0	150	70.7	180	61.1	2317	61.8	677	61.0
NW	466	56.9	9841	62.5	494	48.8			H/		86	62.8	270	37.2
TW	318	61.6	270	62.2	176	57.4			H/		980	67.0	180	43.9
UA	501	65.5	323	66.3	1005	61.0	381	61.7	493	72.8	1160	71.1	4980	65.9
US	322	50.3	422	59.7	434	63.8	322	53.4			H/		150	20.7
WN	H/		567	68.3	H/		190	80.5	H/		4099	83.6	3367	77.9
TOTAL	20211	80.6	12614	63.4	10104	60.2	10446	78.9	3614	70.7	9713	71.5	15414	66.4

JUNE 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	1503	66.7	569	77.5	3081	79.3	504	66.5	8856	71.4	211	75.4	707	66.1
AS	H/		H/		H/		H/		H/		1318	73.9	H/	
CO	447	72.7	623	63.9	368	68.5	228	59.2	612	57.0	90	63.3	280	72.1
DL	2038	69.4	2897	81.7	448	69.9	330	58.2	839	65.4	570	71.4	509	68.8
HP	60	55.0	62	64.5	60	58.3	120	74.2	146	65.8	210	64.8	176	56.8
NW	588	46.9	425	48.9	281	58.7	9043	62.2	781	55.1	180	41.7	411	57.9
TW	205	64.9	356	73.9	214	72.4	280	63.2	373	68.4	149	52.3	172	67.4
UA	724	58.1	445	74.2	424	60.8	603	60.2	12307	66.4	1031	66.3	738	63.0
US	2198	63.0	1172	68.6	390	68.5	236	52.1	636	61.6	H/		6334	65.8
WN	H/		963	85.2	H/		H/		H/		904	82.6	H/	
TOTAL	7763	64.3	7512	75.5	5266	73.9	11344	62.0	24550	67.5	4663	71.1	9327	65.4

CARRIER	ARRIVAL AIRPORT															
	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	529	69.4	90	82.2	524	70.4	486	75.9	896	52.1	210	68.1	385	60.3	300	80.0
AS	180	68.9	H/		360	82.5	3666	68.1	510	67.1	H/		H/		H/	
CO	305	63.0	86	74.4	269	68.0	289	63.7	540	57.8	130	61.5	168	61.9	448	68.8
DL	719	63.6	270	73.7	449	63.3	629	68.0	749	43.5	4794	77.0	210	66.2	998	80.6
HP	5821	68.1	H/		266	48.5	206	30.1	360	49.7	120	70.0	86	69.8	30	53.3
NW	240	27.5	230	63.9	179	27.4	608	46.7	447	35.6	128	39.1	408	52.2	270	64.8
TW	210	48.6	166	60.8	150	38.0	232	51.7	240	30.8	116	31.9	10497	69.4	206	65.0
UA	1009	71.0	167	56.3	1029	57.6	1514	58.1	7304	55.8	447	68.9	293	56.0	240	61.7
US	210	21.0	8173	68.8	150	24.7	210	54.3	356	24.4	H/		206	56.3	982	64.4
WN	4823	82.6	H/		2260	80.7	938	79.6	512	63.3	1149	83.6	2543	72.9	936	81.1
TOTAL	14046	71.3	9182	68.6	5636	67.8	8778	64.8	11914	53.2	7094	75.5	14796	68.7	4410	72.9

JUNE 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	86.0	72.4	63.3	85.4	86.1	J/	J/	87.2	66.2	68.2	93.5	76.7	100.0	85.2	J/	84.4
700 - 759 AM	86.9	84.1	92.2	89.5	75.6	88.2	89.3	89.9	84.8	62.2	93.3	93.3	87.0	90.2	78.3	91.4
800 - 859 AM	79.1	68.4	86.2	84.2	70.9	82.7	75.1	88.3	71.1	71.6	88.6	57.1	87.5	94.7	75.2	95.4
900 - 959 AM	79.4	68.1	87.4	70.1	78.4	78.8	81.8	86.3	76.4	84.4	86.5	J/	83.9	76.5	81.7	83.3
1000 - 1059 AM	78.4	62.6	82.1	72.0	80.9	72.0	70.4	82.6	78.6	78.9	91.2	88.3	75.4	63.2	76.7	84.2
1100 - 1159 AM	78.7	53.7	85.0	82.4	78.1	75.4	72.8	82.9	67.6	74.8	78.3	82.4	78.8	59.1	78.2	83.3
1200 - 1259 PM	81.2	62.6	82.4	76.9	75.8	78.9	66.1	90.9	71.7	67.5	83.7	J/	70.2	69.2	69.6	78.6
100 - 159 PM	77.3	62.9	81.1	76.0	81.4	77.4	67.5	84.3	68.0	72.3	79.6	86.7	76.7	66.4	70.9	81.9
200 - 259 PM	79.1	59.3	81.9	79.4	82.2	74.5	75.1	81.4	66.1	67.8	84.9	82.2	71.3	65.5	73.2	80.3
300 - 359 PM	79.7	62.5	76.6	73.2	71.4	70.4	71.7	84.1	65.9	62.7	73.6	80.9	83.3	72.7	67.7	85.4
400 - 459 PM	77.7	57.4	68.5	70.8	78.3	65.3	65.2	79.5	68.3	63.5	79.1	72.0	74.1	66.7	62.3	78.8
500 - 559 PM	67.6	50.7	67.3	73.4	72.5	60.5	72.9	81.2	54.9	56.6	74.2	70.0	69.6	63.7	60.4	66.4
600 - 659 PM	73.6	45.4	57.8	58.4	75.2	60.4	62.0	76.4	54.2	47.4	74.7	53.7	74.8	62.8	49.2	76.1
700 - 759 PM	61.7	48.0	62.8	58.4	63.6	54.2	60.7	74.7	50.0	43.3	71.4	55.0	66.2	61.7	54.0	60.6
800 - 859 PM	68.0	45.7	58.2	60.4	63.8	51.6	52.1	70.7	51.8	45.2	65.4	64.8	74.4	59.7	48.7	67.4
900 - 959 PM	59.2	52.6	66.6	62.4	68.7	54.5	59.5	70.1	56.0	46.1	67.5	66.0	68.1	61.1	54.5	54.8
1000 - 1059 PM	68.0	54.0	57.0	65.6	73.3	60.8	72.9	64.0	51.4	43.3	69.0	56.2	62.4	57.3	53.8	68.1
1100 - 559 AM	74.5	61.6	71.2	66.4	65.1	65.0	55.4	79.1	57.1	57.1	63.9	73.4	49.3	60.1	58.2	65.5
TOTAL, ALL ARRIVALS, BY AIRPORT	75.7	57.4	72.7	73.2	74.2	68.0	69.6	80.6	63.4	60.2	78.9	70.7	71.5	66.4	64.3	75.5

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	76.3	74.6	79.2	J/	78.3	84.3	89.8	J/	68.1	84.8	J/	75.5	86.2	79.4	
700 - 759 AM	86.7	71.2	75.9	96.1	80.0	93.5	80.2	95.3	89.6	93.8	89.4	77.9	97.3	85.0	
800 - 859 AM	67.7	68.5	67.2	84.6	74.1	88.8	77.7	86.4	76.3	90.9	92.0	69.7	J/	79.3	
900 - 959 AM	91.1	53.1	73.6	81.1	68.5	66.5	78.8	83.5	75.6	68.2	91.8	74.7	88.2	78.1	
1000 - 1059 AM	83.5	60.5	74.7	76.5	76.5	77.0	77.0	73.2	76.4	50.3	73.4	67.3	88.9	73.3	
1100 - 1159 AM	78.3	66.0	73.7	75.4	72.2	77.8	74.9	65.8	58.5	43.2	76.0	75.7	78.6	73.0	
1200 - 1259 PM	76.1	74.5	77.6	80.3	70.9	65.4	85.0	77.4	64.4	41.6	73.5	77.9	75.8	73.9	
100 - 159 PM	70.3	63.2	75.0	65.6	70.8	70.2	71.7	72.1	64.5	42.7	78.8	70.5	82.0	72.8	
200 - 259 PM	71.4	69.2	71.8	74.2	73.3	72.1	71.6	65.5	68.0	49.2	78.5	77.6	84.8	73.5	
300 - 359 PM	73.0	61.0	69.4	66.4	71.6	77.2	76.9	73.1	73.2	52.1	79.9	67.9	82.1	71.8	
400 - 459 PM	83.0	54.9	66.8	73.7	63.1	68.1	63.1	68.9	61.4	54.1	80.9	64.8	79.9	68.8	
500 - 559 PM	77.6	61.7	63.5	74.0	58.8	63.0	56.1	64.9	66.3	54.9	65.2	66.3	72.4	65.4	
600 - 659 PM	71.0	62.5	55.2	64.5	56.8	64.5	68.9	66.1	55.6	53.9	73.7	64.1	69.8	63.0	
700 - 759 PM	69.8	53.8	59.5	67.2	55.7	65.4	55.3	60.4	54.8	49.3	77.0	60.5	63.3	60.8	
800 - 859 PM	66.3	50.5	49.0	62.8	54.6	64.9	67.9	59.0	55.1	45.8	72.5	62.5	52.8	59.5	
900 - 959 PM	64.9	56.1	52.6	73.3	57.8	69.1	54.4	62.3	65.0	43.1	60.4	57.4	48.8	59.1	
1000 - 1059 PM	59.0	53.9	49.6	56.4	49.7	61.3	53.1	50.1	61.0	42.1	64.6	66.3	59.6	58.7	
1100 - 559 AM	66.4	61.5	77.9	63.8	64.6	57.1	45.9	62.7	66.4	49.2	33.0	62.5	66.8	63.4	
TOTAL, ALL ARRIVALS, BY AIRPORT	73.9	62.0	67.5	71.1	65.4	71.3	68.6	67.8	64.8	53.2	75.5	68.7	72.9	69.2	

JUNE 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	91.3	88.1	89.8	91.9	90.0	85.5	94.5	90.9	71.9	85.0	96.0	86.0	93.0	93.0	88.3	96.7
700 - 759 AM	84.3	84.3	84.4	92.6	90.2	91.3	94.3	90.3	75.8	84.2	93.7	81.6	93.1	92.6	86.7	95.2
800 - 859 AM	86.1	81.4	81.7	83.9	81.1	83.9	86.4	85.6	79.1	77.9	91.9	86.4	92.6	86.3	82.0	91.0
900 - 959 AM	79.2	76.0	80.2	80.5	83.6	82.5	81.4	84.4	68.6	75.8	88.4	84.8	80.4	89.1	81.1	90.5
1000 - 1059 AM	85.2	76.6	86.2	74.7	85.7	83.4	81.9	81.9	72.0	77.4	85.4	91.7	77.0	78.1	83.5	89.4
1100 - 1159 AM	82.5	73.8	83.3	73.6	85.6	81.4	70.3	74.6	74.2	73.2	84.2	82.0	76.6	68.9	78.7	86.8
1200 - 1259 PM	79.9	71.9	76.9	78.5	83.5	80.3	77.3	81.4	60.7	71.8	84.0	85.0	81.2	68.8	79.0	87.5
100 - 159 PM	80.0	75.8	75.8	75.7	76.8	79.6	70.9	84.4	62.9	68.0	83.8	J/	74.9	77.7	74.3	85.3
200 - 259 PM	77.6	67.6	75.5	72.5	78.0	75.6	73.1	79.1	59.2	62.2	80.7	88.5	72.1	74.9	73.1	83.0
300 - 359 PM	78.3	59.6	73.2	73.1	81.5	73.2	77.9	78.2	42.5	61.8	80.5	79.9	68.9	73.6	75.2	81.6
400 - 459 PM	74.7	62.8	70.0	61.9	76.9	66.6	72.3	71.9	48.2	57.9	78.5	73.9	74.7	73.4	69.5	84.4
500 - 559 PM	76.5	54.0	65.7	67.9	J/	67.0	66.0	73.8	52.6	52.4	73.2	72.3	68.1	72.0	65.9	76.0
600 - 659 PM	68.0	50.7	59.9	58.5	71.1	59.4	71.1	73.0	40.5	45.1	77.4	67.7	65.6	70.8	63.8	74.3
700 - 759 PM	71.3	42.9	60.3	55.1	75.5	60.4	71.2	74.9	37.3	39.3	80.2	52.4	74.6	72.7	54.0	71.2
800 - 859 PM	66.1	53.1	62.7	54.5	67.3	55.2	59.7	72.0	43.2	41.6	76.1	73.1	77.1	69.7	54.8	68.2
900 - 959 PM	71.9	60.9	62.9	57.7	71.9	57.9	60.5	78.6	47.7	40.8	71.2	55.8	71.8	74.8	63.8	73.9
1000 - 1059 PM	69.1	J/	38.5	61.3	69.6	J/	86.4	70.7	41.5	J/	70.0	66.7	71.8	75.1	J/	87.5
1100 - 559 AM	66.3	93.3	80.6	33.3	J/	J/	90.1	0.0	90.0	93.3	80.0	75.9	60.7	78.7	J/	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	77.6	68.5	75.0	70.2	78.6	73.8	74.9	79.1	56.4	65.0	82.3	76.5	75.0	78.1	74.3	83.5

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	89.6	82.3	87.9	92.5	87.0	92.2	88.9	94.6	95.1	92.1	98.3	89.2	94.9	90.1	
700 - 759 AM	90.8	70.6	82.0	93.0	87.9	87.7	81.4	90.9	88.4	89.6	95.1	82.6	92.1	86.8	
800 - 859 AM	81.6	75.2	79.0	81.5	76.6	85.0	78.0	88.6	84.6	85.4	90.1	74.6	88.4	83.6	
900 - 959 AM	79.2	68.4	72.6	84.0	68.9	80.5	79.2	82.2	75.6	85.2	89.3	75.0	84.2	79.2	
1000 - 1059 AM	83.7	67.8	74.1	81.1	70.0	68.1	79.6	83.3	85.5	68.6	87.9	75.5	90.9	79.4	
1100 - 1159 AM	86.6	55.4	74.3	79.3	69.0	74.5	72.7	75.2	71.0	63.0	79.1	69.5	86.2	74.0	
1200 - 1259 PM	82.7	72.0	71.5	78.9	78.4	73.5	80.4	73.4	68.4	51.7	84.5	69.8	85.7	75.1	
100 - 159 PM	76.8	65.3	74.3	79.5	68.3	68.8	80.5	79.9	78.2	54.4	82.9	72.4	79.3	74.5	
200 - 259 PM	80.5	55.4	68.7	82.7	69.0	72.2	70.4	72.1	65.6	57.8	84.2	71.0	80.4	72.5	
300 - 359 PM	72.2	57.6	65.3	74.2	68.0	68.7	61.7	70.5	69.3	60.3	80.6	66.5	80.6	70.3	
400 - 459 PM	67.5	57.2	64.6	71.1	67.2	71.0	64.9	71.4	72.4	61.6	81.4	66.3	76.6	68.1	
500 - 559 PM	77.4	51.8	62.7	78.6	57.8	61.8	51.3	74.1	67.4	60.3	77.7	63.4	75.4	65.4	
600 - 659 PM	72.8	52.9	59.5	78.2	50.8	63.9	59.8	75.3	64.9	63.9	74.4	60.8	74.5	63.0	
700 - 759 PM	64.6	53.9	53.0	78.6	51.6	66.5	50.0	68.7	65.5	58.7	71.0	66.5	72.0	61.8	
800 - 859 PM	67.6	49.4	55.3	76.9	58.1	67.9	53.9	67.4	72.9	60.5	82.8	58.1	63.7	61.9	
900 - 959 PM	78.6	46.2	51.5	86.6	59.9	48.8	51.9	70.9	77.0	63.7	91.7	57.9	44.3	63.2	
1000 - 1059 PM	J/	53.3	53.4	83.3	J/	57.6	60.7	85.1	72.3	70.4	80.9	52.7	38.1	64.7	
1100 - 559 AM	81.3	80.0	84.1	83.8	96.7	88.1	80.0	95.5	79.6	83.4	67.7	66.7	93.3	72.6	
TOTAL, ALL DEPARTURES, BY AIRPORT	78.4	59.5	68.6	82.3	67.2	74.0	67.2	79.3	76.7	69.2	83.1	68.1	82.1	73.0	

JUNE 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 AVERAGE	MIN. LATE MEDIAN
HP	2681	EWR-PHX	0735	20	100.00	53	34
NW	120	MSP-ORD	2100	22	100.00	75	55
HP	2856	EWR-LAS	2058	30	100.00	103	65
NW	1197	DTW-LAS	2240	30	100.00	66	48
US	625	PHL-LAS	2055	30	100.00	55	45
NW	933	DTW-LAX	1220	30	100.00	45	37
AS	543	LAX-SEA	1722	30	96.67	39	33
UA	663	ORD-SFO	2220	21	95.24	86	58
HP	2043	PHL-PHX	1807	20	95.00	81	38
CO	1169	EWR-GSO	1950	17	94.12	81	63
HP	2856	LAS-SEA	0018	30	93.33	90	69
NW	345	DTW-SFO	1515	30	93.33	83	42
HP	2091	CMH-PHX	1128	30	93.33	71	49
HP	2136	JFK-LAS	2118	30	93.33	63	35
NW	759	DTW-MSP	1855	30	93.33	60	49
NW	331	DTW-LAX	0915	30	93.33	49	41
DL	343	CVG-SAN	0920	30	93.33	28	21
NW	339	DTW-LAX	2240	29	93.10	66	49
US	61	CLT-SFO	2015	26	92.31	39	32
UA	193	IAD-SFO	1730	21	90.48	69	59
UA	210	IAD-BOS	1710	20	90.00	121	84
CO	1421	BUF-EWR	1755	20	90.00	100	64
CO	329	EWR-DCA	2030	20	90.00	71	61
UA	54	ORD-BWI	1340	20	90.00	61	37
HP	2807	PHX-SFO	1314	30	90.00	97	86
HP	2185	EWR-CMH	1844	30	90.00	91	61
UA	71	EWR-SFO	1925	30	90.00	80	72
HP	2848	EWR-PHX	1021	30	90.00	74	44
NW	329	DTW-LAX	1650	30	90.00	69	42
NW	1225	DTW-DEN	1905	30	90.00	67	50
US	153	PIT-PHX	2030	30	90.00	64	53
NW	305	MSP-LAX	1130	30	90.00	59	40
HP	326	JFK-LAS	2116	30	90.00	53	43
US	91	PIT-SAN	2010	30	90.00	53	35
NW	195	DTW-MSP	1505	30	90.00	50	31
NW	1795	MSP-PHX	2100	30	90.00	47	36
NW	1221	DTW-DEN	1230	30	90.00	45	38
UA	1516	ORD-PHL	1800	18	88.89	56	55
CO	557	EWR-ORD	1800	26	88.46	105	65
NW	366	DTW-EWR	1900	26	88.46	66	55
US	439	PHL-MCI	1335	26	88.46	42	31
CO	31	DTW-EWR	1925	17	88.24	88	46
CO	703	DCA-EWR	2100	17	88.24	27	24
HP	2803	CMH-PHX	0605	15	86.67	53	27
DL	651	EWR-ATL	1755	30	86.67	95	51

JUNE 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		NO. OF AVERAGE	MIN. LATE MEDIAN
					15 MINUTES	LATE OR MORE D/		
CO	501	EWR-IND	1920	30	86.67		91	71
NW	269	DTW-SEA	1915	30	86.67		90	83
UA	545	EWR-DEN	1815	30	86.67		81	55
UA	663	EWR-ORD	2015	30	86.67		75	51
US	165	PHL-PHX	1915	30	86.67		71	47
NW	337	DTW-LAX	1525	30	86.67		69	35
US	7	PIT-LAX	1810	30	86.67		69	31
US	81	PIT-SFO	2045	30	86.67		67	49
NW	1457	DTW-STL	1845	30	86.67		66	70
NW	33	DTW-LAX	1910	30	86.67		66	49
AA	1599	EWR-ORD	1811	30	86.67		62	36
DL	1099	BOS-SLC	1755	30	86.67		59	24
US	388	CLT-DTW	1909	30	86.67		58	51
US	87	PHL-SAN	1835	30	86.67		57	47
NW	382	DTW-BOS	1500	30	86.67		51	40
HP	829	BOS-LAS	2100	30	86.67		50	45
NW	1195	DTW-LAS	1915	30	86.67		50	35
UA	131	ORD-LAX	2215	30	86.67		49	31
UA	157	ORD-SFO	1915	30	86.67		47	30
US	167	PHL-PHX	0832	30	86.67		40	30
DL	951	ATL-SLC	2345	30	86.67		38	31
US	623	PHL-LAS	1020	30	86.67		33	27
NW	285	DTW-SAN	0930	30	86.67		32	27
UA	671	LGA-ORD	1900	29	86.21		78	43
UA	629	ORD-SAN	1925	21	85.71		96	109
UA	779	PVD-ORD	1720	21	85.71		53	39
UA	621	ORD-OAK	1545	21	85.71		51	33
UA	678	COS-ORD	1200	21	85.71		46	27
UA	1753	MSP-DEN	1900	21	85.71		45	26
UA	1690	ATL-MIA	2045	21	85.71		43	34
DL	1995	ATL-LAX	2000	21	85.71		36	29
UA	381	ORD-PHX	1215	21	85.71		28	26
UA	715	HPN-ORD	0655	21	85.71		25	25
HP	2854	BWI-PHX	1823	20	85.00		82	42
CO	1157	EWR-MCO	2050	20	85.00		64	44
CO	273	EWR-CLE	1830	26	84.62		92	63
TW	209	STL-SFO	1805	26	84.62		79	49
NW	399	BOS-DTW	1745	26	84.62		76	52
US	1825	PHL-IND	2125	26	84.62		42	23
UA	129	ORD-LAX	2045	26	84.62		36	27
HP	60	PHX-ANC	1845	30	83.33		84	72
NW	371	EWR-DTW	1955	30	83.33		84	70
NW	773	EWR-MSP	1745	30	83.33		79	43
NW	815	DTW-PDX	1850	30	83.33		79	61
CO	745	EWR-SJU	1815	30	83.33		78	63

JUNE 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		NO. OF AVERAGE	MIN. LATE MEDIAN
					15 MINUTES	LATE OR MORE D/		
UA	1777	IAD-LAS	1715	30	83.33		75	31
NW	355	MSP-SFO	1855	30	83.33		74	58
NW	53	DTW-SFO	1905	30	83.33		70	36
US	67	PHL-SFO	1715	30	83.33		64	47
US	1441	PIT-PHX	1810	30	83.33		64	43
HP	553	JFK-PHX	1800	30	83.33		63	35
US	131	PIT-DEN	2025	30	83.33		61	47
US	1215	IAD-CLT	1720	30	83.33		59	44
DL	2123	CVG-SFO	2050	30	83.33		56	42
NW	1081	BWI-MSP	1800	30	83.33		54	38
NW	747	DTW-MSP	1520	30	83.33		53	26
UA	1689	DEN-SFO	1136	30	83.33		52	46
NW	289	DTW-SAN	1915	30	83.33		49	36
NW	55	MSP-LAS	2050	30	83.33		49	38
TW	347	STL-LAX	1805	30	83.33		48	34
HP	60	BOS-PHX	1520	30	83.33		46	33
NW	249	DTW-PHX	1220	30	83.33		46	35
DL	1169	ATL-SFO	1225	30	83.33		45	25
US	45	BWI-SFO	1755	30	83.33		43	36
HP	2844	PHX-SEA	0740	30	83.33		39	28
NW	353	BWI-MSP	0820	30	83.33		39	28
TW	171	STL-LAX	2230	30	83.33		38	29
US	21	PHL-LAX	1000	30	83.33		35	34
US	17	PHL-LAX	0825	30	83.33		34	37
UA	1447	DEN-SFO	1850	29	82.76		63	38
AA	1377	EWR-ORD	1717	28	82.14		144	61
CO	159	EWR-SFO	1845	28	82.14		66	52
UA	1482	ORD-HPN	1710	28	82.14		45	33
AA	1150	MIA-PHL	1940	16	81.25		39	28
UA	403	EWR-DEN	1740	21	80.95		101	66
UA	1820	BOS-ORD	1845	21	80.95		52	34
UA	345	MIA-ORD	1915	21	80.95		52	39
UA	911	IAD-BOS	2135	21	80.95		52	28
UA	1425	ORD-GEG	1915	21	80.95		51	51
UA	419	ORD-MCI	1930	21	80.95		50	36
US	2349	BOS-PIT	1758	26	80.77		82	30
US	859	BOS-IAD	1915	26	80.77		76	40
NW	169	DTW-ORD	1840	26	80.77		68	42
US	1657	EWR-CLT	1914	26	80.77		67	39
NW	367	EWR-DTW	1750	26	80.77		61	29
US	131	EWR-PIT	1808	26	80.77		59	28
US	153	PHL-PIT	1815	26	80.77		56	29
CO	1875	CLE-LAS	1934	26	80.77		52	36
CO	1096	PBI-EWR	2015	20	80.00		106	108
CO	318	EWR-DEN	1810	20	80.00		102	74

JUNE 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		NO. OF AVERAGE	MIN. LATE MEDIAN
					15 MINUTES	LATE OR MORE D/		
CO	614	CLT-EWR	1712	20	80.00		83	36
CO	706	EWR-BOS	1700	20	80.00		81	46
HP	2039	CLE-PHX	1629	20	80.00		53	25
HP	2568	EWR-PHX	1747	30	80.00		88	49
CO	1407	EWR-ORF	1850	30	80.00		84	47
UA	1643	DEN-OAK	2032	30	80.00		84	48
US	79	PIT-SFO	1810	30	80.00		83	43
HP	829	LAS-PHX	0028	30	80.00		77	36
NW	353	MSP-SFO	1125	30	80.00		72	54
HP	2091	EWR-CMH	0846	30	80.00		70	50
US	1905	PHL-MCI	1719	30	80.00		70	44
US	1936	IAD-BOS	1930	30	80.00		66	41
DL	491	JFK-PHX	1800	30	80.00		65	38
UA	779	ORD-STL	1935	30	80.00		61	36
NW	43	DTW-MSP	1655	30	80.00		60	26
TW	151	BOS-STL	1915	30	80.00		59	38
NW	20	MSP-BOS	1445	30	80.00		57	47
TW	249	STL-SJC	2014	30	80.00		57	35
HP	2091	PHX-SAN	1316	30	80.00		56	30
NW	19	BOS-MSP	1140	30	80.00		54	27
AA	47	ORD-SFO	1830	30	80.00		52	33
TW	177	STL-SFO	1130	30	80.00		52	51
UA	215	IAD-SAN	1725	30	80.00		52	29
UA	83	EWR-LAX	1725	30	80.00		49	26
UA	919	IAD-LAX	1705	30	80.00		48	23
UA	447	ORD-COS	2215	30	80.00		48	36
CO	368	EWR-BOS	2030	30	80.00		47	35
HP	2093	PHX-SAN	1544	30	80.00		47	25
NW	105	MSP-PHX	1705	30	80.00		46	26
NW	465	DTW-CMH	1510	30	80.00		45	30
UA	139	ORD-SFO	1545	30	80.00		45	26
DL	1531	CVG-SFO	1630	30	80.00		44	31
DL	599	JFK-SFO	1745	30	80.00		43	30
NW	195	MSP-SAN	1700	30	80.00		43	26
TW	777	JFK-LAS	2105	30	80.00		43	33
HP	553	PHX-LAS	2105	30	80.00		41	28
US	615	CLT-LAS	2020	30	80.00		38	25
NW	697	DTW-DFW	1510	30	80.00		37	22
US	163	PHL-PHX	1055	30	80.00		35	24
DL	189	ATL-LAX	1750	30	80.00		34	25
UA	853	EWR-SFO	0700	30	80.00		31	24
AS	185	SEA-ANC	1420	30	80.00		28	30

JUNE 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
NORTHWEST	1468	137	9.3
AMERICA WEST	576	45	7.8
CONTINENTAL	1126	71	6.3
UNITED	2128	121	5.7
TWA	792	32	4.0
US AIRWAYS	1975	77	3.9
ALASKA	437	16	3.7
DELTA	2521	46	1.8
AMERICAN	1778	25	1.4
SOUTHWEST	2336	4	0.2
TOTAL	15137	574	3.8

JUNE 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)	70.0	78.9	90	90	DUTCH HARBOR, AK. (DUT)	58.6	58.6	29	29
ALBANY, N. Y. (ALB)	66.9	74.8	890	889	EL PASO, TX. (ELP)	79.6	86.0	2,094	2,094
ALBUQUERQUE, N. M. (ABQ)	77.1	81.9	3,030	3,030	ELMIRA, N. Y. (ELM)	76.8	83.0	112	112
ALLENTOWN, PA. (ABE)	65.9	77.6	496	496	ERIE, PA. (ERI)	63.8	83.6	116	116
AMARILLO, TX. (AMA)	78.5	87.4	404	404	EUGENE, OR. (EUG)	58.7	70.0	201	200
ANCHORAGE, AK. (ANC)	58.2	74.3	2,189	2,185	FAIRBANKS, AK. (FAI)	63.5	82.3	515	514
ASHEVILLE, N. C. (AVL)	72.0	84.7	150	150	FARGO, N. D. (FAR)	57.9	80.5	164	164
ATLANTA, GA. (ATL)	75.7	77.6	20,920	20,935	FAYETTEVILLE, N. C. (FAY)	75.8	87.5	120	120
AUGUSTA, GA. (AGS)	68.7	79.3	150	150	FLINT, MI. (FNT)	65.2	82.6	115	115
AUSTIN, TX. (AUS)	78.2	87.3	3,191	3,190	FRESNO, CA. (FAT)	75.6	93.3	90	90
BAKERSFIELD, CA. (BFL)	86.7	96.7	30	30	FT. LAUDERDALE, FL. (FLL)	76.2	82.7	3,226	3,231
BALTIMORE, MD. (BWI)	72.7	75.0	5,709	5,714	FT. MYERS, FL. (RSW)	70.7	82.7	890	890
BANGOR, ME. (BGR)	78.7	88.9	89	90	FT. WAYNE, IN. (FWA)	66.9	86.6	142	142
BARROW, AK. (BRW)	74.4	76.7	86	86	GRAND FORKS, N. D. (GFK)	63.3	80.0	90	90
BATON ROUGE, LA. (BTR)	79.2	85.2	385	385	GRAND RAPIDS, MI. (GRR)	53.7	76.4	723	725
BETHEL, AK. (BET)	86.6	85.4	82	82	GREAT FALLS, MT. (GTF)	67.2	85.6	180	180
BILLINGS, MT. (BIL)	60.0	81.7	240	240	GREEN BAY, WI. (GRB)	55.8	81.7	224	224
BINGHAMTON, N. Y. (BGM)	64.0	76.7	86	86	GREENBRIER, W. V. (LWB)	75.0	66.7	12	12
BIRMINGHAM, AL. (BHM)	76.9	81.4	1,612	1,611	GREENSBORO/HIGH PT., N. C. (GSO)	63.4	77.9	1,250	1,249
BISMARCK, N. D. (BIS)	55.8	84.2	120	120	GREENVILLE/SPARTBG., S. C. (GSP)	69.5	78.7	574	574
BOISE, ID. (BOI)	75.9	83.3	964	964	GUSTAVUS, AK. (GST)	63.3	90.0	30	30
BOSTON, MA. (BOS)	57.4	68.5	8,240	8,238	HARLINGEN, TX. (HRL)	82.7	85.5	347	346
BOZEMAN, MT. (BZN)	61.7	79.2	154	154	HARRISBURG, PA. (MDT)	63.0	80.0	652	650
BRISTOL, TN. (TRI)	74.1	82.8	116	116	HARTFORD, CT./SPGFLD, MA. (BDL)	66.3	78.8	2,151	2,152
BROWNSVILLE, TX. (BRO)	80.0	96.7	30	30	HELENA, MT. (HLN)	82.2	95.5	90	89
BUFFALO, N. Y. (BUF)	64.0	75.0	1,517	1,515	HONOLULU, OAHU, HI. (HNL)	70.9	82.6	930	927
BURBANK, CA. (BUR)	77.5	81.6	2,382	2,381	HOUSTON, TX. (HOU)	80.2	76.2	4,741	4,734
BURLINGTON, VT. (BTV)	57.7	72.1	239	240	HOUSTON, TX. (IAH)	78.9	82.3	10,446	10,446
CEDAR RAPIDS/IOWA CTY, IA. (CID)	65.4	81.1	445	445	HUNTSVILLE/DECATUR, AL. (HSV)	79.3	90.2	498	498
CHARLESTON, S. C. (CHS)	70.3	81.2	600	600	IDAHO FALLS, ID. (IDA)	77.8	93.3	90	90
CHARLESTON, W. V. (CRW)	60.6	73.2	142	142	INDIANAPOLIS, IN. (IND)	66.6	75.5	2,759	2,758
CHARLOTTE, N. C. (CLT)	73.2	70.2	10,359	10,358	INDIO/PALM SPRINGS, CA. (PSP)	66.5	84.6	161	162
CHATTANOOGA, TN. (CHA)	69.8	83.7	86	86	ISLIP/LONG IS., N. Y. (ISP)	83.9	87.2	180	180
CHICAGO, IL. (MDW)	75.9	70.5	3,875	3,874	ITHACA, N. Y. (ITH)	72.3	84.8	112	112
CHICAGO, IL. (ORD)	67.5	68.6	24,550	24,547	JACKSON/VICKSBURG, MS. (JAN)	83.1	86.3	746	746
CINCINNATI, OH. (CVG)	74.2	78.6	6,635	6,635	JACKSON, WY. (JAC)	82.6	85.6	167	167
CLEVELAND, OH. (CLE)	71.0	77.4	5,168	5,171	JACKSONVILLE, FL. (JAX)	73.4	83.3	1,808	1,807
COLORADO SPRINGS, CO. (COS)	69.6	84.8	994	994	JUNEAU, AK. (JNU)	78.0	83.3	540	540
COLUMBIA, S. C. (CAE)	71.4	80.5	482	482	KAHULUI, MAUI, HI. (OGG)	74.7	83.9	261	261
COLUMBUS, OH. (CMH)	69.3	75.7	3,314	3,313	KALAMAZOO, MI. (AZO)	69.3	73.2	127	127
CORDOVA, AK. (CDV)	77.8	81.5	54	54	KALISPELL, MT. (FCA)	64.2	74.8	120	119
CORPUS CHRISTI, TX. (CRP)	81.3	89.2	251	251	KANSAS CITY, MO. (MCI)	65.7	77.3	4,884	4,884
DALLAS/FT. WORTH, TX. (DAL)	82.4	80.0	3,911	3,912	KETCHIKAN, AK. (KTN)	71.1	82.6	270	270
DALLAS/FT. WORTH, TX. (DFW)	80.6	79.1	20,211	20,212	KING SALMON, AK. (AKN)	77.1	88.6	70	70
DAYTON, OH. (DAY)	64.1	78.7	878	877	KNOXVILLE, TN. (TYS)	70.0	79.5	699	699
DAYTONA BEACH, FL. (DAB)	79.1	86.3	239	240	KODIAK, AK. (ADQ)	56.7	68.3	60	60
DEADHORSE, AK. (SCC)	85.7	78.6	56	56	KONA, HAWAII., HI. (KOA)	80.0	93.3	60	60
DENVER, CO. (DEN)	69.6	74.9	11,300	11,301	KOTZEBUE, AK. (OTZ)	53.3	63.3	90	90
DES MOINES, IA. (DSM)	68.8	84.0	583	581	LA CROSSE, WI. (LSE)	66.1	83.1	59	59
DETROIT, MI. (DTW)	63.4	56.4	12,614	12,605	LAFAYETTE, LA. (LFT)	88.9	100.0	9	10
DILLINGHAM, AK. (DLG)	73.3	83.3	60	60	LANSING, MI. (LAN)	52.8	75.6	176	176
DULUTH, MN. (DLH)	63.0	72.3	100	101	LAS VEGAS, NV. (LAS)	71.5	75.0	9,713	9,722

JUNE 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.
LEXINGTON/FRKFT, KY. (LEX)	74.8	79.1	326	326	RENO, NV. (RNO)	74.9	82.1	2,140	2,138
LIHUE, KAUAI, HI. (LIH)	57.1	71.4	21	21	RICHMND, VA. (RIC)	68.6	77.6	1,215	1,217
LINCOLN, NE. (LNK)	64.0	83.9	236	236	ROANOKE, VA. (ROA)	70.9	81.1	206	206
LITTLE ROCK, AR. (LIT)	72.4	82.0	1,116	1,116	ROCHESTER, MN. (RST)	64.2	86.6	179	179
LONG BEACH, CA. (LGB)	72.2	90.7	270	270	ROCHESTER, N.Y. (ROC)	64.6	75.5	1,199	1,198
LONGVIEW, TX. (GGG)			1		SACRAMENTO, CA. (SMF)	77.9	83.4	3,047	3,046
LOS ANGELES, CA. (LAX)	66.4	78.1	15,414	15,401	SAGINAW, MI. (MBS)	71.1	81.0	294	294
LOUISVILLE, KY. (SDF)	68.2	78.0	2,009	2,009	SALT LAKE CITY, UT. (SLC)	75.5	83.1	7,094	7,097
LUBBOCK, TX. (LBB)	84.6	87.9	546	546	SAN ANTONIO, TX. (SAT)	78.2	87.3	3,107	3,107
MADISON, WI. (MSN)	56.2	73.8	393	393	SAN DIEGO, CA. (SAN)	67.8	79.3	5,636	5,639
MANCHESTER, N.H. (MHT)	66.0	77.0	904	904	SAN FRANCISCO, CA. (OAK)	81.2	84.2	4,553	4,551
MEDFORD, OR. (MFR)	52.5	60.0	120	120	SAN FRANCISCO, CA. (SFO)	53.2	69.2	11,914	11,919
MELBOURNE, FL. (MLB)	73.3	92.9	210	210	SAN JOSE, CA. (SJC)	77.4	84.3	3,918	3,916
MEMPHIS, TN. (MEM)	75.2	71.9	4,105	4,104	SAN JUAN, P.R. (SJU)	77.2	82.7	1,592	1,597
MIAMI, FL. (MIA)	73.9	78.4	5,266	5,263	SANTA BARBARA, CA. (SBA)	60.0	53.3	120	120
MIDLAND/ODESSA, TX. (MAF)	84.0	89.2	538	538	SARASOTA/BRAD., FL. (SRQ)	71.3	82.9	480	480
MILWAUKEE, WI. (MKE)	62.5	77.1	1,270	1,269	SAVANNAH, GA. (SAV)	76.0	83.8	420	420
MINNEAPLS/ST. P, MN. (MSP)	62.0	59.5	11,344	11,362	SCRANTON/WILKES-BARRE, PA. (AVP)	73.3	83.3	150	150
MINOT, N.D. (MOT)	63.3	86.7	90	90	SEATTLE, WA. (SEA)	64.8	76.7	8,778	8,775
MISSION/MCALLEN, TX. (MFE)	76.6	92.3	261	261	SHREVEPORT, LA. (SHV)	79.4	82.9	321	321
MISSOULA, MT. (MSO)	65.3	78.7	150	150	SIoux CITY, IA. (SUX)	67.8	83.1	59	59
MOBILE, AL./PASCAGOULA, MS. (MOB)	79.4	82.5	360	360	SIoux FALLS, S.D. (FSD)	57.7	81.7	324	323
MOLINE, IL. (MLI)	67.6	80.3	142	142	SITKA, AK. (SIT)	80.7	86.0	150	150
MONROE, LA. (MLU)	79.4	91.1	180	180	SOUTH BEND, IN. (SBN)	70.9	81.4	285	285
MONTEREY, CA. (MRY)	51.7	53.3	60	60	SPOKANE, WA. (GEG)	75.9	86.8	1,176	1,176
MONTGOMERY, AL. (MGM)	72.0	82.0	150	150	SPRINGFIELD, MD. (SGF)	71.1	77.5	142	142
MYRTLE BEACH, S.C. (MYR)	67.0	81.7	218	218	ST. CROIX, V.I. (STX)	86.7	91.7	60	60
NANTUCKET, MA. (ACK)		100.0	2	2	ST. LOUIS, MD. (STL)	68.7	68.1	14,796	14,804
NASHVILLE, TN. (BNA)	74.8	78.3	4,171	4,171	ST. THOMAS, V.I. (STT)	86.0	85.4	136	137
NEW ORLEANS, LA. (MSY)	77.2	84.5	4,106	4,105	SYRACUSE, N.Y. (SYR)	65.5	77.5	910	910
NEW YORK, N.Y. (JFK)	70.7	76.5	3,614	3,589	TALLAHASSEE, FL. (TLH)	81.7	86.6	202	202
NEW YORK, N.Y. (LGA)	64.3	74.3	7,763	7,784	TAMPA, FL. (TPA)	72.9	82.1	4,410	4,410
NEWARK, N.J. (EWR)	60.2	65.0	10,104	10,102	TOLEDO, OH. (TOL)	73.3	84.7	176	176
NEWBURGH, N.Y. (SWF)	74.2	88.3	120	120	TRAVERSE CITY, MI. (TVC)	54.4	73.3	90	90
NOME, AK. (OME)	65.3	71.4	98	98	TUCSON, AZ. (TUS)	73.3	84.0	1,457	1,456
NORFOLK/VA. BEACH, VA. (ORF)	69.2	77.7	1,352	1,353	TULSA, OK. (TUL)	74.1	82.1	1,560	1,560
OKLAHOMA CITY, OK. (OKC)	73.1	84.6	1,663	1,662	VALPARAISO, FL. (VPS)	70.0	94.4	90	90
OMAHA, NE. (OMA)	68.8	80.7	1,352	1,350	WASHINGTON, D.C. (DCA)	68.0	73.8	7,038	7,041
ONTARIO, CA. (ONT)	77.1	86.0	2,998	2,996	WASHINGTON, D.C. (IAD)	68.0	71.9	3,737	3,736
ORANGE COUNTY, CA. (SNA)	73.3	85.0	2,860	2,864	WEST PALM BEACH, FL. (PBI)	69.9	82.7	1,557	1,558
ORLANDO, FL. (MCO)	75.5	83.5	7,512	7,509	WHITE PLAINS, N.Y. (HPN)	47.1	63.7	280	278
PASCO, WA. (PSC)	71.7	84.2	120	120	WICHITA, KS. (ICT)	69.5	84.3	606	606
PENSACOLA, FL. (PNS)	82.0	89.1	540	540	WILMINGTON, N.C. (ILM)	75.6	85.6	180	180
PETERSBURG, AK. (PSG)	80.0	81.7	60	60	WRANGELL, AK. (WRG)	76.7	83.3	60	60
PHILADELPHIA, PA. (PHL)	65.4	67.2	9,327	9,319	YAKUTAT, AK. (YAK)	73.3	85.0	60	60
PHOENIX, AZ. (PHX)	71.3	74.0	14,046	14,047					
PITTSBURGH, PA. (PIT)	68.6	67.2	9,182	9,190					
PORTLAND, ME. (PWM)	62.2	77.7	574	573					
PORTLAND, OR. (PDX)	71.1	82.3	4,663	4,657					
PROVIDENCE, R.I. (PVD)	69.4	76.8	1,785	1,786					
RALEIGH/DURHAM, N.C. (RDU)	69.6	81.0	2,298	2,300					
RAPID CITY, S.D. (RAP)	64.7	73.5	102	102					

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

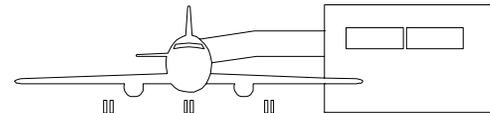
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

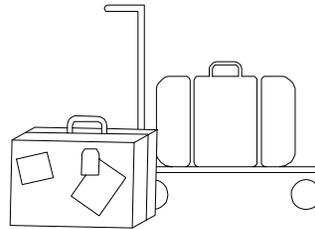
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

JUNE '98 RANK	AIRLINE	JUNE 1998			JUNE 1997		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>Delta</i>	34,750	8,709,394	3.99	36,823	8,615,855	4.27
2	<i>America West</i>	6,713	1,573,591	4.27	4,968	1,585,623	3.13
3	<i>American</i>	25,521	5,665,601	4.50	31,353	5,717,338	5.48
4	<i>Continental</i>	13,892	3,041,874	4.57	11,378	2,963,008	3.84
5	<i>Southwest</i>	24,431	5,292,479	4.62	17,908	4,800,634	3.73
6	<i>US Airways</i>	29,386	4,902,982	5.99	21,113	5,055,378	4.18
7	<i>TWA</i>	14,445	2,091,919	6.91	8,847	1,982,941	4.46
8	<i>Alaska</i>	7,834	1,070,551	7.32	7,804	1,042,244	7.49
9	<i>Northwest</i>	32,849	3,930,702	8.36	23,974	4,024,673	5.96
10	<i>United</i>	58,711	6,860,736	8.56	41,509	6,529,660	6.36
	Total	248,532	43,139,829	5.76	205,677	42,317,354	4.86

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

JAN-JUN '98 RANK	AIRLINE	JANUARY-JUNE 1998			JANUARY-JUNE 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>	31,692	8,582,571	3.69	28,915	8,375,576	3.45
2	<i>Continental</i>	68,601	17,177,332	3.99	58,973	15,513,902	3.80
3	<i>US Airways</i>	115,597	27,793,686	4.16	112,808	26,397,493	4.27
4	<i>American</i>	136,193	31,708,924	4.30	148,605	29,354,130	5.06
5	<i>Southwest</i>	128,214	28,721,073	4.46	92,731	25,213,570	3.68
6	<i>Delta</i>	211,453	47,226,076	4.48	211,824	45,182,156	4.69
7	<i>TWA</i>	67,397	11,486,773	5.87	56,304	9,872,465	5.70
8	<i>Alaska</i>	33,641	5,495,123	6.12	35,774	4,932,048	7.25
9	<i>Northwest</i>	154,204	21,912,181	7.04	119,869	20,302,139	5.90
10	<i>United</i>	285,518	36,367,772	7.85	219,612	32,833,325	6.69
	Total	1,232,510	236,471,511	5.21	1,085,415	217,976,804	4.98

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.

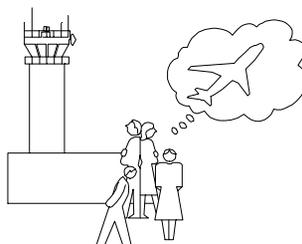
OVERSALES

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.



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

JAN-MAR '98 RANK	AIRLINE	JANUARY-MARCH 1998				JANUARY-MARCH 1997			
		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	18,788	140	8,677,516	0.16	16,208	109	8,406,746	0.13
2	Northwest	28,884	250	11,591,474	0.22	27,474	841	11,529,222	0.73
3	US Airways	22,251	352	12,991,026	0.27	24,935	2,210	13,867,385	1.59
4	American	57,780	713	17,402,678	0.41	63,660	2,311	17,168,901	1.35
5	United	36,933	1,124	17,699,804	0.64	23,770	1,184	17,842,410	0.66
6	Delta	64,690	2,736	23,937,587	1.14	63,430	5,229	23,437,632	2.23
7	America West	14,218	526	4,261,813	1.23	21,825	1,469	4,758,297	3.09
8	TWA	13,346	928	5,442,495	1.71	13,229	911	5,154,772	1.77
9	Alaska	8,326	518	2,850,128	1.82	6,453	982	2,757,712	3.56
10	Southwest	18,956	2,430	13,245,641	1.83	15,400	2,641	13,328,918	1.98
	TOTAL	284,172	9,717	118,100,162	0.82	276,384	17,887	118,251,995	1.51

* 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.

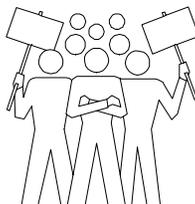


TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JUNE 1998				JUNE 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	637	41	2	41	607	61	4	107
FOREIGN AIRLINES	45	0	0	1	116	2	2	1
CARGO COMPANIES	0	0	0	0	1	0	0	0
TRAVEL AGENTS	0	0	0	0	0	0	0	1
TOUR OPERATORS	12	0	0	0	14	0	0	1
MISCELLANEOUS	15	2	0	10	20	8	0	10
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INDUSTRY TOTALS	709	43	2	52	758	71	6	120

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	JUNE 1998			JUNE 1997		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	195		1	190	
DELAYS.			63			33
CANCELLATIONS.			69			69
MISCONNECTIONS.			28			25
CUSTOMER SERVICE.	2	142		2	149	
TICKETING/BOARDING.	3	116		3	116	
DISABLED.			30			36
BAGGAGE.	4	92		4	92	
REFUNDS.	5	60		5	73	
OVERSALES.	6	42		6	58	
OTHER.	7	32		7	38	
FREQUENT FLYER.			19			25
FARES.	8	24		8	21	
ADVERTISING.	9	3		10	6	
TOURS.	10	2		9	12	
SMOKING.	11	1		11	3	
CREDIT.	12	0		12	0	
		----			----	
COMPLAINT TOTAL		709			758	

* 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

JUNE 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	1	0	0	0	1	0	0	0	0	0	6
AMERICA WEST AIRLINES	9	1	3	2	3	3	3	0	0	0	0	1	25
AMERICAN AIRLINES	13	2	12	4	5	10	14	0	0	0	0	2	62
AMERICAN EAGLE	3	2	0	0	0	0	1	0	0	0	0	0	6
AMERICAN TRANS AIR	5	2	0	0	2	3	2	0	0	0	0	0	14
CONTINENTAL AIRLINES	8	1	9	0	1	6	17	0	0	0	0	2	44
DELTA AIR LINES	11	2	19	3	2	4	8	0	0	0	0	7	56
KIWI INTERNATIONAL AIRLINES	4	0	1	0	3	1	2	0	0	0	0	0	11
NORTHWEST AIRLINES	48	2	15	3	1	14	25	0	0	0	0	4	112
PAN AM	0	0	0	0	17	2	0	0	0	0	0	0	19
SOUTHWEST AIRLINES	1	2	2	0	0	1	3	0	0	0	0	0	9
TOWER AIR	13	4	3	0	1	2	3	1	0	0	0	2	29
TRANS WORLD AIRLINES	9	3	7	1	0	3	11	0	0	0	0	0	34
TRANS WORLD EXPRESS	6	1	0	0	0	0	1	0	0	0	0	2	10
UNITED AIRLINES	16	5	14	1	4	16	23	0	1	0	0	8	88
UNITED EXPRESS	3	3	1	0	0	2	1	0	0	0	0	0	10
US AIRWAYS	15	2	6	3	3	4	7	0	0	0	0	1	41
VANGUARD AIRLINES	5	0	1	0	1	1	3	0	1	0	0	0	12
OTHER U. S. AIRLINES	12	2	7	3	10	6	7	0	0	0	1	1	49
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JUNE 1998	185	34	101	20	53	78	132	1	2	0	1	30	637
% OF TOTAL COMPLAINTS	29.0	5.3	15.9	3.1	8.3	12.2	20.7	0.2	0.3	0.0	0.2	4.7	
JUNE 1997	170	47	90	16	55	62	129	1	2	0	2	33	607
% OF TOTAL COMPLAINTS	28.0	7.7	14.8	2.6	9.1	10.2	21.3	0.2	0.3	0.0	0.3	5.4	

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

JUNE 1998

U. S. AIRLINES A L P H A B E T I C A L	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN JUNE	DENTS IN JUNE		DENTS IN MAY		DENTS IN ALL PRIOR MONTHS		KNOW INCI- DENT DATE	
AIRTRAN AIRWAYS	6	3	50.00	2	33.33	1	16.67	0	0.00
AMERICA WEST AIRLINES	25	4	16.00	7	28.00	14	56.00	0	0.00
AMERICAN AIRLINES	62	9	14.52	27	43.55	25	40.32	1	1.61
AMERICAN EAGLE	6	0	0.00	4	66.67	2	33.33	0	0.00
AMERICAN TRANS AIR	14	6	42.86	6	42.86	2	14.29	0	0.00
CONTINENTAL AIRLINES	44	16	36.36	15	34.09	13	29.55	0	0.00
DELTA AIR LINES	56	9	16.07	16	28.57	28	50.00	3	5.36
KIWI INTERNATIONAL AIRLINES	11	3	27.27	2	18.18	6	54.55	0	0.00
NORTHWEST AIRLINES	112	26	23.21	51	45.54	34	30.36	1	0.89
PAN AM	19	5	26.32	0	0.00	8	42.11	6	31.58
SOUTHWEST AIRLINES	9	1	11.11	2	22.22	6	66.67	0	0.00
TOWER AIR	29	6	20.69	3	10.34	20	68.97	0	0.00
TRANS WORLD AIRLINES	34	9	26.47	7	20.59	17	50.00	1	2.94
TRANS WORLD EXPRESS	10	1	10.00	6	60.00	3	30.00	0	0.00
UNITED AIRLINES	88	14	15.91	24	27.27	50	56.82	0	0.00
UNITED EXPRESS	10	4	40.00	3	30.00	3	30.00	0	0.00
US AIRWAYS	41	11	26.83	16	39.02	13	31.71	1	2.44
VANGUARD AIRLINES	12	6	50.00	1	8.33	4	33.33	1	8.33
OTHER U. S. AIRLINES	49	12	24.49	14	28.57	23	46.94	0	0.00
TOTALS	637	145	22.76	206	32.34	272	42.70	14	2.20
PRIOR YEAR'S TOTALS	607	119	19.60	173	28.50	311	51.24	4	0.66

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

JUNE 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR FRANCE	0	1	2	0	0	1	1	0	0	0	0	0	5
VIRGIN ATLANTIC	0	0	1	0	0	3	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	3	4	9	0	3	7	7	0	1	0	0	1	35
TOTAL	3	5	12	0	3	11	9	0	1	0	0	1	45
TOUR OPERATORS													
SUNJET INT' L SALES	3	2	0	0	1	1	0	0	0	0	0	0	7
OTHER TOUR OPERATORS	3	0	0	0	1	0	1	0	0	0	0	0	5
TOTAL	6	2	0	0	2	1	1	0	0	0	0	0	12
MISCELLANEOUS													
OTHER MISCELLANEOUS	1	1	3	4	2	2	0	0	0	0	1	1	15
TOTAL	1	1	3	4	2	2	0	0	0	0	1	1	15
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
CARGO COMPANIES													
OTHER CARGO COMPANIES	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

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

JUNE
Consumer Complaints: Rankings
U.S. AIRLINES*

JUNE '98 RANK	AIRLINE	JUNE 1998			JUNE 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	9	5,303,754	0.17	11	4,813,013	0.23
2	Alaska	2	1,175,144	0.17	2	1,118,641	0.18
3	Delta	56	9,356,687	0.60	60	9,137,229	0.66
4	US Airways	41	5,071,530	0.81	47	5,196,404	0.90
5	American	62	7,162,372	0.87	88	7,134,230	1.23
6	United	88	7,749,885	1.14	66	7,483,256	0.88
7	Continental	44	3,619,216	1.22	24	3,396,766	0.71
8	T W A	34	2,211,188	1.54	15	2,123,344	0.71
9	America West	25	1,597,877	1.56	20	1,609,453	1.24
10	Northwest	112	4,776,602	2.34	64	4,873,354	1.31
	TOTAL	473	48,024,255	0.98	397	46,885,690	0.85

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 JUNE 1998				JANUARY 1997 THRU JUNE 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	3674	217	10	368	3315	330	13	614
FOREIGN AIRLINES	444	3	0	13	446	3	2	24
CARGO COMPANIES	2	0	0	0	1	0	0	0
TRAVEL AGENTS	3	0	0	0	3	0	0	1
TOUR OPERATORS	153	0	1	2	72	1	0	4
MISCELLANEOUS	176	41	0	67	135	48	0	76
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INDUSTRY TOTALS	4452	261	11	450	3972	382	15	719

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	JANUARY 1998 THRU JUNE 1998			JANUARY 1997 THRU JUNE 1997		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	1062		1	1032	
DELAYS.			286			231
CANCELLATIONS.			389			364
MISCONNECTIONS.			123			146
CUSTOMER SERVICE.	2	892		2	769	
BAGGAGE.	3	666		4	524	
TICKETING/BOARDING.	4	626		3	530	
DISABLED.			162			166
REFUNDS.	5	388		5	381	
OVERSALES.	6	279		6	301	
OTHER.	7	253		7	195	
FREQUENT FLYER.			124			109
FARES.	8	168		8	123	
TOURS.	9	72		9	68	
ADVERTISING.	10	40		10	40	
SMOKING.	11	6		11	8	
CREDIT.	12	0		12	1	
		----			----	
COMPLAINT TOTAL		4452			3972	

* 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 JUNE 1998

U. S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
AIR SOUTH	1	0	3	0	8	0	0	0	0	0	0	0	12
AIRTRAN AIRWAYS	9	0	4	0	3	2	4	0	1	0	0	0	23
AIRTRAN AIRLINES	7	1	3	0	1	0	6	0	0	0	0	0	18
ALASKA AIRLINES	6	1	0	1	0	7	8	0	0	0	0	1	24
AMERICA WEST AIRLINES	44	4	16	7	9	15	32	0	0	0	0	5	132
AMERICAN AIRLINES	84	20	68	26	27	77	83	0	5	0	2	22	414
AMERICAN EAGLE	11	7	3	3	0	4	9	0	0	0	0	2	39
AMERICAN TRANS AIR	13	6	9	3	2	15	14	0	1	0	0	6	69
ATLANTIC SOUTHEAST AIRLINES	21	1	3	0	0	6	3	0	0	0	0	7	41
CARNIVAL AIR LINES	2	6	5	1	9	7	4	0	0	0	1	0	35
CONTINENTAL AIRLINES	13	9	27	7	4	28	45	0	4	0	0	17	154
DELTA AIR LINES	97	16	66	13	10	30	84	0	2	0	0	44	362
EASTWIND AIRLINES	12	1	1	0	5	1	3	0	0	0	0	0	23
KIWI INTERNATIONAL AIRLINES	44	5	4	0	12	20	15	0	1	0	0	4	105
MESA AIRLINES	12	1	2	1	0	0	1	0	0	0	0	1	18
MIDWAY AIRLINES	2	0	3	1	0	2	6	0	0	0	0	0	14
NORTHWEST AIRLINES	180	8	55	14	10	66	113	1	0	0	0	24	471
PAN AM	18	21	11	1	99	25	20	0	0	0	1	1	197
RENO AIR	11	4	11	3	5	2	8	0	0	0	0	0	44
SKY TREK INT' L AIR	3	0	0	0	1	2	9	0	0	0	4	5	24
SOUTHWEST AIRLINES	5	6	19	3	1	14	19	0	2	0	0	0	69
SPIRIT AIRLINES	11	0	3	1	2	4	4	0	0	0	0	2	27
SUN COUNTRY AIRLINES	1	1	1	1	1	0	3	0	0	0	2	1	11
TOWER AIR	80	31	17	2	4	18	34	2	1	0	1	10	200
TRANS STATES AIRLINES	3	0	1	0	0	4	2	0	0	0	0	0	10
TRANS WORLD AIRLINES	29	10	25	5	3	15	41	0	0	0	0	7	135
TRANS WORLD EXPRESS	10	4	1	0	0	2	4	0	0	0	0	4	25
UNITED AIRLINES	88	29	80	21	30	88	136	0	5	0	0	36	513
UNITED EXPRESS	11	4	3	1	0	11	5	0	0	0	0	0	35
US AIRWAYS	48	7	45	13	17	20	31	0	2	0	0	10	193
VANGUARD AIRLINES	18	2	4	2	5	6	5	0	5	0	0	1	48
WESTERN PACIFIC AIRLINES	6	0	11	1	40	11	1	0	0	0	0	0	70
OTHER U. S. AIRLINES	34	5	9	2	17	24	20	0	1	0	2	5	119
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JANUARY THRU JUNE 1998	934	210	513	133	325	526	772	3	30	0	13	215	3674
% OF TOTAL COMPLAINTS	25.4	5.7	14.0	3.6	8.8	14.3	21.0	0.1	0.8	0.0	0.4	5.9	
JANUARY THRU JUNE 1997	928	252	437	101	299	405	683	5	33	1	7	164	3315
% OF TOTAL COMPLAINTS	28.0	7.6	13.2	3.0	9.0	12.2	20.6	0.2	1.0	0.0	0.2	4.9	

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 JUNE 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROCALIFORNIA	2	4	2	0	0	1	3	0	0	0	0	0	12
AIR ARUBA	10	0	0	0	1	4	2	0	0	0	0	2	19
AIR CANADA	1	0	5	1	0	7	3	1	0	0	0	0	18
AIR FRANCE	4	1	5	3	1	9	4	0	0	0	0	0	27
AIR JAMAICA	9	5	0	0	0	8	10	0	0	0	1	3	36
BRITISH AIRWAYS	9	3	11	1	1	9	5	0	0	0	0	0	39
BWIA	1	6	1	0	1	3	1	0	0	0	0	0	13
IBERIA AIRLINES	0	0	1	0	0	3	5	1	0	0	0	0	10
KLM	5	3	2	0	1	8	6	0	0	0	0	1	26
LUFTHANSA	0	3	6	0	0	5	4	0	0	0	0	1	19
MEXICANA	1	2	0	0	2	3	6	0	0	0	0	1	15
OLYMPIC AIRWAYS	2	0	5	0	1	0	1	1	0	0	0	0	10
TAESA	1	5	2	0	0	2	1	0	0	0	0	0	11
VIRGIN ATLANTIC	0	1	3	1	1	6	1	0	1	0	0	0	14
OTHER FOREIGN AIRLINES	15	23	29	2	11	50	31	0	3	0	1	10	175
TOTAL	60	56	72	8	20	118	83	3	4	0	2	18	444
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	3	0	0	0	0	0	0	0	3
TOTAL	0	0	0	0	3	0	0	0	0	0	0	0	3
TOUR OPERATORS													
APPLE VACATIONS	3	0	0	0	2	0	5	0	0	0	4	0	14
SUNJET INT'L SALES	38	7	11	2	10	7	12	0	1	0	5	3	96
WORLDWIDE SPORT TRAVEL	0	0	0	0	0	0	0	0	0	0	30	0	30
OTHER TOUR OPERATORS	3	0	3	0	3	0	2	0	0	0	1	1	13
TOTAL	44	7	14	2	15	7	19	0	1	0	40	4	153
MISCELLANEOUS													
OTHER MISCELLANEOUS	24	6	27	25	25	14	18	0	5	0	17	15	176
TOTAL	24	6	27	25	25	14	18	0	5	0	17	15	176

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-JUNE
Consumer Complaints: Rankings
U.S. AIRLINES*

JAN-JUNE '98 RANK	AIRLINE	JANUARY-JUNE 1998			JANUARY-JUNE 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	69	28,780,481	0.24	87	27,439,846	0.32
2	Alaska	24	6,182,099	0.39	31	5,884,007	0.53
3	US Airways	193	28,673,040	0.67	247	29,491,782	0.84
4	Delta	362	52,117,547	0.69	327	51,192,801	0.64
5	Continental	154	20,352,295	0.76	151	19,012,582	0.79
6	American	414	40,213,907	1.03	472	40,080,846	1.18
7	T W A	135	12,093,360	1.12	100	11,335,338	0.88
8	United	513	41,267,423	1.24	401	40,972,875	0.98
9	America West	132	8,792,205	1.50	148	9,264,038	1.60
10	Northwest	471	26,399,689	1.78	339	26,547,367	1.28
	TOTAL	2,467	264,872,046	0.93	2,303	261,221,482	0.88

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.

