



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: NOVEMBER 1998

Includes data for the following periods:

Flight Delays	September 1998
Mishandled Baggage	September 1998 January-September 1998
Oversales	2 nd Quarter 1998 January-June 1998
Consumer Complaints	September 1998 January-September 1998

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.

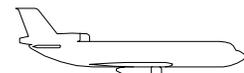
Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for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



SEPTEMBER 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/ -----
TWA S/	28	87.7	72	87.7
DELTA S/	29	85.8	119	86.2
US AIRWAYS S/	25	86.6	88	86.2
CONTINENTAL S/	27	85.9	77	85.9
SOUTHWEST S/	14	85.3	53	85.3
AMERICAN S/	29	82.4	94	82.3
UNITED S/	29	79.6	100	79.3
ALASKA S/	7	79.0	35	78.2
AMERICA WEST S/	26	69.3	51	69.2
NORTHWEST S/	28	36.2	113	36.1
T O T A L		78.9		78.9

Notes: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

During the month of September, air carrier operations were adversely affected by Hurricane Georges. Many flights were cancelled or delayed as a result of this storm.

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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	4TH QUARTER OCT-DEC 97		1ST QUARTER JAN-MAR 98		2ND QUARTER APR-JUN 98		3RD QUARTER JUL-SEP 98		JUL 98		AUG 98		SEP 98		12 MONTHS OCT97-SEP98		DATA BASE TO DATE SEP 87-SEP 98	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	70.3	(10)	70.7	(9)	75.2	(5)	74.8	(8)	72.3	(9)	74.0	(8)	78.2	(8)	72.8	(8)	78.3	(7)
AMERICA WEST	75.6	(9)	67.9	(10)	71.5	(8)	66.5	(9)	64.9	(10)	65.5	(9)	69.2	(9)	70.3	(9)	81.0	(2)
AMERICAN	79.9	(2)	79.6	(2)	81.0	(2)	80.0	(6)	80.9	(4)	76.9	(5)	82.3	(6)	80.1	(2)	80.0	(3)
CONTINENTAL	77.8	(4)	72.0	(7)	73.8	(6)	81.0	(5)	80.7	(5)	76.7	(6)	85.9	(4)	76.2	(6)	78.4	(6)
DELTA	75.7	(8)	75.0	(4)	77.3	(3)	83.6	(2)	81.9	(2)	82.7	(2)	86.2	(2)	77.9	(4)	77.4	(9)
NORTHWEST	77.0	(6)	73.6	(6)	67.2	(10)	58.6	(10)	74.5	(7)	63.9	(10)	36.1	(10)	69.1	(10)	79.9	(4)
SOUTHWEST	79.7	(3)	77.0	(3)	82.5	(1)	83.9	(1)	83.9	(1)	82.6	(3)	85.3	(5)	80.8	(1)	84.0	(1)
TWA	77.7	(5)	73.9	(5)	72.8	(7)	82.8	(3)	77.5	(6)	83.5	(1)	87.7	(1)	76.8	(5)	77.4	(8)
UNITED	76.3	(7)	71.6	(8)	70.7	(9)	76.0	(7)	73.9	(8)	75.0	(7)	79.3	(7)	73.7	(7)	76.9	(10)
US AIRWAYS	80.6	(1)	81.5	(1)	75.8	(4)	81.4	(4)	81.0	(3)	77.3	(4)	86.2	(3)	79.8	(3)	79.2	(5)
TOTAL	77.8		75.4		75.7		78.3		78.9		77.0		78.9		76.8		79.1	

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT													
	ATL		BOS		BWI		CLT		CVG		DCA		DEN	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	729	80.0	1289	79.8	211	77.3	179	80.4	90	80.0	951	81.5	558	83.0
AS	H/		H/		H/		H/		H/		H/		H/	
CO	750	84.0	844	85.8	309	89.0	111	91.0			636	86.8	378	91.3
DL	17379	84.1	1644	85.3	356	89.0	263	90.5	6123	88.3	1208	88.2	564	88.3
HP	111	63.1	207	61.4	177	66.1		H/		H/	84	69.0	228	62.7
NW	516	31.6	572	37.4	338	39.1	199	29.6	30	36.7	570	38.2	281	31.3
TW	198	83.8	209	86.6	178	89.3	113	91.2	138	87.0	279	91.0	176	84.7
UA	496	78.6	1136	78.6	358	73.2	146	80.8	166	75.3	500	78.6	8722	86.2
US	538	79.9	2371	79.7	2149	90.1	9338	90.5		H/	2672	87.9	213	87.8
WN	H/		H/		1974	89.6	H/		H/		H/		H/	
TOTAL	20717	82.3	8272	78.1	6050	84.8	10349	89.0	6547	87.6	6900	82.1	11120	84.5

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	13686	89.3	458	80.6	940	73.2	603	73.3	896	82.4	353	82.2	2017	82.9
AS	H/		H/		H/		H/		H/		240	72.9	730	79.2
CO	530	89.2	306	82.7	5905	85.2	8247	88.5		H/	341	87.7	790	83.9
DL	3799	88.2	325	88.3	656	86.3	413	88.4	1017	84.5	717	88.6	1461	85.1
HP	192	70.3	119	62.2	240	58.3	150	62.7	180	71.7	2214	69.6	605	63.8
NW	453	36.9	9769	36.4	504	36.7		H/	86	31.4	322	31.7	530	33.2
TW	307	87.9	240	89.2	175	89.7		H/	929	85.9	180	84.4	332	84.0
UA	540	77.6	322	83.9	980	78.4	367	77.7	510	84.3	1166	82.2	5082	78.0
US	315	88.3	416	84.4	431	82.6	320	85.0		H/	172	80.8	447	83.4
WN	H/		552	83.2		H/	185	78.4		H/	4116	86.2	3375	84.3
TOTAL	19822	87.3	12507	46.6	9831	80.2	10285	86.6	3618	82.4	9821	79.8	15369	79.3

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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	1491	77.7	552	75.9	3060	74.4	528	77.5	8802	79.7	210	89.5	702	72.1
AS	H/		H/		H/		H/		H/		1352	84.2	H/	
CO	443	84.7	592	83.1	336	80.1	222	82.9	640	76.6	90	82.2	276	90.6
DL	1995	87.7	2951	87.2	448	75.9	327	82.3	825	79.5	596	92.1	504	82.5
HP	59	74.6	60	48.3	60	53.3	121	66.1	145	53.8	186	73.1	169	61.5
NW	581	35.6	451	39.7	282	35.8	9026	37.0	766	33.9	194	37.6	435	35.2
TW	204	85.8	326	90.5	208	88.0	275	82.5	361	80.3	125	90.4	169	88.8
UA	702	77.5	484	86.6	420	78.1	623	80.4	12336	79.7	982	81.3	733	80.4
US	2182	82.1	1219	86.8	386	83.9	236	89.4	630	81.6	H/		6323	83.1
WN	H/		978	86.8	H/		H/		H/		884	89.3	H/	
TOTAL	7657	78.9	7613	82.9	5200	74.1	11358	46.0	24505	78.1	4619	83.5	9311	79.7

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	475	83.8	90	91.1	531	82.9	451	92.2	914	76.1	176	88.1	348	66.7	300	83.0
AS	216	57.4	H/		360	77.5	3712	80.1	514	70.2	H/		H/		H/	
CO	276	86.2	85	91.8	228	84.2	258	84.9	514	72.2	116	85.3	161	83.9	401	80.5
DL	713	79.0	266	90.2	446	85.7	627	89.8	744	70.8	4773	88.3	206	80.1	987	85.5
HP	5742	74.2	H/		294	61.9	204	65.7	358	48.6	117	64.1	75	60.0	30	43.3
NW	240	39.6	174	31.0	180	34.4	542	38.0	439	28.5	120	28.3	467	33.4	289	37.0
TW	206	83.5	164	88.4	150	89.3	205	90.7	214	76.6	94	80.9	10045	88.5	205	92.7
UA	1014	81.7	169	71.6	982	77.1	1454	78.7	7062	72.6	434	81.8	285	82.8	260	71.9
US	210	86.2	8029	88.8	150	88.0	183	83.1	356	79.5	H/		208	88.0	998	83.5
WN	4732	85.2	H/		2261	84.0	925	88.5	517	75.4	1079	90.6	2500	81.4	1006	83.7
TOTAL	13824	78.8	8977	87.4	5582	79.9	8561	79.6	11632	70.6	6909	86.7	14295	84.5	4476	80.2

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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	87.0	81.0	53.3	93.3	92.1	J/	100.0	93.2	35.7	84.6	100.0	84.5	100.0	86.7	J/	84.7
700 - 759 AM	91.4	88.8	97.7	95.0	89.3	93.1	94.4	95.1	34.9	82.9	89.9	95.0	89.6	91.5	96.4	86.6
800 - 859 AM	80.9	86.4	88.8	91.8	84.7	86.2	89.1	93.3	43.6	86.8	90.4	51.8	91.4	92.7	85.8	93.7
900 - 959 AM	82.6	86.6	90.4	87.9	90.7	91.1	87.2	91.4	41.2	89.6	84.9	81.8	90.2	84.8	90.6	88.2
1000 - 1059 AM	83.2	83.6	89.4	93.3	88.5	82.2	85.8	90.5	66.4	84.1	90.2	93.2	82.3	80.3	83.8	90.2
1100 - 1159 AM	82.1	83.0	91.1	92.2	92.6	83.6	85.8	84.0	37.3	90.0	91.2	87.1	80.1	75.8	87.3	86.1
1200 - 1259 PM	87.5	78.9	95.4	88.8	96.7	87.6	82.6	91.1	45.8	77.2	91.1	J/	78.2	81.8	81.1	83.0
100 - 159 PM	81.9	91.7	88.7	90.2	87.4	89.5	85.5	86.6	45.4	88.2	84.8	77.8	80.5	81.0	80.5	83.2
200 - 259 PM	84.9	79.2	88.1	93.0	95.2	85.9	88.2	86.1	46.4	85.0	84.3	87.4	79.4	81.0	84.5	83.0
300 - 359 PM	85.9	77.9	87.1	88.0	83.9	77.2	86.9	85.6	48.0	79.2	78.0	80.4	82.6	78.6	81.0	85.9
400 - 459 PM	75.2	77.3	82.3	86.1	94.7	78.1	86.6	88.7	46.3	79.3	83.1	82.9	82.4	78.7	74.0	86.3
500 - 559 PM	78.3	71.2	86.0	89.4	87.8	82.4	83.9	85.0	46.1	79.4	86.9	80.2	79.2	75.2	73.6	70.3
600 - 659 PM	81.1	69.5	73.0	83.7	87.7	76.4	78.6	88.7	53.5	74.4	84.5	80.5	81.8	76.2	68.4	84.9
700 - 759 PM	78.7	68.7	82.2	84.8	78.7	80.4	80.1	86.5	43.6	77.0	87.1	84.6	77.4	78.7	76.7	75.8
800 - 859 PM	79.1	67.2	81.2	81.1	91.5	80.0	78.2	85.7	51.8	76.1	81.6	81.7	76.2	77.5	69.8	81.6
900 - 959 PM	81.7	79.7	80.0	86.6	88.6	75.1	77.5	82.6	44.2	76.0	81.6	85.9	79.4	75.1	79.3	79.1
1000 - 1059 PM	81.8	73.9	77.5	65.2	86.1	69.5	76.4	85.0	61.7	66.0	85.7	80.0	74.3	72.8	71.1	80.9
1100 - 559 AM	84.5	82.7	81.5	88.4	89.4	79.3	72.2	81.0	62.0	80.5	80.1	82.5	69.2	75.4	78.5	76.1
TOTAL, ALL ARRIVALS, BY AIRPORT	82.3	78.1	84.8	89.0	87.6	82.1	84.5	87.3	46.6	80.2	86.6	82.4	79.8	79.3	78.9	82.9

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	63.2	43.0	91.3	J/	87.0	91.4	97.8	J/	68.3	94.4	J/	93.7	82.1	79.0	
700 - 759 AM	84.4	27.8	88.2	93.5	94.8	91.4	94.5	91.2	98.2	95.7	91.3	84.7	91.1	89.8	
800 - 859 AM	73.3	39.7	84.0	95.3	84.3	83.2	89.3	88.5	86.6	88.1	88.7	85.3	J/	81.9	
900 - 959 AM	84.6	53.7	85.0	93.8	83.9	75.3	72.8	91.5	87.9	76.4	93.9	81.8	92.3	83.8	
1000 - 1059 AM	74.4	42.5	81.2	87.0	83.1	83.5	90.5	84.1	82.4	68.6	88.4	81.3	89.7	81.2	
1100 - 1159 AM	83.9	64.3	83.3	85.4	91.0	81.1	87.9	79.6	79.4	66.9	86.5	84.6	77.2	80.4	
1200 - 1259 PM	72.6	43.8	80.5	89.5	81.3	79.3	94.9	80.7	84.1	68.5	83.8	84.9	87.1	80.1	
100 - 159 PM	65.6	45.5	81.4	77.9	82.7	79.2	90.0	82.4	82.5	70.8	86.7	87.3	85.8	81.4	
200 - 259 PM	78.6	46.8	76.2	84.8	86.4	81.2	95.5	73.5	82.2	69.2	90.6	85.4	95.3	80.8	
300 - 359 PM	74.2	46.6	75.2	84.2	86.7	82.2	92.0	83.9	81.4	69.3	90.4	86.2	72.7	78.0	
400 - 459 PM	77.2	45.8	74.6	84.4	75.1	78.6	82.4	80.9	77.1	71.5	85.6	84.5	76.1	78.1	
500 - 559 PM	63.4	46.5	75.0	84.5	76.0	70.8	87.8	77.4	79.1	71.2	84.6	84.4	77.7	75.3	
600 - 659 PM	73.9	61.8	73.8	77.7	77.2	73.0	90.4	75.7	76.3	70.4	80.1	83.4	81.1	77.2	
700 - 759 PM	72.6	36.5	74.0	80.6	72.7	73.7	82.1	78.2	77.6	65.1	84.3	84.6	76.6	75.3	
800 - 859 PM	69.1	58.9	67.4	77.4	73.0	75.6	87.0	74.9	70.1	66.9	86.9	85.6	75.5	76.3	
900 - 959 PM	70.4	44.4	68.6	78.4	69.2	78.5	81.3	78.5	75.0	59.1	80.0	84.7	72.3	73.8	
1000 - 1059 PM	70.6	54.7	66.4	80.1	64.1	78.6	83.8	72.2	77.0	68.0	78.0	79.4	82.7	74.8	
1100 - 559 AM	74.7	77.4	84.8	77.5	75.4	71.3	75.6	77.2	78.8	63.5	75.3	67.3	74.7	77.2	
TOTAL, ALL ARRIVALS, BY AIRPORT	74.1	46.0	78.1	83.5	79.7	78.8	87.4	79.9	79.6	70.6	86.7	84.5	80.2	78.9	

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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	86.7	88.8	92.5	72.7	86.2	83.8	91.7	85.4	50.8	87.2	95.9	78.4	92.9	91.6	89.6	93.1
700 - 759 AM	88.1	87.5	91.6	88.8	94.7	95.5	87.2	92.5	54.3	90.6	94.7	94.4	88.4	91.4	91.4	91.7
800 - 859 AM	90.1	89.0	94.4	90.4	95.0	86.7	91.8	87.4	76.2	86.3	93.3	90.7	92.0	86.4	90.1	93.0
900 - 959 AM	84.5	87.7	88.5	89.4	93.4	88.1	85.0	88.0	41.9	91.7	93.0	86.7	83.4	88.5	87.1	89.5
1000 - 1059 AM	89.9	87.3	90.7	92.1	93.5	93.4	86.5	89.2	50.9	88.7	89.3	91.7	82.6	78.7	91.3	91.6
1100 - 1159 AM	87.1	85.7	86.4	90.2	92.9	84.6	88.2	78.2	86.9	83.9	89.2	84.9	79.5	79.6	83.4	92.1
1200 - 1259 PM	86.2	87.1	90.3	90.3	93.5	86.1	86.3	83.7	40.4	87.2	91.8	90.9	79.3	79.5	88.6	92.0
100 - 159 PM	87.0	83.3	90.4	88.7	80.0	92.3	89.0	87.3	43.7	82.7	88.0	J/	81.4	79.2	83.6	86.4
200 - 259 PM	84.0	90.6	88.9	94.7	91.7	87.1	87.8	82.3	52.2	81.1	86.9	91.8	77.8	84.3	84.3	87.8
300 - 359 PM	85.6	77.1	87.9	89.6	93.3	86.6	85.2	83.7	41.4	83.6	84.7	85.4	75.2	81.5	88.2	84.4
400 - 459 PM	83.8	82.0	84.4	85.6	90.2	83.6	85.7	85.6	45.6	79.8	83.2	80.0	78.9	75.5	83.1	87.6
500 - 559 PM	80.1	74.8	86.2	82.0	J/	80.6	83.8	82.3	46.3	74.4	84.9	80.3	78.2	79.7	72.3	82.0
600 - 659 PM	81.0	74.5	79.8	87.6	89.0	84.4	80.9	79.8	46.6	75.9	87.4	84.3	72.1	75.5	78.8	82.2
700 - 759 PM	82.3	71.1	77.7	87.2	88.6	82.6	77.5	86.4	41.7	72.5	86.6	83.9	77.2	79.3	74.6	82.9
800 - 859 PM	81.0	75.2	81.6	82.8	87.8	77.1	82.3	86.0	44.5	75.1	88.0	89.7	72.0	76.3	79.6	86.2
900 - 959 PM	88.8	82.4	85.0	88.3	89.9	87.5	82.7	88.9	40.0	80.2	84.4	89.1	77.4	83.4	85.5	87.0
1000 - 1059 PM	86.0	J/	65.4	88.9	94.4	J/	100.0	87.8	39.1	85.7	73.3	93.0	81.7	84.8	J/	J/
1100 - 559 AM	88.4	90.0	100.0	83.3	J/	J/	89.8	J/	89.3	96.7	93.3	91.7	69.9	85.4	J/	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	85.9	82.8	87.6	88.0	91.4	86.1	85.6	85.2	46.1	82.9	88.7	85.9	79.0	82.8	84.5	88.1

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	87.5	77.6	91.0	92.6	83.3	89.6	88.5	93.1	90.4	91.6	98.2	78.6	84.7	87.9	
700 - 759 AM	87.9	50.8	86.3	89.0	90.7	86.4	89.3	92.5	83.8	91.7	98.1	91.6	92.0	86.4	
800 - 859 AM	82.4	71.4	86.7	80.5	88.6	84.9	92.8	86.2	83.7	89.5	89.5	86.0	82.2	88.3	
900 - 959 AM	82.0	45.3	84.5	89.1	83.7	70.4	88.4	86.0	87.4	85.6	92.6	87.2	92.5	81.0	
1000 - 1059 AM	67.2	58.7	83.3	88.8	88.2	77.2	85.9	86.6	81.9	75.0	87.2	83.7	87.9	84.5	
1100 - 1159 AM	83.4	43.6	82.6	90.6	78.4	82.6	91.4	78.7	77.8	71.9	91.3	82.6	93.1	81.7	
1200 - 1259 PM	80.1	75.1	80.9	85.1	86.0	72.3	92.4	83.0	80.1	72.3	90.7	87.4	87.3	81.3	
100 - 159 PM	74.9	39.6	79.8	87.6	83.2	77.0	71.0	85.8	77.9	75.5	85.4	86.1	83.2	79.3	
200 - 259 PM	72.8	50.0	77.6	90.2	79.5	72.0	90.4	82.4	79.2	73.1	90.2	86.5	89.5	81.2	
300 - 359 PM	72.7	43.3	74.4	80.0	86.4	79.2	73.9	77.6	79.9	71.7	87.8	86.7	95.3	79.7	
400 - 459 PM	69.8	55.1	73.4	80.7	72.8	73.7	86.8	79.4	77.8	76.1	87.9	81.1	72.6	78.0	
500 - 559 PM	75.2	40.5	72.8	89.2	75.6	73.3	82.1	79.4	76.2	71.1	78.0	84.9	74.4	76.6	
600 - 659 PM	64.9	43.2	71.9	81.7	72.6	69.7	86.4	77.6	81.9	73.2	87.6	87.7	79.2	75.5	
700 - 759 PM	72.8	67.9	72.3	77.3	78.1	66.5	87.7	77.9	78.5	69.7	86.0	70.2	78.8	76.1	
800 - 859 PM	77.4	37.0	76.1	82.7	68.7	71.8	83.1	79.3	78.9	69.9	87.7	89.2	75.9	77.3	
900 - 959 PM	J/	43.2	70.5	84.5	75.8	70.1	88.9	74.8	77.2	72.2	77.3	89.7	76.8	79.2	
1000 - 1059 PM	J/	36.1	73.7	95.2	J/	77.4	91.4	86.2	89.1	77.6	89.1	88.1	78.6	77.7	
1100 - 559 AM	84.3	92.9	91.9	84.2	100.0	91.3	96.7	98.5	81.1	88.8	75.9	87.5	93.3	81.9	
TOTAL, ALL DEPARTURES, BY AIRPORT	78.1	47.2	79.1	86.4	81.3	76.8	88.0	83.9	81.6	78.3	88.7	86.2	85.0	80.8	

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
NW	53	DTW-SFO	1905	30	93.33	51	24
NW	491	DTW-ATL	0655	21	90.48	42	26
NW	1195	DTW-LAS	1910	30	90.00	28	28
NW	1737	DTW-BNA	1215	28	89.29	30	22
NW	1027	MSP-ONT	2035	30	86.67	22	15
NW	933	DTW-LAX	1220	29	86.21	20	19
NW	929	DTW-SFO	0910	29	86.21	19	16
NW	707	MDW-MSP	0700	26	84.62	12	1
NW	1460	DTW-ABE	0650	25	84.00	31	21
NW	1223	DTW-DEN	0920	24	83.33	5	-4
NW	289	DTW-SAN	1905	30	83.33	22	21
NW	345	DTW-SFO	1520	30	83.33	16	16
NW	863	MEM-MSY	0855	30	83.33	10	-1
NW	390	DTW-BOS	1900	22	81.82	28	16
NW	487	DTW-IND	2055	22	81.82	15	16
NW	673	ORD-MSP	1000	21	80.95	17	-15
NW	1463	ABE-MDT	0850	25	80.00	11	2
NW	1479	DTW-MSY	1510	30	80.00	42	-1
NW	305	MSP-LAX	1130	30	80.00	26	19
NW	1570	DTW-CLT	1040	30	80.00	24	9
NW	176	ORD-DTW	1335	30	80.00	24	7
NW	1295	MSP-COS	1140	30	80.00	18	2
NW	865	MEM-MSY	1410	30	80.00	17	-4
NW	174	ORD-DTW	1745	30	80.00	15	1
NW	1474	MSY-DTW	1615	30	80.00	13	-4
NW	1505	MSP-RNO	1125	30	80.00	12	10
NW	747	DTW-MSP	1520	30	80.00	11	2
NW	627	MSP-ABQ	1120	30	80.00	10	10
NW	524	DTW-LGA	1030	30	80.00	-6	-8

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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	192	12.9
AMERICA WEST	556	4	0.7
AMERICAN	1836	1	0.1
UNITED	2139	1	0.0
SOUTHWEST	2366	1	0.0
DELTA	2526	1	0.0
ALASKA	433	0	0.0
TWA	768	0	0.0
CONTINENTAL	1126	0	0.0
US AIRWAYS	1981	0	0.0
TOTAL	15219	200	1.3

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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)	87.2	95.3	86	86	DUTCH HARBOR, AK. (DUT)	75.0	75.0	60	60
ALBANY, N. Y. (ALB)	77.7	83.7	889	890	EL PASO, TX. (ELP)	84.4	89.5	2,043	2,044
ALBUQUERQUE, N. M. (ABQ)	84.1	86.1	2,985	2,986	ELMIRA, N. Y. (ELM)	87.0	87.0	108	108
ALLENTOWN, PA. (ABE)	75.9	80.7	482	482	ERIE, PA. (ERI)	94.8	98.3	115	115
AMARILLO, TX. (AMA)	83.0	90.0	400	399	EUGENE, OR. (EUG)	76.9	81.8	186	187
ANCHORAGE, AK. (ANC)	70.3	78.1	1,923	1,902	FAIRBANKS, AK. (FAI)	75.9	83.8	474	475
ASHEVILLE, N. C. (AVL)	90.4	94.5	146	146	FARGO, N. D. (FAR)	40.9	42.7	225	225
ATLANTA, GA. (ATL)	82.3	85.9	20,717	20,717	FAYETTEVILLE, N. C. (FAY)	89.8	96.6	118	118
AUGUSTA, GA. (AGS)	84.4	86.4	147	147	FLINT, MI. (FNT)	33.6	36.2	116	116
AUSTIN, TX. (AUS)	84.3	88.9	3,564	3,563	FRESNO, CA. (FAT)	85.4	90.0	89	90
BAKERSFIELD, CA. (BFL)	80.0	100.0	30	30	FT. LAUDERDALE, FL. (FLL)	81.9	86.4	3,193	3,191
BALTIMORE, MD. (BWI)	84.8	87.6	6,050	6,049	FT. MYERS, FL. (RSW)	82.2	86.1	884	884
BANGOR, ME. (BGR)	85.6	96.7	90	90	FT. WAYNE, IN. (FWA)	76.6	77.0	124	126
BARROW, AK. (BRW)	75.6	76.7	86	86	GRAND FORKS, N. D. (GFK)	39.8	39.8	88	88
BATON ROUGE, LA. (BTR)	72.3	71.9	383	384	GRAND RAPIDS, MI. (GRR)	61.0	65.8	748	748
BETHEL, AK. (BET)	75.6	79.3	82	82	GREAT FALLS, MT. (GTF)	57.9	57.1	202	203
BILLINGS, MT. (BIL)	68.9	72.3	238	238	GREEN BAY, WI. (GRB)	36.7	37.9	196	198
BINGHAMTON, N. Y. (BGM)	92.0	89.8	88	88	GREENBRIER, W. V. (LWB)	92.3	84.6	13	13
BIRMINGHAM, AL. (BHM)	80.1	84.5	1,650	1,650	GREENSBORO/HIGH PT., N. C. (GSO)	82.6	86.9	1,238	1,237
BISMARCK, N. D. (BIS)	44.8	44.8	116	116	GREENVILLE/SPARTBG., S. C. (GSP)	78.1	80.7	571	570
BOISE, ID. (BOI)	84.4	87.0	954	954	GUSTAVUS, AK. (GST)	100.0	100.0	12	12
BOSTON, MA. (BOS)	78.1	82.8	8,272	8,272	HARLINGEN, TX. (HRL)	76.6	81.4	338	338
BOZEMAN, MT. (BZN)	66.2	70.3	157	158	HARRISBURG, PA. (MDT)	75.6	81.5	644	644
BRISTOL, TN. (TRI)	91.3	92.2	115	115	HARTFORD, CT./SPGFLD, MA. (BDL)	81.3	86.1	2,142	2,143
BROWNSVILLE, TX. (BRO)	90.0	93.3	30	30	HELENA, MT. (HLN)	91.1	94.4	90	90
BUFFALO, N. Y. (BUF)	75.9	81.5	1,515	1,515	HONOLULU, OAHU, HI. (HNL)	73.0	84.6	910	911
BURBANK, CA. (BUR)	80.4	83.1	2,334	2,334	HOUSTON, TX. (HOU)	80.8	76.5	4,868	4,868
BURLINGTON, VT. (BTV)	75.6	87.2	234	234	HOUSTON, TX. (IAH)	86.6	88.7	10,285	10,287
CEDAR RAPIDS/IOWA CTY, IA. (CID)	77.2	83.3	438	438	HUNTSVILLE/DECATUR, AL. (HSV)	91.2	93.6	487	488
CHARLESTON, S. C. (CHS)	83.6	91.3	596	596	IDAHO FALLS, ID. (IDA)	85.6	92.2	90	90
CHARLESTON, W. V. (CRW)	85.1	95.0	141	141	INDIANAPOLIS, IN. (IND)	76.5	81.4	2,805	2,806
CHARLOTTE, N. C. (CLT)	89.0	88.0	10,349	10,349	INDIO/PALM SPRINGS, CA. (PSP)	79.7	89.0	182	182
CHATTANOOGA, TN. (CHA)	89.4	94.1	85	85	ISLIP/LONG IS., N. Y. (ISP)	87.3	90.0	181	180
CHICAGO, IL. (MDW)	78.8	76.6	3,892	3,892	ITHACA, N. Y. (ITH)	88.0	90.7	108	108
CHICAGO, IL. (ORD)	78.1	79.1	24,505	24,499	JACKSON/VICKSBURG, MS. (JAN)	83.3	85.4	738	738
CINCINNATI, OH. (CVG)	87.6	91.4	6,547	6,547	JACKSON, WY. (JAC)	87.0	90.2	184	184
CLEVELAND, OH. (CLE)	82.1	86.1	4,959	4,955	JACKSONVILLE, FL. (JAX)	82.8	88.2	1,838	1,836
COLORADO SPRINGS, CO. (COS)	79.5	88.0	949	950	JUNEAU, AK. (JNU)	78.1	85.5	434	434
COLUMBIA, S. C. (CAE)	88.2	89.6	442	442	KAHALUI, MAUI, HI. (OGG)	84.3	93.1	248	248
COLUMBUS, OH. (CMH)	77.5	81.8	3,240	3,239	KALAMAZOO, MI. (AZO)	33.0	34.8	115	115
CORDOVA, AK. (CDV)	75.0	80.0	60	60	KALISPELL, MT. (FCA)	76.2	69.8	105	106
CORPUS CHRISTI, TX. (CRP)	75.9	82.9	245	245	KANSAS CITY, MO. (MCI)	79.6	83.0	4,906	4,906
DALLAS/FT. WORTH, TX. (DAL)	84.5	81.1	4,184	4,184	KETCHIKAN, AK. (KTN)	76.6	83.3	252	252
DALLAS/FT. WORTH, TX. (DFW)	87.3	85.2	19,822	19,824	KING SALMON, AK. (AKN)	76.2	76.2	42	42
DAYTON, OH. (DAY)	81.8	88.3	855	856	KNOXVILLE, TN. (TYS)	76.7	82.0	701	701
DAYTONA BEACH, FL. (DAB)	88.3	93.2	206	205	KODIAK, AK. (ADQ)	66.7	78.3	60	60
DEADHORSE, AK. (SCC)	78.6	82.1	56	56	KONA, HAWAII, HI. (KOA)	73.3	90.0	60	60
DENVER, CO. (DEN)	84.5	85.6	11,120	11,120	KOTZEBUE, AK. (OTZ)	85.4	80.5	82	82
DES MOINES, IA. (DSM)	80.2	87.3	551	551	LA CROSSE, WI. (LSE)	33.3	37.0	54	54
DETROIT, MI. (DTW)	46.6	46.1	12,507	12,511	LANSING, MI. (LAN)	33.1	34.9	175	175
DILLINGHAM, AK. (DLG)	64.3	64.3	42	42	LAS VEGAS, NV. (LAS)	79.8	79.0	9,821	9,823
DULUTH, MN. (DLH)	31.2	37.6	93	93	LEXINGTON/FRKFT, KY. (LEX)	86.6	90.0	320	320

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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.
LIHUE, KAUAI, HI. (LIH)	80.0	96.7	30	30	ROANOKE, VA. (ROA)	92.0	95.5	201	201
LINCOLN, NE. (LNK)	86.0	92.6	229	229	ROCHESTER, MN. (RST)	61.0	69.2	182	182
LITTLE ROCK, AR. (LIT)	78.2	84.6	1,094	1,092	ROCHESTER, N.Y. (ROC)	78.5	84.3	1,181	1,181
LONG BEACH, CA. (LGB)	72.6	87.2	288	288	SACRAMENTO, CA. (SMF)	83.4	87.0	3,036	3,038
LOS ANGELES, CA. (LAX)	79.3	82.8	15,369	15,365	SAGINAW, MI. (MBS)	51.1	57.7	284	284
LOUISVILLE, KY. (SDF)	80.7	86.0	1,926	1,926	SALT LAKE CITY, UT. (SLC)	86.7	88.7	6,909	6,911
LUBBOCK, TX. (LBB)	84.9	88.2	535	535	SAN ANTONIO, TX. (SAT)	83.3	88.3	3,052	3,051
MADISON, WI. (MSN)	43.8	49.8	404	404	SAN DIEGO, CA. (SAN)	79.9	83.9	5,582	5,580
MANCHESTER, N. H. (MHT)	79.5	85.7	1,021	1,021	SAN FRANCISCO, CA. (OAK)	86.3	86.9	4,589	4,589
MEDFORD, OR. (MFR)	72.0	69.7	118	119	SAN FRANCISCO, CA. (SFO)	70.6	78.3	11,632	11,628
MELBOURNE, FL. (MLB)	88.4	93.7	207	207	SAN JOSE, CA. (SJC)	82.9	87.4	4,207	4,206
MEMPHIS, TN. (MEM)	49.4	49.4	4,218	4,218	SAN JUAN, P. R. (SJU)	70.9	74.9	1,480	1,478
MIAMI, FL. (MIA)	74.1	78.1	5,200	5,202	SANTA BARBARA, CA. (SBA)	72.0	72.0	118	118
MIDLAND/ODESSA, TX. (MAF)	85.6	89.5	526	526	SARASOTA/BRAD., FL. (SRQ)	80.8	87.1	480	481
MILWAUKEE, WI. (MKE)	68.6	72.5	1,279	1,278	SAVANNAH, GA. (SAV)	89.5	92.1	418	418
MINNEAPLS./ST. P. MN. (MSP)	46.0	47.2	11,358	11,345	SCRANTON/WILKES-BARRE, PA. (AVP)	83.4	89.0	145	145
MINOT, N. D. (MDT)	47.2	46.1	89	89	SEATTLE, WA. (SEA)	79.6	81.6	8,561	8,569
MISSION/MCALLEN, TX. (MFE)	82.8	87.7	261	261	SHREVEPORT, LA. (SHV)	89.0	89.6	318	318
MISSOULA, MT. (MSO)	62.7	69.3	150	150	SIOUX CITY, IA. (SUX)	36.4	36.4	55	55
MOBILE, AL./PASCAGOULA, MS. (MOB)	77.7	81.1	355	354	SIOUX FALLS, S. D. (FSD)	53.3	60.1	321	321
MOLINE, IL. (MLI)	90.8	93.0	142	142	SITKA, AK. (SIT)	77.2	88.6	114	114
MONROE, LA. (MLU)	91.1	92.8	180	180	SOUTH BEND, IN. (SBN)	76.3	80.0	270	270
MONTEREY, CA. (MRY)	79.3	84.5	58	58	SPOKANE, WA. (GEG)	83.3	88.3	1,123	1,124
MONTGOMERY, AL. (MGM)	82.4	86.5	148	148	SPRINGFIELD, MD. (SGF)	89.4	89.9	160	159
MYRTLE BEACH, S. C. (MYR)	86.2	91.3	218	218	ST. CROIX, V. I. (STX)	65.6	76.7	90	90
NANTUCKET, MA. (ACK)	50.0	100.0	2	2	ST. LOUIS, MO. (STL)	84.5	86.2	14,295	14,294
NASHVILLE, TN. (BNA)	83.5	84.5	4,367	4,364	ST. THOMAS, V. I. (STT)	71.7	76.6	166	167
NEW ORLEANS, LA. (MSY)	75.4	78.0	4,170	4,171	SYRACUSE, N. Y. (SYR)	73.0	80.3	904	905
NEW YORK, N. Y. (JFK)	82.4	85.9	3,618	3,617	TALLAHASSEE, FL. (TLH)	81.1	82.7	196	196
NEW YORK, N. Y. (LGA)	78.9	84.5	7,657	7,683	TAMPA, FL. (TPA)	80.2	85.0	4,476	4,473
NEWARK, N. J. (EWR)	80.2	82.9	9,831	9,823	TOLEDO, OH. (TOL)	86.8	89.1	174	175
NEWBURGH, N. Y. (SWF)	75.8	84.2	120	120	TRAVERSE CITY, MI. (TVC)	29.9	29.9	87	87
NOME, AK. (OME)	68.2	76.5	85	85	TUCSON, AZ. (TUS)	80.9	87.0	1,450	1,449
NORFOLK/VA. BEACH, VA. (ORF)	80.4	87.3	1,390	1,391	TULSA, OK. (TUL)	82.6	87.4	1,536	1,535
OKLAHOMA CITY, OK. (OKC)	81.4	86.7	1,647	1,647	VALPARAISO, FL. (VPS)	33.7	36.0	86	86
OMAHA, NE. (OMA)	77.4	81.5	1,357	1,355	WASHINGTON, D. C. (DCA)	82.1	86.1	6,900	6,906
ONTARIO, CA. (ONT)	83.6	87.6	2,943	2,943	WASHINGTON, D. C. (IAD)	78.6	82.5	3,865	3,867
ORANGE COUNTY, CA. (SNA)	80.8	86.1	2,847	2,853	WEST PALM BEACH, FL. (PBI)	81.3	89.8	1,477	1,477
ORLANDO, FL. (MCO)	82.9	88.1	7,613	7,617	WHITE PLAINS, N. Y. (HPN)	67.8	73.4	395	395
PASCO, WA. (PSC)	91.6	94.1	119	119	WICHITA, KS. (ICT)	76.3	84.9	598	598
PENSACOLA, FL. (PNS)	79.4	83.0	534	534	WILMINGTON, N. C. (ILM)	83.8	92.5	173	173
PETERSBURG, AK. (PSG)	68.3	81.7	60	60	WRANGELL, AK. (WRG)	73.3	80.0	60	60
PHILADELPHIA, PA. (PHL)	79.7	81.3	9,311	9,313	YAKUTAT, AK. (YAK)	70.0	76.7	60	60
PHOENIX, AZ. (PHX)	78.8	76.8	13,824	13,824					
PITTSBURGH, PA. (PIT)	87.4	88.0	8,977	8,976					
PORTLAND, ME. (PWM)	80.5	86.6	580	580					
PORTLAND, OR. (PDX)	83.5	86.4	4,619	4,619					
PROVIDENCE, R. I. (PVD)	83.7	87.5	1,850	1,850					
RALEIGH/DURHAM, N. C. (RDU)	81.4	87.6	2,326	2,323					
RAPID CITY, S. D. (RAP)	40.3	42.9	119	119					
RENO, NV. (RNO)	81.2	84.6	2,133	2,132					
RICHMOND, VA. (RIC)	81.5	86.6	1,278	1,280					

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

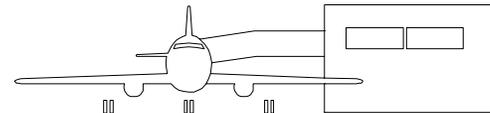
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

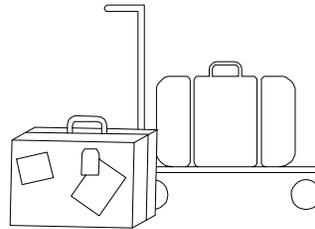
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

SEPT. '98 RANK	AIRLINE	SEPTEMBER 1998			SEPTEMBER 1997		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>US Airways</i>	14,365	4,568,254	3.14	16,385	4,318,337	3.79
2	<i>Continental</i>	9,052	2,817,486	3.21	8,443	2,802,320	3.01
3	<i>American</i>	18,863	5,064,440	3.72	17,495	4,874,759	3.59
4	<i>America West</i>	5,316	1,395,499	3.81	3,483	1,306,428	2.67
5	<i>Delta</i>	31,187	7,875,454	3.96	29,968	7,424,902	4.04
6	<i>TWA</i>	7,250	1,817,036	3.99	6,220	1,693,050	3.67
7	<i>Southwest</i>	18,847	4,672,290	4.03	15,812	4,458,193	3.55
8	<i>Northwest</i>	4,957	1,166,922	4.25	18,015	3,588,394	5.02
9	<i>United</i>	45,467	6,644,330	6.84	32,084	5,929,905	5.41
10	<i>Alaska</i>	7,806	964,410	8.09	5,911	907,053	6.52
	Total	163,110	36,986,121	4.41	153,816	37,303,341	4.12

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

JAN-SEP '98 RANK	AIRLINE	JANUARY-SEPTEMBER 1998			JANUARY-SEPTEMBER 1997		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>Continental</i>	102,315	26,385,849	3.88	90,478	24,524,527	3.69
2	<i>America West</i>	51,401	13,164,480	3.90	43,880	12,946,371	3.39
3	<i>US Airways</i>	171,143	42,502,945	4.03	175,246	41,044,586	4.27
4	<i>American</i>	205,668	48,404,420	4.25	225,268	46,077,854	4.89
5	<i>Delta</i>	314,859	72,834,215	4.32	314,864	69,601,965	4.52
6	<i>Southwest</i>	196,542	44,204,904	4.45	148,255	39,746,522	3.73
7	<i>TWA</i>	95,213	17,443,642	5.46	82,347	15,765,843	5.22
8	<i>Northwest</i>	216,814	31,080,979	6.98	188,400	32,370,317	5.82
9	<i>Alaska</i>	61,601	8,810,930	6.99	60,547	8,168,122	7.41
10	<i>United</i>	440,396	57,393,493	7.67	342,574	52,326,876	6.55
	Total	1,855,952	362,225,857	5.12	1,671,859	342,572,983	4.88

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.

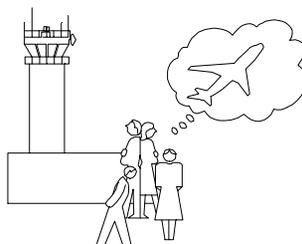
OVERSALES

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.



April-June
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

APRIL-JUNE '98 RANK	AIRLINE	APRIL-JUNE 1998				APRIL-JUNE 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	20,361	120	9,844,051	0.12	18,424	127	9,125,148	0.14
2	US Airways	26,527	413	15,014,705	0.28	23,936	1,393	15,122,629	0.92
3	Northwest	41,885	561	12,428,966	0.45	21,054	890	12,666,808	0.70
4	American	53,211	882	18,929,527	0.47	60,275	1,188	18,805,298	0.63
5	United	36,086	1,254	20,241,004	0.62	24,534	677	19,407,881	0.35
6	America West	11,844	571	4,686,468	1.22	13,469	753	4,895,697	1.54
7	TWA	4,266	930	6,212,623	1.50	4,266	930	5,753,283	1.62
8	Alaska	6,585	523	3,315,925	1.58	5,346	731	3,105,841	2.35
9	Delta	69,429	4,236	26,704,309	1.59	69,365	4,936	26,627,946	1.85
10	Southwest	21,269	2,998	15,475,432	1.94	19,341	3,914	14,049,322	2.79
	TOTAL	291,463	12,488	132,853,010	0.94	260,010	15,539	129,559,853	1.20

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

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

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

JAN-JUNE '98 RANK	AIRLINE	JANUARY-JUNE 1998				JANUARY-JUNE 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	39,149	260	18,521,567	0.14	34,632	236	17,531,894	0.13
2	US Airways	48,778	765	28,005,731	0.27	48,871	3,603	28,990,014	1.24
3	Northwest	70,769	811	24,020,440	0.34	48,528	1,731	24,196,030	0.72
4	American	110,991	1,595	36,332,205	0.44	123,935	3,499	35,974,199	0.97
5	United	73,079	2,378	37,940,808	0.63	48,304	1,861	37,250,291	0.50
6	America West	26,062	1,097	8,948,281	1.23	35,294	2,222	9,653,994	2.30
7	Delta	134,119	6,972	50,641,896	1.38	132,795	10,165	51,065,578	1.99
8	TWA	17,612	1,858	11,655,118	1.59	17,495	1,841	10,908,055	1.69
9	Alaska	14,911	1,041	6,166,053	1.69	11,799	1,713	5,863,553	2.92
10	Southwest	40,225	5,428	28,721,073	1.89	34,741	6,555	27,378,240	2.39
	TOTAL	575,695	22,205	250,953,172	0.88	536,394	33,426	248,811,848	1.34

* 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.

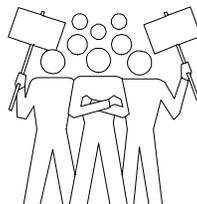


TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	SEPTEMBER 1998				SEPTEMBER 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	872	37	3	49	480	54	2	92
FOREIGN AIRLINES	99	1	0	0	49	1	0	2
TRAVEL AGENTS	3	0	0	0	1	0	0	0
TOUR OPERATORS	30	0	0	0	8	0	0	0
MISCELLANEOUS	22	12	0	12	15	7	0	11
CARGO COMPANIES	0	0	0	0	0	0	0	0
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INDUSTRY TOTALS	1026	50	3	61	553	62	2	105

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	SEPTEMBER 1998			SEPTEMBER 1997		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	311		2	126	
DELAYS.			99			26
CANCELLATIONS.			117			40
MISCONNECTIONS.			43			28
CUSTOMER SERVICE.	2	200		1	142	
BAGGAGE.	3	147		3	91	
TICKETING/BOARDING.	4	138		4	70	
DISABLED.			38			20
REFUNDS.	5	71		5	46	
OTHER.	6	60		7	22	
FREQUENT FLYER.			31			16
OVERSALES.	7	48		6	30	
FARES.	8	39		8	18	
ADVERTISING.	9	6		9	6	
TOURS.	10	6		10	2	
CREDIT.	11	0		11	0	
SMOKING.	12	0		12	0	
		----			----	
COMPLAINT TOTAL		1026			553	

* 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

SEPTEMBER 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
ALASKA AIRLINES	1	1	0	0	1	3	1	0	0	0	0	1	8
AMERICA WEST AIRLINES	20	2	6	1	3	8	5	0	0	0	1	2	48
AMERICAN AIRLINES	21	2	15	3	5	17	20	0	0	0	1	7	91
AMERICAN EAGLE	3	2	1	0	0	1	1	0	0	0	0	0	8
AMERICAN TRANS AIR	10	0	0	1	0	3	3	0	0	0	0	1	18
ATLANTIC SOUTHEAST AIRLINES	2	1	0	0	1	0	1	0	0	0	0	1	6
CONTINENTAL AIRLINES	10	1	4	0	0	10	17	0	0	0	0	2	44
DELTA AIR LINES	27	4	16	9	9	14	27	0	0	0	0	16	122
HAWAIIAN AIRLINES	1	0	3	1	0	0	0	0	0	0	0	0	5
KIWI INTERNATIONAL AIRLINES	7	1	0	0	2	0	0	0	0	0	0	2	12
NORTHWEST AIRLINES	66	1	15	1	8	11	26	0	0	0	0	2	130
RENO AIR	2	2	0	0	1	0	3	0	0	0	0	0	8
SKY TREK INT'L AIR	6	0	0	0	0	1	3	0	0	0	0	1	11
SOUTHWEST AIRLINES	1	0	4	2	1	3	0	0	1	0	0	1	13
TOWER AIR	11	2	5	1	2	5	4	0	0	0	0	0	30
TRANS STATES AIRLINES	6	0	0	0	1	1	2	0	0	0	0	0	10
TRANS WORLD AIRLINES	11	3	7	1	1	3	11	0	0	0	0	4	41
UNITED AIRLINES	33	4	19	5	6	21	24	0	1	0	0	6	119
UNITED EXPRESS	4	0	0	0	0	0	2	0	0	0	0	2	8
US AIRWAYS	23	5	12	3	7	11	13	0	0	0	0	5	79
VANGUARD AIRLINES	5	2	3	2	1	1	6	0	0	0	0	0	20
OTHER U. S. AIRLINES	11	3	8	0	5	6	7	0	0	0	0	1	41
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SEPTEMBER 1998	281	36	118	30	54	119	176	0	2	0	2	54	872
% OF TOTAL COMPLAINTS	32.2	4.1	13.5	3.4	6.2	13.6	20.2	0.0	0.2	0.0	0.2	6.2	
SEPTEMBER 1997	115	28	57	15	36	73	130	0	5	0	1	20	480
% OF TOTAL COMPLAINTS	24.0	5.8	11.9	3.1	7.5	15.2	27.1	0.0	1.0	0.0	0.2	4.2	

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

SEPTEMBER 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 SEP	DENTS IN SEP		DENTS IN AUG		DENTS IN ALL PRIOR MONTHS		KNOW INCI- DENT DATE	
ALASKA AIRLINES	8	1	12.50	2	25.00	5	62.50	0	0.00
AMERICA WEST AIRLINES	48	15	31.25	15	31.25	18	37.50	0	0.00
AMERICAN AIRLINES	91	19	20.88	31	34.07	40	43.96	1	1.10
AMERICAN EAGLE	8	0	0.00	3	37.50	5	62.50	0	0.00
AMERICAN TRANS AIR	18	0	0.00	12	66.67	6	33.33	0	0.00
ATLANTIC SOUTHEAST AIRLINES	6	0	0.00	1	16.67	5	83.33	0	0.00
CONTINENTAL AIRLINES	44	6	13.64	19	43.18	19	43.18	0	0.00
DELTA AIR LINES	122	24	19.67	35	28.69	63	51.64	0	0.00
HAWAIIAN AIRLINES	5	0	0.00	3	60.00	2	40.00	0	0.00
KIWI INTERNATIONAL AIRLINES	12	3	25.00	6	50.00	3	25.00	0	0.00
NORTHWEST AIRLINES	130	8	6.15	53	40.77	69	53.08	0	0.00
RENO AIR	8	2	25.00	3	37.50	3	37.50	0	0.00
SKY TREK INT'L AIR	11	0	0.00	6	54.55	5	45.45	0	0.00
SOUTHWEST AIRLINES	13	4	30.77	6	46.15	3	23.08	0	0.00
TOWER AIR	30	6	20.00	11	36.67	13	43.33	0	0.00
TRANS STATES AIRLINES	10	1	10.00	4	40.00	5	50.00	0	0.00
TRANS WORLD AIRLINES	41	5	12.20	19	46.34	17	41.46	0	0.00
UNITED AIRLINES	119	25	21.01	37	31.09	57	47.90	0	0.00
UNITED EXPRESS	8	6	75.00	1	12.50	1	12.50	0	0.00
US AIRWAYS	79	14	17.72	32	40.51	33	41.77	0	0.00
VANGUARD AIRLINES	20	5	25.00	9	45.00	6	30.00	0	0.00
OTHER U. S. AIRLINES	41	8	19.51	18	43.90	14	34.15	1	2.44
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TOTALS	872	152	17.43	326	37.39	392	44.95	2	0.23
PRIOR YEAR'S TOTALS	480	47	9.79	219	45.63	208	43.33	6	1.25

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

SEPTEMBER 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR FRANCE	2	1	1	1	0	3	1	0	0	0	0	0	9
AIR JAMAICA	3	1	2	0	1	0	0	0	0	0	0	0	7
BRITISH AIRWAYS	0	1	2	1	0	1	4	0	1	0	1	1	12
GUYANA AIRWAYS	1	2	0	0	0	4	0	0	0	0	0	0	7
KLM	1	1	1	0	0	1	3	0	0	0	0	1	8
MEXICANA	3	1	0	0	0	1	1	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	3	3	5	2	6	16	10	0	2	0	1	2	50
TOTAL	13	10	11	4	7	26	19	0	3	0	2	4	99
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	1	0	1	0	1	0	0	0	0	0	3
TOTAL	0	0	1	0	1	0	1	0	0	0	0	0	3
TOUR OPERATORS													
SUNJET INT' L SALES	5	1	2	0	2	1	0	0	0	0	0	1	12
OTHER TOUR OPERATORS	7	1	1	0	4	1	3	0	0	0	1	0	18
TOTAL	12	2	3	0	6	2	3	0	0	0	1	1	30
MISCELLANEOUS													
OTHER MISCELLANEOUS	5	0	5	5	3	0	1	0	1	0	1	1	22
TOTAL	5	0	5	5	3	0	1	0	1	0	1	1	22
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

AIRLINES/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

SEPTEMBER
Consumer Complaints: Rankings
U.S. AIRLINES*

SEPT. '98 RANK	AIRLINE	SEPTEMBER 1998			SEPTEMBER 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	13	4,681,361	0.28	10	4,465,457	0.22
2	Alaska	8	1,068,102	0.75	8	963,987	0.83
3	Continental	44	3,360,792	1.31	20	3,017,247	0.66
4	American	91	6,474,251	1.41	49	6,243,343	0.78
5	Delta	122	8,524,889	1.43	51	7,884,467	0.65
6	United	119	7,613,493	1.56	69	6,952,314	0.99
7	US Airways	79	4,719,561	1.67	21	4,460,772	0.47
8	T W A	41	1,918,375	2.14	12	1,829,140	0.66
9	America West	48	1,415,369	3.39	22	1,336,695	1.65
10	Northwest	130	1,442,614	9.01	72	4,440,732	1.62
	TOTAL	695	41,218,807	1.69	334	41,594,154	0.80

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 SEPTEMBER 1998				JANUARY 1997 THRU SEPTEMBER 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	6325	304	15	537	4875	494	18	934
FOREIGN AIRLINES	761	5	0	18	663	5	2	34
CARGO COMPANIES	3	0	0	1	3	0	0	0
TRAVEL AGENTS	17	0	0	1	6	0	0	1
TOUR OPERATORS	226	1	1	4	92	1	0	4
MISCELLANEOUS	197	67	0	100	195	68	0	109
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INDUSTRY TOTALS	7529	377	16	661	5834	568	20	1082

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	JANUARY 1998 THRU SEPTEMBER 1998			JANUARY 1997 THRU SEPTEMBER 1997		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	2014		1	1449	
DELAYS.			560			313
CANCELLATIONS.			735			518
MISCONNECTIONS.			225			213
CUSTOMER SERVICE.	2	1550		2	1215	
BAGGAGE.	3	1103		3	806	
TICKETING/BOARDING.	4	1059		4	785	
DISABLED.			277			247
REFUNDS.	5	584		5	532	
OVERSALES.	6	410		6	416	
OTHER.	7	408		7	301	
FREQUENT FLYER.			191			170
FARES.	8	257		8	186	
TOURS.	9	86		9	80	
ADVERTISING.	10	49		10	52	
SMOKING.	11	9		11	11	
CREDIT.	12	0		12	1	
		----			----	
COMPLAINT TOTAL		7529			5834	

* 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 SEPTEMBER 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	9	0	0	0	0	0	0	0	13
AIRTRAN AIRWAYS	10	0	4	0	3	2	4	0	1	0	0	0	24
AIRTRAN AIRLINES	18	1	7	0	3	6	9	0	0	0	0	0	44
ALASKA AIRLINES	12	3	3	1	1	12	15	0	0	0	0	2	49
AMERICA WEST AIRLINES	121	10	30	9	13	31	62	0	0	0	1	8	285
AMERICAN AIRLINES	145	32	108	37	44	119	133	0	6	0	3	42	669
AMERICAN EAGLE	18	12	4	3	1	5	12	0	0	0	0	2	57
AMERICAN TRANS AIR	34	6	14	4	4	20	25	0	1	0	1	9	118
ATLANTIC SOUTHEAST AIRLINES	43	5	5	1	2	8	11	0	0	0	0	12	87
CARIBAIR	6	0	0	0	4	0	1	0	0	0	0	1	12
CARNIVAL AIR LINES	2	6	5	1	11	7	4	0	0	0	1	0	37
CONTINENTAL AIRLINES	56	13	49	13	9	58	93	0	4	0	0	23	318
DELTA AIR LINES	163	28	118	30	23	62	147	0	2	0	0	72	645
DELTA CONNECTION	6	0	3	1	2	0	3	0	0	0	0	1	16
EASTWIND AIRLINES	14	1	1	0	5	2	4	0	0	0	0	1	28
EXPRESS ONE INTERNATIONAL	4	0	0	0	0	0	3	0	0	0	1	3	11
FRONTIER AIRLINES	4	1	5	0	4	4	3	0	0	0	1	0	22
HAWAIIAN AIRLINES	4	2	4	1	1	3	3	0	0	0	0	1	19
KIWI INTERNATIONAL AIRLINES	68	7	7	0	21	33	21	0	1	0	0	7	165
MESA AIRLINES	12	1	3	1	0	0	1	0	0	0	0	1	19
MIDWAY AIRLINES	2	0	4	1	0	2	6	0	0	0	0	0	15
MYRTLE BEACH JET EXPRESS	6	1	1	1	1	2	0	0	1	0	0	1	14
NORTHWEST AIRLINES	403	17	112	19	25	109	215	2	0	0	0	49	951
PAN AM	18	21	11	1	110	26	20	0	0	0	1	1	209
RENO AIR	18	9	17	4	8	4	18	0	0	0	0	0	78
SKY TREK INT'L AIR	9	0	0	0	2	3	12	0	0	0	4	7	37
SOUTHWEST AIRLINES	9	7	30	6	5	24	31	0	3	0	0	1	116
SPIRIT AIRLINES	17	0	4	2	2	7	5	0	0	0	1	2	40
SUN COUNTRY AIRLINES	1	2	3	1	1	0	5	0	0	0	2	1	16
SUN JET INTERNATIONAL	6	0	3	0	7	3	1	0	0	0	0	1	21

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 3

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

JANUARY 1998 THRU SEPTEMBER 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
TOWER AIR	112	40	24	4	12	28	50	2	1	0	2	11	286
TRANS STATES AIRLINES	11	0	1	0	1	5	4	0	0	0	0	0	22
TRANS WORLD AIRLINES	64	16	36	7	8	26	79	0	0	0	0	12	248
TRANS WORLD EXPRESS	17	5	2	1	0	5	10	0	0	0	0	4	44
UNITED AIRLINES	184	38	132	31	48	141	226	0	6	0	0	53	859
UNITED EXPRESS	21	5	5	1	0	12	9	0	0	0	0	2	55
US AIRWAYS	97	14	78	21	27	47	71	0	2	0	1	17	375
US AIRWAYS EXPRESS	5	0	2	0	0	1	2	0	0	0	0	0	10
VANGUARD AIRLINES	39	6	11	4	14	9	13	0	5	0	0	2	103
WESTERN PACIFIC AIRLINES	7	0	11	1	44	11	1	0	0	0	0	0	75
OTHER U. S. AIRLINES	27	5	11	0	13	27	23	0	0	0	0	7	113
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JANUARY 1998 THRU SEPTEMBER 1998	1814	314	871	207	488	864	1355	4	33	0	19	356	6325
% OF TOTAL COMPLAINTS	28.7	5.0	13.8	3.3	7.7	13.7	21.4	0.1	0.5	0.0	0.3	5.6	
JANUARY 1997 THRU SEPTEMBER 1997	1306	345	652	151	410	624	1077	5	44	1	9	251	4875
% OF TOTAL COMPLAINTS	26.8	7.1	13.4	3.1	8.4	12.8	22.1	0.1	0.9	0.0	0.2	5.1	

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 SEPTEMBER 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	12
AIR AFRIQUE	0	2	2	0	2	4	0	0	0	0	0	10
AIR ARUBA	11	0	0	0	2	5	2	0	0	0	2	22
AIR CANADA	3	0	5	1	0	10	8	1	0	0	0	28
AIR FRANCE	7	2	6	4	2	14	5	0	0	1	0	41
AIR JAMAICA	19	6	5	0	1	14	14	0	0	1	4	64
ALITALIA	1	3	1	1	0	1	3	0	0	0	2	12
BRITISH AIRWAYS	10	5	20	2	1	16	11	0	1	1	1	68
BWA	1	7	1	0	1	3	1	0	0	0	0	14
CATHAY PACIFIC AIRWAYS	0	4	1	0	0	2	2	0	1	0	0	10
EL AL	1	2	2	0	0	3	5	0	0	0	1	14
GUYANA AIRWAYS	2	2	0	0	1	8	1	0	0	0	0	14
IBERIA	0	0	2	0	1	3	5	1	0	0	0	12
KLM	9	5	5	0	1	11	13	0	0	0	2	46
KOREAN AIR LINES	2	1	2	0	0	4	7	0	0	0	1	17
LACSA	0	2	5	1	3	4	1	0	0	0	0	16
LUFTHANSA	1	4	7	0	0	7	7	0	0	0	2	28
MEXICANA	6	3	1	0	2	6	10	0	0	0	2	30
OLYMPIC AIRWAYS	4	1	5	0	1	1	3	1	0	0	0	16
SABENA	2	0	4	0	2	2	1	0	0	0	0	11
TACA	0	2	4	2	3	5	0	0	0	0	0	16
TAESA	1	5	3	0	0	4	1	0	0	0	0	14
TURKISH AIRLINES	0	0	2	0	0	6	2	0	0	0	0	10
VASP	3	1	3	0	0	2	2	0	0	0	0	11
VIRGIN ATLANTIC	0	1	6	1	1	12	3	0	1	0	0	25
OTHER FOREIGN AIRLINES	18	19	36	2	12	59	33	1	6	0	2	200
TOTAL	103	81	130	14	36	207	143	4	9	0	5	761

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 SEPTEMBER 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
CARGO COMPANIES													
OTHER CARGO COMPANIES	0	0	0	0	0	2	0	0	0	0	0	1	3
TOTAL	0	0	0	0	0	2	0	0	0	0	0	1	3
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	6	1	6	0	2	0	1	0	1	0	17
TOTAL	0	0	6	1	6	0	2	0	1	0	1	0	17
TOUR OPERATORS													
APPLE VACATIONS	5	0	0	0	2	0	6	0	0	0	4	1	18
EAST CARIBBEAN AIRLINES	5	0	1	0	8	0	0	0	0	0	0	0	14
SUNJET INT' L SALES	49	8	14	2	13	10	16	0	1	0	5	4	122
SUNTRIPS OF CALIFORNIA	0	1	3	0	0	1	3	0	0	0	1	1	10
WORLDWIDE SPORT TRAVEL	0	0	0	0	0	0	0	0	0	0	31	0	31
OTHER TOUR OPERATORS	8	1	2	0	8	0	3	0	0	0	6	3	31
TOTAL	67	10	20	2	31	11	28	0	1	0	47	9	226
MISCELLANEOUS													
OTHER MISCELLANEOUS	30	5	32	33	23	19	22	1	5	0	14	13	197
TOTAL	30	5	32	33	23	19	22	1	5	0	14	13	197

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

JAN-SEP '98 RANK	AIRLINE	JANUARY-SEPTEMBER 1998			JANUARY-SEPTEMBER 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	116	44,297,901	0.26	124	42,001,896	0.30
2	Alaska	49	9,843,454	0.50	55	9,325,358	0.59
3	Delta	645	79,694,145	0.81	499	77,671,378	0.64
4	US Airways	375	43,871,791	0.85	358	44,605,815	0.80
5	Continental	318	31,428,691	1.01	222	29,249,517	0.76
6	American	669	61,671,185	1.08	661	61,434,925	1.08
7	United	859	65,220,494	1.32	585	63,623,682	0.92
8	T W A	248	18,388,057	1.35	148	17,680,370	0.84
9	America West	285	13,456,508	2.12	210	13,955,790	1.50
10	Northwest	951	37,556,477	2.53	567	41,299,909	1.37
	TOTAL	4,515	405,428,703	1.11	3,429	400,848,640	0.86

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.

