



U.S. Department
of Transportation



Air Travel Consumer Report

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Includes data for the following periods:



Flight Delays	December 1998 January-December 1998
Mishandled Baggage	December 1998 January-December 1998
Oversales	3rd Quarter 1998 January-September 1998
Consumer Complaints	December 1998 January-December 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.



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AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTED AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
CONTINENTAL S/	28	79.5	80	80.2
AMERICAN S/	29	78.8	97	78.3
NORTHWEST S/	28	78.6	115	78.1
DELTA S/	29	76.0	116	76.6
TWA S/	29	75.7	72	75.7
SOUTHWEST S/	14	73.0	53	74.6
UNITED S/	29	72.9	103	72.7
AMERICA WEST S/	26	60.4	50	61.8
US AIRWAYS S/	25	62.6	87	61.7
ALASKA S/	7	54.1	34	54.2
T O T A L		73.1		73.2

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers appearing on this page is consistent with those carriers that appear in the "Mishandled Baggage," "Oversales" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

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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	1ST QUARTER JAN-MAR 98		2ND QUARTER APR-JUN 98		3RD QUARTER JUL-SEP 98		4TH QUARTER OCT-DEC 98		OCT 98		NOV 98		DEC 98		12 MONTHS JAN98-DEC98		DATA BASE TO DATE SEP 87-DEC 98	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	70.7	(9)	75.2	(5)	74.8	(8)	67.1	(10)	76.5	(9)	70.7	(10)	54.2	(10)	72.0	(8)	77.9	(7)
AMERICA WEST	67.9	(10)	71.5	(8)	66.5	(9)	68.1	(9)	69.4	(10)	73.3	(9)	61.8	(8)	68.5	(10)	80.7	(2)
AMERICAN	79.6	(2)	81.0	(2)	80.0	(6)	79.8	(6)	77.4	(7)	83.8	(5)	78.3	(2)	80.1	(2)	80.0	(3)
CONTINENTAL	72.0	(7)	73.8	(6)	81.0	(5)	82.1	(4)	84.1	(4)	82.2	(7)	80.2	(1)	77.3	(6)	78.5	(6)
DELTA	75.0	(4)	77.3	(3)	83.6	(2)	82.6	(3)	86.5	(2)	84.8	(4)	76.6	(4)	79.6	(3)	77.5	(9)
NORTHWEST	73.6	(6)	67.2	(10)	58.6	(10)	83.3	(2)	85.9	(3)	86.0	(2)	78.1	(3)	70.6	(9)	80.0	(4)
SOUTHWEST	77.0	(3)	82.5	(1)	83.9	(1)	79.8	(5)	81.5	(6)	83.6	(6)	74.6	(6)	80.8	(1)	83.9	(1)
TWA	73.9	(5)	72.8	(7)	82.8	(3)	83.7	(1)	87.9	(1)	87.7	(1)	75.7	(5)	78.3	(5)	77.6	(8)
UNITED	71.6	(8)	70.7	(9)	76.0	(7)	76.7	(8)	76.9	(8)	80.7	(8)	72.7	(7)	73.8	(7)	76.9	(10)
US AIRWAYS	81.5	(1)	75.8	(4)	81.4	(4)	76.8	(7)	83.2	(5)	85.7	(3)	61.7	(9)	78.9	(4)	79.2	(5)
TOTAL	75.4		75.7		78.3		79.4		81.7		83.3		73.2		77.2		79.1	

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

CARRIER	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	751	73.6	1292	79.5	216	81.5	184	81.5	93	81.7	948	83.0	566	73.1
AS	H/		H/		H/		H/		H/		H/		H/	
CO	781	73.0	827	78.7	316	86.7	112	82.1	25	80.0	648	86.7	395	72.9
DL	18433	73.1	2031	78.3	393	79.4	277	84.5	6178	83.3	1217	83.2	586	65.5
HP	122	60.7	217	67.7	146	50.0	H/		H/		73	82.2	239	52.7
NW	502	69.1	526	76.2	341	75.1	202	75.7	61	77.0	557	79.7	305	72.8
TW	204	68.1	210	69.5	185	74.6	117	80.3	137	78.1	285	76.1	176	65.3
UA	516	71.9	1079	77.9	406	75.1	149	78.5	164	79.3	405	85.7	9213	72.8
US	543	47.1	2370	59.6	2391	69.8	9454	65.1	H/		2695	66.3	217	52.5
WN	H/		H/		2184	88.1	H/		H/		H/		H/	
TOTAL	21852	72.2	8552	72.7	6578	78.0	10495	66.7	6658	83.0	6828	76.4	11697	71.6

ARRIVAL AIRPORT

CARRIER	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	14004	79.7	431	81.2	979	75.8	621	71.7	853	86.2	322	69.6	1938	74.1
AS	H/		H/		H/		H/		H/		372	61.8	817	56.2
CO	546	79.9	321	80.7	6293	78.3	8525	83.3	H/		352	68.8	722	70.1
DL	3835	78.7	340	69.4	709	76.4	337	76.0	935	85.8	771	71.3	1395	71.6
HP	203	67.5	123	60.2	245	55.9	153	58.2	186	74.7	2317	59.6	630	54.9
NW	452	67.0	10041	81.2	519	72.8	H/		85	81.2	313	68.4	493	65.3
TW	315	73.3	241	72.6	178	64.0	119	78.2	965	80.7	186	64.5	326	65.6
UA	595	65.5	332	80.7	936	75.2	388	65.2	555	82.5	1173	67.1	5256	68.9
US	323	45.8	427	61.8	427	62.5	329	49.8	H/		155	41.3	449	46.5
WN	H/		549	74.9	H/		187	69.5	H/		4173	70.0	3432	68.9
TOTAL	20273	78.1	12805	79.6	10286	76.0	10659	80.1	3579	83.3	10134	66.5	15458	67.8

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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	1586	79.3	563	82.9	3129	81.7	514	81.3	8799	80.5	186	73.7	692	81.9
AS	H/		H/		H/		H/		H/		1471	59.8	H/	
CO	454	90.1	642	80.8	370	83.5	214	83.6	658	74.9	93	54.8	283	85.9
DL	2176	81.5	3137	82.1	465	78.3	342	71.6	850	76.7	649	66.1	512	83.2
HP	44	63.6	62	45.2	62	46.8	124	62.9	225	66.7	184	48.9	163	61.3
NW	579	73.4	514	71.2	354	73.7	9251	84.4	721	77.3	169	52.1	432	77.3
TW	320	81.9	340	80.3	221	79.2	282	81.9	375	74.7	118	58.5	173	80.9
UA	686	78.7	523	82.6	477	75.1	566	72.1	12175	79.4	946	68.2	697	81.1
US	2138	61.2	1586	57.3	427	58.1	236	59.3	628	59.1	H/		6631	63.8
WN	H/		999	86.7	H/		H/		H/		909	69.6	H/	
TOTAL	7983	75.2	8366	76.9	5505	78.1	11529	82.4	24431	78.8	4725	64.0	9583	68.9

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	549	68.9	93	79.6	539	75.0	383	67.1	874	64.5	186	68.8	350	70.3	341	81.2
AS	336	49.4	H/		341	64.5	3449	49.0	554	59.2	H/		H/		H/	
CO	315	62.2	89	91.0	217	74.7	229	59.8	487	65.7	124	65.3	168	79.8	446	80.0
DL	712	65.0	276	81.2	465	66.7	554	60.3	739	58.2	4778	74.2	213	78.9	986	78.2
HP	5993	62.3			305	57.7	216	47.7	364	51.6	124	54.0	73	63.0	31	74.2
NW	366	56.3	141	83.0	199	62.3	475	51.6	369	55.0	137	70.1	463	73.2	397	70.8
TW	200	71.0	168	78.0	147	68.7	206	60.2	200	57.0	107	61.7	10447	77.0	228	74.1
UA	1065	67.1	174	72.4	941	68.4	1404	55.2	6922	66.5	432	70.1	294	75.9	298	75.8
US	212	42.5	8035	66.5	150	43.3	155	25.8	326	43.9	H/		217	60.4	1147	47.5
WN	4881	69.9	H/		2262	69.9	945	61.1	436	61.5	1074	76.7	2520	74.9	1047	84.0
TOTAL	14629	65.0	8976	67.9	5566	68.0	8016	53.4	11271	63.6	6962	73.4	14745	76.1	4921	71.7

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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	84.4	85.9	35.5	69.5	90.3	J/	76.5	82.0	90.6	75.7	88.2	78.6	97.4	79.7	J/	78.5
700 - 759 AM	85.5	86.6	87.9	77.8	80.7	78.4	84.3	87.5	87.9	73.4	87.3	85.9	88.2	88.3	75.3	98.0
800 - 859 AM	83.2	80.4	84.4	77.8	82.3	75.7	81.5	85.3	85.5	88.1	82.0	85.5	82.5	87.1	77.3	82.7
900 - 959 AM	75.5	83.8	84.3	64.4	82.5	80.6	80.3	82.4	84.9	90.0	79.3	77.4	79.7	78.7	83.8	78.9
1000 - 1059 AM	75.4	75.9	88.3	60.9	86.4	82.8	73.9	81.9	89.4	89.5	79.2	94.6	65.4	71.7	84.4	78.7
1100 - 1159 AM	71.5	82.3	87.0	74.1	82.8	81.1	73.2	78.7	80.7	90.2	81.2	91.9	72.2	67.2	82.3	80.3
1200 - 1259 PM	72.9	85.5	84.7	66.2	92.5	82.5	69.7	81.8	85.8	89.3	82.9	J/	71.0	67.7	82.7	77.4
100 - 159 PM	74.3	76.8	76.9	73.8	89.6	78.9	71.1	77.2	85.9	83.4	81.7	87.9	72.0	65.6	82.5	80.2
200 - 259 PM	71.3	72.2	78.9	69.4	87.3	80.7	72.6	76.8	82.6	75.0	79.9	88.2	66.2	66.2	76.8	79.5
300 - 359 PM	74.8	71.6	75.9	64.9	76.8	80.5	73.7	72.5	77.4	74.0	78.1	83.6	70.7	60.9	73.1	80.6
400 - 459 PM	61.5	64.8	80.4	59.4	91.8	76.9	71.1	74.8	81.7	66.8	79.6	83.0	65.1	63.9	63.9	73.2
500 - 559 PM	67.9	64.3	71.2	73.2	86.2	68.8	69.5	77.4	78.0	65.9	78.5	81.0	56.8	66.2	64.1	73.7
600 - 659 PM	65.9	63.4	70.0	59.5	84.7	64.2	66.1	76.2	68.4	63.0	80.7	80.0	60.4	61.8	64.0	79.0
700 - 759 PM	70.4	60.2	74.2	52.4	75.7	68.7	63.1	74.4	72.7	66.0	81.0	83.1	57.7	67.6	69.0	75.7
800 - 859 PM	70.4	63.7	73.2	65.1	63.3	72.1	64.8	77.4	77.0	69.5	77.1	79.2	64.2	62.2	72.8	74.5
900 - 959 PM	63.7	72.0	74.7	60.5	83.5	76.1	63.8	73.6	75.3	73.6	75.2	87.2	63.5	59.8	76.9	71.2
1000 - 1059 PM	71.8	72.1	75.3	69.7	82.8	81.8	62.6	74.6	78.4	74.0	71.1	82.6	57.6	62.3	80.0	71.5
1100 - 559 AM	84.2	82.5	72.9	74.8	79.4	78.6	67.0	76.9	70.9	78.9	70.4	85.1	58.3	67.7	76.2	72.0
TOTAL, ALL ARRIVALS, BY AIRPORT	72.2	72.7	78.0	66.7	83.0	76.4	71.6	78.1	79.6	76.0	80.1	83.3	66.5	67.8	75.2	76.9

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	54.8	90.5	94.4	J/	80.0	J/	81.2	83.9	29.0	69.4	J/	86.3	96.6	83.7	
700 - 759 AM	93.5	90.4	86.4	87.9	78.1	83.1	77.2	90.3	89.6	87.2	83.8	84.0	96.0	84.1	
800 - 859 AM	85.4	87.1	84.0	87.4	73.7	80.8	71.8	86.0	68.0	89.0	82.1	83.1	83.1	82.3	
900 - 959 AM	87.0	89.6	88.2	81.6	72.0	79.5	86.9	76.0	73.2	74.4	87.5	84.7	63.9	80.6	
1000 - 1059 AM	84.8	84.5	83.8	75.1	79.7	61.1	76.1	78.6	69.8	64.8	73.0	80.3	76.0	76.7	
1100 - 1159 AM	82.7	89.4	82.5	66.7	84.8	72.4	69.3	70.8	50.1	61.9	83.5	79.5	76.3	75.6	
1200 - 1259 PM	78.7	88.7	80.4	62.6	71.6	65.8	79.4	71.8	45.7	60.8	66.1	79.8	67.6	75.2	
100 - 159 PM	83.0	82.2	79.7	65.1	77.2	62.6	72.1	74.2	51.8	62.8	74.2	80.1	74.6	75.6	
200 - 259 PM	86.5	84.2	80.2	64.6	72.6	62.9	73.0	62.6	64.3	60.7	71.6	79.3	81.2	74.2	
300 - 359 PM	80.9	81.3	80.9	66.4	67.3	66.7	68.2	68.5	56.6	60.9	75.9	77.4	76.2	73.3	
400 - 459 PM	77.4	74.2	78.3	56.9	63.1	60.7	65.7	65.3	53.4	62.4	65.1	73.9	68.2	69.8	
500 - 559 PM	77.2	82.1	76.7	56.7	69.7	56.7	62.4	56.2	47.0	56.5	65.9	68.9	75.5	70.1	
600 - 659 PM	69.3	77.0	71.7	56.0	56.2	52.2	68.3	71.1	43.8	63.6	79.6	69.2	60.0	66.5	
700 - 759 PM	72.1	78.5	71.1	49.6	68.8	65.1	58.6	66.6	45.4	61.3	75.0	68.7	61.4	68.4	
800 - 859 PM	67.5	77.9	70.5	53.5	56.8	62.2	60.3	59.9	41.9	57.5	67.8	70.2	63.7	66.9	
900 - 959 PM	75.7	74.6	71.1	59.3	70.5	58.6	53.4	61.2	44.8	53.5	62.9	67.7	65.4	67.3	
1000 - 1059 PM	73.4	82.5	68.6	60.5	74.0	67.1	85.1	61.1	51.6	59.7	69.0	62.6	73.9	68.9	
1100 - 559 AM	76.5	76.8	81.7	65.7	76.0	65.6	77.6	57.9	57.4	62.4	66.7	71.4	73.2	72.0	
TOTAL, ALL ARRIVALS, BY AIRPORT	78.1	82.4	78.8	64.0	68.9	65.0	67.9	68.0	53.4	63.6	73.4	76.1	71.7	73.1	

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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	91.9	90.0	91.9	89.0	95.8	90.1	84.6	85.6	82.0	89.1	97.4	91.1	92.8	91.4	90.5	97.0
700 - 759 AM	89.3	87.0	83.3	82.9	93.6	89.7	87.4	86.9	84.1	86.1	91.5	88.1	92.3	90.1	86.8	93.9
800 - 859 AM	86.1	84.9	87.3	74.6	86.5	81.7	84.3	82.7	83.2	84.5	90.8	86.4	86.7	85.3	84.8	93.8
900 - 959 AM	82.7	83.7	84.9	78.0	88.5	81.8	81.5	80.7	77.9	86.1	83.6	87.4	76.4	78.1	84.1	89.3
1000 - 1059 AM	82.0	86.6	81.5	60.5	89.4	88.3	77.6	77.4	82.9	87.2	81.4	83.9	62.0	73.6	81.9	82.3
1100 - 1159 AM	72.7	85.6	87.9	67.3	91.8	82.4	71.6	76.9	78.8	85.7	83.5	91.7	69.6	72.1	83.1	82.0
1200 - 1259 PM	79.5	85.9	84.3	70.4	88.4	85.3	70.7	74.4	75.9	88.4	83.9	89.4	71.1	67.6	82.0	83.1
100 - 159 PM	78.6	85.4	75.8	62.3	80.3	81.3	71.6	83.7	81.8	82.4	86.5	J/	70.1	69.9	82.1	82.2
200 - 259 PM	80.6	74.8	67.2	68.6	83.9	77.6	69.8	73.1	76.2	78.4	81.7	81.5	64.1	71.4	81.5	83.1
300 - 359 PM	73.4	70.8	75.6	67.8	88.1	78.9	75.5	72.7	70.1	76.9	81.0	90.4	67.0	71.1	77.6	80.9
400 - 459 PM	74.4	75.1	71.4	51.0	83.8	83.0	74.1	75.6	72.3	71.4	90.1	82.8	61.0	63.3	78.2	81.3
500 - 559 PM	72.2	67.5	73.9	63.7	82.8	81.1	67.9	71.0	74.5	68.3	76.7	79.2	59.9	66.3	64.8	77.9
600 - 659 PM	73.4	66.7	67.2	65.5	84.2	73.0	68.2	69.7	67.0	67.4	82.9	80.7	59.4	61.8	66.8	80.2
700 - 759 PM	71.9	66.5	73.1	63.4	85.9	68.5	68.7	76.4	68.1	65.5	84.0	76.7	49.7	62.8	70.2	82.2
800 - 859 PM	78.3	65.4	74.0	62.3	88.3	70.9	57.5	71.2	68.8	69.1	80.2	74.5	61.3	66.7	71.9	78.9
900 - 959 PM	79.2	95.8	75.8	61.6	85.9	78.6	70.9	80.9	74.6	69.3	82.7	78.2	59.2	69.8	85.2	82.6
1000 - 1059 PM	82.4	J/	56.0	72.6	92.4	J/	22.2	75.7	71.2	78.0	61.3	78.8	72.4	77.0	J/	71.0
1100 - 559 AM	79.9	88.5	96.7	85.7	100.0	J/	77.2	J/	96.8	93.8	86.2	83.9	65.2	86.9	79.2	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	78.9	78.9	79.2	66.9	87.7	80.7	73.3	76.1	75.5	79.1	83.7	84.0	69.6	74.6	79.5	84.2

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	96.6	92.0	90.0	87.8	85.9	94.2	90.5	92.9	85.6	87.3	95.5	92.7	91.9	89.8	
700 - 759 AM	92.2	84.1	89.1	79.9	84.1	93.3	83.9	90.5	76.2	82.5	95.9	89.3	92.8	88.0	
800 - 859 AM	90.0	89.3	86.0	80.5	67.0	85.5	74.0	86.3	84.0	80.0	84.7	83.4	89.7	83.4	
900 - 959 AM	85.0	83.8	84.8	85.5	66.7	82.3	68.1	82.1	68.4	80.4	92.4	86.9	91.0	81.2	
1000 - 1059 AM	91.9	85.8	83.9	73.7	69.5	72.8	77.0	75.4	71.1	71.6	83.7	81.1	76.1	78.7	
1100 - 1159 AM	87.9	79.3	82.3	67.2	68.2	63.8	69.9	71.2	62.4	66.6	76.1	78.0	78.1	76.1	
1200 - 1259 PM	82.6	84.5	81.2	69.5	85.8	66.6	74.6	76.1	57.1	63.8	73.3	74.1	75.5	76.0	
100 - 159 PM	83.3	84.3	78.3	66.1	61.4	61.7	78.6	77.1	53.9	66.9	82.9	79.7	75.4	75.5	
200 - 259 PM	83.2	82.8	75.4	64.5	65.5	62.9	64.0	68.2	61.6	62.0	72.9	77.0	74.3	73.1	
300 - 359 PM	81.5	83.7	74.4	66.6	58.0	60.5	48.2	64.5	59.3	65.2	80.0	74.5	87.1	72.8	
400 - 459 PM	76.2	79.4	76.7	68.9	68.3	59.3	64.6	63.0	52.7	64.3	76.9	68.6	79.6	71.1	
500 - 559 PM	77.1	75.9	74.7	55.2	58.1	57.5	57.9	61.5	53.1	58.8	63.9	70.0	70.7	69.0	
600 - 659 PM	83.0	77.5	74.1	66.7	57.9	56.6	58.3	62.7	49.3	60.0	71.1	67.1	84.4	69.4	
700 - 759 PM	77.2	77.5	71.0	53.0	52.2	57.0	51.6	63.9	46.1	65.6	69.1	62.8	68.1	68.4	
800 - 859 PM	72.8	70.7	73.2	64.5	59.2	59.0	57.5	70.4	40.2	60.3	78.4	67.0	67.5	69.5	
900 - 959 PM	78.6	79.4	73.6	63.0	62.4	55.3	55.8	59.7	50.0	64.6	74.6	67.2	63.3	70.9	
1000 - 1059 PM	J/	76.0	74.7	80.6	J/	61.9	67.3	82.1	66.2	76.7	72.3	69.2	77.0	74.4	
1100 - 559 AM	90.9	93.5	89.2	93.5	91.9	82.7	93.3	98.6	77.8	83.0	88.6	83.3	90.3	78.1	
TOTAL, ALL DEPARTURES, BY AIRPORT	84.0	80.6	79.1	72.4	65.0	67.7	66.0	76.1	64.4	70.6	78.6	75.7	80.4	75.9	

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF AVERAGE	MIN. LATE MEDIAN
AS	494	SEA-OAK	1859	27	92.59	50	34
US	478	LGA-PIT	1817	25	92.00	39	33
AS	115	ANC-FAI	2016	31	90.32	60	46
AS	199	SEA-ANC	2050	31	90.32	54	50
AS	554	SEA-ONT	1233	31	90.32	48	35
AS	545	LAX-SEA	1544	31	90.32	41	36
AS	115	SEA-ANC	1659	31	87.10	54	49
AS	261	SFO-SEA	1811	31	87.10	44	40
US	1186	LGA-ROC	1714	31	87.10	43	28
AS	196	FAI-ANC	1836	31	87.10	41	27
HP	410	PHX-COS	1016	31	87.10	37	29
AS	569	LAX-SEA	1616	31	87.10	36	27
TW	150	SEA-STL	1205	15	86.67	56	53
CO	127	EWB-SEA	1835	15	86.67	45	26
AS	718	SEA-PHX	1304	30	86.67	36	32
US	645	ATL-CLT	1830	25	84.00	26	20
AS	529	ONT-SEA	1526	31	83.87	56	43
AS	93	SEA-ANC	1356	31	83.87	49	34
AS	733	PHX-PDX	1648	31	83.87	45	25
AS	729	PHX-SEA	1717	31	83.87	44	40
HP	2854	SEA-PHX	1342	31	83.87	44	31
US	2023	PHL-TPA	1555	31	83.87	44	29
AS	90	ANC-SEA	1609	31	83.87	43	32
UA	1771	SEA-ANC	2030	31	83.87	41	27
US	1816	PHL-CLT	0811	31	83.87	37	28
UA	411	LGA-DEN	1856	17	82.35	47	30
CO	125	SEA-ANC	2100	17	82.35	37	36
CO	1529	IAH-SEA	2029	17	82.35	9	6
US	107	PHL-SEA	0820	31	80.65	50	29
US	115	PIT-SEA	1740	31	80.65	48	45
AS	90	FAI-ANC	1432	31	80.65	39	26
HP	2845	PHX-SEA	1110	31	80.65	39	31
HP	2848	PHX-SEA	1920	31	80.65	37	31
US	965	RDU-CLT	1520	31	80.65	35	27
AS	595	ONT-SEA	0918	31	80.65	32	26
AS	97	SEA-ANC	0952	31	80.65	26	23
US	91	PIT-SAN	2030	20	80.00	36	25
US	1077	LGA-JAX	1734	25	80.00	67	38
US	1893	BOS-IAD	1715	25	80.00	62	48
US	1959	IND-PHL	1835	25	80.00	41	31
US	862	IND-PIT	1952	25	80.00	37	26
US	1833	LGA-CMH	1840	25	80.00	34	24
HP	2807	PHX-SFO	1415	30	80.00	70	42
AS	61	SEA-JNU	0747	30	80.00	42	29
AS	177	ANC-ADQ	1505	30	80.00	41	27

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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 -----
ALASKA	424	53	12.5
US AIRWAYS	2015	66	3.3
AMERICA WEST	565	16	2.8
CONTINENTAL	1108	10	0.9
UNITED	2034	15	0.7
SOUTHWEST	2384	11	0.5
DELTA	2513	10	0.4
TWA	846	3	0.4
AMERICAN	1832	1	0.1
NORTHWEST	1472	0	0.0
TOTAL	15193	185	1.2

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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)	54.0	81.6		87	DURANGO, CO. (DRO)	64.7	88.2	17	17
ALBANY, N. Y. (ALB)	74.5	80.5	1,036	1,036	DUTCH HARBOR, AK. (DUT)	40.0	35.0	60	60
ALBUQUERQUE, N. M. (ABQ)	73.4	76.6	3,039	3,039	EAGLE, CO. (EGE)	47.8	61.9	157	155
ALLENTOWN, PA. (ABE)	73.3	86.5	494	495	EL PASO, TX. (ELP)	73.2	78.0	2,049	2,049
AMARILLO, TX. (AMA)	70.5	75.4	407	407	ELMIRA, N. Y. (ELM)	66.7	83.3	108	108
ANCHORAGE, AK. (ANC)	43.3	62.0	1,452	1,451	ERIE, PA. (ERI)	55.9	74.6	118	118
ASHEVILLE, N. C. (AVL)	66.9	74.6	118	118	EUGENE, OR. (EUG)	72.5	73.6	182	182
ATLANTA, GA. (ATL)	72.2	78.9	21,852	21,864	FAIRBANKS, AK. (FAI)	52.0	65.7	406	405
AUGUSTA, GA. (AGS)	75.0	87.5	152	152	FARGO, N. D. (FAR)	78.9	91.2	228	228
AUSTIN, TX. (AUS)	76.1	82.0	3,556	3,553	FAYETTEVILLE, N. C. (FAY)	63.6	73.7	118	118
BAKERSFIELD, CA. (BFL)		100.0		1	FLINT, MI. (FNT)	73.9	82.6	115	115
BALTIMORE, MD. (BWI)	78.0	79.2	6,578	6,573	FRESNO, CA. (FAT)	74.2	93.5	31	31
BANGOR, ME. (BGR)	88.2	95.7	93	93	FT. LAUDERDALE, FL. (FLL)	74.4	81.9	3,925	3,921
BARROW, AK. (BRW)	63.9	58.3	72	72	FT. MYERS, FL. (RSW)	68.2	80.6	1,384	1,378
BATON ROUGE, LA. (BTR)	81.5	85.4	395	396	FT. WAYNE, IN. (FWA)	82.1	85.7	28	28
BETHEL, AK. (BET)	58.5	54.9	82	82	GRAND FORKS, N. D. (GFK)	77.0	90.9	87	88
BILLINGS, MT. (BIL)	72.4	82.1	246	246	GRAND RAPIDS, MI. (GRR)	74.3	85.9	724	725
BINGHAMTON, N. Y. (BGM)	57.5	67.8	87	87	GREAT FALLS, MT. (GTF)	76.5	86.2	217	217
BIRMINGHAM, AL. (BHM)	79.9	84.1	1,694	1,694	GREEN BAY, WI. (GRB)	76.6	86.7	201	203
BISMARCK, N. D. (BIS)	78.3	90.8	120	120	GREENSBORO/HIGH PT., N. C. (GSO)	71.6	78.8	1,271	1,273
BOISE, ID. (BOI)	68.4	75.3	971	971	GREENVILLE/SPARTBG., S. C. (GSP)	68.9	81.7	585	585
BOSTON, MA. (BOS)	72.7	78.9	8,552	8,549	GULFPORT/BILOXI, MS. (GPT)	78.5	84.9	93	93
BOZEMAN, MT. (BZN)	64.2	82.0	173	172	GUNNISON, CO. (GUC)	46.7	70.0	30	30
BRISTOL, TN. (TRI)	71.2	72.0	118	118	HARLINGEN, TX. (HRL)	68.2	69.2	346	347
BROWNSVILLE, TX. (BRO)	96.7	93.3	30	30	HARRISBURG, PA. (MDT)	74.9	88.9	666	665
BUFFALO, N. Y. (BUF)	68.5	77.5	1,567	1,566	HARTFORD, CT./SPGFLD, MA. (BDL)	77.7	81.6	2,421	2,420
BURBANK, CA. (BUR)	67.9	73.0	2,312	2,313	HELENA, MT. (HLN)	63.9	78.7	61	61
BURLINGTON, VT. (BTV)	58.2	73.7	213	213	HONOLULU, OAHU, HI. (HNL)	82.6	90.1	931	937
CEDAR RAPIDS/IOWA CTY, IA. (CID)	79.4	86.3	457	459	HOUSTON, TX. (HOU)	76.2	73.2	4,799	4,796
CHARLESTON, S. C. (CHS)	70.6	81.4	606	606	HOUSTON, TX. (IAH)	80.1	83.7	10,659	10,669
CHARLESTON, W. V. (CRW)	58.0	68.8	112	112	HUNTSVILLE/DECATUR, AL. (HSV)	74.8	81.4	473	473
CHARLOTTE, N. C. (CLT)	66.7	66.9	10,495	10,494	INDIANAPOLIS, IN. (IND)	75.0	80.4	2,847	2,847
CHATTANOOGA, TN. (CHA)	66.7	85.1	87	87	INDIO/PALM SPRINGS, CA. (PSP)	70.5	83.7	407	404
CHICAGO, IL. (MDW)	81.4	78.0	3,938	3,937	ISLIP/LONG IS., N. Y. (ISP)	87.1	93.5	186	186
CHICAGO, IL. (ORD)	78.8	79.1	24,431	24,432	ITHACA, N. Y. (ITH)	68.5	80.6	108	108
CINCINNATI, OH. (CVG)	83.0	87.7	6,658	6,655	JACKSON/VICKSBURG, MS. (JAN)	80.9	84.3	792	792
CLEVELAND, OH. (CLE)	80.0	83.4	5,100	5,101	JACKSON, WY. (JAC)	40.4	49.1	52	53
COLORADO SPRINGS, CO. (COS)	67.7	82.6	963	962	JACKSONVILLE, FL. (JAX)	71.1	81.6	1,900	1,900
COLUMBIA, S. C. (CAE)	69.7	77.3	409	409	JUNEAU, AK. (JNU)	52.3	50.7	306	306
COLUMBUS, OH. (CMH)	74.7	81.2	3,216	3,214	KAHULUI, MAUI, HI. (OGG)	89.5	89.5	248	248
CORDOVA, AK. (CDV)	51.7	70.0	60	60	KALAMAZOO, MI. (AZO)	83.6	83.6	122	122
CORPUS CHRISTI, TX. (CRP)	70.0	78.6	247	248	KALISPELL, MT. (FCA)	70.3	76.6	64	64
DALLAS/FT. WORTH, TX. (DAL)	78.7	76.0	4,226	4,224	KANSAS CITY, MO. (MCI)	74.7	78.4	4,981	4,982
DALLAS/FT. WORTH, TX. (DFW)	78.1	76.1	20,273	20,280	KETCHIKAN, AK. (KTN)	45.1	59.8	184	184
DAYTON, OH. (DAY)	72.7	82.1	886	886	KING SALMON, AK. (AKN)	61.1	83.3	18	18
DAYTONA BEACH, FL. (DAB)	79.4	84.3	248	248	KNOXVILLE, TN. (TYS)	73.9	82.5	652	650
DEADHORSE, AK. (SCC)	58.5	61.9	41	42	KODIAK, AK. (ADQ)	46.7	48.3	60	60
DENVER, CO. (DEN)	71.6	73.3	11,697	11,691	KONA, HAWAII, HI. (KOA)	87.5	90.6	64	64
DES MOINES, IA. (DSM)	77.0	85.5	591	592	KOTZEBUE, AK. (OTZ)	56.9	61.1	72	72
DETROIT, MI. (DTW)	79.6	75.5	12,805	12,811	LA CROSSE, WI. (LSE)	89.1	100.0	55	55
DILLINGHAM, AK. (DLG)	77.8	83.3	18	18	LANSING, MI. (LAN)	73.6	82.4	182	182
DULUTH, MN. (DLH)	74.7	85.2	87	88	LAS VEGAS, NV. (LAS)	66.5	69.6	10,134	10,130

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LEXINGTON/FRKFT, KY. (LEX)	76.6	76.3	334	334	RICHMOND, VA. (RIC)	68.7	74.4	1,324	1,323
LIHUE, KAUAI, HI. (LIH)	83.9	87.1	31	31	ROANOKE, VA. (ROA)	64.8	74.9	199	199
LINCOLN, NE. (LNK)	79.4	89.9	238	238	ROCHESTER, MV. (RST)	76.0	90.2	154	153
LITTLE ROCK, AR. (LIT)	74.1	80.6	1,090	1,090	ROCHESTER, N.Y. (ROC)	70.3	77.2	1,297	1,297
LONG BEACH, CA. (LGB)	69.9	81.1	269	270	SACRAMENTO, CA. (SMF)	66.5	70.5	2,984	2,982
LOS ANGELES, CA. (LAX)	67.8	74.6	15,458	15,451	SAGINAW, MI. (MBS)	74.9	88.4	319	319
LOUISVILLE, KY. (SDF)	78.2	84.3	1,921	1,924	SALT LAKE CITY, UT. (SLC)	73.4	78.6	6,962	6,962
LUBBOCK, TX. (LBB)	80.5	81.5	550	550	SAN ANTONIO, TX. (SAT)	74.1	83.4	3,168	3,167
MADISON, WI. (MSN)	74.2	85.2	357	357	SAN DIEGO, CA. (SAN)	68.0	76.1	5,566	5,566
MANCHESTER, N.H. (MHT)	75.6	80.3	1,047	1,047	SAN FRANCISCO, CA. (OAK)	68.8	68.7	4,706	4,705
MEDFORD, OR. (MFR)	55.1	62.2	98	98	SAN FRANCISCO, CA. (SFO)	63.6	70.6	11,271	11,268
MELBOURNE, FL. (MLB)	78.5	87.6	186	186	SAN JOSE, CA. (SJC)	68.2	73.8	4,307	4,304
MEMPHIS, TN. (MEM)	80.3	78.5	4,440	4,434	SAN JUAN, P.R. (SJU)	72.9	82.9	1,765	1,766
MIAMI, FL. (MIA)	78.1	84.0	5,505	5,498	SANTA BARBARA, CA. (SBA)	72.6	66.7	117	117
MIDLAND/ODESSA, TX. (MAF)	76.9	81.2	542	542	SARASOTA/BRAD., FL. (SRQ)	69.6	80.0	497	496
MILWAUKEE, WI. (MKE)	77.5	85.1	1,265	1,265	SAVANNAH, GA. (SAV)	61.7	73.1	431	431
MINNEAPLS./ST. P. MN. (MSP)	82.4	80.6	11,529	11,526	SCRANTON/WILKES-BARRE, PA. (AVP)	71.8	85.9	149	149
MINOT, N.D. (MDT)	82.4	92.3	91	91	SEATTLE, WA. (SEA)	53.4	64.4	8,016	8,018
MISSION/MCALLEN, TX. (MFE)	82.2	90.3	270	269	SHREVEPORT, LA. (SHV)	75.5	80.4	326	326
MISSOULA, MT. (MSO)	72.1	81.8	154	154	SIoux CITY, IA. (SUX)	84.5	91.4	58	58
MOBILE, AL./PASCAGOULA, MS. (MOB)	74.0	77.0	365	365	SIoux FALLS, S.D. (FSD)	77.0	87.9	330	330
MOBILE, AL. (MOB)	74.0	77.0	365	365	SITKA, AK. (SIT)	50.5	74.2	93	93
MOLINE, IL. (MLI)	79.9	89.6	144	144	SOUTH BEND, IN. (SBN)	71.3	82.8	268	268
MONROE, LA. (MLU)	73.0	78.4	185	185	SPOKANE, WA. (GEG)	64.8	73.7	1,163	1,162
MONTEREY, CA. (MRY)	63.9	68.9	61	61	SPRINGFIELD, MO. (SGF)	86.0	90.1	172	172
MONTGOMERY, AL. (MGM)	78.4	77.8	153	153	ST. CROIX, V.I. (STX)	58.1	76.3	93	93
MONTROSE, CO. (MTJ)	54.5	68.2	44	44	ST. LOUIS, MO. (STL)	76.1	75.7	14,745	14,739
MYRTLE BEACH, S.C. (MYR)	55.5	76.1	155	155	ST. THOMAS, V.I. (STT)	65.6	80.5	247	246
NASHVILLE, TN. (BNA)	78.5	80.8	4,389	4,385	STEAMBOAT SPRINGS, CO. (HDN)	62.3	71.0	69	69
NASHVILLE, TN. (BNA)	78.5	80.8	4,389	4,385	SYRACUSE, N.Y. (SYR)	70.5	80.2	981	981
NEW ORLEANS, LA. (MSY)	77.9	84.5	4,229	4,233	TALLAHASSEE, FL. (TLH)	68.7	76.6	214	214
NEW ORLEANS, LA. (MSY)	77.9	84.5	4,229	4,233	TAMPA, FL. (TPA)	71.7	80.4	4,921	4,922
NEW YORK, N.Y. (JFK)	83.3	84.0	3,579	3,576	TOLEDO, OH. (TOL)	51.7	74.7	87	87
NEW YORK, N.Y. (LGA)	75.2	79.5	7,983	7,995	TRAVERSE CITY, MI. (TVC)	77.0	82.3	61	62
NEWARK, N.J. (EWR)	76.0	79.1	10,286	10,291	TUCSON, AZ. (TUS)	65.3	76.9	1,536	1,535
NEWBURGH, N.Y. (SWF)	84.0	93.6	94	94	TULSA, OK. (TUL)	76.5	80.5	1,589	1,591
NOME, AK. (OME)	52.7	56.8	74	74	VALPARAISO, FL. (VPS)	78.5	86.0	93	93
NORFOLK/VA. BEACH, VA. (ORF)	69.9	79.4	1,370	1,371	WASHINGTON, D.C. (DCA)	76.4	80.7	6,828	6,834
OKLAHOMA CITY, OK. (OKC)	75.2	80.9	1,699	1,699	WASHINGTON, D.C. (IAD)	73.6	77.0	4,097	4,101
OKLAHOMA CITY, OK. (OKC)	75.2	80.9	1,699	1,699	WEST PALM BEACH, FL. (PBI)	69.9	81.9	2,017	2,015
OMAHA, NE. (OMA)	76.7	81.0	1,401	1,402	WHITE PLAINS, N.Y. (HPN)	76.8	82.5	418	416
ONTARIO, CA. (ONT)	64.6	69.9	2,921	2,922	WICHITA, KS. (ICT)	74.7	83.8	616	616
ORANGE COUNTY, CA. (SNA)	73.1	80.1	2,905	2,911	WILMINGTON, N.C. (ILM)	58.4	76.5	166	166
ORLANDO, FL. (MCO)	76.9	84.2	8,366	8,365	WRANGELL, AK. (WRG)	30.0	41.7	60	60
PASCO, WA. (PSC)	79.5	86.1	122	122	YAKUTAT, AK. (YAK)	46.7	65.0	60	60
PENSACOLA, FL. (PNS)	73.2	82.6	518	518					
PETERSBURG, AK. (PSG)	31.7	41.7	60	60					
PHILADELPHIA, PA. (PHL)	68.9	65.0	9,583	9,583					
PHOENIX, AZ. (PHX)	65.0	67.7	14,629	14,627					
PITTSBURGH, PA. (PIT)	67.9	66.0	8,976	8,978					
PORTLAND, ME. (PWM)	77.5	86.1	547	547					
PORTLAND, OR. (PDX)	64.0	72.4	4,725	4,725					
PROVIDENCE, R.I. (PVD)	81.0	86.4	1,906	1,907					
RALEIGH/DURHAM, N.C. (RDU)	72.5	81.2	2,372	2,372					
RAPID CITY, S.D. (RAP)	79.1	96.7	91	91					
RENO, NV. (RNO)	67.4	73.3	2,181	2,182					

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

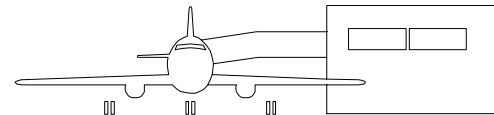
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

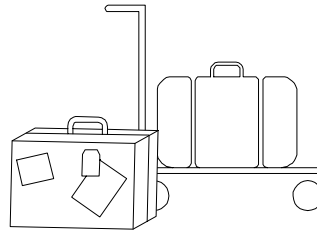
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

DEC. '98 RANK	AIRLINE	DECEMBER 1998			DECEMBER 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>	6,994	1,401,441	4.99	6,128	1,422,158	4.31
2	<i>Delta</i>	40,654	8,035,001	5.06	41,403	7,896,530	5.24
3	<i>Continental</i>	17,323	2,905,619	5.96	14,639	2,794,313	5.24
4	<i>US Airways</i>	27,294	4,327,742	6.31	20,506	4,515,659	4.54
5	<i>American</i>	33,335	5,258,904	6.34	34,112	5,365,999	6.36
6	<i>Southwest</i>	31,401	4,882,559	6.43	26,507	4,570,854	5.80
7	<i>Northwest</i>	28,394	3,670,915	7.73	33,583	3,768,665	8.91
8	<i>TWA</i>	14,318	1,830,111	7.82	15,141	1,847,074	8.20
9	<i>United</i>	73,579	6,368,530	11.55	55,619	6,044,842	9.20
10	<i>Alaska</i>	12,061	983,117	12.27	8,253	955,726	8.64
	Total	285,353	39,663,939	7.19	255,891	39,181,820	6.53

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.

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. The list of carriers appearing on this page is consistent with those carriers that appear in the "Flight Delays," "Oversales" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

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

JAN.-DEC. '98 RANK	AIRLINE	JANUARY-DECEMBER 1998			JANUARY-DECEMBER 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>	67,607	17,411,511	3.88	58,283	17,214,093	3.39
2	<i>Continental</i>	142,233	35,054,255	4.06	124,406	32,889,409	3.78
3	<i>US Airways</i>	230,062	56,306,124	4.09	232,814	54,884,098	4.24
4	<i>Delta</i>	412,811	96,728,638	4.27	423,451	93,362,550	4.54
5	<i>American</i>	282,085	64,151,211	4.40	300,760	61,715,788	4.87
6	<i>Southwest</i>	267,689	59,053,217	4.53	210,924	53,781,282	3.92
7	<i>TWA</i>	123,020	22,815,741	5.39	115,424	21,236,940	5.44
8	<i>Northwest</i>	278,733	42,031,123	6.63	263,783	43,599,106	6.05
9	<i>Alaska</i>	84,727	11,655,930	7.27	77,904	10,834,301	7.19
10	<i>United</i>	595,874	76,539,019	7.79	471,092	70,315,223	6.70
	Total	2,484,841	481,746,769	5.16	2,278,841	459,832,790	4.96

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.

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. The list of carriers appearing on this page is consistent with those carriers that appear in the "Flight Delays," "Oversales" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

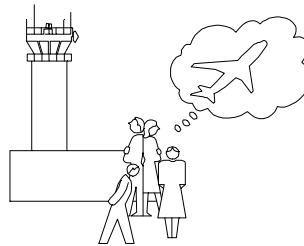
OVERSALES

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.



July-September
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

JULY-SEPT. '98 RANK	AIRLINE	JULY-SEPTEMBER 1998				JULY-SEPTEMBER 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	15,365	115	10,002,893	0.11	16,790	65	9,336,063	0.07
2	US Airways	18,389	226	14,730,549	0.15	18,932	577	14,680,895	0.39
3	Northwest	27,378	306	10,080,236	0.30	24,197	574	13,394,866	0.43
4	American	52,881	717	19,275,699	0.37	43,941	487	19,221,083	0.25
5	United	37,195	1,164	21,963,437	0.53	27,143	1,018	20,535,415	0.50
6	America West	10,728	439	4,800,905	0.91	11,993	830	4,908,220	1.69
7	Delta	55,767	2,667	26,968,275	0.99	63,790	2,536	25,396,098	1.00
8	Alaska	4,621	418	3,654,398	1.14	4,718	656	3,433,523	1.91
9	Southwest	20,577	2,708	15,483,831	1.75	18,984	3,323	14,522,952	2.29
10	TWA	8,429	1,129	6,054,643	1.86	5,072	433	6,066,468	0.71
	TOTAL	251,330	9,889	133,014,866	0.74	235,560	10,499	131,495,583	0.80

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers on this page is consistent with those carriers that appear in the "Flight Delays," "Mishandled Baggage" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

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

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

JAN-SEPT '98 RANK	AIRLINE	JANUARY-SEPTEMBER 1998				JANUARY-SEPTEMBER 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	54,513	375	28,524,460	0.13	51,422	301	26,867,957	0.11
2	US Airways	67,167	991	42,736,280	0.23	67,803	4,180	43,670,909	0.96
3	Northwest	98,147	1,117	34,100,676	0.33	72,725	2,305	37,590,896	0.61
4	American	163,872	2,312	55,607,904	0.42	167,876	3,986	55,195,282	0.72
5	United	110,274	3,542	59,904,245	0.59	75,447	2,879	57,785,706	0.50
6	America West	36,790	1,536	13,749,186	1.12	47,287	3,052	14,562,214	2.10
7	Delta	189,886	9,639	77,610,171	1.24	207,075	12,720	75,461,676	1.69
8	Alaska	19,532	1,459	9,820,451	1.49	16,517	2,369	9,297,076	2.55
9	TWA	26,041	2,987	17,709,761	1.69	22,567	2,274	16,974,523	1.34
10	Southwest	60,802	8,136	44,204,904	1.84	53,725	9,878	41,901,192	2.36
	TOTAL	827,024	32,094	383,968,038	0.84	782,444	43,944	379,307,431	1.16

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. The list of carriers on this page is consistent with those carriers that appear in the "Flight Delays," "Mishandled Baggage" and "Consumer Complaints" sections of the *Air Travel Consumer Report*.

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.

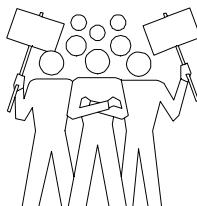


TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	DECEMBER 1998				DECEMBER 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	445	24	3	31	590	35	0	68
FOREIGN AIRLINES	52	1	0	0	82	0	0	0
CARGO COMPANIES	0	0	0	0	2	0	0	0
TRAVEL AGENTS	1	0	0	1	1	0	0	0
TOUR OPERATORS	13	0	0	1	17	0	0	0
MISCELLANEOUS	39	8	0	9	24	6	0	6
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INDUSTRY TOTALS	550	33	3	42	716	41	0	74

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	DECEMBER 1998			DECEMBER 1997		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	135		1	201	
DELAYS.			46			61
CANCELLATIONS.			42			69
MISCONNECTIONS.			17			29
TICKETING/BOARDING.	2	106		3	112	
DISABLED.			28			38
BAGGAGE.	3	101		4	99	
CUSTOMER SERVICE.	4	95		2	136	
REFUNDS.	5	35		5	53	
FARES.	6	28		8	27	
OTHER.	7	23		6	39	
FREQUENT FLYER.			16			22
OVERSALES.	8	18		7	39	
TOURS.	9	6		11	2	
ADVERTISING.	10	2		9	5	
CREDIT.	11	1		12	0	
SMOKING.	12	0		10	3	
		----			----	
COMPLAINT TOTAL		550			716	

* 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

DECEMBER 1998

U. S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
AIRTRAN AIRWAYS	4	0	3	1	1	2	1	0	0	0	0	0	12
ALASKA AIRLINES	1	0	0	0	0	2	2	0	0	0	0	0	5
AMERICA WEST AIRLINES	6	0	4	1	0	1	8	0	0	0	0	0	20
AMERICAN AIRLINES	21	3	17	5	5	13	17	0	0	1	1	3	86
BUSINESS EXPRESS	1	0	1	0	0	1	2	0	0	0	0	0	5
CONTINENTAL AIRLINES	9	0	4	2	0	4	3	0	0	0	0	1	23
DELTA AIR LINES	9	1	9	4	3	8	10	0	0	0	0	4	48
KIWI INTERNATIONAL AIRLINES	8	0	1	1	2	4	1	0	0	0	1	0	18
NORTHWEST AIRLINES	13	0	6	1	2	5	2	0	0	0	0	1	30
SOUTHWEST AIRLINES	3	1	3	1	0	2	3	0	1	0	0	0	14
SPIRIT AIRLINES	3	0	0	0	0	2	3	0	0	0	0	0	8
TOWER AIR	5	0	5	0	2	3	2	0	0	0	1	1	19
TRANS WORLD AIRLINES	6	0	5	0	0	1	3	0	0	0	0	3	18
UNITED AIRLINES	10	0	9	3	0	10	12	0	1	0	0	5	50
UNITED EXPRESS	2	1	0	0	1	1	1	0	0	0	0	0	6
US AIRWAYS	8	1	9	3	2	4	4	0	0	0	0	2	33
VANGUARD AIRLINES	1	0	0	1	1	1	0	0	0	0	0	1	5
WESTERN PACIFIC AIRLINES	0	0	1	0	4	0	0	0	0	0	0	0	5
OTHER U. S. AIRLINES	10	6	4	1	3	7	8	0	0	0	1	0	40
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DECEMBER 1998	120	13	81	24	26	71	82	0	2	1	4	21	445
% OF TOTAL COMPLAINTS	27.0	2.9	18.2	5.4	5.8	16.0	18.4	0.0	0.4	0.2	0.9	4.7	
DECEMBER 1997	175	30	97	19	35	81	113	0	4	0	1	35	590
% OF TOTAL COMPLAINTS	29.7	5.1	16.4	3.2	5.9	13.7	19.2	0.0	0.7	0.0	0.2	5.9	

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

TABLE 4

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

DECEMBER 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 DEC	DENTS IN DEC		DENTS IN NOV		DENTS IN ALL PRIOR MONTHS		KNOW INCI- DENT DATE	
AIRTRAN AIRWAYS	12	1	8.33	5	41.67	6	50.00	0	0.00
ALASKA AIRLINES	5	0	0.00	1	20.00	4	80.00	0	0.00
AMERICA WEST AIRLINES	20	6	30.00	5	25.00	9	45.00	0	0.00
AMERICAN AIRLINES	86	23	26.74	29	33.72	33	38.37	1	1.16
BUSINESS EXPRESS	5	0	0.00	5	100.00	0	0.00	0	0.00
CONTINENTAL AIRLINES	23	7	30.43	9	39.13	7	30.43	0	0.00
DELTA AIR LINES	48	7	14.58	16	33.33	25	52.08	0	0.00
KIWI INTERNATIONAL AIRLINES	18	5	27.78	6	33.33	7	38.89	0	0.00
NORTHWEST AIRLINES	30	4	13.33	5	16.67	20	66.67	1	3.33
SOUTHWEST AIRLINES	14	11	78.57	2	14.29	1	7.14	0	0.00
SPIRIT AIRLINES	8	0	0.00	7	87.50	1	12.50	0	0.00
TOWER AIR	19	4	21.05	4	21.05	11	57.89	0	0.00
TRANS WORLD AIRLINES	18	5	27.78	4	22.22	7	38.89	2	11.11
UNITED AIRLINES	50	16	32.00	15	30.00	19	38.00	0	0.00
UNITED EXPRESS	6	0	0.00	3	50.00	3	50.00	0	0.00
US AIRWAYS	33	11	33.33	9	27.27	13	39.39	0	0.00
VANGUARD AIRLINES	5	0	0.00	0	0.00	5	100.00	0	0.00
WESTERN PACIFIC AIRLINES	5	2	40.00	0	0.00	3	60.00	0	0.00
OTHER U. S. AIRLINES	40	8	20.00	16	40.00	16	40.00	0	0.00
TOTALS	445	110	24.72	141	31.69	190	42.70	4	0.90
PRIOR YEAR' S TOTALS	590	74	12.54	191	32.37	315	53.39	10	1.69

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

DECEMBER 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
CITY BIRD AIRLINES	1	0	0	1	0	3	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	3	5	10	2	5	15	5	0	0	0	0	2	47
TOTAL	4	5	10	3	5	18	5	0	0	0	0	2	52
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTAL	0	0	0	0	1	0	0	0	0	0	0	0	1
TOUR OPERATORS													
SUNJET INT'L SALES	5	0	1	0	0	1	1	0	0	0	1	0	9
OTHER TOUR OPERATORS	1	0	1	0	1	0	0	0	0	0	1	0	4
TOTAL	6	0	2	0	1	1	1	0	0	0	2	0	13
MISCELLANEOUS													
OTHER MISCELLANEOUS	5	0	13	1	2	11	7	0	0	0	0	0	39
TOTAL	5	0	13	1	2	11	7	0	0	0	0	0	39
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

DECEMBER
Consumer Complaints: Rankings
U.S. AIRLINES*

DEC. '98 RANK	AIRLINE	DECEMBER 1998			DECEMBER 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	14	4,891,930	0.29	13	4,579,804	0.28
2	Alaska	5	1,113,721	0.45	8	1,065,403	0.75
3	Delta	48	8,551,872	0.56	61	8,609,690	0.71
4	Continental	23	3,444,246	0.67	26	3,265,967	0.80
5	Northwest	30	4,330,313	0.69	61	4,473,143	1.36
6	United	50	7,179,224	0.70	75	6,881,110	1.09
7	US Airways	33	4,460,428	0.74	39	4,624,685	0.84
8	T W A	18	1,903,201	0.95	23	1,936,322	1.19
9	American	86	6,618,074	1.30	83	6,741,783	1.23
10	America West	20	1,434,912	1.39	22	1,464,115	1.50
	TOTAL	327	43,927,921	0.74	411	43,642,022	0.94

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. The list of carriers appearing on this page is consistent with those carriers that appear in the "Flight Delays," "Mishandled Baggage" and "Oversales" sections of the *Air Travel Consumer Report*.

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY 1998 THRU DECEMBER 1998				JANUARY 1997 THRU DECEMBER 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	7994	421	20	670	6394	634	22	1164
FOREIGN AIRLINES	1001	8	0	24	882	5	2	38
CARGO COMPANIES	3	0	0	1	5	0	0	0
TRAVEL AGENTS	25	0	0	2	7	0	0	1
TOUR OPERATORS	300	2	1	6	124	1	0	4
MISCELLANEOUS	283	125	0	123	255	87	0	136
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INDUSTRY TOTALS	9606	556	21	826	7667	727	24	1343

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	JANUARY 1998 THRU DECEMBER 1998			JANUARY 1997 THRU DECEMBER 1997		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	2552		1	1895	
DELAYS.			712			428
CANCELLATIONS.			924			688
MISCONNECTIONS.			290			275
CUSTOMER SERVICE.	2	1960		2	1600	
BAGGAGE.	3	1432		4	1063	
TICKETING/BOARDING.	4	1412		3	1084	
DISABLED.			374			345
REFUNDS.	5	748		5	693	
OVERSALES.	6	504		6	510	
OTHER.	7	488		7	395	
FREQUENT FLYER.			240			222
FARES.	8	345		8	252	
TOURS.	9	95		9	90	
ADVERTISING.	10	56		10	66	
SMOKING.	11	13		11	18	
CREDIT.	12	1		12	1	
		----			----	
COMPLAINT TOTAL		9606			7667	

* 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 DECEMBER 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	36	1	13	3	8	11	14	0	1	0	0	1	88
AIRTRAN AIRLINES	3	1	3	0	1	0	3	0	0	0	0	0	11
ALASKA AIRLINES	15	3	7	2	1	20	21	0	0	0	0	2	71
AMERICA WEST AIRLINES	152	11	41	11	19	44	86	0	0	0	1	10	375
AMERICAN AIRLINES	212	47	143	48	59	154	203	0	7	1	4	51	929
AMERICAN EAGLE	22	14	5	3	1	6	14	0	0	0	0	2	67
AMERICAN TRANS AIR	41	6	16	4	6	23	27	0	1	0	1	9	134
ATLANTIC SOUTHEAST AIRLINES	46	5	8	1	2	9	14	0	0	0	0	12	97
BUSINESS EXPRESS	7	0	2	0	2	5	4	0	0	0	0	0	20
CARIBAIR	6	0	0	0	4	0	1	0	0	0	0	1	12
CARNIVAL AIR LINES	2	6	5	1	13	7	4	0	0	0	1	0	39
COMAIR	4	1	1	0	0	3	5	0	0	0	0	0	14
CONTINENTAL AIRLINES	85	14	63	20	12	80	120	0	4	0	0	26	424
DELTA AIR LINES	202	39	159	38	34	83	195	0	2	0	0	83	835
DELTA CONNECTION	8	0	3	2	3	1	4	0	0	0	0	1	22
EASTWIND AIRLINES	17	1	2	1	7	2	4	0	0	0	0	1	35
EXPRESS ONE INTERNATIONAL	4	0	0	0	0	0	3	0	0	0	1	3	11
FRONTIER AIRLINES	4	2	7	0	4	6	5	0	0	0	1	0	29
HAWAIIAN AIRLINES	4	2	4	1	1	3	4	0	0	0	0	1	20
HORIZON AIRLINES	6	1	1	0	0	2	5	0	1	0	0	0	16
KIWI INTERNATIONAL AIRLINES	86	7	13	1	26	43	23	0	1	0	1	8	209
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	7	1	1	1	2	2	0	0	1	0	0	1	16
NORTHWEST AIRLINES	464	25	135	23	39	128	242	2	1	0	0	58	1117
PAN AM	18	21	11	1	116	26	20	0	0	0	1	1	215
RENO AIR	20	13	20	4	9	7	20	0	0	0	0	0	93
SKY TREK INT'L AIR	10	0	0	0	2	3	14	0	0	0	5	7	41
SOUTHWEST AIRLINES	17	8	38	9	6	28	35	0	4	0	0	2	147

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 DECEMBER 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
SPIRIT AIRLINES	24	0	5	2	3	10	9	0	0	0	1	2	56
SUN COUNTRY AIRLINES	2	2	3	1	1	0	5	0	0	0	2	1	17
TOWER AIR	131	43	39	7	19	36	64	2	1	0	3	14	359
TRANS STATES AIRLINES	18	1	2	0	1	5	9	0	0	0	0	2	38
TRANS WORLD AIRLINES	79	18	46	9	11	37	93	0	0	0	0	16	309
TRANS WORLD EXPRESS	22	10	2	1	0	6	11	0	0	0	0	4	56
UNITED AIRLINES	247	44	175	41	60	187	282	0	7	0	0	68	1111
UNITED EXPRESS	30	9	6	1	1	17	13	0	0	0	0	3	80
US AIRWAYS	126	17	104	31	36	62	90	0	2	0	1	21	490
US AIRWAYS EXPRESS	7	0	2	0	0	1	2	0	0	0	0	0	12
VANGUARD AIRLINES	45	6	15	7	15	13	18	0	6	0	0	3	128
WESTERN PACIFIC AIRLINES	7	0	12	1	50	11	1	0	0	0	0	0	82
OTHER U. S. AIRLINES	26	8	15	0	19	25	21	0	1	0	0	7	122
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JANUARY 1998 THRU DECEMBER 1998	2277	388	1137	277	602	1108	1715	4	40	1	23	422	7994
% OF TOTAL COMPLAINTS	28.5	4.9	14.2	3.5	7.5	13.9	21.5	0.1	0.5	0.0	0.3	5.3	
JANUARY 1997 THRU DECEMBER 1997	1699	414	904	195	531	826	1418	5	57	1	13	331	6394
% OF TOTAL COMPLAINTS	26.6	6.5	14.1	3.0	8.3	12.9	22.2	0.1	0.9	0.0	0.2	5.2	

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

TABLE 4

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

JANUARY 1998 THRU DECEMBER 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROCALIFORNIA	3	4	2	0	0	2	3	0	0	0	0	0	14
AEROFLOT	1	1	1	0	2	2	1	0	1	0	0	1	10
AIR AFRIQUE	0	2	2	0	2	8	0	0	0	0	0	0	14
AIR ARUBA	12	0	0	0	2	8	2	0	0	0	0	3	27
AIR CANADA	5	1	10	2	1	10	8	1	0	0	0	0	38
AIR FRANCE	13	4	7	6	8	24	7	1	0	0	1	0	71
AIR INDIA	0	1	4	2	0	3	0	0	0	0	0	0	10
AIR JAMAICA	24	6	7	0	1	14	14	0	0	0	1	4	71
ALITALIA	4	4	1	1	0	3	4	1	0	0	0	2	20
AVIANCA	1	2	1	0	0	4	4	0	0	0	0	0	12
BRITISH AIRWAYS	10	6	21	2	4	20	13	0	1	0	1	1	79
BWIA	1	7	1	0	1	5	1	0	0	0	0	0	16
CATHAY PACIFIC AIRWAYS	0	4	2	0	0	2	3	0	1	0	0	0	12
CITY BIRD AIRLINES	2	0	0	2	1	9	2	0	0	0	0	0	16
EL AL	1	2	2	0	0	4	5	0	0	0	0	1	15
GUYANA AIRWAYS	2	4	0	0	1	8	2	0	0	0	0	0	17
IBERIA	0	1	3	0	3	5	6	1	0	0	0	0	19
KLM	10	6	8	0	2	15	15	0	0	0	0	2	58
KOREAN AIR LINES	2	1	2	0	0	5	7	0	0	0	0	2	19
KUWAIT AIRWAYS	0	1	4	0	0	3	3	1	0	0	0	0	12
LACSA	0	2	5	1	3	5	1	0	0	0	0	0	17
LUFTHANSA	2	5	14	0	0	9	11	0	0	0	0	3	44
MEXICANA	7	3	3	0	2	8	10	0	0	0	0	2	35
OLYMPIC AIRWAYS	5	1	6	0	2	1	4	1	0	0	0	1	21
PAKISTAN AIRLINES	0	1	2	0	1	8	0	0	0	0	0	1	13
PHILIPPINE AIRLINES	3	1	1	0	4	0	1	0	0	0	0	0	10
SABENA	4	0	5	1	2	3	2	0	0	0	0	0	17
SWISSAIR	0	0	2	0	0	3	7	0	0	0	0	0	12
TACA	0	2	5	3	5	5	0	0	0	0	0	0	20
TAESA	1	5	3	0	0	4	1	0	0	0	0	0	14
TURKISH AIRLINES	0	0	2	0	0	6	2	0	0	0	0	0	10
VASP	3	1	3	0	1	2	3	0	0	0	0	0	13
VIRGIN ATLANTIC	0	2	7	1	1	16	4	0	1	0	0	0	32
OTHER FOREIGN AIRLINES	21	18	39	2	10	49	29	2	5	0	2	16	193
TOTAL	137	98	175	23	59	273	175	8	9	0	5	39	1001

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 4

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

JANUARY 1998 THRU DECEMBER 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	1	0	9	1	10	0	2	0	1	0	1	0	25
TOTAL	1	0	9	1	10	0	2	0	1	0	1	0	25
TOUR OPERATORS													
APPLE VACATIONS	6	0	0	0	2	0	6	0	0	0	5	1	20
EAST CARIBBEAN AIRLINES	5	0	1	0	8	0	0	0	0	0	0	0	14
FUN JET INCORPORATED	4	1	2	0	3	0	1	0	0	0	0	0	11
SUNJET INT'L SALES	73	8	22	4	25	15	20	0	1	0	7	6	181
SUNTRIPS OF CALIFORNIA	1	1	4	0	1	2	3	0	0	0	1	2	15
WORLDWIDE SPORT TRAVEL	0	0	0	0	0	0	0	0	0	0	31	0	31
OTHER TOUR OPERATORS	6	0	3	0	5	0	3	0	0	0	8	3	28
TOTAL	95	10	32	4	44	17	33	0	1	0	52	12	300
MISCELLANEOUS													
OTHER MISCELLANEOUS	42	8	59	40	33	32	35	1	5	0	14	14	283
TOTAL	42	8	59	40	33	32	35	1	5	0	14	14	283

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

JAN.-DEC. RANK	AIRLINE	JANUARY-DECEMBER 1998			JANUARY-DECEMBER 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	147	59,177,010	0.25	159	56,065,401	0.28
2	Alaska	71	13,054,581	0.54	77	12,283,631	0.63
3	Delta	835	105,230,973	0.79	661	103,139,532	0.64
4	US Airways	490	58,094,380	0.84	457	58,707,300	0.78
5	Continental	424	41,691,408	1.02	300	38,965,779	0.77
6	American	929	81,476,258	1.14	859	81,130,596	1.06
7	United	1,111	86,868,185	1.28	802	84,247,098	0.95
8	T W A	309	23,994,278	1.29	195	23,449,830	0.83
9	America West	375	17,791,957	2.11	277	18,379,075	1.51
10	Northwest	1,117	50,538,612	2.21	763	54,704,317	1.39
	TOTAL	5,808	537,917,642	1.08	4,550	531,072,559	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. The list of carriers appearing on this page is consistent with those carriers that appear in the "Flight Delays," "Mishandled Baggage" and "Oversales" sections of the *Air Travel Consumer Report*.

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.

