



U.S. Department  
of Transportation



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# *Air Travel Consumer Report*

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**Issued: March 1999**

Includes data for the following periods:

Flight Delays	January 1999
Mishandled Baggage	January 1999
Oversales	4th Quarter 1998
	January-December 1998
Consumer Complaints	January 1999

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

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## **INTRODUCTION**

The Air Travel Consumer Report is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings. The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into four sections. These sections deal with flight delays, mishandled baggage, oversales and consumer complaints. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the first week of each month. If you are interested in obtaining a single copy, write to the Office of Aviation Enforcement and Proceedings, U.S. Department of Transportation, 400 7th Street, S.W., C-75/Room 4107, Washington, DC 20590. The report is also available via the Internet at <http://www.dot.gov/airconsumer/>.



## FLIGHT DELAYS

This section provides information about airline on-time performance and flight delays. It is based on data filed by airlines each month with the Department of Transportation as required by 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the largest U.S. air carriers, i.e., those with at least one percent of total domestic scheduled-service passenger revenues. These 10 airlines account for more than 90 percent of domestic operating revenues.

The rule requires carriers to currently report on operations to and from the 29 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all 10 airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems. All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times. Cancelled and diverted operations are counted as late.

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

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

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

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

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

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/search.html>. 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/ -----
SOUTHWEST S/	14	75.8	53	76.7
CONTINENTAL S/	28	71.5	80	72.0
DELTA S/	29	70.6	116	71.4
AMERICA WEST S/	26	68.0	50	68.3
AMERICAN S/	29	66.7	97	67.1
ALASKA S/	7	67.4	34	66.5
UNITED S/	29	66.3	103	66.5
NORTHWEST S/	29	62.4	116	62.7
TWA S/	29	59.7	72	60.0
US AIRWAYS S/	25	58.7	87	58.2
<b>T O T A L</b>		<b>66.7</b>		<b>67.7</b>

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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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		NOV 98		DEC 98		JAN 99		12 MONTHS FEB98-JAN99		DATA BASE TO DATE SEP 87-JAN 99	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	70.7	(9)	75.2	(5)	74.8	(8)	67.1	(10)	70.7	(10)	54.2	(10)	66.5	(6)	71.8	(8)	77.8	(7)
AMERICA WEST	67.9	(10)	71.5	(8)	66.5	(9)	68.1	(9)	73.3	(9)	61.8	(8)	68.3	(4)	68.1	(10)	80.6	(2)
AMERICAN	79.6	(2)	81.0	(2)	80.0	(6)	79.8	(6)	83.8	(5)	78.3	(2)	67.1	(5)	79.1	(3)	79.9	(3)
CONTINENTAL	72.0	(7)	73.8	(6)	81.0	(5)	82.1	(4)	82.2	(7)	80.2	(1)	72.0	(2)	77.3	(4)	78.5	(6)
DELTA	75.0	(4)	77.3	(3)	83.6	(2)	82.6	(3)	84.8	(4)	76.6	(4)	71.4	(3)	79.3	(2)	77.5	(8)
NORTHWEST	73.6	(6)	67.2	(10)	58.6	(10)	83.3	(2)	86.0	(2)	78.1	(3)	62.7	(8)	70.1	(9)	79.8	(4)
SOUTHWEST	77.0	(3)	82.5	(1)	83.9	(1)	79.8	(5)	83.6	(6)	74.6	(6)	76.7	(1)	80.6	(1)	83.8	(1)
TWA	73.9	(5)	72.8	(7)	82.8	(3)	83.7	(1)	87.7	(1)	75.7	(5)	60.0	(9)	77.2	(5)	77.4	(9)
UNITED	71.6	(8)	70.7	(9)	76.0	(7)	76.7	(8)	80.7	(8)	72.7	(7)	66.5	(7)	73.6	(7)	76.8	(10)
US AIRWAYS	81.5	(1)	75.8	(4)	81.4	(4)	76.8	(7)	85.7	(3)	61.7	(9)	58.2	(10)	77.0	(6)	79.0	(5)
TOTAL	75.4		75.7		78.3		79.4		83.3		73.2		67.7		76.6		79.0	

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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													
	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	747	65.2	1338	61.0	216	79.2	181	70.7	93	69.9	948	67.7	574	69.2
AS	H/		H/		H/		H/		H/		H/		H/	
CO	761	67.0	803	65.9	305	75.7	109	76.1	25	52.0	620	71.3	392	67.6
DL	18561	69.1	2039	68.9	393	65.1	279	80.6	6168	71.0	1207	72.4	587	67.5
HP	124	51.6	265	62.3	147	60.5	H/		H/		60	73.3	217	69.6
NW	543	56.9	490	58.4	341	59.8	201	55.2	57	50.9	557	62.3	310	56.1
TW	204	54.9	212	50.0	185	57.8	118	60.2	119	59.7	288	65.3	177	58.2
UA	511	63.2	1110	65.1	394	70.6	153	63.4	168	58.9	492	65.7	8823	75.8
US	534	45.7	2317	53.4	2334	60.8	9267	67.9	H/		2639	61.1	217	58.1
WN	H/		H/		2218	77.5	H/		H/		H/		H/	
TOTAL	21985	67.7	8574	61.4	6533	68.5	10308	68.0	6630	70.3	6811	65.7	11297	73.5

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	14193	76.2	430	58.4	1004	55.2	641	67.7	908	70.0	330	63.6	2027	67.7
AS	H/				H/		H/		H/		358	75.1	786	67.8
CO	538	72.3	316	73.4	6121	63.6	8485	81.4	H/		371	63.3	671	70.5
DL	3867	79.6	341	59.5	826	61.6	342	75.7	934	74.3	773	75.4	1392	72.2
HP	200	70.5	124	71.0	273	50.2	155	68.4	188	65.4	2313	67.3	770	72.7
NW	466	63.3	10013	61.3	527	52.8	6	66.7	87	52.9	279	51.6	469	54.6
TW	311	59.2	242	55.4	179	48.0	119	62.2	949	64.6	186	57.0	318	62.6
UA	568	64.4	328	64.3	984	63.7	380	65.0	559	79.8	1181	73.8	5115	73.1
US	315	55.9	421	48.0	421	55.6	317	54.6	H/		122	50.8	436	57.3
WN	H/		557	61.2	H/		188	87.2	H/		4202	78.5	3427	77.9
TOTAL	20458	75.5	12772	61.0	10335	61.1	10633	78.7	3625	70.6	10115	72.5	15411	71.8

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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	1646	59.5	584	70.9	3183	73.6	496	57.5	8808	54.0	187	67.4	674	60.1
AS	H/		H/		H/		H/		H/		1451	71.1	H/	
CO	450	74.7	601	72.4	378	74.3	196	70.9	641	51.8	93	61.3	281	73.0
DL	2200	68.6	3082	72.8	465	72.3	342	61.4	857	51.7	647	67.5	515	67.2
HP	31	54.8	62	45.2	62	67.7	123	68.3	241	51.5	184	60.3	152	65.1
NW	539	53.1	477	55.3	354	58.5	9009	70.8	780	50.6	131	57.3	472	57.0
TW	303	64.4	337	62.6	222	60.8	281	60.1	376	46.0	95	56.8	174	59.2
UA	702	62.5	507	71.6	482	73.7	620	61.3	12218	56.9	948	68.1	752	68.1
US	2085	58.5	1591	55.1	425	58.4	228	49.6	617	45.5	H/		6606	55.0
WN	H/		1019	76.1	H/		H/		H/		906	82.7	H/	
TOTAL	7956	62.6	8260	67.9	5571	70.8	11295	68.7	24538	54.8	4642	70.8	9626	57.9

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	590	65.4	93	76.3	546	66.1	372	64.5	907	56.6	186	66.7	332	50.3	342	67.3
AS	323	66.6	H/		341	74.5	3323	64.8	543	63.4	H/		H/		H/	
CO	334	66.5	88	81.8	213	67.1	191	59.2	451	53.0	139	62.6	169	63.9	452	73.0
DL	707	73.4	279	67.4	465	67.3	555	65.9	744	53.9	4787	77.0	217	59.9	941	70.6
HP	6185	72.2			297	58.6	216	56.5	342	54.1	146	61.0	76	59.2	31	64.5
NW	324	54.0	130	59.2	190	54.7	417	50.6	368	55.2	128	53.1	475	53.1	380	58.4
TW	210	61.0	169	53.3	152	65.1	191	50.8	186	53.8	102	51.0	10372	60.3	244	62.3
UA	1051	76.8	178	57.9	915	65.5	1346	62.0	6909	64.0	451	69.4	286	53.8	288	64.9
US	206	55.8	7763	58.1	124	49.2	155	40.6	322	53.1	H/		205	47.3	1177	48.5
WN	4891	78.6	H/		2253	75.2	959	75.7	435	59.5	1060	80.9	2535	62.4	1068	75.9
TOTAL	14821	73.4	8700	58.7	5496	69.2	7725	63.8	11207	61.0	6999	75.4	14667	59.9	4923	64.7



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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	EWB	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	79.8	72.4	58.1	84.3	84.3	J/	74.2	84.9	70.1	74.6	89.9	74.0	97.2	82.6	J/	75.3
700 - 759 AM	78.2	68.2	72.7	80.8	70.6	72.0	82.0	87.5	61.6	65.8	88.2	86.6	93.9	93.3	70.5	92.6
800 - 859 AM	78.9	69.4	69.8	80.9	68.3	68.7	81.7	80.4	66.8	78.7	80.7	64.9	92.2	88.8	71.2	75.0
900 - 959 AM	68.8	66.9	73.7	60.1	77.9	71.6	85.5	78.7	67.4	75.2	84.8	75.0	82.3	82.2	72.7	75.5
1000 - 1059 AM	71.5	65.8	74.4	63.1	76.9	72.4	75.9	74.6	65.9	73.7	78.6	81.3	70.7	76.9	67.9	69.5
1100 - 1159 AM	68.2	68.1	76.2	79.2	67.2	69.9	75.8	78.3	58.5	71.1	78.0	78.4	74.8	72.1	70.3	70.5
1200 - 1259 PM	70.3	71.2	72.7	65.1	66.7	63.6	76.9	83.1	65.4	67.9	85.2	100.0	77.7	73.4	63.6	73.0
100 - 159 PM	68.6	66.7	65.4	73.5	81.4	70.9	71.0	77.3	67.5	62.9	79.2	73.0	76.4	73.8	62.8	70.5
200 - 259 PM	65.4	58.8	69.3	70.9	76.4	69.1	81.3	74.9	62.9	63.1	82.6	76.1	76.2	72.3	63.0	66.8
300 - 359 PM	70.6	61.5	65.2	66.9	64.6	69.9	76.6	74.1	62.3	60.2	72.4	71.4	77.5	70.4	63.9	74.1
400 - 459 PM	61.6	61.6	68.8	62.5	65.9	67.4	73.2	75.0	61.2	54.2	77.5	69.8	72.3	71.0	58.7	65.7
500 - 559 PM	62.1	57.3	61.3	68.6	71.2	61.5	71.6	72.5	57.8	53.6	74.4	66.4	64.2	67.4	57.9	61.1
600 - 659 PM	62.6	56.4	60.3	61.4	71.4	56.6	64.9	77.1	55.8	50.1	77.2	62.6	70.7	66.1	61.6	64.9
700 - 759 PM	58.1	48.9	64.3	59.6	60.8	59.6	63.9	73.1	56.9	50.3	76.9	66.1	62.6	69.7	54.0	62.4
800 - 859 PM	68.4	52.4	65.4	62.4	59.7	60.0	64.3	68.6	59.9	50.4	71.1	68.8	71.5	66.2	59.7	67.5
900 - 959 PM	53.1	61.7	73.2	61.0	66.2	59.6	58.6	67.7	53.8	60.6	77.5	70.3	72.2	62.7	59.4	59.1
1000 - 1059 PM	66.8	58.8	64.7	61.8	56.4	68.1	69.2	66.6	66.1	51.7	72.0	64.1	63.5	62.1	60.3	63.9
1100 - 559 AM	71.9	64.1	70.0	64.0	68.9	60.9	62.5	75.0	61.2	66.6	67.3	77.9	62.2	67.1	58.5	65.7
TOTAL, ALL ARRIVALS, BY AIRPORT	67.7	61.4	68.5	68.0	70.3	65.7	73.5	75.5	61.0	61.1	78.7	70.6	72.5	71.8	62.6	67.9

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	66.1	85.0	77.8	J/	83.2	J/	80.0	69.6	71.0	64.5	J/	72.5	81.2	79.1	
700 - 759 AM	86.7	85.7	66.4	98.1	68.3	86.3	68.3	90.8	95.1	93.0	87.8	69.7	90.6	78.1	
800 - 859 AM	88.7	71.9	60.5	84.8	62.4	88.2	60.6	89.5	77.1	89.8	81.3	68.4	74.6	74.5	
900 - 959 AM	81.5	67.2	63.4	80.4	57.5	87.5	77.3	82.4	80.4	73.9	88.4	69.4	61.2	74.7	
1000 - 1059 AM	75.6	68.9	58.0	76.1	66.5	69.7	63.0	81.2	74.3	63.5	75.3	59.9	69.5	69.8	
1100 - 1159 AM	72.9	72.6	53.6	66.5	70.9	80.0	62.1	74.8	64.2	54.8	80.2	61.2	69.2	69.4	
1200 - 1259 PM	69.7	79.1	57.7	75.9	58.5	75.7	59.7	67.9	65.1	53.7	80.0	60.8	67.5	68.7	
100 - 159 PM	69.0	78.6	58.8	76.6	64.2	73.3	62.0	79.9	66.1	54.3	76.5	55.8	65.7	69.5	
200 - 259 PM	79.8	65.9	52.6	72.8	62.3	73.8	68.5	59.6	73.0	54.2	71.3	61.6	70.8	67.7	
300 - 359 PM	71.2	69.1	52.3	73.6	53.3	76.7	61.5	69.0	70.1	57.0	85.1	60.7	72.8	66.6	
400 - 459 PM	71.3	59.2	50.5	75.6	51.7	74.2	57.2	73.8	68.1	58.2	75.9	56.6	62.0	63.8	
500 - 559 PM	70.3	67.9	51.5	65.5	59.1	70.5	50.2	58.7	54.3	59.9	63.9	57.1	64.2	62.9	
600 - 659 PM	66.1	54.6	47.4	65.6	49.3	59.7	55.2	66.5	54.5	61.0	79.6	58.2	57.4	61.1	
700 - 759 PM	69.8	62.2	49.2	67.8	58.8	74.6	50.2	61.8	56.9	61.4	75.9	54.7	56.6	61.2	
800 - 859 PM	58.2	64.7	42.2	61.9	47.5	66.4	55.2	64.3	57.4	57.0	75.4	55.2	52.2	61.5	
900 - 959 PM	66.5	56.7	45.5	64.3	61.0	66.1	48.2	58.2	51.8	58.0	59.5	53.1	56.0	59.8	
1000 - 1059 PM	69.6	65.8	48.5	68.1	65.1	71.3	60.2	62.0	55.4	54.1	59.8	56.8	60.7	62.9	
1100 - 559 AM	64.9	61.0	74.4	66.5	63.5	68.2	67.1	59.9	63.5	55.8	72.2	59.4	69.2	66.2	
TOTAL, ALL ARRIVALS, BY AIRPORT	70.8	68.7	54.8	70.8	57.9	73.4	58.7	69.2	63.8	61.0	75.4	59.9	64.7	66.7	

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWM	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	86.8	80.0	85.6	89.6	81.2	85.6	89.9	86.2	68.6	77.6	94.9	75.8	92.3	90.2	79.8	91.7
700 - 759 AM	81.6	79.3	80.9	88.3	80.4	85.1	90.7	87.9	67.0	78.3	88.2	79.4	90.9	88.4	77.0	89.4
800 - 859 AM	82.3	73.1	76.3	79.4	71.0	76.8	86.9	81.6	64.0	74.2	90.5	77.5	92.4	86.2	73.0	88.2
900 - 959 AM	74.5	70.5	70.7	77.7	74.3	73.7	83.6	75.0	62.6	76.2	82.0	74.4	87.4	83.2	73.4	79.8
1000 - 1059 AM	76.1	73.5	75.8	67.2	78.5	72.8	84.4	74.0	63.3	73.8	82.8	85.5	71.2	74.9	71.4	77.9
1100 - 1159 AM	72.3	72.8	69.3	69.9	80.1	73.4	78.4	68.6	66.9	71.4	81.2	75.6	76.6	75.1	69.0	74.3
1200 - 1259 PM	74.5	71.1	72.2	73.2	74.1	74.5	77.8	74.6	56.7	69.8	82.1	77.4	75.2	73.1	71.1	72.1
100 - 159 PM	74.2	74.8	67.0	68.3	70.0	69.5	75.0	84.5	60.3	67.6	80.8	100.0	76.7	75.0	68.1	71.0
200 - 259 PM	69.6	63.3	62.7	66.7	76.9	71.0	74.5	71.0	61.6	62.5	83.8	73.1	74.4	76.8	69.3	67.2
300 - 359 PM	68.0	56.9	67.0	66.5	80.9	67.7	80.6	73.0	52.7	62.7	74.7	75.8	71.6	76.0	65.0	68.6
400 - 459 PM	66.4	65.0	66.7	57.9	73.1	73.1	73.8	70.4	55.8	57.9	82.0	68.2	72.2	70.8	67.8	75.4
500 - 559 PM	67.1	59.7	65.2	64.5	25.0	72.8	71.5	67.7	55.3	50.4	73.2	62.7	65.1	74.1	58.1	64.6
600 - 659 PM	65.0	59.4	57.9	62.3	65.5	64.3	69.5	65.3	51.2	53.7	74.1	67.5	65.6	68.5	61.4	66.4
700 - 759 PM	64.9	53.5	57.4	61.8	67.3	62.9	70.4	75.3	53.0	54.3	77.0	55.0	56.1	70.4	60.5	69.0
800 - 859 PM	66.7	60.1	58.9	63.9	72.2	63.1	64.1	67.9	50.7	57.7	78.2	53.2	70.4	76.2	64.0	66.1
900 - 959 PM	71.2	78.0	63.9	60.5	65.3	76.1	75.3	77.3	51.8	55.0	80.3	72.5	64.9	73.6	71.0	72.0
1000 - 1059 PM	72.7	J/	57.7	68.3	68.9	J/	50.0	66.5	52.6	66.7	77.4	80.0	76.9	77.5	J/	57.4
1100 - 559 AM	71.2	75.4	80.0	60.0	63.0	J/	90.7	0.0	77.4	80.6	71.0	81.8	70.0	86.1	70.6	25.0
TOTAL, ALL DEPARTURES, BY AIRPORT	72.5	68.0	69.9	68.8	73.7	72.4	77.6	73.6	57.8	66.0	80.5	71.0	75.5	78.2	69.0	74.5

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
600 - 659 AM	89.2	77.3	76.6	92.5	74.4	92.4	78.2	90.0	89.8	86.7	98.4	78.5	88.4	84.5	
700 - 759 AM	83.6	76.4	74.9	90.1	76.5	89.1	79.1	87.6	86.3	85.3	96.7	71.6	90.9	82.5	
800 - 859 AM	80.2	76.9	66.0	81.5	63.9	89.8	64.9	87.6	86.1	87.4	85.7	68.6	82.2	78.9	
900 - 959 AM	74.8	73.4	62.0	83.9	59.0	83.9	59.0	84.5	73.7	78.7	93.5	67.2	82.4	73.9	
1000 - 1059 AM	87.5	73.8	61.7	79.7	54.9	78.6	70.9	78.8	84.3	73.2	83.9	66.1	66.7	73.5	
1100 - 1159 AM	82.6	66.8	59.5	81.3	62.1	71.6	60.4	77.1	74.7	69.6	84.3	60.9	72.0	71.1	
1200 - 1259 PM	70.5	62.3	57.6	78.6	69.6	74.6	64.5	77.3	68.4	62.7	47.2	60.5	66.0	70.5	
100 - 159 PM	73.3	72.9	58.9	76.6	55.4	71.8	62.9	76.2	72.0	65.9	87.4	58.3	68.2	69.8	
200 - 259 PM	69.9	71.7	58.1	79.8	53.2	73.3	58.5	69.9	72.2	68.7	79.2	60.1	69.4	68.8	
300 - 359 PM	73.7	60.5	56.4	74.8	50.1	70.6	47.1	64.2	67.8	58.6	76.1	57.9	72.9	66.6	
400 - 459 PM	70.5	67.0	51.9	78.7	51.8	70.4	56.6	68.6	69.5	67.1	79.3	59.8	65.0	65.5	
500 - 559 PM	70.3	64.6	50.4	69.2	45.4	67.4	51.6	67.9	60.4	61.5	66.9	56.6	61.9	61.7	
600 - 659 PM	68.5	62.9	49.5	82.0	52.4	68.2	54.4	66.9	67.2	62.3	78.9	55.9	72.1	62.5	
700 - 759 PM	63.0	59.9	50.1	71.2	46.3	67.1	59.3	67.5	60.7	69.5	79.0	56.4	60.0	62.2	
800 - 859 PM	57.8	61.4	47.9	79.1	55.6	65.3	49.8	68.0	65.6	64.9	82.7	53.4	63.3	62.8	
900 - 959 PM	47.1	65.7	50.3	80.8	47.7	60.1	49.6	62.8	62.8	70.8	70.3	52.5	53.3	64.2	
1000 - 1059 PM	J/	67.3	53.0	71.0	J/	69.5	58.2	73.6	69.9	78.8	77.7	56.6	52.5	67.7	
1100 - 559 AM	72.1	87.1	66.7	87.9	90.3	79.8	77.4	86.5	84.3	83.9	78.9	80.0	96.8	76.2	
TOTAL, ALL DEPARTURES, BY AIRPORT	74.2	68.5	58.0	81.2	55.9	74.7	58.6	77.1	75.1	72.5	81.9	60.5	72.7	70.0	

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF AVERAGE	MIN. LATE MEDIAN
AA	1309	BOS-ORD	1825	25	84.00	58	44
US	659	PIT-MSP	2020	25	84.00	58	40
US	1697	PHL-RIC	1715	31	83.87	56	53
US	531	PBI-PHL	1240	31	83.87	52	43
AA	1893	ORD-LAX	1655	31	83.87	51	35
AS	91	SEA-ANC	2215	31	83.87	35	38
AA	1948	ORD-EWR	1735	30	83.33	60	36
UA	340	CVG-ORD	1930	23	82.61	41	27
UA	1642	IND-ORD	1940	23	82.61	35	34
US	1537	PIT-DAY	2015	27	81.48	53	42
US	1565	PIT-IND	2020	27	81.48	39	29
WN	1260	MDW-STL	1955	26	80.77	54	49
AA	353	LGA-ORD	1900	26	80.77	31	29
US	2692	MCO-ROC	1730	31	80.65	58	45
US	981	PHL-ORD	1730	31	80.65	54	37
DL	1097	BOS-ATL	1910	31	80.65	42	29
DL	1552	ATL-MSP	1035	31	80.65	25	20
US	137	PHL-PIT	1555	25	80.00	56	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
US AIRWAYS	2021	58	2.9
ALASKA	416	8	1.9
AMERICAN	1850	29	1.6
NORTHWEST	1475	15	1.0
AMERICA WEST	571	4	0.7
UNITED	2093	13	0.6
CONTINENTAL	1145	7	0.6
DELTA	2523	12	0.5
SOUTHWEST	2382	9	0.4
TWA	764	0	0.0
TOTAL	15240	155	1.0

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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)	43.4	56.6	83	83	DUTCH HARBOR, AK. (DUT)	51.6	53.2	62	62
ALBANY, N. Y. (ALB)	56.7	61.5	1,025	1,024	EAGLE, CO. (EGE)	62.5	78.8	293	292
ALBUQUERQUE, N. M. (ABQ)	77.2	81.7	3,058	3,058	EL PASO, TX. (ELP)	80.5	85.5	2,030	2,034
ALLENTOWN, PA. (ABE)	60.2	67.5	493	492	ELMIRA, N. Y. (ELM)	58.9	67.3	107	107
AMARILLO, TX. (AMA)	74.0	80.7	407	409	ERIE, PA. (ERI)	50.0	54.4	114	114
ANCHORAGE, AK. (ANC)	56.1	71.8	1,415	1,417	EUGENE, OR. (EUG)	63.5	68.7	181	182
ASHEVILLE, N. C. (AVL)	80.7	83.3	114	114	FAIRBANKS, AK. (FAI)	63.3	75.7	411	411
ATLANTA, GA. (ATL)	67.7	72.5	21,985	22,043	FARGO, N. D. (FAR)	59.1	82.2	208	208
AUGUSTA, GA. (AGS)	72.9	88.4	155	155	FAYETTEVILLE, N. C. (FAY)	72.8	84.2	114	114
AUSTIN, TX. (AUS)	76.9	83.2	3,571	3,574	FLINT, MI. (FNT)	55.8	60.8	120	120
BALTIMORE, MD. (BWI)	68.5	69.9	6,533	6,531	FRESNO, CA. (FAT)	58.1	80.6	31	31
BANGOR, ME. (BGR)	72.0	82.8	93	93	FT. LAUDERDALE, FL. (FLL)	65.6	71.7	4,041	4,042
BARROW, AK. (BRW)	69.3	72.0	75	75	FT. MYERS, FL. (RSW)	59.7	72.8	1,418	1,420
BATON ROUGE, LA. (BTR)	82.6	87.6	397	396	FT. WAYNE, IN. (FWA)	62.2	64.4	45	45
BETHEL, AK. (BET)	75.9	75.9	83	83	GRAND FORKS, N. D. (GFK)	56.0	77.8	91	90
BILLINGS, MT. (BIL)	71.0	89.1	248	248	GRAND RAPIDS, MI. (GRR)	57.4	67.7	719	718
BINGHAMTON, N. Y. (BGM)	50.6	59.8	87	87	GREAT FALLS, MT. (GTF)	75.6	86.6	217	217
BIRMINGHAM AL. (BHM)	75.2	79.9	1,707	1,701	GREEN BAY, WI. (GRB)	60.8	74.1	194	193
BISMARCK, N. D. (BIS)	59.7	81.5	119	119	GREENSBORO/HIGH PT., N. C. (GSO)	65.7	74.6	1,270	1,266
BOISE, ID. (BOI)	78.3	85.1	971	972	GREENVILLE/SPARTBG., S. C. (GSP)	69.1	78.0	586	586
BOSTON, MA. (BOS)	61.4	68.0	8,574	8,578	GULFPORT/BILOXI, MS. (GPT)	70.7	91.4	92	93
BOZEMAN, MT. (BZN)	62.4	83.1	173	172	GUNNISON, CO. (GUC)	68.3	77.8	63	63
BRISTOL, TN. (TRI)	77.2	83.3	114	114	HARLINGEN, TX. (HRL)	79.1	82.0	345	344
BROWNSVILLE, TX. (BRO)	80.6	80.6	31	31	HARRISBURG, PA. (MDT)	57.5	69.3	661	662
BUFFALO, N. Y. (BUF)	58.0	65.1	1,553	1,548	HARTFORD, CT./SPGFLD, MA. (BDL)	63.2	67.1	2,469	2,464
BURBANK, CA. (BUR)	74.9	78.1	2,310	2,309	HELENA, MT. (HLN)	71.0	93.5	62	62
BURLINGTON, VT. (BTV)	47.2	56.6	212	212	HONOLULU, OAHU, HI. (HNL)	79.5	87.9	925	927
CEDAR RAPIDS/IOWA CTY, IA. (CID)	60.6	69.7	457	455	HOUSTON, TX. (HOU)	77.4	74.3	4,798	4,801
CHARLESTON, S. C. (CHS)	71.6	80.0	605	604	HOUSTON, TX. (IAH)	78.7	80.5	10,633	10,621
CHARLESTON, W. V. (CRW)	43.5	64.8	108	108	HUNTSVILLE/DECATUR, AL. (HSV)	70.6	82.3	479	479
CHARLOTTE, N. C. (CLT)	68.0	68.8	10,308	10,307	INDIANAPOLIS, IN. (IND)	60.0	68.0	2,772	2,773
CHATTANOOGA, TN. (CHA)	77.1	94.0	83	83	INDIO/PALM SPRINGS, CA. (PSP)	72.0	82.5	439	439
CHICAGO, IL. (MDW)	64.0	59.6	3,846	3,847	ISLIP/LONG IS., N. Y. (ISP)	64.5	73.7	186	186
CHICAGO, IL. (ORD)	54.8	58.0	24,538	24,528	ITHACA, N. Y. (ITH)	50.5	71.0	107	107
CINCINNATI, OH. (CVG)	70.3	73.7	6,630	6,620	JACKSON/VICKSBURG, MS. (JAN)	80.0	82.1	786	789
CLEVELAND, OH. (CLE)	64.6	68.8	4,998	4,998	JACKSON, WY. (JAC)	57.6	58.6	99	99
COLORADO SPRINGS, CO. (COS)	70.4	87.2	950	948	JACKSONVILLE, FL. (JAX)	68.6	78.4	1,929	1,929
COLUMBIA, S. C. (CAE)	69.9	80.9	408	408	JUNEAU, AK. (JNU)	58.4	56.6	310	309
COLUMBUS, OH. (CMH)	65.5	72.2	3,051	3,055	KAHULUI, MAUI, HI. (OGG)	90.7	87.1	248	248
CORDOVA, AK. (CDV)	55.7	66.1	61	62	KALAMAZOO, MI. (AZO)	56.7	63.0	127	127
CORPUS CHRISTI, TX. (CRP)	83.1	89.7	254	253	KALISPELL, MT. (FCA)	80.6	78.8	67	66
DALLAS/FT. WORTH, TX. (DAL)	80.3	79.8	4,235	4,239	KANSAS CITY, MO. (MCI)	68.2	73.4	4,914	4,912
DALLAS/FT. WORTH, TX. (DFW)	75.5	73.6	20,458	20,440	KETCHIKAN, AK. (KTN)	60.0	71.5	185	186
DAYTON, OH. (DAY)	58.6	67.0	908	908	KING SALMON, AK. (AKN)	66.7	55.6	18	18
DAYTONA BEACH, FL. (DAB)	74.6	79.0	248	248	KNOXVILLE, TN. (TYS)	68.8	77.7	618	618
DEADHORSE, AK. (SCC)	61.4	75.0	44	44	KODIAK, AK. (ADQ)	61.3	69.4	62	62
DENVER, CO. (DEN)	73.5	77.6	11,297	11,301	KONA, HAWAII., HI. (KOA)	88.9	82.5	63	63
DES MOINES, IA. (DSM)	62.7	73.6	566	565	KOTZEBUE, AK. (OTZ)	58.7	61.3	75	75
DETROIT, MI. (DTW)	61.0	57.8	12,772	12,770	LA CROSSE, WI. (LSE)	60.0	75.0	60	60
DILLINGHAM AK. (DLG)	44.4	55.6	18	18	LANSING, MI. (LAN)	52.2	65.6	180	180
DULUTH, MN. (DLH)	53.6	77.1	84	83	LAS VEGAS, NV. (LAS)	72.5	75.5	10,115	10,112
DURANGO, CO. (DRO)	81.3	87.5	32	32	LEXINGTON/FRKFT, KY. (LEX)	57.8	68.2	334	333

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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)	90.3	87.1	31	31	ROANOKE, VA. (ROA)	67.3	74.4	199	199
LINCOLN, NE. (LNK)	66.2	75.5	237	237	ROCHESTER, MN. (RST)	48.7	64.7	152	153
LITTLE ROCK, AR. (LIT)	69.9	76.0	1,093	1,090	ROCHESTER, N.Y. (ROC)	55.4	61.2	1,278	1,278
LONG BEACH, CA. (LGB)	79.5	91.3	264	264	SACRAMENTO, CA. (SMF)	71.4	75.9	2,935	2,936
LOS ANGELES, CA. (LAX)	71.8	78.2	15,411	15,407	SAGINAW, MI. (MBS)	55.9	64.7	306	306
LOUISVILLE, KY. (SDF)	65.9	73.6	1,922	1,919	SALT LAKE CITY, UT. (SLC)	75.4	81.9	6,999	7,005
LUBBOCK, TX. (LBB)	81.3	87.0	540	540	SAN ANTONIO, TX. (SAT)	77.2	85.0	3,179	3,182
MADISON, WI. (MSN)	58.7	72.3	375	375	SAN DIEGO, CA. (SAN)	69.2	77.1	5,496	5,500
MANCHESTER, N.H. (MHT)	62.8	67.1	1,059	1,059	SAN FRANCISCO, CA. (OAK)	77.7	80.7	4,667	4,668
MEDFORD, OR. (MFR)	57.4	61.7	94	94	SAN FRANCISCO, CA. (SFO)	61.0	72.5	11,207	11,191
MELBOURNE, FL. (MLB)	74.7	86.0	186	186	SAN JOSE, CA. (SJC)	72.7	81.0	4,310	4,312
MEMPHIS, TN. (MEM)	74.2	74.7	4,386	4,383	SAN JUAN, P.R. (SJU)	65.9	73.8	1,822	1,823
MIAMI, FL. (MIA)	70.8	74.2	5,571	5,566	SANTA BARBARA, CA. (SBA)	72.9	64.4	118	118
MIDLAND/ODESSA, TX. (MAF)	82.8	87.1	536	536	SARASOTA/BRAD., FL. (SRQ)	58.8	70.6	498	496
MILWAUKEE, WI. (MKE)	59.2	68.0	1,273	1,274	SAVANNAH, GA. (SAV)	72.3	77.7	430	430
MINNEAPPLS./ST. P., MN. (MSP)	68.7	68.5	11,295	11,302	SCRANTON/WILKES-BARRE, PA. (AVP)	57.4	68.1	141	141
MINOT, N.D. (MOT)	63.0	84.8	92	92	SEATTLE, WA. (SEA)	63.8	75.1	7,725	7,732
MISSION/MCALLEN, TX. (MFE)	80.6	89.2	268	269	SHREVEPORT, LA. (SHV)	71.0	78.2	331	331
MISSOULA, MT. (MSO)	74.8	92.3	155	156	SILOUX CITY, IA. (SUX)	52.6	87.7	57	57
MOBILE, AL. /PASCAGOULA, MS. (MOB)	75.0	79.1	372	369	SILOUX FALLS, S.D. (FSD)	63.6	79.3	324	324
MOLINE, IL. (MLI)	63.4	73.8	145	145	SITKA, AK. (SIT)	67.7	76.3	93	93
MONROE, LA. (MLU)	77.8	82.8	185	186	SOUTH BEND, IN. (SBN)	52.7	64.6	237	237
MONTEREY, CA. (MRY)	82.0	78.7	61	61	SPOKANE, WA. (GEG)	77.3	85.3	1,102	1,100
MONTGOMERY, AL. (MGM)	78.6	83.1	154	154	SPRINGFIELD, MD. (SGF)	66.9	76.2	172	172
MONTROSE, CO. (MTJ)	83.9	90.8	87	87	ST. CROIX, V.I. (STX)	64.1	75.3	92	93
MYRTLE BEACH, S.C. (MYR)	70.3	83.9	155	155	ST. LOUIS, MO. (STL)	59.9	60.5	14,667	14,673
NASHVILLE, TN. (BNA)	71.8	74.5	4,390	4,392	ST. THOMAS, V.I. (STT)	69.8	81.9	248	248
NEW ORLEANS, LA. (MSY)	73.7	80.3	4,204	4,200	STEAMBOAT SPRINGS, CO. (HDN)	69.2	73.3	146	146
NEW YORK, N.Y. (JFK)	70.6	71.0	3,625	3,629	SYRACUSE, N.Y. (SYR)	56.3	64.5	971	969
NEW YORK, N.Y. (LGA)	62.6	69.0	7,956	7,945	TALLAHASSEE, FL. (TLH)	73.6	78.2	216	216
NEWARK, N.J. (EWR)	61.1	66.0	10,335	10,330	TAMPA, FL. (TPA)	64.7	72.7	4,923	4,919
NEWBURGH, N.Y. (SWF)	46.2	78.5	93	93	TOLEDO, OH. (TOL)	41.4	56.3	87	87
NOME, AK. (OME)	68.0	70.7	75	75	TRAVERSE CITY, MI. (TVC)	55.4	64.1	65	64
NORFOLK/VA. BEACH, VA. (ORF)	65.5	76.3	1,347	1,345	TUCSON, AZ. (TUS)	74.3	86.6	1,581	1,578
OKLAHOMA CITY, OK. (OKC)	71.5	79.2	1,679	1,680	TULSA, OK. (TUL)	70.3	76.8	1,579	1,571
OMAHA, NE. (OMA)	67.8	76.8	1,398	1,398	VALPARAISO, FL. (VPS)	66.7	93.5	93	93
ONTARIO, CA. (ONT)	73.3	79.5	2,910	2,908	WASHINGTON, D.C. (DCA)	65.7	72.4	6,811	6,832
ORANGE COUNTY, CA. (SNA)	74.7	80.4	2,906	2,909	WASHINGTON, D.C. (IAD)	67.8	71.5	4,197	4,197
ORLANDO, FL. (MCO)	67.9	74.5	8,260	8,262	WEST PALM BEACH, FL. (PBI)	63.8	73.8	2,090	2,090
PASCO, WA. (PSC)	87.0	88.6	123	123	WHITE PLAINS, N.Y. (HPN)	47.8	56.8	404	407
PENSACOLA, FL. (PNS)	73.8	81.9	522	518	WICHITA, KS. (ICT)	67.1	79.2	586	586
PETERSBURG, AK. (PSG)	40.3	50.0	62	62	WILMINGTON, N.C. (ILM)	75.6	88.8	160	160
PHILADELPHIA, PA. (PHL)	57.9	55.9	9,626	9,624	WRANGELL, AK. (WRG)	48.4	56.5	62	62
PHOENIX, AZ. (PHX)	73.4	74.7	14,821	14,829	YAKUTAT, AK. (YAK)	53.2	60.7	62	61
PITTSBURGH, PA. (PIT)	58.7	58.6	8,700	8,698					
PORTLAND, ME. (PWM)	63.5	72.1	542	541					
PORTLAND, OR. (PDX)	70.8	81.2	4,642	4,647					
PROVIDENCE, R.I. (PVD)	67.8	75.5	1,901	1,900					
RALEIGH/DURHAM, N.C. (RDU)	65.6	76.9	2,341	2,341					
RAPID CITY, S.D. (RAP)	61.5	80.0	65	65					
RENO, NV. (RNO)	75.0	81.6	2,212	2,210					
RICHMOND, VA. (RIC)	64.1	75.4	1,296	1,296					

**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**

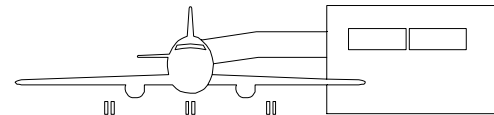
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

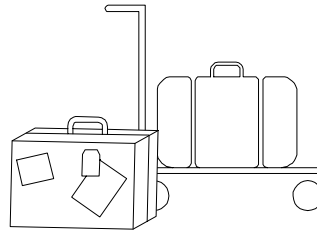
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
CO	Continental Airlines
DL	Delta Air Lines
NW	Northwest Airlines
WN	Southwest Airlines
TW	Trans World Airlines
UA	United Airlines
US	US Airways





## **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.



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

JAN. '99 RANK	AIRLINE	JANUARY 1999			JANUARY 1998		
		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>	6,751	1,296,558	<b>5.21</b>	5,035	1,246,966	<b>4.04</b>
2	<i>US Airways</i>	20,926	3,900,448	<b>5.37</b>	16,329	3,978,015	<b>4.10</b>
3	<i>Southwest</i>	25,417	4,457,097	<b>5.70</b>	18,918	4,015,214	<b>4.71</b>
4	<i>American</i>	35,407	4,917,805	<b>7.20</b>	27,274	4,966,751	<b>5.49</b>
5	<i>Delta</i>	56,708	7,436,975	<b>7.63</b>	40,359	7,181,335	<b>5.62</b>
6	<i>Continental</i>	23,087	2,718,377	<b>8.49</b>	11,438	2,509,013	<b>4.56</b>
7	<i>Alaska</i>	7,444	839,204	<b>8.87</b>	6,010	787,664	<b>7.63</b>
8	<i>Northwest</i>	31,572	3,065,252	<b>10.30</b>	26,277	3,281,288	<b>8.01</b>
9	<i>United</i>	62,218	5,522,067	<b>11.27</b>	48,538	5,366,462	<b>9.04</b>
10	<i>TWA</i>	19,296	1,608,901	<b>11.99</b>	11,175	1,672,763	<b>6.68</b>
	<b>Total</b>	<b>288,826</b>	<b>35,762,684</b>	<b>8.08</b>	<b>211,353</b>	<b>35,005,471</b>	<b>6.04</b>

**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*.

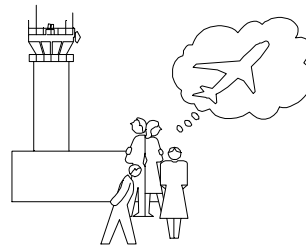
## OVERSALES

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.



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

OCT.-DEC. '99 RANK	AIRLINE	OCTOBER-DECEMBER 1998				OCTOBER-DECEMBER 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	<b>US Airways</b>	14,663	276	13,828,432	<b>0.20</b>	17,429	482	13,869,433	<b>0.35</b>
2	<b>Continental</b>	21,654	199	9,354,140	<b>0.21</b>	15,523	59	8,923,578	<b>0.07</b>
3	<b>Northwest</b>	21,898	277	11,924,507	<b>0.23</b>	23,393	350	12,268,417	<b>0.29</b>
4	<b>United</b>	31,783	1,019	19,908,771	<b>0.51</b>	35,307	913	18,857,122	<b>0.48</b>
5	<b>American</b>	57,954	1,075	18,010,537	<b>0.60</b>	47,127	610	17,926,721	<b>0.34</b>
6	<b>Alaska</b>	4,998	363	3,208,547	<b>1.13</b>	4,499	1,040	2,948,815	<b>3.53</b>
7	<b>America West</b>	13,021	538	4,425,724	<b>1.22</b>	12,154	719	4,481,937	<b>1.60</b>
8	<b>TWA</b>	5,214	694	5,423,028	<b>1.28</b>	9,295	656	5,572,315	<b>1.18</b>
9	<b>Southwest</b>	20,399	2,094	14,848,313	<b>1.41</b>	18,417	2,196	14,034,704	<b>1.56</b>
10	<b>Delta</b>	43,846	3,810	24,795,631	<b>1.54</b>	52,338	2,577	24,769,286	<b>1.04</b>
	<b>TOTAL</b>	<b>235,430</b>	<b>10,345</b>	<b>125,727,630</b>	<b>0.82</b>	<b>235,482</b>	<b>9,602</b>	<b>123,652,328</b>	<b>0.78</b>

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

JAN.-DEC. '99 RANK	AIRLINE	JANUARY-DECEMBER 1998				JANUARY-DECEMBER 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	<b>Continental</b>	76,167	574	42,352,892	<b>0.14</b>	66,945	360	35,791,535	<b>0.10</b>
2	<b>US Airways</b>	81,830	1,267	56,564,712	<b>0.22</b>	85,232	4,662	57,540,342	<b>0.81</b>
3	<b>Northwest</b>	120,045	1,394	46,025,183	<b>0.30</b>	96,118	2,655	49,859,313	<b>0.53</b>
4	<b>American</b>	221,826	3,387	73,618,441	<b>0.46</b>	215,003	4,596	73,122,003	<b>0.63</b>
5	<b>United</b>	142,057	4,561	79,813,016	<b>0.57</b>	110,754	3,792	76,642,828	<b>0.49</b>
6	<b>America West</b>	49,811	2,074	18,174,910	<b>1.14</b>	59,441	3,771	19,044,151	<b>1.98</b>
7	<b>Delta</b>	233,732	13,449	102,405,802	<b>1.31</b>	259,413	15,297	100,230,962	<b>1.53</b>
8	<b>Alaska</b>	24,530	1,822	13,028,998	<b>1.40</b>	21,016	3,409	12,245,891	<b>2.78</b>
9	<b>Southwest</b>	81,201	10,230	59,053,217	<b>1.73</b>	72,142	12,074	55,935,896	<b>2.16</b>
10	<b>TWA</b>	50,005	6,039	23,132,879	<b>2.61</b>	31,862	2,930	22,546,838	<b>1.30</b>
	<b>TOTAL</b>	<b>1,081,204</b>	<b>44,797</b>	<b>514,170,050</b>	<b>0.87</b>	<b>1,017,926</b>	<b>53,546</b>	<b>502,959,759</b>	<b>1.06</b>

\* 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.

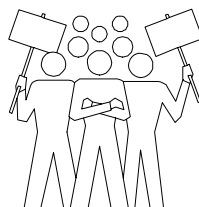


TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY 1999				JANUARY 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1028	70	5	58	482	36	1	65
FOREIGN AIRLINES	54	0	0	2	65	0	0	3
CARGO COMPANIES	0	0	0	0	1	0	0	0
TRAVEL AGENTS	0	0	0	0	2	0	0	0
TOUR OPERATORS	31	0	0	0	65	0	0	1
MISCELLANEOUS	62	2	0	8	15	6	0	9
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INDUSTRY TOTALS	1175	72	5	68	630	42	1	78

TABLE 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES \*

	JANUARY 1999			JANUARY 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	362		1	159	
DELAYS.....			101			36
CANCELLATIONS.....			131			62
MISCONNECTIONS.....			48			19
CUSTOMER SERVICE.....	2	250		2	122	
BAGGAGE.....	3	201		3	100	
TICKETING/BOARDING.....	4	156		4	92	
DISABLED.....			39			23
REFUNDS.....	5	76		5	46	
OVERSALES.....	6	45		6	31	
FARES.....	7	40		8	24	
OTHER.....	8	30		9	24	
FREQUENT FLYER.....			14			6
ADVERTISING.....	9	7		10	4	
SMOKING.....	10	4		11	1	
TOURS.....	11	4		7	27	
CREDIT.....	12	0		12	0	
		----			----	
COMPLAINT TOTAL		1175			630	

\* 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 1999

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	5	0	1	0	2	1	2	0	0	0	0	0	11
ALASKA AIRLINES	2	0	3	0	2	2	4	0	0	0	0	0	13
AMERICA WEST AIRLINES	17	0	3	0	5	3	14	0	0	0	0	1	43
AMERICAN AIRLINES	32	8	18	3	11	27	29	0	0	0	0	6	134
AMERICAN EAGLE	3	1	0	0	0	1	1	0	0	0	0	0	6
AMERICAN TRANS AIR	2	2	1	1	1	1	0	0	0	0	0	1	9
CONTINENTAL AIRLINES	12	0	9	2	1	10	13	0	1	0	0	0	48
DELTA AIR LINES	26	4	28	8	10	12	28	0	0	0	0	5	121
HORIZON AIRLINES	4	0	0	0	1	0	1	0	1	0	0	0	7
KIWI AIRLINES	33	0	1	0	4	5	4	0	0	0	0	0	47
NORTHWEST AIRLINES	58	2	12	4	5	28	34	0	0	0	0	2	145
RENO AIR	0	5	5	1	1	0	4	0	0	0	0	0	16
SOUTHWEST AIRLINES	3	0	2	2	1	4	5	0	1	0	0	0	18
SPIRIT AIRLINES	4	0	0	0	0	2	1	0	0	0	0	0	7
TOWER AIR	5	2	2	0	3	1	4	0	0	0	0	0	17
TRANS WORLD AIRLINES	29	1	4	3	3	9	12	0	0	0	0	4	65
TRANS WORLD EXPRESS	4	1	0	0	0	1	5	0	0	0	0	0	11
UNITED AIRLINES	23	6	21	2	6	29	30	0	0	0	0	5	122
UNITED EXPRESS	4	1	1	1	1	1	3	0	0	0	0	0	12
US AIRWAYS	42	1	16	3	6	27	23	1	0	0	0	1	120
VANGUARD AIRLINES	1	2	2	1	0	2	1	0	3	0	0	0	12
OTHER U. S. AIRLINES	12	4	4	1	5	8	8	0	1	0	0	1	44
JANUARY 1999	321	40	133	32	68	174	226	1	7	0	0	26	1028
% OF TOTAL COMPLAINTS	31.2	3.9	12.9	3.1	6.6	16.9	22.0	0.1	0.7	0.0	0.0	2.5	
JANUARY 1998	127	23	73	13	34	78	110	0	3	0	1	20	482
% OF TOTAL COMPLAINTS	26.3	4.8	15.1	2.7	7.1	16.2	22.8	0.0	0.6	0.0	0.2	4.1	

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

TABLE 4

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

JANUARY 1999

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 JAN	DENTS IN JAN		DENTS IN DEC		DENTS IN ALL PRIOR MONTHS		KNOW INCI- DENT DATE	
AIRTRAN AIRWAYS	11	1	9.09	5	45.45	5	45.45	0	0.00
ALASKA AIRLINES	13	3	23.08	7	53.85	3	23.08	0	0.00
AMERICA WEST AIRLINES	43	18	41.86	18	41.86	7	16.28	0	0.00
AMERICAN AIRLINES	134	35	26.12	55	41.04	44	32.84	0	0.00
AMERICAN EAGLE	6	2	33.33	4	66.67	0	0.00	0	0.00
AMERICAN TRANS AIR	9	5	55.56	2	22.22	2	22.22	0	0.00
CONTINENTAL AIRLINES	48	9	18.75	26	54.17	13	27.08	0	0.00
DELTA AIR LINES	121	45	37.19	42	34.71	32	26.45	2	1.65
HORIZON AIRLINES	7	0	0.00	4	57.14	3	42.86	0	0.00
KIWI AIRLINES	47	17	36.17	25	53.19	5	10.64	0	0.00
NORTHWEST AIRLINES	145	68	46.90	53	36.55	23	15.86	1	0.69
RENO AIR	16	3	18.75	5	31.25	8	50.00	0	0.00
SOUTHWEST AIRLINES	18	6	33.33	7	38.89	5	27.78	0	0.00
SPIRIT AIRLINES	7	6	85.71	1	14.29	0	0.00	0	0.00
TOWER AIR	17	8	47.06	1	5.88	8	47.06	0	0.00
TRANS WORLD AIRLINES	65	19	29.23	26	40.00	19	29.23	1	1.54
TRANS WORLD EXPRESS	11	5	45.45	6	54.55	0	0.00	0	0.00
UNITED AIRLINES	122	30	24.59	58	47.54	32	26.23	2	1.64
UNITED EXPRESS	12	3	25.00	5	41.67	4	33.33	0	0.00
US AIRWAYS	120	25	20.83	75	62.50	19	15.83	1	0.83
VANGUARD AIRLINES	12	2	16.67	5	41.67	3	25.00	2	16.67
OTHER U. S. AIRLINES	44	12	27.27	18	40.91	14	31.82	0	0.00
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TOTALS	1028	322	31.32	448	43.58	249	24.22	9	0.88
PRIOR YEAR'S TOTALS	482	146	30.29	186	38.59	136	28.22	14	2.90

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

JANUARY 1999

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>													
AIR CANADA	2	0	1	0	1	1	1	0	0	0	0	0	6
BRITISH AIRWAYS	1	0	2	0	0	1	1	0	0	0	0	0	5
IBERIA AIRLINES	0	0	1	1	0	1	0	2	0	0	0	0	5
OTHER FOREIGN AIRLINES	9	1	4	1	2	13	6	0	0	0	0	2	38
TOTAL	12	1	8	2	3	16	8	2	0	0	0	2	54
<b>TOUR OPERATORS</b>													
SUNJET INT'L SALES	15	2	2	0	3	1	5	0	0	0	1	0	29
OTHER TOUR OPERATORS	2	0	0	0	0	0	0	0	0	0	0	0	2
TOTAL	17	2	2	0	3	1	5	0	0	0	1	0	31
<b>MISCELLANEOUS</b>													
OTHER MISCELLANEOUS	12	2	13	6	2	10	11	1	0	0	3	2	62
TOTAL	12	2	13	6	2	10	11	1	0	0	3	2	62
<b>TRAVEL AGENTS</b>													
OTHER TRAVEL AGENTS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>CARGO COMPANIES</b>													
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

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

JAN. '99 RANK	AIRLINE	JANUARY 1999			JANUARY 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>Southwest</b>	18	4,468,752	<b>0.40</b>	12	4,026,310	<b>0.30</b>
2	<b>Alaska</b>	13	970,639	<b>1.34</b>	3	892,176	<b>0.34</b>
3	<b>Continental</b>	48	3,285,374	<b>1.46</b>	22	3,003,426	<b>0.73</b>
4	<b>Delta</b>	121	7,942,631	<b>1.52</b>	48	7,788,888	<b>0.62</b>
5	<b>United</b>	122	6,356,167	<b>1.92</b>	72	6,206,181	<b>1.16</b>
6	<b>American</b>	134	6,319,953	<b>2.12</b>	65	6,402,794	<b>1.02</b>
7	<b>US Airways</b>	120	3,927,643	<b>3.06</b>	23	4,089,804	<b>0.56</b>
8	<b>America West</b>	43	1,338,256	<b>3.21</b>	17	1,287,776	<b>1.32</b>
9	<b>T W A</b>	65	1,676,824	<b>3.88</b>	17	1,752,645	<b>0.97</b>
10	<b>Northwest</b>	145	3,723,494	<b>3.89</b>	57	3,985,827	<b>1.43</b>
	<b>TOTAL</b>	<b>829</b>	<b>40,009,733</b>	<b>2.07</b>	<b>336</b>	<b>39,435,827</b>	<b>0.85</b>

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

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

