



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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**Issued: July 1999**

Includes data for the following periods:

Flight Delays	May 1999
Mishandled Baggage	May 1999
Oversales	1st Quarter 1999
Consumer Complaints	May 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. The report is 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/ -----
TWA S/	29	82.6	77	82.4
NORTHWEST S/	29	82.3	113	82.3
SOUTHWEST S/	14	80.2	54	79.7
DELTA S/	29	79.1	113	79.7
US AIRWAYS S/	25	76.2	89	76.1
CONTINENTAL S/	28	73.9	77	74.6
AMERICA WEST S/	26	74.9	51	74.5
UNITED S/	29	73.5	99	73.7
ALASKA S/	7	71.7	34	70.8
AMERICAN S/	29	65.1	92	65.2
T O T A L		75.6		76.2

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

CARRIER	2ND QUARTER 04-06 1998		3RD QUARTER 07-09 1998		4TH QUARTER 10-12 1998		1ST QUARTER 01-03 1999		03 1999		04 1999		05 1999		12 MONTHS ENDING 05 1999		DATA BASE TO DATE 09 1987 - 05 1999	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	75.2	(5)	74.8	(8)	67.1	(10)	69.6	(9)	71.5	(10)	72.6	(7)	70.8	(9)	70.9	(9)	77.6	(8)
AMERICA WEST	71.5	(8)	66.5	(9)	68.1	(9)	74.1	(7)	76.4	(7)	71.6	(8)	74.5	(7)	69.9	(10)	80.4	(2)
AMERICAN	81.0	(2)	80.0	(6)	79.8	(6)	70.4	(8)	72.8	(9)	69.7	(10)	65.2	(10)	75.0	(5)	79.6	(4)
CONTINENTAL	73.8	(6)	81.0	(5)	82.1	(4)	78.3	(2)	80.3	(4)	79.2	(3)	74.6	(6)	79.0	(4)	78.5	(6)
DELTA	77.3	(3)	83.6	(2)	82.6	(3)	77.0	(3)	79.3	(5)	78.7	(4)	79.7	(4)	80.3	(2)	77.5	(9)
NORTHWEST	67.2	(10)	58.6	(10)	83.3	(2)	75.2	(5)	81.0	(3)	80.6	(1)	82.3	(2)	72.7	(8)	79.9	(3)
SOUTHWEST	82.5	(1)	83.9	(1)	79.8	(5)	80.2	(1)	81.1	(2)	78.1	(5)	79.7	(3)	80.9	(1)	83.6	(1)
TWA	72.8	(7)	82.8	(3)	83.7	(1)	75.8	(4)	84.6	(1)	80.3	(2)	82.4	(1)	79.5	(3)	77.6	(7)
UNITED	70.7	(9)	76.0	(7)	76.7	(8)	74.6	(6)	78.8	(6)	71.1	(9)	73.7	(8)	74.3	(7)	76.7	(10)
US AIRWAYS	75.8	(4)	81.4	(4)	76.8	(7)	68.5	(10)	73.0	(8)	74.3	(6)	76.1	(5)	74.7	(6)	78.9	(5)
TOTAL	75.7		78.3		79.4		74.8		78.1		75.7		76.2		76.7		78.9	

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## AIR TRAVEL CONSUMER REPORT

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

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	754	60.6	1379	62.5	217	64.1	214	60.7	91	60.4	1039	63.5	568	62.3
AS	H/		H/		H/		H/		H/		H/		H/	
CO	760	71.4	798	68.2	318	70.1	107	61.7	25	80.0	610	74.8	390	68.2
DL	18586	79.1	1951	74.2	386	78.0	275	82.2	6098	81.1	1214	77.2	583	80.1
HP	122	46.7	274	55.5	149	35.6	H/		H/		62	77.4	212	64.6
NW	491	74.3	543	71.3	375	73.6	201	73.1	36	77.8	602	79.6	310	79.7
TW	205	78.0	239	69.9	186	83.9	118	81.4	114	79.8	292	77.7	180	84.4
UA	609	73.9	1370	69.9	398	67.3	150	75.3	160	62.5	518	63.7	8798	84.0
US	733	75.9	2286	65.0	2271	77.6	9134	83.2	H/		2485	79.9	246	84.6
WN	H/		H/		2475	79.4	H/		H/		H/		H/	
TOTAL	22260	77.7	8840	67.9	6775	75.9	10199	82.1	6524	80.3	6822	75.1	11287	81.7

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	14416	67.9	428	61.4	942	51.3	605	59.5	1001	67.1	323	57.6	2097	71.2
AS	H/		H/		H/		H/		H/		263	79.5	765	73.1
CO	549	66.1	316	75.0	6257	69.5	8317	79.6	H/		411	77.1	713	76.9
DL	3850	77.3	337	76.6	973	72.3	369	71.3	933	70.3	802	84.5	1390	80.7
HP	205	60.5	124	32.3	277	43.0	154	64.3	218	54.6	2367	79.7	790	73.5
NW	473	73.8	9999	86.1	506	61.3	186	79.6	87	83.9	341	77.4	558	81.4
TW	315	76.2	242	73.6	180	61.7	118	79.7	987	74.3	186	84.9	340	81.8
UA	577	69.2	321	69.2	993	60.5	409	67.0	560	71.3	1224	81.1	5195	76.8
US	323	73.7	427	71.0	429	62.9	327	74.9	H/		135	68.9	465	74.4
WN	H/		564	69.1	H/		188	64.4	H/		4233	82.2	3499	78.1
TOTAL	20708	69.9	12758	82.3	10557	65.8	10673	77.0	3786	70.0	10285	80.3	15812	76.5

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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	1583	52.9	603	66.0	3127	70.5	511	57.5	9066	64.2	217	72.8	680	57.2
AS	H/		H/		H/		H/		H/		1463	81.5	H/	
CO	445	66.3	586	75.6	398	78.6	195	75.9	652	55.8	93	69.9	279	66.7
DL	2192	72.9	2955	82.7	464	73.1	366	80.1	847	63.5	612	82.5	684	73.1
HP	30	90.0	62	24.2	62	40.3	123	61.8	217	40.1	185	75.1	154	53.2
NW	598	65.7	474	73.0	294	74.1	9545	86.9	799	65.7	186	84.9	469	65.0
TW	237	65.8	305	82.3	222	77.5	282	81.6	374	62.0	135	91.9	174	66.7
UA	856	62.7	648	79.3	501	71.9	652	62.0	12604	68.6	886	73.3	768	66.5
US	2269	66.4	1591	79.1	513	70.8	267	74.5	628	60.8	H/		6688	69.0
WN	H/		1072	81.9	H/		H/		H/		906	84.4	H/	
TOTAL	8210	65.1	8296	78.9	5581	71.5	11941	83.2	25187	65.9	4683	80.2	9896	67.8

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	550	66.2	93	65.6	611	65.3	460	65.9	917	61.7	184	62.5	366	60.9	372	62.6
AS	279	76.0	H/		372	79.6	3760	66.5	558	68.1	H/		H/		H/	
CO	332	77.7	90	80.0	272	73.5	254	75.6	470	75.3	94	75.5	138	76.1	446	78.5
DL	704	81.8	276	83.3	461	87.4	616	77.8	742	72.9	4727	87.1	213	75.1	1014	77.7
HP	6344	84.0	H/		304	73.4	218	58.3	340	64.4	135	72.6	93	58.1	31	45.2
NW	310	80.6	109	77.1	186	83.9	553	76.3	434	76.0	124	75.8	364	79.9	342	75.1
TW	200	85.0	167	74.9	155	84.5	197	81.2	217	72.8	93	80.6	10524	86.4	217	83.4
UA	1075	78.2	204	61.8	936	76.4	1399	74.1	6870	72.0	432	75.9	270	68.1	332	74.4
US	220	73.2	7554	81.3	148	78.4	206	70.4	333	77.8	H/		287	80.8	1139	73.6
WN	4947	81.5	H/		2280	80.3	1027	80.5	433	67.7	1060	85.3	2554	77.9	1138	82.7
TOTAL	14961	81.5	8493	80.6	5725	78.1	8690	71.3	11314	71.1	6849	84.7	14809	83.3	5031	76.5



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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	75.0	75.5	41.9	83.0	86.6	J/	92.3	80.9	91.1	75.3	89.7	71.3	98.5	79.4	J/	64.9
700 - 759 AM	89.3	76.0	90.7	94.7	88.9	89.0	92.4	81.4	94.8	75.0	84.8	67.7	95.9	96.3	86.9	90.7
800 - 859 AM	88.2	76.3	87.7	90.6	88.8	83.1	89.5	78.3	92.8	85.3	86.7	68.4	91.0	90.5	82.2	94.5
900 - 959 AM	85.1	79.1	92.0	84.2	85.3	87.0	91.1	73.0	83.6	90.4	78.2	J/	88.8	90.3	71.7	93.2
1000 - 1059 AM	82.5	81.2	89.1	88.8	84.2	80.3	86.6	76.7	89.1	80.3	81.2	86.0	86.1	80.1	75.4	88.5
1100 - 1159 AM	83.3	78.5	85.1	84.1	84.1	81.7	86.2	72.4	87.8	83.7	84.5	93.5	85.3	77.0	73.6	83.8
1200 - 1259 PM	82.5	76.0	86.2	86.7	77.7	77.4	92.2	75.8	90.5	79.2	82.0	J/	88.6	78.6	72.2	82.8
100 - 159 PM	76.2	76.9	84.0	80.7	81.1	85.0	81.7	68.5	88.5	76.0	77.9	81.7	77.8	75.9	73.6	79.1
200 - 259 PM	81.8	69.2	79.5	84.6	81.6	82.6	84.8	71.9	90.5	61.5	77.5	80.5	81.7	78.9	66.5	85.6
300 - 359 PM	78.2	74.5	78.2	84.9	78.9	74.9	76.9	71.7	79.7	63.7	69.8	74.2	77.9	74.2	72.0	83.9
400 - 459 PM	69.4	65.7	71.2	77.5	69.9	71.7	76.2	66.2	78.3	48.5	74.0	63.0	74.6	75.1	58.6	80.2
500 - 559 PM	74.5	58.7	78.0	80.3	79.3	72.4	80.5	67.7	77.0	59.7	74.7	67.1	70.4	73.9	54.0	77.4
600 - 659 PM	71.6	57.8	64.6	77.4	77.6	68.7	76.3	71.9	76.6	53.5	67.6	65.1	80.4	77.7	51.9	74.3
700 - 759 PM	63.4	56.5	64.9	76.2	70.9	62.8	74.3	63.1	76.7	57.7	71.5	65.2	74.9	72.5	51.4	68.2
800 - 859 PM	72.8	52.7	69.2	66.2	64.5	69.8	72.4	64.2	75.2	56.0	71.7	66.0	79.4	68.0	58.8	69.0
900 - 959 PM	67.7	64.1	63.7	71.4	76.0	66.2	70.4	58.7	74.6	60.3	68.4	74.6	74.8	70.1	56.3	66.5
1000 - 1059 PM	74.6	65.6	66.8	67.9	71.4	57.2	69.1	66.4	77.3	58.7	68.9	68.5	77.0	66.8	60.0	69.7
1100 - 559 AM	74.5	68.2	69.6	70.8	77.0	66.0	75.6	73.6	68.8	67.4	70.0	74.9	75.4	70.4	62.5	71.9
TOTAL, ALL ARRIVALS, BY AIRPORT	77.7	67.9	75.9	82.1	80.3	75.1	81.7	69.9	82.3	65.8	77.0	70.0	80.3	76.5	65.1	78.9

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	67.7	92.7	93.0	J/	70.9	91.1	90.3	100.0	56.5	73.3	J/	93.4	78.0	84.5	
700 - 759 AM	90.3	93.0	87.2	94.3	89.3	91.0	93.9	96.9	93.3	96.6	93.6	90.8	98.2	90.5	
800 - 859 AM	93.5	91.8	82.9	95.0	78.3	92.6	89.1	91.5	93.0	95.2	95.4	89.9	87.5	87.4	
900 - 959 AM	82.1	89.6	79.1	90.7	76.3	84.6	90.4	90.8	77.0	83.5	93.5	94.0	94.9	84.2	
1000 - 1059 AM	85.0	87.8	76.9	91.8	74.2	88.8	85.4	86.2	75.8	74.3	89.9	92.1	83.6	83.8	
1100 - 1159 AM	84.7	87.8	72.3	87.2	82.3	84.0	79.0	84.4	76.1	72.3	86.9	87.4	78.4	80.8	
1200 - 1259 PM	76.1	84.4	67.3	80.4	74.5	83.4	84.1	82.5	69.9	62.8	76.0	87.5	84.9	79.1	
100 - 159 PM	83.1	85.1	70.5	76.1	77.1	80.6	82.8	81.0	81.7	68.8	90.0	86.4	79.6	78.6	
200 - 259 PM	76.4	82.7	61.1	83.8	67.1	83.4	85.0	72.5	69.5	68.0	80.5	84.9	80.6	77.0	
300 - 359 PM	72.6	85.7	63.8	78.2	68.3	81.8	83.1	78.7	80.7	66.1	86.9	84.5	80.0	76.0	
400 - 459 PM	74.1	73.3	61.0	78.7	56.5	78.4	75.3	75.7	71.2	71.3	85.3	79.2	72.0	69.8	
500 - 559 PM	66.8	84.0	56.7	70.6	66.7	75.2	74.0	72.1	69.7	67.2	81.5	78.5	68.4	71.4	
600 - 659 PM	58.9	70.8	54.6	79.3	57.7	72.2	84.1	67.0	64.5	71.4	80.3	77.9	73.0	68.3	
700 - 759 PM	60.0	77.0	54.3	76.5	62.7	73.8	73.7	73.5	65.8	66.6	84.4	77.3	74.2	69.1	
800 - 859 PM	59.0	63.0	49.2	67.3	58.7	77.0	74.3	76.3	62.5	66.0	79.9	74.8	68.5	67.7	
900 - 959 PM	56.0	79.3	50.3	75.1	59.2	75.8	73.4	74.2	68.7	63.6	71.3	68.3	66.8	67.2	
1000 - 1059 PM	66.5	74.1	48.6	77.1	62.5	75.1	72.0	71.2	60.1	64.3	73.9	75.4	70.2	69.0	
1100 - 559 AM	70.5	73.2	75.4	73.9	68.2	79.9	64.7	67.2	69.8	68.9	85.1	66.7	75.6	71.2	
TOTAL, ALL ARRIVALS, BY AIRPORT	71.5	83.2	65.9	80.2	67.8	81.5	80.6	78.1	71.3	71.1	84.7	83.3	76.5	75.6	

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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	92.6	92.5	95.4	88.5	93.3	95.3	96.3	85.0	91.0	92.0	89.1	89.8	96.2	90.8	93.4	95.0
700 - 759 AM	91.4	89.6	91.7	91.5	94.4	89.9	92.9	86.3	89.6	92.3	88.1	88.3	94.1	92.6	91.0	92.8
800 - 859 AM	87.6	89.5	88.6	88.4	90.5	88.2	92.6	81.6	90.1	87.2	90.0	91.7	94.9	89.0	87.6	92.6
900 - 959 AM	83.3	88.3	87.2	88.4	92.6	91.6	89.6	73.2	90.1	83.8	85.6	93.0	90.0	84.4	85.8	93.3
1000 - 1059 AM	85.5	87.3	85.1	86.1	87.6	86.9	89.5	73.6	87.9	87.0	81.6	96.8	79.7	80.9	83.0	93.6
1100 - 1159 AM	83.6	84.3	87.4	84.7	90.5	86.6	90.6	71.6	84.2	87.5	83.5	88.0	83.4	75.4	78.3	89.2
1200 - 1259 PM	83.1	84.4	83.3	82.7	88.6	89.4	89.1	73.6	86.4	85.9	83.4	88.9	87.0	74.9	78.6	86.5
100 - 159 PM	82.2	85.0	83.1	83.8	75.8	83.9	78.8	77.9	85.6	84.6	83.4	91.2	77.8	78.6	80.1	81.7
200 - 259 PM	79.6	81.7	81.1	77.0	79.9	85.3	82.4	66.8	80.5	72.9	77.2	88.9	77.6	79.6	78.3	78.6
300 - 359 PM	81.1	74.4	74.4	79.3	85.8	83.5	84.6	67.7	81.0	76.3	77.0	89.6	77.9	79.8	79.1	82.2
400 - 459 PM	74.5	76.6	70.9	75.3	81.7	75.2	77.1	76.6	67.7	65.8	77.0	79.2	72.9	76.2	76.7	81.4
500 - 559 PM	74.6	68.9	62.7	78.1	73.2	74.4	79.7	62.5	76.4	63.6	75.6	72.0	64.9	75.3	66.1	79.8
600 - 659 PM	72.4	63.5	64.6	71.1	80.8	72.8	80.4	61.7	76.1	62.1	76.9	76.9	74.9	77.0	64.4	75.7
700 - 759 PM	74.4	61.3	65.3	76.7	80.0	76.8	80.5	76.0	74.4	62.2	76.4	74.5	74.7	70.5	64.6	75.9
800 - 859 PM	70.2	62.5	64.9	78.2	80.0	70.5	79.3	60.8	72.4	64.7	74.7	56.5	69.6	74.8	62.7	76.4
900 - 959 PM	77.3	89.3	57.3	82.0	78.3	83.3	79.9	79.1	78.7	56.4	76.0	86.7	77.1	77.5	69.1	73.7
1000 - 1059 PM	77.6	J/	46.2	77.1	86.4	J/	77.4	61.7	80.2	76.0	80.6	90.3	82.6	86.1	J/	100.0
1100 - 559 AM	78.2	97.2	87.1	48.3	100.0	J/	90.0	J/	96.7	97.5	83.6	83.9	79.4	89.8	J/	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	80.4	79.8	78.7	81.2	85.4	83.1	85.3	70.8	82.4	77.6	80.7	82.9	81.4	81.4	78.6	84.6

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	90.3	92.8	93.1	93.5	92.2	93.5	91.1	94.9	91.1	93.8	94.3	90.7	98.6	92.5	
700 - 759 AM	87.7	92.6	89.5	90.7	90.8	90.9	86.3	93.8	82.8	92.9	91.0	91.4	93.8	90.6	
800 - 859 AM	91.0	89.2	86.6	88.6	85.9	85.9	92.3	89.6	86.4	93.0	92.1	90.1	91.8	88.7	
900 - 959 AM	87.9	90.7	83.8	89.8	77.3	83.3	91.5	88.6	80.1	91.6	92.9	91.9	90.1	86.2	
1000 - 1059 AM	93.6	87.6	81.3	86.5	81.9	82.4	88.4	83.3	77.0	83.5	92.6	91.3	83.8	84.0	
1100 - 1159 AM	86.5	87.6	78.7	89.5	75.2	81.8	85.4	82.0	72.9	75.1	90.8	87.8	84.7	83.2	
1200 - 1259 PM	84.9	86.8	79.7	89.3	79.0	75.9	87.0	79.1	77.4	72.7	86.2	85.4	83.2	82.0	
100 - 159 PM	78.9	87.6	75.7	80.0	79.7	77.6	78.6	82.8	77.5	74.9	80.6	85.8	81.6	81.0	
200 - 259 PM	81.5	85.9	74.8	76.2	73.2	74.7	82.7	71.0	83.4	73.4	92.1	83.1	79.1	78.2	
300 - 359 PM	76.2	83.2	69.7	80.1	68.6	76.8	67.2	76.5	71.8	68.8	82.7	81.7	78.3	76.9	
400 - 459 PM	73.8	83.1	64.9	76.9	60.0	70.9	75.5	72.7	76.8	78.1	84.9	82.3	74.7	74.7	
500 - 559 PM	72.8	81.8	63.3	85.1	62.1	76.4	73.5	73.9	66.2	71.5	80.9	75.1	64.6	71.2	
600 - 659 PM	75.7	82.4	62.3	76.1	65.7	76.1	75.8	69.5	66.0	73.5	84.6	73.7	76.8	71.9	
700 - 759 PM	66.3	80.6	59.9	75.7	68.1	59.5	66.0	72.0	68.4	70.3	77.9	79.9	76.2	71.2	
800 - 859 PM	62.7	76.8	60.6	78.1	68.1	73.2	76.0	74.3	69.2	63.5	85.7	75.3	75.1	71.1	
900 - 959 PM	J/	82.6	60.9	74.7	67.8	76.2	79.3	77.1	64.8	79.1	76.5	73.7	62.5	74.2	
1000 - 1059 PM	J/	81.8	55.4	96.7	J/	88.6	80.7	91.3	80.5	84.0	84.4	72.4	80.6	77.1	
1100 - 559 AM	85.7	100.0	90.1	95.4	88.2	93.1	90.0	91.5	86.2	85.3	82.5	64.0	96.8	84.0	
TOTAL, ALL DEPARTURES, BY AIRPORT	79.8	85.4	73.6	85.3	74.4	80.2	81.8	82.2	77.8	80.2	87.4	82.5	82.6	80.0	

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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
HP	2561	PHX-MCO	1206	31	90.32	31	28
HP	2242	PHX-BWI	1203	31	90.32	28	23
UA	648	ORD-EWR	1330	29	89.66	40	35
AA	1599	EWR-ORD	1815	25	88.00	60	31
AA	580	DFW-EWR	1715	31	87.10	67	47
HP	2003	PHX-ORD	0918	31	87.10	45	30
HP	2680	PHX-EWR	0856	31	87.10	38	29
NW	566	MSP-PHL	1320	31	87.10	28	21
AA	1377	EWR-ORD	1705	26	84.62	70	51
WN	1294	DAL-TUL	1825	26	84.62	27	25
WN	1139	BWI-CLE	1850	30	83.33	52	34
UA	554	MSP-ORD	1900	23	82.61	56	34
UA	1159	DAY-ORD	1100	28	82.14	24	20
CO	1292	MDW-EWR	1300	21	80.95	49	35
AA	1159	EWR-ORD	1953	26	80.77	37	24
AS	434	SEA-OAK	1510	26	80.77	10	8
AA	920	MIA-ORD	1955	31	80.65	77	83
CO	278	CLE-EWR	1430	31	80.65	57	33
HP	2684	PHX-EWR	1443	31	80.65	55	32
TW	904	ORD-JFK	1310	31	80.65	54	37
HP	2005	PHX-ORD	1205	31	80.65	52	28
HP	2612	PHX-ATL	1200	31	80.65	28	23
WN	1139	MDW-STL	2050	25	80.00	48	28
CO	557	EWR-ORD	1800	25	80.00	42	26
US	2762	ATL-IAD	2000	25	80.00	36	23
HP	2067	LAS-BOS	2335	30	80.00	38	23
AA	1955	DFW-SFO	2206	30	80.00	29	23

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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
AMERICA WEST	577	19	3.3
ALASKA	430	11	2.6
AMERICAN	1880	32	1.7
CONTINENTAL	1147	8	0.7
SOUTHWEST	2422	13	0.5
UNITED	2189	10	0.5
US AIRWAYS	2060	8	0.4
TWA	785	3	0.4
NORTHWEST	1500	1	0.1
DELTA	2530	1	0.0
TOTAL	15520	106	0.7

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

CITY (AIRPORT)	PERCENT ON-TIME		OPERATIONS		CITY (AIRPORT)	ON-TIME		OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
AKRON/CANTON, OH. (CAK)	92.0	96.6	87	87	ELMIRA, N. Y. (ELM)	86.2	98.2	109	109
ALBANY, N. Y. (ALB)	75.1	85.8	984	981	ERIE, PA. (ERI)	89.8	97.5	118	118
ALBUQUERQUE, N. M. (ABQ)	77.7	82.8	3,161	3,160	EUGENE, OR. (EUG)	73.9	78.3	184	184
ALLENTOWN, PA. (ABE)	78.6	87.3	527	526	FAIRBANKS, AK. (FAI)	68.9	80.8	476	475
AMARILLO, TX. (AMA)	64.1	77.6	410	410	FARGO, N. D. (FAR)	85.4	94.4	178	178
ANCHORAGE, AK. (ANC)	66.0	75.7	1,821	1,820	FAYETTEVILLE, N. C. (FAY)	79.3	87.6	121	121
ASHEVILLE, N. C. (AVL)	87.7	91.8	122	122	FLINT, MI. (FNT)	74.8	92.2	115	115
ATLANTA, GA. (ATL)	77.7	80.4	22,260	22,304	FRESNO, CA. (FAT)	48.4	83.9	31	31
AUGUSTA, GA. (AGS)	74.0	87.0	154	154	FT. LAUDERDALE, FL. (FLL)	74.1	82.3	3,699	3,699
AUSTIN, TX. (AUS)	73.7	81.5	3,780	3,781	FT. MYERS, FL. (RSW)	81.5	88.1	1,017	1,020
BAKERSFIELD, CA. (BFL)	54.8	77.4	31	31	FT. WAYNE, IN. (FWA)	80.0	96.2	25	26
BALTIMORE, MD. (BWI)	75.9	78.7	6,775	6,773	GRAND FORKS, N. D. (GFK)	82.9	95.1	82	82
BARROW, AK. (BRW)	69.2	69.2	78	78	GRAND RAPIDS, MI. (GRR)	79.2	89.4	716	716
BATON ROUGE, LA. (BTR)	85.7	83.2	392	394	GREAT FALLS, MT. (GTF)	87.0	96.2	185	184
BETHEL, AK. (BET)	71.6	76.1	88	88	GREEN BAY, WI. (GRB)	84.6	94.9	195	195
BILLINGS, MT. (BIL)	86.2	93.1	247	247	GREENBRIER, W. V. (LWB)	71.4	85.7	14	14
BINGHAMTON, N. Y. (BGM)	81.6	90.8	87	87	GREENSBORO/HIGH PT., N. C. (GSO)	72.6	85.0	1,248	1,245
BIRMINGHAM AL. (BHM)	77.0	82.2	1,828	1,827	GREENVILLE/SPARTBG., S. C. (GSP)	79.2	86.2	586	588
BISMARCK, N. D. (BIS)	81.1	95.9	122	122	GULFPORT/BILOXI, MS. (GPT)	94.6	95.7	93	93
BOISE, ID. (BOI)	84.0	88.8	970	969	HARLINGEN, TX. (HRL)	71.1	71.9	349	349
BOSTON, MA. (BOS)	67.9	79.8	8,840	8,839	HARRISBURG, PA. (MDT)	73.1	88.1	614	615
BOZEMAN, MT. (BZN)	78.2	95.2	124	124	HARTFORD, CT./SPGFLD, MA. (BDL)	76.4	86.5	2,592	2,609
BRISTOL, TN. (TRI)	80.5	91.2	113	113	HELENA, MT. (HLN)	95.1	100.0	61	61
BUFFALO, N. Y. (BUF)	75.0	83.3	1,612	1,608	HONOLULU, OAHU, HI. (HNL)	87.2	94.2	935	935
BURBANK, CA. (BUR)	82.1	84.8	2,393	2,394	HOUSTON, TX. (HOU)	76.5	73.1	4,950	4,948
BURLINGTON, VT. (BTV)	63.6	84.3	217	217	HOUSTON, TX. (IAH)	77.0	80.7	10,673	10,675
CEDAR RAPIDS/IOWA CTY, IA. (CID)	78.0	89.7	446	446	HUNTSVILLE/DECATUR, AL. (HSV)	70.9	83.8	481	481
CHARLESTON, S. C. (CHS)	77.1	83.2	602	601	INDIANAPOLIS, IN. (IND)	76.2	85.1	2,939	2,937
CHARLESTON, W. V. (CRW)	73.9	83.8	111	111	INDIO/PALM SPRINGS, CA. (PSP)	67.5	78.4	249	250
CHARLOTTE, N. C. (CLT)	82.1	81.2	10,199	10,195	ISLIP/LONG IS., N. Y. (ISP)	80.3	83.0	589	589
CHATTANOOGA, TN. (CHA)	80.2	88.4	86	86	ITHACA, N. Y. (ITH)	83.5	92.7	109	109
CHICAGO, IL. (MDW)	79.8	77.8	4,194	4,194	JACKSON/VICKSBURG, MS. (JAN)	80.8	85.4	780	790
CHICAGO, IL. (ORD)	65.9	73.6	25,187	25,179	JACKSONVILLE, FL. (JAX)	78.1	85.8	1,928	1,929
CINCINNATI, OH. (CVG)	80.3	85.4	6,524	6,512	JUNEAU, AK. (JNU)	72.0	73.1	372	372
CLEVELAND, OH. (CLE)	77.5	84.5	4,865	4,866	KAHULUI, MAUI, HI. (OGG)	94.0	91.1	248	248
COLORADO SPRINGS, CO. (COS)	72.8	89.0	966	966	KALAMAZOO, MI. (AZO)	85.8	93.8	113	113
COLUMBIA, S. C. (CAE)	78.7	87.5	409	409	KALISPELL, MT. (FCA)	80.4	91.9	51	62
COLUMBUS, OH. (CMH)	76.1	83.6	3,177	3,174	KANSAS CITY, MO. (MCI)	77.7	84.9	4,995	4,989
CORDOVA, AK. (CDV)	66.1	66.1	62	62	KETCHIKAN, AK. (KTN)	62.2	68.2	217	217
CORPUS CHRISTI, TX. (CRP)	75.2	82.3	254	254	KING SALMON, AK. (AKN)	54.5	72.7	22	22
DALLAS/FT. WORTH, TX. (DAL)	70.6	68.9	4,253	4,255	KNOXVILLE, TN. (TYS)	76.8	85.9	544	545
DALLAS/FT. WORTH, TX. (DFW)	69.9	70.8	20,708	20,689	KODIAK, AK. (ADQ)	85.5	85.5	62	62
DAYTON, OH. (DAY)	74.8	86.8	878	877	KONA, HAWAII, HI. (KOA)	90.3	85.5	62	62
DAYTONA BEACH, FL. (DAB)	83.8	87.9	247	247	KOTZEBUE, AK. (OTZ)	61.3	62.5	80	80
DEADHORSE, AK. (SCC)	68.1	76.6	47	47	LA CROSSE, WI. (LSE)	83.9	95.2	62	62
DENVER, CO. (DEN)	81.7	85.3	11,287	11,287	LANSING, MI. (LAN)	79.4	94.4	180	180
DES MOINES, IA. (DSM)	75.0	87.3	560	560	LAS VEGAS, NV. (LAS)	80.3	81.4	10,285	10,295
DETROIT, MI. (DTW)	82.3	82.4	12,758	12,762	LEXINGTON/FRKFT, KY. (LEX)	82.9	87.3	334	330
DILLINGHAM, AK. (DLG)	77.3	77.3	22	22	LIHUE, KAUAI, HI. (LIH)	93.5	96.8	31	31
DULUTH, MN. (DLH)	82.6	91.3	92	92	LINCOLN, NE. (LNK)	82.3	89.1	266	266
DUTCH HARBOR, AK. (DUT)	62.9	58.1	62	62	LITTLE ROCK, AR. (LIT)	73.2	79.9	1,100	1,100
EL PASO, TX. (ELP)	75.8	81.2	2,111	2,111	LONG BEACH, CA. (LGB)	77.1	89.7	271	271

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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.
LOS ANGELES, CA. (LAX)	76.5	81.4	15,812	15,804	SAGINAW, MI. (MBS)	75.1	86.7	317	316
LOUISVILLE, KY. (SDF)	79.3	86.8	1,972	1,970	SALT LAKE CITY, UT. (SLC)	84.7	87.4	6,849	6,838
LUBBOCK, TX. (LBB)	73.8	77.7	485	485	SAN ANTONIO, TX. (SAT)	76.0	81.6	3,222	3,226
MADISON, WI. (MSN)	77.2	90.8	391	391	SAN DIEGO, CA. (SAN)	78.1	82.2	5,725	5,723
MANCHESTER, N. H. (MHT)	70.0	79.9	1,060	1,059	SAN FRANCISCO, CA. (OAK)	83.1	82.5	4,735	4,735
MEDFORD, OR. (MFR)	72.0	79.6	93	93	SAN FRANCISCO, CA. (SFO)	71.1	80.2	11,314	11,310
MELBOURNE, FL. (MLB)	86.9	90.2	183	183	SAN JOSE, CA. (SJC)	81.5	85.5	4,400	4,399
MEMPHIS, TN. (MEM)	84.8	86.9	4,310	4,304	SAN JUAN, P. R. (SJU)	75.2	86.2	1,755	1,754
MIAMI, FL. (MIA)	71.5	79.8	5,581	5,573	SANTA BARBARA, CA. (SBA)	76.0	70.2	121	121
MIDLAND/ODESSA, TX. (MAF)	75.5	83.1	534	534	SARASOTA/BRAD., FL. (SRQ)	83.6	88.9	439	440
MLWAUKEE, WI. (MKE)	80.3	90.9	1,280	1,279	SAVANNAH, GA. (SAV)	81.9	87.3	432	432
MINNEAPLS./ST. P., MN. (MSP)	83.2	85.4	11,941	11,948	SCRANTON/WILKES-BARRE, PA. (AVP)	73.6	87.1	140	139
MINOT, N. D. (MOT)	89.2	94.6	93	93	SEATTLE, WA. (SEA)	71.3	77.8	8,690	8,680
MISSION/MCALLEN, TX. (MFE)	70.0	84.5	297	297	SHREVEPORT, LA. (SHV)	82.9	84.5	327	323
MISSOULA, MT. (MSO)	87.5	91.2	184	182	SIoux CITY, IA. (SUX)	88.5	96.7	61	61
MOBILE, AL. /PASCAGOULA, MS. (MOB)	79.9	83.4	368	367	SIoux FALLS, S. D. (FSF)	88.4	92.1	328	328
MOLINE, IL. (MLI)	85.8	91.9	148	148	SITKA, AK. (SIT)	64.5	83.1	124	124
MONROE, LA. (MLU)	79.3	87.5	184	184	SOUTH BEND, IN. (SBN)	82.8	90.0	261	261
MONTEREY, CA. (MRY)	88.5	85.2	61	61	SPOKANE, WA. (GEG)	79.6	85.8	1,157	1,157
MONTGOMERY, AL. (MGM)	75.4	85.2	122	122	SPRINGFIELD, MD. (SGF)	86.2	94.8	174	174
MYRTLE BEACH, S. C. (MYR)	79.6	91.3	196	196	ST. CROIX, V. I. (STX)	75.3	89.2	93	93
NASHVILLE, TN. (BNA)	80.9	84.1	4,532	4,526	ST. LOUIS, MO. (STL)	83.3	82.5	14,809	14,824
NEW ORLEANS, LA. (MSY)	79.4	84.3	4,159	4,158	ST. THOMAS, V. I. (STT)	72.8	83.3	217	216
NEW YORK, N. Y. (JFK)	70.0	82.9	3,786	3,786	SYRACUSE, N. Y. (SYR)	75.8	86.7	926	926
NEW YORK, N. Y. (LGA)	65.1	78.6	8,210	8,209	TALLAHASSEE, FL. (TLH)	77.8	82.5	212	212
NEWARK, N. J. (EWR)	65.8	77.6	10,557	10,554	TAMPA, FL. (TPA)	76.5	82.6	5,031	5,030
NEWBURGH, N. Y. (SWF)	59.7	73.2	124	123	TOLEDO, OH. (TOL)	75.9	92.0	87	87
NOME, AK. (OME)	68.4	74.7	79	79	TRAVERSE CITY, MI. (TVC)	91.6	91.6	83	83
NORFOLK/VA. BEACH, VA. (ORF)	72.5	87.1	1,380	1,381	TUCSON, AZ. (TUS)	75.7	86.7	1,610	1,610
OKLAHOMA CITY, OK. (OKC)	74.7	84.0	1,678	1,678	TULSA, OK. (TUL)	73.3	81.4	1,579	1,579
OMAHA, NE. (OMA)	77.5	86.7	1,452	1,449	VALPARAISO, FL. (VPS)	91.4	97.8	93	93
ONTARIO, CA. (ONT)	78.6	82.6	2,921	2,922	WASHINGTON, D. C. (DCA)	75.1	83.1	6,822	6,831
ORANGE COUNTY, CA. (SNA)	81.3	86.6	2,942	2,947	WASHINGTON, D. C. (IAD)	71.5	79.8	6,337	6,328
ORLANDO, FL. (MCO)	78.9	84.6	8,296	8,304	WEST PALM BEACH, FL. (PBI)	75.9	84.3	1,557	1,558
PASCO, WA. (PSC)	90.1	90.9	121	121	WHITE PLAINS, N. Y. (HPN)	60.0	76.4	433	433
PENSACOLA, FL. (PNS)	80.5	84.5	517	517	WICHITA, KS. (ICT)	69.9	84.6	592	592
PEORIA, IL. (PIA)	88.7	95.2	62	62	WILMINGTON, N. C. (ILM)	76.9	85.5	173	173
PETERSBURG, AK. (PSG)	58.1	59.7	62	62	WRANGELL, AK. (WRG)	51.6	61.3	62	62
PHILADELPHIA, PA. (PHL)	67.8	74.4	9,896	9,903	YAKUTAT, AK. (YAK)	64.5	67.7	62	62
PHOENIX, AZ. (PHX)	81.5	80.2	14,961	14,968					
PITTSBURGH, PA. (PIT)	80.6	81.8	8,493	8,492					
PORTLAND, ME. (PWM)	77.6	90.0	490	490					
PORTLAND, OR. (PDX)	80.2	85.3	4,683	4,685					
PROVIDENCE, R. I. (PVD)	74.9	82.7	1,853	1,854					
RALEIGH/DURHAM, N. C. (RDU)	73.8	83.6	2,623	2,625					
RAPID CITY, S. D. (RAP)	87.1	91.9	124	124					
RENO, NV. (RNO)	81.2	86.8	2,185	2,183					
RICHMOND, VA. (RIC)	74.7	83.5	1,409	1,403					
ROANOKE, VA. (ROA)	81.7	85.6	202	202					
ROCHESTER, MN. (RST)	75.5	88.0	184	184					
ROCHESTER, N. Y. (ROC)	76.1	85.9	1,259	1,255					
SACRAMENTO, CA. (SMF)	80.9	82.8	3,104	3,103					

**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**

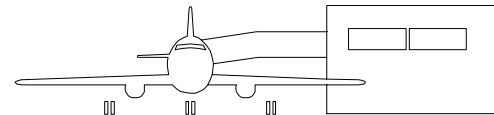
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

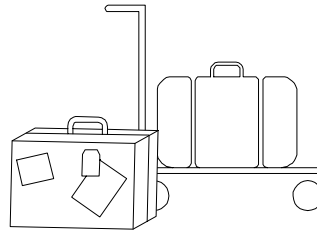
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
CO	Continental Airlines
DL	Delta Air Lines
NW	Northwest Airlines
WN	Southwest Airlines
TW	Trans World Airlines
UA	United Airlines
US	US Airways





## **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.



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

MAY '99 RANK	AIRLINE	MAY 1999			MAY 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>	5,176	1,519,636	<b>3.41</b>	5,315	1,507,039	<b>3.53</b>
2	<i>Northwest</i>	13,601	3,847,149	<b>3.54</b>	24,791	3,595,525	<b>6.89</b>
3	<i>Continental</i>	11,214	3,042,278	<b>3.69</b>	11,753	3,030,667	<b>3.88</b>
4	<i>Delta</i>	31,992	8,432,256	<b>3.79</b>	32,649	8,155,736	<b>4.00</b>
5	<i>Southwest</i>	22,221	5,627,539	<b>3.95</b>	21,011	5,213,943	<b>4.03</b>
6	<i>TWA</i>	9,428	2,146,650	<b>4.39</b>	12,469	1,996,644	<b>6.24</b>
7	<i>US Airways</i>	22,717	4,814,389	<b>4.72</b>	18,120	4,917,902	<b>3.68</b>
8	<i>American</i>	26,708	5,259,028	<b>5.08</b>	19,342	5,453,633	<b>3.55</b>
9	<i>United</i>	40,262	6,341,485	<b>6.35</b>	46,499	6,381,122	<b>7.29</b>
10	<i>Alaska</i>	6,992	966,395	<b>7.24</b>	5,581	973,908	<b>5.73</b>
	<b>Total</b>	<b>190,311</b>	<b>41,996,805</b>	<b>4.53</b>	<b>197,530</b>	<b>41,226,119</b>	<b>4.79</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*.

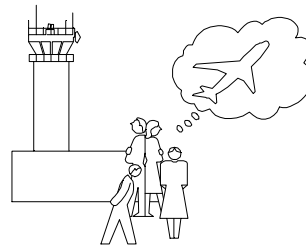
## OVERSALES

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.



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

JAN.-MAR. '99 RANK	AIRLINE	JANUARY-MARCH 1999				JANUARY-MARCH 1998			
		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>	22,129	287	9,291,544	<b>0.31</b>	18,788	140	8,677,516	<b>0.16</b>
2	<b>Northwest</b>	24,308	439	11,295,585	<b>0.39</b>	28,884	250	11,591,474	<b>0.22</b>
3	<b>American</b>	70,213	848	16,579,667	<b>0.51</b>	57,780	713	17,402,678	<b>0.41</b>
4	<b>Alaska</b>	7,419	233	3,063,929	<b>0.76</b>	8,326	518	2,850,128	<b>1.82</b>
5	<b>US Airways</b>	18,744	1,195	12,764,898	<b>0.94</b>	22,251	352	12,991,026	<b>0.27</b>
6	<b>United</b>	41,061	2,142	18,337,778	<b>1.17</b>	36,933	1,124	17,699,804	<b>0.64</b>
7	<b>Southwest</b>	17,303	1,938	14,606,789	<b>1.33</b>	18,956	2,430	13,245,641	<b>1.83</b>
8	<b>America West</b>	11,702	670	4,367,732	<b>1.53</b>	14,218	526	4,261,813	<b>1.23</b>
9	<b>TWA</b>	14,884	1,409	5,510,325	<b>2.56</b>	19,507	2,376	5,442,487	<b>4.37</b>
10	<b>Delta</b>	54,835	8,144	24,465,503	<b>3.33</b>	64,690	2,736	23,937,587	<b>1.14</b>
	<b>TOTAL</b>	<b>282,598</b>	<b>17,305</b>	<b>120,283,750</b>	<b>1.44</b>	<b>290,333</b>	<b>11,165</b>	<b>118,100,154</b>	<b>0.95</b>

Note: Totals for January thru March 1998 are different from those originally published to reflect a correction of the TWA data for that time period.

\* 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.

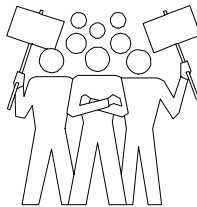


TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

SUMMARY

	MAY 1999				MAY 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1436	52	3	40	772	39	3	48
FOREIGN AIRLINES	127	4	0	3	104	1	0	4
TRAVEL AGENTS	6	0	0	0	0	0	0	0
TOUR OPERATORS	93	1	0	0	19	0	1	0
MISCELLANEOUS	42	13	0	11	18	7	0	12
CARGO COMPANIES	0	0	0	0	0	0	0	0
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INDUSTRY TOTALS	1704	70	3	54	913	47	4	64

TABLE 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES \*

	MAY 1999			MAY 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS. ....	1	609		1	241	
DELAYS. ....			214			62
CANCELLATIONS. ....			211			93
MISCONNECTIONS. ....			82			25
CUSTOMER SERVICE. ....	2	319		2	194	
BAGGAGE. ....	3	246		3	137	
TICKETING/BOARDING. ....	4	205		4	107	
DISABLED. ....			36			31
REFUNDS. ....	5	92		5	70	
OVERSALES. ....	6	82		7	48	
OTHER. ....	7	71		6	60	
FREQUENT FLYER. ....			40			31
FARES. ....	8	57		8	38	
TOURS. ....	9	13		10	7	
ADVERTISING. ....	10	9		9	9	
SMOKING. ....	11	1		11	2	
CREDIT. ....	12	0		12	0	
		----			----	
COMPLAINT TOTAL		1704			913	

\* 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

MAY 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	9	1	1	0	0	2	2	0	0	0	0	1	16
ALASKA AIRLINES	7	1	4	0	1	3	8	0	0	0	0	2	26
AMERICA WEST AIRLINES	21	3	10	2	0	8	4	0	0	0	0	2	50
AMERICAN AIRLINES	99	12	22	9	13	29	53	0	1	0	4	6	248
AMERICAN EAGLE	5	2	2	0	0	3	0	0	0	0	0	1	13
AMERICAN TRANS AIR	9	3	5	0	0	3	9	0	0	0	0	0	29
ATLANTIC SOUTHEAST AIRLINES	3	2	1	0	0	1	1	0	0	0	0	0	8
CONTINENTAL AIRLINES	29	6	9	4	1	14	18	0	0	0	2	3	86
DELTA AIR LINES	50	9	31	5	5	16	29	0	1	0	1	17	164
EASTWIND AIRLINES	27	3	4	2	4	6	6	0	0	0	0	0	52
KIWI AIRLINES	10	1	0	0	15	2	1	0	0	0	0	0	29
NORTHWEST AIRLINES	46	1	17	9	13	24	29	0	1	0	0	10	150
SOUTHWEST AIRLINES	6	0	4	0	2	8	8	0	0	0	0	0	28
SPIRIT AIRLINES	17	1	2	3	0	4	4	0	1	0	0	1	33
TOWER AIR	13	1	0	1	0	2	6	0	0	0	0	0	23
TRANS STATES AIRLINES	1	1	3	0	0	0	0	0	0	0	0	0	5
TRANS WORLD AIRLINES	28	5	7	1	2	6	25	0	0	0	0	4	78
UNITED AIRLINES	55	6	19	7	6	46	43	0	0	0	0	6	188
UNITED EXPRESS	4	0	2	0	1	1	0	0	0	0	0	0	8
US AIRWAYS	51	7	17	4	5	19	26	0	0	0	0	4	133
VANGUARD AIRLINES	7	2	7	1	1	2	1	0	2	0	0	1	24
OTHER U. S. AIRLINES	16	3	5	1	1	5	10	0	0	0	1	3	45
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MAY 1999	513	70	172	49	70	204	283	0	6	0	8	61	1436
% OF TOTAL COMPLAINTS	35.7	4.9	12.0	3.4	4.9	14.2	19.7	0.0	0.4	0.0	0.6	4.2	
MAY 1998	225	29	87	33	61	108	167	1	6	0	3	52	772
% OF TOTAL COMPLAINTS	29.1	3.8	11.3	4.3	7.9	14.0	21.6	0.1	0.8	0.0	0.4	6.7	

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

MAY 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 MAY	DENTS IN MAY		DENTS IN APR		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
AIRTRAN AIRWAYS	16	0	0.00	7	43.75	5	31.25	4	25.00
ALASKA AIRLINES	26	2	7.69	5	19.23	15	57.69	4	15.38
AMERICA WEST AIRLINES	50	6	12.00	17	34.00	24	48.00	3	6.00
AMERICAN AIRLINES	248	40	16.13	88	35.48	107	43.15	13	5.24
AMERICAN EAGLE	13	1	7.69	7	53.85	5	38.46	0	0.00
AMERICAN TRANS AIR	29	3	10.34	8	27.59	17	58.62	1	3.45
ATLANTIC SOUTHEAST AIRLINES	8	1	12.50	3	37.50	4	50.00	0	0.00
CONTINENTAL AIRLINES	86	7	8.14	24	27.91	53	61.63	2	2.33
DELTA AIR LINES	164	33	20.12	63	38.41	61	37.20	7	4.27
EASTWIND AIRLINES	52	13	25.00	20	38.46	9	17.31	10	19.23
KIWI AIRLINES	29	2	6.90	0	0.00	24	82.76	3	10.34
NORTHWEST AIRLINES	150	18	12.00	41	27.33	89	59.33	2	1.33
SOUTHWEST AIRLINES	28	6	21.43	10	35.71	11	39.29	1	3.57
SPIRIT AIRLINES	33	3	9.09	14	42.42	16	48.48	0	0.00
TOWER AIR	23	0	0.00	11	47.83	11	47.83	1	4.35
TRANS STATES AIRLINES	5	0	0.00	1	20.00	4	80.00	0	0.00
TRANS WORLD AIRLINES	78	10	12.82	24	30.77	42	53.85	2	2.56
UNITED AIRLINES	188	31	16.49	65	34.57	86	45.74	6	3.19
UNITED EXPRESS	8	1	12.50	2	25.00	4	50.00	1	12.50
US AIRWAYS	133	16	12.03	68	51.13	39	29.32	10	7.52
VANGUARD AIRLINES	24	1	4.17	8	33.33	13	54.17	2	8.33
OTHER U. S. AIRLINES	45	8	17.78	17	37.78	14	31.11	6	13.33
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TOTALS	1436	202	14.07	503	35.03	653	45.47	78	5.43
PRIOR YEAR' S TOTALS	772	137	17.75	287	37.18	327	42.36	21	2.72

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

MAY 1999

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>													
AIR ARUBA	4	0	0	0	0	3	0	0	0	0	0	0	7
AIR FRANCE	3	0	0	0	1	4	3	0	0	0	0	1	12
ALITALIA AIRLINES	1	0	1	0	0	2	1	1	0	0	0	1	7
BRITISH AIRWAYS	2	1	2	2	4	1	1	0	1	0	0	2	16
CANADIAN AIRLINES	0	0	3	0	0	0	1	0	0	0	0	2	6
KLM	3	0	2	0	0	0	3	0	0	0	0	0	8
LACSA	0	1	0	0	0	5	0	0	0	0	0	0	6
LUFTHANSA	1	0	1	0	2	1	2	0	0	0	0	0	7
MEXICANA	2	1	0	1	0	0	2	0	0	0	0	0	6
TACA AIRLINES	2	1	1	0	0	2	1	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	11	4	6	0	5	13	3	0	1	0	1	1	45
<b>TOTAL</b>	<b>29</b>	<b>8</b>	<b>16</b>	<b>3</b>	<b>12</b>	<b>31</b>	<b>17</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>127</b>
<b>TRAVEL AGENTS</b>													
OTHER TRAVEL AGENTS	0	0	2	1	3	0	0	0	0	0	0	0	6
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>
<b>TOUR OPERATORS</b>													
SUNJET INT'L SALES	50	1	8	1	4	4	16	0	0	0	1	0	85
OTHER TOUR OPERATORS	3	1	2	0	0	0	0	0	0	0	2	0	8
<b>TOTAL</b>	<b>53</b>	<b>2</b>	<b>10</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>93</b>
<b>MISCELLANEOUS</b>													
OTHER MISCELLANEOUS	14	2	5	3	3	7	3	0	1	0	1	3	42
<b>TOTAL</b>	<b>14</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>42</b>
<b>CARGO COMPANIES</b>													
OTHER CARGO COMPANIES	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES', 'OTHER CARGO COMPANIES', ETC.

TABLE 6

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

MAY '99 RANK	AIRLINE	MAY 1999			MAY 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>Southwest</b>	28	5,643,622	<b>0.50</b>	10	5,223,848	<b>0.19</b>
2	<b>Delta</b>	164	9,009,340	<b>1.82</b>	84	9,203,085	<b>0.91</b>
3	<b>Continental</b>	86	3,658,870	<b>2.35</b>	26	3,576,649	<b>0.73</b>
4	<b>Alaska</b>	26	1,093,134	<b>2.38</b>	7	1,090,602	<b>0.64</b>
5	<b>United</b>	188	7,107,655	<b>2.65</b>	98	7,229,493	<b>1.36</b>
6	<b>US Airways</b>	133	4,851,879	<b>2.74</b>	47	5,086,385	<b>0.92</b>
7	<b>America West</b>	50	1,570,465	<b>3.18</b>	29	1,530,771	<b>1.89</b>
8	<b>Northwest</b>	150	4,671,755	<b>3.21</b>	123	4,394,134	<b>2.80</b>
9	<b>T W A</b>	78	2,236,902	<b>3.49</b>	26	2,109,107	<b>1.23</b>
10	<b>American</b>	248	6,701,646	<b>3.70</b>	81	6,899,307	<b>1.17</b>
	<b>TOTAL</b>	<b>1,151</b>	<b>46,545,268</b>	<b>2.47</b>	<b>531</b>	<b>46,343,381</b>	<b>1.15</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.

