



U.S. Department
of Transportation



Air Travel Consumer Report

Issued: AUGUST 1999

Includes data for the following periods:



Flight Delays	June 1999 12 Months Ending June 1999
Mishandled Baggage	June 1999 January-June 1999
Oversales	1st Quarter 1999
Consumer Complaints	June 1999 January-June 1999
Disability Complaints	January-June 1999

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.



JUNE 1999
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	77.0	55	76.9
NORTHWEST S/	29	75.1	116	75.1
ALASKA S/	7	75.4	35	74.2
DELTA S/	29	72.2	114	72.3
AMERICA WEST S/	26	70.3	51	70.8
UNITED S/	29	69.2	100	68.9
CONTINENTAL S/	28	68.4	77	68.8
TWA S/	29	69.4	78	68.2
US AIRWAYS S/	25	68.9	89	68.1
AMERICAN S/	29	65.1	93	64.7
T O T A L		70.5		70.9

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	3RD QUARTER 07-09 1998		4TH QUARTER 10-12 1998		1ST QUARTER 01-03 1999		2ND QUARTER 04-06 1999		04 1999		05 1999		06 1999		12 MONTHS ENDING 06 1999		DATABASE TO DATE 09 1987 - 06 1999	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	74.8	(8)	67.1	(10)	69.6	(9)	72.5	(7)	72.6	(7)	70.8	(9)	74.2	(3)	71.1	(9)	77.6	(7)
AMERICA WEST	66.5	(9)	68.1	(9)	74.1	(7)	72.3	(8)	71.6	(8)	74.5	(7)	70.8	(5)	70.3	(10)	80.3	(2)
AMERICAN	80.0	(6)	79.8	(6)	70.4	(8)	66.5	(10)	69.7	(10)	65.2	(10)	64.7	(10)	74.2	(7)	79.5	(4)
CONTINENTAL	81.0	(5)	82.1	(4)	78.3	(2)	74.2	(5)	79.2	(3)	74.6	(6)	68.8	(7)	78.9	(4)	78.4	(6)
DELTA	83.6	(2)	82.6	(3)	77.0	(3)	76.9	(4)	78.7	(4)	79.7	(4)	72.3	(4)	80.0	(2)	77.5	(9)
NORTHWEST	58.6	(10)	83.3	(2)	75.2	(5)	79.3	(1)	80.6	(1)	82.3	(2)	75.1	(2)	74.0	(8)	79.8	(3)
SOUTHWEST	83.9	(1)	79.8	(5)	80.2	(1)	78.2	(2)	78.1	(5)	79.7	(3)	76.9	(1)	80.5	(1)	83.6	(1)
TWA	82.8	(3)	83.7	(1)	75.8	(4)	77.0	(3)	80.3	(2)	82.4	(1)	68.2	(8)	79.8	(3)	77.5	(8)
UNITED	76.0	(7)	76.7	(8)	74.6	(6)	71.3	(9)	71.1	(9)	73.7	(8)	68.9	(6)	74.6	(6)	76.7	(10)
US AIRWAYS	81.4	(4)	76.8	(7)	68.5	(10)	72.8	(6)	74.3	(6)	76.1	(5)	68.1	(9)	74.9	(5)	78.8	(5)
TOTAL	78.3		79.4		74.8		74.3		75.7		76.2		70.9		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)

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	736	58.7	1348	67.4	240	67.9	210	64.3	90	65.6	1026	64.5	569	63.4
AS	H/		H/		H/		H/		H/		H/		H/	
CO	699	67.5	791	70.0	314	61.8	126	63.5	26	73.1	648	74.5	385	66.5
DL	18202	69.2	2049	72.7	384	62.8	269	71.4	5985	77.6	1335	74.8	599	65.6
HP	120	50.8	270	67.8	146	52.7	H/		H/		60	80.0	210	67.6
NW	502	68.3	622	73.8	386	72.3	206	71.8	54	66.7	588	69.0	300	68.7
TW	206	59.2	240	70.4	180	63.9	116	66.4	136	63.2	288	66.3	176	57.4
UA	616	61.7	1377	69.8	390	65.1	150	60.0	166	57.8	525	60.6	8960	74.6
US	731	60.1	2444	64.7	2282	67.5	8976	75.3	H/		2501	73.4	240	72.1
WN	H/		H/		2528	76.9	H/		H/		H/		H/	
TOTAL	21812	68.1	9141	69.0	6850	70.2	10053	74.4	6457	76.6	6971	70.9	11439	72.7

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	14277	72.6	446	61.9	927	53.6	563	52.6	970	71.5	307	51.1	2046	57.8
AS	H/		H/		H/		H/		H/		249	78.7	767	79.8
CO	566	66.3	331	66.8	6334	68.4	8326	70.9	H/		395	68.9	706	66.4
DL	3680	75.1	330	66.4	954	65.6	359	56.5	982	70.9	779	74.2	1379	71.6
HP	202	64.4	120	55.8	269	48.0	150	68.0	210	61.9	2296	70.6	771	63.0
NW	435	66.4	10285	81.9	536	61.6	308	69.2	119	75.6	301	68.1	614	63.7
TW	288	57.6	236	62.3	180	66.7	118	61.9	1043	72.3	182	56.0	332	58.7
UA	582	62.4	324	67.6	965	59.5	416	57.2	552	74.1	1137	75.5	5211	72.2
US	310	56.1	422	69.0	410	58.8	312	58.7	H/		128	57.0	469	59.3
WN	H/		564	68.6	H/		198	67.2	H/		4158	80.2	3393	73.7
TOTAL	20340	71.9	13058	78.5	10575	64.7	10750	68.3	3876	71.5	9932	74.5	15688	69.2

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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	1517	58.1	618	57.3	3131	58.4	501	57.7	8948	64.6	210	60.5	670	52.8
AS	H/		H/		H/		H/		H/		1421	81.9	H/	
CO	419	62.3	554	66.2	382	67.5	215	64.7	610	61.6	90	61.1	280	67.5
DL	2167	73.8	2820	77.1	447	66.4	358	68.4	808	60.0	596	76.2	680	71.6
HP	30	86.7	63	38.1	60	63.3	120	55.8	210	51.4	180	67.8	150	58.0
NW	585	58.1	482	63.9	256	54.7	9871	78.0	796	66.7	212	60.4	472	63.8
TW	209	66.0	318	73.0	214	69.2	280	60.0	376	65.4	150	62.0	172	66.9
UA	862	62.4	615	66.3	462	62.1	653	57.3	12747	65.4	925	70.8	778	59.6
US	2288	64.1	1556	65.4	487	52.4	262	60.3	624	57.4	H/		6470	66.5
WN	H/		1055	75.1	H/		H/		H/		908	84.1	H/	
TOTAL	8077	65.0	8081	70.3	5439	59.8	12260	74.6	25119	64.6	4692	75.9	9672	65.2

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	561	61.5	90	72.2	595	58.0	540	61.9	923	56.7	180	60.0	356	63.8	360	57.5
AS	245	79.2	H/		360	85.0	3793	71.6	556	70.0	H/		H/		H/	
CO	296	61.5	87	70.1	267	61.0	323	60.7	496	65.9	132	70.5	137	62.8	419	68.7
DL	684	65.6	270	74.8	450	68.9	628	68.8	747	63.7	4659	81.1	299	61.5	997	71.9
HP	6217	76.5	H/		295	67.1	210	59.5	330	61.8	132	68.2	90	60.0	30	63.3
NW	269	62.5	112	75.9	180	64.4	639	63.2	490	60.8	128	57.0	364	66.5	300	62.7
TW	179	61.5	167	61.7	150	63.3	180	50.6	240	51.3	116	45.7	10532	72.7	210	74.3
UA	984	75.3	205	58.0	921	73.4	1476	64.9	6963	73.5	439	77.2	262	57.3	308	66.2
US	210	59.0	7397	74.6	150	59.3	234	51.3	354	59.6	H/		284	68.0	1115	56.1
WN	4894	78.2	H/		2240	80.3	1047	80.2	422	74.9	1046	79.2	2547	71.1	1170	75.6
TOTAL	14539	74.9	8328	73.9	5608	73.1	9070	68.5	11521	69.3	6832	78.5	14871	71.3	4909	67.0

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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	61.7	78.3	72.0	80.3	86.7	J/	87.2	89.3	90.5	72.0	87.6	74.3	98.6	92.8	J/	70.3
700 - 759 AM	87.6	79.9	94.7	93.4	84.2	88.8	88.1	90.1	89.3	74.3	92.2	85.0	96.1	91.6	80.4	91.5
800 - 859 AM	87.1	89.6	87.3	88.3	85.5	85.6	81.6	85.6	92.6	86.0	84.8	66.7	92.7	85.7	82.4	91.4
900 - 959 AM	76.9	77.9	90.2	79.1	75.2	82.6	88.2	80.9	85.7	90.9	83.3	73.3	87.2	84.7	84.1	90.1
1000 - 1059 AM	78.5	85.0	84.5	84.0	81.2	80.0	81.2	83.4	86.2	86.0	81.3	88.3	80.1	76.0	78.7	82.9
1100 - 1159 AM	74.5	77.8	85.7	82.3	88.6	85.0	81.6	78.0	86.7	82.7	81.6	87.1	81.7	69.0	78.6	84.6
1200 - 1259 PM	75.9	81.1	85.7	78.4	87.5	84.8	85.5	84.4	86.0	79.5	74.0	93.5	76.5	72.8	80.8	80.2
100 - 159 PM	76.1	80.8	77.4	77.4	83.0	79.9	74.3	76.9	86.4	82.3	71.1	86.7	77.4	69.6	74.3	75.8
200 - 259 PM	74.3	75.8	75.7	78.9	86.7	81.5	74.9	71.4	87.7	75.1	62.5	72.3	80.6	78.1	67.3	77.7
300 - 359 PM	68.8	75.2	67.2	75.3	76.6	69.9	64.7	73.4	76.3	66.6	51.9	78.1	72.9	72.9	70.5	74.7
400 - 459 PM	53.1	68.5	65.8	67.6	67.8	67.0	63.2	69.3	79.4	53.9	59.4	70.7	71.5	68.6	62.2	67.0
500 - 559 PM	60.5	57.4	61.4	70.0	69.6	56.2	68.8	66.2	72.5	59.3	58.1	71.9	69.6	66.6	53.4	62.2
600 - 659 PM	58.2	55.6	55.6	59.3	67.2	56.6	65.9	65.0	72.6	46.3	52.3	64.3	75.4	66.9	50.6	55.7
700 - 759 PM	52.7	56.4	55.6	64.0	66.8	57.6	59.5	62.4	67.7	49.4	59.4	58.9	65.5	60.3	48.0	51.2
800 - 859 PM	57.9	53.6	53.9	47.3	53.3	62.2	58.5	57.0	69.7	50.2	58.1	60.0	72.7	52.6	52.4	54.2
900 - 959 PM	54.3	61.0	57.9	60.9	63.0	50.7	61.1	55.0	65.3	57.7	57.1	73.0	64.0	57.9	52.3	60.0
1000 - 1059 PM	62.1	60.5	58.5	65.1	71.7	60.5	68.2	56.8	65.5	47.5	58.2	67.8	65.1	57.0	54.8	56.8
1100 - 559 AM	67.9	65.3	64.4	56.6	69.0	66.5	60.2	72.5	64.4	58.3	65.5	71.1	64.9	62.2	54.8	62.1
TOTAL, ALL ARRIVALS, BY AIRPORT	68.1	69.0	70.2	74.4	76.6	70.9	72.7	71.9	78.5	64.7	68.3	71.5	74.5	69.2	65.0	70.3

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT												TOTAL	
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL		TPA
600 - 659 AM	80.0	87.6	78.9	J/	57.3	86.3	85.5	0.0	73.3	81.2	J/	80.9	82.0	82.7
700 - 759 AM	93.3	86.3	82.5	96.9	90.6	88.0	89.2	97.8	93.3	98.1	91.8	87.5	95.9	88.6
800 - 859 AM	89.8	83.0	79.8	94.7	79.2	84.5	87.5	90.7	86.0	92.5	95.0	88.3	89.7	86.0
900 - 959 AM	73.7	83.3	78.9	90.8	79.7	76.3	93.8	86.0	83.3	78.9	90.5	86.5	83.0	82.3
1000 - 1059 AM	70.3	83.0	77.3	88.4	83.4	81.0	81.0	77.7	76.1	70.9	84.8	85.8	86.6	80.8
1100 - 1159 AM	75.0	83.1	76.2	80.4	83.1	82.0	85.5	79.0	66.6	70.2	84.2	85.0	76.6	79.1
1200 - 1259 PM	64.2	85.7	76.5	86.3	77.0	75.4	86.8	74.6	68.8	71.9	83.4	78.8	77.5	78.1
100 - 159 PM	60.7	80.5	73.1	71.1	79.3	76.4	76.9	68.9	73.7	72.2	78.9	77.2	74.2	76.2
200 - 259 PM	63.8	78.2	65.6	80.0	69.5	77.0	80.2	70.0	68.1	67.9	78.5	71.7	81.8	74.0
300 - 359 PM	56.2	76.4	62.6	81.6	67.8	78.5	76.1	80.1	70.5	73.6	87.3	69.8	53.9	71.3
400 - 459 PM	54.9	66.9	59.2	76.5	53.3	75.8	67.1	75.3	65.7	71.6	69.3	62.4	68.2	64.5
500 - 559 PM	50.9	68.3	55.2	67.1	59.5	63.1	60.6	76.3	60.8	65.7	67.0	61.2	60.8	63.4
600 - 659 PM	48.8	56.1	49.2	72.6	48.6	63.9	69.0	69.6	67.1	70.7	78.0	49.9	41.8	59.1
700 - 759 PM	57.7	63.2	47.4	71.5	50.5	67.2	61.3	67.0	61.1	65.5	77.2	57.6	56.9	60.2
800 - 859 PM	48.7	57.7	46.3	55.2	48.0	65.0	70.3	62.6	64.4	61.8	70.4	58.7	55.4	57.8
900 - 959 PM	46.7	66.4	45.2	67.4	58.4	70.1	61.1	64.6	61.0	55.8	63.4	56.0	52.4	58.7
1000 - 1059 PM	51.6	65.1	46.0	63.6	60.7	72.8	53.3	66.7	59.7	55.7	68.0	56.4	52.9	60.1
1100 - 559 AM	57.2	61.7	68.9	69.5	59.8	70.6	63.4	60.2	69.2	55.7	57.1	66.1	64.1	64.0
TOTAL, ALL ARRIVALS, BY AIRPORT	59.8	74.6	64.6	75.9	65.2	74.9	73.9	73.1	68.5	69.3	78.5	71.3	67.0	70.5

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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	90.2	88.4	93.6	89.8	92.9	91.5	91.1	88.9	86.6	91.1	92.6	88.2	95.2	91.8	89.3	94.5
700 - 759 AM	90.9	87.7	90.2	89.2	93.4	91.0	90.4	89.7	83.9	89.7	89.9	94.4	92.3	91.6	86.4	93.5
800 - 859 AM	87.6	88.0	89.8	86.5	86.3	89.7	87.9	83.3	86.1	87.6	90.1	86.5	92.3	87.2	82.9	89.4
900 - 959 AM	79.4	89.6	82.2	83.6	89.4	91.2	85.7	82.5	89.1	85.7	87.6	93.8	86.9	84.0	85.5	90.7
1000 - 1059 AM	85.4	88.6	86.4	78.3	87.3	88.6	84.9	79.9	84.8	87.4	83.2	91.7	84.5	77.1	85.7	92.5
1100 - 1159 AM	78.3	86.5	82.1	78.5	88.6	90.0	83.6	78.0	82.5	87.5	84.3	89.5	80.5	72.5	84.2	88.8
1200 - 1259 PM	80.5	83.0	80.0	76.5	89.4	87.9	79.0	77.2	84.4	87.0	81.8	91.1	81.1	73.1	86.0	87.2
100 - 159 PM	78.4	85.1	79.2	75.1	93.3	87.4	78.5	78.6	83.2	80.9	75.1	96.2	72.7	74.5	82.5	82.9
200 - 259 PM	74.6	78.8	70.3	72.3	78.3	84.1	78.2	72.3	74.8	75.8	71.0	92.7	70.8	76.2	73.3	78.5
300 - 359 PM	68.2	73.9	68.3	71.1	83.1	81.6	74.0	70.0	74.5	73.6	61.7	85.2	70.9	76.5	77.9	76.2
400 - 459 PM	65.6	71.2	61.8	68.2	77.9	71.6	61.8	68.2	65.5	65.2	68.1	76.1	61.0	75.6	70.9	70.2
500 - 559 PM	57.0	65.2	57.4	65.3	77.1	71.1	72.0	66.0	67.7	74.2	57.8	60.0	73.6	65.9	70.8	64.6
600 - 659 PM	61.7	54.7	53.9	61.2	65.7	60.1	68.2	60.4	68.2	54.3	61.2	72.7	64.8	75.0	57.8	66.6
700 - 759 PM	59.4	56.4	52.9	58.6	73.2	63.1	67.6	64.9	66.0	52.5	58.8	72.6	61.0	68.9	55.7	55.9
800 - 859 PM	62.3	61.9	53.7	69.4	75.1	61.4	71.4	56.8	64.8	49.1	61.5	58.3	62.4	71.8	53.8	56.9
900 - 959 PM	65.5	96.2	53.2	64.8	65.1	75.8	66.7	61.0	72.4	49.1	58.8	85.1	70.0	62.9	65.6	61.6
1000 - 1059 AM	65.7	J/	17.9	68.1	73.3	J/	67.4	59.8	66.3	38.5	83.9	89.1	82.2	78.9	J/	69.0
1100 - 559 AM	65.4	100.0	90.3	56.7	J/	J/	92.2	J/	90.0	94.9	73.3	77.5	67.7	83.4	J/	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	73.0	77.5	73.5	73.3	81.5	80.3	76.9	72.8	77.9	74.7	73.1	82.3	75.4	78.3	76.0	78.8

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT													TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
600 - 659 AM	82.4	87.7	86.4	91.8	89.0	93.7	86.4	94.7	94.4	94.6	97.5	91.7	94.6	90.9
700 - 759 AM	83.8	85.7	83.2	93.1	88.2	89.9	84.8	93.8	87.7	91.3	93.3	84.5	91.2	88.9
800 - 859 AM	80.0	82.2	83.6	88.9	83.5	81.4	82.3	88.0	88.4	92.0	92.9	84.3	85.2	86.6
900 - 959 AM	80.5	83.5	81.8	88.3	80.5	76.0	85.0	89.4	79.1	86.6	93.7	83.0	89.6	84.6
1000 - 1059 AM	94.4	81.8	77.8	87.4	78.2	75.5	85.3	83.7	84.0	77.5	87.6	82.3	87.9	82.7
1100 - 1159 AM	80.1	84.6	74.6	87.8	84.0	79.5	79.3	80.1	67.6	75.0	87.6	79.7	84.5	80.8
1200 - 1259 PM	81.0	80.5	77.2	82.5	82.3	70.6	84.4	82.0	71.9	73.2	83.8	75.5	80.8	80.0
100 - 159 PM	61.7	81.5	75.6	83.9	76.8	72.0	88.9	77.8	73.9	77.8	83.9	72.5	73.8	77.3
200 - 259 PM	66.0	78.0	70.1	75.3	70.7	69.8	73.2	66.7	70.9	75.1	86.7	72.5	74.4	74.2
300 - 359 PM	61.2	74.5	63.5	83.5	67.6	69.4	63.8	78.9	67.2	71.6	79.8	63.3	76.2	71.2
400 - 459 PM	58.8	72.1	60.9	75.3	57.3	70.1	66.7	73.9	71.4	80.3	80.9	67.4	58.1	68.6
500 - 559 PM	58.4	67.7	59.3	84.0	53.0	69.4	60.1	76.8	64.1	74.8	66.0	58.4	65.3	64.0
600 - 659 PM	68.3	66.4	53.6	75.1	54.5	64.2	61.9	74.6	70.0	79.3	79.4	52.2	56.4	62.4
700 - 759 PM	51.1	61.3	52.0	74.8	55.3	59.0	70.7	73.1	74.9	70.3	75.9	62.0	60.4	61.1
800 - 859 PM	61.0	65.9	52.7	79.5	57.0	64.0	62.9	74.3	66.9	71.3	84.1	53.5	57.3	62.3
900 - 959 PM	J/	66.3	53.1	81.4	55.5	66.9	62.7	75.5	69.4	73.0	64.3	51.6	49.1	63.6
1000 - 1059 AM	J/	68.0	51.3	87.5	J/	73.0	66.4	87.7	74.6	77.1	73.3	49.1	70.0	67.3
1100 - 559 AM	76.7	93.3	91.7	89.7	86.7	90.1	86.7	86.0	80.2	81.0	81.2	50.0	93.3	75.5
TOTAL, ALL DEPARTURES, BY AIRPORT	69.1	76.1	68.8	84.7	69.7	74.8	72.9	81.9	76.7	79.9	83.9	68.7	76.5	75.1

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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
US	2760	IAD-CMH	1930	24	95.83	56	45
CO	1579	IAH-SAT	1843	18	94.44	83	51
US	81	PHL-PIT	1830	24	91.67	47	39
CO	403	EWR-DEN	1750	21	90.48	61	48
AA	1377	ORD-MCI	1922	30	90.00	81	58
US	1678	MSP-PHL	1318	30	90.00	42	30
UA	1259	DFW-DEN	1938	18	88.89	73	30
AA	1365	BOS-ORD	1843	26	88.46	99	52
US	1490	PIT-EWR	1730	26	88.46	69	36
AA	1637	EWR-ORD	1917	26	88.46	52	28
DL	393	ATL-MCO	1605	17	88.24	48	30
HP	2116	LAS-LAX	2332	30	86.67	68	45
AA	1955	DFW-SFO	2210	30	86.67	64	27
US	1709	BWI-BOS	1845	30	86.67	63	51
US	510	CLE-PHL	1525	30	86.67	60	47
AA	177	JFK-SFO	1830	30	86.67	47	37
US	1564	PIT-PHL	1730	30	86.67	45	32
NW	979	LGA-MEM	1729	29	86.21	46	38
UA	516	SJC-ORD	1530	21	85.71	61	25
UA	611	ORD-PHX	1205	21	85.71	34	24
WN	829	MDW-STL	1700	27	85.19	51	28
AA	1377	EWR-ORD	1705	26	84.62	208	57
WN	875	MDW-DTW	1940	26	84.62	69	53
US	1121	PHL-PIT	1859	26	84.62	62	50
UA	654	ORD-EWR	1530	26	84.62	58	39
AA	759	LGA-DFW	1838	26	84.62	57	43
US	510	PHL-ORF	1735	26	84.62	56	37
US	1461	BOS-BWI	2045	26	84.62	50	40
US	2767	IAD-BHM	1940	26	84.62	47	38
CO	1830	TPA-EWR	1715	18	83.33	49	33
AA	1087	PHL-DFW	1818	30	83.33	90	33
US	1027	PHL-BWI	1720	30	83.33	71	49
AA	437	LGA-MIA	1930	30	83.33	64	44
AA	1599	EWR-ORD	1809	30	83.33	63	37
TW	414	SEA-STL	1156	30	83.33	60	36
AA	1752	IAH-DFW	1828	30	83.33	58	47
AA	1397	JFK-MIA	1500	30	83.33	56	40
AA	349	LGA-ORD	1800	30	83.33	51	33
AA	624	ORD-ISP	1325	30	83.33	49	36
US	115	PIT-SEA	1750	30	83.33	44	35
US	1940	PHL-BOS	1830	30	83.33	42	35
DL	551	ATL-IAH	1350	30	83.33	37	25
UA	1873	PHL-ORD	1830	29	82.76	88	38
DL	311	STL-ATL	1345	29	82.76	39	25
UA	921	IAD-MCO	1720	21	80.95	62	37

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
CO	487	EWR- DTW	1940	26	80.77	61	28
US	2762	ATL- IAD	1950	26	80.77	61	46
AA	781	LGA- DFW	2015	26	80.77	60	33
CO	1295	EWR- MDW	1610	26	80.77	60	44
AA	1529	LGA- BNA	1855	26	80.77	53	35
US	39	CLT- LAX	2045	26	80.77	49	38
US	551	EWR- PIT	1815	26	80.77	46	23
AA	1484	ORD- HPN	1725	26	80.77	43	27
AA	1797	BOS- ORD	1913	26	80.77	43	36
AA	765	LGA- DFW	1807	26	80.77	40	40
WN	73	DAL- HOU	1715	26	80.77	40	21
AA	353	LGA- ORD	1900	30	80.00	70	39
AA	920	MIA- ORD	1950	30	80.00	58	36
DL	459	FLL- ATL	1440	30	80.00	54	26
AA	685	LGA- FLL	1930	30	80.00	52	37
WN	38	HOU- DAL	1530	30	80.00	50	25
US	1987	PHL- GSO	1815	30	80.00	49	37
AA	1161	ORD- IAH	1458	30	80.00	48	52
AA	1145	ATL- MIA	1950	30	80.00	48	37
US	1585	PHL- MCO	1720	30	80.00	47	31
AA	1052	ORD- PHL	1725	30	80.00	43	35
DL	1201	ATL- FLL	1555	30	80.00	43	38

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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
AMERICAN	1904	77	4.0
US AIRWAYS	2069	76	3.7
CONTINENTAL	1157	39	3.4
UNITED	2232	34	1.5
AMERICA WEST	584	7	1.2
SOUTHWEST	2460	25	1.0
DELTA	2536	23	0.9
TWA	792	4	0.5
NORTHWEST	1544	7	0.5
ALASKA	454	0	0.0
TOTAL	15732	292	1.9

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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)	81.4	87.2	86	86	ELMIRA, N. Y. (ELM)	84.6	94.2	104	104
ALBANY, N. Y. (ALB)	66.8	83.8	966	965	ERIE, PA. (ERI)	73.6	90.0	110	110
ALBUQUERQUE, N. M. (ABQ)	71.2	76.9	3,151	3,154	EUGENE, OR. (EUG)	70.7	85.6	181	181
ALLENTOWN, PA. (ABE)	72.3	84.5	516	516	FAIRBANKS, AK. (FAI)	70.7	81.8	529	528
AMARILLO, TX. (AMA)	70.9	84.0	398	400	FARGO, N. D. (FAR)	72.4	86.7	203	203
ANCHORAGE, AK. (ANC)	69.7	77.8	2,175	2,171	FAYETTEVILLE, N. C. (FAY)	75.8	89.2	120	120
ASHEVILLE, N. C. (AVL)	75.0	83.3	120	120	FLINT, MI. (FNT)	62.1	85.3	116	116
ATLANTA, GA. (ATL)	68.1	73.0	21,812	21,818	FRESNO, CA. (FAT)	34.5	93.3	29	30
AUGUSTA, GA. (AGS)	64.0	76.0	150	150	FT. LAUDERDALE, FL. (FLL)	63.5	77.0	3,578	3,577
AUSTIN, TX. (AUS)	71.4	81.5	3,717	3,720	FT. MYERS, FL. (RSW)	70.2	83.1	929	928
BAKERSFIELD, CA. (BFL)	50.0	96.6	30	29	FT. WAYNE, IN. (FWA)	78.2	96.3	55	54
BALTIMORE, MD. (BWI)	70.2	73.5	6,850	6,854	GRAND FORKS, N. D. (GFK)	74.4	82.6	86	86
BARROW, AK. (BRW)	64.0	65.1	86	86	GRAND RAPIDS, MI. (GRR)	70.5	83.8	716	717
BATON ROUGE, LA. (BTR)	75.4	84.5	386	386	GREAT FALLS, MT. (GTF)	76.1	87.7	180	179
BETHEL, AK. (BET)	79.1	82.6	86	86	GREEN BAY, WI. (GRB)	69.6	83.5	194	194
BILLINGS, MT. (BIL)	72.9	87.9	240	240	GREENBRIER, W. V. (LWB)	78.6	78.6	14	14
BINGHAMTON, N. Y. (BGM)	75.6	80.2	86	86	GREENSBORO/HIGH PT., N. C. (GSO)	64.6	77.6	1,207	1,202
BIRMINGHAM, AL. (BHM)	72.8	79.3	1,778	1,772	GREENVILLE/SPARTBG., S. C. (GSP)	72.7	80.3	579	580
BISMARCK, N. D. (BIS)	63.3	85.0	120	120	GULFPORT/BILOXI, MS. (GPT)	87.8	96.7	90	90
BOISE, ID. (BOI)	80.2	87.3	968	969	GUSTAVUS, AK. (GST)	72.0	52.0	25	25
BOSTON, MA. (BOS)	69.0	77.5	9,141	9,149	HARLINGEN, TX. (HRL)	71.8	72.0	347	347
BOZEMAN, MT. (BZN)	64.6	89.0	127	127	HARRISBURG, PA. (MDT)	66.9	84.7	614	614
BRISTOL, TN. (TRI)	70.5	85.7	112	112	HARTFORD, CT./SPGFLD, MA. (BDL)	70.2	81.9	2,525	2,535
BUFFALO, N. Y. (BUF)	67.4	79.9	1,665	1,660	HELENA, MT. (HLN)	84.4	93.3	90	90
BURBANK, CA. (BUR)	81.5	85.8	2,364	2,366	HONOLULU, OAHU, HI. (HNL)	77.0	90.9	903	903
BURLINGTON, VT. (BTV)	64.1	82.3	231	231	HOUSTON, TX. (HOU)	73.4	70.6	4,800	4,798
CEDAR RAPIDS/IOWA CTY, IA. (CID)	65.9	78.3	460	460	HOUSTON, TX. (IAH)	68.3	73.1	10,750	10,744
CHARLESTON, S. C. (CHS)	66.6	80.9	592	591	HUNTSVILLE/DECATUR, AL. (HSV)	66.1	79.5	499	498
CHARLESTON, W. V. (CRW)	71.4	80.4	112	112	INDIANAPOLIS, IN. (IND)	68.4	78.8	2,944	2,944
CHARLOTTE, N. C. (CLT)	74.4	73.3	10,053	10,054	INDIO/PALM SPRINGS, CA. (PSP)	61.3	88.4	155	155
CHATTANOOGA, TN. (CHA)	82.6	89.5	86	86	ISLIP/LONG IS., N. Y. (ISP)	77.3	85.8	600	600
CHICAGO, IL. (MDW)	72.7	68.7	4,328	4,328	ITHACA, N. Y. (ITH)	84.6	92.3	104	104
CHICAGO, IL. (ORD)	64.6	68.8	25,119	25,119	JACKSON/VICKSBURG, MS. (JAN)	76.7	80.8	765	772
CINCINNATI, OH. (CVG)	76.6	81.5	6,457	6,455	JACKSON, WY. (JAC)	69.9	80.6	73	72
CLEVELAND, OH. (CLE)	71.2	80.0	4,787	4,787	JACKSONVILLE, FL. (JAX)	67.9	80.6	1,889	1,889
COLORADO SPRINGS, CO. (COS)	64.1	84.3	1,005	1,004	JUNEAU, AK. (JNU)	69.9	73.2	485	485
COLUMBIA, S. C. (CAE)	67.6	77.6	401	401	KAHULUI, MAUI, HI. (OGG)	85.4	85.4	240	240
COLUMBUS, OH. (CMH)	71.0	80.1	3,175	3,175	KALAMAZOO, MI. (AZO)	75.9	83.7	166	166
CORDOVA, AK. (CDV)	70.0	70.0	60	60	KALISPELL, MT. (FCA)	81.1	82.8	90	116
CORPUS CHRISTI, TX. (CRP)	69.7	78.1	251	251	KANSAS CITY, MO. (MCI)	70.4	77.1	5,003	5,003
DALLAS/FT. WORTH, TX. (DAL)	73.6	72.0	4,235	4,235	KETCHIKAN, AK. (KTN)	71.5	74.9	235	235
DALLAS/FT. WORTH, TX. (DFW)	71.9	72.8	20,340	20,324	KING SALMON, AK. (AKN)	61.0	78.0	41	41
DAYTON, OH. (DAY)	68.5	79.9	924	924	KNOXVILLE, TN. (TYS)	72.0	81.2	540	542
DAYTONA BEACH, FL. (DAB)	76.7	78.9	180	180	KODIAK, AK. (ADQ)	58.3	60.0	60	60
DEADHORSE, AK. (SCC)	71.4	71.4	56	56	KONA, HAWAII, HI. (KOA)	86.7	90.0	60	60
DENVER, CO. (DEN)	72.7	76.9	11,439	11,435	KOTZEBUE, AK. (OTZ)	60.5	65.8	76	76
DES MOINES, IA. (DSM)	64.6	81.2	587	586	LA CROSSE, WI. (LSE)	72.1	84.7	86	85
DETROIT, MI. (DTW)	78.5	77.9	13,058	13,049	LANSING, MI. (LAN)	77.8	86.9	176	176
DILLINGHAM, AK. (DLG)	62.5	70.0	40	40	LAS VEGAS, NV. (LAS)	74.5	75.4	9,932	9,931
DULUTH, MN. (DLH)	65.1	84.9	86	86	LEXINGTON/FRKFT, KY. (LEX)	68.7	82.1	326	324
DUTCH HARBOR, AK. (DUT)	52.6	45.6	57	57	LIHUE, KAUAI, HI. (LIH)	84.8	78.8	33	33
EL PASO, TX. (ELP)	70.5	78.8	2,090	2,089	LINCOLN, NE. (LNK)	63.6	77.5	261	262

JUNE 1999
AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LITTLE ROCK, AR. (LIT)	69.5	77.1	1,071	1,072	ROCHESTER, N. Y. (ROC)	66.0	79.9	1,240	1,240
LONG BEACH, CA. (LGB)	70.7	92.1	266	266	SACRAMENTO, CA. (SMF)	77.1	80.2	3,059	3,058
LOS ANGELES, CA. (LAX)	69.2	78.3	15,688	15,688	SAGINAW, MI. (MBS)	69.9	83.3	342	342
LOUISVILLE, KY. (SDF)	71.9	80.2	1,915	1,915	SALT LAKE CITY, UT. (SLC)	78.5	83.9	6,832	6,806
LUBBOCK, TX. (LBB)	74.6	81.4	485	485	SAN ANTONIO, TX. (SAT)	70.7	79.9	3,193	3,197
MADISON, WI. (MSN)	68.6	85.2	385	385	SAN DIEGO, CA. (SAN)	73.1	81.9	5,608	5,611
MANCHESTER, N. H. (MHT)	66.0	77.5	1,045	1,045	SAN FRANCISCO, CA. (OAK)	80.0	81.5	4,615	4,616
MEDFORD, OR. (MFR)	77.5	83.8	111	111	SAN FRANCISCO, CA. (SFO)	69.3	79.9	11,521	11,519
MELBOURNE, FL. (MLB)	70.7	91.3	150	150	SAN JOSE, CA. (SJC)	77.1	84.4	4,350	4,346
MEMPHIS, TN. (MEM)	81.0	84.2	4,174	4,174	SAN JUAN, P. R. (SJU)	74.3	82.0	1,763	1,763
MIAMI, FL. (MIA)	59.8	69.1	5,439	5,438	SANTA BARBARA, CA. (SBA)	82.5	81.7	120	120
MIDLAND/ODESSA, TX. (MAF)	73.7	81.7	536	536	SARASOTA/BRAD., FL. (SRQ)	73.6	87.0	379	378
MILWAUKEE, WI. (MKE)	69.8	82.4	1,261	1,261	SAVANNAH, GA. (SAV)	71.8	80.4	419	419
MINNEAPLS./ST. P. MN. (MSP)	74.6	76.1	12,260	12,261	SCRANTON/WILKES-BARRE, PA. (AVP)	69.2	85.0	133	133
MINOT, N. D. (MDT)	83.3	92.2	90	90	SEATTLE, WA. (SEA)	68.5	76.7	9,070	9,070
MISSION/MCALLEN, TX. (MFE)	61.6	80.8	292	292	SHREVEPORT, LA. (SHV)	70.8	82.3	322	322
MISSOULA, MT. (MSO)	74.4	92.8	180	180	SIOUX CITY, IA. (SUX)	85.0	98.3	60	60
MOBILE, AL./PASCAGOULA, MS. (MOB)	74.5	78.8	357	358	SIOUX FALLS, S. D. (FSD)	71.6	87.1	310	309
MOLINE, IL. (MLI)	66.7	77.8	153	153	SITKA, AK. (SIT)	75.9	85.5	145	145
MONROE, LA. (MLU)	63.9	84.4	180	180	SOUTH BEND, IN. (SBN)	80.1	88.5	226	227
MONTEREY, CA. (MRY)	73.3	75.0	60	60	SPOKANE, WA. (GEG)	78.8	88.6	1,158	1,156
MONTGOMERY, AL. (MGM)	64.4	77.8	90	90	SPRINGFIELD, MD. (SGF)	65.1	83.7	172	172
MYRTLE BEACH, S. C. (MYR)	72.3	87.8	188	188	ST. CROIX, V. I. (STX)	81.1	92.2	90	90
NASHVILLE, TN. (BNA)	75.3	79.6	4,549	4,545	ST. LOUIS, MO. (STL)	71.3	68.7	14,871	14,878
NEW ORLEANS, LA. (MSY)	71.2	79.1	4,015	4,016	ST. THOMAS, V. I. (STT)	77.1	85.2	210	210
NEW YORK, N. Y. (JFK)	71.5	82.3	3,876	3,849	SYRACUSE, N. Y. (SYR)	67.4	82.8	918	918
NEW YORK, N. Y. (LGA)	65.0	76.0	8,077	8,094	TALLAHASSEE, FL. (TLH)	66.2	75.6	210	209
NEWARK, N. J. (EWR)	64.7	74.7	10,575	10,575	TAMPA, FL. (TPA)	67.0	76.5	4,909	4,913
NEWBURGH, N. Y. (SWF)	71.7	82.5	120	120	TOLEDO, OH. (TOL)	62.8	82.6	86	86
NOME, AK. (OME)	69.6	72.2	79	79	TRAVERSE CITY, MI. (TVC)	77.8	84.4	90	90
NORFOLK/VA. BEACH, VA. (ORF)	66.6	82.0	1,343	1,342	TUCSON, AZ. (TUS)	67.8	82.8	1,583	1,583
OKLAHOMA CITY, OK. (OKC)	68.4	79.5	1,672	1,672	TULSA, OK. (TUL)	63.8	75.9	1,549	1,545
OMAHA, NE. (OMA)	69.5	78.4	1,410	1,409	VALPARAISO, FL. (VPS)	76.7	98.9	90	90
ONTARIO, CA. (ONT)	74.0	81.4	2,881	2,882	WASHINGTON, D. C. (DCA)	70.9	80.3	6,971	6,983
ORANGE COUNTY, CA. (SNA)	76.3	86.5	2,984	2,989	WASHINGTON, D. C. (IAD)	64.8	73.4	6,435	6,435
ORLANDO, FL. (MCO)	70.3	78.8	8,081	8,087	WEST PALM BEACH, FL. (PBI)	68.4	82.7	1,466	1,467
PASCO, WA. (PSC)	83.3	89.2	120	120	WHITE PLAINS, N. Y. (HPN)	56.7	72.2	425	425
PENSACOLA, FL. (PNS)	68.8	78.6	503	501	WICHITA, KS. (ICT)	64.0	82.4	505	506
PEORIA, IL. (PIA)	61.7	70.0	60	60	WILMINGTON, N. C. (ILM)	65.3	82.1	173	173
PETERSBURG, AK. (PSG)	40.0	58.3	60	60	WRANGELL, AK. (WRG)	43.3	58.3	60	60
PHILADELPHIA, PA. (PHL)	65.2	69.7	9,672	9,675	YAKUTAT, AK. (YAK)	61.7	66.7	60	60
PHOENIX, AZ. (PHX)	74.9	74.8	14,539	14,542					
PITTSBURGH, PA. (PIT)	73.9	72.9	8,328	8,327					
PORTLAND, ME. (PWM)	71.3	85.1	509	509					
PORTLAND, OR. (PDX)	75.9	84.7	4,692	4,694					
PROVIDENCE, R. I. (PVD)	68.8	77.9	1,858	1,857					
RALEIGH/DURHAM, N. C. (RDU)	68.2	79.9	2,916	2,916					
RAPID CITY, S. D. (RAP)	76.7	86.7	120	120					
RENO, NV. (RNO)	79.3	84.3	2,233	2,235					
RICHMOND, VA. (RIC)	67.9	82.3	1,418	1,419					
ROANOKE, VA. (ROA)	72.3	83.2	202	202					
ROCHESTER, MN. (RST)	66.0	82.2	209	208					

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

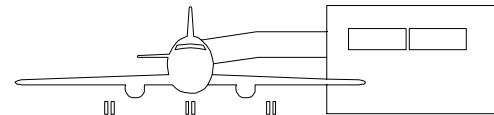
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the database; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the database with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

Airports Covered by the Rule

Atlanta. Hartsfield	ATL
Baltimore/Washington International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth International	DFW
Denver International	DEN
Detroit. Metro Wayne County	DTW
Houston. George Bush	IAH
Las Vegas. McCarran International	LAS
Los Angeles International	LAX
Miami International	MIA
Minneapolis-St. Paul International	MSP
Newark International	EWR
New York. JFK International	JFK
New York. LaGuardia	LGA
Orlando International	MCO
Philadelphia International	PHL
Phoenix. Sky Harbor International	PHX
Pittsburgh. Greater International	PIT
Portland International	PDX
St. Louis. Lambert	STL
Salt Lake City International	SLC
San Diego. Lindbergh Field	SAN
San Francisco International	SFO
Seattle-Tacoma International	SEA
Tampa. Tampa International	TPA
Washington. Reagan National	DCA

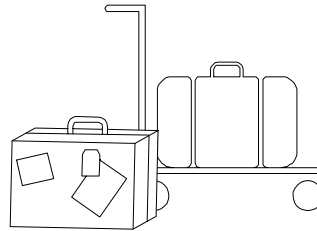
Air Carriers Required to Report Data to DOT and to CRS Vendors

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



MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. Like the data on flight delays in the previous section, as required by 14 C.F.R. 234 these baggage statistics are filed with DOT on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues.



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

JUNE '99 RANK	AIRLINE	JUNE 1999			JUNE 1998		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>Delta</i>	33,851	8,758,172	3.87	34,750	8,709,394	3.99
2	<i>America West</i>	7,021	1,631,167	4.30	6,713	1,573,591	4.27
3	<i>Southwest</i>	24,836	5,748,494	4.32	24,431	5,292,479	4.62
4	<i>Northwest</i>	19,130	4,266,720	4.48	32,849	3,930,702	8.36
5	<i>Continental</i>	16,175	3,109,906	5.20	13,892	3,041,874	4.57
6	<i>US Airways</i>	24,883	4,750,839	5.24	29,386	4,902,982	5.99
7	<i>American</i>	32,584	5,576,683	5.84	25,521	5,665,601	4.50
8	<i>TWA</i>	14,090	2,279,711	6.18	14,445	2,091,919	6.91
9	<i>United</i>	51,673	6,848,708	7.54	58,711	6,860,736	8.56
10	<i>Alaska</i>	8,796	1,114,280	7.89	7,834	1,070,551	7.32
	Total	233,039	44,084,680	5.29	248,532	43,139,829	5.76

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

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

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

JAN.-JUN. '99 RANK	AIRLINE	JANUARY-JUNE 1999			JANUARY-JUNE 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>	35,483	8,733,248	4.06	31,692	8,582,571	3.69
2	<i>Southwest</i>	136,546	31,477,176	4.34	128,214	28,721,073	4.46
3	<i>Delta</i>	225,255	49,275,283	4.57	211,453	47,226,076	4.48
4	<i>Continental</i>	86,007	17,827,274	4.82	68,601	17,177,332	3.99
5	<i>US Airways</i>	137,240	27,364,298	5.02	115,597	27,793,686	4.16
6	<i>Northwest</i>	120,174	22,400,102	5.36	154,204	21,912,181	7.04
7	<i>American</i>	166,917	30,632,805	5.45	136,193	31,708,924	4.30
8	<i>TWA</i>	69,968	12,064,401	5.80	67,397	11,486,773	5.87
9	<i>Alaska</i>	41,187	5,717,822	7.20	33,641	5,495,123	6.12
10	<i>United</i>	291,307	37,001,502	7.87	285,518	36,367,772	7.85
	Total	1,310,084	242,493,911	5.40	1,232,510	236,471,511	5.21

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*.

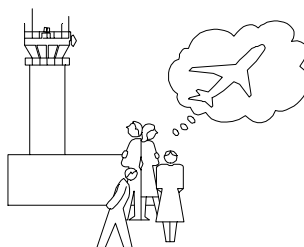
OVERSALES

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

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 reports.)

Companies Other Than U.S. Airlines. Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, cargo companies, etc.

Disability Complaints. The number of disability complaints for each U.S. and foreign airline with at least 10 total complaints for all categories is shown separately in Table 5 in the the YTD report.

Airline Rankings: Table 6 ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

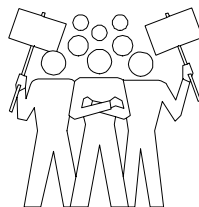


TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JUNE 1999				JUNE 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1142	42	1	43	635	42	2	41
FOREIGN AIRLINES	104	0	1	1	46	0	0	1
CARGO COMPANIES	1	0	0	0	0	0	0	0
TRAVEL AGENTS	2	0	0	0	0	0	0	0
TOUR OPERATORS	46	1	0	0	17	0	0	0
MISCELLANEOUS	37	4	0	6	11	4	0	10
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INDUSTRY TOTALS	1332	47	2	50	709	46	2	52

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	JUNE 1999			JUNE 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	476		1	195	
DELAYS.			178			62
CANCELLATIONS.			163			70
MISCONNECTIONS.			58			28
CUSTOMER SERVICE.	2	244		2	142	
BAGGAGE.	3	178		4	92	
RES/TKTG/BOARDING.	4	133		3	86	
DISABILITY.	9	36			30	
REFUNDS.	5	68		5	60	
OTHER.	6	63		7	32	
FREQUENT FLYER.			33			19
OVERSALES.	7	59		6	42	
FARES.	8	45		8	24	
TOURS.	10	26		10	2	
ADVERTISING.	11	2		9	3	
CREDIT.	12	1		12	0	
SMOKING.	13	1		11	1	
		----			----	
COMPLAINT TOTAL		1332			709	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED

** INCLUDES FIGURES FOR SUB-CATEGORIES. NOTE THAT DISABILITY COMPLAINTS ARE NO LONGER A SUB-CATEGORY OF THE RES/TKTG/BOARDING CATEGORY.

TABLE 3

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

JUNE 1999

U. S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING*	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
ACCESS AIR	6	0	1	0	0	1	3	0	0	0	0	0	11
AIRTRAN AIRWAYS	15	3	6	0	0	1	5	0	0	0	0	1	31
ALASKA AIRLINES	9	0	5	1	1	3	6	0	0	0	0	1	26
AMERICA WEST AIRLINES	5	1	5	1	0	4	3	0	0	0	0	0	19
AMERICAN AIRLINES	97	8	26	6	12	31	41	0	0	0	0	7	228
AMERICAN EAGLE	1	0	1	0	0	1	2	0	0	0	0	0	5
AMERICAN TRANS AIR	2	0	1	0	0	2	1	0	0	0	0	1	7
CONTINENTAL AIRLINES	18	6	8	7	0	10	15	0	0	0	0	0	64
DELTA AIR LINES	43	1	17	7	9	13	28	0	1	0	0	9	128
EASTWIND AIRLINES	9	0	1	0	6	0	0	0	0	0	0	0	16
FRONTIER AIRLINES	2	0	1	0	0	0	1	0	0	0	0	2	6
KIWI AIRLINES	3	0	1	0	12	0	0	0	0	0	0	0	16
LAKER AIRWAYS	4	0	0	0	0	3	4	0	0	0	0	0	11
MIDWAY AIRLINES	3	0	0	0	0	0	1	0	0	0	0	1	5
NORTHWEST AIRLINES	39	2	12	4	6	16	15	0	0	0	0	8	102
RENO AIR	5	0	0	0	1	2	2	0	0	0	0	0	10
SOUTHWEST AIRLINES	7	1	2	2	0	2	3	0	0	0	0	0	17
SPIRIT AIRLINES	13	5	2	0	0	4	6	0	0	0	0	5	35
TOWER AIR	1	3	3	1	0	0	3	0	0	0	0	0	11
TRANS STATES AIRLINES	2	0	1	0	0	1	1	0	0	0	0	0	5
TRANS WORLD AIRLINES	22	5	12	1	2	12	11	0	0	0	0	5	70
UNITED AIRLINES	53	12	25	8	4	26	32	0	0	0	0	7	167
UNITED EXPRESS	4	1	1	0	0	1	1	0	0	0	0	0	8
US AIRWAYS	52	3	10	3	4	11	17	0	0	0	0	4	104
VANGUARD AIRLINES	1	1	1	0	0	0	1	0	0	0	0	1	5
OTHER U. S. AIRLINES	16	3	2	1	1	4	7	0	0	0	0	1	35

JUNE 1999	432	55	144	42	58	148	209	0	1	0	0	53	1142
% OF TOTAL COMPLAINTS	37.8	4.8	12.6	3.7	5.1	13.0	18.3	0.0	0.1	0.0	0.0	4.6	
JUNE 1998	185	35	101	20	50	78	132	1	2	0	1	30	635
% OF TOTAL COMPLAINTS	29.1	5.5	15.9	3.1	7.9	12.3	20.8	0.2	0.3	0.0	0.2	4.7	

* THIS WILL BE THE LAST MONTH THAT DISABILITY COMPLAINTS WILL BE INCLUDED IN THIS CATEGORY. NEXT MONTH, DISABILITY COMPLAINTS WILL BE LISTED AS A SEPARATE CATEGORY.

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

TABLE 4

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

JUNE 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 JUNE	DENTS IN JUNE		DENTS IN MAY		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
ACCESS AIR	11	4	36.36	3	27.27	0	0.00	4	36.36
AIRTRAN AIRWAYS	31	4	12.90	7	22.58	18	58.06	2	6.45
ALASKA AIRLINES	26	8	30.77	12	46.15	5	19.23	1	3.85
AMERICA WEST AIRLINES	19	3	15.79	9	47.37	6	31.58	1	5.26
AMERICAN AIRLINES	228	51	22.37	65	28.51	102	44.74	10	4.39
AMERICAN EAGLE	5	1	20.00	0	0.00	3	60.00	1	20.00
AMERICAN TRANS AIR	7	1	14.29	5	71.43	1	14.29	0	0.00
CONTINENTAL AIRLINES	64	16	25.00	21	32.81	22	34.38	5	7.81
DELTA AIR LINES	128	24	18.75	42	32.81	56	43.75	6	4.69
EASTWIND AIRLINES	16	6	37.50	8	50.00	0	0.00	2	12.50
FRONTIER AIRLINES	6	2	33.33	4	66.67	0	0.00	0	0.00
KIWI AIRLINES	16	0	0.00	1	6.25	9	56.25	6	37.50
LAKER AIRWAYS	11	3	27.27	5	45.45	3	27.27	0	0.00
MIDWAY AIRLINES	5	0	0.00	0	0.00	5	100.00	0	0.00
NORTHWEST AIRLINES	102	21	20.59	30	29.41	44	43.14	7	6.86
RENO AIR	10	1	10.00	4	40.00	4	40.00	1	10.00
SOUTHWEST AIRLINES	17	8	47.06	8	47.06	1	5.88	0	0.00
SPIRIT AIRLINES	35	8	22.86	6	17.14	18	51.43	3	8.57
TOWER AIR	11	3	27.27	4	36.36	4	36.36	0	0.00
TRANS STATES AIRLINES	5	1	20.00	0	0.00	4	80.00	0	0.00
TRANS WORLD AIRLINES	70	22	31.43	19	27.14	28	40.00	1	1.43
UNITED AIRLINES	167	43	25.75	44	26.35	74	44.31	6	3.59
UNITED EXPRESS	8	1	12.50	3	37.50	4	50.00	0	0.00
US AIRWAYS	104	25	24.04	27	25.96	46	44.23	6	5.77
VANGUARD AIRLINES	5	0	0.00	0	0.00	4	80.00	1	20.00
OTHER U. S. AIRLINES	35	6	17.14	7	20.00	18	51.43	4	11.43
TOTALS	1142	262	22.94	334	29.25	479	41.94	67	5.87
PRIOR YEAR'S TOTALS	635	145	22.83	207	32.60	269	42.36	14	2.20

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

TABLE 5

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

JUNE 1999

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG BOARDING*	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR CANADA	2	0	1	0	0	0	2	0	0	0	0	0	5
AIR FRANCE	4	0	3	1	0	2	1	0	0	0	0	1	12
BRITISH AIRWAYS	1	2	3	0	0	3	5	0	0	0	0	2	16
IBERIA AIRLINES	4	0	1	0	0	1	0	0	0	0	0	0	6
KLM	1	0	1	0	0	2	1	0	0	0	0	0	5
SABENA	1	0	1	0	0	1	2	0	0	0	0	1	6
OTHER FOREIGN AIRLINES	8	1	4	2	4	15	15	1	0	0	3	1	54
TOTAL	21	3	14	3	4	24	26	1	0	0	3	5	104
CARGO COMPANIES													
OTHER CARGO COMPANIES	0	0	0	0	0	1	0	0	0	0	0	0	1
TOTAL	0	0	0	0	0	1	0	0	0	0	0	0	1
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	1	0	0	0	1	0	0	0	0	0	2
TOTAL	0	0	1	0	0	0	1	0	0	0	0	0	2
TOUR OPERATORS													
SUNJET INT' L SALES	13	0	2	0	2	2	2	0	1	0	14	1	37
OTHER TOUR OPERATORS	1	0	2	0	1	0	2	0	0	0	2	1	9
TOTAL	14	0	4	0	3	2	4	0	1	0	16	2	46
MISCELLANEOUS													
OTHER MISCELLANEOUS	9	1	6	0	3	3	4	0	0	1	7	3	37
TOTAL	9	1	6	0	3	3	4	0	0	1	7	3	37

* THIS WILL BE THE LAST MONTH THAT DISABILITY COMPLAINTS WILL BE INCLUDED IN THIS CATEGORY. NEXT MONTH, DISABILITY COMPLAINTS WILL BE LISTED AS A SEPARATE CATEGORY.

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

TABLE 6

JUNE
Consumer Complaints: Rankings
U.S. AIRLINES*

JUNE '99 RANK	AIRLINE	JUNE 1999			JUNE 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	17	5,763,968	0.29	9	5,303,754	0.17
2	America West	19	1,661,782	1.14	25	1,597,877	1.56
3	Delta	128	9,402,528	1.36	56	9,356,687	0.60
4	Continental	64	3,791,489	1.69	44	3,619,216	1.22
5	Northwest	102	5,168,516	1.97	112	4,776,602	2.34
6	Alaska	26	1,235,528	2.10	2	1,175,144	0.17
7	US Airways	104	4,928,747	2.11	41	5,071,530	0.81
8	United	168	7,650,808	2.20	88	7,749,885	1.14
9	T W A	70	2,394,785	2.92	34	2,211,188	1.54
10	American	228	7,097,645	3.21	62	7,162,372	0.87
	TOTAL	926	49,095,796	1.89	473	48,024,255	0.98

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

SUMMARY

	JANUARY 1999 THRU JUNE 1999				JANUARY 1998 THRU JUNE 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	6582	343	12	300	3681	218	10	369
FOREIGN AIRLINES	554	5	1	11	444	3	0	12
CARGO COMPANIES	1	0	0	0	2	0	0	0
TRAVEL AGENTS	12	0	0	0	6	0	0	0
TOUR OPERATORS	285	2	0	1	182	0	1	3
MISCELLANEOUS	261	45	0	56	135	43	0	66
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INDUSTRY TOTALS	7695	395	13	368	4450	264	11	450

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	JANUARY 1999 THRU JUNE 1999			JANUARY 1998 THRU JUNE 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	2630		1	1065	
DELAYS.			892			286
CANCELLATIONS.			928			390
MISCONNECTIONS.			317			125
CUSTOMER SERVICE.	2	1383		2	891	
BAGGAGE.	3	1163		3	665	
RES/TKTG/BOARDING.	4	731		4	464	
DISABILITY.	9	215			160	
REFUNDS.	5	486		5	388	
OVERSALES.	6	349		6	279	
OTHER.	7	348		7	253	
FREQUENT FLYER.			181			124
FARES.	8	266		8	167	
TOURS.	10	77		9	72	
ADVERTISING.	11	35		10	40	
SMOKING.	12	9		11	6	
CREDIT.	13	3		12	0	
		----			----	
COMPLAINT TOTAL		7695			4450	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES. NOTE THAT DISABILITY COMPLAINTS ARE NO LONGER A SUB-CATEGORY OF THE RES/TKTG/BOARDING CATEGORY.

TABLE 3

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

JANUARY 1999 THRU JUNE 1999

U. S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
ACCESS AIR	9	0	1	0	0	1	3	0	0	0	0	0	14
AIRTRAN AIRWAYS	42	9	8	1	3	12	18	0	0	0	0	4	98
ALASKA AIRLINES	22	3	15	2	7	10	22	0	0	0	0	3	88
AMERICA WEST AIRLINES	66	7	20	7	11	23	39	0	0	0	0	7	187
AMERICAN AIRLINES	411	49	91	36	53	158	198	0	4	1	5	38	1067
AMERICAN EAGLE	20	4	5	0	1	6	5	0	0	0	0	1	42
AMERICAN TRANS AIR	24	5	9	1	1	12	17	0	0	0	2	2	76
ATLANTIC SOUTHEAST AIRLINES	8	5	1	1	0	5	5	0	0	0	0	0	26
COMAIR	5	2	0	0	0	4	3	1	0	0	0	1	16
CONTINENTAL AIRLINES	111	20	32	17	7	57	77	0	1	0	2	8	340
DELTA AIR LINES	204	30	105	35	32	79	152	0	4	0	1	64	729
EASTWIND AIRLINES	103	9	16	3	14	17	20	0	1	0	0	0	184
FALCON AIR EXPRESS	5	0	1	0	0	3	2	0	0	0	0	0	11
FRONTIER AIRLINES	6	0	2	1	1	0	2	0	0	0	0	3	18
HAWAIIAN AIRLINES	7	2	1	1	2	2	5	0	0	0	0	4	24
HORIZON AIRLINES	7	1	1	0	1	1	2	0	1	0	0	1	19
KIWI AIRLINES	123	12	10	0	132	31	17	0	2	0	2	3	333
LAKER AIRWAYS	13	0	0	0	0	4	5	0	0	0	0	1	23
MIDWAY AIRLINES	8	1	4	1	0	2	1	0	1	0	0	1	19
NORTHWEST AIRLINES	253	11	66	28	35	112	134	0	3	0	1	43	705
PAN AM	8	0	1	0	5	3	1	0	0	0	2	0	20
RENO AIR	14	9	9	2	8	3	11	0	0	0	0	0	57
RYAN INTERNATIONAL AIRLINES	10	0	0	0	1	3	3	0	0	0	0	2	19
SKY TREK AIRLINES	25	0	0	0	0	28	2	0	0	0	3	0	58
SOUTHWEST AIRLINES	18	3	13	5	5	20	21	0	1	0	0	2	92
SPIRIT AIRLINES	47	9	6	6	3	18	16	0	1	0	1	7	115
SUN COUNTRY AIRLINES	5	0	0	0	0	4	2	0	0	0	0	0	11
TOWER AIR	34	14	16	2	4	10	24	0	0	0	0	2	107
TRANS STATES AIRLINES	10	2	4	0	1	5	2	0	0	0	0	0	24
TRANS WORLD AIRLINES	107	20	30	11	13	49	65	0	0	0	0	19	320
TRANS WORLD EXPRESS	10	1	0	0	0	3	7	0	0	0	0	1	22
UNITED AIRLINES	221	36	77	37	31	161	183	0	2	1	0	32	818
UNITED EXPRESS	23	5	4	1	2	9	9	0	0	0	0	3	56
US AIRWAYS	256	24	50	22	24	100	122	1	0	0	0	29	659
US AIRWAYS EXPRESS	4	0	1	1	0	0	2	0	0	0	0	1	10
VANGUARD AIRLINES	20	8	19	6	6	7	7	0	7	0	1	3	84
WINAIR	6	0	1	1	0	0	4	0	0	0	0	1	13
OTHER U. S. AIRLINES	31	5	3	1	9	8	12	0	1	0	1	4	78

JANUARY THRU JUNE '99	2296	306	622	229	412	970	1220	2	29	2	21	290	6582
% OF TOTAL COMPLAINTS**	34.9	4.6	9.4	3.5	6.3	14.7	18.5	0.0	0.4	0.0	0.3	4.4	

JANUARY THRU JUNE '98	940	210	513	131	324	524	775	3	29	0	13	219	3681
% OF TOTAL COMPLAINTS	25.5	5.7	13.9	3.6	8.8	14.2	21.1	0.1	0.8	0.0	0.4	5.9	

* DISABILITY COMPLAINTS FOR INDIVIDUAL AIRLINES FOR THE PERIOD JANUARY THRU JUNE 1999 ARE LISTED IN TABLE 5.

** PERCENTAGES DO NOT ADD UP TO 100% SINCE THE DISABILITY COMPLAINTS HAVE BEEN EXCLUDED FROM THE RES/TKTG/BOARDING CATEGORY.

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

TABLE 4

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

JANUARY 1999 THRU JUNE 1999

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR ARUBA	13	2	1	0	0	5	4	0	0	0	0	3	28
AIR CANADA	7	1	3	0	2	3	4	0	0	0	0	1	22
AIR FRANCE	11	1	3	1	2	14	5	0	0	0	0	3	40
AIR NEW ZEALAND	3	0	0	0	1	3	3	0	0	0	0	0	10
ALITALIA AIRLINES	4	2	1	0	1	5	2	3	0	0	0	1	19
AVENSA	1	2	0	0	0	1	3	0	0	0	4	0	11
BRITISH AIRWAYS	11	4	9	2	6	13	18	0	1	0	0	5	71
CANADIAN AIRLINES INT' L	0	0	3	0	1	2	2	0	0	0	0	2	10
IBERIA AIRLINES	5	0	3	1	1	5	2	2	0	0	0	0	19
KLM	8	0	6	1	0	5	8	0	0	0	0	2	32
LACSA	2	2	1	0	0	6	0	0	0	0	0	0	11
LUFTHANSA	5	1	1	2	2	5	7	0	0	0	0	0	24
MEXICANA	6	6	1	2	0	2	12	0	0	0	0	0	30
SABENA	2	0	0	0	0	3	3	0	0	0	0	1	10
TACA INTERNATIONAL AIRLINE	3	4	2	0	0	6	2	0	0	0	0	0	17
VIRGIN ATLANTIC	2	1	3	1	1	3	5	0	0	0	0	1	17
OTHER FOREIGN AIRLINES	39	5	21	1	20	60	22	1	2	0	4	7	183
TOTAL	122	31	58	11	37	141	102	6	3	0	8	26	554
CARGO COMPANIES													
OTHER CARGO COMPANIES	0	0	0	0	0	1	0	0	0	0	0	0	1
TOTAL	0	0	0	0	0	1	0	0	0	0	0	0	1
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	5	2	4	0	1	0	0	0	0	0	12
TOTAL	0	0	5	2	4	0	1	0	0	0	0	0	12
TOUR OPERATORS													
APPLE VACATIONS	3	0	0	0	0	1	5	0	0	0	4	1	14
MYRTLE BEACH JET EXPRESS	8	0	1	0	0	0	0	0	0	0	2	0	11
SUNJET INT' L SALES	131	4	17	3	11	13	29	0	2	0	16	1	227
OTHER TOUR OPERATORS	10	1	6	1	2	0	4	0	0	0	8	1	33
TOTAL	152	5	24	4	13	14	38	0	2	0	30	3	285
MISCELLANEOUS													
OTHER MISCELLANEOUS	60	7	45	20	20	37	22	1	1	1	18	29	261
TOTAL	60	7	45	20	20	37	22	1	1	1	18	29	261

* DISABILITY COMPLAINTS FOR FOREIGN AIRLINES FOR THE PERIOD JANUARY THRU JUNE 1999 ARE LISTED IN TABLE 5.

COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES', 'OTHER CARGO COMPANIES', ETC.

TABLE 5

AIR TRAVEL CONSUMER REPORT

DISABILITY COMPLAINTS AGAINST U. S. AND FOREIGN AIRLINES*

JANUARY 1999 THRU JUNE 1999

U. S. AIRLINES A L P H A B E T I C A L	DISABILITY COMPLAINTS
AIRTRAN AIRWAYS	1
ALASKA AIRLINES	4
AMERICA WEST AIRLINES	7
AMERICAN AIRLINES	23
AMERICAN TRANS AIR	3
ATLANTIC SOUTHEAST AIRLINES	1
CONTINENTAL AIRLINES	8
DELTA AIR LINES	23
EASTWIND AIRLINES	1
FRONTIER AIRLINES	3
HORIZON AIRLINES	4
KIWI AIRLINES	1
NORTHWEST AIRLINES	19
RENO AIR	1
SOUTHWEST AIRLINES	4
SPIRIT AIRLINES	1
TOWER AIR	1
TRANS WORLD AIRLINES	6
UNITED AIRLINES	37
US AIRWAYS	31
US AIRWAYS EXPRESS	1
OTHER U. S. AIRLINES	3
TOTAL-----	183
FOREIGN AIRLINES A L P H A B E T I C A L	
AIR CANADA	1
BRITISH AIRWAYS	2
KLM	2
LUFTHANSA	1
MEXICANA	1
SABENA	1
OTHER FOREIGN AIRLINES	1
TOTAL-----	9

*AIRLINES WITH DISABILITY COMPLAINTS ARE LISTED INDIVIDUALLY IN THIS TABLE IF DOT RECEIVED 10 OR MORE TOTAL COMPLAINTS ABOUT THEM FOR ALL COMPLAINT CATEGORIES DURING THE PERIOD JANUARY THRU JUNE 1999 (SEE TABLES 3 AND 4). COMPLAINTS AGAINST AIRLINES ACCOUNTING FOR FEWER TOTAL COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES' AND 'OTHER FOREIGN AIRLINES'. THIS TABLE DOES NOT INCLUDE DISABILITY COMPLAINTS AGAINST TOUR OPERATORS, TRAVEL AGENTS, OR OTHER MISCELLANEOUS ENTITIES.

TABLE 6

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

JAN.-JUNE RANK	AIRLINE	JANUARY-JUNE 1999			JANUARY-JUNE 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	92	31,563,884	0.29	69	28,780,481	0.24
2	Alaska	88	6,510,866	1.35	24	6,182,099	0.39
3	Delta	729	52,579,700	1.39	362	52,117,547	0.69
4	Continental	340	21,494,096	1.58	154	20,352,295	0.76
5	United	818	41,856,100	1.95	513	41,267,423	1.24
6	America West	187	8,986,525	2.08	132	8,792,205	1.50
7	US Airways	659	27,792,809	2.37	193	28,673,040	0.67
8	T W A	320	12,584,587	2.54	135	12,093,360	1.12
9	Northwest	705	26,928,805	2.62	471	26,399,689	1.78
10	American	1,067	38,943,812	2.74	414	40,213,907	1.03
	TOTAL	5,005	269,241,184	1.86	2,467	264,872,046	0.93

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, and Boarding: 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).

Disability: Civil rights complaints by air travelers with disabilities.

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.

