



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: September 1999

Includes data for the following periods:

Flight Delays	July 1999 12 Months Ending July 1999
Mishandled Baggage	July 1999
Oversales	2nd Quarter 1999 January-June 1999
Consumer Complaints	July 1999
Disability Complaints	July 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. The report is available via the Internet at <http://www.dot.gov/airconsumer/>.

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.



FLIGHT DELAYS

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

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

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

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

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

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

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

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

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/search.html>. Computer tapes containing data for all reported flight operations are available for purchase from the Transportation Systems Center in Cambridge, Massachusetts. The Department cannot respond to inquiries about the performance of individual flights.

However, information on the performance of specific flights is displayed on the Computerized Reservations Systems used by most airlines and travel agencies. Each of the reporting carriers' flights has a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.



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AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTED AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
SOUTHWEST S/	14	78.3	55	78.4
TWA S/	29	77.4	78	76.5
DELTA S/	29	74.0	114	74.1
NORTHWEST S/	29	73.8	115	73.8
ALASKA S/	7	75.7	35	72.6
AMERICAN S/	29	70.9	93	70.7
UNITED S/	29	69.9	100	69.5
CONTINENTAL S/	28	67.4	78	67.9
US AIRWAYS S/	25	62.3	89	61.2
AMERICA WEST S/	26	59.7	51	59.5
T O T A L		70.8		71.1

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*.

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.

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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		05 1999		06 1999		07 1999		12 MONTHS ENDING 07 1999		DATA BASE TO DATE 09 1987 - 07 1999	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	74.8	(8)	67.1	(10)	69.6	(9)	72.5	(7)	70.8	(9)	74.2	(3)	72.6	(5)	71.2	(9)	77.5	(8)
AMERICA WEST	66.5	(9)	68.1	(9)	74.1	(7)	72.3	(8)	74.5	(7)	70.8	(5)	59.5	(10)	69.8	(10)	80.2	(2)
AMERICAN	80.0	(6)	79.8	(6)	70.4	(8)	66.5	(10)	65.2	(10)	64.7	(10)	70.7	(6)	73.3	(7)	79.4	(4)
CONTINENTAL	81.0	(5)	82.1	(4)	78.3	(2)	74.2	(5)	74.6	(6)	68.8	(7)	67.9	(8)	77.8	(4)	78.3	(6)
DELTA	83.6	(2)	82.6	(3)	77.0	(3)	76.9	(4)	79.7	(4)	72.3	(4)	74.1	(3)	79.4	(3)	77.5	(9)
NORTHWEST	58.6	(10)	83.3	(2)	75.2	(5)	79.3	(1)	82.3	(2)	75.1	(2)	73.8	(4)	74.0	(6)	79.8	(3)
SOUTHWEST	83.9	(1)	79.8	(5)	80.2	(1)	78.2	(2)	79.7	(3)	76.9	(1)	78.4	(1)	80.1	(1)	83.5	(1)
TWA	82.8	(3)	83.7	(1)	75.8	(4)	77.0	(3)	82.4	(1)	68.2	(8)	76.5	(2)	79.7	(2)	77.5	(7)
UNITED	76.0	(7)	76.7	(8)	74.6	(6)	71.3	(9)	73.7	(8)	68.9	(6)	69.5	(7)	74.2	(5)	76.6	(10)
US AIRWAYS	81.4	(4)	76.8	(7)	68.5	(10)	72.8	(6)	76.1	(5)	68.1	(9)	61.2	(9)	73.2	(8)	78.7	(5)
TOTAL	78.3		79.4		74.8		74.3		76.2		70.9		71.1		76.0		78.8	

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

CARRIER	ARRIVAL AIRPORT													
	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	758	66.6	1407	65.0	247	64.0	214	70.6	92	77.2	1040	68.0	580	66.9
AS	H/		H/		H/		H/		H/		H/		H/	
CO	676	66.0	795	60.8	319	56.7	136	74.3	26	57.7	667	69.6	396	64.9
DL	18457	70.4	2116	68.1	392	58.9	276	72.1	6115	78.9	1352	71.2	617	74.1
HP	123	22.8	279	47.7	151	37.7					61	54.1	217	51.2
NW	544	65.8	642	67.0	398	66.3	212	72.2	29	69.0	601	69.6	310	64.2
TW	211	72.0	248	69.8	186	71.5	118	79.7	141	70.2	292	72.9	180	70.0
UA	629	68.4	1392	67.5	401	65.6	153	64.7	171	64.3	514	57.0	9342	76.5
US	735	52.0	2519	53.1	2350	62.1	9186	68.6	H/		2497	65.4	243	67.9
WN	H/		H/		2625	75.8	H/		H/		H/		H/	
TOTAL	22133	69.1	9398	62.3	7069	67.0	10295	68.9	6574	78.2	7024	67.3	11885	74.5

CARRIER	ARRIVAL AIRPORT													
	DFW		DTW		EWR		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	14885	79.6	459	60.8	959	56.9	584	62.8	1013	72.4	320	69.1	2106	69.7
AS	H/		H/						H/		257	66.1	791	74.3
CO	576	65.1	345	68.7	6486	63.2	8758	73.5	H/		402	67.7	733	66.0
DL	3775	81.4	337	55.5	971	65.9	367	56.1	1011	68.6	800	81.4	1385	80.1
HP	207	45.9	124	40.3	279	40.5	155	45.8	216	50.9	2373	63.8	795	56.4
NW	441	68.9	10427	78.9	550	59.1	333	77.5	124	62.9	310	69.0	650	73.4
TW	290	75.5	245	61.6	183	65.6	123	72.4	1101	78.3	186	78.5	343	73.2
UA	593	66.8	336	66.7	965	60.9	419	62.8	562	75.1	1149	74.2	5395	75.4
US	310	60.0	427	54.6	423	56.0	308	57.5	H/		134	60.4	479	68.3
WN	H/		572	72.6	H/		199	65.8	H/		4370	79.4	3449	78.0
TOTAL	21077	78.3	13272	75.4	10816	61.6	11246	71.2	4027	72.0	10301	73.7	16126	73.9

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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	1558	55.6	673	69.7	3287	69.7	547	62.3	9171	67.1	217	68.2	692	57.7
AS	H/		H/		H/		H/		H/		1465	87.0	H/	
CO	421	58.9	505	64.2	393	65.6	244	62.3	597	60.1	139	64.7	284	64.1
DL	2212	70.0	2914	79.5	462	67.5	366	68.9	818	64.2	613	80.9	687	68.4
HP	31	80.6	67	20.9	62	25.8	124	50.8	218	36.7	186	69.4	155	40.0
NW	598	55.4	501	66.3	266	65.4	10438	78.0	802	64.8	247	49.8	480	60.0
TW	210	61.0	346	78.6	222	79.7	282	66.7	385	64.2	155	76.1	174	66.1
UA	871	57.4	630	67.9	470	59.8	663	60.3	13073	67.5	1041	69.0	777	60.6
US	2298	55.2	1612	65.0	503	55.3	257	50.6	619	55.7	H/		6616	58.8
WN	H/		1093	80.7	H/		H/		H/		929	88.5	H/	
TOTAL	8199	59.9	8341	73.0	5665	66.8	12921	74.8	25683	66.4	4992	78.5	9865	59.6

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	553	72.5	93	65.6	619	74.8	593	65.9	949	63.2	186	71.0	369	66.7	372	66.9
AS	248	59.7	H/		372	78.0	4005	74.2	580	69.3	H/		H/		H/	
CO	304	56.9	88	75.0	303	69.3	358	62.6	519	65.5	155	71.6	140	64.3	429	70.6
DL	698	74.1	275	69.1	478	82.6	646	70.6	766	72.8	4783	85.2	305	62.6	1024	70.8
HP	6417	66.2			306	54.6	217	55.8	341	46.3	138	51.4	93	54.8	31	35.5
NW	279	62.4	130	72.3	186	74.2	702	51.6	547	60.7	132	65.9	365	69.3	310	64.5
TW	185	76.2	168	72.6	153	79.1	186	67.2	247	66.4	119	71.4	10835	80.6	217	71.9
UA	978	71.6	206	60.7	947	71.1	1585	65.6	7284	69.7	455	76.5	271	62.0	312	67.9
US	217	65.0	7623	66.5	155	65.8	242	41.7	366	60.9	H/		286	68.5	1143	52.4
WN	4993	76.6	H/		2293	80.9	1097	82.2	427	71.9	1069	80.3	2591	75.8	1217	79.4
TOTAL	14872	70.4	8583	66.7	5812	75.9	9631	69.5	12026	67.9	7037	81.9	15255	78.0	5055	67.7

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TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	39.3	75.2	77.1	75.3	79.2	J/	93.9	91.3	86.0	62.6	81.3	71.6	98.6	91.8	89.5	45.2
700 - 759 AM	89.4	75.7	93.5	87.3	87.4	84.9	90.2	89.5	87.6	67.7	94.9	67.2	94.4	94.4	76.2	98.4
800 - 859 AM	88.2	75.6	88.0	84.0	92.1	73.9	85.0	90.6	89.2	82.1	90.2	50.8	91.0	85.1	81.9	88.9
900 - 959 AM	82.2	70.3	86.1	75.4	78.0	79.3	90.8	87.9	83.0	89.0	86.1	71.9	87.8	85.1	79.6	90.8
1000 - 1059 AM	82.0	78.1	82.9	82.4	89.8	74.5	84.5	84.1	78.8	79.3	85.7	83.9	80.9	82.7	76.1	85.2
1100 - 1159 AM	82.0	70.9	82.1	79.2	85.3	80.0	83.3	84.1	80.9	80.5	82.3	81.9	80.0	78.2	76.9	82.9
1200 - 1259 PM	81.6	71.3	82.0	72.9	77.0	76.9	80.0	81.7	84.8	72.2	73.8	96.8	83.5	79.7	74.9	81.5
100 - 159 PM	81.1	68.5	69.5	70.4	80.1	77.3	77.7	80.7	84.3	76.0	78.9	93.5	79.0	73.1	68.8	81.9
200 - 259 PM	79.3	65.9	72.5	74.3	86.2	76.1	77.3	81.1	85.6	66.6	69.4	80.5	78.9	79.4	67.9	81.8
300 - 359 PM	72.6	65.1	67.5	64.6	81.7	68.4	73.9	80.1	75.3	66.6	61.6	79.6	66.0	74.6	61.9	77.9
400 - 459 PM	59.1	66.4	65.0	70.0	74.2	63.1	72.4	76.5	74.7	53.6	66.4	73.5	71.5	72.8	54.6	76.6
500 - 559 PM	57.7	55.5	56.0	61.6	73.2	62.3	66.3	74.4	66.8	60.1	65.0	75.6	65.2	71.6	50.3	66.9
600 - 659 PM	55.8	51.2	56.7	52.3	79.9	55.7	58.8	69.5	64.4	45.1	49.2	63.0	67.4	65.2	46.5	63.2
700 - 759 PM	56.1	45.8	51.4	53.0	61.9	53.4	58.6	71.5	69.9	46.7	62.1	58.1	62.9	64.0	42.4	54.4
800 - 859 PM	55.5	50.2	48.4	46.7	45.2	54.5	58.7	63.0	72.1	39.8	57.7	64.5	74.3	61.4	42.5	62.1
900 - 959 PM	45.4	55.2	54.2	50.9	60.3	50.9	62.6	67.8	58.7	52.3	59.2	66.1	67.2	64.4	44.5	67.9
1000 - 1059 PM	53.0	51.3	54.2	62.3	57.4	58.7	62.6	62.3	63.4	49.2	55.6	68.1	63.1	65.0	47.3	52.8
1100 - 559 AM	59.8	61.9	57.8	59.1	69.5	61.9	58.2	74.6	62.0	57.8	55.2	77.1	65.5	69.3	48.0	58.4
TOTAL, ALL ARRIVALS, BY AIRPORT	69.1	62.3	67.0	68.9	78.2	67.3	74.5	78.3	75.4	61.6	71.2	72.0	73.7	73.9	59.9	73.0

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	47.3	86.1	82.7	J/	63.2	87.2	83.0	J/	77.4	82.3	J/	84.0	77.2	80.4	
700 - 759 AM	87.1	85.1	83.0	89.5	84.6	84.5	89.1	95.6	95.5	94.9	93.4	90.0	97.9	88.0	
800 - 859 AM	91.9	81.7	78.1	96.6	63.8	81.3	81.1	92.8	88.2	92.3	95.7	92.6	94.4	85.0	
900 - 959 AM	82.5	82.6	77.6	95.4	70.5	79.1	78.1	91.2	86.4	74.5	91.6	88.7	90.4	83.3	
1000 - 1059 AM	79.3	79.4	76.0	90.7	73.7	83.6	70.9	86.3	77.3	63.3	87.4	84.1	84.5	80.5	
1100 - 1159 AM	79.4	77.7	71.8	81.0	73.4	72.6	78.2	82.3	68.9	67.7	83.5	85.4	80.0	78.9	
1200 - 1259 PM	77.8	85.6	71.9	84.0	69.8	73.5	75.5	73.8	67.0	65.3	89.8	84.0	84.1	77.1	
100 - 159 PM	76.1	80.3	75.1	74.5	72.9	72.3	64.6	78.4	66.8	65.5	82.1	82.9	78.2	75.9	
200 - 259 PM	78.6	76.3	68.4	84.6	69.4	73.7	75.1	70.0	70.3	68.2	78.6	81.7	77.9	75.7	
300 - 359 PM	72.0	75.8	67.5	82.0	63.5	69.9	74.6	82.5	76.6	66.9	85.8	78.5	72.7	72.3	
400 - 459 PM	60.6	67.9	63.4	81.4	53.0	66.0	64.1	77.2	70.1	71.8	80.5	74.7	65.6	66.9	
500 - 559 PM	62.4	75.1	59.0	79.9	53.4	62.6	58.7	73.5	70.9	69.6	77.0	72.1	58.7	66.0	
600 - 659 PM	57.8	68.1	53.4	75.0	40.0	62.1	65.5	73.3	64.3	68.3	74.9	62.2	53.2	59.2	
700 - 759 PM	61.8	65.2	53.3	77.5	48.0	54.3	47.5	67.4	61.0	66.0	79.8	68.3	57.2	60.5	
800 - 859 PM	44.1	56.5	50.0	50.9	43.6	53.4	64.9	66.1	64.0	61.3	80.6	68.1	45.1	57.4	
900 - 959 PM	52.2	64.7	48.4	70.2	52.5	69.2	51.1	70.7	59.6	58.3	70.3	63.7	49.3	59.3	
1000 - 1059 PM	53.2	64.8	44.2	67.7	51.8	62.8	58.3	65.9	62.6	61.3	69.1	59.7	49.2	57.8	
1100 - 559 AM	51.9	65.4	76.6	70.5	57.1	68.7	56.5	62.4	69.4	57.8	61.2	62.1	59.6	63.5	
TOTAL, ALL ARRIVALS, BY AIRPORT	66.8	74.8	66.4	78.5	59.6	70.4	66.7	75.9	69.5	67.9	81.9	78.0	67.7	70.8	

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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	87.5	87.3	92.6	89.4	92.9	89.0	92.8	91.3	82.4	86.2	93.4	86.5	94.9	93.1	86.0	95.7
700 - 759 AM	89.1	85.2	88.5	88.7	92.1	89.4	89.6	88.8	81.8	85.5	89.5	88.0	86.6	91.3	84.8	92.7
800 - 859 AM	86.4	82.4	86.7	79.6	91.2	84.3	89.6	85.2	82.7	80.9	87.4	86.3	89.7	88.7	80.4	90.7
900 - 959 AM	85.4	81.1	80.1	80.1	92.2	84.5	86.9	82.7	83.9	78.9	89.3	89.5	83.0	82.7	80.3	90.8
1000 - 1059 AM	86.0	80.1	79.5	78.4	91.9	83.3	87.4	81.7	80.8	81.1	85.4	93.5	79.4	78.9	77.8	91.3
1100 - 1159 AM	79.1	81.9	80.4	79.9	93.0	82.2	83.6	76.1	73.7	80.1	86.1	75.0	76.4	77.7	78.4	87.4
1200 - 1259 PM	85.3	74.5	77.6	74.4	87.3	84.0	81.3	81.0	80.7	82.7	82.8	87.4	75.4	77.6	83.0	83.1
100 - 159 PM	83.0	74.7	69.9	69.2	90.3	81.5	82.8	82.5	79.8	75.3	76.4	96.2	74.8	75.7	77.6	84.8
200 - 259 PM	77.3	71.8	69.2	75.3	83.0	78.4	79.5	71.0	74.2	72.4	73.9	88.4	74.8	77.4	69.9	80.2
300 - 359 PM	76.8	63.7	67.3	64.6	87.5	78.5	78.2	77.6	68.6	66.5	64.4	85.2	69.2	72.4	71.1	78.6
400 - 459 PM	71.4	62.3	64.3	59.0	80.6	64.1	71.1	73.9	58.4	61.9	66.0	82.3	60.8	74.7	65.6	79.1
500 - 559 PM	60.7	58.4	52.4	59.1	87.1	67.5	68.8	67.3	71.6	51.1	65.7	75.3	52.7	71.3	54.2	73.2
600 - 659 PM	61.0	48.0	50.4	50.4	71.1	64.8	66.3	66.8	59.1	47.7	66.0	75.1	63.9	73.5	50.9	73.0
700 - 759 PM	57.0	50.3	43.8	54.3	73.5	60.0	64.9	69.3	62.3	42.0	61.7	65.8	60.2	69.5	51.4	67.0
800 - 859 PM	58.3	49.2	50.7	56.3	65.0	53.8	68.9	69.0	65.6	42.9	65.2	57.4	54.9	69.4	49.7	59.4
900 - 959 PM	57.1	84.0	48.3	56.9	59.5	66.3	68.8	63.5	69.6	36.9	62.3	76.7	68.2	73.3	57.8	69.3
1000 - 1059 PM	56.8	J/	28.0	51.8	72.5	J/	79.2	65.7	59.8	64.0	64.5	80.0	81.2	81.0	J/	79.2
1100 - 559 AM	52.5	96.8	93.3	50.0	J/	J/	86.8	88.0	80.6	86.3	65.5	81.5	60.8	83.3	J/	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	73.2	70.7	70.6	66.7	82.2	75.8	78.4	76.3	73.7	69.0	75.4	81.0	71.8	79.2	71.1	81.4

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
600 - 659 AM	92.3	93.0	89.9	92.8	88.2	92.9	84.3	97.0	93.9	93.4	95.8	93.5	89.4	90.6	
700 - 759 AM	87.6	84.6	86.4	94.6	87.0	85.5	76.6	93.8	82.1	92.9	96.8	86.6	89.8	87.6	
800 - 859 AM	78.7	77.9	82.1	88.8	75.0	76.5	75.8	88.1	85.2	92.5	91.4	86.5	83.9	84.8	
900 - 959 AM	86.6	81.8	79.1	93.5	67.8	72.9	75.1	83.2	83.9	86.1	94.1	87.2	86.3	82.2	
1000 - 1059 AM	87.1	79.7	76.9	89.7	66.7	75.9	79.8	86.4	83.9	79.7	89.1	82.5	79.9	81.8	
1100 - 1159 AM	85.0	80.0	73.6	86.7	70.9	75.2	66.0	81.3	71.9	68.7	87.1	79.7	86.1	78.7	
1200 - 1259 PM	83.2	79.0	75.3	80.8	79.2	65.0	77.9	80.7	69.3	67.2	78.7	79.5	85.4	79.1	
100 - 159 PM	75.0	81.1	74.5	84.2	69.2	69.5	76.5	79.8	66.4	74.8	92.0	80.4	79.5	76.9	
200 - 259 PM	79.4	74.1	71.8	77.4	62.4	63.4	61.4	66.9	70.3	71.8	89.2	79.4	75.2	73.4	
300 - 359 PM	69.6	68.4	71.0	88.9	65.0	62.7	59.2	76.5	70.6	71.4	75.6	70.7	89.5	71.8	
400 - 459 PM	70.6	73.6	66.2	76.5	53.6	61.9	60.3	78.2	74.8	74.5	81.0	70.8	69.1	68.9	
500 - 559 PM	64.4	67.9	61.5	86.4	46.2	57.8	54.0	67.5	67.7	74.6	75.2	68.1	66.5	63.2	
600 - 659 PM	73.8	71.4	58.5	82.6	50.7	56.4	59.5	77.2	67.5	75.8	77.5	59.3	60.8	62.8	
700 - 759 PM	58.8	70.4	54.1	81.2	44.0	52.0	66.1	70.2	70.4	74.2	67.8	72.0	65.0	59.9	
800 - 859 PM	57.0	66.4	52.6	81.8	56.8	46.7	48.1	68.6	68.1	73.2	81.6	60.6	59.0	60.5	
900 - 959 PM	J/	66.2	55.4	78.6	42.5	56.3	48.7	77.5	71.7	71.0	68.0	61.9	32.7	62.1	
1000 - 1059 PM	J/	62.4	49.9	90.3	J/	72.1	57.7	88.0	74.7	78.0	77.7	58.2	73.3	65.0	
1100 - 559 AM	73.9	93.5	92.3	88.6	90.0	87.4	80.6	85.2	80.6	81.1	73.9	51.3	83.3	70.9	
TOTAL, ALL DEPARTURES, BY AIRPORT	75.4	75.3	70.1	86.2	62.1	69.2	63.9	81.5	76.1	78.5	84.0	74.1	77.9	74.1	

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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 MIN. LATE AVERAGE	MEDIAN
US	1692	RIC-LGA	1700	25	96.00	68	52
US	2786	IAD-CMH	1930	19	94.74	44	40
HP	2208	PHX-ABQ	1725	31	93.55	49	35
WN	1474	ABQ-PHX	1605	30	93.33	37	27
US	1402	LGA-TPA	1440	31	90.32	72	44
US	1065	BOS-CLT	1855	25	88.00	82	56
US	789	PIT-DTW	1826	25	88.00	72	40
US	2762	ATL-IAD	1955	25	88.00	71	53
US	1833	LGA-CMH	1859	25	88.00	68	64
US	500	BOS-PHL	1930	25	88.00	58	42
US	2760	ATL-IAD	1710	25	88.00	52	48
WN	1702	HOU-MSY	2140	25	88.00	42	38
US	2645	BWI-TPA	1915	24	87.50	44	30
CO	403	EWR-DEN	1750	31	87.10	78	56
HP	2116	LAS-LAX	2332	31	87.10	75	48
HP	2134	PHX-CMH	1720	31	87.10	71	36
DL	410	SFO-ATL	1115	31	87.10	69	40
HP	2684	PHX-EWR	1443	31	87.10	63	36
HP	240	PHX-BWI	0906	31	87.10	51	40
HP	2553	LAS-FLL	2335	31	87.10	50	34
US	653	PHL-ATL	1805	31	87.10	47	46
HP	2613	PHX-ATL	1715	31	87.10	40	30
WN	1702	LAS-HOU	1615	31	87.10	32	28
UA	495	ORD-SLC	1144	30	86.67	36	32
US	1494	ATL-PHL	1730	21	85.71	51	33
CO	1295	EWR-MDW	1610	26	84.62	56	35
AS	378	SEA-SJC	2022	26	84.62	30	22
US	2727	BDL-IAD	1700	19	84.21	73	43
US	2621	IAD-BDL	1805	19	84.21	55	39
US	1490	PIT-EWR	1730	25	84.00	59	38
WN	875	MDW-DTW	1940	25	84.00	58	39
US	2759	IAD-ATL	1745	25	84.00	57	27
CO	1673	EWR-LAS	2000	31	83.87	76	60
AA	353	LGA-ORD	1900	31	83.87	73	47
AA	1795	EWR-ORD	1720	31	83.87	66	27
CO	1155	EWR-MCO	1545	31	83.87	56	50
CO	1025	EWR-FLL	1605	31	83.87	50	30
HP	2561	PHX-MCO	1206	31	83.87	45	31
US	1558	PIT-BTV	2200	31	83.87	42	23
HP	555	LAS-MIA	2315	31	83.87	37	27
WN	198	HOU-JAN	1715	31	83.87	37	35
AS	386	SEA-SFO	1232	31	83.87	34	31
UA	1948	ORD-FLL	1442	31	83.87	31	22
DL	189	ATL-BOS	1740	30	83.33	62	60
DL	2065	BOS-ATL	2015	29	82.76	56	29

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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
US	2619	IAD- BHM	1530	23	82. 61	44	32
CO	331	BOS- EWR	1800	22	81. 82	62	48
UA	637	ORD- SDF	1745	21	80. 95	74	63
UA	919	IAD- MCO	1721	21	80. 95	60	50
UA	1698	LAS- SFO	1743	21	80. 95	51	34
UA	2560	LAX- LAS	1620	21	80. 95	46	32
US	1121	PHL- PIT	1859	26	80. 77	50	28
US	369	CLT- DCA	1850	26	80. 77	37	35
AA	920	MIA- ORD	1950	31	80. 65	90	69
CO	1923	EWR- PHX	1710	31	80. 65	85	68
AA	1599	EWR- ORD	1816	31	80. 65	82	69
US	1004	CLT- PBI	1650	31	80. 65	75	54
US	494	PHL- MSP	1820	31	80. 65	70	48
WN	1139	BWI- CLE	1900	31	80. 65	68	40
US	1564	PIT- PHL	1730	31	80. 65	66	35
UA	648	ORD- EWR	1320	31	80. 65	62	27
HP	2856	EWR- LAS	2100	31	80. 65	57	41
HP	2682	PHX- EWR	1207	31	80. 65	52	43
AA	862	ORD- EWR	1320	31	80. 65	50	26
US	510	CLE- PHL	1525	31	80. 65	47	25
US	1060	PHL- BUF	1950	31	80. 65	45	32
US	492	PHL- BOS	1730	31	80. 65	44	37
HP	2009	PHX- ORD	1725	31	80. 65	42	30
HP	2429	PHX- ELP	2005	31	80. 65	42	27
US	347	SYR- PHL	1500	31	80. 65	42	29
US	1125	IAD- CLT	1700	31	80. 65	40	34
US	1606	CMH- PHL	1520	31	80. 65	37	24
DL	245	ATL- TUL	1720	31	80. 65	36	29
CO	1800	PHX- IAH	1032	31	80. 65	29	24
DL	348	PHX- ATL	1140	31	80. 65	29	22
CO	1921	EWR- PHX	1955	25	80. 00	83	66
UA	637	EWR- ORD	1930	25	80. 00	76	63
US	111	PHL- SEA	1930	25	80. 00	73	44
CO	487	EWR- DTW	1940	25	80. 00	71	71
US	647	LGA- PBI	1959	25	80. 00	67	57
US	569	LGA- IND	2010	25	80. 00	66	44
US	81	PHL- PIT	1830	25	80. 00	64	24
AA	1365	BOS- ORD	1837	25	80. 00	60	30
CO	1835	EWR- MSY	2055	25	80. 00	56	47
CO	1726	IAH- AUS	2144	25	80. 00	52	27
US	1462	LGA- GSO	1620	25	80. 00	49	23
AA	799	LGA- DFW	2015	25	80. 00	44	40
US	2767	IAD- BHM	2000	25	80. 00	44	30
US	255	ATL- PHL	2055	25	80. 00	44	30
WN	389	PHX- ELP	2025	25	80. 00	43	38

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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	LATE MEDIAN
US	2786	RDU- IAD	1805	25	80.00	42	30
US	1022	BOS- BUF	1640	25	80.00	32	23
AA	1797	BOS- ORD	1913	30	80.00	66	39
UA	661	EWR- ORD	1815	30	80.00	66	45
US	478	PHL- ROC	1930	30	80.00	61	37
US	2254	PHL- TPA	1720	30	80.00	53	43
US	282	BOS- BWI	1630	30	80.00	52	31
AA	177	JFK- SFO	1830	30	80.00	46	27
DL	505	MSP- ATL	1650	30	80.00	35	28

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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	585	51	8.7
US AIRWAYS	2085	138	6.6
CONTINENTAL	1181	54	4.6
UNITED	2245	46	2.0
AMERICAN	1914	31	1.6
DELTA	2529	40	1.6
ALASKA	460	7	1.5
SOUTHWEST	2474	26	1.1
NORTHWEST	1560	6	0.4
TWA	800	2	0.3
TOTAL	15833	401	2.5

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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)	67.8	75.9	87	87	ELMIRA, N. Y. (ELM)	78.0	87.2	109	109
ALBANY, N. Y. (ALB)	62.5	77.1	993	991	ERIE, PA. (ERI)	66.9	83.1	118	118
ALBUQUERQUE, N. M. (ABQ)	73.9	78.5	3,291	3,291	EUGENE, OR. (EUG)	72.3	79.9	184	184
ALLENTOWN, PA. (ABE)	69.5	81.1	522	524	FAIRBANKS, AK. (FAI)	65.8	82.1	591	591
AMARILLO, TX. (AMA)	65.8	83.0	404	405	FARGO, N. D. (FAR)	68.4	83.1	237	237
ANCHORAGE, AK. (ANC)	64.7	77.0	2,382	2,379	FAYETTEVILLE, N. C. (FAY)	75.8	79.8	124	124
ASHEVILLE, N. C. (AVL)	79.8	85.5	124	124	FLINT, MI. (FNT)	58.1	86.2	93	94
ATLANTA, GA. (ATL)	69.1	73.2	22,133	22,171	FRESNO, CA. (FAT)	74.2	87.1	31	31
AUGUSTA, GA. (AGS)	73.1	92.5	93	93	FT. LAUDERDALE, FL. (FLL)	67.8	81.1	3,687	3,688
AUSTIN, TX. (AUS)	72.3	83.3	3,813	3,816	FT. MYERS, FL. (RSW)	70.7	85.5	958	954
BAKERSFIELD, CA. (BFL)	74.2	90.0	31	30	FT. WAYNE, IN. (FWA)	73.3	93.5	30	31
BALTIMORE, MD. (BWI)	67.0	70.6	7,069	7,064	GRAND FORKS, N. D. (GFK)	69.0	90.9	87	88
BARROW, AK. (BRW)	70.8	74.2	89	89	GRAND RAPIDS, MI. (GRR)	65.8	82.8	751	752
BATON ROUGE, LA. (BTR)	79.0	90.5	391	391	GREAT FALLS, MT. (GTF)	74.7	89.8	186	186
BETHEL, AK. (BET)	66.3	67.4	89	89	GREEN BAY, WI. (GRB)	71.2	84.8	198	198
BILLINGS, MT. (BIL)	61.9	85.0	247	247	GREENBRIER, W. V. (LWB)	69.2	84.6	13	13
BINGHAMTON, N. Y. (BGM)	63.2	74.7	87	87	GREENSBORO/HIGH PT., N. C. (GSO)	59.8	76.0	1,257	1,252
BIRMINGHAM, AL. (BHM)	71.6	80.2	1,822	1,819	GREENVILLE/SPARTBG., S. C. (GSP)	65.1	76.6	578	578
BISMARCK, N. D. (BIS)	69.9	88.6	123	123	GULFPORT/BILOXI, MS. (GPT)	87.1	96.8	93	93
BOISE, ID. (BOI)	80.3	84.5	997	995	GUSTAVUS, AK. (GST)	67.7	51.6	31	31
BOSTON, MA. (BOS)	62.3	70.7	9,398	9,398	HARLINGEN, TX. (HRL)	68.9	72.7	354	355
BOZEMAN, MT. (BZN)	65.2	90.7	164	162	HARRISBURG, PA. (MDT)	59.7	82.8	638	638
BRISTOL, TN. (TRI)	67.5	80.7	114	114	HARTFORD, CT./SPGFLD, MA. (BDL)	68.9	78.2	2,691	2,696
BUFFALO, N. Y. (BUF)	59.6	72.6	1,680	1,676	HELENA, MT. (HLN)	89.1	92.4	92	92
BURBANK, CA. (BUR)	79.0	80.5	2,393	2,395	HONOLULU, OAHU, HI. (HNL)	75.7	90.6	934	934
BURLINGTON, VT. (BTV)	49.6	71.3	244	244	HOUSTON, TX. (HOU)	76.2	70.7	4,896	4,891
CEDAR RAPIDS/IOWA CTY, IA. (CID)	69.5	83.2	469	471	HOUSTON, TX. (IAH)	71.2	75.4	11,246	11,246
CHARLESTON, S. C. (CHS)	66.6	81.3	599	603	HUNTSVILLE/DECATUR, AL. (HSV)	64.2	80.3	503	503
CHARLESTON, W. V. (CRW)	54.5	71.4	112	112	INDIANAPOLIS, IN. (IND)	67.1	78.3	2,987	2,985
CHARLOTTE, N. C. (CLT)	68.9	66.7	10,295	10,297	INDIO/PALM SPRINGS, CA. (PSP)	67.2	88.0	125	125
CHATTANOOGA, TN. (CHA)	75.9	87.4	87	87	ISLIP/LONG IS., N. Y. (ISP)	78.4	84.2	620	620
CHICAGO, IL. (MDW)	73.8	69.2	4,453	4,450	ITHACA, N. Y. (ITH)	72.5	89.9	109	109
CHICAGO, IL. (ORD)	66.4	70.1	25,683	25,676	JACKSON/VICKSBURG, MS. (JAN)	77.6	84.2	784	790
CINCINNATI, OH. (CVG)	78.2	82.2	6,574	6,562	JACKSON, WY. (JAC)	65.3	82.7	98	98
CLEVELAND, OH. (CLE)	68.1	75.8	4,894	4,893	JACKSONVILLE, FL. (JAX)	70.5	82.0	1,929	1,933
COLORADO SPRINGS, CO. (COS)	66.5	84.4	1,043	1,043	JUNEAU, AK. (JNU)	70.0	67.2	536	536
COLUMBIA, S. C. (CAE)	67.1	82.1	407	407	KAHULUI, MAUI, HI. (OGG)	82.0	85.6	278	278
COLUMBUS, OH. (CMH)	66.8	76.8	3,245	3,243	KALAMAZOO, MI. (AZO)	76.8	81.5	168	168
CORDOVA, AK. (CDV)	69.4	74.2	62	62	KALISPELL, MT. (FCA)	77.8	80.6	135	155
CORPUS CHRISTI, TX. (CRP)	65.7	82.0	254	255	KANSAS CITY, MO. (MCI)	74.9	81.7	5,107	5,099
DALLAS/FT. WORTH, TX. (DAL)	75.6	74.0	4,160	4,157	KETCHIKAN, AK. (KTN)	74.2	78.6	248	248
DALLAS/FT. WORTH, TX. (DFW)	78.3	76.3	21,077	21,062	KING SALMON, AK. (AKN)	70.0	67.1	70	70
DAYTON, OH. (DAY)	65.2	79.2	913	914	KNOXVILLE, TN. (TYS)	67.9	80.2	555	555
DAYTONA BEACH, FL. (DAB)	63.2	84.5	155	155	KODIAK, AK. (ADQ)	69.4	71.0	62	62
DEADHORSE, AK. (SCC)	72.4	81.0	58	58	KONA, HAWAII, HI. (KOA)	77.4	95.2	62	62
DENVER, CO. (DEN)	74.5	78.4	11,885	11,883	KOTZEBUE, AK. (OTZ)	54.7	64.0	75	75
DES MOINES, IA. (DSM)	70.7	86.8	621	622	LA CROSSE, WI. (LSE)	80.8	85.7	26	28
DETROIT, MI. (DTW)	75.4	73.7	13,272	13,279	LANSING, MI. (LAN)	67.2	86.1	180	180
DILLINGHAM, AK. (DLG)	75.6	66.7	45	45	LAS VEGAS, NV. (LAS)	73.7	71.8	10,301	10,291
DULUTH, MN. (DLH)	68.2	80.9	88	89	LEXINGTON/FRKFT, KY. (LEX)	70.7	82.3	300	299
DUTCH HARBOR, AK. (DUT)	45.6	50.9	57	57	LIHUE, KAUAI, HI. (LIH)	80.6	94.4	36	36
EL PASO, TX. (ELP)	73.6	80.2	2,145	2,144	LINCOLN, NE. (LNK)	75.6	81.9	266	265

JULY 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)	75.2	83.1	1,089	1,090	ROCHESTER, N.Y. (ROC)	61.5	76.8	1,274	1,274
LONG BEACH, CA. (LGB)	70.6	85.7	272	273	SACRAMENTO, CA. (SMF)	79.5	84.0	3,199	3,198
LOS ANGELES, CA. (LAX)	73.9	79.2	16,126	16,125	SAGINAW, MI. (MBS)	69.9	85.4	336	335
LOUISVILLE, KY. (SDF)	71.6	81.6	1,954	1,952	SALT LAKE CITY, UT. (SLC)	81.9	84.0	7,037	7,018
LUBBOCK, TX. (LBB)	80.3	82.5	492	492	SAN ANTONIO, TX. (SAT)	71.6	83.5	3,260	3,259
MADISON, WI. (MSN)	65.3	82.8	395	396	SAN DIEGO, CA. (SAN)	75.9	81.5	5,812	5,810
MANCHESTER, N.H. (MHT)	60.6	72.0	1,080	1,081	SAN FRANCISCO, CA. (OAK)	81.2	82.8	4,713	4,715
MEDFORD, OR. (MFR)	66.7	68.3	123	123	SAN FRANCISCO, CA. (SFO)	67.9	78.5	12,026	12,021
MELBOURNE, FL. (MLB)	74.6	91.9	134	135	SAN JOSE, CA. (SJC)	78.1	85.1	4,476	4,477
MEMPHIS, TN. (MEM)	81.3	83.2	4,287	4,283	SAN JUAN, P.R. (SJU)	72.1	83.2	1,842	1,837
MIAMI, FL. (MIA)	66.8	75.4	5,665	5,667	SANTA BARBARA, CA. (SBA)	75.4	74.6	122	122
MIDLAND/ODESSA, TX. (MAF)	77.2	84.3	539	541	SARASOTA/BRAD., FL. (SRQ)	70.4	90.4	375	375
MILWAUKEE, WI. (MKE)	68.1	83.0	1,266	1,265	SAVANNAH, GA. (SAV)	67.7	82.4	431	431
MINNEAPLS/ST. P, MN. (MSP)	74.8	75.3	12,921	12,921	SCRANTON/WILKES-BARRE, PA. (AVP)	57.2	80.6	145	144
MINOT, N.D. (MDT)	80.6	89.2	93	93	SEATTLE, WA. (SEA)	69.5	76.1	9,631	9,627
MISSION/MCALLEN, TX. (MFE)	71.0	87.0	300	301	SHREVEPORT, LA. (SHV)	79.6	80.5	328	328
MISSOULA, MT. (MSO)	80.1	93.0	186	185	SIOUX CITY, IA. (SUX)	83.3	91.7	60	60
MOBILE, AL. /PASCAGOULA, MS. (MOB)	74.0	83.5	362	357	SIOUX FALLS, S.D. (FSD)	73.9	89.0	310	309
MLINE, IL. (MLI)	77.1	88.1	175	176	SITKA, AK. (SIT)	67.1	81.3	155	155
MONROE, LA. (MLU)	69.2	89.1	185	184	SOUTH BEND, IN. (SBN)	77.2	85.6	237	236
MONTEREY, CA. (MRY)	76.7	82.0	60	61	SPOKANE, WA. (GEG)	77.5	84.4	1,190	1,190
MONTGOMERY, AL. (MGM)	60.2	83.9	93	93	SPRINGFIELD, MD. (SGF)	83.3	92.0	174	175
MYRTLE BEACH, S.C. (MYR)	65.0	77.5	200	200	ST. CROIX, V.I. (STX)	69.9	80.6	93	93
NASHVILLE, TN. (BNA)	75.1	79.7	4,773	4,770	ST. LOUIS, MO. (STL)	78.0	74.1	15,255	15,259
NEW ORLEANS, LA. (MSY)	70.7	80.0	4,119	4,119	ST. THOMAS, V.I. (STT)	67.2	83.3	204	204
NEW YORK, N.Y. (JFK)	72.0	81.0	4,027	3,998	SYRACUSE, N.Y. (SYR)	64.1	77.2	935	933
NEW YORK, N.Y. (LGA)	59.9	71.1	8,199	8,223	TALLAHASSEE, FL. (TLH)	63.3	77.2	180	180
NEWARK, N.J. (EWR)	61.6	69.0	10,816	10,817	TAMPA, FL. (TPA)	67.7	77.9	5,055	5,056
NEWBURGH, N.Y. (SWF)	64.2	77.2	123	123	TOLEDO, OH. (TOL)	54.0	78.2	87	87
NOME, AK. (OME)	62.5	67.5	80	80	TRAVERSE CITY, MI. (TVC)	55.9	69.9	93	93
NORFOLK/VA. BEACH, VA. (ORF)	63.4	75.7	1,376	1,373	TUCSON, AZ. (TUS)	68.3	78.7	1,639	1,639
OKLAHOMA CITY, OK. (OKC)	74.6	84.3	1,693	1,694	TULSA, OK. (TUL)	71.7	80.8	1,597	1,600
OMAHA, NE. (OMA)	71.5	82.3	1,441	1,444	VALPARAISO, FL. (VPS)	77.4	96.8	93	93
ONTARIO, CA. (ONT)	76.8	83.0	2,975	2,975	WASHINGTON, D.C. (DCA)	67.3	75.8	7,024	7,052
ORANGE COUNTY, CA. (SNA)	76.9	84.3	3,054	3,066	WASHINGTON, D.C. (IAD)	63.6	70.1	6,648	6,650
ORLANDO, FL. (MCO)	73.0	81.4	8,341	8,340	WEST PALM BEACH, FL. (PBI)	67.7	82.3	1,618	1,618
PASCO, WA. (PSC)	91.0	92.6	122	122	WHITE PLAINS, N.Y. (HPN)	56.4	73.3	417	416
PENSACOLA, FL. (PNS)	75.0	84.3	519	517	WICHITA, KS. (ICT)	67.1	86.7	510	510
PEORIA, IL. (PIA)	69.4	79.0	62	62	WILMINGTON, N.C. (ILM)	60.5	74.6	185	185
PETERSBURG, AK. (PSG)	43.5	53.2	62	62	WRANGELL, AK. (WRG)	48.4	61.3	62	62
PHILADELPHIA, PA. (PHL)	59.6	62.1	9,865	9,863	YAKUTAT, AK. (YAK)	64.5	66.1	62	62
PHOENIX, AZ. (PHX)	70.4	69.2	14,872	14,878					
PITTSBURGH, PA. (PIT)	66.7	63.9	8,583	8,580					
PORTLAND, ME. (PWM)	65.0	80.6	526	526					
PORTLAND, OR. (PDX)	78.5	86.2	4,992	4,990					
PROVIDENCE, R.I. (PVD)	67.9	77.2	1,951	1,947					
RALEIGH/DURHAM, N.C. (RDU)	68.6	80.5	3,049	3,050					
RAPID CITY, S.D. (RAP)	74.2	91.1	124	124					
RENO, NV. (RNO)	79.0	82.3	2,310	2,314					
RICHMOND, VA. (RIC)	66.8	78.5	1,450	1,448					
ROANOKE, VA. (ROA)	63.9	73.7	205	205					
ROCHESTER, MN. (RST)	69.7	84.5	251	251					

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

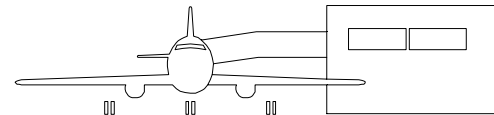
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

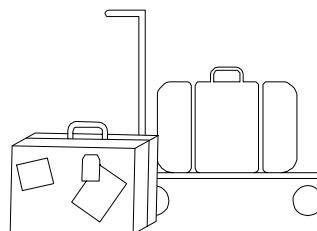
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

JULY '99 RANK	AIRLINE	JULY 1999			JULY 1998		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>Southwest</i>	25,704	5,953,741	4.32	25,004	5,457,974	4.58
2	<i>Northwest</i>	22,598	4,543,488	4.97	28,533	4,222,220	6.76
3	<i>Delta</i>	45,418	9,095,762	4.99	36,666	9,008,796	4.07
4	<i>Continental</i>	16,795	3,258,804	5.15	11,231	3,206,825	3.50
5	<i>Alaska</i>	6,368	1,226,187	5.19	9,842	1,139,180	8.64
6	<i>America West</i>	8,803	1,635,923	5.38	7,202	1,607,845	4.48
7	<i>American</i>	34,832	5,931,760	5.87	24,870	5,894,760	4.22
8	<i>TWA</i>	15,608	2,387,330	6.54	10,763	2,101,294	5.12
9	<i>United</i>	52,957	7,468,946	7.09	54,156	7,097,329	7.63
10	<i>US Airways</i>	36,697	4,756,361	7.72	20,273	5,133,552	3.95
	Total	265,780	46,258,302	5.75	228,540	44,869,775	5.09

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*.

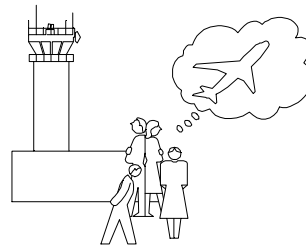
OVERSALES

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.



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

APRIL-JUNE '99 RANK	AIRLINE	APRIL-JUNE 1999				APRIL-JUNE 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	Northwest	21,893	170	13,178,128	0.13	41,885	561	12,428,966	0.45
2	Continental	10,910	262	10,002,084	0.26	20,361	120	9,844,051	0.12
3	TWA	22,110	180	6,601,625	0.27	16,855	1,840	6,212,721	2.96
4	American	64,664	717	18,585,625	0.39	53,211	882	18,929,527	0.47
5	United	22,435	818	20,072,997	0.41	36,086	1,254	20,241,004	0.62
6	US Airways	22,390	757	14,257,288	0.53	26,527	413	15,014,705	0.28
7	America West	12,115	541	4,794,724	1.13	11,844	571	4,686,468	1.22
8	Alaska	5,590	435	3,437,651	1.27	6,585	523	3,315,925	1.58
9	Southwest	23,553	2,509	16,931,135	1.48	21,269	2,998	15,475,432	1.94
10	Delta	45,221	5,519	26,604,835	2.07	69,429	4,236	26,704,309	1.59
	TOTAL	250,881	11,908	134,466,092	0.89	304,052	13,398	132,853,108	1.01

Note: Totals for April thru June 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*.

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

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

JAN-JUNE '99 RANK	AIRLINE	JANUARY-JUNE 1999				JANUARY-JUNE 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	Northwest	46,210	609	24,473,713	0.25	70,769	811	24,020,440	0.34
2	Continental	33,039	549	19,293,628	0.28	39,149	260	18,521,567	0.14
3	American	134,877	1,565	35,165,292	0.45	110,991	1,595	36,332,205	0.44
4	US Airways	41,134	1,952	27,022,186	0.72	48,778	765	28,005,731	0.27
5	United	63,496	2,960	38,410,775	0.77	73,079	2,378	37,940,808	0.63
6	Alaska	13,009	668	6,501,580	1.03	14,911	1,041	6,166,053	1.69
7	TWA	36,994	1,589	12,111,950	1.31	36,362	4,216	11,655,208	3.62
8	America West	23,817	1,211	9,162,456	1.32	26,062	1,097	8,948,281	1.23
9	Southwest	40,856	4,447	31,537,924	1.41	40,225	5,428	28,721,073	1.89
10	Delta	100,056	13,663	51,070,338	2.68	134,119	6,972	50,641,896	1.38
	TOTAL	533,488	29,213	254,749,842	1.15	594,445	24,563	250,953,262	0.98

Note: Totals for January thru June 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, via e-mail, 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. Note that beginning with the September 1999 report, disability complaints are listed as a separate category. Prior to September 1999, disability complaints were included in the Reservations/Ticketing/Boarding category. Also, effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category.

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 are 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, travel agents, etc. Effective with the September 1999 report, complaints against “cargo companies” (formerly a separate grouping) are included with the “miscellaneous” grouping.

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

	JULY 1999				JULY 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	2111	82	4	50	779	20	2	55
FOREIGN AIRLINES	142	4	0	2	105	1	0	2
TRAVEL AGENTS	4	0	0	0	0	0	0	0
TOUR OPERATORS	171	0	0	2	16	0	0	0
MISCELLANEOUS*	57	10	0	10	23	6	0	12
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INDUSTRY TOTALS	2485	96	4	64	923	27	2	69

*EFFECTIVE WITH THIS REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE NOW INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	JULY 1999			JULY 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	1013		1	286	
DELAYS.....			403			92
CANCELLATIONS.....			383			96
MISCONNECTIONS.....			102			23
CUSTOMER SERVICE.....	2	391		2	213	
BAGGAGE.....	3	272		3	126	
REFUNDS.....	4	225		5	55	
RES/TKTG/BOARDING.....	5	172		4	103	
DISABILITY.....	10	45		8	31	
OTHER.....	6	107		6	45	
FREQUENT FLYER.....			44			15
OVERSALES.....	7	98		7	37	
TOURS.....	8	82		11	2	
FARES.....	9	72		9	23	
ADVERTISING.....	11	8		10	2	
		----			----	
COMPLAINT TOTAL		2485			923	

*EFFECTIVE WITH THIS REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.
** INCLUDES FIGURES FOR SUB-CATEGORY.

TABLE 3

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

JULY 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	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
ACCESS AIR	2	0	1	0	0	0	2	0	0	0	0	5
AIRTRAN AIRWAYS	15	0	3	0	1	5	6	0	0	0	1	31
ALASKA AIRLINES	4	1	3	0	1	4	3	0	0	0	2	18
AMERICA WEST AIRLINES	35	2	3	1	2	7	4	3	1	0	1	56
AMERICAN AIRLINES	203	16	33	7	10	51	66	4	1	0	18	405
AMERICAN EAGLE	10	6	0	0	0	4	5	0	0	0	1	26
AMERICAN TRANS AIR	9	1	3	0	1	4	5	1	0	0	0	23
ATLANTIC SOUTHEAST AIRLINES	3	1	2	0	0	0	0	0	0	0	0	6
CONTINENTAL AIRLINES	46	4	14	5	5	16	24	1	1	0	11	126
DELTA AIR LINES	89	4	14	14	7	18	38	6	1	1	12	198
EASTWIND AIRLINES	91	4	3	2	52	3	8	0	0	0	2	165
FRONTIER AIRLINES	1	0	1	0	2	0	0	1	0	0	1	5
HAWAIIAN AIRLINES	6	1	1	0	1	0	3	0	0	0	2	14
HORIZON AIRLINES	4	0	1	0	0	1	1	0	0	0	1	8
KIWI AIRLINES	1	1	2	1	15	0	0	0	0	0	0	20
LAKER AIRWAYS	2	0	0	0	0	0	5	0	0	0	2	9
MIDWEST EXPRESS AIRLINES	3	0	0	1	0	1	0	0	0	0	0	5
NORTHWEST AIRLINES	81	7	20	6	9	23	30	4	0	0	6	182
PRO AIR SERVICES	1	0	1	0	1	2	1	0	0	0	0	6
RENO AIR	10	4	5	0	3	3	10	0	0	0	0	35
SOUTHWEST AIRLINES	4	1	5	0	2	7	5	0	0	0	1	25
SPIRIT AIRLINES	26	1	7	3	0	1	7	1	0	0	2	47
SUN COUNTRY AIRLINES	1	0	0	0	0	5	1	0	0	0	0	7
TOWER AIR	11	2	2	0	0	12	10	0	0	0	0	37
TRANS STATES AIRLINES	5	1	0	0	0	1	2	0	0	0	0	9
TRANS WORLD AIRLINES	44	6	13	3	6	16	18	2	0	0	13	119
TRANS WORLD EXPRESS	3	0	2	0	0	0	1	1	0	0	0	6
UNITED AIRLINES	116	10	26	5	9	31	63	7	0	0	13	273
UNITED EXPRESS	5	1	0	0	0	2	1	0	0	0	0	9
US AIRWAYS	106	6	16	8	4	12	25	9	0	0	5	182
VANGUARD AIRLINES	5	1	4	0	2	2	6	0	0	0	0	20
OTHER U. S. AIRLINES	13	2	5	1	5	3	3	2	1	0	1	34

JULY 1999	955	83	190	57	138	234	353	42	5	1	95	2111
% OF TOTAL COMPLAINTS	45.2	3.9	7.0	2.7	6.5	11.1	16.7	2.0	0.2	0.0	4.5	
JULY 1998	264	31	100	20	45	91	186	0	1	2	39	779
% OF TOTAL COMPLAINTS	33.9	4.0	8.8	2.6	5.8	11.7	23.9	4.0	0.1	0.3	5.0	

*EFFECTIVE WITH THIS REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" 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

JULY 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 JULY	DENTS IN JULY		DENTS IN JUNE		DENTS IN ALL PRIOR MONTHS		KNOW INCI- DENT DATE	
ACCESS AIR	5	3	60.00	2	40.00	0	0.00	0	0.00
AIRTRAN AIRWAYS	31	12	38.71	7	22.58	12	38.71	0	0.00
ALASKA AIRLINES	18	4	22.22	3	16.67	9	50.00	2	11.11
AMERICA WEST AIRLINES	56	19	33.93	12	21.43	21	37.50	4	7.14
AMERICAN AIRLINES	405	73	18.02	163	40.25	145	35.80	24	5.93
AMERICAN EAGLE	26	5	19.23	11	42.31	10	38.46	0	0.00
AMERICAN TRANS AIR	23	1	4.35	9	39.13	9	39.13	4	17.39
ATLANTIC SOUTHEAST AIRLINES	6	1	16.67	3	50.00	2	33.33	0	0.00
CONTINENTAL AIRLINES	126	29	23.02	56	44.44	36	28.57	5	3.97
DELTA AIR LINES	198	41	20.71	77	38.89	67	33.84	13	6.57
EASTWIND AIRLINES	165	33	20.00	10	6.06	120	72.73	2	1.21
FRONTIER AIRLINES	5	1	20.00	1	20.00	3	60.00	0	0.00
HAWAIIAN AIRLINES	14	2	14.29	7	50.00	4	28.57	1	7.14
HORIZON AIRLINES	8	0	0.00	5	62.50	3	37.50	0	0.00
KIWI AIRLINES	20	3	15.00	0	0.00	13	65.00	4	20.00
LAKER AIRWAYS	9	0	0.00	1	11.11	8	88.89	0	0.00
MIDWEST EXPRESS AIRLINES	5	0	0.00	2	40.00	3	60.00	0	0.00
NORTHWEST AIRLINES	182	37	20.33	72	39.56	62	34.07	11	6.04
PRO AIR SERVICES	6	1	16.67	2	33.33	3	50.00	0	0.00
RENO AIR	35	4	11.43	18	51.43	10	28.57	3	8.57
SOUTHWEST AIRLINES	25	4	16.00	9	36.00	9	36.00	3	12.00
SPIRIT AIRLINES	47	17	36.17	17	36.17	10	21.28	3	6.38
SUN COUNTRY AIRLINES	7	4	57.14	3	42.86	0	0.00	0	0.00
TOWER AIR	37	15	40.54	8	21.62	14	37.84	0	0.00
TRANS STATES AIRLINES	9	1	11.11	3	33.33	5	55.56	0	0.00
TRANS WORLD AIRLINES	119	23	19.33	50	42.02	36	30.25	10	8.40
TRANS WORLD EXPRESS	6	3	50.00	1	16.67	2	33.33	0	0.00
UNITED AIRLINES	273	43	15.75	121	44.32	89	32.60	20	7.33
UNITED EXPRESS	9	3	33.33	5	55.56	0	0.00	1	11.11
US AIRWAYS	182	50	27.47	71	39.01	52	28.57	9	4.95
VANGUARD AIRLINES	20	1	5.00	6	30.00	10	50.00	3	15.00
OTHER U. S. AIRLINES	34	12	35.29	11	32.35	7	20.59	4	11.76
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TOTALS	2111	445	21.08	766	36.29	774	36.67	126	5.97
PRIOR YEAR'S TOTALS	779	134	17.20	385	49.42	249	31.96	11	1.41

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*

JULY 1999

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
FOREIGN AIRLINES											
AIR CANADA	0	0	2	0	3	1	0	0	0	0	7
AIR FRANCE	4	2	1	0	3	1	0	0	0	0	14
ALITALIA AIRLINES	0	1	2	0	0	1	0	0	0	0	5
BRITISH AIRWAYS	4	2	0	0	0	7	0	0	0	1	17
IBERIA AIRLINES	2	1	1	0	2	0	0	0	0	1	7
KLM	2	0	1	0	1	4	0	0	0	2	11
MEXICANA	2	1	0	1	0	1	0	0	0	0	5
SABENA	2	1	0	0	1	1	0	0	0	1	6
OTHER FOREIGN AIRLINES	10	5	8	6	6	10	1	1	0	3	70
TOTAL	26	13	15	7	16	26	1	1	0	8	142
TRAVEL AGENTS											
OTHER TRAVEL AGENTS	0	0	1	0	2	0	0	1	0	0	4
TOTAL	0	0	1	0	2	0	0	1	0	0	4
TOUR OPERATORS											
SUNJET INT' L SALES	13	0	1	0	65	6	1	0	71	1	158
OTHER TOUR OPERATORS	4	0	0	0	1	0	0	0	4	1	13
TOTAL	17	0	1	0	66	6	0	0	75	2	171
MISCELLANEOUS**											
OTHER MISCELLANEOUS	15	2	8	8	3	6	1	0	6	2	57
TOTAL	15	2	8	8	3	6	1	0	6	2	57

*EFFECTIVE WITH THIS REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

**EFFECTIVE WITH THIS REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE NOW INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

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 TOUR OPERATORS,' ETC.

TABLE 6

JULY
Consumer Complaints: Rankings
U.S. AIRLINES*

JULY '99 RANK	AIRLINE	JULY 1999			JULY 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	25	5,979,215	0.42	10	5,469,210	0.18
2	Alaska	18	1,355,092	1.33	11	1,249,912	0.88
3	Delta	198	9,782,046	2.02	66	9,658,309	0.68
4	Continental	126	4,037,669	3.12	45	3,860,753	1.17
5	United	273	8,293,095	3.29	96	8,046,550	1.19
6	Northwest	182	5,468,345	3.33	161	5,106,127	3.15
7	America West	56	1,670,546	3.35	47	1,640,632	2.86
8	US Airways	182	4,997,148	3.64	41	5,299,840	0.77
9	T W A	119	2,501,457	4.76	28	2,217,817	1.26
10	American	405	7,700,374	5.26	77	7,561,326	1.02
	TOTAL	1,584	51,784,987	3.06	582	50,110,476	1.16

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: 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).

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.

Disability: Civil rights complaints by air travelers with disabilities.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

Tours: Problems with scheduled or charter tour packages.

Other: Frequent flyer, smoking, credit, cargo problems, security, airport facilities, claims for bodily injury, and other not classified above.

***Note:** Effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category.

