



U.S. Department  
of Transportation



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# *Air Travel Consumer Report*

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**Issued: MAY 2000**

Includes data for the following periods:



Flight Delays	March 2000 12 Months Ending March 2000
Mishandled Baggage	March 2000 January- March 2000
Oversales	4th Quarter 1999 January-December 1999
Consumer Complaints	March 2000 January- March 2000
Disability Complaints	March 2000 January- March 2000

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**Office of Aviation Enforcement and Proceedings**

<http://www.dot.gov/airconsumer/>

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## **INTRODUCTION**

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

The report is divided into four sections. These sections deal with flight delays, mishandled baggage, oversales and consumer complaints (disability complaints are part of the consumer complaint section). 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, flight delays, and cancellations. 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. Tables 1 and 8 each have 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.

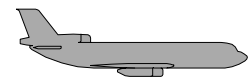
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage 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.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system.

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.



**MARCH 2000**  
**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/ -----
NORTHWEST S/	29	83.1	117	83.2
US AIRWAYS S/	25	80.8	88	81.1
TRANS WORLD S/	29	81.0	79	81.1
CONTINENTAL S/	27	79.8	83	80.7
DELTA S/	29	79.6	116	79.9
AMERICAN S/	29	74.8	96	74.9
SOUTHWEST S/	14	72.5	56	74.2
UNITED S/	29	72.9	104	73.1
ALASKA S/	7	65.6	34	68.2
AMERICA WEST S/	25	61.6	51	62.6
<b>T O T A L</b>		<b>76.7</b>		<b>77.0</b>

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.**

MARCH 2000  
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	2ND QUARTER 04-06 1999		3RD QUARTER 07-09 1999		4TH QUARTER 10-12 1999		1ST QUARTER 01-03 2000		01 2000		02 2000		03 2000		12 MONTHS ENDING 03 2000		DATA BASE TO DATE 09 1987 - 03 2000	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	72.5	(7)	72.0	(8)	69.7	(9)	66.5	(9)	70.5	(8)	60.5	(10)	68.2	(9)	70.2	(9)	76.9	(9)
AMERICA WEST	72.3	(8)	62.7	(10)	69.2	(10)	64.7	(10)	68.8	(9)	62.7	(9)	62.6	(10)	67.2	(10)	79.4	(3)
AMERICAN	66.5	(10)	75.6	(5)	80.7	(3)	75.2	(6)	75.7	(5)	75.1	(6)	74.9	(6)	74.7	(6)	79.4	(4)
CONTINENTAL	74.2	(5)	74.0	(6)	79.8	(5)	77.7	(3)	75.8	(4)	76.4	(4)	80.7	(4)	76.4	(5)	78.3	(6)
DELTA	76.9	(4)	77.6	(4)	80.6	(4)	77.4	(4)	73.2	(6)	79.3	(2)	79.9	(5)	78.1	(4)	77.6	(8)
NORTHWEST	79.3	(1)	80.1	(3)	84.9	(2)	79.4	(2)	77.2	(3)	77.6	(3)	83.2	(1)	80.9	(2)	79.9	(2)
SOUTHWEST	78.2	(2)	81.8	(2)	79.8	(6)	76.0	(5)	78.7	(2)	75.0	(7)	74.2	(7)	78.9	(3)	83.1	(1)
TRANS WORLD	77.0	(3)	83.5	(1)	87.2	(1)	81.1	(1)	79.8	(1)	82.4	(1)	81.1	(3)	82.2	(1)	77.9	(7)
UNITED	71.3	(9)	72.4	(7)	79.5	(7)	70.8	(8)	70.5	(7)	68.8	(8)	73.1	(8)	73.5	(7)	76.5	(10)
US AIRWAYS	72.8	(6)	67.2	(9)	76.9	(8)	74.3	(7)	66.2	(10)	75.7	(5)	81.1	(2)	72.8	(8)	78.5	(5)
TOTAL	74.3		75.5		79.8		75.2		73.7		74.8		77.0		76.2		78.7	

MARCH 2000

## 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	711	72.3	1449	70.4	216	75.9	186	75.8	93	77.4	959	79.4	609	70.1
AS	H/		H/		H/		H/		H/		H/		H/	
CO	628	80.1	765	75.6	309	77.7	112	86.6			649	86.7	395	75.7
DL	19218	79.3	2308	76.0	394	77.2	279	81.0	6117	83.5	1388	81.4	618	81.2
HP	151	51.0	240	50.8	186	24.7			H/		59	79.7	213	51.2
NW	507	71.6	484	68.4	356	78.1	205	76.1	27	88.9	530	79.8	310	75.5
TW	209	72.7	279	73.5	186	80.6	120	77.5	116	78.4	209	82.3	182	76.4
UA	643	73.4	1345	67.7	372	65.9	151	74.2	182	79.1	522	74.3	9061	77.2
US	912	77.6	2706	74.1	2370	82.2	9660	85.6			2678	86.1	217	86.6
WN	H/		H/		2866	78.9	H/		H/		H/		H/	
TOTAL	22979	78.5	9576	72.3	7255	77.7	10713	84.9	6535	83.2	6994	82.8	11605	76.6

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	14807	77.5	429	75.3	991	64.3	550	69.3	959	76.4	991	70.2	3007	71.3
AS	H/		H/		H/		H/		H/		H/		H/	
CO	622	79.4	325	86.2	6392	75.4	8605	84.2			340	57.6	771	63.9
DL	3807	76.9	341	83.3	1013	68.9	341	65.1	1037	76.1	837	81.5	1426	76.0
HP	212	63.2	155	48.4	279	55.6	186	47.8	248	46.8	2579	62.1	839	56.5
NW	441	71.2	10394	86.5	538	63.9	333	74.5	120	85.8	372	79.0	527	76.9
TW	297	73.4	182	77.5	182	75.3	120	72.5	807	83.1	186	71.5	306	77.5
UA	685	65.5	337	67.7	983	58.9	492	62.8	567	71.4	1211	72.1	6135	72.1
US	331	77.9	366	79.8	422	71.8	336	78.6			195	77.9	489	85.5
WN	H/		580	79.8	H/		205	67.8	H/		4517	71.3	3614	68.8
TOTAL	21202	76.7	13109	84.5	10800	71.1	11168	80.4	3738	75.4	11755	70.5	17722	71.3

## MARCH 2000

## 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													
	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	1694	68.1	689	79.1	3271	80.5	506	75.5	9108	74.7	333	73.6	670	67.6
AS	H/		H/		H/		H/		H/		1554	72.2	H/	
CO	456	68.6	628	80.6	410	74.6	205	83.4	599	73.6	89	71.9	255	81.6
DL	2247	77.6	2848	82.1	466	73.4	370	80.3	833	75.9	618	85.0	707	74.4
HP	H/		62	27.4	62	48.4	155	49.7	216	52.3	186	66.1	155	43.9
NW	564	72.5	496	71.0	326	73.0	9977	87.6	799	74.0	124	83.1	480	79.0
TW	325	74.2	341	77.4	221	82.8	289	84.1	321	75.4	124	83.9	178	68.5
UA	882	66.1	717	74.9	540	68.3	653	72.0	12822	74.1	987	77.3	797	62.9
US	2380	69.9	1550	79.7	537	81.6	244	85.7	657	77.8	H/		6861	75.6
WN	H/		1228	80.7	H/		H/		H/		921	74.7	H/	
TOTAL	8548	71.4	8559	79.3	5833	77.8	12399	85.4	25355	74.3	4936	75.7	10103	73.7

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	614	65.6	93	76.3	790	76.6	630	74.9	1315	69.7	186	75.8	329	73.3	465	79.1
AS	407	61.7	H/		372	71.5	3687	64.5	580	60.9	H/		H/		H/	
CO	363	71.3	112	88.4	248	85.1	244	85.7	422	71.3	124	85.5	120	80.8	465	80.6
DL	742	75.9	279	84.6	496	82.3	586	86.0	771	74.7	4647	85.1	310	79.0	1151	79.8
HP	6818	67.6	H/		306	59.8	216	55.6	336	52.7	138	63.8	62	33.9	62	37.1
NW	465	75.3	182	79.7	186	84.9	461	77.2	394	79.2	97	76.3	321	80.1	434	74.7
TW	186	68.8	173	82.1	155	83.2	186	84.4	186	72.6	93	79.6	10345	83.0	186	82.3
UA	1109	65.3	186	78.5	1077	76.0	1309	76.8	6581	72.2	434	68.0	248	66.5	403	77.9
US	276	73.9	7747	84.5	155	74.8	183	90.2	372	85.5	H/		228	77.6	1135	77.1
WN	5275	66.6	H/		2350	70.7	1115	74.3	445	67.4	1072	74.7	2556	75.3	1411	80.5
TOTAL	16255	67.7	8772	84.2	6135	74.3	8617	71.9	11402	71.4	6791	81.5	14519	80.7	5712	78.5



## MARCH 2000

## 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	77.3	75.6	96.3	84.9	80.1	J/	81.5	81.1	74.2	70.2	94.0	66.3	98.0	79.3	91.3	51.6
700 - 759 AM	90.9	83.6	88.3	93.8	89.2	93.8	93.6	84.3	92.2	89.9	86.6	80.6	94.9	88.4	93.6	91.0
800 - 859 AM	85.7	86.9	88.1	90.3	88.9	89.6	86.1	85.0	93.3	92.4	89.8	53.4	87.4	82.4	85.8	93.4
900 - 959 AM	82.2	84.4	93.9	91.3	80.5	89.3	83.3	81.6	90.2	91.1	84.7	86.7	83.4	79.7	82.2	90.9
1000 - 1059 AM	84.5	82.4	93.0	89.5	91.0	82.2	81.6	82.8	90.1	89.5	90.0	93.7	78.7	76.7	81.6	88.3
1100 - 1159 AM	82.3	82.9	85.7	88.2	88.7	85.3	79.1	77.7	88.4	87.9	85.7	80.6	74.5	74.5	79.2	83.6
1200 - 1259 PM	82.9	81.3	83.7	88.7	88.7	85.8	78.5	79.8	90.0	87.2	84.1	J/	77.2	68.6	78.3	81.4
100 - 159 PM	85.2	82.6	84.9	87.5	81.8	89.9	77.9	79.1	89.1	79.8	85.8	87.0	76.5	70.4	78.8	85.6
200 - 259 PM	80.1	84.0	87.2	87.8	82.0	89.6	75.5	79.3	87.4	75.0	73.7	90.0	71.3	73.3	76.3	88.3
300 - 359 PM	76.1	74.1	76.8	84.0	84.4	82.1	78.8	80.6	86.1	69.2	83.3	80.4	63.7	73.8	76.6	85.8
400 - 459 PM	73.2	70.8	71.8	79.6	77.4	79.9	71.4	76.4	85.4	61.3	79.4	77.8	62.7	66.4	69.4	76.9
500 - 559 PM	73.9	63.5	74.3	78.1	78.6	77.5	73.9	74.2	79.0	64.0	73.1	78.7	64.0	69.7	66.7	79.6
600 - 659 PM	73.1	58.6	72.4	81.1	81.7	79.7	63.3	75.9	75.4	57.2	72.1	75.9	64.0	67.7	59.4	76.0
700 - 759 PM	72.2	57.9	71.0	80.0	80.0	77.7	74.5	69.4	81.1	54.0	78.4	64.8	61.6	66.7	56.5	68.4
800 - 859 PM	73.7	62.9	64.4	71.7	66.1	74.8	69.2	69.7	78.5	53.0	77.2	70.4	63.5	65.6	58.7	73.4
900 - 959 PM	70.9	63.6	73.3	79.5	79.0	78.1	68.0	70.0	76.7	64.2	69.1	66.6	65.8	63.1	62.9	69.0
1000 - 1059 PM	75.9	65.3	68.2	70.8	70.7	74.2	73.3	68.9	79.7	63.7	71.5	70.3	63.0	64.5	64.3	66.5
1100 - 559 AM	71.8	71.2	65.8	81.2	80.6	78.4	67.8	70.8	77.5	72.7	66.2	78.8	62.7	69.3	67.9	69.7
TOTAL, ALL ARRIVALS, BY AIRPORT	78.5	72.3	77.7	84.9	83.2	82.8	76.6	76.7	84.5	71.1	80.4	75.4	70.5	71.3	71.4	79.3

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	58.7	90.4	87.6	J/	77.2	J/	93.1	J/	67.7	66.7	J/	84.7	59.1	80.8	
700 - 759 AM	93.5	90.3	87.7	95.7	87.1	87.3	91.6	97.3	86.6	94.1	91.0	88.1	96.6	90.1	
800 - 859 AM	87.3	89.8	88.6	86.7	79.7	89.7	88.7	91.0	82.7	88.0	92.9	89.3	87.9	87.7	
900 - 959 AM	90.9	91.6	86.5	89.1	84.3	83.6	90.3	89.9	81.7	78.9	91.7	88.7	86.5	85.4	
1000 - 1059 AM	86.7	89.7	83.8	84.8	87.3	72.8	86.9	86.9	78.4	75.0	88.6	84.8	90.9	84.1	
1100 - 1159 AM	81.5	90.4	83.0	83.9	85.1	73.1	89.1	82.6	80.1	76.1	85.5	84.3	86.3	81.8	
1200 - 1259 PM	83.2	88.4	74.3	77.1	76.9	68.9	89.7	75.5	70.7	70.3	84.4	85.5	86.6	79.7	
100 - 159 PM	78.3	86.2	76.5	78.5	80.3	73.6	87.1	71.2	74.5	72.3	82.9	82.6	84.4	80.2	
200 - 259 PM	88.4	84.2	71.9	71.6	73.2	68.0	88.3	66.6	74.1	64.9	81.9	79.3	89.2	78.0	
300 - 359 PM	82.1	88.2	72.7	73.1	73.6	64.7	85.1	79.0	72.1	67.8	81.5	78.2	81.2	77.4	
400 - 459 PM	77.4	83.2	70.1	71.1	72.1	65.4	81.1	65.6	68.1	70.8	78.9	80.3	77.7	73.7	
500 - 559 PM	75.7	81.8	67.3	69.8	73.3	60.9	79.4	64.9	71.8	67.1	77.4	76.7	79.9	72.4	
600 - 659 PM	74.3	76.2	67.0	70.6	62.9	60.8	77.1	66.9	66.0	70.7	68.5	74.6	71.0	69.9	
700 - 759 PM	72.1	82.3	66.5	69.6	58.9	59.6	80.4	67.7	64.2	68.9	80.7	75.8	69.8	71.0	
800 - 859 PM	64.3	76.6	60.5	75.4	65.3	54.8	79.1	64.0	71.9	62.6	78.5	74.4	73.6	68.3	
900 - 959 PM	70.9	82.5	63.9	72.5	64.6	60.3	76.8	68.3	65.5	66.4	70.6	75.8	71.6	69.7	
1000 - 1059 PM	65.4	80.5	64.1	64.8	70.1	65.3	85.2	71.4	64.5	63.3	70.4	62.5	65.4	68.6	
1100 - 559 AM	71.5	77.1	73.1	69.8	73.5	60.2	83.1	76.3	69.0	71.9	69.7	66.5	70.6	70.3	
TOTAL, ALL ARRIVALS, BY AIRPORT	77.8	85.4	74.3	75.7	73.7	67.7	84.2	74.3	71.9	71.4	81.5	80.7	78.5	76.7	

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	91.6	92.7	96.1	92.6	93.5	94.8	90.9	89.7	89.2	93.5	94.3	93.5	90.9	92.0	93.5	96.9
700 - 759 AM	89.2	89.4	94.8	96.0	93.5	92.5	92.9	89.8	89.9	92.8	94.4	81.0	91.8	90.3	92.6	95.4
800 - 859 AM	89.5	90.2	89.7	91.0	91.2	94.3	90.0	85.4	87.8	88.3	92.3	89.4	90.2	85.7	93.0	91.5
900 - 959 AM	87.9	87.3	92.0	90.5	92.2	91.4	86.2	81.2	87.6	91.0	91.2	91.2	78.5	79.1	90.5	91.3
1000 - 1059 AM	84.9	85.8	88.5	89.1	88.7	91.6	82.1	78.0	85.6	87.5	90.3	95.2	70.8	76.0	87.1	90.6
1100 - 1159 AM	84.0	86.2	89.2	90.3	90.3	88.9	80.1	72.8	87.7	90.0	86.8	85.8	72.5	72.9	86.5	89.6
1200 - 1259 PM	86.7	83.5	78.8	90.4	93.1	88.8	80.8	78.2	85.0	88.8	88.2	86.6	68.1	70.9	86.2	84.9
100 - 159 PM	83.5	82.7	83.0	87.5	85.5	89.2	77.0	79.9	86.4	87.2	84.0	J/	70.1	75.1	86.3	82.6
200 - 259 PM	83.0	80.3	82.6	86.1	82.9	89.7	73.7	73.7	82.3	83.2	84.3	90.3	65.8	76.5	81.0	83.4
300 - 359 PM	79.5	78.5	74.1	86.1	89.4	86.8	78.3	75.4	76.1	78.7	75.8	88.0	63.6	68.6	82.1	85.2
400 - 459 PM	76.2	76.7	69.0	81.1	86.2	84.6	74.0	75.5	77.7	73.8	83.5	84.5	55.8	70.9	79.2	84.7
500 - 559 PM	75.5	70.7	69.0	77.2	69.4	86.2	73.4	69.8	76.5	63.8	79.8	83.3	56.5	71.3	76.4	77.0
600 - 659 PM	73.7	67.0	72.0	73.3	83.4	79.0	73.9	69.3	71.3	64.6	78.5	81.5	54.3	69.2	71.5	76.6
700 - 759 PM	74.7	64.8	63.6	78.7	83.7	83.2	74.6	73.1	72.2	65.8	76.1	78.6	58.3	60.5	69.2	76.9
800 - 859 PM	74.8	72.1	70.4	83.0	82.9	84.1	73.8	66.8	82.0	67.8	80.1	64.2	53.0	61.9	66.4	68.8
900 - 959 PM	77.1	63.6	67.9	81.2	86.9	92.6	77.5	72.0	78.3	57.1	84.6	86.7	62.5	67.3	75.9	78.1
1000 - 1059 PM	79.8	J/	51.9	85.5	88.7	J/	54.8	68.3	78.4	74.1	62.5	93.5	72.2	81.2	J/	81.0
1100 - 559 AM	81.4	98.4	88.6	74.1	J/	100.0	86.0	77.8	100.0	91.9	83.9	83.9	66.0	84.1	93.5	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	81.7	81.0	81.0	85.5	87.7	88.6	79.4	76.0	82.0	80.9	84.7	84.9	69.3	75.9	83.2	84.9

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	95.3	93.9	90.1	89.5	94.0	97.1	94.1	94.8	92.1	92.6	97.3	91.6	94.9	92.5	
700 - 759 AM	89.3	89.2	89.8	89.6	89.8	94.5	92.7	91.0	84.9	88.7	95.7	89.0	92.5	91.0	
800 - 859 AM	88.2	86.0	89.2	88.0	86.0	84.3	90.4	88.1	89.8	90.7	91.7	88.4	94.4	89.0	
900 - 959 AM	78.9	88.8	87.1	79.0	82.7	84.4	89.1	89.0	80.1	84.0	93.5	85.7	93.5	86.7	
1000 - 1059 AM	89.6	87.4	85.0	83.6	86.8	75.9	91.8	82.3	80.6	77.7	85.8	85.9	87.9	83.4	
1100 - 1159 AM	87.4	86.2	83.1	86.5	87.1	66.6	87.4	77.7	75.6	77.8	88.1	85.3	90.2	82.5	
1200 - 1259 PM	84.9	89.7	82.5	87.6	81.7	62.3	91.3	78.2	79.4	77.5	69.4	82.5	87.8	81.8	
100 - 159 PM	84.4	86.2	79.6	78.4	80.5	59.7	95.0	71.1	75.0	73.8	76.5	80.8	85.9	80.0	
200 - 259 PM	89.1	83.8	77.8	75.3	78.3	71.1	86.3	57.3	78.1	67.3	85.2	80.0	74.6	78.4	
300 - 359 PM	80.0	82.3	70.5	71.9	72.2	57.4	78.9	73.9	71.0	69.9	77.0	78.1	84.3	75.9	
400 - 459 PM	75.4	80.3	71.0	73.4	73.2	59.5	83.0	70.8	76.6	72.4	80.8	74.6	76.8	75.1	
500 - 559 PM	72.9	77.8	68.1	68.1	73.4	60.4	77.6	64.2	69.4	67.5	71.8	76.5	78.6	72.7	
600 - 659 PM	82.8	81.8	66.9	65.3	74.4	56.9	81.1	53.7	63.8	62.6	78.3	71.4	76.5	71.3	
700 - 759 PM	77.2	78.6	68.9	66.7	67.8	51.5	76.3	69.6	60.4	70.3	65.0	80.8	79.9	70.4	
800 - 859 PM	73.8	79.5	70.8	72.0	64.6	56.5	81.8	53.2	54.5	65.3	81.0	71.4	66.1	71.9	
900 - 959 PM	74.1	J/	70.5	68.1	74.9	54.9	77.3	54.7	59.9	65.7	74.1	71.9	72.1	72.3	
1000 - 1059 PM	J/	83.9	67.0	J/	85.2	67.4	86.0	92.9	79.3	79.1	82.1	70.7	75.3	78.3	
1100 - 559 AM	94.6	92.5	92.6	92.0	96.8	81.5	96.8	93.5	83.6	83.1	98.4	69.2	87.1	78.4	
TOTAL, ALL DEPARTURES, BY AIRPORT	83.2	84.5	78.0	80.4	78.7	67.7	85.6	77.1	77.2	77.4	83.4	79.8	84.8	79.8	

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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
UA	712	LAS- ORD	1440	17	94. 12	40	32
WN	838	PHX- ELP	2010	27	92. 59	41	27
WN	289	RNO- LAS	1835	31	90. 32	55	48
WN	289	LAS- BUR	2000	31	90. 32	53	48
WN	646	SJC- LAX	1955	27	88. 89	46	31
WN	852	LAS- RNO	1705	31	87. 10	50	40
HP	2776	LAS- PHL	0035	31	87. 10	48	50
WN	852	ONT- LAS	1555	31	87. 10	41	37
HP	569	LAS- TPA	2322	31	83. 87	57	45
HP	884	PHX- FLL	1601	31	83. 87	47	38
HP	247	PHX- BWI	2348	31	83. 87	25	25
WN	1404	BUR- LAS	2115	27	81. 48	48	42
WN	1054	PHX- MCI	2005	27	81. 48	46	38
WN	1038	ONT- SJC	2035	27	81. 48	42	39
WN	58	HOU- DAL	2000	27	81. 48	41	29
UA	1524	IAD- BOS	1830	27	81. 48	39	22
HP	2749	LAS- CMH	2341	31	80. 65	59	64
UA	1212	ORD- CLE	1644	31	80. 65	50	26
WN	935	PHX- OKC	2030	31	80. 65	45	35
HP	760	MSP- LAS	2040	31	80. 65	41	27
HP	139	LAS- JFK	0053	31	80. 65	38	31
WN	751	LAS- ONT	1445	31	80. 65	32	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	612	31	5.1
SOUTHWEST	2572	61	2.4
ALASKA	433	3	0.7
UNITED	2214	10	0.5
US AIRWAYS	2068	3	0.1
AMERICAN	2068	3	0.1
TRANS WORLD	764	1	0.1
CONTINENTAL	1166	1	0.1
DELTA	2542	2	0.1
NORTHWEST	1532	1	0.1
TOTAL	15971	116	0.7

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## 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.
AKRON/CANTON, OH. (CAK)	88.8	96.6	89	89	EAGLE, CO. (EGE)	69.5	82.5	347	349
ALBANY, N. Y. (ALB)	79.3	88.8	976	970	EL PASO, TX. (ELP)	71.3	76.6	2,073	2,072
ALBUQUERQUE, N. M. (ABQ)	71.9	76.7	3,071	3,072	ELMIRA, N. Y. (ELM)	87.9	94.0	116	116
ALLENTOWN, PA. (ABE)	78.4	87.1	550	550	ERIE, PA. (ERI)	80.0	90.8	120	120
AMARILLO, TX. (AMA)	69.5	79.5	410	409	EUGENE, OR. (EUG)	72.0	74.7	186	186
ANCHORAGE, AK. (ANC)	69.7	77.8	1,536	1,535	FAIRBANKS, AK. (FAI)	77.2	85.2	412	412
ASHEVILLE, N. C. (AVL)	86.3	92.7	124	124	FARGO, N. D. (FAR)	81.4	89.8	236	236
ATLANTA, GA. (ATL)	78.5	81.7	22,979	23,076	FAYETTEVILLE, N. C. (FAY)	87.1	91.1	124	124
AUGUSTA, GA. (AGS)	78.5	90.3	93	93	FLINT, MI. (FNT)	75.8	95.0	120	120
AUSTIN, TX. (AUS)	74.2	82.0	3,516	3,520	FRESNO, CA. (FAT)	71.0	90.3	31	31
BALTIMORE, MD. (BWI)	77.7	81.0	7,255	7,257	FT. LAUDERDALE, FL. (FLL)	79.1	83.0	4,441	4,438
BARROW, AK. (BRW)	82.9	84.2	76	76	FT. MYERS, FL. (RSW)	79.1	86.9	1,589	1,586
BATON ROUGE, LA. (BTR)	78.7	85.5	399	399	FT. WAYNE, IN. (FWA)	75.0	87.0	24	23
BETHEL, AK. (BET)	77.5	75.3	89	89	GRAND FORKS, N. D. (GFK)	87.9	89.7	116	116
BILLINGS, MT. (BIL)	85.5	91.1	248	248	GRAND RAPIDS, MI. (GRR)	81.6	90.0	761	760
BINGHAMTON, N. Y. (BGM)	78.8	84.8	66	66	GREAT FALLS, MT. (GTF)	91.7	88.5	217	217
BIRMINGHAM, AL. (BHM)	82.2	84.9	1,745	1,739	GREEN BAY, WI. (GRB)	78.3	87.9	240	240
BISMARCK, N. D. (BIS)	82.5	91.7	120	120	GREENSBORO/HIGH PT., N. C. (GSO)	79.9	87.4	1,300	1,291
BOISE, ID. (BOI)	74.6	80.7	1,022	1,022	GREENVILLE/SPARTBG., S. C. (GSP)	83.4	85.9	596	596
BOSTON, MA. (BOS)	72.3	81.0	9,576	9,570	GULFPORT/BILOXI, MS. (GPT)	92.5	95.7	93	93
BOZEMAN, MT. (BZN)	83.2	89.2	167	167	GUNNISON, CO. (GUC)	73.8	90.2	61	61
BRISTOL, TN. (TRI)	84.4	92.7	96	96	HARLINGEN, TX. (HRL)	70.5	77.5	356	356
BROWNSVILLE, TX. (BRO)	75.0	100.0	8	8	HARRISBURG, PA. (MDT)	79.0	89.1	651	651
BUFFALO, N. Y. (BUF)	76.7	84.0	1,492	1,488	HARTFORD, CT./SPGFLD, MA. (BDL)	81.5	88.5	3,076	3,076
BURBANK, CA. (BUR)	69.8	73.5	2,316	2,317	HELENA, MT. (HLN)	82.3	82.3	62	62
BURLINGTON, VT. (BTV)	67.3	81.6	217	217	HONOLULU, OAHU, HI. (HNL)	84.6	88.4	1,062	1,061
CEDAR RAPIDS/IOWA CTY, IA. (CID)	78.4	87.8	499	499	HOUSTON, TX. (HOU)	74.6	70.8	4,901	4,901
CHARLESTON, S. C. (CHS)	83.3	89.3	588	588	HOUSTON, TX. (IAH)	80.4	84.7	11,168	11,163
CHARLESTON, W. V. (CRW)	88.5	92.8	96	97	HUNTSVILLE/DECATUR, AL. (HSV)	82.3	86.9	496	495
CHARLOTTE, N. C. (CLT)	84.9	85.5	10,713	10,717	INDIANAPOLIS, IN. (IND)	77.6	85.1	2,933	2,933
CHATTANOOGA, TN. (CHA)	93.3	95.5	89	89	INDIO/PALM SPRINGS, CA. (PSP)	73.0	78.1	663	663
CHICAGO, IL. (MDW)	81.0	80.0	4,734	4,735	ISLIP/LONG IS., N. Y. (ISP)	82.9	88.2	659	659
CHICAGO, IL. (ORD)	74.3	78.0	25,355	25,355	ITHACA, N. Y. (ITH)	87.1	94.8	116	116
CINCINNATI, OH. (CVG)	83.2	87.7	6,535	6,538	JACKSON/VICKSBURG, MS. (JAN)	81.8	84.7	754	760
CLEVELAND, OH. (CLE)	80.5	86.8	5,011	5,013	JACKSON, WY. (JAC)	71.2	76.5	132	132
COLORADO SPRINGS, CO. (COS)	71.9	82.3	1,041	1,042	JACKSONVILLE, FL. (JAX)	79.0	84.3	2,048	2,049
COLUMBIA, S. C. (CAE)	84.2	88.1	430	430	JUNEAU, AK. (JNU)	74.8	74.2	310	310
COLUMBUS, OH. (CMH)	77.9	85.4	2,970	2,969	KAHULUI, MAUI, HI. (OGG)	85.8	89.1	274	274
CORDOVA, AK. (CDV)	72.6	74.2	62	62	KALAMAZOO, MI. (AZO)	85.5	93.5	124	124
CORPUS CHRISTI, TX. (CRP)	70.7	83.7	263	263	KALISPELL, MT. (FCA)	88.6	93.5	123	124
DALLAS/FT. WORTH, TX. (DAL)	71.8	69.0	4,009	4,009	KANSAS CITY, MO. (MCI)	80.5	84.4	5,236	5,235
DALLAS/FT. WORTH, TX. (DFW)	76.7	76.0	21,202	21,191	KETCHIKAN, AK. (KTN)	72.0	82.8	186	186
DAYTON, OH. (DAY)	81.8	87.6	1,011	1,012	KING SALMON, AK. (AKN)	94.1	88.2	17	17
DAYTONA BEACH, FL. (DAB)	81.7	87.6	186	186	KNOXVILLE, TN. (TYS)	79.6	85.3	618	613
DEADHORSE, AK. (SCC)	77.4	77.4	31	31	KODIAK, AK. (ADQ)	74.2	75.8	62	62
DENVER, CO. (DEN)	76.6	79.4	11,605	11,605	KONA, HAWAII., HI. (KOA)	87.1	91.9	62	62
DES MOINES, IA. (DSM)	76.0	89.6	578	578	KOTZEBUE, AK. (OTZ)	81.3	78.7	75	75
DETROIT, MI. (DTW)	84.5	82.0	13,109	13,113	LA CROSSE, WI. (LSE)	84.5	91.4	58	58
DILLINGHAM, AK. (DLG)	82.4	82.4	17	17	LAFAYETTE, LA. (LFT)	100.0	100.0	1	1
DULUTH, MN. (DLH)	76.2	88.2	84	85	LANSING, MI. (LAN)	80.1	84.9	186	186
DURANGO, CO. (DRO)	77.1	91.4	35	35	LAS VEGAS, NV. (LAS)	70.5	69.3	11,755	11,752
DUTCH HARBOR, AK. (DUT)	57.9	47.4	57	57	LEXINGTON/FRKFT, KY. (LEX)	82.2	86.0	304	301

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LIHUE, KAUAI, HI. (LIH)	84.6	94.9	39	39	ROANOKE, VA. (ROA)	84.3	91.9	185	185
LINCOLN, NE. (LNK)	77.9	87.3	244	244	ROCHESTER, MN. (RST)	72.3	89.2	159	158
LITTLE ROCK, AR. (LIT)	78.4	81.6	1,146	1,145	ROCHESTER, N.Y. (ROC)	75.2	85.1	1,193	1,186
LONG BEACH, CA. (LGB)	72.2	79.8	335	336	SACRAMENTO, CA. (SMF)	73.6	76.2	3,171	3,172
LOS ANGELES, CA. (LAX)	71.3	75.9	17,722	17,721	SAGINAW, MI. (MBS)	76.4	90.4	356	355
LOUISVILLE, KY. (SDF)	83.8	86.9	1,934	1,929	SALT LAKE CITY, UT. (SLC)	81.5	83.4	6,791	6,779
LUBBOCK, TX. (LBB)	70.2	76.3	503	503	SAN ANTONIO, TX. (SAT)	74.2	81.4	3,246	3,240
MADISON, WI. (MSN)	78.8	90.5	391	391	SAN DIEGO, CA. (SAN)	74.3	77.1	6,135	6,135
MANCHESTER, N.H. (MHT)	78.0	84.2	1,162	1,162	SAN FRANCISCO, CA. (OAK)	75.8	76.5	4,708	4,708
MEDFORD, OR. (MFR)	70.2	78.2	124	124	SAN FRANCISCO, CA. (SFO)	71.4	77.4	11,402	11,407
MELBOURNE, FL. (MLB)	86.3	91.9	124	124	SAN JOSE, CA. (SJC)	74.1	76.7	5,366	5,365
MEMPHIS, TN. (MEM)	87.8	86.8	4,288	4,284	SAN JUAN, P.R. (SJU)	81.7	85.3	2,176	2,174
MIAMI, FL. (MIA)	77.8	83.2	5,833	5,827	SANTA BARBARA, CA. (SBA)	73.7	82.0	217	217
MIDLAND/ODESSA, TX. (MAF)	66.0	76.5	468	468	SARASOTA/BRAD., FL. (SRQ)	83.4	86.1	554	553
MILWAUKEE, WI. (MKE)	81.0	88.6	1,280	1,281	SAVANNAH, GA. (SAV)	80.2	85.7	434	434
MINNEAPLS./ST. P., MN. (MSP)	85.4	84.5	12,399	12,391	SCRANTON/WILKES-BARRE, PA. (AVP)	81.3	93.0	128	128
MINOT, N.D. (MOT)	89.2	92.5	93	93	SEATTLE, WA. (SEA)	71.9	77.2	8,617	8,612
MISSION/MCALLEN, TX. (MFE)	72.8	86.6	298	298	SHREVEPORT, LA. (SHV)	82.6	85.9	333	333
MISSOULA, MT. (MSO)	83.8	92.9	154	155	SIoux CITY, IA. (SUX)	81.0	94.8	58	58
MOBILE, AL./PASCAGOULA, MS. (MOB)	83.6	84.2	372	368	SIoux FALLS, S.D. (FSD)	85.0	92.8	321	321
MOline, IL. (MLI)	84.1	90.7	151	151	SITKA, AK. (SIT)	68.8	83.9	93	93
MONROE, LA. (MLU)	78.5	89.2	186	185	SOUTH BEND, IN. (SBN)	86.3	91.3	241	240
MONTEREY, CA. (MRY)	82.3	74.2	62	62	SPOKANE, WA. (GEG)	73.5	81.4	1,143	1,143
MONTGOMERY, AL. (MGY)	84.9	84.9	93	93	SPRINGFIELD, MD. (SGF)	82.6	89.9	178	178
MONTROSE, CO. (MTJ)	89.4	93.6	47	47	ST. CROIX, V.I. (STX)	87.1	90.3	62	62
MYRTLE BEACH, S.C. (MYR)	76.8	87.4	198	198	ST. LOUIS, MO. (STL)	80.7	79.8	14,519	14,521
NASHVILLE, TN. (BNA)	82.2	82.1	4,879	4,880	ST. THOMAS, V.I. (STT)	84.7	95.0	281	281
NEW ORLEANS, LA. (MSY)	77.4	82.7	4,289	4,290	STEAMBOAT SPRINGS, CO. (HDN)	73.8	80.7	202	202
NEW YORK, N.Y. (JFK)	75.4	84.9	3,738	3,753	SYRACUSE, N.Y. (SYR)	77.6	89.6	970	967
NEW YORK, N.Y. (LGA)	71.4	83.2	8,548	8,549	TALLAHASSEE, FL. (TLH)	76.3	79.0	186	186
NEWARK, N.J. (EWR)	71.1	80.9	10,800	10,802	TAMPA, FL. (TPA)	78.5	84.8	5,712	5,712
NEWBURGH, N.Y. (SWF)	72.0	94.6	93	92	TOLEDO, OH. (TOL)	82.4	91.1	91	90
NOME, AK. (OME)	76.7	72.1	86	86	TRAVERSE CITY, MI. (TVC)	75.8	85.5	62	62
NORFOLK/VA. BEACH, VA. (ORF)	78.2	87.5	1,327	1,326	TUCSON, AZ. (TUS)	68.9	79.7	1,829	1,826
OKLAHOMA CITY, OK. (OKC)	74.0	82.0	1,764	1,763	TULSA, OK. (TUL)	77.2	82.3	1,697	1,691
OMAHA, NE. (OMA)	75.7	83.9	1,449	1,445	VALPARAISO, FL. (VPS)	84.9	94.6	93	93
ONTARIO, CA. (ONT)	71.7	76.3	3,009	3,006	WASHINGTON, D.C. (DCA)	82.8	88.6	6,994	7,005
ORANGE COUNTY, CA. (SNA)	77.9	80.4	3,817	3,816	WASHINGTON, D.C. (IAD)	77.8	84.4	6,398	6,395
ORLANDO, FL. (MCO)	79.3	84.9	8,559	8,556	WEST PALM BEACH, FL. (PBI)	77.1	84.0	2,263	2,262
PASCO, WA. (PSC)	83.9	93.5	124	124	WHITE PLAINS, N.Y. (HPN)	73.6	83.3	425	425
PENSACOLA, FL. (PNS)	83.4	85.5	495	496	WI CHITA, KS. (ICT)	76.6	85.7	518	517
PETERSBURG, AK. (PSG)	80.6	80.6	62	62	WILMINGTON, N.C. (ILM)	86.0	94.6	186	186
PHILADELPHIA, PA. (PHL)	73.7	78.7	10,103	10,100	WRANGELL, AK. (WRG)	74.2	85.5	62	62
PHOENIX, AZ. (PHX)	67.7	67.7	16,255	16,256	YAKUTAT, AK. (YAK)	71.0	74.2	62	62
PITTSBURGH, PA. (PIT)	84.2	85.6	8,772	8,769					
PORTLAND, ME. (PWM)	81.8	88.7	488	488					
PORTLAND, OR. (PDX)	75.7	80.4	4,936	4,936					
PROVIDENCE, R.I. (PVD)	78.1	86.9	2,094	2,094					
RALEIGH/DURHAM, N.C. (RDU)	79.6	87.4	3,096	3,097					
RAPID CITY, S.D. (RAP)	91.0	86.5	89	89					
RENO, NV. (RNO)	72.2	76.0	2,898	2,900					
RICHMOND, VA. (RIC)	81.1	86.7	1,494	1,492					

MARCH 2000  
AIR TRAVEL CONSUMER REPORT

TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS  
BY CARRIER

CARRIER A/ -----	AT 29 REPORTABLE AIRPORTS B/ -----			AT ALL REPORTED AIRPORTS C/ -----				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ALASKA S/	7	7712	383	5.0	34	13205	647	4.9
AMERICA WEST S/	25	14117	557	3.9	51	18627	747	4.0
UNITED S/	29	51433	1799	3.5	104	67455	2196	3.3
AMERICAN S/	29	46655	1569	3.4	96	62759	1955	3.1
DELTA S/	29	56271	1118	2.0	116	78453	1553	2.0
US AIRWAYS S/	25	43002	713	1.7	88	62672	1048	1.7
NORTHWEST S/	29	30451	470	1.5	117	46097	694	1.5
TRANS WORLD S/	29	16691	204	1.2	79	22994	302	1.3
SOUTHWEST S/	14	28156	290	1.0	56	76221	800	1.0
CONTINENTAL S/	27	24680	214	0.9	83	34461	295	0.9
T O T A L		319168	7317	2.3		482944	10237	2.1

**FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)**

- 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**

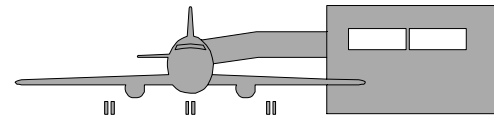
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

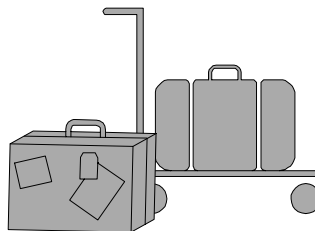
**Air Carriers Required to Report Data to DOT and to CRS Vendors**

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.



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

<b>MARCH 2000 RANK</b>	<b>AIRLINE</b>	<b>MARCH 2000</b>			<b>MARCH 1999</b>		
		<b>TOTAL BAGGAGE REPORTS</b>	<b>ENPLANED PASSENGERS</b>	<b>REPORTS PER 1,000 PASSENGERS</b>	<b>TOTAL BAGGAGE REPORTS</b>	<b>ENPLANED PASSENGERS</b>	<b>REPORTS PER 1,000 PASSENGERS</b>
1	<i>Alaska</i>	3,319	998,696	<b>3.32</b>	6,363	1,004,269	<b>6.34</b>
2	<i>Continental</i>	11,502	3,299,528	<b>3.49</b>	13,147	3,201,646	<b>4.11</b>
3	<i>US Airways</i>	18,890	4,805,574	<b>3.93</b>	24,698	4,820,668	<b>5.12</b>
4	<i>Southwest</i>	25,974	6,189,303	<b>4.20</b>	22,514	5,514,227	<b>4.08</b>
5	<i>Northwest</i>	18,525	4,344,581	<b>4.26</b>	21,801	4,069,196	<b>5.36</b>
6	<i>Delta</i>	47,088	9,351,475	<b>5.04</b>	37,843	8,821,068	<b>4.29</b>
7	<i>TWA</i>	11,923	2,274,786	<b>5.24</b>	10,279	2,200,878	<b>4.67</b>
8	<i>American</i>	34,908	6,197,216	<b>5.63</b>	28,224	5,544,847	<b>5.09</b>
9	<i>United</i>	44,835	6,881,977	<b>6.51</b>	50,345	6,523,073	<b>7.72</b>
10	<i>America West</i>	12,949	1,693,759	<b>7.65</b>	6,064	1,495,506	<b>4.05</b>
	<b>Total</b>	<b>229,913</b>	<b>46,036,895</b>	<b>4.99</b>	<b>221,278</b>	<b>43,195,378</b>	<b>5.12</b>

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

JAN.-MAR. 2000 RANK	AIRLINE	JANUARY-MARCH 2000			JANUARY-MARCH 1999		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>Alaska</i>	9,644	2,723,182	<b>3.54</b>	18,921	2,664,442	<b>7.10</b>
2	<i>Continental</i>	35,183	8,795,037	<b>4.00</b>	47,727	8,603,306	<b>5.55</b>
3	<i>US Airways</i>	52,223	12,400,715	<b>4.21</b>	67,091	12,776,874	<b>5.25</b>
4	<i>Southwest</i>	75,520	16,418,368	<b>4.60</b>	67,403	14,606,789	<b>4.61</b>
5	<i>Northwest</i>	52,897	11,199,882	<b>4.72</b>	69,669	10,369,613	<b>6.72</b>
6	<i>Delta</i>	118,925	24,192,169	<b>4.92</b>	125,779	23,612,319	<b>5.33</b>
7	<i>TWA</i>	31,261	5,849,978	<b>5.34</b>	37,200	5,510,227	<b>6.75</b>
8	<i>American</i>	87,610	16,322,519	<b>5.37</b>	82,160	14,458,939	<b>5.68</b>
9	<i>America West</i>	29,541	4,478,915	<b>6.60</b>	17,477	4,118,175	<b>4.24</b>
10	<i>United</i>	122,423	18,081,609	<b>6.77</b>	155,400	17,601,139	<b>8.83</b>
	<b>Total</b>	<b>615,227</b>	<b>120,462,374</b>	<b>5.11</b>	<b>688,827</b>	<b>114,321,823</b>	<b>6.03</b>

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

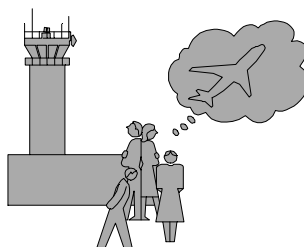
## OVERSALES

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The reporting requirement is found in 14 C.F.R. 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are three exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; and 3) aircraft of smaller capacity is substituted. Totals appear at the end of each table.

The enplanement figures that are used to calculate the involuntary denied boarding rate do not include "shuttle" service on which reservations are not offered, nor do they include inbound international service, since the rule does not apply to these flights.



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

OCT.-DEC. '99 RANK	AIRLINE	OCTOBER-DECEMBER 1999				OCTOBER-DECEMBER 1998			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	<b>Northwest</b>	18,652	150	12,697,747	<b>0.12</b>	21,898	277	11,924,507	<b>0.23</b>
2	<b>Delta</b>	35,040	377	24,946,036	<b>0.15</b>	43,846	3,810	24,795,631	<b>1.54</b>
3	<b>TWA</b>	13,392	151	6,063,236	<b>0.25</b>	5,214	694	5,423,028	<b>1.28</b>
4	<b>US Airways</b>	20,601	537	13,645,066	<b>0.39</b>	14,663	276	13,828,432	<b>0.20</b>
5	<b>American</b>	56,106	851	19,117,505	<b>0.45</b>	57,954	1,075	18,010,537	<b>0.60</b>
6	<b>Continental</b>	16,696	493	9,935,520	<b>0.50</b>	21,654	199	9,354,140	<b>0.21</b>
7	<b>Alaska</b>	5,721	221	3,291,358	<b>0.67</b>	4,998	363	3,208,547	<b>1.13</b>
8	<b>Southwest</b>	18,997	2,187	16,789,416	<b>1.30</b>	20,399	2,094	14,848,313	<b>1.41</b>
9	<b>America West</b>	17,459	702	4,881,725	<b>1.44</b>	13,021	538	4,425,724	<b>1.22</b>
10	<b>United**</b>	36,048	3,079	19,963,617	<b>1.54</b>	41,139	1,695	19,908,771	<b>0.85</b>
	<b>TOTAL</b>	<b>238,712</b>	<b>8,748</b>	<b>131,331,226</b>	<b>0.67</b>	<b>244,786</b>	<b>11,021</b>	<b>125,727,630</b>	<b>0.88</b>

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

\*\*United's totals for October thru December 1998 have been changed from those originally published to reflect a correction of the data initially submitted by United for 4<sup>th</sup> Q 1998. United has subsequently advised us that it may not have correctly reported those passengers who were involuntarily denied boarding prior to the 4<sup>th</sup> Q of 1999. Therefore, the data in this report may reflect an inaccurate rate of passengers denied boarding involuntarily by United for those individual reporting periods and for calendar years 1998 and 1999. United has advised us that its 4<sup>th</sup> Q 1999 denied boarding data are accurate.

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

JAN.-DEC. '99 RANK	AIRLINE	JANUARY-DECEMBER 1999				JANUARY-DECEMBER 1998			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	<b>Northwest</b>	87,225	922	51,071,787	<b>0.18</b>	120,045	1,394	46,025,183	<b>0.30</b>
2	<b>Continental</b>	63,944	1,332	39,432,089	<b>0.34</b>	76,167	574	42,352,892	<b>0.14</b>
3	<b>American</b>	248,225	3,129	73,550,598	<b>0.43</b>	221,826	3,387	73,618,441	<b>0.46</b>
4	<b>US Airways</b>	80,750	2,839	54,162,381	<b>0.52</b>	81,830	1,267	56,564,712	<b>0.22</b>
5	<b>TWA</b>	66,344	1,803	24,780,273	<b>0.73</b>	50,005	6,039	23,132,879	<b>2.61</b>
6	<b>United**</b>	138,233	7,249	80,217,857	<b>0.90</b>	151,413	5,237	79,813,016	<b>0.66</b>
7	<b>Alaska</b>	23,649	1,239	13,604,018	<b>0.91</b>	24,530	1,822	13,028,998	<b>1.40</b>
8	<b>Southwest</b>	78,772	9,003	65,348,225	<b>1.38</b>	81,201	10,230	59,053,217	<b>1.73</b>
9	<b>America West</b>	58,550	2,651	19,042,148	<b>1.39</b>	49,811	2,074	18,174,910	<b>1.14</b>
10	<b>Delta</b>	178,747	15,607	101,872,066	<b>1.53</b>	233,732	13,449	102,405,802	<b>1.31</b>
	<b>TOTAL</b>	<b>1,024,439</b>	<b>45,774</b>	<b>523,081,442</b>	<b>0.88</b>	<b>1,090,560</b>	<b>45,473</b>	<b>514,170,050</b>	<b>0.88</b>

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

\*\*United's totals for January thru December 1998 have been changed from those originally published to reflect a correction of the data initially submitted by United for 4<sup>th</sup> Q 1998. United has subsequently advised us that it may not have correctly reported those passengers who were involuntarily denied boarding prior to the 4<sup>th</sup> Q of 1999. Therefore, the data in this report may reflect an inaccurate rate of passengers denied boarding involuntarily by United for those individual reporting periods and for calendar years 1998 and 1999.

## **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

	MARCH 2000				MARCH 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1658	153	5	75	980	60	2	49
FOREIGN AIRLINES	170	5	0	0	117	1	0	1
TRAVEL AGENTS	19	0	0	0	1	0	0	0
TOUR OPERATORS	30	2	0	0	22	0	0	0
MISCELLANEOUS *	52	10	0	16	35	10	0	12
INDUSTRY TOTALS	1929	170	5	91	1155	71	2	62

\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

TABLE 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES \*

	MARCH 2000			MARCH 1999		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	703		1	395	
DELAYS.....			244			133
CANCELLATIONS.....			217			146
MISCONNECTIONS.....			78			51
CUSTOMER SERVICE.....	2	367		3	160	
BAGGAGE.....	3	278		2	189	
RES/TICKETING/BOARDING..	4	138		5	95	
REFUNDS.....	5	110		4	98	
OVERSALES.....	6	107		6	68	
DISABILITY.....	7	80		9	31	
FARES.....	8	72		8	43	
OTHER.....	9	54		7	63	
FREQUENT FLYER.....			35			34
TOURS.....	10	17		10	12	
ADVERTISING.....	11	3		11	1	
		----			----	
COMPLAINT TOTAL		1929			1155	

NOTE: EFFECTIVE WITH THE SEPTEMBER 1999 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-CATEGORIES.

TABLE 3

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

MARCH 2000

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
AIRTRAN AIRWAYS	16	7	3	0	2	2	5	0	0	0	0	35
ALASKA AIRLINES	11	0	0	1	0	7	7	1	0	0	0	27
AMERICA WEST AIRLINES	77	13	7	2	7	17	29	5	0	0	1	158
AMERICAN AIRLINES	145	16	22	10	13	42	59	10	0	0	8	325
AMERICAN EAGLE	13	2	1	0	0	4	5	0	0	0	1	26
AMERICAN TRANS AIR	13	1	1	0	1	5	9	0	0	1	0	31
ATLANTIC SOUTHEAST AIRLINES	7	0	0	0	0	2	5	0	0	0	0	14
COMAIR	4	1	0	0	0	0	4	0	0	0	0	9
CONTINENTAL AIRLINES	33	4	11	4	3	11	24	5	0	0	1	96
CONTINENTAL EXPRESS	1	0	1	0	0	0	3	0	0	0	0	5
DELTA AIR LINES	73	10	19	7	5	29	36	8	0	0	7	194
DELTA CONNECTION	5	1	1	0	0	1	1	0	0	0	0	9
FRONTIER AIRLINES	1	0	0	0	1	1	1	1	0	0	0	5
HAWAIIAN AIRLINES	1	0	0	0	1	3	1	0	0	0	0	6
HORIZON AIRLINES	5	0	0	0	0	0	0	0	0	0	0	5
MIDWAY AIRLINES	5	1	1	0	0	5	2	0	0	0	0	14
NORTHWEST AIRLINES	41	7	6	8	3	18	26	8	1	0	4	122
PAN AM	3	0	0	0	0	2	1	0	0	0	0	6
PRO AIR SERVICES	2	0	0	0	1	1	1	0	0	0	0	5
RYAN INTERNATIONAL AIRLINES	3	0	0	0	0	1	1	0	0	0	0	5
SOUTHWEST AIRLINES	11	0	1	0	1	6	15	1	0	0	1	36
SPIRIT AIRLINES	8	3	2	1	2	2	2	0	0	0	2	22
TOWER AIR	25	4	2	0	12	6	3	0	0	0	0	52
TRANS STATES AIRLINES	3	1	0	0	1	4	2	0	0	0	0	11
TRANS WORLD AIRLINES	17	6	7	2	4	9	24	2	0	0	7	78
UNITED AIRLINES	63	14	18	12	9	28	37	15	1	1	9	207
UNITED EXPRESS	9	0	0	0	0	1	0	2	0	0	0	12
US AIRWAYS	28	1	6	4	3	8	19	10	0	1	2	82
VANGUARD AIRLINES	8	0	0	1	2	2	0	0	0	0	0	13
OTHER U. S. AIRLINES	18	4	1	2	8	5	4	4	0	2	0	48
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
MARCH 2000	649	96	110	54	79	222	326	72	2	5	43	1658
% OF TOTAL COMPLAINTS	39.1	5.8	6.6	3.3	4.8	13.4	19.7	4.3	0.1	0.3	2.6	
MARCH 1999	344	57	84	36	92	153	131	29	0	3	51	980
% OF TOTAL COMPLAINTS	35.1	5.8	8.6	3.7	9.4	15.6	13.4	3.0	0.0	0.3	5.2	

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

MARCH 2000

U. S. AIRLINES A L P H A B E T I C A L	COMPS RECD IN MARCH	INCI- DENTS IN MARCH	PERCENT	INCI- DENTS IN FEB.	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIRTRAN AIRWAYS	35	14	40.00	14	40.00	5	14.29	2	5.71
ALASKA AIRLINES	27	10	37.04	10	37.04	5	18.52	2	7.41
AMERICA WEST AIRLINES	158	42	26.58	80	50.63	17	10.76	19	12.03
AMERICAN AIRLINES	325	118	36.31	107	32.92	68	20.92	32	9.85
AMERICAN EAGLE	26	12	46.15	6	23.08	6	23.08	2	7.69
AMERICAN TRANS AIR	31	16	51.61	7	22.58	4	12.90	4	12.90
ATLANTIC SOUTHEAST AIRLINES	14	5	35.71	5	35.71	2	14.29	2	14.29
COMAIR	9	2	22.22	5	55.56	2	22.22	0	0.00
CONTINENTAL AIRLINES	96	23	23.96	36	37.50	26	27.08	11	11.46
CONTINENTAL EXPRESS	5	2	40.00	2	40.00	1	20.00	0	0.00
DELTA AIR LINES	194	83	42.78	54	27.84	30	15.46	27	13.92
DELTA CONNECTION	9	2	22.22	3	33.33	2	22.22	2	22.22
FRONTIER AIRLINES	5	3	60.00	2	40.00	0	0.00	0	0.00
HAWAIIAN AIRLINES	6	0	0.00	2	33.33	4	66.67	0	0.00
HORIZON AIRLINES	5	1	20.00	1	20.00	1	20.00	2	40.00
MIDWAY AIRLINES	14	6	42.86	0	0.00	7	50.00	1	7.14
NORTHWEST AIRLINES	122	43	35.25	34	27.87	36	29.51	9	7.38
PAN AM	6	6	100.00	0	0.00	0	0.00	0	0.00
PRO AIR SERVICES	5	1	20.00	0	0.00	3	60.00	1	20.00
RYAN INTERNATIONAL AIRLINES	5	2	40.00	0	0.00	2	40.00	1	20.00
SOUTHWEST AIRLINES	36	10	27.78	11	30.56	10	27.78	5	13.89
SPIRIT AIRLINES	22	8	36.36	10	45.45	4	18.18	0	0.00
TOWER AIR	52	8	15.38	21	40.38	16	30.77	7	13.46
TRANS STATES AIRLINES	11	4	36.36	1	9.09	6	54.55	0	0.00
TRANS WORLD AIRLINES	78	23	29.49	22	28.21	24	30.77	9	11.54
UNITED AIRLINES	207	48	23.19	76	36.71	65	31.40	18	8.70
UNITED EXPRESS	12	7	58.33	2	16.67	1	8.33	2	16.67
US AIRWAYS	82	19	23.17	24	29.27	24	29.27	15	18.29
VANGUARD AIRLINES	13	11	84.62	0	0.00	0	0.00	2	15.38
OTHER U. S. AIRLINES	48	13	27.08	12	25.00	16	33.33	7	14.58
TOTALS	1658	542	32.69	547	32.99	387	23.34	182	10.98
PRIOR YEAR'S TOTALS	980	324	33.06	262	26.73	342	34.90	52	5.31

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

MARCH 200

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>												
AIR FRANCE	5	2	2	0	4	9	3	1	0	0	0	26
ALITALIA AIRLINES	2	0	1	0	0	2	1	1	0	0	0	7
ALLEGRO AIRLINES	7	0	0	0	1	1	1	0	0	1	0	11
BRITISH AIRWAYS	3	0	0	0	4	3	4	2	0	0	2	18
KLM	2	1	0	0	2	0	1	1	0	0	0	7
LUFTHANSA	0	2	1	0	0	2	5	0	0	0	1	11
ROYAL JORDANIAN AIRLINES	0	0	1	0	1	4	1	0	0	0	0	7
SABENA	1	0	0	1	0	1	3	0	0	0	0	6
TACA AIRLINES	0	1	0	0	0	3	0	0	0	0	1	5
TAESA	0	0	0	0	6	0	0	0	0	0	0	6
VIRGIN ATLANTIC	1	0	1	0	2	0	1	0	1	0	1	7
OTHER FOREIGN AIRLINES	9	4	6	3	4	16	11	2	0	1	3	59
<b>TOTAL</b>	<b>30</b>	<b>10</b>	<b>12</b>	<b>4</b>	<b>24</b>	<b>41</b>	<b>31</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>8</b>	<b>170</b>
<b>TRAVEL AGENTS</b>												
CHEAP TICKETS	1	0	3	2	1	0	0	0	0	0	0	7
PRICELINE.COM	0	0	1	5	2	0	0	0	0	0	0	8
OTHER TRAVEL AGENTS	1	0	1	0	2	0	0	0	0	0	0	4
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19</b>
<b>TOUR OPERATORS</b>												
APPLE VACATIONS	5	0	0	0	0	1	1	0	0	2	0	9
TRADE WIND TOURS	4	0	0	0	0	1	0	0	0	3	0	8
OTHER TOUR OPERATORS	2	1	2	0	2	0	4	0	0	2	0	13
<b>TOTAL</b>	<b>11</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>30</b>
<b>MISCELLANEOUS</b>												
OTHER MISCELLANEOUS	11	0	9	7	0	13	5	1	0	3	3	52
<b>TOTAL</b>	<b>11</b>	<b>0</b>	<b>9</b>	<b>7</b>	<b>0</b>	<b>13</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>52</b>

\*EFFECTIVE WITH THE SEPTEMBER 1999 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 THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE 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

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

<b>MARCH 2000 RANK</b>	<b>AIRLINE</b>	<b>MARCH 2000</b>			<b>MARCH 1999</b>		
		<b>COMPLAINTS</b>	<b>SYSTEMWIDE ENPLANEMENTS</b>	<b>COMPLAINTS PER 100,000 ENPLANEMENTS</b>	<b>COMPLAINTS</b>	<b>SYSTEMWIDE ENPLANEMENTS</b>	<b>COMPLAINTS PER 100,000 ENPLANEMENTS</b>
1	<b>Southwest</b>	36	6,199,801	<b>0.58</b>	10	5,531,218	<b>0.18</b>
2	<b>US Airways</b>	82	4,972,717	<b>1.65</b>	87	4,990,466	<b>1.74</b>
3	<b>Delta</b>	194	9,734,435	<b>1.99</b>	104	9,408,548	<b>1.11</b>
4	<b>Alaska</b>	27	1,159,401	<b>2.33</b>	11	1,150,773	<b>0.96</b>
5	<b>Northwest</b>	122	5,169,093	<b>2.36</b>	73	4,837,018	<b>1.51</b>
6	<b>Continental</b>	96	4,059,051	<b>2.37</b>	49	3,852,777	<b>1.27</b>
7	<b>United</b>	207	7,635,981	<b>2.71</b>	95	7,432,027	<b>1.28</b>
8	<b>T W A</b>	78	2,369,505	<b>3.29</b>	37	2,292,565	<b>1.61</b>
9	<b>American</b>	325	7,709,899	<b>4.22</b>	155	7,023,914	<b>2.21</b>
10	<b>America West</b>	158	1,742,419	<b>9.07</b>	26	1,569,603	<b>1.66</b>
	<b>TOTAL</b>	<b>1,325</b>	<b>50,752,302</b>	<b>2.61</b>	<b>647</b>	<b>48,088,909</b>	<b>1.35</b>

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY THRU MARCH 2000				JANUARY THRU MARCH 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	5116	519	32	275	2858	170	8	162
FOREIGN AIRLINES	540	8	0	9	247	1	0	3
TRAVEL AGENTS	56	0	0	0	4	0	0	0
TOUR OPERATORS	62	2	0	1	87	0	0	1
MISCELLANEOUS *	175	182	0	37	147	19	0	37
	----	----	----	----	----	----	----	----
INDUSTRY TOTALS	5949	711	32	322	3343	190	8	203

\* EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

TABLE 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES \*

	JANUARY THRU MARCH 2000			JANUARY THRU MARCH 1999		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	2099		1	1098	
DELAYS.....			729			337
CANCELLATIONS.....			692			403
MISCONNECTIONS.....			266			131
CUSTOMER SERVICE.....	2	1166		2	579	
BAGGAGE.....	3	929		3	547	
REZ/TICKETING/BOARDING..	4	466		4	306	
REFUNDS.....	5	307		5	250	
FARES.....	6	271		8	118	
OVERSALES.....	7	246		7	147	
DISABILITY.....	8	233		9	100	
OTHER.....	9	191		6	163	
FREQUENT FLYER.....			101			78
TOURS.....	10	27		10	23	
ADVERTISING.....	11	14		11	12	
		----			----	
COMPLAINT TOTAL		5949			3343	

NOTE: EFFECTIVE WITH THE SEPTEMBER 1999 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-CATEGORIES.



TABLE 3

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

JANUARY THRU MARCH 2000

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
AIRTRAN AIRWAYS	70	12	9	1	8	14	19	0	0	0	3	136
ALASKA AIRLINES	25	1	1	5	2	17	13	4	0	1	3	72
AMERICA WEST AIRLINES	208	24	23	9	13	54	65	15	0	0	7	418
AMERICAN AIRLINES	354	45	68	36	39	134	187	37	1	0	28	929
AMERICAN EAGLE	40	4	5	1	1	10	20	1	0	0	2	84
AMERICAN TRANS AIR	41	4	9	0	2	14	22	2	0	1	2	97
ATLANTIC SOUTHEAST AIRLINES	12	0	1	0	0	6	7	0	0	0	1	27
COMAIR	27	2	1	0	0	4	9	1	0	0	0	44
CONTINENTAL AIRLINES	110	20	35	13	9	61	87	18	1	0	10	364
CONTINENTAL EXPRESS	6	1	1	0	0	0	7	0	0	0	0	15
DELTA AIR LINES	175	17	48	33	12	87	115	32	1	0	21	541
DELTA CONNECTION	13	2	1	1	1	2	2	1	0	0	0	23
EASTWIND AIRLINES	3	1	1	0	13	0	0	0	0	0	0	18
FRONTIER AIRLINES	4	0	7	1	4	2	6	2	0	0	0	26
HAWAIIAN AIRLINES	6	3	2	0	4	5	6	0	0	0	2	28
HORIZON AIRLINES	17	1	1	0	0	4	3	0	0	0	0	26
MIDWAY AIRLINES	8	2	3	0	0	8	5	0	0	0	0	26
NATIONAL AIRLINES	7	0	1	0	0	0	5	0	0	0	0	13
NORTHWEST AIRLINES	138	14	26	25	13	61	69	19	2	0	10	377
PRO AIR SERVICES	19	0	0	0	2	3	1	1	0	0	0	26
RYAN INTERNATIONAL AIRLINES	7	0	3	0	1	1	1	0	0	0	0	13
SOUTHWEST AIRLINES	24	2	6	2	4	22	33	6	1	0	4	104
SPIRIT AIRLINES	37	3	7	2	4	7	9	0	0	0	4	73
SUN COUNTRY AIRLINES	6	0	0	0	0	1	4	0	1	0	1	13
TOWER AIR	87	6	7	3	15	15	29	0	0	1	3	166
TRANS STATES AIRLINES	10	2	1	0	1	6	4	0	0	0	0	24
TRANS WORLD AIRLINES	46	15	25	7	15	34	55	9	0	0	15	221
TRANS WORLD EXPRESS	5	0	0	0	0	2	2	0	0	0	1	10
UNITED AIRLINES	224	25	57	29	22	99	153	36	3	1	36	685
UNITED EXPRESS	28	1	2	1	2	2	3	2	0	0	1	42
US AIRWAYS	106	2	25	24	9	31	67	24	0	1	4	293
US AIRWAYS EXPRESS	19	2	2	0	0	3	1	1	0	0	1	29
VANGUARD AIRLINES	19	1	2	1	5	3	5	0	0	0	0	36
OTHER U. S. AIRLINES	41	5	6	2	25	15	13	5	1	2	2	117
JANUARY THRU MARCH 2000	1942	217	386	196	226	727	1027	216	11	7	161	5116
% OF TOTAL COMPLAINTS	38.0	4.2	7.5	3.8	4.4	14.2	20.1	4.2	0.2	0.1	3.1	
JANUARY THRU MARCH 1999	965	125	259	99	215	451	510	87	11	7	129	2858
% OF TOTAL COMPLAINTS	33.8	4.4	9.1	3.5	7.5	15.8	17.8	3.0	0.4	0.2	4.5	

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 THRU MARCH 2000

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
FOREIGN AIRLINES												
AIR CANADA	7	2	4	1	1	5	5	1	0	0	2	28
AIR FRANCE	16	5	9	1	8	22	9	2	0	0	1	73
ALITALIA	5	1	3	1	1	7	3	1	0	0	0	22
ALLEGRO AIRLINES	17	0	0	0	1	3	7	0	0	1	4	33
BRITISH AIRWAYS	12	0	1	1	4	21	18	3	0	0	4	64
KLM	9	2	3	0	2	10	7	1	0	0	2	36
LACSA	2	0	0	0	0	9	0	0	0	0	0	11
LUFTHANSA	3	2	2	0	0	4	11	0	0	1	1	24
MEXICANA	5	1	1	0	2	1	0	0	0	0	1	11
SABENA	1	0	1	1	0	7	4	0	0	0	0	14
SWISSAIR	1	1	3	1	2	2	2	0	0	0	0	12
TACA	1	5	0	0	0	7	2	0	0	0	1	16
TAESA	3	0	1	0	17	0	0	0	0	0	0	21
VIRGIN ATLANTIC	2	0	1	1	2	2	2	0	1	0	1	12
OTHER FOREIGN AIRLINES	22	7	10	8	11	62	33	3	1	2	4	163
TOTAL	106	26	39	15	51	162	103	11	2	4	21	540
TRAVEL AGENTS												
PRICELINE.COM	1	0	5	14	2	0	1	0	0	0	0	23
OTHER TRAVEL AGENTS	3	2	11	9	6	0	1	0	0	1	0	33
TOTAL	4	2	16	23	8	0	2	0	0	1	0	56
TOUR OPERATORS												
APPLE VACATIONS	6	0	0	0	0	3	1	0	0	2	0	12
SUNJET INT'L SALES	0	0	0	0	10	1	0	0	0	2	0	13
TRADE WIND TOURS	6	0	0	0	0	1	0	0	0	3	0	10
OTHER TOUR OPERATORS	8	1	4	0	3	0	6	1	0	4	0	27
TOTAL	20	1	4	0	13	5	7	1	0	11	0	62
MISCELLANEOUS												
OTHER MISCELLANEOUS	27	0	21	37	9	35	27	5	1	4	9	175
TOTAL	27	0	21	37	9	35	27	5	1	4	9	175

\*EFFECTIVE WITH THE SEPTEMBER 1999 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 THE SEPTEMBER 1999 REPORT, COMPLAINTS AGAINST "CARGO COMPANIES" (FORMERLY A SEPARATE GROUPING) ARE INCLUDED WITH THE "MISCELLANEOUS" GROUPING.

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

TABLE 5

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

JAN.-MAR. RANK	AIRLINE	JANUARY-MARCH 2000			JANUARY-MARCH 1999		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>Southwest</b>	104	16,445,256	<b>0.63</b>	39	14,648,760	<b>0.27</b>
2	<b>Delta</b>	541	25,075,338	<b>2.16</b>	310	25,160,001	<b>1.23</b>
3	<b>Alaska</b>	72	3,167,722	<b>2.27</b>	31	3,071,641	<b>1.01</b>
4	<b>US Airways</b>	293	12,819,787	<b>2.29</b>	293	13,016,034	<b>2.25</b>
5	<b>Northwest</b>	377	13,440,369	<b>2.80</b>	327	12,436,457	<b>2.63</b>
6	<b>Continental</b>	364	10,789,000	<b>3.37</b>	139	10,361,802	<b>1.34</b>
7	<b>United</b>	685	20,141,417	<b>3.40</b>	324	20,112,237	<b>1.61</b>
8	<b>T W A</b>	221	6,062,454	<b>3.65</b>	135	5,732,792	<b>2.35</b>
9	<b>American</b>	929	20,483,970	<b>4.54</b>	428	18,368,899	<b>2.33</b>
10	<b>America West</b>	418	4,612,138	<b>9.06</b>	97	4,262,967	<b>2.28</b>
	<b>TOTAL</b>	<b>4,004</b>	<b>133,037,451</b>	<b>3.01</b>	<b>2,123</b>	<b>127,171,590</b>	<b>1.67</b>

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

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

## COMPLAINT CATEGORIES\*

**Flight Problems:** Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

**Oversales:** All bumping problems, whether or not the airline complied with DOT oversale regulations.

**Reservations, Ticketing, Boarding:** 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.

