



U.S. Department  
of Transportation



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# *Air Travel Consumer Report*

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**Issued: April 1999**

Includes data for the following periods:

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

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**Office of Aviation Enforcement and Proceedings**

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

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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



FEBRUARY 1999  
AIR TRAVEL CONSUMER REPORT

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

CARRIER A/ -----	AT 29 REPORTABLE AIRPORTS B/ -----		AT ALL REPORTED AIRPORTS C/ -----	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----
TWA S/	29	83.1	72	83.2
CONTINENTAL S/	28	82.1	82	83.0
SOUTHWEST S/	14	80.8	53	82.8
NORTHWEST S/	29	82.2	117	82.4
DELTA S/	29	80.3	116	80.8
UNITED S/	29	78.4	103	78.6
AMERICA WEST S/	26	77.7	50	78.0
US AIRWAYS S/	25	75.1	87	74.5
AMERICAN S/	29	71.2	97	71.5
ALASKA S/	7	70.5	34	70.9
<b>T O T A L</b>		<b>78.2</b>		<b>78.9</b>

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

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

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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	1ST QUARTER JAN-MAR 98		2ND QUARTER APR-JUN 98		3RD QUARTER JUL-SEP 98		4TH QUARTER OCT-DEC 98		DEC 98		JAN 99		FEB 99		12 MONTHS MAR98-FEB99		DATA BASE TO DATE SEP 87-FEB 99	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	70.7	(9)	75.2	(5)	74.8	(8)	67.1	(10)	54.2	(10)	66.5	(6)	70.9	(10)	72.1	(8)	77.8	(7)
AMERICA WEST	67.9	(10)	71.5	(8)	66.5	(9)	68.1	(9)	61.8	(8)	68.3	(4)	78.0	(7)	69.3	(10)	80.6	(2)
AMERICAN	79.6	(2)	81.0	(2)	80.0	(6)	79.8	(6)	78.3	(2)	67.1	(5)	71.5	(9)	78.3	(3)	79.8	(4)
CONTINENTAL	72.0	(7)	73.8	(6)	81.0	(5)	82.1	(4)	80.2	(1)	72.0	(2)	83.0	(2)	78.3	(4)	78.5	(6)
DELTA	75.0	(4)	77.3	(3)	83.6	(2)	82.6	(3)	76.6	(4)	71.4	(3)	80.8	(5)	79.8	(2)	77.5	(8)
NORTHWEST	73.6	(6)	67.2	(10)	58.6	(10)	83.3	(2)	78.1	(3)	62.7	(8)	82.4	(4)	70.3	(9)	79.8	(3)
SOUTHWEST	77.0	(3)	82.5	(1)	83.9	(1)	79.8	(5)	74.6	(6)	76.7	(1)	82.8	(3)	81.2	(1)	83.8	(1)
TWA	73.9	(5)	72.8	(7)	82.8	(3)	83.7	(1)	75.7	(5)	60.0	(9)	83.2	(1)	77.6	(5)	77.5	(9)
UNITED	71.6	(8)	70.7	(9)	76.0	(7)	76.7	(8)	72.7	(7)	66.5	(7)	78.6	(6)	74.1	(7)	76.8	(10)
US AIRWAYS	81.5	(1)	75.8	(4)	81.4	(4)	76.8	(7)	61.7	(9)	58.2	(10)	74.5	(8)	76.5	(6)	79.0	(5)
TOTAL	75.4		75.7		78.3		79.4		73.2		67.7		78.9		76.8		79.0	

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT													
	ATL		BOS		BWI		CLT		CVG		DCA		DEN	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	672	70.8	1261	61.1	196	68.9	163	71.8	85	74.1	848	73.7	520	72.9
AS	H/		H/		H/		H/		H/		H/		H/	
CO	702	77.6	745	74.8	276	84.8	100	83.0	24	62.5	563	86.7	356	78.9
DL	16877	79.8	1835	73.1	356	75.6	252	83.3	5560	85.4	1094	82.8	530	77.0
HP	112	51.8	248	77.4	136	68.4	H/		H/		56	80.4	193	78.2
NW	508	76.6	472	76.7	340	82.9	184	82.6	48	83.3	512	77.7	280	79.6
TW	188	79.3	211	79.1	168	83.3	108	85.2	103	79.6	268	83.6	164	84.1
UA	464	76.3	1043	76.6	359	81.9	140	83.6	156	80.1	469	80.6	8251	86.1
US	666	67.7	2099	66.0	2053	75.8	8438	79.5	H/		2452	75.3	196	78.1
WN	H/		H/		2016	89.7	H/		H/		H/		H/	
TOTAL	20189	78.7	7914	70.4	5900	81.6	9385	79.7	5976	84.9	6262	78.4	10490	84.2

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	12789	79.5	387	69.0	906	58.4	566	71.0	866	62.4	296	72.6	1819	66.5
AS	H/		H/		H/		H/		H/		283	71.0	688	61.6
CO	498	86.5	291	80.1	5717	75.8	7759	89.1	H/		337	81.6	588	83.7
DL	3489	88.4	308	71.1	832	71.2	336	79.5	839	78.8	698	81.4	1255	75.7
HP	184	72.3	112	71.4	251	69.3	140	71.4	168	79.8	2076	79.6	732	79.4
NW	428	83.2	9263	85.4	484	69.2	168	86.9	80	76.3	280	66.8	420	69.8
TW	284	87.0	220	82.3	164	73.2	108	82.4	890	80.1	168	81.5	282	85.5
UA	531	83.6	300	80.3	911	71.6	371	79.8	508	81.9	1082	77.1	4649	77.8
US	292	84.9	392	75.0	392	63.5	292	81.5	H/		130	66.9	400	77.8
WN	H/		520	79.4	H/		176	83.5	H/		3856	79.7	3172	75.5
TOTAL	18495	81.7	11793	83.4	9657	72.3	9916	86.7	3351	75.4	9206	78.5	14005	75.1

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT													
	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	1513	62.3	520	74.4	2894	70.6	449	71.5	8069	66.8	168	67.3	606	63.9
AS	H/		H/		H/		H/		H/		1339	79.7	H/	
CO	412	77.4	573	83.9	354	81.1	180	89.4	593	74.4	84	64.3	259	80.3
DL	2001	75.1	2768	85.0	420	78.8	335	69.9	779	70.2	571	80.0	464	77.6
HP	28	71.4	56	53.6	56	66.1	112	78.6	220	77.3	168	71.4	140	65.0
NW	516	71.9	424	82.5	336	83.3	8503	86.2	723	72.8	112	67.0	436	75.9
TW	308	76.9	304	88.8	218	87.6	260	83.1	343	72.3	84	73.8	160	80.6
UA	685	75.5	498	87.6	429	86.0	601	78.9	11492	78.6	881	76.8	708	77.7
US	1943	67.2	1500	74.6	410	73.4	208	74.5	572	71.7	H/		6059	71.8
WN	H/		956	88.9	H/		H/		H/		832	84.1	H/	
TOTAL	7406	70.4	7599	82.6	5117	75.0	10648	84.4	22791	73.5	4239	78.4	8832	72.5

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	531	73.1	85	71.8	493	80.1	336	61.3	818	53.7	168	67.9	298	68.8	336	75.0
AS	307	68.7	H/		323	67.8	3085	71.1	514	57.6	H/		H/		H/	
CO	300	78.3	80	76.3	195	82.1	168	69.0	408	69.4	124	75.8	156	85.3	411	85.6
DL	632	76.1	252	82.9	420	79.5	504	78.6	671	59.5	4380	83.0	196	68.4	842	82.9
HP	5699	80.6	H/		276	75.4	196	68.9	304	60.2	136	74.3	68	76.5	29	86.2
NW	336	67.0	124	83.1	168	66.1	392	67.3	336	61.3	112	61.6	436	80.7	336	77.4
TW	196	80.1	156	76.9	140	85.0	168	69.0	168	67.3	84	82.1	9475	84.7	220	85.9
UA	986	76.9	164	79.9	798	73.2	1223	73.7	6346	70.2	418	71.1	284	78.2	271	86.7
US	240	75.8	7139	80.2	112	72.3	140	64.3	296	68.6	H/		184	70.7	1074	68.0
WN	4496	80.0	H/		2060	78.5	916	78.2	400	64.8	968	83.6	2340	81.4	1000	85.7
TOTAL	13723	78.9	8000	80.2	4985	76.8	7128	72.0	10261	66.6	6390	81.2	13437	83.0	4519	79.6



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## AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT																
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO	
600 - 659 AM	83.0	74.8	67.9	87.7	94.0	J/	84.4	89.2	89.6	83.3	91.2	75.4	95.6	85.0	J/	83.3	
700 - 759 AM	90.7	83.0	88.6	86.7	85.3	79.2	92.3	86.8	88.5	85.6	89.4	76.4	94.3	93.3	84.9	94.2	
800 - 859 AM	87.8	80.1	85.9	84.0	88.4	80.6	90.3	84.0	89.0	89.1	88.1	88.5	92.0	88.0	75.9	89.1	
900 - 959 AM	82.0	83.5	91.6	77.0	83.5	83.3	90.8	85.7	89.0	87.1	86.3	78.6	89.1	83.1	81.4	89.2	
1000 - 1059 AM	81.4	77.4	86.4	81.7	89.6	84.5	86.5	83.7	82.5	83.5	89.5	82.2	80.4	78.3	79.0	85.4	
1100 - 1159 AM	81.2	79.9	88.5	86.1	88.4	81.6	86.5	80.0	86.2	83.1	90.1	90.5	83.3	69.9	74.4	86.2	
1200 - 1259 PM	78.6	77.2	83.7	78.2	95.2	82.5	88.2	88.4	86.9	83.1	91.0	J/	81.5	77.6	74.8	83.4	
100 - 159 PM	78.2	74.8	85.3	84.5	89.0	83.7	84.7	79.9	89.4	77.2	88.9	81.3	79.1	73.7	68.8	81.4	
200 - 259 PM	76.7	68.5	81.8	81.7	80.7	80.5	89.1	81.6	85.2	70.7	85.9	71.6	81.3	76.2	67.0	85.3	
300 - 359 PM	78.9	74.4	83.6	78.6	79.2	79.6	85.4	85.9	80.2	63.6	79.9	75.1	78.7	68.7	70.7	85.9	
400 - 459 PM	70.3	70.9	82.4	76.2	83.1	81.3	79.4	80.1	81.5	66.6	84.5	77.7	72.2	77.6	69.6	85.5	
500 - 559 PM	77.2	63.1	80.6	79.8	86.1	78.1	81.7	78.5	81.9	67.0	83.6	75.8	72.4	73.1	63.0	80.8	
600 - 659 PM	72.3	64.9	74.2	77.6	82.8	65.9	79.9	85.1	80.2	60.9	81.0	66.7	73.0	69.6	64.9	78.2	
700 - 759 PM	77.1	60.8	73.5	75.7	79.2	69.0	80.0	80.3	78.8	62.0	88.7	71.8	69.8	73.1	64.9	81.5	
800 - 859 PM	77.1	54.7	74.3	74.7	91.1	77.1	75.8	77.3	84.4	62.4	87.6	72.9	71.4	70.8	60.7	77.5	
900 - 959 PM	73.6	67.8	76.8	70.8	84.1	70.4	77.1	78.3	79.1	71.7	83.0	75.8	74.3	68.6	66.8	67.7	
1000 - 1059 PM	80.7	63.8	79.4	80.0	80.0	83.2	80.1	79.8	77.9	68.6	82.2	69.4	72.2	71.1	71.4	81.0	
1100 - 559 AM	83.3	74.4	80.6	82.3	76.9	80.5	77.5	79.5	78.9	76.1	79.6	72.5	79.3	75.7	72.3	80.5	
TOTAL, ALL ARRIVALS, BY AIRPORT	78.7	70.4	81.6	79.7	84.9	78.4	84.2	81.7	83.4	72.3	86.7	75.4	78.5	75.1	70.4	82.6	

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	57.1	92.3	91.7	J/	82.1	J/	70.8	85.7	75.0	71.6	J/	92.9	94.0	86.6
700 - 759 AM	75.0	91.3	83.4	86.0	86.3	92.5	89.4	95.9	92.8	91.2	89.8	90.0	98.1	88.7
800 - 859 AM	82.1	87.2	81.0	97.1	75.8	91.1	84.5	88.0	85.4	90.0	90.0	87.2	87.0	86.0
900 - 959 AM	76.3	90.6	78.4	91.7	77.5	90.2	82.2	85.9	87.3	77.7	91.0	89.3	85.2	84.9
1000 - 1059 AM	79.4	86.0	78.2	88.0	84.0	81.0	83.3	80.2	79.2	72.0	80.8	84.9	85.7	82.1
1100 - 1159 AM	84.4	87.1	74.5	78.9	80.6	82.7	82.5	81.9	72.7	60.9	83.1	85.4	81.5	80.8
1200 - 1259 PM	81.4	88.7	74.4	85.2	77.1	83.3	84.8	78.9	72.9	62.8	77.8	84.3	79.0	80.5
100 - 159 PM	84.3	89.6	75.7	71.2	73.2	77.6	82.2	81.9	71.5	63.7	83.8	80.9	79.6	80.0
200 - 259 PM	83.8	80.4	72.7	80.9	74.1	80.6	86.5	66.2	74.8	62.6	78.0	81.3	88.6	78.4
300 - 359 PM	74.7	86.1	68.7	76.1	72.5	82.0	81.9	78.1	75.5	65.3	86.4	82.3	78.9	77.1
400 - 459 PM	77.3	78.7	69.8	79.6	69.5	79.3	77.5	74.1	71.2	63.2	77.0	79.7	83.5	75.8
500 - 559 PM	68.8	82.3	68.5	69.5	70.2	73.6	72.5	66.2	68.6	63.5	72.4	79.1	76.0	74.8
600 - 659 PM	68.6	72.2	70.9	69.5	63.2	66.1	80.0	71.2	66.4	66.9	82.1	74.9	78.4	72.1
700 - 759 PM	64.6	81.4	66.5	72.2	66.6	76.6	74.8	75.4	65.1	61.5	81.8	81.6	75.0	74.8
800 - 859 PM	66.4	77.8	67.5	72.0	63.2	68.0	76.9	72.0	63.7	57.7	79.1	82.3	74.1	72.4
900 - 959 PM	68.8	80.8	71.0	72.8	66.3	73.0	75.4	69.1	67.7	61.1	72.8	81.4	65.7	73.2
1000 - 1059 PM	75.6	85.5	63.1	74.8	71.0	77.2	76.2	76.9	73.1	68.1	74.6	78.8	80.5	75.2
1100 - 559 AM	75.9	85.1	81.9	76.7	78.0	77.4	84.7	80.8	68.3	66.8	74.4	79.9	81.2	77.3
TOTAL, ALL ARRIVALS, BY AIRPORT	75.0	84.4	73.5	78.4	72.5	78.9	80.2	76.8	72.0	66.6	81.2	83.0	79.6	78.2

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## AIR TRAVEL CONSUMER REPORT

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	91.8	86.5	93.9	88.1	93.8	93.2	93.5	85.2	87.9	88.8	94.5	71.3	94.6	91.0	88.1	93.4
700 - 759 AM	88.9	80.2	89.3	90.9	95.7	89.9	93.0	91.2	89.8	90.6	93.5	82.3	94.1	90.6	81.7	94.1
800 - 859 AM	88.2	81.2	89.7	86.1	91.1	85.0	90.2	80.4	86.5	82.6	92.3	85.6	91.8	87.4	83.3	93.1
900 - 959 AM	86.8	81.3	88.4	83.6	92.5	85.0	93.1	79.7	83.4	88.1	89.0	85.1	91.2	83.4	81.1	92.6
1000 - 1059 AM	85.7	83.5	88.6	77.6	91.5	86.1	90.5	80.7	86.6	82.4	86.2	87.5	78.3	77.7	83.9	90.4
1100 - 1159 AM	80.2	79.4	84.8	81.5	90.1	87.2	86.9	77.6	80.8	87.6	87.2	71.3	80.3	76.3	79.2	84.4
1200 - 1259 PM	83.4	79.4	85.4	84.2	90.0	84.1	86.4	78.6	81.7	83.1	91.7	82.7	79.6	76.8	75.1	82.4
100 - 159 PM	82.4	85.2	83.6	77.8	84.6	84.0	86.4	86.2	87.4	79.8	88.5	92.9	77.1	74.9	82.5	83.3
200 - 259 PM	79.1	78.5	81.1	76.4	85.1	79.2	83.8	74.8	80.3	73.5	86.8	77.7	78.9	78.5	74.2	80.4
300 - 359 PM	78.8	68.6	81.3	75.1	87.5	83.6	88.2	77.5	77.2	74.1	84.6	84.1	74.6	72.9	75.2	86.3
400 - 459 PM	76.0	74.7	73.0	68.9	82.9	81.5	83.5	81.2	73.6	66.9	87.6	80.5	67.0	71.6	74.1	84.1
500 - 559 PM	76.7	69.8	83.3	72.6	J/	81.3	80.8	76.2	77.9	67.7	83.1	76.6	66.8	75.8	67.8	84.0
600 - 659 PM	76.7	68.8	67.4	72.0	83.2	79.3	80.8	73.7	76.5	67.6	86.6	80.0	68.3	71.0	65.7	83.5
700 - 759 PM	75.9	66.9	77.1	70.1	85.6	71.5	82.6	86.7	75.7	64.1	84.3	69.8	62.3	69.4	68.1	80.3
800 - 859 PM	78.4	65.9	73.9	76.4	86.2	71.9	79.3	72.4	77.2	72.2	87.5	50.0	65.6	73.4	70.7	75.6
900 - 959 PM	84.2	84.6	73.6	77.0	88.2	80.8	81.7	83.5	80.8	61.5	87.4	85.6	73.6	76.1	74.1	83.4
1000 - 1059 PM	83.3	J/	75.0	75.4	94.3	J/	J/	73.5	84.3	66.7	89.3	90.6	84.2	80.9	J/	72.2
1100 - 559 AM	87.7	92.9	92.9	74.1	100.0	J/	87.5	J/	92.9	87.5	82.1	75.0	82.1	89.7	78.6	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	82.3	76.9	83.0	77.8	88.4	82.4	86.0	78.8	81.4	78.1	87.8	79.7	79.8	79.4	77.0	85.9

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	86.1	91.6	88.9	96.3	91.6	95.8	90.5	93.8	91.6	86.9	92.1	93.8	88.8	90.5	
700 - 759 AM	81.4	89.2	90.7	94.5	83.4	94.9	88.0	92.6	89.0	86.1	92.9	91.3	93.4	89.6	
800 - 859 AM	80.9	91.5	84.0	87.8	79.3	91.6	88.5	89.7	91.3	87.1	89.3	87.6	92.2	86.9	
900 - 959 AM	88.9	87.0	85.0	90.5	78.6	85.5	83.9	84.9	80.4	81.0	91.7	91.0	89.4	85.5	
1000 - 1059 AM	75.9	87.8	82.0	87.8	80.2	83.7	86.6	86.7	85.0	75.2	89.3	87.6	76.0	84.0	
1100 - 1159 AM	77.7	86.0	79.3	87.2	80.4	80.8	85.6	78.8	80.6	75.3	87.2	84.2	85.4	82.2	
1200 - 1259 PM	78.3	80.8	79.5	90.2	83.7	79.8	85.0	83.8	77.5	69.1	75.0	81.5	79.3	81.5	
100 - 159 PM	76.6	87.6	79.2	85.1	74.7	79.5	83.1	81.3	78.9	71.0	86.9	84.2	80.0	81.3	
200 - 259 PM	83.0	85.9	72.7	84.8	70.2	78.0	78.7	77.0	78.6	71.2	86.5	79.8	79.7	78.8	
300 - 359 PM	70.5	83.7	75.4	86.4	67.3	78.4	67.9	68.8	78.9	65.9	80.6	79.5	76.5	77.4	
400 - 459 PM	79.9	82.0	69.5	81.7	70.1	77.4	81.7	74.5	76.9	70.4	83.9	81.7	80.4	76.2	
500 - 559 PM	72.6	85.7	71.3	71.7	65.4	71.9	77.7	64.5	68.8	66.2	79.6	78.1	81.3	74.9	
600 - 659 PM	78.5	81.0	69.3	81.3	66.4	71.6	77.3	68.3	73.0	66.6	78.2	80.2	80.0	75.1	
700 - 759 PM	64.4	82.5	70.8	74.0	57.7	69.5	64.3	74.9	75.8	68.5	73.2	78.3	79.2	73.2	
800 - 859 PM	63.1	81.4	70.5	77.0	72.7	67.7	74.6	72.9	63.1	64.7	85.0	81.1	78.4	75.5	
900 - 959 PM	60.0	81.2	74.7	78.3	62.7	64.7	76.9	73.0	66.0	68.9	77.2	83.3	56.0	77.1	
1000 - 1059 PM	J/	85.2	77.1	100.0	J/	79.6	80.4	91.2	81.5	76.6	84.7	83.4	71.4	80.7	
1100 - 559 AM	85.7	92.9	94.0	89.3	87.7	89.5	85.7	90.5	88.3	88.1	90.6	87.2	85.7	86.5	
TOTAL, ALL DEPARTURES, BY AIRPORT	76.3	85.1	77.6	86.7	72.5	80.1	81.3	81.5	81.0	75.1	85.4	83.5	82.9	80.8	

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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 MIN. LATE AVERAGE	LATE MEDIAN
US	2762	ATL- IAD	2015	22	81.82	38	23
US	2768	BHM- IAD	1610	22	81.82	24	20

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TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/  
ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
US AIRWAYS	2047	10	0.5
AMERICAN	1866	4	0.2
DELTA	2526	5	0.2
SOUTHWEST	2390	3	0.1
UNITED	2111	1	0.0
ALASKA	317	0	0.0
AMERICA WEST	572	0	0.0
TWA	776	0	0.0
CONTINENTAL	1117	0	0.0
NORTHWEST	1508	0	0.0
TOTAL	15230	23	0.2

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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)	76.3	86.8	76	76	DUTCH HARBOR, AK. (DUT)	37.5	37.5	56	56
ALBANY, N. Y. (ALB)	74.6	83.8	933	933	EAGLE, CO. (EGE)	68.9	83.0	312	312
ALBUQUERQUE, N. M. (ABQ)	83.0	85.6	2,806	2,805	EL PASO, TX. (ELP)	82.8	86.8	1,856	1,855
ALLENTOWN, PA. (ABE)	76.5	88.9	452	452	ELMIRA, N. Y. (ELM)	82.0	89.0	100	100
AMARILLO, TX. (AMA)	82.7	89.6	375	374	ERIE, PA. (ERI)	77.8	91.7	108	108
ANCHORAGE, AK. (ANC)	72.6	78.3	1,287	1,288	EUGENE, OR. (EUG)	71.3	75.4	167	167
ASHEVILLE, N. C. (AVL)	79.8	84.6	104	104	FAIRBANKS, AK. (FAI)	76.8	82.7	371	371
ATLANTA, GA. (ATL)	78.7	82.3	20,189	20,206	FARGO, N. D. (FAR)	85.1	91.5	188	188
AUGUSTA, GA. (AGS)	81.4	87.1	140	140	FAYETTEVILLE, N. C. (FAY)	68.3	80.8	104	104
AUSTIN, TX. (AUS)	83.9	87.2	3,332	3,337	FLINT, MI. (FNT)	79.6	88.9	108	108
BALTIMORE, MD. (BWI)	81.6	83.0	5,900	5,899	FRESNO, CA. (FAT)	67.9	71.4	28	28
BANGOR, ME. (BGR)	79.8	94.0	84	84	FT. LAUDERDALE, FL. (FLL)	79.3	83.0	3,755	3,749
BARROW, AK. (BRW)	80.9	75.0	68	68	FT. MYERS, FL. (RSW)	75.6	83.4	1,326	1,328
BATON ROUGE, LA. (BTR)	88.9	92.2	360	358	FT. WAYNE, IN. (FWA)	95.8	95.8	24	24
BETHEL, AK. (BET)	76.9	79.5	78	78	GRAND FORKS, N. D. (GFK)	80.8	92.3	104	104
BILLINGS, MT. (BIL)	85.3	93.8	224	224	GRAND RAPIDS, MI. (GRR)	78.8	91.2	659	659
BINGHAMTON, N. Y. (BGM)	81.3	85.0	80	80	GREAT FALLS, MT. (GTF)	85.7	90.3	196	196
BIRMINGHAM AL. (BHM)	84.0	87.5	1,652	1,650	GREEN BAY, WI. (GRB)	79.3	89.9	188	188
BISMARCK, N. D. (BIS)	78.7	95.4	108	108	GREENSBORO/HIGH PT., N. C. (GSO)	77.1	84.8	1,147	1,148
BOISE, ID. (BOI)	78.8	85.1	884	883	GREENVILLE/SPARTBG., S. C. (GSP)	81.3	87.7	536	536
BOSTON, MA. (BOS)	70.4	76.9	7,914	7,913	GULFPORT/BILOXI, MS. (GPT)	97.6	96.4	84	84
BOZEMAN, MT. (BZN)	82.2	91.4	152	151	GUNNISON, CO. (GUC)	68.3	78.3	60	60
BRISTOL, TN. (TRI)	84.6	91.3	104	104	HARLINGEN, TX. (HRL)	88.6	87.7	316	316
BROWNSVILLE, TX. (BRO)	85.7	85.7	28	28	HARRISBURG, PA. (MDT)	77.9	87.7	601	601
BUFFALO, N. Y. (BUF)	75.6	83.5	1,420	1,418	HARTFORD, CT./SPGFLD, MA. (BDL)	74.3	81.8	2,282	2,280
BURBANK, CA. (BUR)	76.6	79.2	2,111	2,111	HELENA, MT. (HLN)	76.4	83.9	55	56
BURLINGTON, VT. (BTV)	65.8	81.6	196	196	HONOLULU, OAHU, HI. (HNL)	73.6	85.6	846	848
CEDAR RAPIDS/IOWA CTY, IA. (CID)	82.1	87.1	420	420	HOUSTON, TX. (HOU)	86.1	83.0	4,395	4,394
CHARLESTON, S. C. (CHS)	80.3	87.6	547	548	HOUSTON, TX. (IAH)	86.7	87.8	9,916	9,912
CHARLESTON, W. V. (CRW)	76.0	88.0	100	100	HUNTSVILLE/DECATUR, AL. (HSV)	79.8	84.4	436	436
CHARLOTTE, N. C. (CLT)	79.7	77.8	9,385	9,384	INDIANAPOLIS, IN. (IND)	79.7	86.4	2,571	2,567
CHATTANOOGA, TN. (CHA)	85.5	92.1	76	76	INDIO/PALM SPRINGS, CA. (PSP)	73.8	82.4	432	432
CHICAGO, IL. (MDW)	83.7	81.3	3,523	3,524	ISLIP/LONG IS., N. Y. (ISP)	79.8	85.1	168	168
CHICAGO, IL. (ORD)	73.5	77.6	22,791	22,790	ITHACA, N. Y. (ITH)	79.0	90.0	100	100
CINCINNATI, OH. (CVG)	84.9	88.4	5,976	5,964	JACKSON/VICKSBURG, MS. (JAN)	87.3	90.1	707	718
CLEVELAND, OH. (CLE)	80.3	85.8	4,626	4,626	JACKSON, WY. (JAC)	64.1	67.4	92	92
COLORADO SPRINGS, CO. (COS)	80.9	91.9	873	872	JACKSONVILLE, FL. (JAX)	81.6	87.1	1,764	1,764
COLUMBIA, S. C. (CAE)	79.8	88.7	372	372	JUNEAU, AK. (JNU)	74.3	77.1	280	280
COLUMBUS, OH. (CMH)	81.6	87.2	2,789	2,788	KAHULUI, MAUI, HI. (OGG)	79.9	84.4	224	224
CORDOVA, AK. (CDV)	78.6	83.9	56	56	KALAMAZOO, MI. (AZO)	80.4	87.5	112	112
CORPUS CHRISTI, TX. (CRP)	87.7	91.5	236	236	KALISPELL, MT. (FCA)	86.2	86.7	58	60
DALLAS/FT. WORTH, TX. (DAL)	86.7	85.1	3,931	3,931	KANSAS CITY, MO. (MCI)	80.7	85.2	4,572	4,572
DALLAS/FT. WORTH, TX. (DFW)	81.7	78.8	18,495	18,497	KETCHIKAN, AK. (KTN)	70.8	76.2	168	168
DAYTON, OH. (DAY)	77.2	86.6	841	841	KING SALMON, AK. (AKN)	68.8	62.5	16	16
DAYTONA BEACH, FL. (DAB)	79.0	85.7	224	223	KNOXVILLE, TN. (TYS)	81.8	87.1	560	560
DEADHORSE, AK. (SCC)	70.0	75.0	40	40	KODIAK, AK. (ADQ)	71.4	76.8	56	56
DENVER, CO. (DEN)	84.2	86.0	10,490	10,485	KONA, HAWAII., HI. (KOA)	80.4	83.9	56	56
DES MOINES, IA. (DSM)	82.2	89.5	512	512	KOTZEBUE, AK. (OTZ)	70.6	73.5	68	68
DETROIT, MI. (DTW)	83.4	81.4	11,793	11,785	LA CROSSE, WI. (LSE)	92.5	92.5	40	40
DILLINGHAM AK. (DLG)	62.5	68.8	16	16	LANSING, MI. (LAN)	77.4	91.5	164	164
DULUTH, MN. (DLH)	85.5	89.5	76	76	LAS VEGAS, NV. (LAS)	78.5	79.8	9,206	9,211
DURANGO, CO. (DRO)	90.6	96.9	32	32	LEXINGTON/FRKFT, KY. (LEX)	79.5	89.5	303	304

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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)	82.1	78.6	28	28	ROANOKE, VA. (ROA)	78.3	85.9	184	184
LINCOLN, NE. (LNK)	80.6	87.4	216	215	ROCHESTER, MN. (RST)	77.1	87.2	179	179
LITTLE ROCK, AR. (LIT)	85.5	88.9	1,000	1,000	ROCHESTER, N.Y. (ROC)	74.6	82.0	1,176	1,173
LONG BEACH, CA. (LGB)	80.5	91.3	220	219	SACRAMENTO, CA. (SMF)	79.2	81.3	2,676	2,676
LOS ANGELES, CA. (LAX)	75.1	79.4	14,005	14,007	SAGINAW, MI. (MBS)	77.2	89.4	263	263
LOUISVILLE, KY. (SDF)	81.4	87.5	1,767	1,767	SALT LAKE CITY, UT. (SLC)	81.2	85.4	6,390	6,387
LUBBOCK, TX. (LBB)	88.1	88.3	496	496	SAN ANTONIO, TX. (SAT)	85.1	90.1	2,917	2,918
MADISON, WI. (MSN)	73.0	84.8	348	348	SAN DIEGO, CA. (SAN)	76.8	81.5	4,985	4,985
MANCHESTER, N.H. (MHT)	77.7	82.3	966	966	SAN FRANCISCO, CA. (OAK)	77.6	78.5	4,269	4,269
MEDFORD, OR. (MFR)	66.7	78.6	84	84	SAN FRANCISCO, CA. (SFO)	66.6	75.1	10,261	10,258
MELBOURNE, FL. (MLB)	80.4	89.3	168	168	SAN JOSE, CA. (SJC)	75.2	80.4	3,903	3,902
MEMPHIS, TN. (MEM)	88.6	88.3	4,025	4,022	SAN JUAN, P.R. (SJU)	70.2	73.9	1,723	1,719
MIAMI, FL. (MIA)	75.0	76.3	5,117	5,115	SANTA BARBARA, CA. (SBA)	75.7	70.3	111	111
MIDLAND/ODESSA, TX. (MAF)	87.6	90.4	492	492	SARASOTA/BRAD., FL. (SRQ)	78.3	84.7	460	458
MILWAUKEE, WI. (MKE)	80.0	88.9	1,168	1,168	SAVANNAH, GA. (SAV)	77.3	84.0	388	387
MINNEAPPLS./ST. P, MN. (MSP)	84.4	85.1	10,648	10,659	SCRANTON/WILKES-BARRE, PA. (AVP)	83.3	97.0	132	132
MINOT, N.D. (MOT)	85.7	90.5	84	84	SEATTLE, WA. (SEA)	72.0	81.0	7,128	7,126
MISSION/MCALLEN, TX. (MFE)	87.3	93.0	244	244	SHREVEPORT, LA. (SHV)	86.7	88.3	300	300
MISSOULA, MT. (MSO)	83.3	91.0	168	166	SIoux CITY, IA. (SUX)	82.7	90.4	52	52
MOBILE, AL. /PASCAGOULA, MS. (MOB)	86.6	85.1	335	329	SIoux FALLS, S.D. (FSD)	81.7	91.0	300	300
MOLINE, IL. (MLI)	87.1	88.6	132	132	SITKA, AK. (SIT)	72.6	83.3	84	84
MONROE, LA. (MLU)	85.7	92.2	168	167	SOUTH BEND, IN. (SBN)	82.9	92.1	228	228
MONTEREY, CA. (MRY)	82.1	82.1	56	56	SPOKANE, WA. (GEG)	81.2	87.0	1,005	1,004
MONTGOMERY, AL. (MGM)	85.7	87.5	112	112	SPRINGFIELD, MD. (SGF)	90.0	90.6	160	160
MONTROSE, CO. (MTJ)	92.1	92.1	76	76	ST. CROIX, V.I. (STX)	73.8	79.8	84	84
MYRTLE BEACH, S.C. (MYR)	74.7	85.5	166	166	ST. LOUIS, MO. (STL)	83.0	83.5	13,437	13,443
NASHVILLE, TN. (BNA)	85.0	86.6	3,996	3,994	ST. THOMAS, V.I. (STT)	72.3	79.9	224	224
NEW ORLEANS, LA. (MSY)	85.0	88.1	3,852	3,853	STEAMBOAT SPRINGS, CO. (HDN)	73.1	82.1	167	168
NEW YORK, N.Y. (JFK)	75.4	79.7	3,351	3,356	SYRACUSE, N.Y. (SYR)	76.9	87.0	887	887
NEW YORK, N.Y. (LGA)	70.4	77.0	7,406	7,399	TALLAHASSEE, FL. (TLH)	77.0	80.1	196	196
NEWARK, N.J. (EWR)	72.3	78.1	9,657	9,653	TAMPA, FL. (TPA)	79.6	82.9	4,519	4,517
NEWBURGH, N.Y. (SWF)	68.2	79.8	85	84	TOLEDO, OH. (TOL)	72.5	81.3	80	80
NOME, AK. (OME)	69.1	75.0	68	68	TRAVERSE CITY, MI. (TVC)	85.0	91.7	60	60
NORFOLK/VA. BEACH, VA. (ORF)	77.7	86.8	1,214	1,212	TUCSON, AZ. (TUS)	77.9	84.2	1,504	1,504
OKLAHOMA CITY, OK. (OKC)	84.4	89.1	1,535	1,535	TULSA, OK. (TUL)	82.8	85.6	1,441	1,442
OMAHA, NE. (OMA)	81.3	87.6	1,279	1,283	VALPARAISO, FL. (VPS)	89.3	98.8	84	84
ONTARIO, CA. (ONT)	75.7	81.0	2,640	2,641	WASHINGTON, D.C. (DCA)	78.4	82.4	6,262	6,292
ORANGE COUNTY, CA. (SNA)	81.0	85.1	2,647	2,653	WASHINGTON, D.C. (IAD)	74.9	79.4	4,162	4,157
ORLANDO, FL. (MCO)	82.6	85.9	7,599	7,600	WEST PALM BEACH, FL. (PBI)	74.8	82.5	1,926	1,926
PASCO, WA. (PSC)	89.3	90.0	112	110	WHITE PLAINS, N.Y. (HPN)	71.9	78.9	374	375
PENSACOLA, FL. (PNS)	83.1	87.0	472	469	WICHITA, KS. (ICT)	83.0	90.1	536	536
PETERSBURG, AK. (PSG)	57.1	71.4	56	56	WILMINGTON, N.C. (ILM)	77.7	87.2	148	148
PHILADELPHIA, PA. (PHL)	72.5	72.5	8,832	8,832	WRANGELL, AK. (WRG)	69.6	67.9	56	56
PHOENIX, AZ. (PHX)	78.9	80.1	13,723	13,725	YAKUTAT, AK. (YAK)	73.2	85.7	56	56
PITTSBURGH, PA. (PIT)	80.2	81.3	8,000	7,999					
PORTLAND, ME. (PWM)	78.7	89.2	479	480					
PORTLAND, OR. (PDX)	78.4	86.7	4,239	4,239					
PROVIDENCE, R.I. (PVD)	78.2	84.0	1,733	1,733					
RALEIGH/DURHAM, N.C. (RDU)	77.7	84.9	2,306	2,307					
RAPID CITY, S.D. (RAP)	87.5	94.6	56	56					
RENO, NV. (RNO)	76.6	81.6	2,014	2,014					
RICHMOND, VA. (RIC)	74.8	83.9	1,192	1,190					

**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**

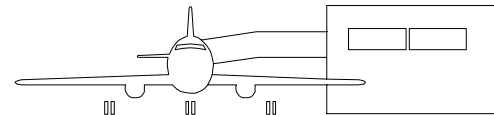
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

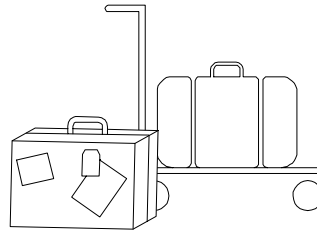
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
CO	Continental Airlines
DL	Delta Air Lines
NW	Northwest Airlines
WN	Southwest Airlines
TW	Trans World Airlines
UA	United Airlines
US	US Airways





## **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.



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

FEB. '99 RANK	AIRLINE	FEBRUARY 1999			FEBRUARY 1998		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>America West</i>	4,662	1,326,111	<b>3.52</b>	4,732	1,246,167	<b>3.80</b>
2	<i>Southwest</i>	19,472	4,635,465	<b>4.20</b>	19,285	4,193,337	<b>4.60</b>
3	<i>Delta</i>	31,228	7,354,276	<b>4.25</b>	34,345	6,927,531	<b>4.96</b>
4	<i>Continental</i>	11,493	2,683,283	<b>4.28</b>	8,567	2,486,412	<b>3.45</b>
5	<i>TWA</i>	7,625	1,700,448	<b>4.48</b>	7,635	1,668,034	<b>4.58</b>
6	<i>American</i>	18,529	3,996,287	<b>4.64</b>	19,150	4,660,186	<b>4.11</b>
7	<i>Northwest</i>	16,296	3,235,165	<b>5.04</b>	18,077	3,307,729	<b>5.47</b>
8	<i>US Airways</i>	21,467	4,055,758	<b>5.29</b>	15,806	4,053,291	<b>3.90</b>
9	<i>Alaska</i>	5,114	820,969	<b>6.23</b>	4,289	779,815	<b>5.50</b>
10	<i>United</i>	42,837	5,555,999	<b>7.71</b>	37,543	5,178,649	<b>7.25</b>
	<b>Total</b>	<b>178,723</b>	<b>35,363,761</b>	<b>5.05</b>	<b>169,429</b>	<b>34,501,151</b>	<b>4.91</b>

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

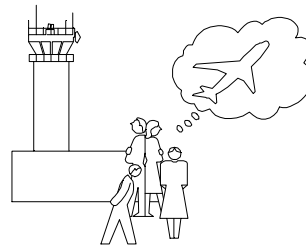
## OVERSALES

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

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

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

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



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

OCT.-DEC. '99 RANK	AIRLINE	OCTOBER-DECEMBER 1998				OCTOBER-DECEMBER 1997			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	<b>US Airways</b>	14,663	276	13,828,432	<b>0.20</b>	17,429	482	13,869,433	<b>0.35</b>
2	<b>Continental</b>	21,654	199	9,354,140	<b>0.21</b>	15,523	59	8,923,578	<b>0.07</b>
3	<b>Northwest</b>	21,898	277	11,924,507	<b>0.23</b>	23,393	350	12,268,417	<b>0.29</b>
4	<b>United</b>	31,783	1,019	19,908,771	<b>0.51</b>	35,307	913	18,857,122	<b>0.48</b>
5	<b>American</b>	57,954	1,075	18,010,537	<b>0.60</b>	47,127	610	17,926,721	<b>0.34</b>
6	<b>Alaska</b>	4,998	363	3,208,547	<b>1.13</b>	4,499	1,040	2,948,815	<b>3.53</b>
7	<b>America West</b>	13,021	538	4,425,724	<b>1.22</b>	12,154	719	4,481,937	<b>1.60</b>
8	<b>TWA</b>	5,214	694	5,423,028	<b>1.28</b>	9,295	656	5,572,315	<b>1.18</b>
9	<b>Southwest</b>	20,399	2,094	14,848,313	<b>1.41</b>	18,417	2,196	14,034,704	<b>1.56</b>
10	<b>Delta</b>	43,846	3,810	24,795,631	<b>1.54</b>	52,338	2,577	24,769,286	<b>1.04</b>
	<b>TOTAL</b>	<b>235,430</b>	<b>10,345</b>	<b>125,727,630</b>	<b>0.82</b>	<b>235,482</b>	<b>9,602</b>	<b>123,652,328</b>	<b>0.78</b>

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

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

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

JAN.-DEC. '99 RANK	AIRLINE	JANUARY-DECEMBER 1998				JANUARY-DECEMBER 1997			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	<b>Continental</b>	76,167	574	42,352,892	<b>0.14</b>	66,945	360	35,791,535	<b>0.10</b>
2	<b>US Airways</b>	81,830	1,267	56,564,712	<b>0.22</b>	85,232	4,662	57,540,342	<b>0.81</b>
3	<b>Northwest</b>	120,045	1,394	46,025,183	<b>0.30</b>	96,118	2,655	49,859,313	<b>0.53</b>
4	<b>American</b>	221,826	3,387	73,618,441	<b>0.46</b>	215,003	4,596	73,122,003	<b>0.63</b>
5	<b>United</b>	142,057	4,561	79,813,016	<b>0.57</b>	110,754	3,792	76,642,828	<b>0.49</b>
6	<b>America West</b>	49,811	2,074	18,174,910	<b>1.14</b>	59,441	3,771	19,044,151	<b>1.98</b>
7	<b>Delta</b>	233,732	13,449	102,405,802	<b>1.31</b>	259,413	15,297	100,230,962	<b>1.53</b>
8	<b>Alaska</b>	24,530	1,822	13,028,998	<b>1.40</b>	21,016	3,409	12,245,891	<b>2.78</b>
9	<b>Southwest</b>	81,201	10,230	59,053,217	<b>1.73</b>	72,142	12,074	55,935,896	<b>2.16</b>
10	<b>TWA</b>	50,005	6,039	23,132,879	<b>2.61</b>	31,862	2,930	22,546,838	<b>1.30</b>
	<b>TOTAL</b>	<b>1,081,204</b>	<b>44,797</b>	<b>514,170,050</b>	<b>0.87</b>	<b>1,017,926</b>	<b>53,546</b>	<b>502,959,759</b>	<b>1.06</b>

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

## **CONSUMER COMPLAINTS**

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints, which are handled by the Federal Aviation Administration. An explanation of each section of the report appears below:

**Summary.** Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

**Complaint Categories.** Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

**U.S. Airlines.** Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

**Incident Date.** Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods. (Table 4 data is not included in YTD report.)

**Companies Other Than U.S. Airlines.** Table 5 provides the same information as above for foreign airlines, and for tour operators, cargo companies, etc.

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

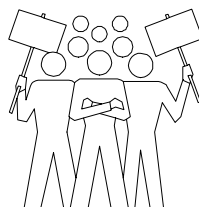


TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	FEBRUARY 1999				FEBRUARY 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	849	38	1	53	570	27	2	72
FOREIGN AIRLINES	71	0	0	0	82	0	0	3
TRAVEL AGENTS	3	0	0	0	1	0	0	0
TOUR OPERATORS	32	0	0	0	40	0	0	1
MISCELLANEOUS	63	7	0	18	38	8	0	7
CARGO COMPANIES	0	0	0	0	0	0	0	0
	----	----	----	----	----	----	----	----
INDUSTRY TOTALS	1018	45	1	71	731	35	2	83

TABLE 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES \*

	FEBRUARY 1999			FEBRUARY 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS. ....	1	342		2	133	
DELAYS. ....			103			32
CANCELLATIONS. ....			126			48
MISCONNECTIONS. ....			32			15
CUSTOMER SERVICE. ....	2	170		1	148	
BAGGAGE. ....	3	157		3	112	
TICKETING/BOARDING. ....	4	126		4	111	
DISABLED. ....			32			28
REFUNDS. ....	5	78		7	51	
OTHER. ....	6	65		5	57	
FREQUENT FLYER. ....			30			24
FARES. ....	7	34		8	34	
OVERSALES. ....	8	34		6	55	
TOURS. ....	9	7		9	20	
ADVERTISING. ....	10	4		10	9	
CREDIT. ....	11	1		12	0	
SMOKING. ....	12	0		11	1	
		----			----	
COMPLAINT TOTAL		1018			731	

\* 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

FEBRUARY 1999

U. S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
AIRTRAN AIRWAYS	3	0	0	0	0	4	3	0	0	0	0	1	11
ALASKA AIRLINES	1	2	2	0	2	0	0	0	0	0	0	0	7
AMERICA WEST AIRLINES	9	1	5	1	3	2	5	0	0	0	0	2	28
AMERICAN AIRLINES	53	3	8	9	11	19	27	0	2	1	1	7	141
AMERICAN EAGLE	6	0	1	0	0	0	1	0	0	0	0	0	8
AMERICAN TRANS AIR	4	0	4	0	0	1	2	0	0	0	0	0	11
COMAIR	3	0	0	0	0	0	1	0	0	0	0	1	5
CONTINENTAL AIRLINES	16	3	4	1	4	4	10	0	0	0	0	0	42
DELTA AIR LINES	24	3	14	4	1	8	18	0	2	0	0	12	86
KIWI AIRLINES	33	2	4	0	7	7	5	0	0	0	1	1	60
NORTHWEST AIRLINES	46	0	16	5	4	13	20	0	0	0	0	5	109
RYAN INTERNATIONAL AIRLINES	4	0	0	0	0	2	0	0	0	0	0	0	6
SKY TREK INT'L AIRLINES	4	0	0	0	0	3	1	0	0	0	0	0	8
SOUTHWEST AIRLINES	1	0	2	1	1	3	1	0	0	0	0	2	11
SPIRIT AIRLINES	4	1	1	2	0	2	3	0	0	0	1	0	14
TOWER AIR	7	3	3	0	1	3	5	0	0	0	0	0	22
TRANS WORLD AIRLINES	12	2	1	2	2	6	4	0	0	0	0	4	33
UNITED AIRLINES	26	3	13	4	7	23	25	0	0	0	0	6	107
UNITED EXPRESS	3	2	0	0	0	3	3	0	0	0	0	1	12
US AIRWAYS	25	2	18	0	4	18	14	0	0	0	0	6	87
VANGUARD AIRLINES	3	0	2	0	3	2	1	0	0	0	1	1	13
OTHER U. S. AIRLINES	13	1	3	1	7	1	1	0	0	0	0	1	28
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
FEBRUARY 1999	300	28	101	30	57	124	150	0	4	1	4	50	849
% OF TOTAL COMPLAINTS	35.3	3.3	11.9	3.5	6.7	14.6	17.7	0.0	0.5	0.1	0.5	5.9	
FEBRUARY 1998	109	41	92	27	37	87	123	1	6	0	2	45	570
% OF TOTAL COMPLAINTS	19.1	7.2	16.1	4.7	6.5	15.3	21.6	0.2	1.1	0.0	0.4	7.9	

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

FEBRUARY 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 FEB	DENTS IN FEB		DENTS IN JAN		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
AIRTRAN AIRWAYS	11	4	36.36	2	18.18	2	18.18	3	27.27
ALASKA AIRLINES	7	0	0.00	0	0.00	7	100.00	0	0.00
AMERICA WEST AIRLINES	28	2	7.14	7	25.00	19	67.86	0	0.00
AMERICAN AIRLINES	141	49	34.75	38	26.95	52	36.88	2	1.42
AMERICAN EAGLE	8	2	25.00	3	37.50	3	37.50	0	0.00
AMERICAN TRANS AIR	11	1	9.09	5	45.45	5	45.45	0	0.00
COMAIR	5	1	20.00	3	60.00	1	20.00	0	0.00
CONTINENTAL AIRLINES	42	10	23.81	20	47.62	11	26.19	1	2.38
DELTA AIR LINES	86	18	20.93	29	33.72	33	38.37	6	6.98
KIWI AIRLINES	60	23	38.33	19	31.67	17	28.33	1	1.67
NORTHWEST AIRLINES	109	20	18.35	52	47.71	33	30.28	4	3.67
RYAN INTERNATIONAL AIRLINES	6	0	0.00	5	83.33	1	16.67	0	0.00
SKY TREK INT'L AIRLINES	8	2	25.00	2	25.00	4	50.00	0	0.00
SOUTHWEST AIRLINES	11	4	36.36	1	9.09	5	45.45	1	9.09
SPIRIT AIRLINES	14	2	14.29	10	71.43	2	14.29	0	0.00
TOWER AIR	22	1	4.55	7	31.82	14	63.64	0	0.00
TRANS WORLD AIRLINES	33	7	21.21	10	30.30	16	48.48	0	0.00
UNITED AIRLINES	107	19	17.76	33	30.84	52	48.60	3	2.80
UNITED EXPRESS	12	0	0.00	5	41.67	7	58.33	0	0.00
US AIRWAYS	87	15	17.24	27	31.03	39	44.83	6	6.90
VANGUARD AIRLINES	13	0	0.00	6	46.15	7	53.85	0	0.00
OTHER U. S. AIRLINES	28	4	14.29	9	32.14	13	46.43	2	7.14
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TOTALS	849	184	21.67	293	34.51	343	40.40	29	3.42
PRIOR YEAR' S TOTALS	570	100	17.54	179	31.40	287	50.35	4	0.70

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

FEBRUARY 1999

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>													
APA INTERNATIONAL AIR	2	0	1	0	2	0	0	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	0	0	2	2	2	0	0	0	0	0	6
GUYANA AIRWAYS	2	0	2	0	0	0	0	0	0	0	0	1	5
KLM	1	0	2	0	0	1	2	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	9	4	6	0	3	16	9	0	0	0	1	1	49
TOTAL	14	4	11	0	7	19	13	0	0	0	1	2	71
<b>TRAVEL AGENTS</b>													
OTHER TRAVEL AGENTS	0	0	1	1	1	0	0	0	0	0	0	0	3
TOTAL	0	0	1	1	1	0	0	0	0	0	0	0	3
<b>TOUR OPERATORS</b>													
SUNJET INT' L SALES	11	0	3	0	2	1	0	0	0	0	0	0	17
OTHER TOUR OPERATORS	5	0	1	1	1	1	4	0	0	0	2	0	15
TOTAL	16	0	4	1	3	2	4	0	0	0	2	0	32
<b>MISCELLANEOUS</b>													
OTHER MISCELLANEOUS	12	2	9	2	10	12	3	0	0	0	0	13	63
TOTAL	12	2	9	2	10	12	3	0	0	0	0	13	63
<b>CARGO COMPANIES</b>													
OTHER CARGO COMPANIES	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

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

TABLE 6

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

FEB. '99 RANK	AIRLINE	FEBRUARY 1999			FEBRUARY 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>Southwest</b>	11	4,648,790	<b>0.24</b>	10	4,200,768	<b>0.24</b>
2	<b>Alaska</b>	7	950,229	<b>0.74</b>	5	890,051	<b>0.56</b>
3	<b>Delta</b>	86	7,808,822	<b>1.10</b>	41	7,472,840	<b>0.55</b>
4	<b>Continental</b>	42	3,223,651	<b>1.30</b>	22	2,949,184	<b>0.75</b>
5	<b>United</b>	107	6,324,043	<b>1.69</b>	92	5,907,636	<b>1.56</b>
6	<b>T W A</b>	33	1,763,403	<b>1.87</b>	17	1,740,949	<b>0.98</b>
7	<b>America West</b>	28	1,355,108	<b>2.07</b>	14	1,284,393	<b>1.09</b>
8	<b>US Airways</b>	87	4,097,925	<b>2.12</b>	23	4,167,486	<b>0.55</b>
9	<b>American</b>	141	5,025,032	<b>2.81</b>	78	5,896,468	<b>1.32</b>
10	<b>Northwest</b>	109	3,875,945	<b>2.81</b>	52	3,960,411	<b>1.31</b>
	<b>TOTAL</b>	<b>651</b>	<b>39,072,948</b>	<b>1.67</b>	<b>354</b>	<b>38,470,186</b>	<b>0.92</b>

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

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

## COMPLAINT CATEGORIES

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

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

**Reservations, Ticketing, Boarding, and Disability:** Airline or travel agent mistakes in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets. Problems boarding the aircraft (except oversales). Complaints by air travelers with disabilities concerning accessibility.

**Fares:** Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

**Refunds:** Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

**Baggage:** Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claim procedure.

**Customer Service:** Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

**Smoking:** Inadequate segregation of smoker from non-smokers; failure of airline to enforce no-smoking rules; objections to the rule, would prefer change such as; (1) relaxation or elimination of regulations, or (2) banning of smoking on all flights.

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

**Credit:** Denial of credit, interest or late payment charges, incorrect billing, or incorrect credit reports on airline-issued credit.

**Tours:** Problems with scheduled or charter tour packages.

**Other:** Cargo problems, security, airport facilities, claims for bodily injury, frequent flyer, and other not classified above.

