



U.S. Department
of Transportation



Air Travel Consumer Report

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Includes data for the following periods:



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

Office of Aviation Enforcement and Proceedings
<http://www.dot.gov/airconsumer/>

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INTRODUCTION

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

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

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



FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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



MARCH 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	84.4	72	84.6
SOUTHWEST S/	14	80.3	54	81.1
NORTHWEST S/	29	80.8	117	81.0
CONTINENTAL S/	28	79.3	82	80.3
DELTA S/	29	78.7	116	79.3
UNITED S/	29	78.6	103	78.8
AMERICA WEST S/	26	76.5	50	76.4
US AIRWAYS S/	25	73.6	87	73.0
AMERICAN S/	29	72.7	97	72.8
ALASKA S/	7	71.9	34	71.5
T O T A L		77.6		78.1

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	2ND QUARTER APR-JUN 98		3RD QUARTER JUL-SEP 98		4TH QUARTER OCT-DEC 98		1ST QUARTER JAN-MAR 99		JAN 99		FEB 99		MAR 99		12 MONTHS APR98-MAR99		DATA BASE TO DATE SEP 87-MAR 99	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	75.2	(5)	74.8	(8)	67.1	(10)	69.6	(9)	66.5	(6)	70.9	(10)	71.5	(10)	71.8	(8)	77.7	(7)
AMERICA WEST	71.5	(8)	66.5	(9)	68.1	(9)	74.1	(7)	68.3	(4)	78.0	(7)	76.4	(7)	70.0	(10)	80.5	(2)
AMERICAN	81.0	(2)	80.0	(6)	79.8	(6)	70.4	(8)	67.1	(5)	71.5	(9)	72.8	(9)	77.8	(5)	79.8	(4)
CONTINENTAL	73.8	(6)	81.0	(5)	82.1	(4)	78.3	(2)	72.0	(2)	83.0	(2)	80.3	(4)	78.8	(3)	78.5	(6)
DELTA	77.3	(3)	83.6	(2)	82.6	(3)	77.0	(3)	71.4	(3)	80.8	(5)	79.3	(5)	80.1	(2)	77.5	(9)
NORTHWEST	67.2	(10)	58.6	(10)	83.3	(2)	75.2	(5)	62.7	(8)	82.4	(4)	81.0	(3)	71.0	(9)	79.8	(3)
SOUTHWEST	82.5	(1)	83.9	(1)	79.8	(5)	80.2	(1)	76.7	(1)	82.8	(3)	81.1	(2)	81.6	(1)	83.7	(1)
TWA	72.8	(7)	82.8	(3)	83.7	(1)	75.8	(4)	60.0	(9)	83.2	(1)	84.6	(1)	78.8	(4)	77.5	(8)
UNITED	70.7	(9)	76.0	(7)	76.7	(8)	74.6	(6)	66.5	(7)	78.6	(6)	78.8	(6)	74.5	(7)	76.8	(10)
US AIRWAYS	75.8	(4)	81.4	(4)	76.8	(7)	68.5	(10)	58.2	(10)	74.5	(8)	73.0	(8)	75.6	(6)	79.0	(5)
TOTAL	75.7		78.3		79.4		74.8		67.7		78.9		78.1		77.0		79.0	

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

CARRIER	ARRIVAL AIRPORT													
	ATL		BOS		BWI		CLT		CVG		DCA		DEN	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	732	67.6	1410	58.9	217	72.4	182	69.8	93	57.0	954	69.9	607	73.1
AS	H/		H/		H/		H/		H/		H/		H/	
CO	785	74.1	812	68.1	307	85.0	113	86.7	27	81.5	621	81.5	395	74.4
DL	18679	77.7	2020	66.5	395	69.4	279	82.8	6144	83.4	1231	80.0	589	79.5
HP	124	69.4	274	67.2	151	55.0	H/		H/		62	79.0	213	70.9
NW	546	77.8	523	65.8	379	78.4	205	80.0	54	79.6	569	79.3	310	82.3
TW	209	79.9	238	75.2	186	86.6	120	80.8	116	86.2	298	84.6	182	83.5
UA	515	77.7	1169	70.1	401	75.3	155	80.0	174	75.9	526	78.3	9342	87.0
US	758	65.6	2323	55.1	2266	72.7	9359	80.0	H/		2740	73.9	217	81.6
WN	H/		H/		2382	83.9	H/		H/		H/		H/	
TOTAL	22348	76.8	8769	63.1	6684	77.5	10413	79.9	6608	82.9	7001	76.4	11855	84.9

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	14188	76.7	430	70.9	1015	58.0	583	70.7	952	77.8	326	71.5	2007	74.6
AS	H/		H/		H/		H/		H/		283	61.1	758	58.2
CO	557	77.6	325	75.4	6442	73.8	8644	85.2	H/		365	78.1	674	81.8
DL	3867	83.6	341	66.3	916	69.0	372	82.3	927	76.8	773	81.9	1393	78.4
HP	205	65.4	124	70.2	279	60.9	155	64.5	216	79.2	2315	80.4	797	77.8
NW	476	80.5	10464	82.4	538	68.8	186	82.8	89	79.8	310	70.3	495	74.5
TW	325	82.5	244	76.6	182	70.3	120	80.8	999	81.9	186	78.0	316	81.0
UA	596	80.2	333	77.5	1018	65.4	426	74.6	561	85.6	1209	77.3	5192	77.5
US	325	74.5	437	71.6	437	62.5	325	76.6	H/		145	75.2	447	77.9
WN	H/		580	75.5	H/		197	78.7	H/		4279	80.4	3533	76.1
TOTAL	20539	78.2	13278	80.4	10827	70.0	11008	83.2	3744	79.9	10191	78.8	15612	76.1

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

CARRIER	ARRIVAL AIRPORT													
	LGA		MCO		MIA		MSP		ORD		PDX		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1697	63.2	574	77.7	3180	78.3	501	70.9	9083	71.8	186	75.3	654	66.2
AS	H/		H/		H/		H/		H/		1534	80.6	H/	
CO	460	77.8	651	78.5	406	77.8	201	82.1	665	73.1	93	80.6	290	81.7
DL	2220	75.1	3055	82.6	465	75.3	369	67.8	864	68.1	613	84.5	511	73.6
HP	31	83.9	62	45.2	62	58.1	124	80.6	230	75.7	186	74.2	155	61.3
NW	573	74.5	469	77.2	390	75.9	9438	85.7	807	74.0	124	68.5	484	73.6
TW	364	81.0	341	87.7	252	84.9	294	86.4	383	77.3	93	80.6	178	82.0
UA	781	76.4	570	81.4	474	83.8	669	80.7	13005	78.5	990	79.1	793	77.9
US	2352	66.2	1671	74.2	454	73.8	232	72.4	638	74.0	H/		6687	68.9
WN	H/		1062	87.1	H/		H/		H/		925	87.7	H/	
TOTAL	8478	70.8	8455	80.4	5683	78.0	11828	83.9	25675	75.3	4744	81.4	9752	70.4

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	589	73.3	93	59.1	550	70.5	368	72.3	910	62.4	186	65.1	333	73.0	372	76.6
AS	384	60.7	H/		371	57.1	3589	76.9	592	58.4	H/		H/		H/	
CO	332	84.9	89	82.0	248	84.3	186	72.6	453	75.7	136	80.9	143	84.6	481	79.2
DL	707	78.9	279	78.5	465	74.4	558	85.1	744	60.9	4853	85.0	217	68.2	933	79.2
HP	6314	79.3	H/		306	73.2	217	78.3	336	63.1	135	69.6	74	79.7	31	77.4
NW	402	70.9	139	77.7	186	71.5	434	73.0	372	64.8	124	66.9	434	77.4	402	73.1
TW	217	80.6	174	82.8	155	80.0	186	79.0	186	66.7	93	77.4	10623	86.4	248	89.9
UA	1121	73.5	182	79.7	878	72.7	1360	76.4	7071	73.5	465	76.1	329	75.7	311	83.0
US	249	74.7	7751	78.8	124	80.6	155	73.5	329	77.5	H/		205	74.6	1193	69.1
WN	5000	78.7	H/		2288	77.2	1022	85.9	445	71.7	1076	83.2	2604	80.4	1130	85.5
TOTAL	15315	77.8	8707	78.7	5571	74.3	8075	78.0	11438	70.4	7068	82.8	14962	84.1	5101	78.3

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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	84.6	75.0	54.8	83.7	91.9	J/	89.2	84.8	87.3	79.2	90.9	83.1	93.5	93.7	J/	81.7
700 - 759 AM	86.3	76.3	89.1	87.3	86.3	84.1	93.6	84.5	82.2	81.3	86.3	79.0	92.5	93.3	81.7	96.6
800 - 859 AM	82.3	74.0	80.2	85.1	86.1	82.3	93.6	84.8	86.2	85.1	82.5	82.8	91.4	87.7	77.7	90.2
900 - 959 AM	81.1	71.7	87.9	75.8	87.4	85.1	90.0	81.7	86.5	87.2	87.9	83.9	86.3	80.2	79.7	88.3
1000 - 1059 AM	78.7	69.6	87.7	79.2	84.9	83.1	85.3	82.8	80.6	86.5	84.7	92.5	81.7	75.0	79.1	83.6
1100 - 1159 AM	80.5	70.0	88.5	84.6	81.3	78.6	87.2	77.7	81.3	84.8	87.3	88.4	84.9	69.0	80.1	85.5
1200 - 1259 PM	76.8	68.5	82.9	78.4	87.1	81.6	84.4	84.2	81.4	77.6	87.3	J/	81.1	72.9	80.9	80.7
100 - 159 PM	79.4	67.9	78.8	78.7	84.9	80.9	85.9	73.3	85.5	77.8	84.1	88.8	78.7	74.5	76.4	78.1
200 - 259 PM	75.9	60.6	78.5	83.4	83.2	75.3	86.1	78.0	82.3	74.2	81.8	79.5	79.8	76.8	73.5	84.0
300 - 359 PM	79.1	67.2	75.3	80.4	78.2	80.0	84.7	79.9	76.7	66.4	85.6	77.7	72.2	73.2	73.1	85.4
400 - 459 PM	69.9	61.7	76.7	77.0	73.1	78.7	82.2	76.1	78.9	61.1	82.2	77.7	76.2	72.7	65.6	83.4
500 - 559 PM	74.3	55.7	73.9	81.2	85.1	69.6	84.7	74.5	76.9	65.6	80.8	84.1	71.7	75.9	59.6	81.6
600 - 659 PM	72.8	53.5	72.4	79.3	82.6	61.2	82.7	79.4	77.9	58.1	75.0	71.0	75.8	76.0	61.5	77.5
700 - 759 PM	77.1	47.5	69.8	76.4	78.5	66.0	83.6	75.1	76.0	53.2	83.7	77.4	69.6	76.4	64.4	78.0
800 - 859 PM	75.7	51.0	71.5	76.8	79.0	72.9	73.1	76.8	80.7	59.2	83.4	73.5	72.3	75.9	61.5	74.2
900 - 959 PM	70.1	64.1	74.2	72.3	80.5	73.4	82.6	73.5	79.0	70.6	80.9	79.6	77.1	73.6	65.7	68.2
1000 - 1059 PM	74.9	60.7	71.0	83.3	83.9	67.2	81.0	81.2	72.7	62.4	80.2	82.5	73.0	71.9	70.2	75.3
1100 - 559 AM	78.6	69.3	73.7	76.0	78.0	80.9	73.2	78.0	79.7	69.6	77.3	84.5	80.4	77.8	68.0	73.3
TOTAL, ALL ARRIVALS, BY AIRPORT	76.8	63.1	77.5	79.9	82.9	76.4	84.9	78.2	80.4	70.0	83.2	79.9	78.8	76.1	70.8	80.4

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	58.1	92.2	87.1	61.5	79.2	J/	86.7	96.8	67.7	83.9	J/	91.9	88.2	86.4	
700 - 759 AM	96.8	90.4	84.5	98.3	83.5	93.4	87.7	96.0	92.5	97.2	89.8	90.6	98.3	88.2	
800 - 859 AM	93.5	88.2	83.9	97.1	75.3	91.8	84.9	91.9	91.4	92.9	90.4	90.9	83.9	85.8	
900 - 959 AM	87.5	85.6	80.7	90.2	74.5	84.4	82.1	83.4	90.4	78.0	92.2	90.0	85.6	83.8	
1000 - 1059 AM	84.7	85.7	80.2	87.6	75.0	81.0	81.7	83.6	81.9	75.0	85.5	84.3	84.6	81.8	
1100 - 1159 AM	84.0	86.1	77.2	86.0	83.2	80.0	80.5	82.3	79.3	67.5	85.9	88.2	81.8	80.5	
1200 - 1259 PM	81.0	91.7	75.7	84.3	76.9	74.5	78.0	67.6	83.3	69.7	79.6	88.5	77.1	79.5	
100 - 159 PM	79.7	84.0	77.9	84.7	78.0	72.8	79.4	77.1	79.3	67.2	82.7	85.1	83.7	79.1	
200 - 259 PM	87.1	80.5	73.5	86.1	66.6	80.5	83.0	62.0	80.7	65.6	76.5	85.6	83.2	77.5	
300 - 359 PM	80.2	84.5	73.8	80.1	70.1	80.0	78.8	71.6	87.4	68.5	87.9	86.8	77.7	77.4	
400 - 459 PM	77.4	76.2	72.1	82.5	66.7	77.4	76.9	69.0	76.6	72.6	80.6	81.1	80.3	74.6	
500 - 559 PM	78.4	81.5	71.4	76.8	72.6	73.8	75.4	67.8	73.3	68.0	73.5	80.5	76.1	74.9	
600 - 659 PM	69.4	80.4	72.1	73.2	64.7	66.3	90.3	72.2	74.4	71.2	84.4	76.9	73.3	72.1	
700 - 759 PM	61.8	79.4	66.6	71.5	61.3	80.7	72.9	71.4	69.0	69.3	83.1	81.5	69.5	73.5	
800 - 859 PM	71.3	78.3	69.1	70.9	58.8	73.5	77.6	73.3	71.8	62.3	81.4	78.1	69.8	72.3	
900 - 959 PM	68.0	81.0	71.5	81.7	66.1	73.2	70.3	69.1	72.5	59.4	75.0	78.4	69.4	73.3	
1000 - 1059 PM	77.1	85.1	65.6	77.3	67.6	79.3	75.3	69.0	76.8	61.8	76.2	79.5	77.5	73.1	
1100 - 559 AM	75.2	84.8	81.5	78.7	76.3	74.5	83.1	68.1	74.6	70.9	77.0	77.5	78.1	75.9	
TOTAL, ALL ARRIVALS, BY AIRPORT	78.0	83.9	75.3	81.4	70.4	77.8	78.7	74.3	78.0	70.4	82.8	84.1	78.3	77.6	

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	89.5	87.5	95.3	87.2	92.1	93.5	95.6	91.2	89.2	88.4	94.9	91.6	95.3	92.1	88.5	95.8
700 - 759 AM	89.9	83.0	90.8	91.2	90.6	91.9	93.5	91.3	87.8	88.4	92.3	87.1	91.2	91.7	83.4	92.6
800 - 859 AM	87.3	82.2	89.4	86.0	89.5	85.7	90.1	82.3	82.8	85.4	93.7	92.1	86.6	86.7	95.4	95.4
900 - 959 AM	79.4	80.8	84.0	83.4	87.3	84.5	92.3	79.9	82.7	85.3	86.4	93.0	86.8	83.5	82.8	91.3
1000 - 1059 AM	81.8	80.7	86.3	76.5	90.7	82.4	90.3	79.9	84.3	82.2	85.9	85.5	77.2	75.2	79.1	87.6
1100 - 1159 AM	78.3	78.1	87.5	81.4	85.3	87.4	86.8	74.9	77.4	88.0	85.7	90.0	80.9	73.6	83.1	82.0
1200 - 1259 PM	79.9	75.2	78.8	82.8	86.9	80.2	82.9	73.1	79.3	84.6	88.8	91.7	83.8	70.5	80.5	86.1
100 - 159 PM	78.1	78.9	79.1	78.7	91.4	80.9	86.0	83.6	82.2	85.8	86.8	100.0	74.4	75.9	84.7	80.5
200 - 259 PM	79.9	71.8	77.2	80.0	83.3	74.7	84.8	72.2	77.7	74.7	83.4	87.1	75.4	78.1	79.6	76.1
300 - 359 PM	74.9	62.8	72.5	78.1	86.8	79.2	88.4	75.6	71.1	72.9	83.6	88.3	73.0	77.2	81.4	82.7
400 - 459 PM	73.0	72.8	67.5	74.3	83.7	80.1	83.9	79.5	73.1	66.2	83.4	83.6	68.4	73.4	77.7	83.3
500 - 559 PM	74.3	66.4	74.9	75.3	J/	80.6	82.0	73.4	74.9	66.6	81.2	80.7	61.5	74.7	66.5	80.0
600 - 659 PM	70.2	62.5	60.5	74.3	84.2	71.1	82.0	71.3	72.1	68.9	78.9	83.4	72.8	76.2	67.5	80.5
700 - 759 PM	74.4	57.6	72.4	75.6	84.6	68.1	83.1	82.1	74.0	61.7	82.4	78.9	66.4	72.5	68.7	77.9
800 - 859 PM	74.2	56.7	62.8	79.7	87.5	68.6	83.5	72.0	76.0	65.2	84.6	80.6	60.9	78.5	70.2	68.3
900 - 959 PM	81.0	78.3	65.2	82.1	83.9	84.2	83.7	81.5	75.0	60.3	84.6	87.8	69.9	79.6	77.2	82.0
1000 - 1059 PM	77.8	J/	44.4	78.1	86.5	J/	J/	75.4	78.7	66.7	93.5	94.3	78.9	89.2	J/	75.0
1100 - 559 AM	80.4	90.3	80.6	80.0	93.5	J/	95.7	J/	93.5	95.2	87.1	90.3	81.5	93.3	87.1	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	79.0	73.8	78.9	79.5	86.6	80.4	86.4	77.4	78.7	77.5	85.6	86.2	78.9	80.2	79.0	84.0

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	93.2	93.8	87.4	93.0	89.1	95.8	89.0	94.0	92.8	92.4	96.9	94.0	94.3	91.5	
700 - 759 AM	89.4	89.7	85.7	94.2	88.4	93.1	81.1	92.8	89.5	91.2	96.8	90.2	93.9	89.7	
800 - 859 AM	90.2	88.3	82.0	94.4	76.4	90.8	81.6	88.8	91.8	89.1	90.9	91.4	93.3	87.3	
900 - 959 AM	86.4	89.0	84.6	81.6	77.7	82.8	86.5	84.0	86.9	84.2	93.5	90.2	90.5	84.7	
1000 - 1059 AM	86.7	86.4	79.9	87.3	76.1	79.6	87.7	81.0	82.9	77.9	89.7	85.6	80.6	82.3	
1100 - 1159 AM	84.9	85.0	80.7	89.0	78.3	78.1	80.8	81.5	79.6	77.1	86.9	87.0	82.7	82.1	
1200 - 1259 PM	85.7	83.6	80.4	91.9	84.0	74.8	86.3	80.3	80.3	74.0	82.3	84.9	77.8	80.1	
100 - 159 PM	83.0	88.3	78.9	85.1	70.5	73.5	84.5	80.4	86.1	76.6	87.8	86.2	77.9	80.7	
200 - 259 PM	83.1	82.7	74.6	89.4	69.4	72.2	77.0	75.3	82.9	72.7	84.2	82.7	76.0	77.7	
300 - 359 PM	74.7	80.5	75.3	84.2	62.9	74.8	83.9	66.7	81.4	73.2	79.1	81.8	80.6	76.5	
400 - 459 PM	77.8	80.7	70.5	79.1	70.1	73.6	79.0	69.0	81.8	74.8	85.2	80.8	75.4	76.0	
500 - 559 PM	79.6	78.3	70.8	75.4	59.6	71.6	74.9	68.8	74.5	69.3	81.2	78.7	78.0	73.6	
600 - 659 PM	76.1	79.0	70.3	82.7	64.2	70.2	83.2	71.8	71.6	66.7	82.0	78.6	79.9	74.0	
700 - 759 PM	71.2	75.9	71.1	79.6	63.0	69.7	50.0	75.1	77.8	72.5	79.6	78.7	75.5	73.3	
800 - 859 PM	63.2	79.7	71.4	74.2	72.1	67.8	75.3	73.4	61.0	66.2	90.1	76.7	71.6	74.5	
900 - 959 PM	J/	82.1	73.4	92.5	64.2	69.2	65.2	64.3	68.4	69.8	82.4	79.5	65.5	76.2	
1000 - 1059 PM	J/	83.7	77.9	87.1	J/	76.7	79.5	85.5	80.7	84.3	86.5	80.9	75.8	80.4	
1100 - 559 AM	86.4	90.3	87.9	96.9	95.2	86.4	93.5	93.5	88.2	90.0	88.6	90.7	83.9	85.8	
TOTAL, ALL DEPARTURES, BY AIRPORT	82.0	84.0	77.3	86.9	71.0	77.6	80.2	80.5	82.8	78.7	86.9	83.6	82.1	80.2	

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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	1936	IAD- BOS	1930	27	85.19	62	40
US	647	LGA- PBI	1714	27	81.48	44	24
US	2783	IAD- RDU	1700	31	80.65	44	29

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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	2044	23	1.1
ALASKA	427	2	0.5
SOUTHWEST	2413	11	0.5
AMERICAN	1860	8	0.4
AMERICA WEST	572	2	0.3
DELTA	2523	4	0.2
UNITED	2153	3	0.1
CONTINENTAL	1170	1	0.1
TWA	779	0	0.0
NORTHWEST	1516	0	0.0
TOTAL	15457	54	0.3

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
AKRON/CANTON, OH. (CAK)	77.5	86.5	89	89	DUTCH HARBOR, AK. (DUT)	50.9	35.1	57	57
ALBANY, N. Y. (ALB)	72.0	83.0	1,034	1,032	EAGLE, CO. (EGE)	69.2	77.9	328	330
ALBUQUERQUE, N. M. (ABQ)	79.2	82.7	3,132	3,131	EL PASO, TX. (ELP)	77.3	81.8	2,067	2,067
ALLENTOWN, PA. (ABE)	74.4	84.3	503	503	ELMIRA, N. Y. (ELM)	83.0	93.8	112	112
AMARILLO, TX. (AMA)	73.9	81.8	417	418	ERIE, PA. (ERI)	78.3	80.2	115	116
ANCHORAGE, AK. (ANC)	73.7	76.0	1,503	1,502	EUGENE, OR. (EUG)	78.5	81.2	186	186
ASHEVILLE, N. C. (AVL)	83.6	88.8	116	116	FAIRBANKS, AK. (FAI)	67.8	79.7	413	413
ATLANTA, GA. (ATL)	76.8	79.0	22,348	22,367	FARGO, N. D. (FAR)	81.8	88.5	209	209
AUGUSTA, GA. (AGS)	75.5	85.2	155	155	FAYETTEVILLE, N. C. (FAY)	76.7	85.3	116	116
AUSTIN, TX. (AUS)	80.7	85.7	3,760	3,756	FLINT, MI. (FNT)	73.3	84.2	120	120
BALTIMORE, MD. (BWI)	77.5	78.9	6,684	6,683	FRESNO, CA. (FAT)	80.6	93.5	31	31
BANGOR, ME. (BGR)	100.0	66.7	1	3	FT. LAUDERDALE, FL. (FLL)	79.4	82.1	4,224	4,219
BARROW, AK. (BRW)	63.2	60.5	76	76	FT. MYERS, FL. (RSW)	76.4	83.9	1,550	1,549
BATON ROUGE, LA. (BTR)	88.0	91.2	399	397	FT. WAYNE, IN. (FWA)	88.9	88.9	27	27
BETHEL, AK. (BET)	74.2	73.0	89	89	GRAND FORKS, N. D. (GFK)	82.8	92.2	116	116
BILLINGS, MT. (BIL)	85.4	90.7	247	246	GRAND RAPIDS, MI. (GRR)	79.4	87.6	732	732
BINGHAMTON, N. Y. (BGM)	78.7	92.1	89	89	GREAT FALLS, MT. (GTF)	90.3	94.4	216	216
BIRMINGHAM, AL. (BHM)	83.3	88.2	1,853	1,850	GREEN BAY, WI. (GRB)	85.6	92.3	209	209
BISMARCK, N. D. (BIS)	83.3	93.3	120	120	GREENSBORO/HIGH PT., N. C. (GSO)	76.6	86.5	1,272	1,271
BOISE, ID. (BOI)	83.7	86.8	980	979	GREENVILLE/SPARTBG., S. C. (GSP)	77.0	86.6	596	596
BOSTON, MA. (BOS)	63.1	73.8	8,769	8,772	GULFPORT/BILOXI, MS. (GPT)	95.7	96.8	93	93
BOZEMAN, MT. (BZN)	80.2	89.7	167	165	GUNNISON, CO. (GUC)	69.6	83.9	56	56
BRISTOL, TN. (TRI)	87.1	90.5	116	116	HARLINGEN, TX. (HRL)	76.7	77.8	352	352
BROWNSVILLE, TX. (BRO)	83.9	87.1	31	31	HARRISBURG, PA. (MDT)	75.8	85.4	666	666
BUFFALO, N. Y. (BUF)	72.7	79.7	1,580	1,578	HARTFORD, CT./SPGFLD, MA. (BDL)	74.9	83.0	2,568	2,584
BURBANK, CA. (BUR)	76.1	79.5	2,348	2,347	HELENA, MT. (HLN)	82.3	93.5	62	62
BURLINGTON, VT. (BTV)	58.1	74.2	217	217	HONOLULU, OAHU, HI. (HNL)	81.2	87.7	966	966
CEDAR RAPIDS/IOWA CTY, IA. (CID)	80.8	88.7	468	468	HOUSTON, TX. (HOU)	83.0	78.0	4,901	4,900
CHARLESTON, S. C. (CHS)	74.0	85.7	608	607	HOUSTON, TX. (IAH)	83.2	85.6	11,008	11,004
CHARLESTON, W. V. (CRW)	78.6	85.7	112	112	HUNTSVILLE/DECATUR, AL. (HSV)	81.8	87.2	484	484
CHARLOTTE, N. C. (CLT)	79.9	79.5	10,413	10,412	INDIANAPOLIS, IN. (IND)	78.4	85.7	2,871	2,872
CHATTANOOGA, TN. (CHA)	81.2	96.5	85	85	INDIO/PALM SPRINGS, CA. (PSP)	73.2	85.9	534	533
CHICAGO, IL. (MDW)	81.2	79.7	3,950	3,950	ISLIP/LONG IS., N. Y. (ISP)	78.4	85.1	402	402
CHICAGO, IL. (ORD)	75.3	77.3	25,675	25,680	ITHACA, N. Y. (ITH)	82.1	92.0	112	112
CINCINNATI, OH. (CVG)	82.9	86.6	6,608	6,602	JACKSON/VICKSBURG, MS. (JAN)	84.7	87.0	784	797
CLEVELAND, OH. (CLE)	81.4	86.0	5,169	5,169	JACKSON, WY. (JAC)	73.3	81.2	101	101
COLORADO SPRINGS, CO. (COS)	79.0	92.0	979	980	JACKSONVILLE, FL. (JAX)	80.4	85.5	1,956	1,956
COLUMBIA, S. C. (CAE)	74.6	82.9	414	414	JUNEAU, AK. (JNU)	78.1	79.0	310	310
COLUMBUS, OH. (CMH)	80.8	85.5	3,074	3,074	KAHULUI, MAUI, HI. (OGG)	86.7	85.1	248	248
CORDOVA, AK. (CDV)	77.4	79.0	62	62	KALAMAZOO, MI. (AZO)	73.4	80.6	124	124
CORPUS CHRISTI, TX. (CRP)	82.5	86.3	263	263	KALISPELL, MT. (FCA)	89.2	87.9	65	66
DALLAS/FT. WORTH, TX. (DAL)	79.9	77.9	4,403	4,403	KANSAS CITY, MO. (MCI)	81.1	84.4	5,120	5,120
DALLAS/FT. WORTH, TX. (DFW)	78.2	77.4	20,539	20,526	KETCHIKAN, AK. (KTN)	72.6	81.2	186	186
DAYTON, OH. (DAY)	80.3	87.8	929	930	KING SALMON, AK. (AKN)	70.6	76.5	17	17
DAYTONA BEACH, FL. (DAB)	82.3	87.1	248	248	KNOXVILLE, TN. (TYS)	84.0	87.5	619	617
DEADHORSE, AK. (SCC)	46.7	57.8	45	45	KODIAK, AK. (ADQ)	79.0	77.4	62	62
DENVER, CO. (DEN)	84.9	86.4	11,855	11,850	KONA, HAWAII., HI. (KOA)	85.5	88.7	62	62
DES MOINES, IA. (DSM)	84.4	89.6	569	569	KOTZEBUE, AK. (OTZ)	63.2	65.8	76	76
DETROIT, MI. (DTW)	80.4	78.7	13,278	13,265	LA CROSSE, WI. (LSE)	87.0	93.5	46	46
DILLINGHAM, AK. (DLG)	76.5	64.7	17	17	LAFAYETTE, LA. (LFT)	50.0	100.0	2	2
DULUTH, MN. (DLH)	81.2	87.1	85	85	LANSING, MI. (LAN)	68.1	85.7	182	182
DURANGO, CO. (DRO)	68.8	90.6	32	32	LAS VEGAS, NV. (LAS)	78.8	78.9	10,191	10,192

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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.
LEXINGTON/FRKFT, KY. (LEX)	77.4	84.5	337	336	RICHMOND, VA. (RIC)	75.0	84.3	1,326	1,326
LIHUE, KAUAI, HI. (LIH)	96.8	90.3	31	31	ROANOKE, VA. (ROA)	74.6	86.3	205	205
LINCOLN, NE. (LNK)	86.3	91.3	240	240	ROCHESTER, MN. (RST)	78.1	89.6	201	201
LITTLE ROCK, AR. (LIT)	80.8	85.8	1,111	1,109	ROCHESTER, N.Y. (ROC)	68.4	75.9	1,308	1,306
LONG BEACH, CA. (LGB)	79.1	92.2	230	230	SACRAMENTO, CA. (SMF)	80.9	82.7	3,015	3,016
LOS ANGELES, CA. (LAX)	76.1	80.2	15,612	15,605	SAGINAW, MI. (MBS)	76.2	85.5	324	324
LOUISVILLE, KY. (SDF)	80.6	86.4	1,966	1,966	SALT LAKE CITY, UT. (SLC)	82.8	86.9	7,068	7,061
LUBBOCK, TX. (LBB)	80.8	83.5	553	553	SAN ANTONIO, TX. (SAT)	80.7	87.1	3,213	3,214
MADISON, WI. (MSN)	76.7	86.8	387	387	SAN DIEGO, CA. (SAN)	74.3	80.5	5,571	5,571
MANCHESTER, N.H. (MHT)	74.8	78.5	1,080	1,080	SAN FRANCISCO, CA. (OAK)	81.5	81.3	4,745	4,748
MEDFORD, OR. (MFR)	74.2	84.9	93	93	SAN FRANCISCO, CA. (SFO)	70.4	78.7	11,438	11,441
MELBOURNE, FL. (MLB)	78.5	84.9	186	186	SAN JOSE, CA. (SJC)	78.6	83.9	4,318	4,319
MEMPHIS, TN. (MEM)	87.4	87.2	4,405	4,403	SAN JUAN, P.R. (SJU)	79.9	85.6	1,905	1,904
MIAMI, FL. (MIA)	78.0	82.0	5,683	5,679	SANTA BARBARA, CA. (SBA)	72.6	73.4	124	124
MIDLAND/ODESSA, TX. (MAF)	80.1	82.3	549	549	SARASOTA/BRAD., FL. (SRQ)	80.2	87.1	531	529
MILWAUKEE, WI. (MKE)	81.4	88.9	1,297	1,297	SAVANNAH, GA. (SAV)	70.9	83.5	430	430
MINNEAPLS/ST. P., MN. (MSP)	83.9	84.0	11,828	11,842	SCRANTON/WILKES-BARRE, PA. (AVP)	71.4	89.1	147	147
MINOT, N.D. (MDT)	86.0	90.3	93	93	SEATTLE, WA. (SEA)	78.0	82.8	8,075	8,075
MISSION/MCALLEN, TX. (MFE)	80.7	88.2	270	271	SHREVEPORT, LA. (SHV)	80.2	85.1	333	329
MISSOULA, MT. (MSO)	90.3	98.4	186	185	SIOUX CITY, IA. (SUX)	84.5	93.1	58	58
MOBILE, AL./PASCAGOULA, MS. (MOB)	81.6	86.1	369	367	SIOUX FALLS, S.D. (FSD)	83.8	91.0	333	333
MOLINE, IL. (MLI)	87.8	91.8	147	147	SITKA, AK. (SIT)	81.7	82.8	93	93
MONROE, LA. (MLU)	80.0	86.6	185	186	SOUTH BEND, IN. (SBN)	83.9	86.7	255	255
MONTREY, CA. (MRY)	87.1	88.7	62	62	SPOKANE, WA. (GEG)	85.1	90.3	1,138	1,139
MONTGOMERY, AL. (MGM)	85.5	91.1	124	124	SPRINGFIELD, MD. (SGF)	91.6	93.8	178	178
MONTROSE, CO. (MTJ)	80.5	87.8	82	82	ST. CROIX, V.I. (STX)	69.9	89.2	93	93
MYRTLE BEACH, S.C. (MYR)	71.1	79.4	194	194	ST. LOUIS, MO. (STL)	84.1	83.6	14,962	14,965
NASHVILLE, TN. (BNA)	82.5	84.4	4,465	4,466	ST. THOMAS, V.I. (STT)	76.1	85.9	247	248
NEW ORLEANS, LA. (MSY)	82.2	86.3	4,282	4,278	STEAMBOAT SPRINGS, CO. (HDN)	77.6	91.8	183	183
NEW YORK, N.Y. (JFK)	79.9	86.2	3,744	3,746	SYRACUSE, N.Y. (SYR)	69.8	80.8	986	986
NEW YORK, N.Y. (LGA)	70.8	79.0	8,478	8,474	TALLAHASSEE, FL. (TLH)	81.1	85.7	217	217
NEWARK, N.J. (EWR)	70.0	77.5	10,827	10,827	TAMPA, FL. (TPA)	78.3	82.1	5,101	5,098
NEWBURGH, N.Y. (SWF)	70.7	83.5	123	121	TOLEDO, OH. (TOL)	67.4	82.0	89	89
NOME, AK. (OME)	64.6	65.8	79	79	TRAVERSE CITY, MI. (TVC)	78.8	92.4	66	66
NORFOLK/VA. BEACH, VA. (ORF)	74.7	86.2	1,344	1,343	TUCSON, AZ. (TUS)	76.5	85.4	1,674	1,674
OKLAHOMA CITY, OK. (OKC)	83.1	88.2	1,708	1,708	TULSA, OK. (TUL)	79.4	84.3	1,605	1,603
OMAHA, NE. (OMA)	81.9	87.4	1,422	1,425	VALPARAISO, FL. (VPS)	82.8	94.6	93	93
ONTARIO, CA. (ONT)	75.7	80.4	2,935	2,937	WASHINGTON, D.C. (DCA)	76.4	80.4	7,001	7,018
ORANGE COUNTY, CA. (SNA)	80.2	86.3	2,939	2,944	WASHINGTON, D.C. (IAD)	68.0	72.9	4,899	4,895
ORLANDO, FL. (MCO)	80.4	84.0	8,455	8,457	WEST PALM BEACH, FL. (PBI)	74.4	82.1	2,222	2,221
PASCO, WA. (PSC)	94.3	97.6	122	124	WHITE PLAINS, N.Y. (HPN)	73.6	83.4	421	421
PENSACOLA, FL. (PNS)	83.7	86.8	522	521	WICHITA, KS. (ICT)	79.9	89.7	592	593
PETERSBURG, AK. (PSG)	61.3	74.2	62	62	WILMINGTON, N.C. (ILM)	77.1	85.3	170	170
PHILADELPHIA, PA. (PHL)	70.4	71.0	9,752	9,753	WRANGELL, AK. (WRG)	67.7	71.0	62	62
PHOENIX, AZ. (PHX)	77.8	77.6	15,315	15,317	YAKUTAT, AK. (YAK)	74.2	79.0	62	62
PITTSBURGH, PA. (PIT)	78.7	80.2	8,707	8,703					
PORTLAND, ME. (PWM)	72.4	85.5	463	462					
PORTLAND, OR. (PDX)	81.4	86.9	4,744	4,749					
PROVIDENCE, R.I. (PVD)	74.7	82.1	1,869	1,867					
RALEIGH/DURHAM, N.C. (RDU)	73.5	82.8	2,615	2,614					
RAPID CITY, S.D. (RAP)	83.9	87.1	62	62					
RENO, NV. (RNO)	79.3	81.8	2,231	2,231					

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

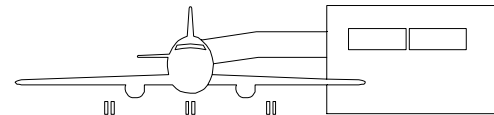
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

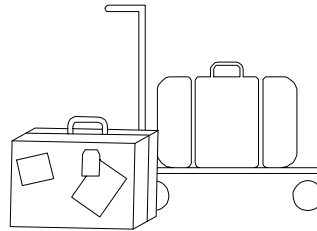
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

MARCH '99 RANK	AIRLINE	MARCH 1999			MARCH 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>	6,064	1,495,506	4.05	5,471	1,534,821	3.56
2	<i>Southwest</i>	22,514	5,514,227	4.08	23,617	5,037,090	4.69
3	<i>Continental</i>	13,147	3,201,646	4.11	12,247	3,060,915	4.00
4	<i>Delta</i>	37,843	8,821,068	4.29	34,362	7,836,205	4.39
5	<i>TWA</i>	10,279	2,200,878	4.67	12,571	2,048,126	6.14
6	<i>American</i>	28,224	5,544,847	5.09	25,630	5,555,143	4.61
7	<i>US Airways</i>	24,698	4,820,668	5.12	18,834	4,928,846	3.82
8	<i>Northwest</i>	21,801	4,069,196	5.36	27,388	4,009,619	6.83
9	<i>Alaska</i>	6,363	1,004,269	6.34	5,452	952,599	5.72
10	<i>United</i>	50,345	6,523,073	7.72	51,912	6,396,685	8.12
	Total	221,278	43,195,378	5.12	217,484	41,360,049	5.26

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. '99 RANK	AIRLINE	JANUARY-MARCH 1999			JANUARY-MARCH 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>	17,477	4,118,175	4.24	15,238	4,027,954	3.78
2	<i>Southwest</i>	67,403	14,606,789	4.61	61,820	13,245,641	4.67
3	<i>US Airways</i>	67,091	12,776,874	5.25	50,969	12,960,152	3.93
4	<i>Delta</i>	125,779	23,612,319	5.33	109,066	21,945,071	4.97
5	<i>Continental</i>	47,727	8,603,306	5.55	32,252	8,056,340	4.00
6	<i>American</i>	82,160	14,458,939	5.68	72,054	15,182,080	4.75
7	<i>Northwest</i>	69,669	10,369,613	6.72	71,742	10,598,636	6.77
8	<i>TWA</i>	37,200	5,510,227	6.75	31,381	5,388,923	5.82
9	<i>Alaska</i>	18,921	2,664,442	7.10	15,751	2,520,078	6.25
10	<i>United</i>	155,400	17,601,139	8.83	137,993	16,941,796	8.15
	Total	688,827	114,321,823	6.03	598,266	110,866,671	5.40

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*.

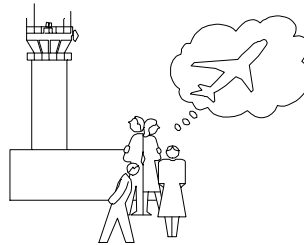
OVERSALES

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

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

* 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.

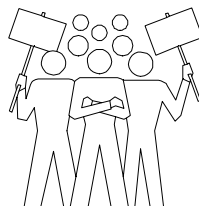


TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	MARCH 1999				MARCH 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	969	61	2	48	630	47	0	86
FOREIGN AIRLINES	112	1	0	1	86	0	0	0
CARGO COMPANIES	0	0	0	0	1	0	0	0
TRAVEL AGENTS	1	0	0	0	1	0	0	0
TOUR OPERATORS	20	0	0	0	18	0	0	1
MISCELLANEOUS	52	10	0	13	31	12	0	21
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INDUSTRY TOTALS	1154	72	2	62	767	59	0	108

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	MARCH 1999			MARCH 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	395		1	165	
DELAYS.			133			42
CANCELLATIONS.			146			67
MISCONNECTIONS.			51			15
BAGGAGE.	2	189		3	114	
CUSTOMER SERVICE.	3	160		2	138	
TICKETING/BOARDING.	4	125		4	106	
DISABLED.			30			26
REFUNDS.	5	98		5	98	
OVERSALES.	6	68		6	63	
OTHER.	7	62		7	37	
FREQUENT FLYER.			34			19
FARES.	8	43		8	29	
TOURS.	9	12		9	10	
ADVERTISING.	10	1		10	6	
SMOKING.	11	1		11	1	
CREDIT.	12	0		12	0	
		----			----	
COMPLAINT TOTAL		1154			767	

* 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 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	5	3	0	1	1	3	4	0	0	0	0	1	18
ALASKA AIRLINES	2	0	3	1	1	0	4	0	0	0	0	0	11
AMERICA WEST AIRLINES	7	1	1	2	2	3	8	0	0	0	0	2	26
AMERICAN AIRLINES	73	6	20	5	6	22	17	0	0	0	0	6	155
AMERICAN TRANS AIR	7	0	0	0	0	3	1	0	0	0	0	0	11
ATLANTIC SOUTHEAST AIRLINES	2	2	1	0	0	2	1	0	0	0	0	0	8
CONTINENTAL AIRLINES	15	4	6	0	0	11	9	0	0	0	0	4	49
DELTA AIR LINES	27	7	16	8	4	16	19	0	0	0	0	7	104
EASTWIND AIRLINES	4	2	4	0	0	2	1	0	0	0	0	0	13
FRONTIER AIRLINES	2	0	3	0	0	0	0	0	0	0	0	0	5
HAWAIIAN AIRLINES	2	0	0	0	0	1	0	0	0	0	0	2	5
HORIZON AIRLINES	2	1	4	0	0	0	0	0	0	0	0	1	8
KIWI AIRLINES	28	6	4	0	55	13	1	0	0	0	0	1	108
NORTHWEST AIRLINES	25	2	11	1	3	7	15	0	0	0	0	9	73
PAN AM	4	0	0	0	3	0	0	0	0	0	2	0	9
RENO AIR	3	1	2	0	2	0	2	0	0	0	0	0	10
SKY TREK AIRLINES	15	0	0	0	0	16	1	0	0	0	0	0	32
SOUTHWEST AIRLINES	1	1	2	0	0	3	3	0	0	0	0	0	10
SPIRIT AIRLINES	6	2	1	1	2	3	1	0	0	0	0	1	17
SUN COUNTRY AIRLINES	3	0	0	0	0	1	1	0	0	0	0	0	5
TOWER AIR	4	4	3	0	0	3	2	0	0	0	0	0	16
TRANS WORLD AIRLINES	8	4	6	3	2	10	4	0	0	0	0	0	37
UNITED AIRLINES	33	3	10	7	4	18	18	0	0	0	0	2	95
UNITED EXPRESS	6	0	0	0	0	1	1	0	0	0	0	1	9
US AIRWAYS	34	6	11	5	3	6	12	0	0	0	0	10	87
VANGUARD AIRLINES	4	2	2	0	2	1	1	0	0	0	0	0	12
OTHER U. S. AIRLINES	14	0	2	2	2	6	5	0	0	0	1	4	36

MARCH 1999	336	57	112	36	92	151	131	0	0	0	3	51	969
% OF TOTAL COMPLAINTS	34.7	5.9	11.6	3.7	9.5	15.6	13.5	0.0	0.0	0.0	0.3	5.3	
MARCH 1998	140	48	89	22	89	88	111	0	6	0	5	32	630
% OF TOTAL COMPLAINTS	22.2	7.6	14.1	3.5	14.1	14.0	17.6	0.0	1.0	0.0	0.8	5.1	

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 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 MAR	DENTS IN MAR		DENTS IN FEB		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
AIRTRAN AIRWAYS	18	10	55.56	0	0.00	6	33.33	2	11.11
ALASKA AIRLINES	11	2	18.18	6	54.55	0	0.00	3	27.27
AMERICA WEST AIRLINES	26	12	46.15	9	34.62	4	15.38	1	3.85
AMERICAN AIRLINES	155	37	23.87	57	36.77	49	31.61	12	7.74
AMERICAN TRANS AIR	11	4	36.36	2	18.18	5	45.45	0	0.00
ATLANTIC SOUTHEAST AIRLINES	8	3	37.50	1	12.50	4	50.00	0	0.00
CONTINENTAL AIRLINES	49	17	34.69	18	36.73	14	28.57	0	0.00
DELTA AIR LINES	104	34	32.69	22	21.15	42	40.38	6	5.77
EASTWIND AIRLINES	13	11	84.62	2	15.38	0	0.00	0	0.00
FRONTIER AIRLINES	5	0	0.00	0	0.00	5	100.00	0	0.00
HAWAIIAN AIRLINES	5	0	0.00	1	20.00	2	40.00	2	40.00
HORIZON AIRLINES	8	2	25.00	0	0.00	6	75.00	0	0.00
KIWI AIRLINES	108	62	57.41	19	17.59	22	20.37	5	4.63
NORTHWEST AIRLINES	73	16	21.92	21	28.77	34	46.58	2	2.74
PAN AM	9	6	66.67	0	0.00	1	11.11	2	22.22
RENO AIR	10	5	50.00	1	10.00	3	30.00	1	10.00
SKY TREK AIRLINES	32	3	9.38	7	21.88	22	68.75	0	0.00
SOUTHWEST AIRLINES	10	4	40.00	2	20.00	4	40.00	0	0.00
SPIRIT AIRLINES	17	7	41.18	7	41.18	3	17.65	0	0.00
SUN COUNTRY AIRLINES	5	4	80.00	1	20.00	0	0.00	0	0.00
TOWER AIR	16	3	18.75	8	50.00	5	31.25	0	0.00
TRANS WORLD AIRLINES	37	13	35.14	9	24.32	12	32.43	3	8.11
UNITED AIRLINES	95	26	27.37	27	28.42	35	36.84	7	7.37
UNITED EXPRESS	9	0	0.00	0	0.00	9	100.00	0	0.00
US AIRWAYS	87	19	21.84	32	36.78	34	39.08	2	2.30
VANGUARD AIRLINES	12	6	50.00	1	8.33	4	33.33	1	8.33
OTHER U. S. AIRLINES	36	9	25.00	9	25.00	15	41.67	3	8.33
TOTALS	969	315	32.51	262	27.04	340	35.09	52	5.37
PRIOR YEAR' S TOTALS	630	190	30.16	186	29.52	243	38.57	11	1.75

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 1999

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR ARUBA	2	2	1	0	0	0	1	0	0	0	0	0	6
ALITALIA AIRLINES	2	1	0	0	0	1	1	1	0	0	0	0	6
BRITISH AIRWAYS	2	0	2	0	0	4	5	0	0	0	0	0	13
BWA	1	1	0	0	0	2	1	0	0	0	0	0	5
MEXICANA	3	2	1	1	0	1	6	0	0	0	0	0	14
VASP	2	0	0	0	0	1	1	0	0	0	0	1	5
VIRGIN ATLANTIC	0	1	2	0	0	0	2	0	0	0	0	1	6
OTHER FOREIGN AIRLINES	14	2	2	1	5	21	6	0	1	0	3	2	57
TOTAL	26	9	8	2	5	30	23	1	1	0	3	4	112
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	1	0	0	0	0	0	0	0	0	0	1
TOTAL	0	0	1	0	0	0	0	0	0	0	0	0	1
TOUR OPERATORS													
SUNJET INT' L SALES	8	1	0	0	0	0	2	0	0	0	0	0	11
OTHER TOUR OPERATORS	5	0	1	0	0	0	0	0	0	0	3	0	9
TOTAL	13	1	1	0	0	0	2	0	0	0	3	0	20
MISCELLANEOUS													
OTHER MISCELLANEOUS	20	1	3	5	1	8	4	0	0	0	3	7	52
TOTAL	20	1	3	5	1	8	4	0	0	0	3	7	52
CARGO COMPANIES													
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

MARCH
Consumer Complaints: Rankings
U.S. AIRLINES*

MAR. '99 RANK	AIRLINE	MARCH 1999			MARCH 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	10	5,531,218	0.18	18	5,049,267	0.36
2	Alaska	11	1,150,773	0.96	5	1,080,722	0.46
3	Delta	104	9,408,548	1.11	63	9,316,326	0.68
4	Continental	49	3,852,777	1.27	26	3,613,905	0.72
5	United	95	7,432,027	1.28	76	7,212,332	1.05
6	Northwest	73	4,837,018	1.51	49	4,773,867	1.03
7	T W A	37	2,292,565	1.61	19	2,159,825	0.88
8	America West	26	1,569,603	1.66	23	1,576,848	1.46
9	US Airways	87	4,990,466	1.74	30	5,081,892	0.59
10	American	155	7,023,914	2.21	59	7,002,623	0.84
	TOTAL	647	48,088,909	1.35	368	46,867,607	0.79

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

SUMMARY

	JANUARY 1999 THRU MARCH 1999				JANUARY 1998 THRU MARCH 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	2840	171	8	160	1682	110	3	223
FOREIGN AIRLINES	237	1	0	3	233	0	0	6
CARGO COMPANIES	0	0	0	0	2	0	0	0
TRAVEL AGENTS	4	0	0	0	4	0	0	0
TOUR OPERATORS	84	0	0	1	123	0	0	3
MISCELLANEOUS	177	19	0	39	84	26	0	37
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INDUSTRY TOTALS	3342	191	8	203	2128	136	3	269

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	JANUARY 1999 THRU MARCH 1999			JANUARY 1998 THRU MARCH 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	1098		1	457	
DELAYS.			337			110
CANCELLATIONS.			403			177
MISCONNECTIONS.			131			49
CUSTOMER SERVICE.	2	579		2	408	
BAGGAGE.	3	547		3	326	
TICKETING/BOARDING.	4	405		4	309	
DISABLED.			99			77
REFUNDS.	5	250		5	195	
OTHER.	6	157		7	118	
FREQUENT FLYER.			78			49
OVERSALES.	7	147		6	149	
FARES.	8	118		8	87	
TOURS.	9	23		9	57	
ADVERTISING.	10	12		10	19	
SMOKING.	11	5		11	3	
CREDIT.	12	1		12	0	
		----			----	
COMPLAINT TOTAL		3342			2128	

* 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 1999 THRU MARCH 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	16	3	1	1	3	8	9	0	0	0	0	2	43
ALASKA AIRLINES	5	2	8	1	5	2	8	0	0	0	0	0	31
AMERICA WEST AIRLINES	33	2	9	3	10	8	27	0	0	0	0	5	97
AMERICAN AIRLINES	157	17	46	17	26	68	74	0	2	1	1	19	428
AMERICAN EAGLE	11	1	2	0	1	1	2	0	0	0	0	0	18
AMERICAN TRANS AIR	13	2	5	1	1	5	3	0	0	0	0	1	31
ATLANTIC SOUTHEAST AIRLINES	3	3	1	0	0	3	2	0	0	0	0	0	12
CONTINENTAL AIRLINES	43	7	19	3	5	25	32	0	1	0	0	4	139
DELTA AIR LINES	77	14	56	21	15	36	65	0	2	0	0	24	310
EASTWIND AIRLINES	5	2	4	1	1	3	1	0	0	0	0	0	17
HAWAIIAN AIRLINES	3	0	0	0	2	1	2	0	0	0	0	2	10
HORIZON AIRLINES	6	1	4	0	1	0	1	0	1	0	0	1	15
KIWI AIRLINES	94	8	9	0	66	25	10	0	0	0	1	2	215
NORTHWEST AIRLINES	129	4	40	10	12	48	68	0	0	0	0	16	327
RENO AIR	4	6	7	1	4	0	7	0	0	0	0	0	29
RYAN INTERNATIONAL AIRLINES	8	0	0	0	0	2	0	0	0	0	0	1	11
SKY TREK AIRLINES	20	0	0	0	0	20	2	0	0	0	0	0	42
SOUTHWEST AIRLINES	5	1	6	3	2	10	9	0	1	0	0	2	39
SPIRIT AIRLINES	14	3	2	3	2	7	5	0	0	0	1	1	38
TOWER AIR	16	9	8	0	4	7	11	0	0	0	0	0	55
TRANS STATES AIRLINES	6	0	0	0	1	2	1	0	0	0	0	0	10
TRANS WORLD AIRLINES	49	7	11	8	7	25	20	0	0	0	0	8	135
TRANS WORLD EXPRESS	6	1	0	0	0	2	6	0	0	0	0	1	16
UNITED AIRLINES	82	12	44	13	17	70	73	0	0	0	0	13	324
UNITED EXPRESS	13	3	1	1	1	5	7	0	0	0	0	2	33
US AIRWAYS	101	9	45	8	13	51	48	1	0	0	0	17	293
VANGUARD AIRLINES	8	4	6	1	5	5	3	0	3	0	1	1	37
OTHER U. S. AIRLINES	28	4	10	3	11	10	10	0	1	0	3	5	85
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JANUARY THRU MARCH '99	955	125	344	99	215	449	506	1	11	1	7	127	2840
% OF TOTAL COMPLAINTS	33.6	4.4	12.1	3.5	7.6	15.8	17.8	0.0	0.4	0.0	0.2	4.5	
JANUARY THRU MARCH '98	376	112	254	62	160	253	344	1	15	0	8	97	1682
% OF TOTAL COMPLAINTS	22.4	6.7	15.1	3.7	9.5	15.0	20.5	0.1	0.9	0.0	0.5	5.8	

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
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE

JANUARY 1999 THRU MARCH 1999

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR ARUBA	3	2	1	0	0	1	2	0	0	0	0	1	10
AIR CANADA	5	0	2	0	2	2	2	0	0	0	0	0	13
AIR FRANCE	4	1	0	0	1	3	1	0	0	0	0	0	10
BRITISH AIRWAYS	3	0	4	0	2	7	8	0	0	0	0	0	24
KLM	3	0	2	0	0	3	3	0	0	0	0	1	12
LUFTHANSA	1	1	1	1	0	4	3	0	0	0	0	0	11
MEXICANA	3	3	1	1	0	2	7	0	0	0	0	0	17
VIRGIN ATLANTIC	2	1	2	0	0	1	3	0	0	0	0	1	10
OTHER FOREIGN AIRLINES	28	6	14	2	10	42	15	3	1	0	4	5	130
TOTAL	52	14	27	4	15	65	44	3	1	0	4	8	237
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	2	1	1	0	0	0	0	0	0	0	4
TOTAL	0	0	2	1	1	0	0	0	0	0	0	0	4
TOUR OPERATORS													
SUNJET INT'L SALES	35	3	5	0	5	2	7	0	0	0	1	0	58
OTHER TOUR OPERATORS	12	0	2	1	1	1	4	0	0	0	5	0	26
TOTAL	47	3	7	1	6	3	11	0	0	0	6	0	84
MISCELLANEOUS													
OTHER MISCELLANEOUS	44	5	25	13	13	30	18	1	0	0	6	22	177
TOTAL	44	5	25	13	13	30	18	1	0	0	6	22	177
CARGO COMPANIES													
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 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 CARGO COMPANIES', ETC.

TABLE 5

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

JAN.-MAR. RANK	AIRLINE	JANUARY-MARCH 1999			JANUARY-MARCH 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	39	14,648,760	0.27	40	13,276,345	0.30
2	Alaska	31	3,071,641	1.01	13	2,862,949	0.45
3	Delta	310	25,160,001	1.23	152	24,578,054	0.62
4	Continental	139	10,361,802	1.34	70	9,566,515	0.73
5	United	324	20,112,237	1.61	241	19,326,149	1.25
6	US Airways	293	13,016,034	2.25	76	13,339,182	0.57
7	America West	97	4,262,967	2.28	54	4,149,017	1.30
8	American	428	18,368,899	2.33	202	19,301,885	1.05
9	T W A	135	5,732,792	2.35	53	5,653,419	0.94
10	Northwest	327	12,436,457	2.63	158	12,720,105	1.24
	TOTAL	2,123	127,171,590	1.67	1,059	124,773,620	0.85

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.

