



# Air Travel Consumer Report



Issued: June 1999

Includes data for the following periods:

Flight Delays April 1999

Mishandled Baggage April 1999

Oversales 4th Quarter 1998

January-December 1998

Consumer Complaints April 1999

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

## TABLE OF CONTENTS

Section	Page	Section	Page
INTRODUCTION	2		
Flight Delays		Mishandled Baggage	
Explanation	3	Explanation	16
Table 1	4	Ranking	17
Overall Percentage of Reported	l Flight	_	
Operations Arriving On Time,		Oversales	
Table 1A	5	Explanation	18
Overall Percentage of Reported		RankingQuarter	19
Operations Arriving On Time a		RankingYTD	20
by Month, Quarter, and Data B	ase to Date	Tunning 112	20
Table 2	6	Consumer Complaints	
Number of Reported Flight Arr			21
centage Arriving On Time, by <b>Table 3</b>	<del>-</del>	Complaint Tables 1-5	22
Percentage of All Carriers' Rep	8	Summary, Complaint Categ	
Operations Arriving On Time,		Incident Date, and Compani	
Time of Day	oy import and	U.S. Airlines	os outer rhan
Table 4	9	Rankings, Table 6	27
Percentage of All Carriers' Rep		Complaint Categories	28
Operations Departing On Time Time of Day	, by Airport and	00211 <b>p.112111</b> 0 <b>1110g</b> 02230	29
Table 5	10		
List of Regularly Scheduled Fl Arriving Late 80% of the Time			
Table 6	11		
Number and Percentage of Reg	gularly		
Scheduled Flights Arriving Lat	te 70% of the		
Time or More			
Table 7	12		
On-Time Arrival and Departure	e		
Percentage, by Airport	1.4		
Footnotes	14		
Appendix	15		

### **INTRODUCTION**

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

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

The report normally is released by the end of the first week of each month. The report is available via the Internet at <a href="http://www.dot.gov/airconsumer/">http://www.dot.gov/airconsumer/</a>.



#### **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 <a href="http://www.bts.gov/ntda/oai/search.html">http://www.bts.gov/ntda/oai/search.html</a>. 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.



# APRIL 1999 AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTA	BLE AIRPORTS B/	AT ALL REPORTED AIRPORTS CA					
CARRIER A/	NUMBER OF AI RPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AI RPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/				
NORTHWEST S/	29	80. 7	117	80. 6				
TWA S/	29	80. 2	74	80. 3				
CONTI NENTAL S/	28	78. 4	83	79. 2				
DELTA S/	29	78. 0	113	78. 7				
SOUTHWEST S/	14	76. 3	54	78. 1				
US AIRWAYS S/	25	74. 6	87	74. 3				
ALASKA S/	7	72. 5	34	72. 6				
AMERICA WEST S/	26	71. 2	50	71. 6				
UNITED S/	29	70. 9	103	71. 1				
AMERICAN S/	29	69. 2	97	69. 7				
TOTAL		75. 0		75. 7				

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.

<sup>\*</sup> 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*.

APRIL 1999
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

CARRI ER	2ND QUARTER APR-JUN 98	3RD QUARTER JUL-SEP 98			FEB 99	MAR 99	APR 99	12 MONTHS MAY98-APR99	DATA BASE TO DATE SEP 87-APR 99
	% RANK	% RANK	% RANK	% RANK	% RANK	% RANK	% RANK	% RANK	% RANK
ALASKA	75. 2 (5)	74. 8 (8)	67. 1 (10)	69.6 (9)	70. 9 (10)	71. 5 (10)	72.6 (7)	71.1 (9)	77. 7 (7)
AMERICA WEST	71.5 (8)	66. 5 (9)	68.1 (9)	74. 1 (7)	78.0 (7)	76.4 (7)	71.6 (8)	69.8 (10)	80. 5 (2)
AMERI CAN	81.0 (2)	80.0 (6)	79.8 (6)	70.4 (8)	71.5 (9)	72.8 (9)	69.7 (10)	76.6 (5)	79. 7 (4)
CONTI NENTAL	73.8 (6)	81.0 (5)	82.1 (4)	78. 3 (2)	83.0 (2)	80.3 (4)	79. 2 (3)	79.1 (3)	78. 5 (6)
DELTA	77.3 (3)	83.6 (2)	82.6 (3)	77. 0 (3)	80.8 (5)	79.3 (5)	78.7 (4)	80.3 (2)	77.6 (9)
NORTHWEST	67. 2 (10)	58.6 (10)	83.3 (2)	75. 2 (5)	82.4 (4)	81.0 (3)	80.6 (1)	71.8 (8)	79.8 (3)
SOUTHWEST	82. 5 (1)	83.9 (1)	79.8 (5)	80. 2 (1)	82.8 (3)	81.1 (2)	78. 1 (5)	81.2 (1)	83.7 (1)
TWA	72.8 (7)	82.8 (3)	83.7 (1)	75.8 (4)	83.2 (1)	84.6 (1)	80.3 (2)	79.0 (4)	77.6 (8)
UNI TED	70.7 (9)	76.0 (7)	76.7 (8)	74.6 (6)	78.6 (6)	78.8 (6)	71.1 (9)	73.9 (7)	76.8 (10)
US AIRWAYS	75.8 (4)	81.4 (4)	76.8 (7)	68. 5 (10)	74. 5 (8)	73. 0 (8)	74. 3 (6)	75.0 (6)	78. 9 (5)
TOTAL	75. 7	78. 3	79. 4	74. 8	78. 9	78. 1	75. 7	76. 8	79. 0

#### AIR TRAVEL CONSUMER REPORT

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

#### ARRIVAL AIRPORT

	ATL BOS		BWI	CLT	CVG	DCA	DEN
CARRI ER	# OF % ON ARR. TIME	# OF % ON ARR. TI ME	# OF % ON ARR. TIME	# OF % ON ARR. TIME			
AA	711 63.0	1372 67.7	210 70.0	179 74.3	90 68.9	940 72.7	531 67.8
AS	Н/	Н/	$\mathbf{H}/$	$\mathbf{H}/$	<b>H</b> /	<b>H</b> /	Н/
CO	760 72.5	785 78.2	312 76.3	108 79.6	26 73.1	609 84. 1	383 71.3
DL	18118 75.5	1955 80. 5	381 76. 9	270 78. 1	5942 79.8	1200 83. 2	568 72.7
HP	120 65.0	266 78.9	146 56.8	Н/	Н/	60 90.0	206 60. 2
NW	493 64. 9	504 80. 4	371 70. 1	198 70. 2	32 84. 4	573 77.7	300 74.7
TW	202 73.8	232 79.3	180 82.8	116 81.0	112 72.3	287 79. 1	175 78.9
UA	503 69.0	1325 72.4	358 68.7	146 74.7	163 66.3	500 75.4	8655 78.7
US	732 60.8	2240 70.7	2191 76.8	9019 81.3	Н/	2644 79. 4	210 71.9
WN	<b>H</b> /	Н/	2412 83. 0	<b>H</b> /	<b>H</b> /	<b>H</b> /	<b>H</b> /
TOTAL	21639 74.0	8679 74.4	6561 77.7	10036 80.8	6365 79.1	6813 79. 2	11028 77.0

#### ARRIVAL AIRPORT

	DFV	W	DT	W	EW	R	IA	Н	JF	K	LA	S	LA	X
CARRI ER	# 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	13824	74. 1	416	68. 0	954	58. 7	564	65. 2	893	76. 6	311	61. 4	1961	66. 5
AS	H	/	Н	/	H		H	[/	H	/	269	71. 7	735	69. 8
CO	527	78. 2	314	81. 2	6275	74. 2	8170	84. 1	Н	/	369	70. 2	664	74. 5
DL	3742	79. 9	330	69. 7	920	69. 5	359	72. 1	909	83. 6	776	80. 5	1346	<b>77.</b> 0
HP	198	66. 2	120	<b>54.</b> 2	270	<b>54</b> . <b>8</b>	151	66. 9	209	<b>69</b> . 9	2260	74. 3	766	68. 1
NW	456	72.4	10067	84. 0	518	64. 7	180	80. 0	86	80. 2	327	<b>69</b> . 7	480	68. 3
TW	314	77. 1	236	<b>75.8</b>	175	64. 6	116	78. 4	945	83. 0	180	73. 3	308	68. 8
UA	566	67.8	316	65.8	965	64. 2	401	64. 6	538	78. 1	1179	71.8	5077	70.6
US	314	64. 0	419	70. 2	422	63. 3	314	<b>68.</b> 8	H	/	142	<b>52.</b> 8	430	55. 3
WN	H	/	560	67. 7	H	/	190	74. 2	H	/	4134	77. 0	3431	71. 3
TOTAL	19941	74. 9	12778	81. 0	10499	69. 9	10445	80. 9	3580	80. 0	9947	74. 5	15198	70. 3

# APRIL 1999 AIR TRAVEL CONSUMER REPORT

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

#### ARRIVAL AIRPORT

	LG	A	MC	0	MI A		MS	MSP		ORD		PDX		L
CARRI ER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TI ME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1647	66. 2	582	71. 3	3035	75. 9	496	63. 7	8816	63. 4	180	77. 2	641	63. 7
AS	Н		Н	[/	H	[/	Н	/	H	/	1472	76. 3	Н	/
CO	443	80.6	598	81.6	394	<b>86</b> . 0	194	83. 0	649	63. 0	90	76. 7	280	<b>76. 4</b>
DL	2153	81. 0	2919	82.6	450	74. 2	358	73. 7	833	61.3	588	82. 7	663	74. 2
HP	30	66. 7	60	<b>35. 0</b>	60	<b>58</b> . 3	120	64. 2	211	53. 1	180	71. 1	150	<b>70.</b> 0
NW	566	72. 4	456	71. 9	353	77. 9	9183	86. 1	786	<b>65. 4</b>	172	83. 1	462	70. 8
TW	316	75. 9	328	<b>89.</b> 0	231	86. 1	280	82.9	370	65. 7	113	88. 5	172	76. 2
UA	828	72. 5	521	77. 9	487	70. 4	628	68. 2	12311	66. 1	908	71.8	748	<b>69</b> . <b>4</b>
US	2262	72. 1	1617	72. 5	487	71. 9	224	<b>69</b> . 2	616	<b>62</b> . 3	H	/	6409	71. 3
WN	Н	/	1034	83. 7	H	[/	Н		H	/	894	79. 8	H	/
TOTAL	8245	73. 9	8115	78. 8	5497	<b>76.</b> 0	11483	83. 1	24592	64. 6	4597	77. 3	9525	71.0

#### ARRIVAL AIRPORT

	PH	PHX PIT		T	SAN		SEA		SF0		SLC		STL		TPA	
CARRI ER	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME
AA AS	542 324	56. 5 61. 4	90 H	74. 4	535 360	66. 9 73. 9	382 3486	74. 6 72. 9	862 568	63. 1 69. 2	180 H	<b>68.</b> 3	352 H	65. 9	359 H	70. 2
CO	324	64. 8	86	83. 7	241	68. 9	204	82. 4	444	77. 3	98	72. 4	138	80. 4	466	76. 0
DL	684	69. 9	270	80. 7	450	76. 9	537	84. 2	716	70. 7	4632	84. 5	209	68. 9	937	80. 0
HP	6109	74. 7	H	75. 9	296	67. 9	210	65. 2	326	61. 3	145	59. 3	73	63. 0	30	60. 0
NW	365	61. 9	108		180	72. 8	471	79. 2	387	68. 7	120	80. 8	366	75. 7	363	72. 7
TW	202	71. 8	166	72. 3	150	75. 3	195	83. 6	196	75. 5	90	74. 4	10253	81. 6	239	84. 1
UA	1047	66. 6	196	61. 7	862	69. 4	1352	70. 9	6719	71. 5	429	74. 1	308	64. 0	303	72. 6
US WN	240 4835	57. 5 74. 8	7426 H	77.4	120 2228	55. 0 75. 0	150 1013	68. 0 78. 2	318 427	66. 0 64. 6	1040	81. 0	270 2516	70. 4 74. 9	1155 1106	69. 8 80. 7
TOTAL	14672	72. 1	8342	77. 1	5422	72. 2	8000	74. 6	10963	70. 2	6734	81. 9	14485	79. 0	4958	75. 8

#### 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)

						AI	RRIVAL A	AI RPORT								
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	I AH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM 700 - 759 AM 800 - 859 AM 900 - 959 AM 1000 - 1059 AM 1100 - 1259 PM 100 - 1259 PM 200 - 259 PM 300 - 359 PM 400 - 459 PM 500 - 559 PM 600 - 659 PM 700 - 759 PM 800 - 859 PM 900 - 959 PM 1000 - 1059 PM	82. 5 89. 9 85. 0 80. 7 81. 8 77. 9 78. 6 76. 2 76. 4 72. 2 63. 2 66. 3 66. 0 70. 0 61. 3 71. 5 74. 3	77. 6 87. 8 91. 2 83. 5 86. 5 88. 7 84. 9 81. 5 73. 8 75. 9 72. 1 65. 2 61. 2 61. 6 69. 4 68. 5 75. 0	53. 3 95. 4 90. 7 90. 1 90. 1 91. 1 85. 4 84. 8 82. 6 79. 1 73. 8 75. 6 63. 8 69. 7 73. 0 66. 1 71. 0	87. 1 87. 9 87. 7 79. 7 79. 4 89. 8 81. 0 85. 2 83. 4 79. 3 76. 5 80. 4 81. 4 76. 5 70. 0 70. 5 72. 4 79. 9	91. 7 84. 5 84. 4 84. 0 83. 5 80. 9 83. 5 81. 2 83. 3 75. 5 72. 2 76. 7 76. 2 70. 6 61. 7 77. 6 69. 0 81. 0	J/ 90. 1 88. 5 87. 5 87. 4 83. 2 85. 2 85. 7 84. 3 85. 1 77. 5 76. 4 65. 3 68. 9 70. 9 67. 7 76. 5 74. 0	74. 2 88. 1 87. 4 86. 4 77. 3 78. 1 74. 3 78. 1 77. 6 70. 6 79. 2 74. 4 69. 9 70. 4 71. 9 71. 4 68. 9	87. 7 86. 1 81. 1 75. 7 74. 3 73. 3 80. 1 76. 0 76. 1 72. 5 73. 3 74. 9 73. 5 74. 3 69. 1 72. 9 73. 5	87. 9 91. 9 85. 4 87. 5 84. 3 83. 8 84. 6 91. 8 86. 1 80. 5 79. 3 76. 7 78. 8 77. 9 75. 7 73. 7 71. 7	72. 1 81. 1 88. 8 94. 3 87. 8 87. 2 89. 3 76. 5 70. 3 70. 8 55. 8 61. 6 54. 9 57. 1 55. 9 64. 2 61. 9 70. 8	97. 4 95. 4 85. 9 81. 0 83. 4 83. 6 86. 9 83. 5 80. 3 65. 1 73. 9 77. 0 79. 0 77. 7 69. 5 70. 2	77. 4 84. 4 76. 4 90. 9 91. 1 94. 0 J/ 86. 2 78. 9 82. 0 80. 3 79. 6 78. 4 78. 9 72. 8 80. 1 76. 0 77. 4	98. 6 93. 1 89. 7 85. 5 76. 1 80. 7 78. 9 71. 9 76. 8 75. 3 65. 3 73. 1 67. 2 68. 7 69. 1 68. 1 73. 5	79. 1 92. 9 86. 5 80. 7 74. 1 69. 5 67. 2 66. 1 68. 2 70. 7 66. 8 62. 7 65. 6 67. 1 67. 1	J/ 89. 4 85. 6 87. 0 81. 0 81. 2 83. 2 82. 4 76. 4 78. 3 66. 4 61. 8 65. 2 64. 3 63. 0 69. 9 70. 0	72. 2 94. 0 92. 0 89. 6 84. 8 85. 1 81. 0 78. 3 80. 4 83. 2 81. 1 80. 6 70. 8 73. 0 67. 7 68. 2 72. 6 76. 3
TOTAL, ALL ARRIVALS BY AIRPORT	5, 74. 0	74. 4	77. 7	80. 8	79. 1	79. 2	77. 0	74. 9	81. 0	69. 9	80. 9	80. 0	74. 5	70. 3	73. 9	78. 8
SCHEDULED						Al	RRIVAL A	AI RPORT								
ARRIVAL TIME	MI A	MSP	ORD	PDX	PHL	РНХ	PIT	SAN	SEA	SF0	SLC	STL	TPA	TOTAL		
600 - 659 AM 700 - 759 AM 800 - 859 AM 900 - 959 AM 1000 - 1059 AM 1100 - 1159 AM 1200 - 1259 PM 200 - 259 PM 300 - 359 PM 400 - 459 PM 500 - 559 PM 600 - 659 PM 700 - 759 PM 800 - 859 PM 900 - 959 PM 1000 - 1059 PM	61. 7 83. 9 93. 3 89. 1 79. 3 87. 2 83. 3 86. 8 89. 0 78. 8 75. 3 66. 1 71. 8 64. 5 63. 4 68. 4 75. 6	93. 4 94. 5 88. 6 87. 1 85. 3 84. 5 89. 4 83. 3 84. 7 88. 2 76. 1 83. 8 69. 5 77. 5 75. 9 75. 2 84. 6 71. 5	86. 5 83. 7 76. 4 75. 1 70. 9 63. 6 65. 6 66. 9 60. 7 60. 3 61. 4 57. 1 53. 7 53. 8 54. 7 75. 2	95. 7 96. 4 89. 4 82. 8 86. 6 80. 2 79. 2 87. 2 76. 4 70. 6 69. 6 70. 7 70. 8 76. 1 81. 6	74. 2 88. 6 75. 2 75. 9 89. 2 83. 4 76. 2 77. 5 67. 3 72. 4 66. 1 70. 8 61. 4 64. 8 60. 0 66. 7 73. 5 74. 3	88. 6 87. 0 85. 5 74. 7 72. 8 70. 5 70. 3 72. 4 70. 2 72. 9 72. 3 66. 8 62. 2 68. 3 66. 5 72. 5 63. 2 65. 6	86. 9 89. 3 82. 8 83. 9 79. 2 80. 6 80. 0 76. 8 85. 3 77. 4 74. 0 71. 9 60. 0 72. 2 80. 9 70. 7 70. 1 68. 0	80. 0 90. 0 90. 5 87. 2 81. 0 73. 0 73. 9 76. 5 62. 6 70. 5 65. 6 70. 9 64. 7 64. 2 67. 2 77. 5	74. 4 91. 8 86. 8 83. 6 75. 8 79. 3 81. 7 78. 0 71. 1 76. 7 73. 4 71. 7 66. 7 73. 1 68. 0 67. 8 64. 7 76. 9	53. 2 95. 5 92. 5 76. 1 69. 9 66. 6 71. 6 65. 7 64. 2 72. 0 69. 7 63. 3 64. 8 64. 7 64. 2	J/ 89. 4 93. 0 91. 2 82. 0 80. 8 79. 4 86. 6 75. 5 86. 3 76. 0 72. 5 80. 8 82. 0 75. 5 75. 7 76. 5	90. 2 89. 2 89. 3 87. 7 80. 7 85. 1 80. 4 80. 2 82. 8 77. 8 73. 8 74. 9 72. 6 66. 9 76. 6 72. 7	84. 6 96. 4 94. 9 83. 1 85. 8 76. 1 78. 6 77. 2 85. 0 72. 7 78. 5 74. 4 69. 9 64. 9 70. 3 63. 6 71. 9 76. 1	85. 5 89. 1 85. 2 82. 2 79. 8 78. 4 78. 1 77. 3 75. 1 71. 1 72. 0 68. 1 69. 4 68. 2 68. 4 68. 9 73. 1		
TOTAL, ALL ARRIVALS BY AIRPORT	5, 76. 0	83. 1	64. 6	77. 3	71. 0	72. 1	77. 1	72. 2	74. 6	70. 2	81. 9	79. 0	75. 8	75. 0		

#### 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)

DEPARTURE A	I RPORT
-------------	---------

CCHEDIII ED						DEI	ARTURE	AI KPUK	l							
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	I AH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM 700 - 759 AM 800 - 859 AM 900 - 959 AM 1000 - 1059 AM 1100 - 1159 AM 1200 - 1259 PM 100 - 159 PM 200 - 259 PM 300 - 359 PM 400 - 459 PM 500 - 559 PM 600 - 659 PM 700 - 759 PM	91. 6 92. 5 88. 5 87. 2 83. 7 82. 2 83. 2 82. 5 77. 6 72. 8 68. 8 69. 9	92. 4 89. 9 92. 9 92. 2 90. 3 87. 3 90. 8 88. 4 85. 1 76. 0 76. 1	96. 9 91. 1 92. 1 88. 0 86. 6 86. 3 85. 6 83. 0 84. 3 81. 0 68. 9 62. 7	91. 0 91. 8 90. 2 85. 8 82. 7 82. 0 85. 2 79. 8 85. 1 77. 3 74. 3 75. 4 75. 0	91. 4 93. 4 89. 4 91. 6 86. 2 92. 3 84. 8 87. 9 85. 0 85. 7 77. 4 72. 5 75. 7	95. 6 94. 3 91. 9 89. 8 89. 6 91. 3 91. 0 84. 5 85. 4 85. 8 83. 7 76. 7 78. 3	91. 2 88. 5 89. 2 87. 6 85. 2 83. 0 80. 3 79. 3 80. 9 82. 4 80. 8 80. 3 79. 7	92. 4 91. 9 84. 7 78. 9 77. 3 74. 1 80. 6 72. 4 74. 9 78. 4 72. 3 72. 0	88. 7 90. 8 90. 1 82. 8 87. 1 89. 4 84. 3 85. 4 81. 2 77. 7 70. 7 77. 3 72. 8	93. 0 93. 4 90. 8 91. 4 90. 5 91. 2 86. 9 89. 4 75. 6 79. 6 70. 9 64. 6 65. 9	92. 7 93. 4 92. 2 89. 5 85. 3 87. 0 83. 8 85. 5 86. 8 85. 4 79. 9 78. 2	92. 2 89. 6 90. 0 90. 6 95. 0 92. 9 92. 9 96. 7 90. 4 85. 9 88. 8 84. 1 82. 4	93. 1 91. 3 92. 8 83. 3 79. 4 80. 2 79. 8 70. 0 69. 5 75. 7 66. 1 59. 9	93. 0 90. 7 85. 6 83. 1 76. 9 73. 8 70. 3 72. 3 69. 9 74. 2 70. 7 72. 8 70. 0	93. 2 92. 1 86. 6 87. 1 88. 0 86. 6 88. 3 90. 0 82. 7 78. 3 80. 3 74. 1	97. 3 93. 4 91. 4 94. 0 87. 5 87. 6 84. 3 79. 0 78. 5 81. 2 80. 8 78. 3
700 - 759 PM 800 - 859 PM 900 - 959 PM 1000 - 1059 PM 1100 - 559 AM	70. 1 70. 2 74. 0 78. 8 75. 7	70. 8 72. 5 85. 4 J/ 95. 0	65. 2 62. 9 68. 8 53. 8 100. 0	77. 9 80. 7 78. 0 71. 8 72. 4	82. 9 80. 9 74. 6 89. 3 33. 3	72. 0 74. 4 80. 8 J/ J/	75. 7 80. 9 80. 7 77. 8 88. 6	81. 3 71. 3 81. 0 72. 4 100. 0	72. 6 76. 7 76. 3 76. 1 93. 5	63. 3 65. 5 58. 2 73. 1 98. 3	80. 3 80. 3 82. 5 96. 7 80. 0	81. 4 66. 7 90. 5 96. 7 90. 6	62. 8 63. 0 68. 2 80. 5 77. 9	68. 9 71. 1 74. 0 82. 8 89. 1	65. 9 69. 8 78. 0 J/ 100. 0	75. 2 72. 9 73. 1 61. 8 J/
TOTAL, ALL DEPARTUR BY AIRPORT	RES, 79. 0	83. 3	80. 3	80. 5	85. 1	85. 1	82. 5	76. 9	80. 7	80. 6	84. 8	87. 2	76. 8	77. 7	82. 7	83. 7

SCHEDULED						րբ	PARTURE	AI KPUK	l 					
DEPARTURE TIME	MI A	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SF0	SLC	STL	TPA	TOTAL
600 - 659 AM	93. 5	94. 2	91. 0	93. 8	92. 3	93. 3	91. 4	95. 1	95. 4	94. 8	97. 6	94. 3	95. 8	93. 2
700 - 759 AM	91. 0	90. 7	<b>88</b> . 0	89. 9	90. 6	90. 6	<b>86</b> . 5	93. 7	88. 3	93. 7	97. 5	91. 0	92.8	91. 2
800 - 859 AM	88. 3	90. 3	<b>86</b> . 3	89. 6	82. 1	84. 0	87. 9	89. 8	87. 9	89. 5	90. 3	87. 7	93. 9	88. 4
900 - 959 AM	83. 2	89. 8	<b>85</b> . 0	81. 5	79. 2	77. 5	87. 3	<b>86</b> . 3	80. 9	<b>85</b> . 0	90. 9	86. 7	96. 2	85. 7
1000 - 1059 AM	88. 7	86. 0	81. 1	81.6	<b>82. 4</b>	73. 1	<b>85. 4</b>	81.6	77. 5	81.0	88. 8	87. 1	<b>82</b> . 5	82. 9
1100 - 1159 AM	87. 3	88. 8	<b>75.</b> 9	84. 9	<b>85. 4</b>	70. 9	83. 2	77. 5	73.4	<b>75.</b> 0	86. 7	84. 9	82. 1	<b>82</b> . <b>0</b>
1200 - 1259 PM	87. 3	84. 9	74.6	84. 5	84. 0	<b>69.</b> 8	83. 3	<b>76</b> . 1	<b>76</b> . 2	74.6	79. 8	81. 7	82. 5	80. 7
100 - 159 PM	82. 4	86. 9	72. 4	83. 9	74. 7	73. 2	100. 0	81. 0	80. 5	<b>76</b> . 1	84. 7	<b>82</b> . 5	80. 3	80. 2
200 - 259 PM	80. 9	83. 7	<b>69.</b> 8	<b>85</b> . 3	<b>75.</b> 9	70. 1	79. 8	<b>66.</b> 8	<b>82</b> . 3	70. 9	88. 4	<b>82</b> . 6	73. 7	77.8
300 - 359 PM	77. 1	82. 2	67. 1	76. 4	63. 6	<b>69. 4</b>	73. 3	71. 5	73. 7	69. 7	82. 2	81. 8	75.4	<b>76</b> . 3
400 - 459 PM	<b>69. 6</b>	<b>85. 4</b>	<b>66.</b> 8	72.8	<b>75.</b> 2	60.8	79. 2	72.8	<b>75.</b> 1	<b>76.</b> 2	85. 7	<b>78. 4</b>	<b>80</b> . 0	75. 3
500 - 559 PM	72. 1	84. 0	64. 3	<b>74</b> . <b>6</b>	66. 3	<b>69</b> . 7	<b>74</b> . 5	63. 1	71.4	72. 5	82. 2	<b>75.</b> 5	82. 9	<b>72</b> . <b>6</b>
600 - 659 PM	<b>68.</b> 0	85. 3	65. 1	71. 5	<b>68</b> . 3	65. 6	76. 3	70. 4	74.6	71.6	82. 7	73. 5	74. 7	72. 9
700 - 759 PM	70. 2	81. 5	<b>65.</b> 4	71. 7	64. 6	<b>54. 4</b>	$\mathbf{J}/$	<b>68</b> . 7	70. 2	70. 6	74. 4	<b>78</b> . 9	75. 9	71. 1
800 - 859 PM	<b>64</b> . <b>0</b>	81.3	62.6	73. 5	67. 2	65. 5	77. 6	72. 9	64. 3	72.6	88. 7	71. 3	66. 4	72. 9
900 - 959 PM	$\mathbf{J}/$	82.6	<b>68</b> . 2	73. 2	68. 9	<b>69</b> . 0	<b>75.4</b>	70. 0	67. 4	75. 1	83. 4	67. 7	57. 1	73. 7
1000 - 1059 PM	$\mathbf{J}/$	83. 3	<b>66</b> . 5	97. 0	J/	77. 1	<b>78</b> . 1	84. 0	84. 2	<b>85</b> . 5	84. 2	<b>68</b> . 9	71. 3	77. 5
1100 - 559 AM	87. 6	93. 3	91.6	96. 5	93. 9	91. 5	86. 7	94. 0	90. 0	88. 2	85. 7	<b>75.</b> 0	93. 3	83. 6
TOTAL, ALL DEPARTI	JRES,													
BY AIRPORT	81.0	86. 1	73.6	83. 4	74. 7	74. 1	81. 1	80. 0	80. 1	79. 7	86. 6	80. 5	82.6	80.0

APRIL 1999
AIR TRAVEL CONSUMER REPORT

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

CARRI ER	FLI GHT NUMBER	ORI GI N- DESTI N. AI RPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MI AVERAGE	N. LATE MEDI AN
NW	1782	DTW- PHL	1900	27	85. 19	43	24
UA	1721	ORD- LAS	1200	30	83. 33	54	30
US	2757	I AD- ATL	1500	30	83. 33	41	24
US	2767	I AD- BHM	1920	26	80. 77	65	56
WN	875	MDW- DTW	1940	26	80. 77	48	33
AA	1484	ORD- HPN	1730	26	80. 77	46	36
AA	920	MI A- ORD	1950	30	80. 00	61	53
AA	1168	ORD- EWR	1315	30	80. 00	43	33
AA	1948	ORD- EWR	1735	30	80. 00	43	44
WN	1474	ABQ- PHX	1605	30	80. 00	41	29
US	244	PHL- BUF	1530	30	80. 00	37	28
AA	1986	FLL- BOS	1128	30	80. 00	27	24

#### AIR TRAVEL CONSUMER REPORT

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

		REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/				
CARRI ER	FOR WHICH CARRIER REPORTED DATA	NUMBER	PERCENTAGE			
	0.00					
UNI TED	2166	19	0. 9			
AMERI CAN	1852	15	0.8			
US AIRWAYS	2052	11	0. 5			
SOUTHWEST	2418	11	0. 5			
NORTHWEST	1511	3	0. 2			
AMERICA WEST	572	1	0. 2			
CONTI NENTAL	1154	1	0. 1			
ALASKA	416	0	0. 0			
TWA	781	0	0. 0			
DELTA	2525	0	0. 0			
TOTAL	15447	61	0. 4			

#### AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME ARR. D	OPER.	ORTED ATI ONS DEP.	CITY (AIRPORT)	PERCI ON-TI ARR.	I ME DEP.	REPO OPERA ARR.	
AKRON/CANTON, OH. (CAK) ALBANY, N. Y. (ALB) ALBUQUERQUE, N. M. (ABQ) ALLENTOWN, PA. (ABE) AMARILLO, TX. (AMA) ANCHORAGE, AK. (ANC) ASHEVILLE, N. C. (AVL) ATLANTA, GA. (ATL) AUGUSTA, GA. (AGS) AUSTIN, TX. (AUS) BAKERSFIELD, CA. (BFL) BALTIMORE, MD. (BWI) BARROW, AK. (BRW) BATON ROUGE, LA. (BTR) BETHEL, AK. (BET) BILLINGS, MT. (BIL) BINGHAMMON, N. Y. (BGM) BIRMINGHAM, AL. (BHM) BISMARCK, N. D. (BIS) BOISE, ID. (BOI) BOSTON, MA. (BOS) BOZEMAN, MI. (BZN) BRISTOL, TN. (TRI) BROWNSVILLE, TX. (BRO) BUFFALO, N. Y. (BUF) BURBANK, CA. (BUR) BURLINGTON, VT. (BTV) CEDAR RAPIDS/IOWA CTY, IA. (CID)	75.6 8	89. 5 86	86	EAGLE, CO. (EGE)	67. 7	90. 6	31	32
ALBANY, N. Y. (ALB)	72.4	36. 2 1, 001	1, 001	EAGLE, CO. (EGE) EL PASO, TX. (ELP) ELMIRA, N. Y. (ELM) ERIE, PA. (ERI) EUGENE, OR. (EUG) FAIRBANKS, AK. (FAI) FARGO, N. D. (FAR) FAYETTEVILLE, N. C. (FAY) FLINT, MI. (FNT) FRESNO, CA. (FAT) FT. LAUDERDALE, FL. (FLL) FT. MYERS, FL. (RSW) FT. WAYNE, IN. (FWA) GRAND FORKS, N. D. (GFK) GRAND RAPIDS, MI. (GRR) GREEN BAY, WI. (GRB)	78. 5	84. 3	2,011	2, 011
ALBUQUERQUE, N. M (ABQ)	76. 1 8	3, 072		ELMI RA, N. Y. (ELM)	88. 9	94. 4	108	108
ALLENTOWN, PA. (ABE)	76. 9 8	35. 1 481	482	ERIE, PA. (ERI)	83. 0	92. 9	112	112
AMAKILLU, TX. (AMA)	74.5 8	34. 6 404 '6. 4 1, 509	403 1. 507	EUGENE, UK. (EUG)	83. 3 70. 8	85. 6 83. 2	180 411	180 411
ASHEVILLE. N. C. (AVL)	85. 7 9	0. 4 1, 309 02. 0 112	1, 307	FARGO. N. D. (FAR)	89. 0	96. 7	181	181
ATLANTA, GA. (ATL)	74. 0 7	9. 0 21, 639		FAYETTEVILLE, N. C. (FAY)	93. 8	97. 3	112	112
AUGUSTA, GA. (AGS)	76.0 8	34. 0 150	150	FLINT, MI. (FNT)	73. 9	89. 9	119	119
AUSTIN, TX. (AUS)	79.4	36. 7 3, 665	3, 664	FRESNO, CA. (FAT)	60. 0	86. 7	30	30
BAKERSFIELD, CA. (BFL)	59.3 10	00.0 27	26	FT. LAUDERDALE, FL. (FLL)	77. 1 75. 1	82.6	3, 918	3, 915
RAPROW AK (RRWA	71.7	$     \begin{array}{ccc}       80.3 & 6,561 \\       57.1 & 73     \end{array} $	6, 561 73	FI. WIERS, FL. (RSW) FT WAVNE IN (FWA)	73. 1 82. 7	85. 1 86. 5	1, 392 75	1, 396 74
BATON ROUGE. LA. (BTR)	89.4	37. 3 386	386	GRAND FORKS. N. D. (GFK)	88. 8	91. 0	89	89
BETHEL, AK. (BET)	72. 1 7	7.9 86	86	GRAND RAPIDS, MI. (GRR)	74. 0	87. 4	709	709
BILLINGS, MT. (BIL)	78.8	88. 7 240	238	GREAT FALLS, MT. (GTF)	88. 1	94. 3	210	210
BINGHAMTON, N.Y. (BGM)	70.9 8	84. 9 86	86	GREEN BAY, WI. (GRB)	82. 4	95. 0	199	199
BIKMINGHAM, AL. (BHM) RICMADOK N.D. (RIC)	//.5 8	$egin{array}{cccc} 35.\ 7 & 1,790 \ 6.\ 6 & 116 \end{array}$	1, 788 116	GREENSBORO/HIGH PT., N.C. (GSO) GREENVILLE/SPARTBG., S.C. (GSP)	74. 1 78. 6	85. 2 86. 5	1, 266 576	1, 267 576
ROISE ID (ROI)	85.3 8	89. 5 941	941	GULFPORT/BILOXI, MS. (GPT)	87. 8	98. 9	90	90
BOSTON, MA. (BOS)	74. 4	33. 3 8, 679	8, 674	GUNNI SON, CO. (GUC)	<b>50.</b> 0	75. 0	4	4
BOZEMAN, MT. (BZN)	86. 3	124	125	HARLI NGEN, TX. (HRL)	75. 2	78. 1	343	343
BRI STOL, TN. (TRI)	81.3	39. 3 112	112	HARRI SBURG, PA. (MDT)	71.6	88. 0	641	642
BROWNSVILLE, TX. (BRO)	100.0 10	00.0	1 551	HARTFORD, CT. /SPGFLD, MA. (BDL)		85. 7	2, 481	2, 498
BUFFALU, N. Y. (BUF) RUPRANK CA (RUP)	76 6 7	79. 4 1, 553 79. 2 2, 318	1, 551 2, 317	HELENA, MT. (HLN) HONOLULU OAHU HI (HNL)	85. 0 85. 3	91. 7 91. 1	60 933	60 933
BURLINGTON. VT. (BTV)	51.9 8	30. 0 210	210	HONOLULU, OAHU, HI. (HNL) HOUSTON, TX. (HOU)	80. 4	76. 5	4, 772	4, 771
CEDAR RAPIDS/IOWA CTY, IA. (CID)	77. 1 8	37. 0 445	445	HOUSTON, TX. (IAH)	80. 9	84. 8	10, 445	10, 445
CHARLESTON, S. C. (CHS)	70.9	na. 3 301	586	HUNTSVILLE/DECATUR, AL. (HSV)	77. 1	84.0	468	468
CHARLESTON, W. V. (CRW)	75.0 8	34. 3 108	108	INDIANAPOLIS, IN. (IND)	76. 0	84. 3	2, 753	2, 755
CHARLUITE, N. C. (CLI)	80.8 8	30. 5 10, 036 96. 3 82	10, 035 82	INDIO/PALM SPRINGS, CA. (PSP) ISLIP/LONG IS., N.Y. (ISP)	68. 3 80. 0	80. 0 85. 0	407 541	410 540
CHICAGO, II. (MDW)	78.4 7	6. 9 3, 832	3, 832	ITHACA, N.Y. (ITH)	81. 5	91. 7	108	108
CHI CAGO, IL. (ORD)	64.6 7	3. 6 24, 592	24, 596			88. 7	757	767
CINCINNÁTI, OH. (CVG)	79.1 8	35. 1 6, 365	6, 349	JACKSON, WY. (JAC)	80.0	90.0	10	10
CLEVELAND, OH. (CLE)	78. 7	35. 2 4, 896	4, 893	JACKSONVILLE, FL. (JAX)	78. 6	84. 2	1, 889	1, 888
COLUMDIA S.C. (CAE)	72.0 8	34. 4 915 37. 3 400	917 400	JUNEAU, AK. (JNU)	71. 2 90. 8	70. 2 89. 1	312 240	312 239
COLUMBUS. OH. (CMH)	77.9 8	37. 3 400 35. 1 3, 057	3, 058	KALAMAZOO, MI. (AZO)	84. 2	92. 5	120	120
CORDOVA, AK. (CDV)	60. 0	33. 3 60	60	KALI SPELL, MT. (FCA)	87. 5	96. 7	56	60
CORPUS CHRISTI, TX. (CRP)	82.3	<b>35.4 254</b>	254	KANSAS CITY, MO. (MCI)	76. 9	83. 0	4, 928	4, 930
DALLAS/FT. WORTH, TX. (DAL)	79. 5	7. 1 4, 245	4, 247	KETCHI KAN, AK. (KTN)	66. 7	75. 3	186	186
DAVION OH (DAV)	74.9 /	76. 9 19, 941 37. 4 868	19, 930	KING SALMUN, AK. (AKN)	76. 5 81. 1	76. 5 87. 2	17	17 547
DATION, OR. (DAI) DAVTONA REACH EI (DAR)	77.4 C	37. 4 868 35. 4 240	868 240	KODIAK AK (ADO)	75. 0	80. 0	544 60	60
DEADHORSE. AK. (SCC)	72. 1	59. 4 240 59. 8 43	43	KONA. HAWAII HI. (KOA)	88. 3	91. 7	60	60
DENVER, CO. (DEN)	77. 0	32. 5 11, 028	11, 023	KOTZEBUE, AK. (OTZ)	69. 9	78. 1	73	73
DES MOINES, IA. (DSM)	74. 7 8	86. 0 550	550	LA CROSSE, WI. (LSE)	80. 0	92. 0	50	50
DETROIT, ML. (DTW)	81.0 8	80. 7 12, 778	12, 775	LANSING, MI. (LAN)	80. 7	88. 6	176	176
DILLINGHAM, AN. (DLG) DULUTH MN (DIH)	76.5 8	32. 4 17 30. 5 82	17 82	LAS VEGAS, NV. (LAS) LEXINCTON/ERKET KV (LEY)	74. 5 80. 1	76. 8 88. 6	$9,947 \\ 326$	$9,938 \\ 324$
CEDAR RAPIDS/IOWA CTY, IA. (CID) CHARLESTON, S. C. (CHS) CHARLESTON, W. V. (CRW) CHARLOTTE, N. C. (CLT) CHATTANOOGA, TN. (CHA) CHI CAGO, IL. (MDW) CHI CAGO, IL. (MDW) CHI CAGO, IL. (MDW) CHI CAGO, IL. (CRD) COLORADO SPRINGS, CO. (COS) COLUMBIA, S. C. (CAE) COLUMBUS, OH. (CMH) CORDOVA, AK. (CDV) CORPUS CHRISTI, TX. (CRP) DALLAS/FT. WORTH, TX. (DAL) DAYTON, OH. (DAY) DAYTONA BEACH, FL. (DAB) DEADHORSE, AK. (SCC) DENVER, CO. (DEN) DES MOINES, IA. (DSM) DETROIT, MI. (DTW) DILLINGHAM, AK. (DLG) DULUTH, MN. (DLH) DUTCH HARBOR, AK. (DUT)	66.7 5	88. 3 60	60	JACKSON/VICKSBURG, MS. (JAN) JACKSON, WY. (JAC) JACKSONVILLE, FL. (JAX) JUNEAU, AK. (JNU) KAHULUI, MAUI, HI. (OGG) KALAMAZOO, MI. (AZO) KALISPELL, MT. (FCA) KANSAS CITY, MO. (MCI) KETCHIKAN, AK. (KTN) KING SALMON, AK. (AKN) KNOXVILLE, TN. (TYS) KODIAK, AK. (ADQ) KONA, HAWAII., HI. (KOA) KOTZEBUE, AK. (OTZ) LA CROSSE, WI. (LSE) LANSING, MI. (LAN) LAS VEGAS, NV. (LAS) LEXINGTON/FRKFT, KY. (LEX) LIHUE, KAUAI, HI. (LIH)	90. 0	86. 7	30	30
(			30	,, ()				

#### AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)  ARE DEP.		PERCENT	REPORTED		PERCENT	REPORTED
LINCOLN, NE. (LNK) 74. 7 89. 5 257 257 ROANOKE, VA. (ROA) 80. 3 86. 4 198 198 LITTLE ROCK, AR. (LIT) 76. 3 82. 6 1,077 1,076 ROCHESTER, MN. (RST) 72. 8 86. 7 173 173 173 LONG BEACH, CA. (LGB) 72. 5 87. 4 262 262 ROCHESTER, N.Y. (ROC) 67. 7 80. 3 1,286 1,285 LOS ANGELES, CA. (LAX) 70. 3 77. 7 15, 198 15, 185 SACRAMENTO, CA. (SMF) 76. 2 78. 5 2,993 2,992 LOUISVILLE, KY. (SDF) 78. 7 86. 0 1,929 1,925 SAGINAW, MI. (MBS) 74. 8 90. 1 313 314 LUBBOCK, TX. (LBB) 81. 3 85. 0 486 487 SALT LAKE CITY, UT. (SLC) 81. 9 86. 6 6,734 6,737 MADISON, WI. (MSN) 73. 2 86. 2 377 377 SAN ANTONIO, TX. (SAT) 75. 4 83. 5 3, 102 3, 105 MANCHESTER, N. H. (MHT) 71. 7 81. 3 1,044 1,044 SAN DIEGO, CA. (SAN) 72. 2 80. 0 5,422 5,424 MEDFORD, OR. (MFR) 75. 6 80. 0 90 90 SAN FRANCISCO, CA. (OAK) 76. 9 77. 0 4,592 4,593 MELBOURNE, FL. (MLB) 85. 0 93. 3 180 180 SAN FRANCISCO, CA. (OAK) 76. 9 77. 0 4,592 4,593 MELBOURNE, FL. (MLB) 86. 2 84. 8 4,191 4,192 SAN JOSE, CA. (SJC) 76. 3 80. 7 4,208 4,207 MI AMI, MI, (MKE) 78. 5 88. 8 1,256 1,255 SARASOTA/BRAD., FL. (SRQ) 78. 6 89. 2 499 501 MI NNEAPLS/ST. P. MN. (MSP) 83. 1 86. 1 11,483 11,475 SAVANNAH, GA. (SAV) 75. 5 83. 1 416 415 MI NOT, N. D. (MOT) 90. 0 90. 90 SCANTION/WILKES-BARRE, PA. (AVP) 83. 1 95. 1 142 142 MI SSI ON/MCALLER, TX. (MFE) 77. 5 93. 3 284 283 SEATTLE, WA. (SEA) 74. 6 80. 1 8,000 7,996	CLEN (ALPROPE)	ON-TIME		GLEW (ALDRODE)	ON-TIME	
LINCOLN, NE. (LNK) 74. 7 89. 5 257 257 ROANOKE, VA. (ROA) 80. 3 86. 4 198 198 LITTLE ROCK, AR. (LIT) 76. 3 82. 6 1,077 1,076 ROCHESTER, MN. (RST) 72. 8 86. 7 173 173 173 LONG BEACH, CA. (LGB) 72. 5 87. 4 262 262 ROCHESTER, N.Y. (ROC) 67. 7 80. 3 1,286 1,285 LOS ANGELES, CA. (LAX) 70. 3 77. 7 15, 198 15, 185 SACRAMENTO, CA. (SMF) 76. 2 78. 5 2,993 2,992 LOUISVILLE, KY. (SDF) 78. 7 86. 0 1,929 1,925 SAGINAW, MI. (MBS) 74. 8 90. 1 313 314 LUBBOCK, TX. (LBB) 81. 3 85. 0 486 487 SALT LAKE CITY, UT. (SLC) 81. 9 86. 6 6,734 6,737 MADISON, WI. (MSN) 73. 2 86. 2 377 377 SAN ANTONIO, TX. (SAT) 75. 4 83. 5 3, 102 3, 105 MANCHESTER, N. H. (MHT) 71. 7 81. 3 1,044 1,044 SAN DIEGO, CA. (SAN) 72. 2 80. 0 5,422 5,424 MEDFORD, OR. (MFR) 75. 6 80. 0 90 90 SAN FRANCISCO, CA. (OAK) 76. 9 77. 0 4,592 4,593 MELBOURNE, FL. (MLB) 85. 0 93. 3 180 180 SAN FRANCISCO, CA. (OAK) 76. 9 77. 0 4,592 4,593 MELBOURNE, FL. (MLB) 86. 2 84. 8 4,191 4,192 SAN JOSE, CA. (SJC) 76. 3 80. 7 4,208 4,207 MI AMI, MI, (MKE) 78. 5 88. 8 1,256 1,255 SARASOTA/BRAD., FL. (SRQ) 78. 6 89. 2 499 501 MI NNEAPLS/ST. P. MN. (MSP) 83. 1 86. 1 11,483 11,475 SAVANNAH, GA. (SAV) 75. 5 83. 1 416 415 MI NOT, N. D. (MOT) 90. 0 90. 90 SCANTION/WILKES-BARRE, PA. (AVP) 83. 1 95. 1 142 142 MI SSI ON/MCALLER, TX. (MFE) 77. 5 93. 3 284 283 SEATTLE, WA. (SEA) 74. 6 80. 1 8,000 7,996	CITY (AIRPORT)	AKK. DEP.		CITY (AIRPORT)	ARR. DEP.	
LITTLE ROCK, AR. (LIT) 76, 3 82, 6 1, 077 1, 076  LONG BACK, CA. (LGB) 72, 5 87, 4 262 262  LOS ANGELES, CA. (LGB) 77, 7 7, 7 15, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 7, 7 15, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 7, 7 15, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 7, 7 15, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 7, 7 15, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 7, 7 15, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 7, 7 15, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 7, 7 15, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 7, 7 15, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 7, 7 15, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 7, 7 15, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 15, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 15, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 15, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 15, 198 12, 198 15, 185  LOS ANGELES, CA. (LGB) 77, 7 18, 13, 10, 444  LOS ANGELES, CA. (LGB) 77, 7 18, 13, 10, 444  LOS ANGELES, CA. (LGB) 77, 7 18, 13, 10, 444  LOS ANGELES, CA. (LGB) 77, 7 18, 13, 10, 444  MEPORD, OR. (MFIB) 77, 81, 3 1, 044  MEPORD, OR. (MFIB) 77, 81, 3 1, 044  MEPORD, OR. (MFIB) 78, 6 80, 0 90, 90  MEMPHIS, T.N. (MFIB) 78, 6 80, 0 90, 90  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 195  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 258  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 256  MEMPHIS, T.N. (MFIB) 78, 5 88, 8 1, 258  MEMPHIS, T.N. (MFIB) 78, 6 88, 2 1, 248  ME	LINCOLN, NE. (LNK)	74. 7 89. 5	257 257	ROANOKE, VA. (ROA)	80. 3 86. 4	
LORS ANGELES, CA. (LAX) 70. 77. 77. 15.08 1.98 1.98 1.98 1.98 1.98 1.98 1.98 1.9	LITTLE ROCK, AR. (LIT)	76. 3 <b>82</b> . 6	1, 077 1, 076	ROCHESTER, MN. (RST)	72. 8 86. 7	173 173
TABLELES, CA. (LAM)	LONG BEACH, CA. (LGB)	72. 5 87. 4		ROCHESTER, N. Y. (ROC)	67. 7 80. 3	
LUBBOCK, TX, TLIBB)  81. 3 85. 0 486 487  MDLSON, M. (ASN)  73. 2 86. 2 377  377  ANDLSON, M. (ASN)  73. 2 86. 2 377  377  ANDLSON, M. (ASN)  73. 2 86. 3 377  377  ANDLSON, M. (ASN)  73. 2 86. 0 30  90  90  SAN ANTONIO, CA. (ASN)  72. 2 80. 0 5, 422  54. 24  MEDURKE, FL. (MB)  85. 0 93. 8 18  85. 0 90. 90  90  80. SAN FRANCISCO, CA. (CAN)  76. 2 79. 7  10, 963  MEDURKE, FL. (MB)  85. 0 93. 8 18  85. 0 30  90  90  80. SAN FRANCISCO, CA. (SAN)  77. 0 4, 522  4, 524  MEDURKE, FL. (MB)  85. 0 93. 8 18  85. 0 30  90  90  80. SAN FRANCISCO, CA. (SAN)  77. 0 4, 522  4, 524  84. 180  85. 0 93. 8 18  85. 0 180  85. 0 94. 180  85. 0 95. 1	LUS ANGELES, CA. (LAX)	70.3 //./		SACKAMENIU, CA. (SMF)	76. 2 78. 5	
MANCHESTER, N. H. (MIT) 71, 78, 13, 1, 044  MEDIORD, OR. (MER) 75, 6  MONOTHESTER, N. H. (MIT) 71, 78, 13, 1, 044  MEDIORD, OR. (MER) 75, 6  MONOTHESTER, N. H. (MIR) 75, 75, 75, 75, 75, 75, 75, 75, 75, 75,	LUBROCK, TX. (LBB)	81. 3 85. 0		SALT LAKE CITY, UT. (SLC)	81.9 86.6	
MEDIORIO, R. (MRT) 71. 7 81. 3 1, 0.44 1, 0.44 SAN DIEGO, CA. (SAN) 72. 2 80. 0 5, 422 5, 44, 544 MEDIORIO, R. (MRF) 75. 6 80. 0 90 90 90 90 90 90 90 90 90 90 90 90 9	MADISON, WI. (MSN)	73. 2 86. 2		SAN ANTONIO, TX. (SAT)	75. 4 83. 5	
MEDFORD, OR, (MFR) 75.6 80.0 90 90 90 SAN FRANCISCO, CA. (OAK) 76.9 77.0 4,592 4,593 MEBROURE, FL. (MLB) 85.0 93.3 180 180 SAN FRANCISCO, CA. (SPC) 70.2 79.7 7, 0 1,963 10,985 MEMBRUS, TL. (MEM) 86.2 84.8 4, 191 4,192 SAN JOSE, CA. (SJC) 76.3 80.7 4,208 4,207 MAILE, FL. (MA, TX. (MEM) 82.5 88.5 1.566 1,555 SAN JOSE, CA. (SJC) 76.3 80.7 1,786 1,786 MEMBRUS, CA. (MEC) 83.1 86.1 1,456 1,566 1,555 SAN JOSE, CA. (SJC) 76.3 80.7 1,786 1,786 1,786 MEMBRUS, CA. (MEC) 83.1 86.1 1,456 1,566 1,555 SAN JOSE, CA. (SJC) 76.3 80.7 1,786	MANCHESTER, N.H. (MHT)	71. 7 81. 3		SAN DIEGO, CA. (SAN)	72. 2 80. 0	
MEMPHIS, T.N.  (MEM)  SOLUTION, I. (MEM)  SOLUTION, I. (MEM)  SOLUTION, I. (MEM)  MEDIAND/ODESSA, TX.  (MAF)  SOLUTION, I. (MEM)  MEDIAND/ODESSA, TX.  (MEM)  MEDIAND/ODESSA, TX.  (MEM)  MEDIAND/ODESSA, TX.  (MEM)  SOLUTION, I. (MEM)  MEDIAND/ODESSA, TX.  (MEM)  MEDIAND/ODESSA, TX.  (MEM)  SOLUTION, I. (MEM)  MEDIAND/ODESSA, TX.  (MEM)  MEDIAND/ODESSA, TX.  (MEM)  SOLUTION, I. (MEM)  MEDIAND/ODESSA, TX.  MEMORIALIE, TX.  (MEM)  MEDIAND/ODESSA,	MEDFORD, OR. (MFR)	75. 6 80. 0		SAN FRANCISCO, CA. (OAK)	76. 9 77. 0	
METANDO DESSA, TX, (MR)  METANDO DESSA, TX, (M	MELBUUKNE, FL. (MLB)	85.0 93.3		SAN FRANCISCO, CA. (SFO)	70.2 79.7	
MILWAINERS, TX, (MAF) 82.8 88.5 5.530 5.530 SARASOTA, BARBARA, ČA. (SBA) 72.9 79.7 118 118 MILWAINER, WILKES, WILKES, WILKES, MILWAINER, WILKES, WILK	MIAMI FI (MIA)	76 0 81 0		SAN JUSE, CA. (SJC) SAN IIIAN PR (SIII)	70.3 80.7 83 7 90 0	
MILNAUKREE, WI. (MKE)  78.5 88.8 1, 256 1, 255  MNOT, N. (MSP)  83.1 86.1 11,483 11,475  MNOT, N. D. (MDT)  90.0 90.0 90.0 90  SCRANTON/WILKES-BARRE, PA. (AVP)  78.5 88.1 416 415  MNOT, N. D. (MDT)  90.0 90.0 90  SCRANTON/WILKES-BARRE, PA. (AVP)  78.6 89.2 499  501  MSSION/MACALLEN, TX. (MFC)  77.5 93.3 284 283  SCATILE, WA. (SCRA)  78.6 80.1 8,000  79.6 MSSOULA, MT. (MSO)  87.2 95.0 180 180  SHECVEPORT, I.A. (SIV)  88.3 90.3 322  319  MDBILE, I.L. (MLI)  78.2 90.1 142 142  SIOUX FALLS, S. D. (FSD)  88.9 94.0 318  318  MDINGE, I.A. (MU)  88.6 0 88.3 179  71.9 179  SITKA, AK, (SIT)  71.9 88.3 88.8 259  259  MONTCOMERY, AL. (MGM)  88.2 95.5 120  120  120  SPORKAW, WA. (GEG)  77.3 88.8 88.8 259  SPRINGFIELD, MD. (SGC)  77.3 88.9 94.2 172  172  MRILE BEACH, S. C. (MTR)  NEW ORLEANS, I.A. (MSY)  NEW ORLEANS, I.A. (MSY)  80.0 87.7 8.2 80.4 8.24  STAMBOAT SPRINGS, CO. (MID)  NEW ORLEANS, I.A. (MSY)  80.0 87.7 8.3 80.4  80.0 87.7 8.2 80.2 80.2 80.2  NEW ORLEANS, I.A. (MSY)  80.0 87.7 8.3 80.4  80.0 87.7 8.4 80.4  80.0 88.7 8.2 80.2  NEW ORLEANS, I.A. (MSY)  80.0 87.7 8.8 80.4  80.0 87.7 8.2 80.2  NEW ORLEANS, I.A. (MSY)  78.8 80.7 8.2 80.2  NEW ORLEANS, I.A. (MSY)  80.9 8.9 80.6 80.7  80.6 80.7 80.6 80.7  80.7 80.7 80.7 80.7  NEW ORLEANS, I.A. (MSY)  80.9 80.7 80.6 80.7  80.7 80.7 80.7 80.7  NEW ORLEANS, I.A. (MSY)  80.9 80.7 80.7 80.7  80.7 80.7 80	MI DLAND/ODESSA. TX. (MAF)	82. 8 88. 5		SANTA BARBARA. CA. (SBA)	72. 9 79. 7	
MEAPLES/ST. P., MN. (MSP)  MI NOT, N. D. (MDT)  MI NOT, N. D. (MDT)  MI SSOULA, MT. (MSO)  STANANNAH, GA. (SAV)  STALLE, WA. (SEA)  SEATTLE, WA. (	MI LWAUKEE, WI. (MKE)	78. 5 88. 8	1, 256 1, 255	SARASOTA/BRAD., FL. (SRQ)	78. 6 89. 2	
MINTY, N. D. (MIT)  MINTY, N. D. (MIT)  MISSION/MALLEN, TX. (MFE)  77. 5 93. 3 284 283  MISSION/MALLEN, TX. (MFE)  77. 5 93. 3 284 283  MISSION/MACALLEN, TX. (MSO)  87. 2 95. 0 180 180  MISSOULA, MI. (MSO)  87. 6 80. 1 80. 0 7. 960  MISSOULA, MI. (MSO)  87. 6 95. 0 180  MISSION/MILES-BARRE, PA. (AVP)  88. 1 95. 1 142  142  142  SHREYEPORT, LA. (SHV)  89. 3 98. 2 56  56  MILINE, IL. (MLI)  78. 2 90. 1 142  142  142  SIOUX FALLS, S. D. (FSD)  84. 9 94. 0 318  318  MINTY, N. D. (MIT)  78. 8 84. 2 57  79. 517  MINTYGER, C. A. (MRY)  84. 2 95. 7 179  SITALA, MS. (SIT)  71. 9 82. 3 96  MISTORIES, A. (MEM)  85. 7 82. 8 120  SPRINGELE, M. (SEBN)  77. 5 85. 4 1, 105  MINTYROSE, C. (MIT)  85. 7 82. 8 128  28 SPRINGELE, M. (SEBN)  78. 8 88. 9 10  172  173  MINTYROSE, C. (MIT)  85. 7 82. 8 128  184 188  185 189  187  MINTYROSE, C. (MIT)  78. 8 44. 4 4, 092  44. 095  NEW ORLEANS, LA. (MSY)  77. 8 84. 4 4, 092  44. 095  NEW ORLEANS, LA. (MSY)  78. 8 88. 9 96. 96  NEW YORK, N. Y. (LGA)  79. 9 82. 7 82. 14  NEW YORK, N. Y. (LGA)  79. 9 82. 7 82. 10  NEW YORK, N. Y. (LGA)  79. 9 82. 7 82. 10  NEW YORK, N. J. (EWR)  69. 9 80. 6 10. 499  10. 499  NOWLAND, L. (MIT)  NOWLAND, C. (MIT)  NOWLAND	MI NNEAPLS/ST. P, MN. (MSP)	83. 1 86. 1	11, 483 11, 475	SAVANNAH, GA. (SAV)	75. 5 83. 1	
MISSUULA, MI. (MSD)  MISSUULA, MISSU	MINOT, N.D. (MOT)	90. 0 90. 0		SCRANTON/WILKES-BARRE, PA. (AVP)	83. 1 95. 1	
MBILE_AL_PASCAGOULA, MS. (MBB) 78, 6 80, 7 360 358  MILINE_IL_MII) 78, 2 90, 1 142 142  MILINE_IL_MII] 78, 2 92, 5 120  MILINE_ILL_MII] 78, 2 92, 5 120  MILINE_ILL_MII] 78, 2 92, 5 120  MILINE_ILL_MII] 78, 2 92, 5 120  MILLE_ILL_MII] 79, 2 92, 2 88, 9 90  MILLE_ILL_MII] 79, 2 92, 2 88, 9 90	MISSIUN/MCALLEN, IX. (MFE) MISSOUIA MT (MSO)	77. 5 93. 3 87 2 95 0		SEATTLE, WA. (SEA) SHRFVFPORT IA (SHV)	74. b 80. 1 83 5 90 3	
MINE II. (MI) 78.2 90.1 142 142 SIOUX FALLS. S.D. (FSD) 84.9 94.0 318 318 MNROE. LA. (MLI) 86.0 88.3 179 179 SITKA, AK. (SIT) 71.9 82.3 96 96 96 96 MONTEREY. CA. (MRY) 82.5 84.2 57 57 57 SOUTH BEND, IN. (SBN) 78.8 88.8 259 259 MONTEOMERY, AL. (MCM) 84.2 92.5 120 120 SPOKANE, WA. (GEG) 77.3 85.4 1, 105 1, 105 MONTEOSE, CO. (MTJ) 85.7 82.8 28 29 SPRINGFIELD, MO. (SGF) 87.2 94.2 172 172 MYRTLE BEACH, S.C. (MRR) 71.8 79.8 188 188 188 ST. (FOR) 17.5 CROIX, VI. (STX) 92.2 88.9 90 90 90 NASHYILLE, TIN. (BNA) 81.2 84.2 4, 393 4, 393 ST. CROIX, VI. (STX) 92.2 88.9 90 90 90 NASHYILLE, TIN. (BNA) 81.2 84.2 4, 393 4, 393 ST. LOUIS, MO. (STL) 79.0 80.5 14, 485 14, 495 NEW ORKAN, N.Y. (JFK) 80.0 87.2 3, 580 3, 880 ST. AMBERIAN, S.L. (MSY) 77.8 84.4 4, 092 4, 095 ST. THOMS, VI. (STT) 86.7 91.3 2240 240 NEW YORK, N.Y. (JCA) 73.9 82.7 8.245 8, 241 SYRACHUSE, N.Y. (SYR) 86.7 91.3 220 240 NEW WORK, N.Y. (JFK) 80.0 87.2 3, 580 3, 880 STEAMBOAT SPRINGS, CO. (HDN) 47.6 73.9 21 23 NEW YORK, N.Y. (JCA) 73.9 82.7 8.245 8, 241 SYRACHUSE, N.Y. (SYR) 66.7 91.3 220 240 NEW WORK, N.Y. (SWF) 66.7 81.8 120 121 TAMPA, FL. (TILH) 76.2 82.9 210 210 NEWBURGE, N.Y. (SWF) 66.7 81.8 120 121 TAMPA, FL. (TILH) 76.2 82.9 210 210 NEWBURGE, N.Y. (SWF) 66.7 81.8 120 121 TAMPA, FL. (TPA) 70.9 83.7 8.6 86 NORFILAK/VA, BEACH, VA. (ORF) 79.4 85.8 1.652 1.648 TUCSON, AZ. (TUS) 67.2 81.3 1.590 1.592 ONLAND, FL. (WCO) 78.8 83.7 8.11 550 TOLEDO, OH. (TOL) 70.9 83.7 9.0 90 90 ONLAND, C.Y. (COL) 79.4 85.8 1.652 1.648 TUCSON, AZ. (TUS) 67.2 81.3 1.590 1.592 ONLAND, FL. (WCO) 78.8 83.7 8.11 590 1.592 ONLAND, FL. (WCO) 79.4 85.8 1.652 1.648 TUCSON, AZ. (TUS) 67.2 81.3 1.590 1.592 ONLAND, FL. (WCO) 79.4 85.8 1.652 1.648 TUCSON, AZ. (TUS) 67.2 81.3 1.590 1.592 ONLAND, FL. (WCO) 79.4 85.4 1.652 1.648 TUCSON, AZ. (TUS) 70.9 83.7 7.6 5.569 5.558 ONLAND, FL. (WCO) 79.4 85.4 1.652 1.648 TUCSON, AZ. (TUS) 70.9 83.7 7.6 5.569 5.558 ONLAND, FL. (WCO) 79.4 85.4 3.443 433 PORTLAND, FL. (WCO) 79.4 85.8 3.4 89.1 5.64 1.394 TUCSON, AZ. (TUS) 70.4 85.8 6.0 60 PORTLAND, R.C. (WCO) 79.	MOBILE, AL. /PASCAGOULA, MS. (MOB)	78. 6 80. 7		SIOUX CITY, IA. (SUX)	89. 3 98. 2	
MNNTRE, LA. (MRU) 86. 0 88. 3 179 179 57 SITKA, AK. (SIT) 71. 9 82. 3 96 96 MNTTEREY, CA. (MRY) 82. 5 84. 2 57 57 57 SOUTH BEND, IN. (SBN) 78. 8 88. 8 259 259 MNTTGOMERY, AL. (MEM) 84. 2 92. 5 120 120 SPOKANE, WA. (GEG) 77. 3 85. 4 1.105 1.105 MNTROSE, CO. (MTJ) 85. 7 82. 8 28 29 SPOKANE, WA. (GEG) 77. 3 85. 4 1.105 1.105 MNTROSE, CO. (MTJ) 85. 7 82. 8 28 29 SPOKANE, WA. (GEG) 77. 3 85. 4 1.105 1.105 MNTROSE, CO. (MTJ) 85. 7 82. 8 188 188 ST. CROIX, V.I. (STX) 92. 2 88. 9 90 90 90 90 90 90 90 90 90 90 90 90 9	MOLINE, IL. (MLI)	78. 2 90. 1		SIOUX FALLS, S.D. (FSD)	84. 9 94. 0	318 318
MNNTEGMERY, AL. (MCM)  82. 5 84. 2 57 57  MNNTROSE, CO. (MTJ)  85. 7 82. 8 188 28 29  MNRTLE BEACH, S. C. (MYR)  71. 8 79. 8 188 188  73. 82. 8 28 29  MRTLE BEACH, S. C. (MYR)  74. 8 84. 4 4. 992. 4 172  75. 8 84. 4 1. 105 1. 105  MNTROSE, CO. (MTJ)  85. 7 82. 8 28 29  MRTLE BEACH, S. C. (MYR)  78. 8 84. 2 19. 25  MNRTLE BEACH, S. C. (MYR)  78. 8 84. 2 19. 25  MNRTLE BEACH, S. C. (MYR)  78. 8 84. 2 19. 25  MNRTLE BEACH, S. C. (MYR)  78. 8 84. 2 19. 25  MNRTLE BEACH, S. C. (MYR)  78. 8 84. 2 19. 25  MNRTLE BEACH, S. C. (MYR)  78. 8 84. 2 19. 25  MNRTLE BEACH, S. C. (MYR)  78. 8 84. 2 19. 25  MNRTLE BEACH, S. C. (MYR)  78. 8 84. 2 19. 25  MNRTLE BEACH, S. C. (MYR)  79. 0 80. 5 14, 485  14. 495  240  240  NEW VORK, N. Y. (JFK)  80. 0 87. 2 3, 580  NEW NRK, N. Y. (JFK)  80. 0 87. 2 3, 580  NEW NRK, N. Y. (JGA)  79. 9 80. 6 10, 499  10. 487  NEW RURK, N. Y. (JGA)  79. 9 83. 8 956  955  NEWARK, N. J. (EWR)  69. 9 80. 6 10, 499  10. 487  TALLAHASSEE, FL. (TLH)  76. 2 82. 9  210  210  NEW BURGH, N. Y. (SWP)  79. 9 83. 8  82. 6 4, 958  83. 7 86  86. 7 81. 8 1. 652  1. 73  73  73  TOLEDO, OH. (TOL)  70. 9 83. 7  88. 4 1, 105  1. 105  MNTARIO, OH. (TOL)  70. 9 83. 7  88. 8 259  259  14. 485  14. 495  240  240  240  240  240  240  NEW YORK, N. Y. (JFK)  80. 0 87. 2 9. 8. 241  240  240  NEW YORK, N. Y. (JGA)  79. 9 83. 8  90. 92. 1  221  223  NEW ROKE, N. Y. (JGA)  79. 9 83. 8  90. 92. 1  224  235  NEWARK, N. J. (EWR)  79. 9 83. 8  90. 92. 1  225  NEWARK, N. J. (EWR)  79. 9 83. 8  90. 92. 1  226  227  128  129  120  120  120  120  120  120  120	MONROE, LA. (MLU)	86. 0 88. 3		SITKA, AK. (SIT)	71. 9 82. 3	
MINTROUSE, Co. (MLJ) 85.7 82.8 28 29 29. SPRINGFIELD, MO. (SGF) 87.2 94.2 17.2 17.2 MYRTLE BEACH, S. C. (MTA) 81.2 84.2 4, 393 4, 393 SPRINGFIELD, MO. (SGF) 87.2 94.2 17.2 17.2 MYRTLE BEACH, S. C. (MTA) 81.2 84.2 4, 393 4, 393 ST. (SUILS, MD. (STL) 79.0 80.5 14, 485 14, 495 NEW ORLEANS, LA. (MSY) 77.8 84.4 4, 4092 4, 095 ST. (STL) 70.0 SOL, STL, STL) 86.7 91.3 240 240 NEW YORK, N. Y. (JFK) 80.0 87.2 3, 580. 3, 580 STEAMBOAT SPRINGS, CO. (HDN) 47.6 73.9 21 23 NEW YORK, N. Y. (LGA) 73.9 82.7 8, 245 8, 241 SYRACUSE, N. Y. (SYR) 70.9 83.8 956 955 NEWHARR, N. J. (EWB) 69.9 80.6 10, 499 10, 487 TALLAHASSEE, FL. (TIH) 76.2 82.9 210 210 NEWBURGH, N. Y. (SWF) 66.7 81.8 120 121 TAMPA, FL. (TPA) 75.8 82.6 4, 954 954 NOME, AK. (OME) 60.3 67.1 73 73 73 70.5 DO. (MLAHOMA CITY, OK. (OKC) 79.4 85.8 1, 652 1, 648 NORFOLK/VA, BEACH, VA. (ORF) 74.0 86.0 1, 355 1, 350 TRAVERSE CITY, MI. (TVC) 70.5 82.1 78 78 NONEARR, N. E. (OMA) 78.1 86.1 1, 397 1, 394 TUCSON, AZ. (TUS) 76.2 82.9 0.0 ONTARIO, CA. (ONT) 72.5 78.0 2, 870.2 870 VALPARIO, CA. (ONT) 72.5 78.0 2, 870.2 870 VALPARIO, CA. (ONT) 72.5 78.0 2, 870.2 870 VALPARIO, D. C. (DCA) 79.2 85.1 6, 813 6, 825 ORLANDO, FL. (MCO) 78.8 83.7 8, 115 8, 113 WASHINGTON, D. C. (DCA) 79.2 85.1 6, 813 6, 825 ORLANDO, FL. (MCO) 78.8 83.7 8, 115 8, 113 WASHINGTON, D. C. (DCA) 79.2 85.1 6, 813 6, 825 ORLANDO, FL. (MCO) 79.3 83.3 93.3 120 120 WEST PLAMBACHL, FL. (PBI) 74.8 84.1 1, 990 1, 995 PENSACOLA, FL. (MCO) 79.0 86.7 1, 808 1, 807 PEDGRIA, H. (PIC) 77.1 81.1 8, 342 8, 343 PORTLAND, ME. (PWM) 72.9 87.1 443 443 443 PORTLAND, ME. (PWM) 72.9 87.	MONTEREY, CA. (MRY)	82. 5 84. 2		SOUTH BEND, IN. (SBN)	78. 8 88. 8	
MYRTLE BEACH, S. C. (MYR) 71.8 79.8 188 188 ST. (ROIX, V.T. (STX) 92.2 88.9 170 170 170 170 170 170 170 170 170 170	MUNIGUMEKY, AL. (MGM) MONTPOSE CO (MTI)	84. Z 92. 5		SPUKANE, WA. (GEG)	77.3 85.4 97.9 04.9	
NASHYTLLE. TN. (BNA)  NEW ORLEANS, LA. (MSY)  77.8 84.4 4, 992 4, 095  NEW ORLEANS, LA. (MSY)  77.8 84.4 4, 992 4, 095  NEW YORK, N. Y. (JFK)  80.0 87.2 3, 580  NEW YORK, N. Y. (LGA)  73.9 82.7 8, 245 8, 241  NEW YORK, N. Y. (LGA)  73.9 82.7 8, 245 8, 241  NEWBURGH, N. Y. (SWP)  69.9 80.6 10, 499 10, 487  NOMER, N. Y. (SWP)  60.3 67.1 73  73.73  NOMER, N. Y. (SWP)  60.3 67.1 73  73.73  73.73  NOMER, N. Y. (SWP)  60.3 67.1 73  73.73  73.73  73.73  NOMER, N. Y. (SWP)  60.3 67.1 73  73.73	MYRTLE BEACH, S. C. (MYR)	71.8 79.8		ST. CROLX. V. I. (STX)	92. 2 88. 9	
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NEW YORK, N. Y. (JFK) NEW YORK, N. Y. (LGA) NEWBURGH, N. Y. (SWF) NOME, N. Y. (SWF) NOME, N. Y. (SWF) NOME, AK. (OME) NOME, AK	NEW ORLEANS, LA. (MSY)	77. 8 84. 4		ST. THOMAS, V.I. (STT)	86. 7 91. 3	
NEWYORK, N. Y. (LGA)	NEW YORK, N. Y. (JFK)	80. 0 87. 2		STEAMBOAT SPRINGS, CO. (HDN)	47. 6 73. 9	
NEWBURCH, N. Y. (SWF) 66. 7 81. 8 120 121 TAMPA, FL. (TPA) 75. 82. 6 4, 958 4, 954 NOME, AK. (OME) 60. 3 67. 1 73 73 TOLEDO, OH. (TOL) 70. 9 83. 7 86 86 NORFOLK/VA, BEACH, VA. (ORF) 79. 4 85. 8 1, 652 1, 648 TUCSON, AZ. (TUS) 67. 2 81. 3 1, 590 1, 592 OMHA, NE. (OMA) 78. 1 86. 1 1, 397 1, 394 TUCSON, AZ. (TUS) 67. 2 81. 3 1, 590 1, 592 OMHA, NE. (OMA) 78. 1 86. 1 1, 397 1, 394 TUCSON, AZ. (TUS) 67. 2 81. 3 1, 590 1, 592 OMHA, NE. (OMA) 78. 1 86. 1 1, 397 1, 394 TUCSON, AZ. (TUS) 70. 5 82. 1 78 79. 9 90 ORANGE COUNTY, CA. (SNA) 76. 5 84. 3 2, 865 2, 868 WASHINGTON, D. C. (DCA) 79. 2 85. 1 6, 813 6, 825 PASCO, WA. (PSC) 93. 3 93. 3 120 120 WEST PALM BEACH, FL. (PBI) 74. 8 84. 1 1, 990 1, 995 PENSACOLA, FL. (PNS) 83. 4 87. 1 506 504 WHITE PLAINS, N. Y. (HPN) 61. 4 80. 1 402 403 PERRINGIA, IL. (PIA) 88. 7 92. 3 53 52 WICHITA, KS. (ICT) 76. 4 88. 5 572 PETERSBURG, AK. (PSG) 61. 7 63. 3 60 60 WILMINGTON, N. C. (ILM) 81. 7 91. 5 164 164 PHOENIX, AZ. (PHX) 72. 1 74. 1 14, 672 14, 677 YAKUTAH, AK. (YAK) 58. 3 60. 0 60 PITTSBURGH, PA. (PHL) 77. 1 81. 1 8, 342 8, 343 PORTLAND, ME. (PWM) 72. 9 87. 1 443 443 PORTLAND, ME. (PWM) 72. 9 87. 1 443 443 PORTLAND, ME. (PWM) 72. 9 87. 1 443 443 RENO, NV. (RNO) 78. 1 82. 4 2, 117 2, 118 RENO, NV. (RN	NEW YURK, N.Y. (LGA)	73.9 82.7		SYRACUSE, N. Y. (SYR) TALLAHASSEE EL (TLU)	70.9 83.8	
NOME, AK. (OME) 60. 3 67. 1 73 73 TOLEDO, OH. (TOL) 70. 9 83. 7 86 86 NORFOLK/VA. BEACH, VA. (ORF) 74. 0 86. 0 1, 355 1, 350 TRAVERSE CITY, MI. (TVC) 70. 5 82. 1 78 78 OKLAHOM CITY, OK. (OKC) 79. 4 85. 8 1, 652 1, 648 TUCSON, AZ. (TUS) 67. 2 81. 3 1, 590 1, 592 OMAHA, NE. (OMA) 78. 1 86. 1 1, 397 1, 394 TULSA, OK. (TUL) 76. 1 82. 4 1, 547 1, 545 ONTARIO, CA. (ONT) 72. 5 78. 0 2, 870 2, 870 VALPARAISO, FL. (VPS) 81. 1 96. 7 90 90 ORANGE COUNTY, CA. (SNA) 76. 5 84. 3 2, 865 2, 868 WASHINGTON, D. C. (DCA) 79. 2 85. 1 6, 813 6, 825 ORLANDO, FL. (MCO) 78. 8 83. 7 8, 115 8, 113 WASHINGTON, D. C. (IAD) 72. 5 77. 6 5, 569 5, 558 PASCO, WA. (PSC) 93. 3 93. 3 120 120 WEST PALM BEACH, FL. (PBI) 74. 8 84. 1 1, 990 1, 403 PEORIA, IL. (PIA) 88. 7 92. 3 53 52 WICHITA, KS. (ICT) 76. 4 88. 5 572 572 PETERSBURG, AK. (PSG) 61. 7 63. 3 60 60 WILMINGTON, N. C. (ILM) 81. 7 91. 5 164 164 PHILADELPHIA, PA. (PHL) 71. 0 74. 7 9, 525 9, 524 WRANGELL, AK. (WRG) 58. 3 60. 0 60 PHOENIX, AZ. (PHX) 72. 9 87. 1 443 443 PORTLAND, OR. (PDX) 77. 3 83. 4 4, 597 4, 605 PROVIDENCE, R. I. (PWD) 77. 3 83. 4 4, 597 4, 605 PROVIDENCE, R. I. (PWD) 77. 3 83. 4 4, 597 4, 605 PROVIDENCE, R. I. (PWD) 77. 3 83. 4 4, 597 4, 605 PROVIDENCE, R. I. (PWD) 77. 3 82. 4 2, 117. 2, 118 RECH, DURHAM, N. C. (RDU) 78. 1 82. 4 2, 117. 2, 118 RECH, DURHAM, N. C. (RDU) 78. 1 82. 4 2, 117. 2, 118 RECH, DURHAM, N. C. (RDU) 78. 1 82. 4 2, 117. 2, 118 RECH, DURHAM, N. C. (RDU) 78. 1 82. 4 2, 117. 2, 118 RECH, DURHAM, N. C. (RDU) 78. 4 84. 5 1, 313 1, 310	NEWRURGH. N. Y. (SWF)	66.7 81.8		TAMPA. FL. (TEII)	75. 8 82. 6	
NORFOLK/VA. BEÁCH, VA. (ORF) 74.0 86.0 1, 355 1, 350 TRAVERSE CITÝ, MÍ. (TVC) 70.5 82.1 78 OKLAHOMA CITÝ, OK. (OKC) 79.4 85.8 1, 652 1, 648 TUCSON, AZ. (TUS) 67.2 81.3 1, 590 1, 592 OMAHA, NE. (OMA) 78.1 86.1 1, 397 1, 394 TULSA, OK. (TUL) 76.1 82.4 1, 547 1, 545 ONTARIO, CA. (ONT) 72.5 78.0 2, 870 2, 870 VALPARAISO, FL. (VPS) 81.1 96.7 90 90 ORANGE COUNTY, CA. (SNA) 76.5 84.3 2, 865 2, 868 WASHINGTON, D. C. (DCA) 79.2 85.1 6, 813 6, 825 PASCO, WA. (PSC) 93.3 93.3 120 120 120 WEST PALM BEACH, FL. (PBI) 74.8 84.1 1, 990 1, 995 PENSACOLA, FL. (PNS) 83.4 87.1 506 504 WHITE PLAINS, N.Y. (HPN) 61.4 80.1 402 403 PEORIA, IL. (PIA) 88.7 92.3 53 52 WICHITA, KS. (ICT) 76.4 88.5 572 572 PETERSBURG, AK. (PSC) 61.7 63.3 60 60 WILMINGTON, N.C. (ILM) 81.7 91.5 164 164 PHOENIX, AZ. (PHX) 72.9 87.1 44.3 443 PORTLAND, OR. (PDX) 77.1 81.1 8, 342 8, 343 PORTLAND, OR. (PDX) 79.0 86.7 1, 808 1, 807 RAPID CITY, S.D. (RAP) 82.1 91.7 84 84 PRENO, NV. (RNO) 78.1 82.4 2, 117 2, 118 RICHMOND, VA. (RIC) 75.4 84.5 1, 313 1, 310	NOME, AK. (OME)	60. 3 67. 1		TOLEDO, OH. (TOL)	70. 9 83. 7	
OKLAHOMA CITY, OK. (OKC) 79. 4 85. 8 1, 652 1, 648 TUCSON, AZ. (TUS) 67. 2 81. 3 1, 590 1, 592 OMAHA, NE. (OMA) 78. 1 86. 1 1, 397 1, 394 TULSA, OK. (TUL) 76. 1 82. 4 1, 547 1, 545 ONTARIO, CA. (ONT) 72. 5 78. 0 2, 870 2, 870 VALPARAISO, FL. (VPS) 81. 1 96. 7 90 90 ORANGE COUNTY, CA. (SNA) 76. 5 84. 3 2, 865 2, 868 WASHINGTON, D.C. (DCA) 79. 2 85. 1 6, 813 6, 825 ORLANDO, FL. (MCO) 78. 8 83. 7 8, 115 8, 113 WASHINGTON, D.C. (IAD) 72. 5 77. 6 5, 569 5, 558 PASCO, WA. (PSC) 93. 3 93. 3 120 120 WEST PALM BEACH, FL. (PBI) 74. 8 84. 1 1, 990 1, 995 PENSACOLA, FL. (PNS) 83. 4 87. 1 506 504 WILMINGTON, D.C. (IAD) 72. 5 77. 6 5, 569 5, 558 PERSACOLA, FL. (PNS) 88. 7 92. 3 53 52 WICHITA, KS. (ICT) 76. 4 88. 5 72 572 PETERSBURG, AK. (PSG) 61. 7 63. 3 60 60 60 WILMINGTON, N.C. (ILM) 81. 7 91. 5 164 164 PHI LADELPHIA, PA. (PHL) 71. 0 74. 7 9, 525 9, 524 WRANGELL, AK. (WRG) 58. 3 66. 7 60 60 PLOTISBURGH, PA. (PHT) 77. 1 81. 1 8, 342 8, 343 PORTLAND, OR. (PDX) 77. 3 83. 4 4, 597 4, 605 PROVIDENCE, R. I. (PVD) 79. 0 86. 7 1, 808 1, 807 RAPID CITY, S. D. (RAP) 82. 1 91. 7 84 84 84 RENO, NV. (RNO) 78. 1 82. 4 2, 117 2, 118 RICHMOND, VA. (RIC) 75. 4 84. 5 1, 313 1, 310	NORFOLK/VA. BEACH, VA. (ORF)	74. 0 86. 0	1, 355 1, 350	TRAVERSE CITY, MI. (TVC)	70. 5 82. 1	
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ORLANDO, FL. (MCO) 78.8 83.7 8,115 8,113 WASHINGTON, D. C. (IAD) 72.5 77.6 5,569 5,558 PASCO, WA. (PSC) 93.3 93.3 120 120 WEST PALM BEACH, FL. (PBI) 74.8 84.1 1,990 1,995 PENSACOLA, FL. (PNS) 83.4 87.1 506 504 WHITE PLAINS, N.Y. (HPN) 61.4 80.1 402 403 PEORIA, IL. (PIA) 88.7 92.3 53 52 WICHITA, KS. (ICT) 76.4 88.5 572 572 PETERSBURG, AK. (PSG) 61.7 63.3 60 60 WILMINGTON, N.C. (ILM) 81.7 91.5 164 164 PHILADELPHIA, PA. (PHL) 71.0 74.7 9,525 9,524 WRANGELL, AK. (WRG) 58.3 66.7 60 60 PHOENIX, AZ. (PHX) 72.1 74.1 14,672 14,677 PITTSBURGH, PA. (PIT) 77.1 81.1 8,342 8,343 PORTLAND, ME. (PWM) 72.9 87.1 443 443 PORTLAND, ME. (PWM) 72.9 87.1 443 443 PORTLAND, ME. (PWM) 72.9 87.1 443 443 PORTLAND, N.C. (RDU) 74.3 82.8 2,524 2,523 RAPID CITY, S.D. (RAP) 82.1 91.7 84 84 84 RENO, NV. (RNO) 78.1 82.4 2,117 2,118 RICHMOND, VA. (RIC) 75.4 84.5 1,313 1,310	ORANGE COUNTY. CA. (SNA)	76. 5 84. 3		WASHINGTON. D. C. (DCA)	79. 2 85. 1	
PASCO, WA. (PSC) 93.3 93.3 120 120 WEST PALM BEACH, FL. (PBI) 74.8 84.1 1,990 1,995 PENSACOLA, FL. (PNS) 83.4 87.1 506 504 WHITE PLAINS, N.Y. (HPN) 61.4 80.1 402 403 FEORIA, IL. (PIA) 88.7 92.3 53 52 WICHITA, KS. (ICT) 76.4 88.5 572 572 PETERSBURG, AK. (PSG) 61.7 63.3 60 60 WILMINGTON, N.C. (ILM) 81.7 91.5 164 164 PHILADELPHIA, PA. (PHL) 71.0 74.7 9,525 9,524 WRANGELL, AK. (WRG) 58.3 66.7 60 60 PHOENIX, AZ. (PHX) 72.1 74.1 14,672 14,677 PITTSBURGH, PA. (PIT) 77.1 81.1 8,342 8,343 PORTLAND, OR. (PDX) 72.9 87.1 443 443 PORTLAND, OR. (PDX) 77.3 83.4 4,597 4,605 PROVIDENCE, R.I. (PVD) 79.0 86.7 1,808 1,807 RALEIGH/DURHAM, N.C. (RDU) 74.3 82.8 2,524 2,523 RAPID CITY, S.D. (RAP) 82.1 91.7 84 84 84 RENO, NV. (RNO) 78.1 82.4 2,117 2,118 RICHMOND, VA. (RIC) 75.4 84.5 1,313 1,310	ORLANDO, FL. (MCO)	78. 8 83. 7		WASHINGTON, D. C. (IAD)	72. 5 77. 6	
PENSACOLA, FL. (PNS) 83.4 87.1 506 504 WHITE PLAINS, N.Y. (HPN) 61.4 80.1 402 403 PEORIA, IL. (PIA) 88.7 92.3 53 52 WICHITA, KS. (ICT) 76.4 88.5 572 572 572 FERESBURG, AK. (PSG) 61.7 63.3 60 60 WILMINGTON, N. C. (ILM) 81.7 91.5 164 164 PHILADELPHIA, PA. (PHL) 71.0 74.7 9,525 9,524 WRANGELL, AK. (WRG) 58.3 66.7 60 60 PHOENIX, AZ. (PHX) 72.1 74.1 14,672 14,677 YAKUTAT, AK. (YAK) 58.3 60.0 60 60 PITTSBURGH, PA. (PIT) 77.1 81.1 8,342 8,343 PORTLAND, ME. (PWM) 72.9 87.1 443 443 PORTLAND, ME. (PWM) 72.9 87.1 443 443 PORTLAND, OR. (PDX) 77.3 83.4 4,597 4,605 PROVIDENCE, R.I. (PVD) 79.0 86.7 1,808 1,807 RALEIGH/DURHAM, N. C. (RDU) 74.3 82.8 2,524 2,523 RAPID CITY, S.D. (RAP) 82.1 91.7 84 84 84 RENO, NV. (RNO) 78.1 82.4 2,117 2,118 RICHMOND, VA. (RIC) 75.4 84.5 1,313 1,310	PASCO, WA. (PSC)	93. 3 93. 3		WEST PALM BEACH, FL. (PBI)	74. 8 84. 1	
PEURIA, IL. (PIA) 88.7 92.3 53 52 WICHITA, KS. (ICI) 76.4 88.5 572 572 572 572 572 572 572 572 572 57	PENSACOLA, FL. (PNS)	83. 4 87. 1		WHITE PLAINS, N.Y. (HPN)	61. 4 80. 1	
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PHOENIX, AZ. (PHX) 72.1 74.1 14,672 14,677 YAKUTAT, AK. (YAK) 58.3 60.0 60 60 PITTSBURGH, PA. (PIT) 77.1 81.1 8,342 8,343 PORTLAND, ME. (PWM) 72.9 87.1 443 443 PORTLAND, OR. (PDX) 77.3 83.4 4,597 4,605 PROVIDENCE, R. I. (PVD) 79.0 86.7 1,808 1,807 RALEIGH/DURHAM, N. C. (RDU) 74.3 82.8 2,524 2,523 RAPID CITY, S. D. (RAP) 82.1 91.7 84 84 RENO, NV. (RNO) 78.1 82.4 2,117 2,118 RICHMOND, VA. (RIC) 75.4 84.5 1,313 1,310	PHILADELPHIA. PA. (PHL)	71.0 74.7		WRANGELL. AK. (WRG)	58.3 66.7	
PITTSBURGH, PA. (PIT) 77. 1 81. 1 8, 342 8, 343 PORTLAND, ME. (PWM) 72. 9 87. 1 443 443 PORTLAND, OR. (PDX) 77. 3 83. 4 4, 597 4, 605 PROVI DENCE, R. I. (PVD) 79. 0 86. 7 1, 808 1, 807 RALEI GH/ DURHAM, N. C. (RDU) 74. 3 82. 8 2, 524 2, 523 RAPI D CITY, S. D. (RAP) 82. 1 91. 7 84 84 RENO, NV. (RNO) 78. 1 82. 4 2, 117 2, 118 RI CHMOND, VA. (RIC) 75. 4 84. 5 1, 313 1, 310	PHOENI X, AZ. (PHX)	72. 1 74. 1	14, 672 14, 677	YAKUTAT, AK. (YAK)	58. 3 60. 0	
PORTLAND, ME. (PWM)       72.9       87.1       443       443         PORTLAND, OR. (PDX)       77.3       83.4       4,597       4,605         PROVI DENCE, R. I. (PVD)       79.0       86.7       1,808       1,807         RALEI GH/ DURHAM, N. C. (RDU)       74.3       82.8       2,524       2,523         RAPID CITY, S. D. (RAP)       82.1       91.7       84       84         RENO, NV. (RNO)       78.1       82.4       2,117       2,118         RI CHMOND, VA. (RI C)       75.4       84.5       1,313       1,310	PITTSBURGH, PA. (PIT)	77. 1 81. 1				
PORTLAIND, OR. (FDA) 77. 3 83. 4 4, 397 4, 5005 PROVI DENCE, R. I. (PVD) 79. 0 86. 7 1, 808 1, 807 RALEI GH/DURHAM, N. C. (RDU) 74. 3 82. 8 2, 524 2, 523 RAPI D CITY, S. D. (RAP) 82. 1 91. 7 84 84 RENO, NV. (RNO) 78. 1 82. 4 2, 117 2, 118 RI CHMOND, VA. (RI C) 75. 4 84. 5 1, 313 1, 310	PURTLAND, ME. (PWM)	72.9 87.1				
RALEI GH/ DURHAM, N.C. (RDU) 74. 3 82. 8 2, 524 2, 523 RAPID CITY, S. D. (RAP) 82. 1 91. 7 84 84 RENO, NV. (RNO) 78. 1 82. 4 2, 117 2, 118 RI CHMOND, VA. (RIC) 75. 4 84. 5 1, 313 1, 310	PROVIDENCE R I (PVN)	79 0 86 7				
RAPID CITY, S.D. (RAP) 82.1 91.7 84 84 RENO, NV. (RNO) 78.1 82.4 2, 117 2, 118 RICHMOND, VA. (RIC) 75.4 84.5 1, 313 1, 310	RALEI GH/DURHAM N. C. (RDU)	74. 3 82. 8				
RENO, NV. (RNO) 78. 1 82. 4 2, 117 2, 118 RI CHMOND, VA. (RI C) 75. 4 84. 5 1, 313 1, 310	RAPID CITY, S.D. (RAP)	82. 1 91. 7	84 84			
RI CHMOND, VA. (RI C) 75. 4 84. 5 1, 313 1, 310	RENO, NV. (RNO)	78. 1 82. 4				
	RICHMOND, VA. (RIC)	75. 4 84. 5	1, 313 1, 310			

#### **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**

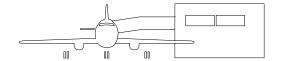
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements 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
	BWI
Baltimore/Washington International	BOS
Boston. Logan International	
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	<b>EWR</b>
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

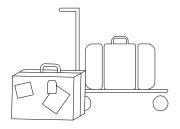
# Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

			APRIL 1999		APRIL 1998					
APR. '99 RANK	AIRLINE	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS			
1	Continental	10,891	3,071,784	3.55	10,704	3,048,451	3.51			
2	America West	5,809	1,464,270	3.97	4,426	1,473,987	3.00			
3	Delta	33,633	8,472,536	3.97	34,988	8,415,875	4.16			
4	Southwest	22,086	5,494,354	4.02	20,952	4,969,010	4.22			
5	TWA	9,250	2,127,813	4.35	9,102	2,009,287	4.53			
6	US Airways	22,549	5,022,196	4.49	17,122	5,012,650	3.42			
7	Northwest	17,774	3,916,620	4.54	24,822	3,787,318	6.55			
8	American	25,465	5,338,155	4.77	19,276	5,407,610	3.56			
9	Alaska	6,478	972,705	6.66	4,475	930,586	4.81			
10	United	43,972	6,210,170	7.08	42,315	6,184,118	6.84			
	Total	197,907	42,090,603	4.70	188,182	41,238,892	4.56			

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.

<sup>\*</sup> 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\*

			OCTOBER-D	ECEMBER 19	98	OCTOBER-DECEMBER 1997					
OCTDEC. '98 RANK	AIRLINE	DENIED BOAR	DINGS (DB'S) INVOLUNTARY	ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOAF VOLUNTARY	RDINGS (DB'S) INVOLUNTARY		INVOLUNTARY DB'S PER 10,000 PSGRS		
1	US Airways	14,663	276	13,828,4	<b>0.20</b>	17,429	482	13,869,433	3 0.35		
2	Continental	21,654	199	9,354,14	<b>0.21</b>	15,523	59	8,923,578	3 0.07		
3	Northwest	21,898	277	11,924,50	07 <b>0.23</b>	23,393	350	12,268,417	7 0.29		
4	United	31,783	1,019	19,908,7	71 <b>0.51</b>	35,307	913	18,857,122	2 0.48		
5	American	57,954	1,075	18,010,5	<b>0.60</b>	47,127	610	17,926,721	0.34		
6	Alaska	4,998	363	3,208,5	47 <b>1.13</b>	4,499	1,040	2,948,815	3.53		
7	America West	13,021	538	4,425,72	<b>1.22</b>	12,154	719	4,481,937	7 1.60		
8	TWA	5,214	694	5,423,02	28 <b>1.28</b>	9,295	656	5,572,315	5 1.18		
9	Southwest	20,399	2,094	14,848,3	13 <b>1.41</b>	18,417	2,196	14,034,704	1.56		
10	Delta	43,846	3,810	24,795,63	<b>1.54</b>	52,338	2,577	24,769,286	5 1.04		
	TOTAL	235,430	10,345	125,727,6	30 0.82	235,482	9,602	123,652,328	3 0.78		

<sup>\*</sup> 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\*

			JANUARY-	DECEMBER 19	98	JANUARY-DECEMBER 1997					
JANDEC. '98 RANK	AIRLINE	DENIED BOARI VOLUNTARY	DINGS (DB'S) INVOLUNTARY	ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOAF VOLUNTARY	RDINGS (DB'S) INVOLUNTARY	ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS		
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		

<sup>\*</sup> 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.



# AIR TRAVEL CONSUMER REPORT CONSUMER COMPLAINTS SUMMARY

APRIL 1999 APRIL 1998

	COMPLAINTS	OPI NI ONS	COMPLI MENTS	INFO REQUESTS	COMPLAINTS	COMPLAINTS OPINIONS		INFO REQUESTS
U. S. AIRLINES	1122	79	0	56	588	27	2	56
FOREIGN AIRLINES	93	0	0	1	67	2	0	2
TRAVEL AGENTS	0	0	0	0	2	0	0	0
TOUR OPERATORS	62	0	0	0	23	0	0	0
MI SCELLANEOUS	37	9	0	4	22	6	0	7
CARGO COMPANIES	0	0	0	0	0	0	0	0
INDUSTRY TOTALS	1314	88	0	61	702	35	2	65

TABLE 2

#### AIR TRAVEL CONSUMER REPORT COMPLAINT CATEGORIES \*

APRIL 1999

APRIL 1998

	RANKI NG	COMPLAI NTS**	SUB CATEGORY	RANKI NG	COMPLAI NTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	448		1	172	
DELAYS			163			52
CANCELLATI ONS			151			50
MI SCONNECTI ONS			47			23
CUSTOMER SERVICE	2	240		2	147	
BAGGAGE	3	191		3	111	
TI CKETI NG/BOARDI NG	4	166		4	93	
DI SABLED			43			23
REFUNDS	5	75		5	63	
OVERSALES	6	61		7	40	
OTHER	7	57		6	43	
FREQUENT FLYER			30			25
FARES	8	46		8	18	
TOURS	9	15		10	6	
ADVERTI SI NG	10	12		9	9	
SMDKI NG	11	2		12	0	
CREDIT	12	1		11	0	
COMPLAINT TOTAL		1314			702	

 $<sup>^{\</sup>ast}$  A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.  $^{\ast\ast}$  INCLUDES FIGURES FOR SUB-CATEGORIES.

#### AIR TRAVEL CONSUMER REPORT

#### COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORY

#### APRIL 1999

U.S. AIRLINES A L P H A B E T I C A L	FLI GHT PROBLEMS	OVER- SALES	TI CKETI NG BOARDI NG		REFUNDS	BAGGAGE	CUSTOMER SERVI CE		ADVER- TI SI NG	CREDIT	TOURS	OTHER	TOTAL
AIRTRAN AIRWAYS ALASKA AIRLINES AMERICA WEST AIRLINES AMERICAN AIRLINES AMERICAN EAGLE	3 1 7 58 3	2 0 1 12 1	1 2 3 20 0	0 0 1 4 0	0 0 1 2 0	1 2 3 30 1	3 0 5 30 1	0 0 0 0	0 0 0 1 0	0 0 0 0	0 0 0 0	0 0 0 6 0	10 5 21 163 6
AMERICAN TRANS AIR COMAIR CONTINENTAL AIRLINES DELTA AIR LINES EASTWIND AIRLINES	0 1 21 34 62	0 0 1 6 4	1 0 4 24 8	0 0 3 2 0	0 0 1 3 2	2 2 8 14 8	4 2 12 29 13	0 1 0 0	0 0 0 0 1	0 0 0 0	2 0 0 0	0 0 1 14 0	9 6 51 126 98
HAWAIIAN AIRLINES KIWI AIRLINES NORTHWEST AIRLINES RENO AIR SKY TREK AIRLINES	2 16 39 3 4	1 3 4 0 0	0 1 16 3 0	0 0 5 0	0 39 4 2 0	1 4 24 0 4	1 6 22 2 0	0 0 0 0	0 2 2 0 0	0 0 0 0	0 1 1 0 1	1 1 9 0	6 73 126 10 9
SOUTHWEST AIRLINES SPIRIT AIRLINES TOWER AIR TRANS WORLD AIRLINES UNITED AIRLINES	0 3 4 8 31	1 0 1 3 6	5 1 6 6 25	0 0 0 1 9	1 1 0 2 4	0 3 1 6 19	1 1 4 9 35	0 0 0 0	0 0 0 0 2	0 0 0 0 1	0 0 0 0	0 0 2 2 2 6	8 9 18 37 138
UNITED EXPRESS US AIRWAYS VANGUARD AIRLINES OTHER U.S. AIRLINES	2 52 4 18	1 5 1 2	0 9 5 2	0 7 4 2	0 2 0 4	2 19 0 9	1 31 2 1	0 0 0 0	0 0 2 1	0 0 0 0	0 0 0 0	1 4 0 0	7 129 18 39
APRIL 1999 % OF TOTAL COMPLAINTS	376 33. 5	55 4. 9	142 12. 7	38 3. 4	68 6. 1	163 14. 5	215 19. 2	1 0. 1	11 1. 0	0. 1	5 0. 4	47 4. 2	1122
APRIL 1998 % OF TOTAL COMPLAINTS	153 26. 0	34 5. 8	72 12. 2	16 2. 7	53 9. 0	85 14. 5	130 22. 1	0 0. 0	6 1. 0	0 0. 0	0. 2	38 6. 5	588

#### AIR TRAVEL CONSUMER REPORT

## COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE

APRIL 1999

	COMPS RECD	I NCI - DENTS		I NCI - DENTS		INCI- DENTS IN ALL		UN- KNOWN I NCI -	
U. S. AIRLINES	IN	IN		IN		PRIOR		DENT	
ALPHABETICAL	APR	APR	PERCENT	MAR	PERCENT	MONTHS	PERCENT	DATE	PERCENT
AIRTRAN AIRWAYS	10	0	0. 00	5	50. 00	4	40. 00	1	10. 00
ALASKA AIRLINES	5	0	0.00	2	40.00	3	60.00	0	0.00
AMERICA WEST AIRLINES	21	0	0. 00	11	<b>52.</b> 38	10	47. 62	0	0. 00
AMERICAN AIRLINES	163	8	4. 91	<b>56</b>	34. 36	98	60. 12	1	0. 61
AMERI CAN EAGLE	6	0	0. 00	3	50. 00	3	50. 00	0	0. 00
AMERICAN TRANS AIR	9	0	0.00	7	77. 78	2	22. 22	0	0.00
COMAI R	6	0	0.00	2	33. 33	3	50.00	1	16. 67
CONTI NENTAL AI RLI NES	51	2	3. 92	24	47.06	25	49. 02	0	0.00
DELTA AIR LINES	126	10	7. 94	66	52. 38	48	38. 10	2	1. 59
EASTWIND AIRLINES	98	65	66. 33	28	28. 57	5	5. 10	0	0.00
HAWAIIAN AIRLINES	6	0	0.00	0	0.00	5	83. 33	1	16. 67
KIWI AIRLINES	73	8	10. 96	34	46. 58	25	34. 25	6	8. 22
NORTHWEST AIRLINES	126	5	3. 97	<b>54</b>	42.86	66	<b>52. 38</b>	1	0. 79
RENO AIR	10	0	0.00	1	10.00	9	90.00	0	0.00
SKY TREK AIRLINES	9	2	22. 22	2	22. 22	4	44. 44	1	11. 11
SOUTHWEST AIRLINES	8	0	0.00	2	25.00	4	50.00	2	25.00
SPIRIT AIRLINES	9	0	0.00	1	11. 11	7	77. 78	1	11. 11
TOWER AIR	18	6	33. 33	6	33. 33	6	33. 33	0	0.00
TRANS WORLD AIRLINES	37	3	8. 11	16	43. 24	17	45. 95	1_	2. 70
UNITED AIRLINES	138	8	5. 80	61	44. 20	62	44. 93	7	5. 07
UNITED EXPRESS	7	0	0. 00	4	57. 14	2	28. 57	1	14. 29
US AIRWAYS	129	4	3. 10	71	<b>55. 04</b>	52	40. 31	2	1. 55
VANGUARD AI RLI NES	18	0	0. 00	4	22. 22	11	61. 11	3	16. 67
OTHER U.S. AIRLINES	39	3	7. 69	15	38. 46	17	43. 59	4	10. 26
TOTALS	1122	124	11. 05	475	42. 34	488	43. 49	35	3. 12
PRIOR YEAR'S TOTALS	588	130	22. 11	232	39. 46	215	36. 56	11	1. 87

#### AIR TRAVEL CONSUMER REPORT

#### COMPANIES OTHER THAN U.S. AIRLINES BY COMPLAINT CATEGORY

#### APRIL 1999

	FLI GHT PROBLEMS	OVER- SALES	TI CKETI NG BOARDI NG		REFUNDS	BAGGAGE	CUSTOMER SERVI CE	SMOKING	ADVER- TI SI NG	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR ARUBA AIR FRANCE BRITISH AIRWAYS IBERIA AIRLINES KLM	5 0 5 0 1	0 0 1 0	0 0 2 1 3	0 0 0 0 1	0 0 0 1 0	0 4 2 2 0	2 0 3 1 1	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	2 1 1 0 1	9 5 14 5 7
LAKER AIRWAYS MEXICANA OTHER FOREIGN AIRLINES	4 1 12	0 1 4	0 1 3	0 0 0	0 0 5	0 0 11	1 3 4	0 0 1	0 0 0	0 0 0	0 0 0	0 0 2	5 6 42
TOTAL	28	6	10	1	6	19	15	1	0	0	0	7	93
TOUR OPERATORS													
SUNJET INT'L SALES OTHER TOUR OPERATORS	33 5	0	2 1	2 0	0 0	5 0	<b>4</b> <b>3</b>	0 0	1 0	0 0	0 5	0 1	47 15
TOTAL	38	0	3	2	0	5	7	0	1	0	5	1	62
MI SCELLANEOUS													
OTHER MI SCELLANEOUS	6	0	11	5	1	4	3	0	0	0	5	2	37
TOTAL	6	0	11	5	1	4	3	0	0	0	5	2	37
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	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
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

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

			APRIL 1999			APRIL 1998			
APR. '99 RANK	AIRLINE	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS		
1	Southwest	8	5,507,534	0.15	13	4,976,534	0.26		
2	Alaska	5	1,110,563	0.45	3	1,053,404	0.28		
3	Continental	51	3,681,935	1.39	14	3,589,915	0.39		
4	Delta	126	9,007,831	1.40	70	8,979,721	0.78		
5	America West	21	1,491,311	1.41	24	1,514,540	1.58		
6	TWA	37	2,220,108	1.67	22	2,119,646	1.04		
7	United	138	6,985,400	1.98	86	6,961,896	1.24		
8	American	163	6,775,622	2.41	69	6,850,343	1.01		
9	US Airways	129	4,996,149	2.58	29	5,175,943	0.56		
10	Northwest	126	4,652,077	2.71	78	4,508,848	1.73		
	TOTAL	804	46,428,530	1.73	408	45,730,790	0.89		

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.

<sup>\*</sup> 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.

