



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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**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            |

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

## TABLE OF CONTENTS

| Section  | Page | Section   | Page |
|--|------|---|------|
| <b>INTRODUCTION</b>  | 2    |   |      |
| <b>Flight Delays</b>   |      | <b>Mishandled Baggage</b>   |      |
| <b>Explanation</b>   | 3    | <b>Explanation</b>  | 16   |
| <b>Table 1</b>   | 4    | <b>Ranking</b>  | 17   |
| Overall Percentage of Reported Flight<br>Operations Arriving On Time, by Carrier   |      | <b>Oversales</b>  |      |
| <b>Table 1A</b>  | 5    | <b>Explanation</b>  | 18   |
| Overall Percentage of Reported Flight<br>Operations Arriving On Time and Carrier Rank,<br>by Month, Quarter, and Data Base to Date |      | <b>Ranking--Quarter</b>   | 19   |
| <b>Table 2</b>   | 6    | <b>Ranking--YTD</b>   | 20   |
| Number of Reported Flight Arrivals and Per-<br>centage Arriving On Time, by Carrier and Airport                                    |      | <b>Consumer Complaints</b>  |      |
| <b>Table 3</b>   | 8    | <b>Explanation</b>  | 21   |
| Percentage of All Carriers' Reported Flight<br>Operations Arriving On Time, by Airport and<br>Time of Day                          |      | <b>Complaint Tables 1-5</b>   | 22   |
| <b>Table 4</b>   | 9    | Summary, Complaint Categories, U.S. Airlines,<br>Incident Date, and Companies Other Than<br>U.S. Airlines |      |
| Percentage of All Carriers' Reported Flight<br>Operations Departing On Time, by Airport and<br>Time of Day                         |      | <b>Rankings, Table 6</b>  | 27   |
| <b>Table 5</b>   | 10   | <b>Complaint Categories</b>   | 28   |
| List of Regularly Scheduled Flights<br>Arriving Late 80% of the Time or More   |      |   |      |
| <b>Table 6</b>   | 11   |   |      |
| Number and Percentage of Regularly<br>Scheduled Flights Arriving Late 70% of the<br>Time or More                                   |      |   |      |
| <b>Table 7</b>   | 12   |   |      |
| On-Time Arrival and Departure<br>Percentage, by Airport  |      |   |      |
| <b>Footnotes</b>   | 14   |   |      |
| <b>Appendix</b>  | 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 <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.



APRIL 1999  
AIR TRAVEL CONSUMER REPORT

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

| CARRIER A/<br>----- | AT 29 REPORTABLE AIRPORTS B/<br>----- |   | AT ALL REPORTED AIRPORTS C/<br>----- |   |
|---------------------|---------------------------------------|---|--------------------------------------|---|
|                     | NUMBER OF<br>AIRPORTS<br>REPORTED     | PERCENT OF<br>ARRIVALS<br>ON TIME D/<br>----- | NUMBER OF<br>AIRPORTS<br>REPORTED    | PERCENT OF<br>ARRIVALS<br>ON TIME D/<br>----- |
| NORTHWEST S/        | 29                                    | 80.7  | 117                                  | 80.6  |
| TWA S/              | 29                                    | 80.2  | 74                                   | 80.3  |
| CONTINENTAL 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  |
| <br>T O T A L       |                                       | <br>75.0                                      |                                      | <br>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.

\* 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

| CARRIER      | 2ND QUARTER<br>APR-JUN 98 |      | 3RD QUARTER<br>JUL-SEP 98 |      | 4TH QUARTER<br>OCT-DEC 98 |      | 1ST QUARTER<br>JAN-MAR 99 |      | FEB 99 |      | MAR 99 |      | APR 99 |      | 12 MONTHS<br>MAY98-APR99 |      | DATA BASE TO DATE<br>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)  |
| AMERICAN     | 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)  |
| CONTINENTAL  | 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)  |
| UNITED       | 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                               |      |

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)

| CARRIER      | ARRIVAL AIRPORT |              |              |              |              |              |              |              |              |              |              |              |              |              |
|--------------|-----------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|              | ATL             |              | BOS          |              | BWI          |              | CLT          |              | CVG          |              | DCA          |              | DEN          |              |
|              | # OF<br>ARR.    | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME |
| AA           | 711             | 63.0         | 1372         | 67.7         | 210          | 70.0         | 179          | 74.3         | 90           | 68.9         | 940          | 72.7         | 531          | 67.8         |
| AS           | H/              |              | H/           |              | H/           |              | H/           |              | H/           |              | H/           |              | H/           |              |
| 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         | H/           |              | H/           |              | 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         | H/           |              | 2644         | 79.4         | 210          | 71.9         |
| WN           | H/              |              | H/           |              | 2412         | 83.0         | H/           |              | H/           |              | H/           |              | H/           |              |
| <b>TOTAL</b> | <b>21639</b>    | <b>74.0</b>  | <b>8679</b>  | <b>74.4</b>  | <b>6561</b>  | <b>77.7</b>  | <b>10036</b> | <b>80.8</b>  | <b>6365</b>  | <b>79.1</b>  | <b>6813</b>  | <b>79.2</b>  | <b>11028</b> | <b>77.0</b>  |

| CARRIER      | ARRIVAL AIRPORT |              |              |              |              |              |              |              |              |              |              |              |              |              |
|--------------|-----------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|              | DFW             |              | DTW          |              | EWR          |              | IAH          |              | JFK          |              | LAS          |              | LAX          |              |
|              | # OF<br>ARR.    | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>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/              |              | H/           |              | H/           |              | H/           |              | H/           |              | 269          | 71.7         | 735          | 69.8         |
| CO           | 527             | 78.2         | 314          | 81.2         | 6275         | 74.2         | 8170         | 84.1         | H/           |              | 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         | 77.0         |
| HP           | 198             | 66.2         | 120          | 54.2         | 270          | 54.8         | 151          | 66.9         | 209          | 69.9         | 2260         | 74.3         | 766          | 68.1         |
| NW           | 456             | 72.4         | 10067        | 84.0         | 518          | 64.7         | 180          | 80.0         | 86           | 80.2         | 327          | 69.7         | 480          | 68.3         |
| TW           | 314             | 77.1         | 236          | 75.8         | 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          | 68.8         | H/           |              | 142          | 52.8         | 430          | 55.3         |
| WN           | H/              |              | 560          | 67.7         | H/           |              | 190          | 74.2         | H/           |              | 4134         | 77.0         | 3431         | 71.3         |
| <b>TOTAL</b> | <b>19941</b>    | <b>74.9</b>  | <b>12778</b> | <b>81.0</b>  | <b>10499</b> | <b>69.9</b>  | <b>10445</b> | <b>80.9</b>  | <b>3580</b>  | <b>80.0</b>  | <b>9947</b>  | <b>74.5</b>  | <b>15198</b> | <b>70.3</b>  |

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)

| CARRIER | ARRIVAL AIRPORT |              |              |              |              |              |              |              |              |              |              |              |              |              |
|---------|-----------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|         | LGA             |              | MCO          |              | MIA          |              | MSP          |              | ORD          |              | PDX          |              | PHL          |              |
|         | # OF<br>ARR.    | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME |
| AA      | 1647            | 66.2         | 582          | 71.3         | 3035         | 75.9         | 496          | 63.7         | 8816         | 63.4         | 180          | 77.2         | 641          | 63.7         |
| AS      | H/              |              | H/           |              | H/           |              | H/           |              | H/           |              | 1472         | 76.3         | H/           |              |
| CO      | 443             | 80.6         | 598          | 81.6         | 394          | 86.0         | 194          | 83.0         | 649          | 63.0         | 90           | 76.7         | 280          | 76.4         |
| 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           | 35.0         | 60           | 58.3         | 120          | 64.2         | 211          | 53.1         | 180          | 71.1         | 150          | 70.0         |
| NW      | 566             | 72.4         | 456          | 71.9         | 353          | 77.9         | 9183         | 86.1         | 786          | 65.4         | 172          | 83.1         | 462          | 70.8         |
| TW      | 316             | 75.9         | 328          | 89.0         | 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          | 69.4         |
| US      | 2262            | 72.1         | 1617         | 72.5         | 487          | 71.9         | 224          | 69.2         | 616          | 62.3         | H/           |              | 6409         | 71.3         |
| WN      | H/              |              | 1034         | 83.7         | H/           |              | H/           |              | H/           |              | 894          | 79.8         | H/           |              |
| TOTAL   | 8245            | 73.9         | 8115         | 78.8         | 5497         | 76.0         | 11483        | 83.1         | 24592        | 64.6         | 4597         | 77.3         | 9525         | 71.0         |

| CARRIER | ARRIVAL AIRPORT |              |              |              |              |              |              |              |              |              |              |              |              |              |              |              |
|---------|-----------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|         | PHX             |              | PIT          |              | SAN          |              | SEA          |              | SFO          |              | SLC          |              | STL          |              | TPA          |              |
|         | # OF<br>ARR.    | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME | # OF<br>ARR. | % ON<br>TIME |
| AA      | 542             | 56.5         | 90           | 74.4         | 535          | 66.9         | 382          | 74.6         | 862          | 63.1         | 180          | 68.3         | 352          | 65.9         | 359          | 70.2         |
| AS      | 324             | 61.4         | H/           |              | 360          | 73.9         | 3486         | 72.9         | 568          | 69.2         | H/           |              | H/           |              | H/           |              |
| 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/           |              | 296          | 67.9         | 210          | 65.2         | 326          | 61.3         | 145          | 59.3         | 73           | 63.0         | 30           | 60.0         |
| NW      | 365             | 61.9         | 108          | 75.9         | 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      | 240             | 57.5         | 7426         | 77.4         | 120          | 55.0         | 150          | 68.0         | 318          | 66.0         | H/           |              | 270          | 70.4         | 1155         | 69.8         |
| WN      | 4835            | 74.8         | H/           |              | 2228         | 75.0         | 1013         | 78.2         | 427          | 64.6         | 1040         | 81.0         | 2516         | 74.9         | 1106         | 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         |



APRIL 1999

## 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<br>ARRIVAL TIME          | ARRIVAL AIRPORT |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|------------------------------------|-----------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
|                                    | ATL             | BOS  | BWI  | CLT  | CVG  | DCA  | DEN  | DFW  | DTW  | EWR  | IAH  | JFK  | LAS  | LAX  | LGA  | MCO  |
| 600 - 659 AM                       | 82.5            | 77.6 | 53.3 | 87.1 | 91.7 | J/   | 74.2 | 87.7 | 87.9 | 72.1 | 97.4 | 77.4 | 98.6 | 79.1 | J/   | 72.2 |
| 700 - 759 AM                       | 89.9            | 87.8 | 95.4 | 87.9 | 84.5 | 90.1 | 88.1 | 86.1 | 91.9 | 81.1 | 95.4 | 84.4 | 93.1 | 92.9 | 89.4 | 94.0 |
| 800 - 859 AM                       | 85.0            | 91.2 | 90.7 | 87.7 | 84.4 | 88.5 | 87.4 | 81.1 | 85.4 | 88.8 | 85.9 | 76.4 | 89.7 | 86.5 | 85.6 | 92.0 |
| 900 - 959 AM                       | 80.7            | 83.5 | 90.1 | 79.7 | 84.0 | 87.5 | 86.4 | 75.7 | 87.5 | 94.3 | 81.0 | 90.9 | 85.5 | 80.7 | 87.0 | 89.6 |
| 1000 - 1059 AM                     | 81.8            | 86.5 | 90.1 | 79.4 | 83.5 | 87.4 | 77.3 | 74.3 | 84.3 | 87.8 | 83.4 | 91.1 | 76.1 | 74.1 | 81.0 | 84.8 |
| 1100 - 1159 AM                     | 77.9            | 88.7 | 91.1 | 89.8 | 80.9 | 83.2 | 78.4 | 73.3 | 83.8 | 87.2 | 83.6 | 94.0 | 80.7 | 69.5 | 81.2 | 85.1 |
| 1200 - 1259 PM                     | 78.6            | 84.9 | 85.4 | 81.0 | 83.5 | 85.2 | 82.1 | 80.1 | 84.6 | 89.3 | 86.9 | J/   | 78.9 | 67.2 | 83.2 | 81.0 |
| 100 - 159 PM                       | 76.2            | 81.5 | 84.8 | 85.2 | 81.2 | 85.7 | 74.3 | 73.4 | 91.8 | 76.5 | 83.5 | 86.2 | 71.9 | 66.1 | 82.4 | 78.3 |
| 200 - 259 PM                       | 76.4            | 73.8 | 82.6 | 83.4 | 83.3 | 84.3 | 78.1 | 76.0 | 86.1 | 70.3 | 80.3 | 78.9 | 76.8 | 68.2 | 76.4 | 80.4 |
| 300 - 359 PM                       | 72.2            | 75.9 | 79.1 | 79.3 | 75.5 | 85.1 | 77.6 | 76.1 | 80.5 | 70.8 | 65.1 | 82.0 | 75.3 | 68.1 | 78.3 | 83.2 |
| 400 - 459 PM                       | 63.2            | 72.1 | 73.8 | 76.5 | 72.2 | 77.5 | 70.6 | 72.5 | 79.3 | 55.8 | 80.2 | 80.3 | 66.9 | 68.2 | 68.3 | 81.1 |
| 500 - 559 PM                       | 68.6            | 65.2 | 75.6 | 80.4 | 76.7 | 76.4 | 79.2 | 73.3 | 76.7 | 61.6 | 76.1 | 79.6 | 65.3 | 70.7 | 66.4 | 80.6 |
| 600 - 659 PM                       | 66.3            | 68.2 | 65.6 | 81.4 | 76.2 | 65.3 | 74.4 | 74.9 | 78.8 | 54.9 | 73.9 | 78.4 | 73.1 | 66.8 | 61.8 | 70.8 |
| 700 - 759 PM                       | 66.0            | 61.2 | 63.8 | 76.5 | 70.6 | 68.9 | 69.9 | 73.5 | 77.9 | 57.1 | 77.0 | 78.9 | 67.2 | 62.7 | 65.2 | 73.0 |
| 800 - 859 PM                       | 70.0            | 61.6 | 69.7 | 70.0 | 61.7 | 70.9 | 70.4 | 74.3 | 75.7 | 55.9 | 79.0 | 72.8 | 68.7 | 65.6 | 64.3 | 67.7 |
| 900 - 959 PM                       | 61.3            | 69.4 | 73.0 | 70.5 | 77.6 | 67.7 | 71.9 | 69.1 | 73.7 | 64.2 | 77.7 | 80.1 | 69.1 | 67.1 | 63.0 | 68.2 |
| 1000 - 1059 PM                     | 71.5            | 68.5 | 66.1 | 72.4 | 69.0 | 76.5 | 71.4 | 72.9 | 73.7 | 61.9 | 69.5 | 76.0 | 68.1 | 63.4 | 69.9 | 72.6 |
| 1100 - 559 AM                      | 74.3            | 75.0 | 71.0 | 79.9 | 81.0 | 74.0 | 68.9 | 73.5 | 71.7 | 70.8 | 70.2 | 77.4 | 73.5 | 71.1 | 70.0 | 76.3 |
| TOTAL, ALL ARRIVALS,<br>BY AIRPORT | 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<br>ARRIVAL TIME          | ARRIVAL AIRPORT |      |      |      |      |      |      |      |      |      |      |      |      |      | TOTAL |
|------------------------------------|-----------------|------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
|                                    | MIA             | MSP  | ORD  | PDX  | PHL  | PHX  | PIT  | SAN  | SEA  | SFO  | SLC  | STL  | TPA  |      |       |
| 600 - 659 AM                       | 61.7            | 93.4 | 86.5 | 95.7 | 74.2 | 88.6 | 86.9 | 80.0 | 74.4 | 53.2 | J/   | 90.2 | 84.6 | 85.5 |       |
| 700 - 759 AM                       | 83.9            | 94.5 | 83.7 | 96.4 | 88.6 | 87.0 | 89.3 | 90.0 | 91.8 | 95.5 | 89.4 | 89.2 | 96.4 | 89.1 |       |
| 800 - 859 AM                       | 93.3            | 88.6 | 76.4 | 89.4 | 75.2 | 85.5 | 82.8 | 90.5 | 86.8 | 92.5 | 93.0 | 89.3 | 94.9 | 85.2 |       |
| 900 - 959 AM                       | 89.1            | 87.1 | 75.1 | 82.8 | 75.9 | 74.7 | 83.9 | 87.2 | 83.6 | 78.9 | 91.2 | 87.7 | 83.1 | 82.2 |       |
| 1000 - 1059 AM                     | 79.3            | 85.3 | 70.9 | 86.6 | 89.2 | 72.8 | 79.2 | 81.0 | 75.8 | 76.1 | 82.0 | 80.7 | 85.8 | 79.8 |       |
| 1100 - 1159 AM                     | 87.2            | 84.5 | 63.6 | 80.2 | 83.4 | 70.5 | 80.6 | 73.0 | 79.3 | 69.9 | 80.8 | 85.1 | 76.1 | 78.4 |       |
| 1200 - 1259 PM                     | 83.3            | 89.4 | 65.6 | 79.2 | 76.2 | 70.3 | 80.0 | 73.9 | 81.7 | 66.6 | 79.4 | 80.4 | 78.6 | 78.1 |       |
| 100 - 159 PM                       | 86.8            | 83.3 | 66.9 | 87.2 | 77.5 | 72.4 | 76.8 | 76.5 | 78.0 | 71.6 | 86.6 | 80.2 | 77.2 | 77.3 |       |
| 200 - 259 PM                       | 89.0            | 84.7 | 60.7 | 76.4 | 67.3 | 70.2 | 85.3 | 62.6 | 71.1 | 65.7 | 75.5 | 82.8 | 85.0 | 75.4 |       |
| 300 - 359 PM                       | 74.7            | 88.2 | 60.7 | 68.3 | 72.4 | 72.9 | 77.4 | 73.0 | 76.7 | 66.0 | 86.3 | 81.5 | 72.7 | 75.1 |       |
| 400 - 459 PM                       | 78.8            | 76.1 | 60.3 | 75.3 | 66.1 | 72.3 | 74.0 | 70.5 | 73.4 | 70.5 | 78.0 | 77.8 | 78.5 | 71.1 |       |
| 500 - 559 PM                       | 75.3            | 83.8 | 61.4 | 72.4 | 70.8 | 66.8 | 71.9 | 65.6 | 71.7 | 64.2 | 76.0 | 73.8 | 74.4 | 72.0 |       |
| 600 - 659 PM                       | 66.1            | 69.5 | 57.1 | 70.6 | 61.4 | 62.2 | 60.0 | 70.9 | 66.7 | 72.0 | 72.5 | 74.9 | 69.9 | 68.1 |       |
| 700 - 759 PM                       | 71.8            | 77.5 | 55.4 | 69.6 | 64.8 | 68.3 | 72.2 | 64.5 | 73.1 | 69.7 | 80.8 | 72.6 | 64.9 | 69.4 |       |
| 800 - 859 PM                       | 64.5            | 75.9 | 53.7 | 70.7 | 60.0 | 66.5 | 80.9 | 64.7 | 68.0 | 63.3 | 82.0 | 70.2 | 70.3 | 68.2 |       |
| 900 - 959 PM                       | 63.4            | 75.2 | 53.8 | 70.8 | 66.7 | 72.5 | 70.7 | 64.2 | 67.8 | 64.8 | 75.5 | 66.9 | 63.6 | 68.4 |       |
| 1000 - 1059 PM                     | 68.4            | 84.6 | 54.7 | 76.1 | 73.5 | 63.2 | 70.1 | 67.2 | 64.7 | 64.7 | 75.7 | 76.6 | 71.9 | 68.9 |       |
| 1100 - 559 AM                      | 75.6            | 71.5 | 75.2 | 81.6 | 74.3 | 65.6 | 68.0 | 77.5 | 76.9 | 64.2 | 76.5 | 72.7 | 76.1 | 73.1 |       |
| TOTAL, ALL ARRIVALS,<br>BY AIRPORT | 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 |       |

APRIL 1999

## AIR TRAVEL CONSUMER REPORT

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

| SCHEDULED<br>DEPARTURE TIME          | DEPARTURE AIRPORT |      |       |      |      |      |      |       |      |      |      |      |      |      |       |      |
|--------------------------------------|-------------------|------|-------|------|------|------|------|-------|------|------|------|------|------|------|-------|------|
|                                      | ATL               | BOS  | BWM   | CLT  | CVG  | DCA  | DEN  | DFW   | DTW  | EWR  | IAH  | JFK  | LAS  | LAX  | LGA   | MCO  |
| 600 - 659 AM                         | 91.6              | 92.4 | 96.9  | 91.0 | 91.4 | 95.6 | 91.2 | 92.4  | 88.7 | 93.0 | 92.7 | 92.2 | 93.1 | 93.0 | 93.2  | 97.3 |
| 700 - 759 AM                         | 92.5              | 89.9 | 91.1  | 91.8 | 93.4 | 94.3 | 88.5 | 91.9  | 90.8 | 93.4 | 89.6 | 91.3 | 90.7 | 92.1 | 93.4  |      |
| 800 - 859 AM                         | 88.5              | 92.9 | 92.1  | 90.2 | 89.4 | 91.9 | 89.2 | 84.7  | 90.1 | 90.8 | 92.2 | 90.0 | 92.8 | 85.6 | 86.6  | 91.4 |
| 900 - 959 AM                         | 87.2              | 92.2 | 88.0  | 85.8 | 91.6 | 89.8 | 87.6 | 78.9  | 82.8 | 91.4 | 89.5 | 90.6 | 83.3 | 83.1 | 87.1  | 94.0 |
| 1000 - 1059 AM                       | 83.7              | 90.3 | 86.6  | 82.7 | 86.2 | 89.6 | 85.2 | 77.3  | 87.1 | 90.5 | 85.3 | 95.0 | 79.4 | 76.9 | 88.0  | 87.5 |
| 1100 - 1159 AM                       | 82.2              | 87.3 | 86.3  | 82.0 | 92.3 | 91.3 | 83.0 | 74.9  | 89.4 | 91.2 | 87.0 | 92.9 | 80.2 | 73.8 | 86.6  | 87.6 |
| 1200 - 1259 PM                       | 83.2              | 90.8 | 85.6  | 85.2 | 84.8 | 91.0 | 80.3 | 74.1  | 84.3 | 86.9 | 83.8 | 92.9 | 79.8 | 70.3 | 88.3  | 84.3 |
| 100 - 159 PM                         | 82.5              | 88.4 | 83.0  | 79.8 | 87.9 | 84.5 | 79.3 | 80.6  | 85.4 | 89.4 | 85.5 | 96.7 | 70.0 | 72.3 | 90.0  | 79.0 |
| 200 - 259 PM                         | 77.6              | 85.1 | 84.3  | 85.1 | 85.0 | 85.4 | 80.9 | 72.4  | 81.2 | 75.6 | 86.8 | 90.4 | 69.5 | 69.9 | 82.7  | 78.5 |
| 300 - 359 PM                         | 78.9              | 74.8 | 81.0  | 77.3 | 85.7 | 85.8 | 82.4 | 74.9  | 77.7 | 79.6 | 80.8 | 85.9 | 75.7 | 74.2 | 78.3  | 81.2 |
| 400 - 459 PM                         | 72.8              | 76.0 | 68.4  | 74.3 | 77.4 | 83.7 | 80.8 | 78.4  | 70.7 | 70.9 | 85.4 | 88.8 | 66.1 | 70.7 | 80.3  | 80.8 |
| 500 - 559 PM                         | 68.8              | 76.1 | 68.9  | 75.4 | 72.5 | 76.7 | 80.3 | 72.3  | 77.3 | 64.6 | 79.9 | 84.1 | 59.9 | 72.8 | 74.1  | 78.3 |
| 600 - 659 PM                         | 69.9              | 67.6 | 62.7  | 75.0 | 75.7 | 78.3 | 79.7 | 72.0  | 72.8 | 65.9 | 78.2 | 82.0 | 66.9 | 70.0 | 70.6  | 80.0 |
| 700 - 759 PM                         | 70.1              | 70.8 | 65.2  | 77.9 | 82.9 | 72.0 | 75.7 | 81.3  | 72.6 | 63.3 | 80.3 | 81.4 | 62.8 | 68.9 | 65.9  | 75.2 |
| 800 - 859 PM                         | 70.2              | 72.5 | 62.9  | 80.7 | 80.9 | 74.4 | 80.9 | 71.3  | 76.7 | 65.5 | 80.3 | 66.7 | 63.0 | 71.1 | 69.8  | 72.9 |
| 900 - 959 PM                         | 74.0              | 85.4 | 68.8  | 78.0 | 74.6 | 80.8 | 80.7 | 81.0  | 76.3 | 58.2 | 82.5 | 90.5 | 68.2 | 74.0 | 78.0  | 73.1 |
| 1000 - 1059 PM                       | 78.8              | J/   | 53.8  | 71.8 | 89.3 | J/   | 77.8 | 72.4  | 76.1 | 73.1 | 96.7 | 96.7 | 80.5 | 82.8 | J/    | 61.8 |
| 1100 - 559 AM                        | 75.7              | 95.0 | 100.0 | 72.4 | 33.3 | J/   | 88.6 | 100.0 | 93.5 | 98.3 | 80.0 | 90.6 | 77.9 | 89.1 | 100.0 | J/   |
| TOTAL, ALL DEPARTURES,<br>BY AIRPORT | 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<br>DEPARTURE TIME          | DEPARTURE AIRPORT |      |      |      |      |      |       |      |      |      |      |      |      |      | TOTAL |
|--------------------------------------|-------------------|------|------|------|------|------|-------|------|------|------|------|------|------|------|-------|
|                                      | MIA               | MSP  | ORD  | PDX  | PHL  | PHX  | PIT   | SAN  | SEA  | SFO  | SLC  | STL  | TPA  |      |       |
| 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 | 88.0 | 89.9 | 90.6 | 90.6 | 86.5  | 93.7 | 88.3 | 93.7 | 97.5 | 91.0 | 92.8 | 91.2 |       |
| 800 - 859 AM                         | 88.3              | 90.3 | 86.3 | 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 | 85.0 | 81.5 | 79.2 | 77.5 | 87.3  | 86.3 | 80.9 | 85.0 | 90.9 | 86.7 | 96.2 | 85.7 |       |
| 1000 - 1059 AM                       | 88.7              | 86.0 | 81.1 | 81.6 | 82.4 | 73.1 | 85.4  | 81.6 | 77.5 | 81.0 | 88.8 | 87.1 | 82.5 | 82.9 |       |
| 1100 - 1159 AM                       | 87.3              | 88.8 | 75.9 | 84.9 | 85.4 | 70.9 | 83.2  | 77.5 | 73.4 | 75.0 | 86.7 | 84.9 | 82.1 | 82.0 |       |
| 1200 - 1259 PM                       | 87.3              | 84.9 | 74.6 | 84.5 | 84.0 | 69.8 | 83.3  | 76.1 | 76.2 | 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 | 76.1 | 84.7 | 82.5 | 80.3 | 80.2 |       |
| 200 - 259 PM                         | 80.9              | 83.7 | 69.8 | 85.3 | 75.9 | 70.1 | 79.8  | 66.8 | 82.3 | 70.9 | 88.4 | 82.6 | 73.7 | 77.8 |       |
| 300 - 359 PM                         | 77.1              | 82.2 | 67.1 | 76.4 | 63.6 | 69.4 | 73.3  | 71.5 | 73.7 | 69.7 | 82.2 | 81.8 | 75.4 | 76.3 |       |
| 400 - 459 PM                         | 69.6              | 85.4 | 66.8 | 72.8 | 75.2 | 60.8 | 79.2  | 72.8 | 75.1 | 76.2 | 85.7 | 78.4 | 80.0 | 75.3 |       |
| 500 - 559 PM                         | 72.1              | 84.0 | 64.3 | 74.6 | 66.3 | 69.7 | 74.5  | 63.1 | 71.4 | 72.5 | 82.2 | 75.5 | 82.9 | 72.6 |       |
| 600 - 659 PM                         | 68.0              | 85.3 | 65.1 | 71.5 | 68.3 | 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 | 65.4 | 71.7 | 64.6 | 54.4 | J/    | 68.7 | 70.2 | 70.6 | 74.4 | 78.9 | 75.9 | 71.1 |       |
| 800 - 859 PM                         | 64.0              | 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                         | J/                | 82.6 | 68.2 | 73.2 | 68.9 | 69.0 | 75.4  | 70.0 | 67.4 | 75.1 | 83.4 | 67.7 | 57.1 | 73.7 |       |
| 1000 - 1059 PM                       | J/                | 83.3 | 66.5 | 97.0 | J/   | 77.1 | 78.1  | 84.0 | 84.2 | 85.5 | 84.2 | 68.9 | 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 | 75.0 | 93.3 | 83.6 |       |
| TOTAL, ALL DEPARTURES,<br>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

| CARRIER | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NO. OF AVERAGE | MIN. LATE MEDIAN |
|---------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------|------------------|
| NW      | 1782          | DTW- PHL                | 1900                     | 27                            | 85.19   | 43             | 24               |
| UA      | 1721          | ORD- LAS                | 1200                     | 30                            | 83.33   | 54             | 30               |
| US      | 2757          | IAD- ATL                | 1500                     | 30                            | 83.33   | 41             | 24               |
| US      | 2767          | IAD- 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           | MIA- 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               |

APRIL 1999  
AIR TRAVEL CONSUMER REPORT

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

| CARRIER      | NUMBER OF<br>REGULARLY SCHEDULED FLIGHTS<br>FOR WHICH<br>CARRIER REPORTED DATA | REGULARLY SCHEDULED FLIGHTS<br>LATE 70% OF THE TIME OR MORE D/ |            |
|--------------|--|--|------------|
|              |  | NUMBER   | PERCENTAGE |
| UNITED       | 2166   | 19   | 0.9        |
| AMERICAN     | 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        |
| CONTINENTAL  | 1154   | 1  | 0.1        |
| ALASKA       | 416  | 0  | 0.0        |
| TWA          | 781  | 0  | 0.0        |
| DELTA        | 2525   | 0  | 0.0        |
| TOTAL        | 15447  | 61   | 0.4        |

APRIL 1999  
AIR TRAVEL CONSUMER REPORT

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

| CITY (AIRPORT)                   | PERCENT ON-TIME |       | REPORTED OPERATIONS |        | CITY (AIRPORT)                   | PERCENT ON-TIME |      | REPORTED OPERATIONS |        |
|----------------------------------|-----------------|-------|---------------------|--------|----------------------------------|-----------------|------|---------------------|--------|
|                                  | ARR.            | DEP.  | ARR.                | DEP.   |                                  | ARR.            | DEP. | ARR.                | DEP.   |
| AKRON/CANTON, OH. (CAK)          | 75.6            | 89.5  | 86                  | 86     | EAGLE, CO. (EGE)                 | 67.7            | 90.6 | 31                  | 32     |
| ALBANY, N. Y. (ALB)              | 72.4            | 86.2  | 1,001               | 1,001  | EL PASO, TX. (ELP)               | 78.5            | 84.3 | 2,011               | 2,011  |
| ALBUQUERQUE, N. M. (ABQ)         | 76.1            | 82.3  | 3,072               | 3,069  | ELMIRA, N. Y. (ELM)              | 88.9            | 94.4 | 108                 | 108    |
| ALLENTOWN, PA. (ABE)             | 76.9            | 85.1  | 481                 | 482    | ERIE, PA. (ERI)                  | 83.0            | 92.9 | 112                 | 112    |
| AMARILLO, TX. (AMA)              | 74.5            | 84.6  | 404                 | 403    | EUGENE, OR. (EUG)                | 83.3            | 85.6 | 180                 | 180    |
| ANCHORAGE, AK. (ANC)             | 70.0            | 76.4  | 1,509               | 1,507  | FAIRBANKS, AK. (FAI)             | 70.8            | 83.2 | 411                 | 411    |
| ASHEVILLE, N. C. (AVL)           | 85.7            | 92.0  | 112                 | 112    | FARGO, N. D. (FAR)               | 89.0            | 96.7 | 181                 | 181    |
| ATLANTA, GA. (ATL)               | 74.0            | 79.0  | 21,639              | 21,682 | FAYETTEVILLE, N. C. (FAY)        | 93.8            | 97.3 | 112                 | 112    |
| AUGUSTA, GA. (AGS)               | 76.0            | 84.0  | 150                 | 150    | FLINT, MI. (FNT)                 | 73.9            | 89.9 | 119                 | 119    |
| AUSTIN, TX. (AUS)                | 79.4            | 86.7  | 3,665               | 3,664  | FRESNO, CA. (FAT)                | 60.0            | 86.7 | 30                  | 30     |
| BAKERSFIELD, CA. (BFL)           | 59.3            | 100.0 | 27                  | 26     | FT. LAUDERDALE, FL. (FLL)        | 77.1            | 82.6 | 3,918               | 3,915  |
| BALTIMORE, MD. (BWI)             | 77.7            | 80.3  | 6,561               | 6,561  | FT. MYERS, FL. (RSW)             | 75.1            | 85.1 | 1,392               | 1,396  |
| BARROW, AK. (BRW)                | 71.2            | 67.1  | 73                  | 73     | FT. WAYNE, IN. (FWA)             | 82.7            | 86.5 | 75                  | 74     |
| BATON ROUGE, LA. (BTR)           | 89.4            | 87.3  | 386                 | 386    | GRAND FORKS, N. D. (GFK)         | 88.8            | 91.0 | 89                  | 89     |
| BETHEL, AK. (BET)                | 72.1            | 77.9  | 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            | 84.9  | 86                  | 86     | GREEN BAY, WI. (GRB)             | 82.4            | 95.0 | 199                 | 199    |
| BIRMINGHAM, AL. (BHM)            | 77.5            | 85.7  | 1,790               | 1,788  | GREENSBORO/HIGH PT., N. C. (GSO) | 74.1            | 85.2 | 1,266               | 1,267  |
| BISMARCK, N. D. (BIS)            | 88.8            | 96.6  | 116                 | 116    | GREENVILLE/SPARTBG., S. C. (GSP) | 78.6            | 86.5 | 576                 | 576    |
| BOISE, ID. (BOI)                 | 85.3            | 89.5  | 941                 | 941    | GULFPORT/BILOXI, MS. (GPT)       | 87.8            | 98.9 | 90                  | 90     |
| BOSTON, MA. (BOS)                | 74.4            | 83.3  | 8,679               | 8,674  | GUNNISON, CO. (GUC)              | 50.0            | 75.0 | 4                   | 4      |
| BOZEMAN, MT. (BZN)               | 86.3            | 94.4  | 124                 | 125    | HARLINGEN, TX. (HRL)             | 75.2            | 78.1 | 343                 | 343    |
| BRISTOL, TN. (TRI)               | 81.3            | 89.3  | 112                 | 112    | HARRISBURG, PA. (MDT)            | 71.6            | 88.0 | 641                 | 642    |
| BROWNSVILLE, TX. (BRO)           | 100.0           | 100.0 | 3                   | 3      | HARTFORD, CT./SPGFLD, MA. (BDL)  | 75.1            | 85.7 | 2,481               | 2,498  |
| BUFFALO, N. Y. (BUF)             | 65.8            | 79.4  | 1,553               | 1,551  | HELENA, MT. (HLN)                | 85.0            | 91.7 | 60                  | 60     |
| BURBANK, CA. (BUR)               | 76.6            | 79.2  | 2,318               | 2,317  | HONOLULU, OAHU, HI. (HNL)        | 85.3            | 91.1 | 933                 | 933    |
| BURLINGTON, VT. (BTV)            | 51.9            | 80.0  | 210                 | 210    | HOUSTON, TX. (HOU)               | 80.4            | 76.5 | 4,772               | 4,771  |
| CEDAR RAPIDS/IOWA CTY, IA. (CID) | 77.1            | 87.0  | 445                 | 445    | HOUSTON, TX. (IAH)               | 80.9            | 84.8 | 10,445              | 10,445 |
| CHARLESTON, S. C. (CHS)          | 70.9            | 82.9  | 587                 | 586    | HUNTSVILLE/DECATUR, AL. (HSV)    | 77.1            | 84.0 | 468                 | 468    |
| CHARLESTON, W. V. (CRW)          | 75.0            | 84.3  | 108                 | 108    | INDIANAPOLIS, IN. (IND)          | 76.0            | 84.3 | 2,753               | 2,755  |
| CHARLOTTE, N. C. (CLT)           | 80.8            | 80.5  | 10,036              | 10,035 | INDIO/PALM SPRINGS, CA. (PSP)    | 68.3            | 80.0 | 407                 | 410    |
| CHATTANOOGA, TN. (CHA)           | 80.5            | 96.3  | 82                  | 82     | ISLIP/LONG IS., N. Y. (ISP)      | 80.0            | 85.0 | 541                 | 540    |
| CHICAGO, IL. (MDW)               | 78.4            | 76.9  | 3,832               | 3,832  | ITHACA, N. Y. (ITH)              | 81.5            | 91.7 | 108                 | 108    |
| CHICAGO, IL. (ORD)               | 64.6            | 73.6  | 24,592              | 24,596 | JACKSON/VICKSBURG, MS. (JAN)     | 83.9            | 88.7 | 757                 | 767    |
| CINCINNATI, OH. (CVG)            | 79.1            | 85.1  | 6,365               | 6,349  | JACKSON, WY. (JAC)               | 80.0            | 90.0 | 10                  | 10     |
| CLEVELAND, OH. (CLE)             | 78.7            | 85.2  | 4,896               | 4,893  | JACKSONVILLE, FL. (JAX)          | 78.6            | 84.2 | 1,889               | 1,888  |
| COLORADO SPRINGS, CO. (COS)      | 72.0            | 84.4  | 915                 | 917    | JUNEAU, AK. (JNU)                | 71.2            | 70.2 | 312                 | 312    |
| COLUMBIA, S. C. (CAE)            | 79.5            | 87.3  | 400                 | 400    | KAHULUI, MAUI, HI. (OGG)         | 90.8            | 89.1 | 240                 | 239    |
| COLUMBUS, OH. (CMH)              | 77.9            | 85.1  | 3,057               | 3,058  | KALAMAZOO, MI. (AZO)             | 84.2            | 92.5 | 120                 | 120    |
| CORDOVA, AK. (CDV)               | 60.0            | 63.3  | 60                  | 60     | KALISPELL, MT. (FCA)             | 87.5            | 96.7 | 56                  | 60     |
| CORPUS CHRISTI, TX. (CRP)        | 82.3            | 85.4  | 254                 | 254    | KANSAS CITY, MO. (MCI)           | 76.9            | 83.0 | 4,928               | 4,930  |
| DALLAS/FT. WORTH, TX. (DAL)      | 79.5            | 77.1  | 4,245               | 4,247  | KETCHIKAN, AK. (KTN)             | 66.7            | 75.3 | 186                 | 186    |
| DALLAS/FT. WORTH, TX. (DFW)      | 74.9            | 76.9  | 19,941              | 19,930 | KING SALMON, AK. (AKN)           | 76.5            | 76.5 | 17                  | 17     |
| DAYTON, OH. (DAY)                | 77.4            | 87.4  | 868                 | 868    | KNOXVILLE, TN. (TYS)             | 81.1            | 87.2 | 544                 | 547    |
| DAYTONA BEACH, FL. (DAB)         | 81.7            | 85.4  | 240                 | 240    | KODIAK, AK. (ADQ)                | 75.0            | 80.0 | 60                  | 60     |
| DEADHORSE, AK. (SCC)             | 72.1            | 69.8  | 43                  | 43     | KONA, HAWAII, HI. (KOA)          | 88.3            | 91.7 | 60                  | 60     |
| DENVER, CO. (DEN)                | 77.0            | 82.5  | 11,028              | 11,023 | KOTZEBUE, AK. (OTZ)              | 69.9            | 78.1 | 73                  | 73     |
| DES MOINES, IA. (DSM)            | 74.7            | 86.0  | 550                 | 550    | LA CROSSE, WI. (LSE)             | 80.0            | 92.0 | 50                  | 50     |
| DETROIT, MI. (DTW)               | 81.0            | 80.7  | 12,778              | 12,775 | LANSING, MI. (LAN)               | 80.7            | 88.6 | 176                 | 176    |
| DILLINGHAM AK. (DLG)             | 76.5            | 82.4  | 17                  | 17     | LAS VEGAS, NV. (LAS)             | 74.5            | 76.8 | 9,947               | 9,938  |
| DULUTH, MN. (DLH)                | 76.8            | 80.5  | 82                  | 82     | LEXINGTON/FRKFT, KY. (LEX)       | 80.1            | 88.6 | 326                 | 324    |
| DUTCH HARBOR, AK. (DUT)          | 66.7            | 58.3  | 60                  | 60     | LIHUE, KAUAI, HI. (LIH)          | 90.0            | 86.7 | 30                  | 30     |



**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**

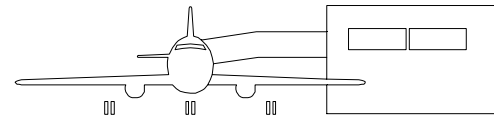
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

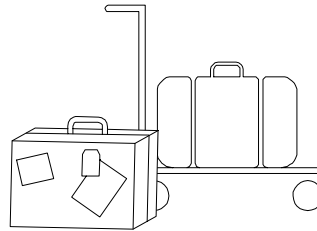
|    |                       |
|----|-----------------------|
| AS | Alaska Airlines       |
| HP | America West Airlines |
| AA | American Airlines     |
| CO | Continental Airlines  |
| DL | Delta Air Lines       |
| NW | Northwest Airlines    |
| WN | Southwest Airlines    |
| TW | Trans World Airlines  |
| 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.



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

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

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

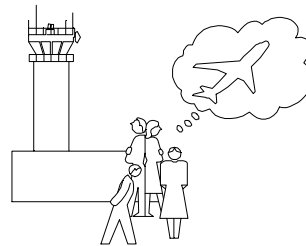
## OVERSALES

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

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

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

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



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

| OCT.-DEC. '98<br>RANK | AIRLINE             | OCTOBER-DECEMBER 1998   |               |                        |                                      | OCTOBER-DECEMBER 1997   |              |                        |                                      |
|-----------------------|---------------------|-------------------------|---------------|------------------------|--------------------------------------|-------------------------|--------------|------------------------|--------------------------------------|
|                       |                     | DENIED BOARDINGS (DB'S) |               | ENPLANED<br>PASSENGERS | INVOLUNTARY DB'S<br>PER 10,000 PSGRS | DENIED BOARDINGS (DB'S) |              | ENPLANED<br>PASSENGERS | INVOLUNTARY DB'S<br>PER 10,000 PSGRS |
|                       |                     | VOLUNTARY               | INVOLUNTARY   |                        |                                      | VOLUNTARY               | INVOLUNTARY  |                        |                                      |
| 1                     | <b>US Airways</b>   | 14,663                  | 276           | 13,828,432             | <b>0.20</b>                          | 17,429                  | 482          | 13,869,433             | <b>0.35</b>                          |
| 2                     | <b>Continental</b>  | 21,654                  | 199           | 9,354,140              | <b>0.21</b>                          | 15,523                  | 59           | 8,923,578              | <b>0.07</b>                          |
| 3                     | <b>Northwest</b>    | 21,898                  | 277           | 11,924,507             | <b>0.23</b>                          | 23,393                  | 350          | 12,268,417             | <b>0.29</b>                          |
| 4                     | <b>United</b>       | 31,783                  | 1,019         | 19,908,771             | <b>0.51</b>                          | 35,307                  | 913          | 18,857,122             | <b>0.48</b>                          |
| 5                     | <b>American</b>     | 57,954                  | 1,075         | 18,010,537             | <b>0.60</b>                          | 47,127                  | 610          | 17,926,721             | <b>0.34</b>                          |
| 6                     | <b>Alaska</b>       | 4,998                   | 363           | 3,208,547              | <b>1.13</b>                          | 4,499                   | 1,040        | 2,948,815              | <b>3.53</b>                          |
| 7                     | <b>America West</b> | 13,021                  | 538           | 4,425,724              | <b>1.22</b>                          | 12,154                  | 719          | 4,481,937              | <b>1.60</b>                          |
| 8                     | <b>TWA</b>          | 5,214                   | 694           | 5,423,028              | <b>1.28</b>                          | 9,295                   | 656          | 5,572,315              | <b>1.18</b>                          |
| 9                     | <b>Southwest</b>    | 20,399                  | 2,094         | 14,848,313             | <b>1.41</b>                          | 18,417                  | 2,196        | 14,034,704             | <b>1.56</b>                          |
| 10                    | <b>Delta</b>        | 43,846                  | 3,810         | 24,795,631             | <b>1.54</b>                          | 52,338                  | 2,577        | 24,769,286             | <b>1.04</b>                          |
|                       | <b>TOTAL</b>        | <b>235,430</b>          | <b>10,345</b> | <b>125,727,630</b>     | <b>0.82</b>                          | <b>235,482</b>          | <b>9,602</b> | <b>123,652,328</b>     | <b>0.78</b>                          |

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

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

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

| JAN.-DEC. '98<br>RANK | AIRLINE             | JANUARY-DECEMBER 1998   |               |                        |                                      | JANUARY-DECEMBER 1997   |               |                        |                                      |
|-----------------------|---------------------|-------------------------|---------------|------------------------|--------------------------------------|-------------------------|---------------|------------------------|--------------------------------------|
|                       |                     | DENIED BOARDINGS (DB'S) |               | ENPLANED<br>PASSENGERS | INVOLUNTARY DB'S<br>PER 10,000 PSGRS | DENIED BOARDINGS (DB'S) |               | ENPLANED<br>PASSENGERS | INVOLUNTARY DB'S<br>PER 10,000 PSGRS |
|                       |                     | VOLUNTARY               | INVOLUNTARY   |                        |                                      | VOLUNTARY               | INVOLUNTARY   |                        |                                      |
| 1                     | <b>Continental</b>  | 76,167                  | 574           | 42,352,892             | <b>0.14</b>                          | 66,945                  | 360           | 35,791,535             | <b>0.10</b>                          |
| 2                     | <b>US Airways</b>   | 81,830                  | 1,267         | 56,564,712             | <b>0.22</b>                          | 85,232                  | 4,662         | 57,540,342             | <b>0.81</b>                          |
| 3                     | <b>Northwest</b>    | 120,045                 | 1,394         | 46,025,183             | <b>0.30</b>                          | 96,118                  | 2,655         | 49,859,313             | <b>0.53</b>                          |
| 4                     | <b>American</b>     | 221,826                 | 3,387         | 73,618,441             | <b>0.46</b>                          | 215,003                 | 4,596         | 73,122,003             | <b>0.63</b>                          |
| 5                     | <b>United</b>       | 142,057                 | 4,561         | 79,813,016             | <b>0.57</b>                          | 110,754                 | 3,792         | 76,642,828             | <b>0.49</b>                          |
| 6                     | <b>America West</b> | 49,811                  | 2,074         | 18,174,910             | <b>1.14</b>                          | 59,441                  | 3,771         | 19,044,151             | <b>1.98</b>                          |
| 7                     | <b>Delta</b>        | 233,732                 | 13,449        | 102,405,802            | <b>1.31</b>                          | 259,413                 | 15,297        | 100,230,962            | <b>1.53</b>                          |
| 8                     | <b>Alaska</b>       | 24,530                  | 1,822         | 13,028,998             | <b>1.40</b>                          | 21,016                  | 3,409         | 12,245,891             | <b>2.78</b>                          |
| 9                     | <b>Southwest</b>    | 81,201                  | 10,230        | 59,053,217             | <b>1.73</b>                          | 72,142                  | 12,074        | 55,935,896             | <b>2.16</b>                          |
| 10                    | <b>TWA</b>          | 50,005                  | 6,039         | 23,132,879             | <b>2.61</b>                          | 31,862                  | 2,930         | 22,546,838             | <b>1.30</b>                          |
|                       | <b>TOTAL</b>        | <b>1,081,204</b>        | <b>44,797</b> | <b>514,170,050</b>     | <b>0.87</b>                          | <b>1,017,926</b>        | <b>53,546</b> | <b>502,959,759</b>     | <b>1.06</b>                          |

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

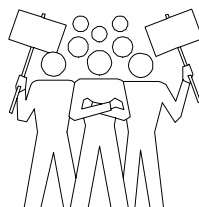


TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

|                  | APRIL 1999 |          |             |               | APRIL 1998 |          |             |               |
|------------------|------------|----------|-------------|---------------|------------|----------|-------------|---------------|
|                  | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS | COMPLAINTS | OPINIONS | COMPLIMENTS | 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             |
| MISCELLANEOUS    | 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 |              |                 |
|--------------------------|------------|--------------|-----------------|------------|--------------|-----------------|
|                          | RANKING    | COMPLAINTS** | SUB<br>CATEGORY | RANKING    | COMPLAINTS** | SUB<br>CATEGORY |
| FLIGHT PROBLEMS. ....    | 1          | 448          |                 | 1          | 172          |                 |
| DELAYS. ....             |            |              | 163             |            |              | 52              |
| CANCELLATIONS. ....      |            |              | 151             |            |              | 50              |
| MISCONNECTIONS. ....     |            |              | 47              |            |              | 23              |
| CUSTOMER SERVICE. ....   | 2          | 240          |                 | 2          | 147          |                 |
| BAGGAGE. ....            | 3          | 191          |                 | 3          | 111          |                 |
| TICKETING/BOARDING. .... | 4          | 166          |                 | 4          | 93           |                 |
| DISABLED. ....           |            |              | 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            |                 |
| ADVERTISING. ....        | 10         | 12           |                 | 9          | 9            |                 |
| SMOKING. ....            | 11         | 2            |                 | 12         | 0            |                 |
| CREDIT. ....             | 12         | 1            |                 | 11         | 0            |                 |
|                          |            | ----         |                 |            | ----         |                 |
| COMPLAINT TOTAL          |            | 1314         |                 |            | 702          |                 |

\* 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

APRIL 1999

| U. S. AIRLINES<br>A L P H A B E T I C A L | FLIGHT<br>PROBLEMS | OVER-<br>SALES | TICKETING/<br>BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER<br>SERVICE | SMOKING | ADVER-<br>TISING | CREDIT | TOURS | OTHER | TOTAL |
|---|--------------------|----------------|------------------------|-------|---------|---------|---------------------|---------|------------------|--------|-------|-------|-------|
| AIRTRAN AIRWAYS                           | 3                  | 2              | 1                      | 0     | 0       | 1       | 3                   | 0       | 0                | 0      | 0     | 0     | 10    |
| ALASKA AIRLINES                           | 1                  | 0              | 2                      | 0     | 0       | 2       | 0                   | 0       | 0                | 0      | 0     | 0     | 5     |
| AMERICA WEST AIRLINES                     | 7                  | 1              | 3                      | 1     | 1       | 3       | 5                   | 0       | 0                | 0      | 0     | 0     | 21    |
| AMERICAN AIRLINES                         | 58                 | 12             | 20                     | 4     | 2       | 30      | 30                  | 0       | 1                | 0      | 0     | 6     | 163   |
| AMERICAN EAGLE                            | 3                  | 1              | 0                      | 0     | 0       | 1       | 1                   | 0       | 0                | 0      | 0     | 0     | 6     |
| AMERICAN TRANS AIR                        | 0                  | 0              | 1                      | 0     | 0       | 2       | 4                   | 0       | 0                | 0      | 2     | 0     | 9     |
| COMAIR                                    | 1                  | 0              | 0                      | 0     | 0       | 2       | 2                   | 1       | 0                | 0      | 0     | 0     | 6     |
| CONTINENTAL AIRLINES                      | 21                 | 1              | 4                      | 3     | 1       | 8       | 12                  | 0       | 0                | 0      | 0     | 1     | 51    |
| DELTA AIR LINES                           | 34                 | 6              | 24                     | 2     | 3       | 14      | 29                  | 0       | 0                | 0      | 0     | 14    | 126   |
| EASTWIND AIRLINES                         | 62                 | 4              | 8                      | 0     | 2       | 8       | 13                  | 0       | 1                | 0      | 0     | 0     | 98    |
| HAWAIIAN AIRLINES                         | 2                  | 1              | 0                      | 0     | 0       | 1       | 1                   | 0       | 0                | 0      | 0     | 1     | 6     |
| KIWI AIRLINES                             | 16                 | 3              | 1                      | 0     | 39      | 4       | 6                   | 0       | 2                | 0      | 1     | 1     | 73    |
| NORTHWEST AIRLINES                        | 39                 | 4              | 16                     | 5     | 4       | 24      | 22                  | 0       | 2                | 0      | 1     | 9     | 126   |
| RENO AIR                                  | 3                  | 0              | 3                      | 0     | 2       | 0       | 2                   | 0       | 0                | 0      | 0     | 0     | 10    |
| SKY TREK AIRLINES                         | 4                  | 0              | 0                      | 0     | 0       | 4       | 0                   | 0       | 0                | 0      | 1     | 0     | 9     |
| SOUTHWEST AIRLINES                        | 0                  | 1              | 5                      | 0     | 1       | 0       | 1                   | 0       | 0                | 0      | 0     | 0     | 8     |
| SPIRIT AIRLINES                           | 3                  | 0              | 1                      | 0     | 1       | 3       | 1                   | 0       | 0                | 0      | 0     | 0     | 9     |
| TOWER AIR                                 | 4                  | 1              | 6                      | 0     | 0       | 1       | 4                   | 0       | 0                | 0      | 0     | 2     | 18    |
| TRANS WORLD AIRLINES                      | 8                  | 3              | 6                      | 1     | 2       | 6       | 9                   | 0       | 0                | 0      | 0     | 2     | 37    |
| UNITED AIRLINES                           | 31                 | 6              | 25                     | 9     | 4       | 19      | 35                  | 0       | 2                | 1      | 0     | 6     | 138   |
| UNITED EXPRESS                            | 2                  | 1              | 0                      | 0     | 0       | 2       | 1                   | 0       | 0                | 0      | 0     | 1     | 7     |
| US AIRWAYS                                | 52                 | 5              | 9                      | 7     | 2       | 19      | 31                  | 0       | 0                | 0      | 0     | 4     | 129   |
| VANGUARD AIRLINES                         | 4                  | 1              | 5                      | 4     | 0       | 0       | 2                   | 0       | 2                | 0      | 0     | 0     | 18    |
| OTHER U. S. AIRLINES                      | 18                 | 2              | 2                      | 2     | 4       | 9       | 1                   | 0       | 1                | 0      | 0     | 0     | 39    |
| -----                                     | -----              | -----          | -----                  | ----- | -----   | -----   | -----               | -----   | -----            | -----  | ----- | ----- | ----- |
| APRIL 1999                                | 376                | 55             | 142                    | 38    | 68      | 163     | 215                 | 1       | 11               | 1      | 5     | 47    | 1122  |
| % OF TOTAL COMPLAINTS                     | 33.5               | 4.9            | 12.7                   | 3.4   | 6.1     | 14.5    | 19.2                | 0.1     | 1.0              | 0.1    | 0.4   | 4.2   |       |
| APRIL 1998                                | 153                | 34             | 72                     | 16    | 53      | 85      | 130                 | 0       | 6                | 0      | 1     | 38    | 588   |
| % OF TOTAL COMPLAINTS                     | 26.0               | 5.8            | 12.2                   | 2.7   | 9.0     | 14.5    | 22.1                | 0.0     | 1.0              | 0.0    | 0.2   | 6.5   |       |

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

APRIL 1999

| U. S. AIRLINES<br>A L P H A B E T I C A L | COMPS             | INCI-              | PERCENT | INCI-              | PERCENT | INCI-                              | PERCENT | UN-                            | PERCENT |
|---|-------------------|--------------------|---------|--------------------|---------|------------------------------------|---------|--------------------------------|---------|
|   | RECD<br>IN<br>APR | DENTS<br>IN<br>APR |         | DENTS<br>IN<br>MAR |         | DENTS<br>IN ALL<br>PRIOR<br>MONTHS |         | KNOWN<br>INCI-<br>DENT<br>DATE |         |
| 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                 | 52.38   | 10                                 | 47.62   | 0                              | 0.00    |
| AMERICAN AIRLINES                         | 163               | 8                  | 4.91    | 56                 | 34.36   | 98                                 | 60.12   | 1                              | 0.61    |
| AMERICAN 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    |
| COMAIR                                    | 6                 | 0                  | 0.00    | 2                  | 33.33   | 3                                  | 50.00   | 1                              | 16.67   |
| CONTINENTAL AIRLINES                      | 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    | 54                 | 42.86   | 66                                 | 52.38   | 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                 | 55.04   | 52                                 | 40.31   | 2                              | 1.55    |
| VANGUARD AIRLINES                         | 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    |

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

APRIL 1999

|                         | FLIGHT<br>PROBLEMS | OVER-<br>SALES | TICKETING/<br>BOARDING | FARES    | REFUNDS  | BAGGAGE   | CUSTOMER<br>SERVICE | SMOKING  | ADVER-<br>TISING | CREDIT   | TOURS    | OTHER    | TOTAL     |
|-------------------------|--------------------|----------------|------------------------|----------|----------|-----------|---------------------|----------|------------------|----------|----------|----------|-----------|
| <b>FOREIGN AIRLINES</b> |                    |                |                        |          |          |           |                     |          |                  |          |          |          |           |
| AIR ARUBA               | 5                  | 0              | 0                      | 0        | 0        | 0         | 2                   | 0        | 0                | 0        | 0        | 2        | 9         |
| AIR FRANCE              | 0                  | 0              | 0                      | 0        | 0        | 4         | 0                   | 0        | 0                | 0        | 0        | 1        | 5         |
| BRITISH AIRWAYS         | 5                  | 1              | 2                      | 0        | 0        | 2         | 3                   | 0        | 0                | 0        | 0        | 1        | 14        |
| IBERIA AIRLINES         | 0                  | 0              | 1                      | 0        | 1        | 2         | 1                   | 0        | 0                | 0        | 0        | 0        | 5         |
| KLM                     | 1                  | 0              | 3                      | 1        | 0        | 0         | 1                   | 0        | 0                | 0        | 0        | 1        | 7         |
| LAKER AIRWAYS           | 4                  | 0              | 0                      | 0        | 0        | 0         | 1                   | 0        | 0                | 0        | 0        | 0        | 5         |
| MEXICANA                | 1                  | 1              | 1                      | 0        | 0        | 0         | 3                   | 0        | 0                | 0        | 0        | 0        | 6         |
| OTHER FOREIGN AIRLINES  | 12                 | 4              | 3                      | 0        | 5        | 11        | 4                   | 1        | 0                | 0        | 0        | 2        | 42        |
| <b>TOTAL</b>            | <b>28</b>          | <b>6</b>       | <b>10</b>              | <b>1</b> | <b>6</b> | <b>19</b> | <b>15</b>           | <b>1</b> | <b>0</b>         | <b>0</b> | <b>0</b> | <b>7</b> | <b>93</b> |
| <b>TOUR OPERATORS</b>   |                    |                |                        |          |          |           |                     |          |                  |          |          |          |           |
| SUNJET INT' L SALES     | 33                 | 0              | 2                      | 2        | 0        | 5         | 4                   | 0        | 1                | 0        | 0        | 0        | 47        |
| OTHER TOUR OPERATORS    | 5                  | 0              | 1                      | 0        | 0        | 0         | 3                   | 0        | 0                | 0        | 5        | 1        | 15        |
| <b>TOTAL</b>            | <b>38</b>          | <b>0</b>       | <b>3</b>               | <b>2</b> | <b>0</b> | <b>5</b>  | <b>7</b>            | <b>0</b> | <b>1</b>         | <b>0</b> | <b>5</b> | <b>1</b> | <b>62</b> |
| <b>MISCELLANEOUS</b>    |                    |                |                        |          |          |           |                     |          |                  |          |          |          |           |
| OTHER MISCELLANEOUS     | 6                  | 0              | 11                     | 5        | 1        | 4         | 3                   | 0        | 0                | 0        | 5        | 2        | 37        |
| <b>TOTAL</b>            | <b>6</b>           | <b>0</b>       | <b>11</b>              | <b>5</b> | <b>1</b> | <b>4</b>  | <b>3</b>            | <b>0</b> | <b>0</b>         | <b>0</b> | <b>5</b> | <b>2</b> | <b>37</b> |
| <b>TRAVEL AGENTS</b>    |                    |                |                        |          |          |           |                     |          |                  |          |          |          |           |
| OTHER TRAVEL AGENTS     | 0                  | 0              | 0                      | 0        | 0        | 0         | 0                   | 0        | 0                | 0        | 0        | 0        | 0         |
| <b>TOTAL</b>            | <b>0</b>           | <b>0</b>       | <b>0</b>               | <b>0</b> | <b>0</b> | <b>0</b>  | <b>0</b>            | <b>0</b> | <b>0</b>         | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b>  |
| <b>CARGO COMPANIES</b>  |                    |                |                        |          |          |           |                     |          |                  |          |          |          |           |
| OTHER CARGO COMPANIES   | 0                  | 0              | 0                      | 0        | 0        | 0         | 0                   | 0        | 0                | 0        | 0        | 0        | 0         |
| <b>TOTAL</b>            | <b>0</b>           | <b>0</b>       | <b>0</b>               | <b>0</b> | <b>0</b> | <b>0</b>  | <b>0</b>            | <b>0</b> | <b>0</b>         | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b>  |

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\***

| APR. '99<br>RANK | AIRLINE             | APRIL 1999 |                            |   | APRIL 1998 |                            |   |
|------------------|---------------------|------------|----------------------------|---|------------|----------------------------|---|
|                  |                     | COMPLAINTS | SYSTEMWIDE<br>ENPLANEMENTS | COMPLAINTS<br>PER 100,000<br>ENPLANEMENTS | COMPLAINTS | SYSTEMWIDE<br>ENPLANEMENTS | COMPLAINTS<br>PER 100,000<br>ENPLANEMENTS |
| 1                | <b>Southwest</b>    | 8          | 5,507,534                  | <b>0.15</b>                               | 13         | 4,976,534                  | <b>0.26</b>                               |
| 2                | <b>Alaska</b>       | 5          | 1,110,563                  | <b>0.45</b>                               | 3          | 1,053,404                  | <b>0.28</b>                               |
| 3                | <b>Continental</b>  | 51         | 3,681,935                  | <b>1.39</b>                               | 14         | 3,589,915                  | <b>0.39</b>                               |
| 4                | <b>Delta</b>        | 126        | 9,007,831                  | <b>1.40</b>                               | 70         | 8,979,721                  | <b>0.78</b>                               |
| 5                | <b>America West</b> | 21         | 1,491,311                  | <b>1.41</b>                               | 24         | 1,514,540                  | <b>1.58</b>                               |
| 6                | <b>T W A</b>        | 37         | 2,220,108                  | <b>1.67</b>                               | 22         | 2,119,646                  | <b>1.04</b>                               |
| 7                | <b>United</b>       | 138        | 6,985,400                  | <b>1.98</b>                               | 86         | 6,961,896                  | <b>1.24</b>                               |
| 8                | <b>American</b>     | 163        | 6,775,622                  | <b>2.41</b>                               | 69         | 6,850,343                  | <b>1.01</b>                               |
| 9                | <b>US Airways</b>   | 129        | 4,996,149                  | <b>2.58</b>                               | 29         | 5,175,943                  | <b>0.56</b>                               |
| 10               | <b>Northwest</b>    | 126        | 4,652,077                  | <b>2.71</b>                               | 78         | 4,508,848                  | <b>1.73</b>                               |
|                  | <b>TOTAL</b>        | <b>804</b> | <b>46,428,530</b>          | <b>1.73</b>                               | <b>408</b> | <b>45,730,790</b>          | <b>0.89</b>                               |

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

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

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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

