



U.S. Department
of Transportation



Air Travel Consumer Report

Issued: NOVEMBER 1999

Includes data for the following periods:



Flight Delays	September 1999 12 Months Ending September 1999
Mishandled Baggage	September 1999 January-September 1999
Oversales	2nd Quarter 1999 January-June 1999
Consumer Complaints	September 1999 January-September 1999
Disability Complaints	September 1999 January-September 1999

Office of Aviation Enforcement and Proceedings

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

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INTRODUCTION

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

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

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.



FLIGHT DELAYS

This section provides information about airline on-time performance 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.



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AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTED AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
TWA S/	29	89.3	78	89.4
NORTHWEST S/	29	85.3	115	85.6
SOUTHWEST S/	14	82.6	55	85.3
DELTA S/	29	80.2	114	80.9
ALASKA S/	7	81.4	35	79.4
CONTINENTAL S/	28	77.9	77	78.8
AMERICAN S/	29	77.9	93	77.5
UNITED S/	29	75.7	100	76.0
US AIRWAYS S/	25	72.0	89	71.5
AMERICA WEST S/	26	65.8	51	65.8
T O T A L		78.5		79.3

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

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

Flight delays can be caused by a variety of factors, for example: severe weather, aircraft maintenance, runway closures, customer service issues, air traffic control system decisions and equipment failures. The data on which this report is based do not identify the cause, only the occurrence, of flight delays.

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AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME
AND CARRIER RANK, BY MONTH, QUARTER, AND DATA BASE TO DATE

CARRIER	4TH QUARTER 10-12 1998		1ST QUARTER 01-03 1999		2ND QUARTER 04-06 1999		3RD QUARTER 07-09 1999		07 1999		08 1999		09 1999		12 MONTHS ENDING 09 1999		DATA BASE TO DATE 09 1987 - 09 1999	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	67.1	(10)	69.6	(9)	72.5	(7)	72.0	(8)	72.6	(5)	64.4	(9)	79.4	(5)	70.4	(9)	77.4	(9)
AMERICA WEST	68.1	(9)	74.1	(7)	72.3	(8)	62.7	(10)	59.5	(10)	62.9	(10)	65.8	(10)	69.2	(10)	79.9	(2)
AMERICAN	79.8	(6)	70.4	(8)	66.5	(10)	75.6	(5)	70.7	(6)	78.4	(4)	77.5	(7)	73.1	(7)	79.4	(4)
CONTINENTAL	82.1	(4)	78.3	(2)	74.2	(5)	74.0	(6)	67.9	(8)	75.6	(6)	78.8	(6)	77.2	(5)	78.3	(6)
DELTA	82.6	(3)	77.0	(3)	76.9	(4)	77.6	(4)	74.1	(3)	78.0	(5)	80.9	(4)	78.5	(4)	77.5	(8)
NORTHWEST	83.3	(2)	75.2	(5)	79.3	(1)	80.1	(3)	73.8	(4)	81.3	(3)	85.6	(2)	79.5	(3)	79.8	(3)
SOUTHWEST	79.8	(5)	80.2	(1)	78.2	(2)	81.8	(2)	78.4	(1)	81.7	(2)	85.3	(3)	80.0	(1)	83.5	(1)
TWA	83.7	(1)	75.8	(4)	77.0	(3)	83.5	(1)	76.5	(2)	84.9	(1)	89.4	(1)	80.0	(2)	77.7	(7)
UNITED	76.7	(8)	74.6	(6)	71.3	(9)	72.4	(7)	69.5	(7)	71.8	(7)	76.0	(8)	73.7	(6)	76.6	(10)
US AIRWAYS	76.8	(7)	68.5	(10)	72.8	(6)	67.2	(9)	61.2	(9)	69.0	(8)	71.5	(9)	71.3	(8)	78.6	(5)
TOTAL	79.4		74.8		74.3		75.5		71.1		76.1		79.3		76.0		78.8	

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

CARRIER	ARRIVAL AIRPORT													
	ATL		BOS		BWI		CLT		CVG		DCA		DEN	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	718	73.0	1356	72.0	237	72.2	206	85.4	89	80.9	1002	76.0	552	84.6
AS	H/		H/		H/		H/		H/		H/		H/	
CO	651	73.4	770	67.7	306	78.8	112	84.8	25	84.0	640	78.1	378	77.2
DL	17978	78.5	2058	73.9	381	75.1	267	81.6	5927	88.1	1320	78.1	596	77.0
HP	180	60.0	262	46.2	171	41.5	H/		H/		60	75.0	201	65.7
NW	511	73.8	575	66.6	374	76.2	199	80.9	27	92.6	571	79.2	288	84.7
TW	198	87.4	233	78.1	178	89.3	113	86.7	118	92.4	282	86.2	174	87.9
UA	625	79.0	1332	68.2	385	72.2	145	72.4	166	88.0	496	67.7	8778	84.0
US	843	62.8	2554	62.1	2267	71.2	8506	80.4	H/		2417	70.7	234	78.6
WN	H/		H/		2569	85.9	H/		H/		H/		H/	
TOTAL	21704	77.4	9140	67.8	6868	77.3	9548	80.5	6352	88.1	6788	74.8	11201	83.1

CARRIER	ARRIVAL AIRPORT													
	DFW		DTW		EWR		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	14256	87.0	443	79.7	870	67.8	555	77.5	996	73.4	1004	59.2	2889	66.4
AS	H/		H/		H/		H/		H/		274	81.8	751	76.3
CO	616	78.7	313	79.6	6181	69.3	8341	86.8	H/		425	75.8	656	72.4
DL	3666	85.2	326	78.8	946	70.7	353	76.8	982	76.6	779	82.0	1348	75.7
HP	177	69.5	150	51.3	267	48.7	149	58.4	210	42.4	2383	68.0	762	60.0
NW	424	80.2	9919	88.9	547	65.4	323	88.9	114	71.9	300	82.0	580	76.7
TW	275	91.3	232	87.5	174	77.6	114	88.6	975	84.1	180	85.6	303	74.6
UA	642	82.7	323	81.1	936	63.8	449	84.9	538	73.2	1175	74.4	5332	67.6
US	285	68.8	397	73.6	358	71.2	283	65.7	H/		128	65.6	465	70.3
WN	H/		557	86.7	H/		191	85.3	H/		4315	83.5	3453	70.0
TOTAL	20341	85.8	12660	86.8	10279	68.2	10758	85.0	3815	75.2	10963	76.2	16539	69.3

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

CARRIER	ARRIVAL AIRPORT													
	LGA		MCO		MIA		MSP		ORD		PDX		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1525	63.3	595	73.6	3050	69.1	526	83.5	8939	79.8	352	59.1	665	69.2
AS	H/		H/		H/		H/		H/		1408	89.2	H/	
CO	410	68.3	520	76.7	357	75.9	223	83.4	573	76.4	103	66.0	272	78.3
DL	2153	73.6	2810	79.8	450	74.7	357	82.6	797	79.5	594	81.0	672	78.0
HP	29	62.1	63	49.2	60	35.0	120	69.2	210	51.0	180	65.6	148	41.9
NW	584	62.8	461	77.9	253	70.8	9653	90.0	765	84.7	192	81.3	464	70.3
TW	204	69.6	295	87.1	213	87.3	272	88.6	361	85.3	146	89.7	168	85.7
UA	845	68.0	626	73.8	478	75.5	650	81.1	12410	80.4	937	69.1	754	67.8
US	2307	60.9	1512	66.2	476	64.7	235	76.6	583	73.9	H/		6230	67.1
WN	H/		1056	85.3	H/		H/		H/		887	86.0	H/	
TOTAL	8057	66.2	7938	76.7	5337	70.6	12036	88.4	24638	79.9	4799	79.8	9373	68.5

CARRIER	ARRIVAL AIRPORT															
	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	504	86.5	90	85.6	795	77.1	748	70.6	1302	67.3	180	85.0	352	84.7	360	77.2
AS	259	82.6	H/		360	88.9	3794	79.4	546	76.9	H/		H/		H/	
CO	292	69.2	100	85.0	269	82.2	328	72.0	497	77.7	104	81.7	136	83.8	406	77.6
DL	677	75.9	266	88.0	476	80.9	598	74.9	745	72.3	4640	87.3	296	75.7	991	81.3
HP	6221	71.7	H/		298	60.7	207	61.8	326	53.7	128	73.4	73	57.5	60	45.0
NW	268	78.0	139	82.7	179	80.4	588	81.6	466	78.5	121	81.0	332	85.8	300	83.3
TW	202	89.6	164	93.9	148	91.2	199	81.4	214	83.2	93	81.7	10159	92.0	209	84.7
UA	936	75.6	181	85.1	888	76.0	1487	72.5	6882	67.1	432	79.6	238	78.6	299	77.6
US	207	63.8	7108	78.6	149	69.8	205	66.3	335	71.3	H/		267	79.0	1122	61.2
WN	4849	83.6	H/		2253	83.4	1067	82.4	417	77.0	1037	85.1	2523	89.1	1179	81.8
TOTAL	14415	77.1	8048	79.6	5815	80.1	9221	76.9	11730	69.2	6735	85.9	14376	90.1	4926	75.8

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	80.6	69.6	63.3	88.9	94.4	J/	93.9	94.2	82.0	73.5	96.8	69.0	98.6	91.8	85.7	74.4
700 - 759 AM	91.0	73.2	91.2	86.2	91.6	87.4	92.8	94.3	93.2	77.8	93.9	85.0	91.4	93.9	84.4	90.0
800 - 859 AM	86.8	84.4	85.9	87.9	90.1	77.8	88.0	90.2	92.7	80.4	91.2	57.9	89.3	83.0	80.8	86.6
900 - 959 AM	77.7	77.0	88.1	85.2	86.0	80.5	90.0	84.9	91.2	89.3	93.0	66.7	90.4	85.2	79.4	84.8
1000 - 1059 AM	79.5	77.2	83.7	83.1	90.8	81.5	87.6	85.4	91.7	82.8	87.7	89.8	79.9	75.0	74.2	82.7
1100 - 1159 AM	80.1	68.4	83.8	84.7	88.4	81.4	86.6	87.7	90.7	84.4	87.1	91.7	85.9	67.2	71.6	81.2
1200 - 1259 PM	81.4	74.0	88.9	80.9	85.3	83.8	86.7	90.7	91.7	85.5	90.5	93.3	74.9	62.2	78.4	75.3
100 - 159 PM	81.8	71.3	79.7	87.8	89.1	81.2	82.7	87.3	90.0	77.8	88.2	75.9	78.2	59.3	73.6	77.2
200 - 259 PM	78.4	70.6	82.2	85.8	93.2	80.3	84.8	85.0	92.1	69.3	87.0	85.2	77.1	69.4	71.8	81.7
300 - 359 PM	73.0	73.4	76.2	81.2	90.4	76.9	83.0	89.1	88.5	66.0	83.8	83.5	74.5	66.6	64.5	81.1
400 - 459 PM	71.2	70.7	76.0	78.2	85.3	71.1	78.7	86.9	88.4	54.7	83.8	77.0	76.2	66.4	61.5	78.7
500 - 559 PM	69.9	61.1	71.4	80.9	86.4	67.5	79.7	84.6	86.1	60.6	82.8	70.6	67.8	68.2	57.3	75.5
600 - 659 PM	73.2	59.1	72.3	78.5	88.8	66.4	78.5	83.0	80.1	54.9	81.5	69.0	70.1	67.8	52.3	76.0
700 - 759 PM	71.5	54.0	70.0	74.1	82.0	60.2	78.9	82.6	83.7	56.2	77.3	66.3	72.0	64.9	50.6	68.4
800 - 859 PM	72.7	60.0	67.0	58.9	100.0	67.5	78.2	77.1	83.5	53.0	82.3	71.5	72.4	62.8	55.5	64.3
900 - 959 PM	67.0	59.0	70.1	69.0	83.2	67.3	70.7	84.2	73.2	58.5	73.3	72.3	70.6	65.0	61.2	77.2
1000 - 1059 PM	78.2	60.8	74.6	84.0	80.0	76.2	81.4	81.7	78.2	60.9	77.9	72.6	66.7	56.3	61.9	63.3
1100 - 559 AM	83.8	74.8	71.4	70.2	90.2	75.9	76.4	88.6	81.6	75.7	79.9	78.5	70.2	73.5	64.5	73.1
TOTAL, ALL ARRIVALS, BY AIRPORT	77.4	67.8	77.3	80.5	88.1	74.8	83.1	85.8	86.8	68.2	85.0	75.2	76.2	69.3	66.2	76.7

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT													TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
600 - 659 AM	57.8	91.6	91.8	J/	77.4	87.8	80.4	J/	90.2	75.0	J/	96.8	72.9	85.8
700 - 759 AM	86.7	91.4	89.2	97.2	79.4	90.5	88.5	95.6	97.4	95.6	92.9	95.3	89.1	90.4
800 - 859 AM	76.7	92.2	87.0	95.6	74.6	86.1	83.7	90.5	89.1	92.5	95.4	94.0	82.4	87.4
900 - 959 AM	73.8	92.8	87.2	94.3	73.8	81.0	84.4	92.8	87.8	76.0	95.2	92.8	87.8	85.0
1000 - 1059 AM	73.7	90.9	84.0	84.7	79.6	83.8	82.5	82.7	80.4	60.4	87.3	92.0	82.5	82.7
1100 - 1159 AM	83.8	91.0	81.2	85.4	79.6	81.2	85.5	87.2	78.3	59.6	85.6	92.2	80.7	81.5
1200 - 1259 PM	71.7	92.6	84.2	87.7	76.3	79.3	85.4	82.7	78.8	59.0	87.6	93.0	78.0	81.9
100 - 159 PM	72.7	89.6	81.9	76.4	74.5	71.6	81.8	80.3	73.5	64.2	87.6	91.4	84.2	80.2
200 - 259 PM	82.9	88.5	78.1	71.1	74.9	80.9	84.6	63.9	71.2	69.7	84.1	94.0	81.1	80.2
300 - 359 PM	67.7	88.5	80.8	84.3	73.7	80.3	81.8	84.7	81.0	64.4	90.4	94.2	75.5	79.4
400 - 459 PM	69.6	85.8	78.5	85.4	59.2	74.8	77.9	77.7	73.5	71.2	81.8	91.0	82.8	75.8
500 - 559 PM	71.6	88.7	73.6	70.3	65.3	72.2	76.7	82.0	73.6	72.6	79.8	87.6	76.6	75.7
600 - 659 PM	67.1	82.9	71.9	76.0	58.6	73.2	88.3	77.6	74.6	69.7	81.5	84.1	64.2	72.4
700 - 759 PM	66.0	86.7	74.1	81.1	61.3	64.7	71.5	72.3	72.3	66.8	86.4	86.0	67.6	74.0
800 - 859 PM	55.7	80.0	72.7	59.1	58.3	66.0	75.9	77.2	70.2	66.5	84.4	87.9	61.4	70.5
900 - 959 PM	67.2	82.2	72.9	77.7	58.5	74.4	72.4	75.7	72.1	68.0	77.6	78.0	67.6	72.3
1000 - 1059 PM	67.7	83.4	70.8	67.2	65.9	76.7	67.6	76.8	68.5	66.8	75.3	84.9	65.1	70.6
1100 - 559 AM	68.5	86.0	84.5	80.6	73.4	78.6	82.7	73.6	82.5	73.4	74.7	79.2	77.3	77.1
TOTAL, ALL ARRIVALS, BY AIRPORT	70.6	88.4	79.9	79.8	68.5	77.1	79.6	80.1	76.9	69.2	85.9	90.1	75.8	78.5

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	89.7	86.0	94.6	92.5	96.7	89.8	93.0	91.9	89.7	88.6	93.6	93.5	95.6	91.5	88.1	92.0
700 - 759 AM	87.8	85.3	88.8	91.4	94.7	88.1	93.3	94.1	90.5	88.3	94.7	87.8	91.4	92.8	83.4	88.2
800 - 859 AM	88.1	84.3	88.8	86.2	93.4	87.4	91.9	90.0	90.9	84.3	89.9	90.8	87.1	83.6	85.9	90.4
900 - 959 AM	84.1	84.8	87.2	88.0	93.4	89.2	91.4	89.3	89.6	86.2	91.1	88.5	83.6	80.6	84.6	89.7
1000 - 1059 AM	86.8	83.8	82.5	78.5	92.5	86.2	87.7	86.8	87.4	88.2	90.6	93.3	76.1	75.9	82.0	86.0
1100 - 1159 AM	82.8	84.2	86.1	83.2	92.2	86.3	90.1	84.5	89.6	87.9	88.0	87.4	79.9	67.5	79.1	85.0
1200 - 1259 PM	86.9	78.3	84.3	82.1	89.3	85.1	85.3	86.3	88.5	85.7	92.4	88.0	78.9	69.5	82.6	82.2
100 - 159 PM	84.9	78.3	79.8	81.1	93.5	87.4	88.0	88.4	87.9	87.2	87.8	96.2	76.4	68.9	85.5	80.9
200 - 259 PM	80.2	77.0	78.0	87.6	88.7	82.5	86.5	86.6	84.2	78.8	87.0	91.9	72.1	68.9	78.7	78.0
300 - 359 PM	78.8	70.1	75.2	79.9	91.1	83.0	85.8	85.5	80.7	74.4	87.3	84.0	72.7	73.5	76.2	84.3
400 - 459 PM	75.8	74.9	71.4	76.2	93.0	79.4	82.5	85.2	80.2	69.3	87.6	87.5	66.4	69.2	72.5	79.0
500 - 559 PM	76.2	68.2	70.0	81.9	83.3	81.0	80.0	83.2	83.2	61.4	84.6	79.6	64.9	62.4	66.8	78.6
600 - 659 PM	76.1	59.8	70.2	71.8	84.6	75.3	84.5	81.5	83.2	62.9	84.0	79.2	67.9	70.9	57.9	79.6
700 - 759 PM	76.1	59.7	69.3	74.1	85.5	69.4	86.6	84.7	77.0	65.1	86.5	76.8	72.1	64.1	58.9	82.8
800 - 859 PM	75.3	57.1	70.9	72.9	88.9	71.4	87.8	82.6	79.4	61.7	83.8	63.2	61.4	68.1	56.8	71.1
900 - 959 PM	80.8	84.0	65.8	67.3	84.7	76.1	86.8	85.4	80.1	54.0	85.3	96.8	65.7	68.5	65.2	73.2
1000 - 1059 PM	79.5	J/	56.0	77.0	84.8	J/	90.0	86.4	79.0	76.0	65.6	90.0	82.3	80.4	J/	94.7
1100 - 559 AM	83.6	91.8	100.0	75.0	J/	J/	94.3	92.3	96.7	90.3	90.0	83.3	71.1	87.3	J/	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	82.0	75.9	80.0	79.8	90.1	82.4	87.2	86.3	84.8	77.6	88.1	84.7	76.0	75.2	76.3	82.7

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT													TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	
600 - 659 AM	85.6	94.9	92.6	96.6	87.5	93.7	94.0	97.4	94.5	93.6	97.0	94.5	88.3	92.0
700 - 759 AM	81.6	89.4	89.6	95.7	85.1	87.3	83.6	93.4	92.6	89.5	94.4	94.7	87.4	89.7
800 - 859 AM	76.4	89.0	89.8	87.7	81.8	88.7	80.6	87.9	89.0	93.0	94.3	93.9	89.6	88.3
900 - 959 AM	81.9	92.1	88.8	90.0	78.0	79.5	84.5	88.6	80.9	82.1	93.0	94.9	85.2	87.0
1000 - 1059 AM	89.6	91.2	87.8	83.3	77.0	79.7	84.3	85.9	84.7	78.5	90.4	91.3	85.8	85.1
1100 - 1159 AM	80.1	90.3	84.9	87.7	84.2	77.9	81.2	80.2	80.6	65.0	89.6	92.1	85.2	83.3
1200 - 1259 PM	84.9	90.6	85.1	88.9	85.0	74.1	83.4	88.4	77.2	63.6	84.2	90.2	84.8	83.0
100 - 159 PM	74.4	88.4	84.5	87.4	79.0	76.5	88.8	82.6	77.3	74.2	91.9	90.8	82.6	82.6
200 - 259 PM	78.4	87.2	80.9	80.2	71.1	68.8	81.0	73.9	73.4	68.3	92.9	90.8	82.4	80.8
300 - 359 PM	66.2	86.2	79.1	84.5	71.5	73.9	73.2	76.2	76.4	73.6	86.3	88.6	88.1	79.6
400 - 459 PM	75.6	85.3	79.4	76.0	69.8	78.5	75.6	81.0	77.9	69.7	84.4	89.9	77.4	77.9
500 - 559 PM	72.6	84.2	77.0	77.0	58.7	72.8	73.5	77.1	74.2	78.3	84.9	89.3	77.0	75.8
600 - 659 PM	78.0	85.9	73.8	78.5	66.1	68.3	74.7	74.5	72.7	75.6	83.5	84.0	76.9	76.0
700 - 759 PM	64.7	87.6	75.4	80.3	63.1	65.5	94.4	79.9	75.8	65.0	75.3	89.0	80.2	73.8
800 - 859 PM	67.1	84.4	77.3	76.2	71.7	64.5	72.6	80.4	78.2	75.0	87.4	87.4	72.8	76.7
900 - 959 PM	J/	77.8	77.7	76.9	63.3	66.6	68.7	79.1	76.7	75.2	83.2	87.3	61.1	76.5
1000 - 1059 PM	J/	84.8	82.3	85.7	J/	74.5	76.6	88.1	88.2	80.7	90.8	82.2	79.7	82.0
1100 - 559 AM	84.8	96.7	100.0	96.8	88.9	92.2	82.1	92.1	89.5	91.0	95.5	89.6	83.3	82.8
TOTAL, ALL DEPARTURES, BY AIRPORT	75.6	87.9	82.7	86.5	73.0	77.1	79.1	84.4	82.1	77.5	89.0	89.9	82.8	81.9

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF AVERAGE	MIN. LATE MEDIAN
US	536	CMH-PHL	1525	19	100.00	44	33
AA	2740	LAS-RNO	1406	30	96.67	76	63
AA	2806	LAX-LAS	1236	30	96.67	75	66
AA	2893	LAX-LAS	1617	30	96.67	49	40
AA	2754	LAX-RNO	1919	26	96.15	57	42
AA	2711	SJC-LAS	2004	26	92.31	76	49
AA	2740	RNO-PDX	1557	30	90.00	67	53
AA	2711	PDX-SJC	1752	30	90.00	66	60
AA	2793	RNO-LAX	2111	26	88.46	55	41
AA	2714	LAX-RNO	1746	30	86.67	49	31
AA	2731	RNO-LAX	1733	30	86.67	46	32
US	2760	IAD-BDL	1935	26	84.62	50	38
US	1963	BOS-ATL	1800	26	84.62	45	40
US	838	PHL-RDU	1720	19	84.21	51	40
US	2768	IAD-CMH	1950	19	84.21	37	36
US	1899	BOS-PHL	2030	24	83.33	47	40
AA	2795	LAS-LAX	1058	30	83.33	53	41
UA	1698	LAS-SFO	1752	30	83.33	52	41
AA	2710	LAS-RNO	1748	30	83.33	48	42
US	1564	PIT-PHL	1730	29	82.76	42	29
HP	2687	EWB-PHX	1740	28	82.14	77	59
US	536	PHL-BOS	1730	22	81.82	51	31
US	2762	ATL-IAD	1945	26	80.77	48	41
AA	2831	RNO-LAX	1527	26	80.77	39	28
AA	2734	SNA-RNO	1841	26	80.77	39	30
US	1497	LGA-PIT	1945	26	80.77	30	20
AA	2776	LAX-SFO	1133	30	80.00	51	34
UA	2027	SFO-LAX	1110	30	80.00	51	39
AA	2816	SJC-LAS	1135	30	80.00	39	26
AA	2797	LAS-LAX	1438	30	80.00	31	30

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
AMERICA WEST	595	15	2.5
AMERICAN	2076	47	2.3
US AIRWAYS	2075	25	1.2
UNITED	2221	26	1.2
CONTINENTAL	1165	4	0.3
SOUTHWEST	2494	3	0.1
DELTA	2528	2	0.1
NORTHWEST	1520	1	0.1
ALASKA	430	0	0.0
TWA	778	0	0.0
TOTAL	15882	123	0.8

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
AKRON/CANTON, OH. (CAK)	80.5	88.3	77	77	ELMIRA, N. Y. (ELM)	85.2	93.5	108	108
ALBANY, N. Y. (ALB)	76.8	86.4	954	955	ERIE, PA. (ERI)	74.5	89.9	110	109
ALBUQUERQUE, N. M. (ABQ)	83.7	87.0	3,151	3,150	EUGENE, OR. (EUG)	67.8	70.6	180	180
ALLENTOWN, PA. (ABE)	77.6	85.2	501	501	FAIRBANKS, AK. (FAI)	75.0	82.4	488	490
AMARILLO, TX. (AMA)	82.0	90.2	388	388	FARGO, N. D. (FAR)	86.6	91.8	232	232
ANCHORAGE, AK. (ANC)	70.1	81.4	1,888	1,893	FAYETTEVILLE, N. C. (FAY)	82.5	84.1	114	113
ASHEVILLE, N. C. (AVL)	85.7	89.9	119	119	FLINT, MI. (FNT)	80.0	96.7	90	90
ATLANTA, GA. (ATL)	77.4	82.0	21,704	21,745	FRESNO, CA. (FAT)	66.7	96.7	30	30
AUGUSTA, GA. (AGS)	85.4	88.8	89	89	FT. LAUDERDALE, FL. (FLL)	71.9	80.7	3,589	3,585
AUSTIN, TX. (AUS)	86.7	91.8	3,705	3,705	FT. MYERS, FL. (RSW)	77.4	86.0	900	900
BAKERSFIELD, CA. (BFL)	70.0	96.7	30	30	FT. WAYNE, IN. (FWA)	90.0	100.0	30	30
BALTIMORE, MD. (BWI)	77.3	80.0	6,868	6,869	GRAND FORKS, N. D. (GFK)	86.2	98.9	87	87
BARROW, AK. (BRW)	75.6	70.9	86	86	GRAND RAPIDS, MI. (GRR)	88.0	94.8	724	724
BATON ROUGE, LA. (BTR)	86.8	89.6	386	385	GREAT FALLS, MT. (GTF)	89.6	95.0	202	202
BETHEL, AK. (BET)	76.7	76.7	86	86	GREEN BAY, WI. (GRB)	87.1	93.5	232	232
BILLINGS, MT. (BIL)	84.9	92.1	238	239	GREENBRIER, W. V. (LWB)	76.9	92.3	13	13
BINGHAMTON, N. Y. (BGM)	79.8	86.9	84	84	GREENSBORO/HIGH PT., N. C. (GSO)	74.8	82.7	1,247	1,244
BIRMINGHAM, AL. (BHM)	86.6	90.0	1,659	1,658	GREENVILLE/SPARTANBURG, S. C. (GSP)	82.5	85.5	566	566
BISMARCK, N. D. (BIS)	91.3	94.8	115	115	GULFPORT/BILOXI, MS. (GPT)	98.9	100.0	90	90
BOISE, ID. (BOI)	85.1	89.2	939	938	GUSTAVUS, AK. (GST)	81.8	72.7	11	11
BOSTON, MA. (BOS)	67.8	75.9	9,140	9,141	HARLINGEN, TX. (HRL)	87.0	90.1	345	345
BOZEMAN, MT. (BZN)	80.3	96.1	127	128	HARRISBURG, PA. (MDT)	76.5	88.6	614	614
BRISTOL, TN. (TRI)	86.4	89.2	110	111	HARTFORD, CT./SPGFLD, MA. (BDL)	78.5	85.3	2,594	2,595
BUFFALO, N. Y. (BUF)	75.0	81.9	1,609	1,609	HELENA, MT. (HLN)	94.4	92.2	90	90
BURBANK, CA. (BUR)	80.9	83.1	2,329	2,329	HONOLULU, OAHU, HI. (HNL)	80.0	93.4	929	931
BURLINGTON, VT. (BTV)	75.1	86.7	233	233	HOUSTON, TX. (HOU)	89.5	86.8	4,796	4,795
CEDAR RAPIDS/IOWA CTY, IA. (CID)	88.3	94.4	445	445	HOUSTON, TX. (IAH)	85.0	88.1	10,758	10,749
CHARLESTON, S. C. (CHS)	69.3	77.5	540	542	HUNTSVILLE/DECATUR, AL. (HSV)	79.8	87.7	486	486
CHARLESTON, W. V. (CRW)	78.9	89.0	109	109	INDIANAPOLIS, IN. (IND)	81.2	88.1	2,906	2,904
CHARLOTTE, N. C. (CLT)	80.5	79.8	9,548	9,548	INDIO/PALM SPRINGS, CA. (PSP)	83.8	91.4	185	185
CHATTANOOGA, TN. (CHA)	85.0	88.8	80	80	ISLIP/LONG IS., N. Y. (ISP)	83.7	89.5	600	600
CHICAGO, IL. (MDW)	88.5	86.3	4,373	4,373	ITHACA, N. Y. (ITH)	83.3	92.6	108	108
CHICAGO, IL. (ORD)	79.9	82.7	24,638	24,637	JACKSON/VICKSBURG, MS. (JAN)	88.0	90.4	752	761
CINCINNATI, OH. (CVG)	88.1	90.1	6,352	6,345	JACKSON, WY. (JAC)	69.9	79.8	93	94
CLEVELAND, OH. (CLE)	80.5	86.6	4,762	4,761	JACKSONVILLE, FL. (JAX)	74.9	81.1	1,907	1,908
COLORADO SPRINGS, CO. (COS)	75.6	90.2	1,123	1,123	JUNEAU, AK. (JNU)	73.8	78.6	405	406
COLUMBIA, S. C. (CAE)	76.8	82.6	397	397	KAHULUI, MAUI, HI. (OGG)	81.5	90.0	270	270
COLUMBUS, OH. (CMH)	78.2	84.2	3,134	3,136	KALAMAZOO, MI. (AZO)	89.3	93.3	178	178
CORDOVA, AK. (CDV)	73.3	85.0	60	60	KALISPELL, MT. (FCA)	90.2	87.8	133	148
CORPUS CHRISTI, TX. (CRP)	89.0	92.7	246	246	KANSAS CITY, MO. (MCI)	85.1	90.1	5,022	5,018
DALLAS/FT. WORTH, TX. (DAL)	88.9	87.1	4,058	4,058	KETCHIKAN, AK. (KTN)	67.9	77.4	221	221
DALLAS/FT. WORTH, TX. (DFW)	85.8	86.3	20,341	20,329	KING SALMON, AK. (AKN)	68.6	77.1	35	35
DAYTON, OH. (DAY)	83.2	90.1	876	876	KNOXVILLE, TN. (TYS)	86.2	89.4	530	530
DAYTONA BEACH, FL. (DAB)	73.3	84.0	150	150	KODIAK, AK. (ADQ)	73.3	71.7	60	60
DEADHORSE, AK. (SCC)	78.6	83.9	56	56	KONA, HAWAII, HI. (KOA)	83.3	83.3	60	60
DENVER, CO. (DEN)	83.1	87.2	11,201	11,200	KOTZEBUE, AK. (OTZ)	78.1	76.7	73	73
DES MOINES, IA. (DSM)	86.2	94.2	588	588	LA CROSSE, WI. (LSE)	88.2	98.1	51	52
DETROIT, MI. (DTW)	86.8	84.8	12,660	12,655	LANSING, MI. (LAN)	82.9	93.7	175	175
DILLINGHAM, AK. (DLG)	68.6	68.6	35	35	LAS VEGAS, NV. (LAS)	76.2	76.0	10,963	10,960
DULUTH, MN. (DLH)	87.4	85.3	95	95	LEXINGTON/FRKFT, KY. (LEX)	81.8	90.7	292	289
DUTCH HARBOR, AK. (DUT)	72.4	65.5	58	58	LIHUE, KAUAI, HI. (LIH)	64.7	88.2	34	34
EL PASO, TX. (ELP)	83.6	88.3	2,065	2,065	LINCOLN, NE. (LNK)	87.5	94.2	257	257

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LITTLE ROCK, AR. (LIT)	88.6	91.1	1,057	1,055	ROCHESTER, N.Y. (ROC)	77.5	84.7	1,218	1,218
LONG BEACH, CA. (LGB)	78.8	87.9	307	305	SACRAMENTO, CA. (SMF)	81.4	84.7	3,108	3,109
LOS ANGELES, CA. (LAX)	69.3	75.2	16,539	16,533	SAGINAW, MI. (MBS)	85.0	95.0	300	300
LOUISVILLE, KY. (SDF)	86.4	91.1	1,841	1,834	SALT LAKE CITY, UT. (SLC)	85.9	89.0	6,735	6,727
LUBBOCK, TX. (LBB)	86.8	90.4	479	479	SAN ANTONIO, TX. (SAT)	87.0	91.7	3,168	3,167
MADISON, WI. (MSN)	81.9	92.3	375	375	SAN DIEGO, CA. (SAN)	80.1	84.4	5,815	5,815
MANCHESTER, N.H. (MHT)	75.2	84.0	1,096	1,095	SAN FRANCISCO, CA. (OAK)	83.7	82.4	4,574	4,575
MEDFORD, OR. (MFR)	76.7	66.7	120	120	SAN FRANCISCO, CA. (SFO)	69.2	77.5	11,730	11,721
MELBOURNE, FL. (MLB)	78.6	86.3	117	117	SAN JOSE, CA. (SJC)	76.0	79.8	5,382	5,383
MEMPHIS, TN. (MEM)	89.8	90.5	4,152	4,155	SAN JUAN, P.R. (SJU)	73.4	82.3	1,537	1,543
MIAMI, FL. (MIA)	70.6	75.6	5,337	5,334	SANTA BARBARA, CA. (SBA)	66.1	57.6	118	118
MIDLAND/ODESSA, TX. (MAF)	88.8	93.2	528	528	SARASOTA/BRAD., FL. (SRQ)	76.8	87.4	358	358
MILWAUKEE, WI. (MKE)	82.3	90.8	1,255	1,256	SAVANNAH, GA. (SAV)	77.6	81.0	415	415
MINNEAPLS./ST. P., MN. (MSP)	88.4	87.9	12,036	12,027	SCRANTON/WILKES-BARRE, PA. (AVP)	73.9	84.1	138	138
MINOT, N.D. (MDT)	91.1	98.9	90	90	SEATTLE, WA. (SEA)	76.9	82.1	9,221	9,220
MISSION/MCALLEN, TX. (MFE)	83.9	94.7	286	285	SHREVEPORT, LA. (SHV)	90.8	92.7	316	316
MISSOULA, MT. (MSO)	85.6	95.0	180	180	SIoux CITY, IA. (SUX)	85.7	94.6	56	56
MOBILE, AL./PASCAGOULA, MS. (MOB)	85.8	83.2	353	351	SIoux FALLS, S.D. (FSD)	90.5	95.0	317	317
MOULINE, IL. (MLI)	92.8	95.8	167	167	SITKA, AK. (SIT)	72.3	85.7	112	112
MONROE, LA. (MLU)	81.7	90.0	180	180	SOUTH BEND, IN. (SBN)	87.6	95.1	226	226
MONTEREY, CA. (MRY)	84.5	74.1	58	58	SPOKANE, WA. (GEG)	80.3	88.0	1,162	1,163
MONTGOMERY, AL. (MGM)	76.7	86.7	90	90	SPRINGFIELD, MO. (SGF)	91.6	97.0	166	166
MYRTLE BEACH, S.C. (MYR)	77.0	88.2	187	187	ST. CROIX, V.I. (STX)	86.7	85.6	90	90
NASHVILLE, TN. (BNA)	87.5	88.7	4,598	4,597	ST. LOUIS, MO. (STL)	90.1	89.9	14,376	14,372
NEW ORLEANS, LA. (MSY)	83.4	88.1	4,069	4,071	ST. THOMAS, V.I. (STT)	72.8	86.2	173	174
NEW YORK, N.Y. (JFK)	75.2	84.7	3,815	3,792	SYRACUSE, N.Y. (SYR)	79.5	86.6	896	895
NEW YORK, N.Y. (LGA)	66.2	76.3	8,057	8,083	TALLAHASSEE, FL. (TLH)	75.0	81.8	176	176
NEWARK, N.J. (EWR)	68.2	77.6	10,279	10,277	TAMPA, FL. (TPA)	75.8	82.8	4,926	4,924
NEWBURGH, N.Y. (SWF)	80.8	89.2	120	120	TOLEDO, OH. (TOL)	67.1	83.5	85	85
NOME, AK. (OME)	77.9	77.9	77	77	TRAVERSE CITY, MI. (TVC)	83.5	91.8	85	85
NORFOLK/VA. BEACH, VA. (ORF)	76.2	83.0	1,286	1,286	TUCSON, AZ. (TUS)	77.5	85.2	1,580	1,579
OKLAHOMA CITY, OK. (OKC)	85.6	91.2	1,704	1,705	TULSA, OK. (TUL)	83.8	90.7	1,552	1,548
OMAHA, NE. (OMA)	84.2	92.1	1,417	1,415	VALPARAISO, FL. (VPS)	95.6	100.0	90	90
ONTARIO, CA. (ONT)	82.1	84.2	2,899	2,899	WASHINGTON, D.C. (DCA)	74.8	82.4	6,788	6,794
ORANGE COUNTY, CA. (SNA)	74.4	80.6	3,527	3,532	WASHINGTON, D.C. (IAD)	69.9	76.0	6,492	6,488
ORLANDO, FL. (MCO)	76.7	82.7	7,938	7,935	WEST PALM BEACH, FL. (PBI)	70.5	81.0	1,628	1,629
PASCO, WA. (PSC)	90.7	94.9	118	118	WHITE PLAINS, N.Y. (HPN)	71.6	82.0	412	412
PENSACOLA, FL. (PNS)	83.8	86.6	495	492	WICHITA, KS. (ICT)	80.9	89.7	487	487
PEORIA, IL. (PIA)	91.7	98.3	60	60	WILMINGTON, N.C. (ILM)	71.4	80.5	168	169
PETERSBURG, AK. (PSG)	63.3	68.3	60	60	WRANGELL, AK. (WRG)	56.7	66.7	60	60
PHILADELPHIA, PA. (PHL)	68.5	73.0	9,373	9,365	YAKUTAT, AK. (YAK)	73.3	78.3	60	60
PHOENIX, AZ. (PHX)	77.1	77.1	14,415	14,426					
PITTSBURGH, PA. (PIT)	79.6	79.1	8,048	8,055					
PORTLAND, ME. (PWM)	79.1	86.9	498	498					
PORTLAND, OR. (PDX)	79.8	86.5	4,799	4,805					
PROVIDENCE, R.I. (PVD)	79.5	84.1	1,939	1,941					
RALEIGH/DURHAM, N.C. (RDU)	77.0	83.1	3,072	3,071					
RAPID CITY, S.D. (RAP)	89.2	95.8	120	120					
RENO, NV. (RNO)	71.6	76.3	3,005	3,005					
RICHMOND, VA. (RIC)	74.6	82.5	1,396	1,397					
ROANOKE, VA. (ROA)	75.6	85.8	197	197					
ROCHESTER, MN. (RST)	86.2	95.4	174	174					

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

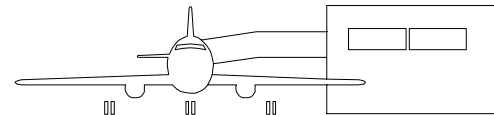
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the database; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the database with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

Airports Covered by the Rule

Atlanta. Hartsfield	ATL
Baltimore/Washington International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth International	DFW
Denver International	DEN
Detroit. Metro Wayne County	DTW
Houston. George Bush	IAH
Las Vegas. McCarran International	LAS
Los Angeles International	LAX
Miami International	MIA
Minneapolis-St. Paul International	MSP
Newark International	EWR
New York. JFK International	JFK
New York. LaGuardia	LGA
Orlando International	MCO
Philadelphia International	PHL
Phoenix. Sky Harbor International	PHX
Pittsburgh. Greater International	PIT
Portland International	PDX
St. Louis. Lambert	STL
Salt Lake City International	SLC
San Diego. Lindbergh Field	SAN
San Francisco International	SFO
Seattle-Tacoma International	SEA
Tampa. Tampa International	TPA
Washington. Reagan National	DCA

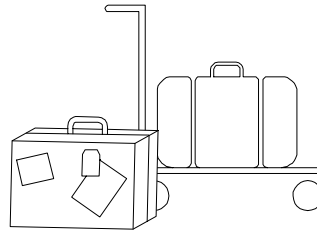
Air Carriers Required to Report Data to DOT and to CRS Vendors

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



MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. Like the data on flight delays in the previous section, as required by 14 C.F.R. 234 these baggage statistics are filed with DOT on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues.



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

SEPT. '99 RANK	AIRLINE	SEPTEMBER 1999			SEPTEMBER 1998		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>Alaska</i>	2,911	979,948	2.97	7,806	964,410	8.09
2	<i>Continental</i>	9,344	2,819,386	3.31	9,052	2,817,486	3.21
3	<i>Southwest</i>	17,313	5,196,989	3.33	18,847	4,672,290	4.03
4	<i>Northwest</i>	12,479	3,684,109	3.39	4,957	1,166,922	4.25
5	<i>Delta</i>	29,055	7,631,913	3.81	31,187	7,875,454	3.96
6	<i>TWA</i>	7,351	1,911,768	3.85	7,250	1,817,036	3.99
7	<i>America West</i>	5,924	1,507,810	3.93	5,316	1,395,499	3.81
8	<i>American</i>	21,949	5,115,575	4.29	18,863	5,064,440	3.72
9	<i>US Airways</i>	17,339	3,964,160	4.37	14,365	4,568,254	3.14
10	<i>United</i>	32,444	6,347,883	5.11	45,467	6,644,330	6.84
	Total	156,109	39,159,541	3.99	163,110	36,986,121	4.41

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

JAN.-SEPT. '99 RANK	AIRLINE	JANUARY-SEPTEMBER 1999			JANUARY-SEPTEMBER 1998		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>Southwest</i>	203,720	48,498,131	4.20	196,542	44,204,904	4.45
2	<i>America West</i>	58,727	13,540,481	4.34	51,401	13,164,480	3.90
3	<i>Delta</i>	341,417	74,928,062	4.56	314,859	72,834,215	4.32
4	<i>Continental</i>	125,749	27,104,457	4.64	102,315	26,385,849	3.88
5	<i>Northwest</i>	173,366	35,034,193	4.95	216,814	31,080,979	6.98
6	<i>US Airways</i>	216,120	40,800,005	5.30	171,143	42,502,945	4.03
7	<i>American</i>	252,585	47,313,461	5.34	205,668	48,404,420	4.25
8	<i>TWA</i>	103,948	18,665,791	5.57	95,213	17,443,642	5.46
9	<i>Alaska</i>	55,678	9,170,016	6.07	61,601	8,810,930	6.99
10	<i>United</i>	424,774	58,217,087	7.30	440,396	57,393,493	7.67
	Total	1,956,084	373,271,684	5.24	1,855,952	362,225,857	5.12

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*.

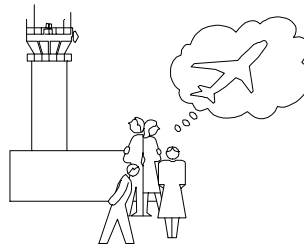
OVERSALES

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.



April-June
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

APRIL-JUNE '99 RANK	AIRLINE	APRIL-JUNE 1999				APRIL-JUNE 1998			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	Northwest	21,893	170	13,178,128	0.13	41,885	561	12,428,966	0.45
2	Continental	10,910	262	10,002,084	0.26	20,361	120	9,844,051	0.12
3	TWA	22,110	180	6,601,625	0.27	16,855	1,840	6,212,721	2.96
4	American	64,664	717	18,585,625	0.39	53,211	882	18,929,527	0.47
5	United	22,435	818	20,072,997	0.41	36,086	1,254	20,241,004	0.62
6	US Airways	22,390	757	14,257,288	0.53	26,527	413	15,014,705	0.28
7	America West	12,115	541	4,794,724	1.13	11,844	571	4,686,468	1.22
8	Alaska	5,590	435	3,437,651	1.27	6,585	523	3,315,925	1.58
9	Southwest	23,553	2,509	16,931,135	1.48	21,269	2,998	15,475,432	1.94
10	Delta	45,221	5,519	26,604,835	2.07	69,429	4,236	26,704,309	1.59
	TOTAL	250,881	11,908	134,466,092	0.89	304,052	13,398	132,853,108	1.01

Note: Totals for April thru June 1998 are different from those originally published to reflect a correction of the TWA data for that time period.

*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-June
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

JAN-JUNE '99 RANK	AIRLINE	JANUARY-JUNE 1999				JANUARY-JUNE 1998			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	Northwest	46,210	609	24,473,713	0.25	70,769	811	24,020,440	0.34
2	Continental	33,039	549	19,293,628	0.28	39,149	260	18,521,567	0.14
3	American	134,877	1,565	35,165,292	0.45	110,991	1,595	36,332,205	0.44
4	US Airways	41,134	1,952	27,022,186	0.72	48,778	765	28,005,731	0.27
5	United	63,496	2,960	38,410,775	0.77	73,079	2,378	37,940,808	0.63
6	Alaska	13,009	668	6,501,580	1.03	14,911	1,041	6,166,053	1.69
7	TWA	36,994	1,589	12,111,950	1.31	36,362	4,216	11,655,208	3.62
8	America West	23,817	1,211	9,162,456	1.32	26,062	1,097	8,948,281	1.23
9	Southwest	40,856	4,447	31,537,924	1.41	40,225	5,428	28,721,073	1.89
10	Delta	100,056	13,663	51,070,338	2.68	134,119	6,972	50,641,896	1.38
	TOTAL	533,488	29,213	254,749,842	1.15	594,445	24,563	250,953,262	0.98

Note: Totals for January thru June 1998 are different from those originally published to reflect a correction of the TWA data for that time period.

*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, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints, which are handled by the Federal Aviation Administration. An explanation of each section of the report appears below:

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

Complaint Categories. Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report. Note that beginning with the September 1999 report, disability complaints are listed as a separate category. Prior to September 1999, disability complaints were included in the Reservations/Ticketing/Boarding category. Also, effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category.

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

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

Companies Other Than U.S. Airlines. Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc. Effective with the September 1999 report, complaints against “cargo companies” (formerly a separate grouping) are included with the “miscellaneous” grouping.

Airline Rankings: Table 6 (Table 5 in YTD reports) 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

	SEPTEMBER 1999				SEPTEMBER 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	2732	233	18	163	867	37	3	49
FOREIGN AIRLINES	274	1	1	5	99	1	0	0
TRAVEL AGENTS	9	0	0	0	3	0	0	0
TOUR OPERATORS	80	0	0	2	35	0	0	0
MISCELLANEOUS*	66	7	0	9	22	12	0	12
	----	----	----	----	----	----	----	----
INDUSTRY TOTALS	3161	241	19	179	1026	50	3	61

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

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	SEPTEMBER 1999			SEPTEMBER 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	1119		1	311	
DELAYS.			467			99
CANCELLATIONS.			362			117
MISCONNECTIONS.			111			43
CUSTOMER SERVICE.	2	803		2	201	
BAGGAGE.	3	449		3	147	
RES/TKTG/BOARDING.	4	200		4	100	
REFUNDS.	5	182		5	73	
OTHER.	6	124		6	60	
FREQUENT FLYER.			41			31
FARES.	7	98		8	39	
OVERSALES.	8	97		7	47	
DISABILITY.	9	46		9	36	
TOURS.	10	31		11	6	
ADVERTISING.	11	12		10	6	
		----			----	
COMPLAINT TOTAL		3161			1026	

NOTE: EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.
** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3

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

SEPTEMBER 1999

U. S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
ACCESS AIR	2	1	1	0	0	2	2	1	0	0	2	11
AIRTRAN AIRWAYS	15	1	3	1	2	10	18	0	0	0	3	53
ALASKA AIRLINES	10	2	3	2	0	10	7	1	0	0	3	38
AMERICA WEST AIRLINES	63	1	6	2	2	7	21	3	0	0	4	109
AMERICAN AIRLINES	137	14	28	12	15	63	100	4	3	0	15	391
AMERICAN EAGLE	21	2	1	1	1	6	9	0	0	0	1	42
AMERICAN TRANS AIR	8	2	2	0	0	6	8	1	0	0	2	29
ATLANTIC SOUTHEAST AIRLINES	4	1	0	0	0	1	1	0	0	0	0	7
COMAIR	2	0	1	0	0	0	1	0	0	0	1	5
CONTINENTAL AIRLINES	77	9	21	4	11	28	79	5	0	1	4	239
DELTA AIR LINES	101	11	27	14	8	33	76	4	0	0	16	290
EASTWIND AIRLINES	12	0	0	0	20	1	0	0	0	0	0	33
HAWAIIAN AIRLINES	1	0	5	1	0	1	5	0	0	0	1	14
HORIZON AIRLINES	10	1	0	0	1	5	3	0	0	0	0	20
KIWI AIRLINES	0	0	0	0	8	0	0	0	0	0	0	8
MIDWAY AIRLINES	2	0	0	0	0	2	2	1	0	0	0	7
MIDWEST EXPRESS AIRLINES	3	0	0	0	0	2	1	0	0	0	0	6
NORTHWEST AIRLINES	110	3	18	12	11	35	76	4	1	0	7	277
RENO AIR	3	0	4	0	1	3	7	0	0	0	2	20
SKY TREK INT' L AIR	3	0	0	0	0	2	0	0	0	0	0	5
SOUTHWEST AIRLINES	11	2	1	4	4	7	11	2	0	0	2	44
SPIRIT AIRLINES	15	1	3	2	3	3	12	0	0	0	4	43
SUN COUNTRY AIRLINES	3	0	1	0	0	1	2	0	0	0	0	7
TOWER AIR	13	5	0	3	5	8	22	0	0	0	1	57
TRANS STATES AIRLINES	0	2	1	0	0	0	1	0	0	0	1	5
TRANS WORLD AIRLINES	51	5	8	2	6	22	45	2	0	0	6	147
TRANS WORLD EXPRESS	2	2	0	0	0	3	0	0	0	0	0	7
TRANSMERIDIAN AIRLINES	3	0	0	0	0	0	1	0	0	0	2	6
UNITED AIRLINES	135	10	20	15	8	60	113	10	4	0	14	389
UNITED EXPRESS	5	1	1	0	1	1	5	0	0	0	1	15
US AIRWAYS	190	6	15	8	4	31	75	2	1	1	8	341
VANGUARD AIRLINES	12	0	2	0	0	2	4	0	0	0	0	20
OTHER U. S. AIRLINES	22	1	3	0	4	6	9	0	0	0	2	47
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SEPTEMBER 1999	1046	83	175	83	115	361	716	40	9	2	102	2732
% OF TOTAL COMPLAINTS	38.3	3.0	6.4	3.0	4.2	13.2	26.2	1.5	0.3	0.1	3.7	
SEPTEMBER 1998	278	35	80	30	55	119	176	36	2	2	54	867
% OF TOTAL COMPLAINTS	32.1	4.0	9.2	3.5	6.3	13.7	20.3	4.2	0.2	0.2	6.2	

*EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

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

SEPTEMBER 1999

U. S. AIRLINES A L P H A B E T I C A L	COMPS	INCI-	PERCENT	INCI-	PERCENT	INCI-	PERCENT	UN-	PERCENT
	RECD IN SEPT.	DENTS IN SEPT.		DENTS IN AUG.		DENTS IN ALL PRIOR MONTHS		KNOW INCI- DENT DATE	
ACCESS AIR	11	1	9.09	4	36.36	6	54.55	0	0.00
AIRTRAN AIRWAYS	53	6	11.32	21	39.62	19	35.85	7	13.21
ALASKA AIRLINES	38	6	15.79	20	52.63	9	23.68	3	7.89
AMERICA WEST AIRLINES	109	24	22.02	54	49.54	27	24.77	4	3.67
AMERICAN AIRLINES	391	51	13.04	117	29.92	208	53.20	15	3.84
AMERICAN EAGLE	42	3	7.14	23	54.76	16	38.10	0	0.00
AMERICAN TRANS AIR	29	1	3.45	4	13.79	23	79.31	1	3.45
ATLANTIC SOUTHEAST AIRLINES	7	0	0.00	7	100.00	0	0.00	0	0.00
COMAIR	5	0	0.00	1	20.00	4	80.00	0	0.00
CONTINENTAL AIRLINES	239	21	8.79	90	37.66	114	47.70	14	5.86
DELTA AIR LINES	290	36	12.41	98	33.79	148	51.03	8	2.76
EASTWIND AIRLINES	33	6	18.18	1	3.03	20	60.61	6	18.18
HAWAIIAN AIRLINES	14	0	0.00	5	35.71	7	50.00	2	14.29
HORIZON AIRLINES	20	0	0.00	17	85.00	3	15.00	0	0.00
KIWI AIRLINES	8	0	0.00	0	0.00	8	100.00	0	0.00
MIDWAY AIRLINES	7	0	0.00	2	28.57	5	71.43	0	0.00
MIDWEST EXPRESS AIRLINES	6	0	0.00	6	100.00	0	0.00	0	0.00
NORTHWEST AIRLINES	277	35	12.64	74	26.71	150	54.15	18	6.50
RENO AIR	20	1	5.00	11	55.00	7	35.00	1	5.00
SKY TREK INT'L AIR	5	1	20.00	2	40.00	2	40.00	0	0.00
SOUTHWEST AIRLINES	44	12	27.27	17	38.64	9	20.45	6	13.64
SPIRIT AIRLINES	43	4	9.30	11	25.58	25	58.14	3	6.98
SUN COUNTRY AIRLINES	7	6	85.71	0	0.00	1	14.29	0	0.00
TOWER AIR	57	7	12.28	11	19.30	36	63.16	3	5.26
TRANS STATES AIRLINES	5	0	0.00	2	40.00	3	60.00	0	0.00
TRANS WORLD AIRLINES	147	16	10.88	41	27.89	84	57.14	6	4.08
TRANS WORLD EXPRESS	7	1	14.29	2	28.57	4	57.14	0	0.00
TRANSMERIDIAN AIRLINES	6	0	0.00	2	33.33	4	66.67	0	0.00
UNITED AIRLINES	389	35	9.00	126	32.39	200	51.41	28	7.20
UNITED EXPRESS	15	0	0.00	9	60.00	6	40.00	0	0.00
US AIRWAYS	341	43	12.61	135	39.59	150	43.99	13	3.81
VANGUARD AIRLINES	20	3	15.00	4	20.00	12	60.00	1	5.00
OTHER U. S. AIRLINES	47	6	12.77	21	44.68	17	36.17	3	6.38
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TOTALS	2732	325	11.90	938	34.33	1327	48.57	142	5.20
PRIOR YEAR'S TOTALS	867	152	17.53	319	36.79	394	45.44	2	0.23

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 *
SEPTEMBER 1999

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
FOREIGN AIRLINES												
AIR CANADA	4	0	1	0	0	2	1	0	0	0	0	8
AIR FRANCE	5	4	1	1	2	19	8	0	0	0	0	40
AIR JAMAICA	3	0	0	0	0	1	1	0	0	0	0	5
BAHAMASAIR	2	0	1	0	0	0	1	0	0	0	1	5
BRITISH AIRWAYS	7	2	0	2	2	16	13	0	0	0	3	45
EL AL ISRAEL	0	0	1	1	1	4	2	1	1	0	1	12
ICELANDAIR	3	0	0	0	0	0	5	0	0	0	0	8
KLM	4	0	0	0	0	4	3	0	0	0	1	12
LUFTHANSA	1	1	1	2	0	4	6	0	0	0	0	15
MEXICANA	2	0	0	0	0	3	1	0	0	0	0	6
PAKISTAN AIRLINES	2	0	0	0	0	2	0	0	0	0	1	5
SABENA	2	0	0	1	0	3	3	0	0	0	1	10
SAS	0	0	2	0	1	0	2	0	0	0	0	5
SINGAPORE AIRLINES	1	0	0	0	0	0	4	0	0	0	0	5
SWISSAIR	3	0	1	0	1	1	2	0	0	0	0	8
TACA AIRLINES	2	1	4	1	1	2	1	0	0	0	0	12
VIRGIN ATLANTIC	1	0	0	0	1	1	2	0	0	0	0	5
OTHER FOREIGN AIRLINES	14	5	4	1	5	17	16	0	0	0	6	68
TOTAL	56	13	16	9	14	79	71	1	1	0	14	274
TRAVEL AGENTS												
PRICELINE.COM	0	0	1	1	1	0	1	0	1	0	0	5
OTHER TRAVEL AGENTS	0	0	1	1	2	0	0	0	0	0	0	4
TOTAL	0	0	2	2	3	0	1	0	1	0	0	9
TOUR OPERATORS												
APPLE VACATIONS	3	0	0	0	0	0	1	0	0	2	1	7
MYRTLE BEACH JET EXPRESS	0	0	0	0	4	0	0	0	0	2	0	6
SUNJET INT'L SALES	0	0	0	0	40	0	0	0	0	23	0	63
OTHER TOUR OPERATORS	0	0	1	0	1	0	1	0	0	1	0	4
TOTAL	3	0	1	0	45	0	2	0	0	28	1	80
MISCELLANEOUS**												
OTHER MISCELLANEOUS	14	1	6	4	5	9	13	5	1	1	7	66
TOTAL	14	1	6	4	5	9	13	5	1	1	7	66

*EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

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

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

TABLE 6

SEPTEMBER
Consumer Complaints: Rankings
U.S. AIRLINES*

SEPT. '99 RANK	AIRLINE	SEPTEMBER 1999			SEPTEMBER 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	44	5,215,307	0.84	13	4,681,361	0.28
2	Alaska	38	1,076,260	3.53	8	1,068,102	0.75
3	Delta	290	8,027,196	3.61	122	8,524,889	1.43
4	United	389	7,193,749	5.41	119	7,613,493	1.56
5	American	391	6,517,832	6.00	91	6,474,251	1.41
6	Northwest	277	4,542,699	6.10	130	1,442,614	9.01
7	Continental	239	3,476,713	6.87	44	3,360,792	1.31
8	America West	109	1,532,125	7.11	48	1,415,369	3.39
9	T W A	147	2,010,219	7.31	41	1,918,375	2.14
10	US Airways	341	4,114,002	8.29	79	4,719,561	1.67
	TOTAL	2,265	43,706,102	5.18	695	41,218,807	1.69

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY 1999 THRU SEPTEMBER 1999				JANUARY 1998 THRU SEPTEMBER 1998			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	13395	797	47	593	6289	304	15	536
FOREIGN AIRLINES	1192	14	3	19	761	5	0	18
TRAVEL AGENTS	35	0	0	2	17	0	0	1
TOUR OPERATORS	691	2	0	5	261	1	1	5
MISCELLANEOUS*	374	70	0	79	200	67	0	101
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INDUSTRY TOTALS	15687	883	50	698	7528	377	16	661

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

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	JANUARY 1999 THRU SEPTEMBER 1999			JANUARY 1998 THRU SEPTEMBER 1998		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	5575		1	2014	
DELAYS.			2049			560
CANCELLATIONS.			1978			735
MISCONNECTIONS.			630			225
CUSTOMER SERVICE.	2	3095		2	1550	
BAGGAGE.	3	2156		3	1102	
RES/TKTG/BOARDING.	4	1277		4	782	
REFUNDS.	5	1077		5	586	
OTHER.	6	699		6	418	
FREQUENT FLYER.			310			192
OVERSALES.	7	618		7	409	
FARES.	8	488		9	257	
DISABILITY.	9	396		8	275	
TOURS.	10	243		10	86	
ADVERTISING.	11	63		11	49	
		-----			----	
COMPLAINT TOTAL		15687			7528	

NOTE: EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3

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

JANUARY 1999 THRU SEPTEMBER 1999

U. S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
ACCESS AIR	18	1	4	0	1	3	8	1	0	0	3	39
AIRTRAN AIRWAYS	85	12	14	3	7	34	49	1	0	0	9	214
ALASKA AIRLINES	41	7	23	4	8	28	41	6	0	0	10	168
AMERICA WEST AIRLINES	194	10	34	13	19	43	87	16	1	0	15	432
AMERICAN AIRLINES	883	88	173	63	89	316	442	48	9	5	84	2200
AMERICAN EAGLE	64	13	7	1	2	21	28	0	0	0	3	139
AMERICAN TRANS AIR	51	9	13	2	3	25	37	7	0	2	4	153
ATLANTIC SOUTHEAST AIRLINES	17	7	3	1	0	6	6	2	0	0	0	42
BUSINESS EXPRESS	8	2	1	0	0	8	4	0	0	0	0	23
COMAIR	13	3	2	0	0	6	5	0	1	0	3	33
CONTINENTAL AIRLINES	280	40	80	31	26	118	225	18	2	3	32	855
CONTINENTAL EXPRESS	8	1	0	0	0	1	1	0	0	0	3	14
DELTA AIR LINES	488	54	160	73	53	158	319	42	7	2	106	1462
DELTA CONNECTION	6	1	1	2	0	1	4	0	0	0	2	17
EASTWIND AIRLINES	215	13	21	6	93	23	29	1	1	0	4	406
FRONTIER AIRLINES	9	0	5	1	6	2	4	4	0	0	4	35
HAWAIIAN AIRLINES	18	3	7	2	3	3	17	0	0	0	7	60
HORIZON AIRLINES	22	4	2	0	3	7	7	4	1	0	3	53
KIWI AIRLINES	124	13	13	1	164	34	17	1	2	2	3	374
MIDWAY AIRLINES	13	1	6	1	1	4	4	1	1	0	1	33
MIDWEST EXPRESS AIRLINES	8	0	0	1	0	3	3	0	0	0	1	16
NORTHWEST AIRLINES	506	26	108	53	61	184	275	38	5	1	61	1318
PAN AM	8	0	1	0	5	3	2	0	0	3	0	22
PRO AIR SERVICES	6	0	2	0	1	2	3	0	0	0	0	14
RENO AIR	30	13	20	2	15	12	34	2	0	0	3	131
RYAN INTERNATIONAL AIRLINES	13	0	0	0	1	3	5	0	0	0	3	25
SKY TREK INT'L AIR	29	0	0	0	1	35	3	0	0	3	0	71
SOUTHWEST AIRLINES	36	8	26	13	12	38	49	7	1	0	6	196
SPIRIT AIRLINES	107	11	17	11	7	25	42	3	1	1	15	240
SUN COUNTRY AIRLINES	11	0	1	0	2	11	6	0	0	0	1	32
TOWER AIR	70	22	23	6	9	37	68	3	0	0	7	245
TRANS STATES AIRLINES	15	5	5	0	1	6	5	0	0	0	1	38
TRANS WORLD AIRLINES	233	41	66	17	33	93	151	15	0	0	49	698
TRANS WORLD EXPRESS	18	3	1	0	0	6	9	1	0	0	1	39
TRANSMERIDIAN AIRLINES	7	0	1	0	0	1	1	0	0	0	2	12

*EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

TABLE 3 (cont.)

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

JANUARY 1999 THRU SEPTEMBER 1999

U. S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
UNITED AIRLINES	598	61	135	61	56	277	430	67	7	0	76	1768
UNITED EXPRESS	40	9	5	1	3	13	16	0	0	0	5	92
US AIRWAYS	660	39	82	38	37	163	267	55	1	1	50	1393
US AIRWAYS EXPRESS	6	0	1	1	0	0	4	3	1	0	1	17
VANGUARD AIRLINES	39	9	28	6	8	11	19	0	7	1	3	131
WINAIR	9	0	1	1	5	1	4	0	0	1	1	23
OTHER U. S. AIRLINES	49	6	4	0	17	14	18	7	1	1	5	122
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JANUARY THRU SEPTEMBER 1999	5055	535	1096	415	752	1779	2748	353	49	26	587	13395
% OF TOTAL COMPLAINTS	37.7	4.0	8.2	3.1	5.6	13.3	20.5	2.6	0.4	0.2	4.4	
JANUARY THRU SEPTEMBER 1998	1802	312	616	206	482	858	1354	249	32	19	359	6289
% OF TOTAL COMPLAINTS	28.7	5.0	9.8	3.3	7.7	13.6	21.5	4.0	0.5	0.3	5.7	

*EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

TABLE 4

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U. S. AIRLINES
BY COMPLAINT CATEGORY *

JANUARY 1999 THRU SEPTEMBER 1999

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
FOREIGN AIRLINES												
AIR ARUBA	17	2	1	0	0	6	5	0	0	0	3	34
AIR CANADA	14	1	6	0	6	6	13	1	0	0	3	50
AIR FRANCE	24	9	8	2	8	44	21	0	0	0	3	119
AIR INDIA	2	1	3	0	0	4	1	0	0	0	0	11
AIR JAMAICA	8	0	1	0	1	7	2	1	0	0	1	21
AIR NEW ZEALAND	3	0	0	0	1	3	3	0	0	0	0	10
ALITALIA AIRLINES	5	4	3	0	1	12	6	0	0	0	4	35
AVENSA	1	2	0	0	0	1	3	0	0	4	0	11
BRITISH AIRWAYS	25	10	9	5	8	43	40	2	1	0	10	153
BWA	4	2	0	0	0	5	2	0	0	0	2	15
CANADIAN AIRLINES INT' L	4	1	3	0	1	3	3	0	0	0	2	17
EL AL ISRAEL	4	0	1	1	4	5	5	1	1	0	2	24
GUYANA AIRWAYS	8	0	3	0	2	0	1	0	0	0	1	15
IBERIA AIRLINES	10	1	4	1	4	6	5	1	0	0	4	36
ICELANDAIR	5	0	2	0	1	0	5	0	1	0	0	14
KLM	15	1	8	1	2	21	17	2	0	0	5	72
KOREAN AIR LINES	3	0	3	1	2	6	3	0	0	0	1	19
LACSA	2	4	1	0	1	6	1	0	0	0	0	15
LAKER AIRWAYS	15	0	0	0	0	4	10	0	0	0	3	32
LUFTHANSA	6	3	3	5	3	12	15	2	0	0	0	49
MEXICANA	11	8	1	3	0	7	14	1	0	0	0	45
OLYMPIC AIRWAYS	3	1	0	0	1	0	8	0	0	0	0	13
SABENA	6	1	0	1	2	7	7	1	0	0	3	28
SINGAPORE AIRLINES	2	0	0	1	0	1	8	2	0	0	0	14
SWISSAIR	5	0	2	0	4	4	4	0	1	0	0	20
TACA AIRLINES	6	7	6	2	1	13	4	0	0	0	0	39
VASP	4	0	2	0	0	3	1	0	0	0	1	11
VIRGIN ATLANTIC	3	1	4	1	2	4	9	0	0	0	2	26
OTHER FOREIGN AIRLINES	43	8	29	7	25	73	39	1	1	4	14	244
TOTAL	258	67	103	31	80	306	255	15	5	8	64	1192

*EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

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

TABLE 4 (cont.)

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U. S. AIRLINES
BY COMPLAINT CATEGORY *

JANUARY 1999 THRU SEPTEMBER 1999

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVER- TISING	TOURS	OTHER	TOTAL
TRAVEL AGENTS												
PRICELINE.COM	0	0	2	3	2	0	2	0	1	0	0	10
OTHER TRAVEL AGENTS	0	0	9	3	9	0	3	0	1	0	0	25
TOTAL	0	0	11	6	11	0	5	0	2	0	0	35
TOUR OPERATORS												
APPLE VACATIONS	8	0	0	0	0	1	8	0	0	6	2	25
FUN JET INCORPORATED	3	0	3	0	0	0	3	0	0	0	1	10
MYRTLE BEACH JET EXPRESS	8	0	1	0	13	0	0	0	0	12	0	34
SUNJET INT'L SALES	150	6	14	3	193	21	29	5	2	155	2	580
SUNTRIPS OF CALIFORNIA	4	0	1	1	0	0	2	0	0	2	2	12
OTHER TOUR OPERATORS	7	1	5	0	3	0	4	1	0	9	0	30
TOTAL	180	7	24	4	209	22	46	6	2	184	7	691
MISCELLANEOUS **												
OTHER MISCELLANEOUS	82	9	43	32	25	49	41	22	5	25	41	374
TOTAL	82	9	43	32	25	49	41	22	5	25	41	374

*EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY.

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

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

TABLE 5

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

JAN.-SEP. RANK	AIRLINE	JANUARY-SEPTEMBER 1999			JANUARY-SEPTEMBER 1998		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	196	48,650,748	0.40	116	44,297,901	0.26
2	Alaska	168	10,324,186	1.63	49	9,843,454	0.50
3	Delta	1,462	79,735,076	1.83	645	79,694,145	0.81
4	Continental	855	33,002,827	2.59	318	31,428,691	1.01
5	United	1,768	65,621,067	2.69	859	65,220,494	1.32
6	America West	432	13,882,420	3.11	285	13,456,508	2.12
7	Northwest	1,318	42,304,812	3.12	951	37,556,477	2.53
8	US Airways	1,393	41,797,690	3.33	375	43,871,791	0.85
9	T W A	698	19,513,305	3.58	248	18,388,057	1.35
10	American	2,200	60,546,017	3.63	669	61,671,185	1.08
	TOTAL	10,490	415,378,148	2.53	4,515	405,428,703	1.11

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

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

COMPLAINT CATEGORIES*

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

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

Reservations, Ticketing, Boarding: Airline or travel agent mistakes in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets. Problems boarding the aircraft (except oversales).

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

Tours: Problems with scheduled or charter tour packages.

Other: Frequent flyer, smoking, credit, cargo problems, security, airport facilities, claims for bodily injury, and other not classified above.

***Note:** Effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category.

