



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: September 1998

Includes data for the following periods:

Flight Delays	July 1998
Mishandled Baggage	July 1998
Oversales	2nd Quarter 1998 January-June 1998
Consumer Complaints	July 1998

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

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INTRODUCTION

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

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

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



FLIGHT DELAYS

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

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

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

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

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

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

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

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

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/search.htm>. 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/ -----
SOUTHWEST S/	14	83.2	53	83.9
DELTA S/	29	81.7	119	81.9
US AIRWAYS S/	25	81.6	86	81.0
AMERICAN S/	29	81.3	91	80.9
CONTINENTAL S/	27	80.6	77	80.7
TWA S/	28	77.8	72	77.5
NORTHWEST S/	28	74.9	113	74.5
UNITED S/	29	74.2	100	73.9
ALASKA S/	7	71.7	35	72.3
AMERICA WEST S/	26	65.0	51	64.9
T O T A L		78.6		78.9

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	3RD QUARTER JUL-SEP 97		4TH QUARTER OCT-DEC 97		1ST QUARTER JAN-MAR 98		2ND QUARTER APR-JUN 98		MAY 98		JUN 98		JUL 98		12 MONTHS AUG97-JUL98		DATA BASE TO DATE SEP 87-JUL 98	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	72.3	(10)	70.3	(10)	70.7	(9)	75.2	(5)	73.1	(8)	72.1	(4)	72.3	(9)	72.1	(10)	78.3	(7)
AMERICA WEST	79.9	(6)	75.6	(9)	67.9	(10)	71.5	(8)	73.3	(7)	66.3	(6)	64.9	(10)	72.4	(9)	81.2	(2)
AMERICAN	84.0	(3)	79.9	(2)	79.6	(2)	81.0	(2)	83.1	(2)	75.0	(3)	80.9	(4)	81.3	(1)	80.0	(4)
CONTINENTAL	80.7	(5)	77.8	(4)	72.0	(7)	73.8	(6)	75.7	(5)	69.6	(5)	80.7	(5)	76.3	(6)	78.4	(6)
DELTA	76.7	(9)	75.7	(8)	75.0	(4)	77.3	(3)	79.5	(4)	75.4	(2)	81.9	(2)	77.0	(5)	77.3	(9)
NORTHWEST	77.9	(7)	77.0	(6)	73.6	(6)	67.2	(10)	71.5	(9)	58.7	(10)	74.5	(7)	73.8	(8)	80.4	(3)
SOUTHWEST	85.3	(2)	79.7	(3)	77.0	(3)	82.5	(1)	83.4	(1)	81.4	(1)	83.9	(1)	81.0	(2)	84.0	(1)
TWA	86.1	(1)	77.7	(5)	73.9	(5)	72.8	(7)	75.4	(6)	64.9	(8)	77.5	(6)	77.0	(4)	77.3	(8)
UNITED	76.7	(8)	76.3	(7)	71.6	(8)	70.7	(9)	69.0	(10)	64.6	(9)	73.9	(8)	74.0	(7)	76.9	(10)
US AIRWAYS	80.8	(4)	80.6	(1)	81.5	(1)	75.8	(4)	80.0	(3)	65.3	(7)	81.0	(3)	80.0	(3)	79.2	(5)
TOTAL	80.3		77.8		75.4		75.7		77.5		70.4		78.9		77.4		79.1	

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

CARRIER	ARRIVAL AIRPORT													
	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	791	73.1	1336	75.9	221	77.4	186	73.7	94	57.4	1020	77.1	644	83.7
AS	H/		H/		H/		H/		H/		H/		H/	
CO	752	77.4	875	77.3	323	87.0	115	80.0			654	78.1	395	81.0
DL	18015	81.0	1612	80.2	369	78.0	276	86.2	6391	82.9	1253	83.0	585	78.5
HP	94	54.3	217	53.9	186	54.3	H/		H/		89	67.4	240	57.5
NW	502	57.8	616	64.0	360	72.5	186	72.0	27	88.9	581	76.1	309	68.9
TW	211	71.6	224	75.4	186	77.4	119	80.7	144	68.1	295	79.3	181	74.0
UA	518	73.9	1182	75.5	367	67.6	152	77.6	174	76.4	527	70.2	9169	77.7
US	547	73.1	2428	77.0	2130	85.7	9643	83.6	H/		2747	82.0	248	79.8
WN	H/		H/		1913	85.5	H/		H/		H/		H/	
TOTAL	21430	79.5	8490	75.7	6055	81.8	10677	83.1	6830	82.1	7166	79.5	11771	77.5

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	14546	86.3	459	81.3	991	74.0	635	72.0	898	82.7	313	79.2	2076	83.2
AS	H/		H/		H/		H/		H/		200	62.5	804	70.6
CO	550	84.9	320	75.6	6343	78.3	8638	85.6	H/		364	80.8	821	81.2
DL	3958	86.0	336	77.1	678	79.2	430	84.7	1054	82.2	775	80.0	1510	85.6
HP	191	59.7	124	51.6	247	49.0	155	56.8	186	56.5	2398	64.6	700	59.6
NW	484	74.6	10351	77.0	515	70.9	H/		89	74.2	279	67.0	620	71.0
TW	324	77.2	276	75.4	179	70.9	H/		1022	82.0	186	69.9	349	76.8
UA	538	73.8	333	79.0	1037	72.0	389	66.3	505	79.2	1189	72.7	5143	75.9
US	330	80.6	426	76.8	445	79.3	330	80.6	H/		155	80.6	486	83.7
WN	H/		583	72.4	H/		194	86.6	H/		4207	85.6	3472	85.4
TOTAL	20921	85.1	13208	76.7	10435	76.2	10771	83.5	3754	80.4	10066	76.9	15981	79.2

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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	1540	78.9	601	80.4	3196	78.1	519	77.8	9183	80.3	216	89.4	733	76.0
AS	H/		H/		H/		H/		H/		1363	79.1	H/	
CO	460	80.7	655	75.0	367	74.1	234	75.6	639	69.8	93	75.3	286	81.8
DL	2067	82.7	3022	81.9	463	74.5	335	68.7	857	78.1	587	84.5	525	76.4
HP	62	56.5	62	30.6	62	50.0	124	53.2	151	47.7	217	70.0	139	47.5
NW	608	66.9	469	59.7	291	64.3	9557	80.1	819	75.6	213	51.6	457	72.0
TW	211	71.6	366	79.2	221	84.2	285	71.9	381	78.5	154	72.7	176	77.3
UA	743	69.9	473	70.8	435	67.6	613	78.8	12837	78.4	1103	74.0	772	79.0
US	2234	77.2	1219	80.4	404	75.5	243	74.9	654	77.4	H/		6523	81.3
WN	H/		1004	83.5	H/		H/		H/		925	88.2	H/	
TOTAL	7925	77.4	7871	78.7	5439	75.7	11910	78.9	25521	78.5	4871	78.9	9611	79.4

CARRIER	ARRIVAL AIRPORT															
	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	515	81.6	93	91.4	554	84.1	564	86.2	949	67.1	217	77.4	396	63.9	310	79.0
AS	186	62.4	H/		372	71.5	3941	71.3	550	63.8	H/		H/		H/	
CO	296	81.8	88	70.5	279	85.7	310	69.7	554	70.4	155	80.6	173	74.6	462	76.0
DL	768	78.4	274	82.5	466	88.4	649	79.0	770	66.1	4925	84.6	215	66.0	1027	80.6
HP	5981	72.7	H/		306	56.2	213	40.8	372	50.3	124	66.9	88	38.6	31	41.9
NW	248	59.7	218	72.0	186	78.0	682	60.4	526	61.4	131	69.5	468	70.7	279	66.7
TW	216	80.6	170	78.2	155	79.4	216	74.5	247	70.9	119	64.7	10670	78.7	212	72.2
UA	1008	75.9	179	73.7	1049	68.6	1615	67.1	7609	65.0	459	76.3	298	67.8	248	66.1
US	217	83.9	8391	84.7	155	83.2	217	65.9	367	71.9	H/		212	70.8	1007	75.2
WN	4929	84.7	H/		2336	81.9	963	83.1	525	67.8	1181	84.3	2599	75.4	965	83.0
TOTAL	14364	77.8	9413	83.9	5858	78.3	9370	71.6	12469	65.3	7311	82.9	15119	76.7	4541	77.0

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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	77.1	65.3	35.5	76.3	85.2	J/	J/	88.1	73.7	66.7	92.4	69.0	98.1	90.9	J/	72.6
700 - 759 AM	92.7	93.1	97.4	92.8	88.8	89.6	93.4	94.2	89.3	68.8	89.4	86.9	89.6	89.3	93.5	89.1
800 - 859 AM	83.1	85.6	88.9	91.8	86.6	85.5	85.6	94.0	81.8	85.8	92.1	63.8	89.7	89.8	85.9	95.6
900 - 959 AM	85.7	88.0	88.8	87.0	83.7	83.8	86.5	91.6	81.0	90.8	90.8	J/	89.4	88.1	90.3	89.4
1000 - 1059 AM	88.1	83.6	90.5	90.4	83.9	85.2	82.4	87.6	88.9	89.1	85.5	89.2	81.6	82.7	86.3	89.6
1100 - 1159 AM	86.9	79.6	91.6	91.6	89.3	80.9	81.2	86.2	77.7	81.7	88.8	97.1	82.6	77.8	90.4	86.3
1200 - 1259 PM	88.5	81.6	94.8	88.3	91.9	89.4	83.1	88.7	81.6	79.6	88.1	J/	84.8	78.1	83.7	84.4
100 - 159 PM	85.7	81.5	90.1	87.2	83.0	86.4	84.7	86.0	82.9	84.0	84.1	87.1	79.6	83.3	84.0	84.5
200 - 259 PM	79.2	71.8	90.1	86.7	85.5	86.2	82.4	87.7	81.6	84.1	88.6	84.4	74.8	79.6	85.3	85.4
300 - 359 PM	80.9	77.3	85.1	85.4	76.7	83.4	78.3	85.7	78.8	79.8	77.2	82.4	79.2	79.0	82.9	80.6
400 - 459 PM	71.4	74.1	79.4	78.1	91.9	78.6	75.3	85.9	79.9	75.5	82.5	82.8	74.4	81.4	74.8	77.7
500 - 559 PM	76.2	72.9	75.4	76.2	78.6	77.9	68.6	81.4	75.2	74.6	79.9	81.8	76.2	73.8	72.1	64.2
600 - 659 PM	73.6	67.7	76.0	73.2	80.2	72.4	61.6	80.3	72.3	68.2	73.7	71.7	81.2	79.2	67.2	74.8
700 - 759 PM	69.4	74.3	71.3	73.9	77.6	67.9	62.5	80.2	67.3	69.9	78.8	79.8	69.6	77.2	68.9	65.8
800 - 859 PM	71.7	67.2	74.3	68.5	66.1	69.3	65.0	79.3	71.4	68.3	77.1	76.2	78.1	72.8	63.1	69.9
900 - 959 PM	69.0	72.9	79.7	68.9	75.9	69.1	72.0	79.5	70.5	68.8	71.5	84.6	74.9	74.3	70.4	68.3
1000 - 1059 PM	75.4	68.8	71.6	75.8	83.7	79.6	76.4	76.2	62.6	62.7	68.7	76.7	67.8	71.8	67.1	72.4
1100 - 559 AM	79.4	78.0	74.2	77.0	74.3	75.8	75.1	80.0	73.4	72.3	75.1	80.8	63.4	74.2	70.5	72.4
TOTAL, ALL ARRIVALS, BY AIRPORT	79.5	75.7	81.8	83.1	82.1	79.5	77.5	85.1	76.7	76.2	83.5	80.4	76.9	79.2	77.4	78.7

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	69.9	90.9	84.2	J/	75.8	92.8	92.6	J/	76.1	90.3	J/	78.5	82.4	81.9	
700 - 759 AM	90.3	88.4	85.4	96.6	95.1	92.8	90.0	82.1	84.0	92.0	94.3	85.3	97.4	90.2	
800 - 859 AM	71.0	83.2	81.6	94.7	82.5	86.6	91.4	74.3	81.6	89.4	92.8	82.3	J/	86.9	
900 - 959 AM	87.7	80.5	82.1	94.1	86.6	77.5	81.8	83.7	79.8	68.9	93.9	84.0	93.0	85.3	
1000 - 1059 AM	85.1	78.6	81.6	81.3	86.4	87.4	86.7	84.8	73.5	57.9	88.4	81.7	88.6	83.5	
1100 - 1159 AM	79.8	81.7	83.4	84.0	84.1	81.7	87.3	86.2	63.4	59.3	93.0	84.7	77.2	82.1	
1200 - 1259 PM	77.8	84.8	83.2	83.4	85.6	78.9	91.9	78.5	71.7	63.2	86.4	80.7	86.3	83.0	
100 - 159 PM	78.8	78.4	80.8	83.9	83.0	77.1	88.1	82.1	79.4	60.0	85.4	81.3	84.6	82.5	
200 - 259 PM	80.6	82.9	78.3	83.9	87.0	78.7	78.8	72.5	73.3	66.9	85.3	81.2	85.2	81.4	
300 - 359 PM	71.5	78.3	78.2	75.3	82.8	78.7	86.6	80.6	74.4	66.0	79.3	77.7	83.6	79.5	
400 - 459 PM	80.2	76.8	77.1	82.7	75.3	74.7	80.9	75.7	69.8	69.7	84.3	70.6	79.0	76.9	
500 - 559 PM	77.4	78.9	77.6	87.7	68.5	69.2	82.3	78.3	74.7	69.5	74.8	69.4	72.3	74.9	
600 - 659 PM	67.4	76.5	75.2	74.0	76.0	74.3	94.6	82.0	66.1	69.0	86.7	74.0	74.8	73.9	
700 - 759 PM	68.4	75.7	75.3	68.2	70.9	69.8	75.0	74.2	69.5	63.2	77.5	70.8	60.5	72.8	
800 - 859 PM	76.9	67.5	68.3	67.5	73.4	74.2	82.7	73.6	68.1	56.1	80.3	70.8	65.1	71.2	
900 - 959 PM	70.2	70.0	69.2	76.6	74.9	76.7	75.1	73.7	71.8	54.9	71.5	66.1	64.0	71.4	
1000 - 1059 PM	62.2	80.8	66.3	66.5	65.2	66.8	62.4	71.0	65.9	55.6	72.7	71.9	74.0	69.6	
1100 - 559 AM	76.4	74.5	80.2	71.6	76.1	65.0	79.5	72.0	73.5	63.8	69.4	68.6	72.2	73.7	
TOTAL, ALL ARRIVALS, BY AIRPORT	75.7	78.9	78.5	78.9	79.4	77.8	83.9	78.3	71.6	65.3	82.9	76.7	77.0	78.6	

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.2	91.5	93.6	93.5	96.8	92.2	91.2	91.4	74.3	90.0	96.6	83.7	87.9	91.4	91.7	96.0
700 - 759 AM	89.9	91.0	90.0	95.0	91.6	89.9	90.4	91.1	78.0	87.2	94.2	86.2	89.5	91.8	88.7	94.8
800 - 859 AM	88.9	92.1	90.7	86.3	87.5	91.2	89.4	83.5	86.7	84.0	90.6	85.9	93.5	86.3	92.4	90.7
900 - 959 AM	84.2	88.6	87.4	90.5	91.3	87.9	85.8	84.5	73.6	86.3	90.7	90.8	82.1	86.3	88.8	94.3
1000 - 1059 AM	90.8	89.2	91.4	87.6	90.1	88.6	84.7	85.5	80.6	88.6	86.8	95.2	83.8	82.2	88.4	91.9
1100 - 1159 AM	84.2	85.1	89.0	84.1	87.2	91.9	80.3	83.0	80.1	84.0	89.1	80.7	80.6	78.1	88.5	90.9
1200 - 1259 PM	86.0	88.4	88.7	86.0	92.3	90.4	82.4	82.0	71.7	82.7	88.8	92.7	83.3	79.7	86.3	89.7
100 - 159 PM	87.9	85.9	88.7	84.2	87.9	81.8	82.6	82.7	72.9	83.6	87.5	J/	75.0	82.5	88.6	87.8
200 - 259 PM	84.1	79.5	87.7	79.8	85.7	87.0	85.4	79.7	72.0	78.8	85.1	92.5	77.3	79.0	82.8	86.3
300 - 359 PM	79.8	74.6	85.0	81.7	89.2	87.9	82.2	79.9	62.6	78.6	84.5	84.1	68.9	81.5	84.5	83.0
400 - 459 PM	73.2	79.7	81.7	72.1	81.5	79.4	75.5	80.9	63.1	73.3	86.6	83.9	69.9	79.0	79.0	79.3
500 - 559 PM	73.9	68.1	81.1	74.0	J/	83.3	66.9	76.7	70.4	69.4	80.2	77.2	68.2	76.8	74.7	73.9
600 - 659 PM	72.6	69.5	75.1	73.7	85.5	79.2	70.1	75.4	58.8	67.8	83.1	78.1	65.0	74.3	75.4	75.1
700 - 759 PM	76.6	72.4	74.1	74.5	85.6	78.9	66.0	84.6	62.7	64.6	81.1	71.5	76.2	76.5	72.6	73.9
800 - 859 PM	73.4	75.4	78.7	69.7	85.2	73.6	62.6	76.1	56.5	62.6	82.2	74.1	69.3	71.2	71.2	74.7
900 - 959 PM	78.1	75.4	82.8	71.0	77.9	81.6	67.6	84.4	65.9	66.4	79.8	68.0	70.3	78.0	75.4	72.9
1000 - 1059 PM	79.2	J/	63.0	71.4	83.1	J/	93.9	79.0	64.7	J/	65.6	83.9	71.6	83.3	J/	87.1
1100 - 559 AM	78.7	93.5	86.7	76.7	J/	J/	94.6	J/	87.1	93.3	96.8	91.3	62.6	88.8	J/	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	82.1	82.2	85.5	80.2	87.3	85.3	78.7	81.7	69.2	78.6	86.1	82.9	75.6	82.3	83.6	84.9

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	90.8	95.1	91.3	91.3	91.6	90.7	90.4	94.6	91.9	92.4	98.3	94.4	95.0	91.3	
700 - 759 AM	92.4	85.3	87.1	90.9	93.2	86.8	92.1	88.1	82.6	90.4	93.4	85.9	92.6	88.9	
800 - 859 AM	86.6	84.3	84.6	89.3	85.9	86.1	88.5	87.2	82.7	88.0	93.7	84.0	91.8	87.5	
900 - 959 AM	87.7	82.7	82.0	88.5	80.9	75.6	91.2	76.3	77.8	82.0	93.5	82.9	87.9	84.3	
1000 - 1059 AM	83.3	78.6	79.0	83.9	88.4	72.8	87.3	84.7	81.1	64.2	88.8	83.7	91.6	84.4	
1100 - 1159 AM	86.2	74.5	80.9	84.6	82.2	79.8	84.5	80.6	67.2	64.8	88.4	82.2	87.6	81.6	
1200 - 1259 PM	83.3	86.0	81.5	78.3	88.1	72.6	88.5	81.1	69.7	65.1	89.1	75.5	86.4	81.8	
100 - 159 PM	80.3	80.8	81.2	82.2	82.0	71.8	94.2	86.2	77.3	71.7	84.2	80.9	83.3	81.8	
200 - 259 PM	86.2	74.4	77.2	91.0	76.5	72.5	86.4	80.1	72.6	69.7	87.2	81.7	83.3	80.5	
300 - 359 PM	78.2	79.8	74.0	83.6	83.5	70.6	73.8	78.6	79.8	70.0	83.3	75.2	80.5	78.4	
400 - 459 PM	72.2	77.8	77.7	71.9	83.3	66.5	76.8	79.6	75.9	68.3	79.4	72.5	83.2	75.7	
500 - 559 PM	76.3	73.0	75.1	86.4	69.9	67.0	79.2	73.4	75.2	71.1	76.6	69.6	80.6	73.8	
600 - 659 PM	76.8	76.8	72.5	82.7	66.9	59.2	80.5	75.5	65.7	69.9	82.1	69.0	76.4	72.5	
700 - 759 PM	68.1	78.9	69.8	75.7	71.7	65.8	76.7	71.7	67.0	67.8	67.4	70.0	77.0	72.8	
800 - 859 PM	71.4	69.5	72.3	77.5	73.2	65.2	73.9	66.9	71.6	57.6	81.6	66.1	66.8	71.6	
900 - 959 PM	J/	80.0	70.5	84.5	78.1	58.4	77.4	75.7	79.5	63.3	79.0	66.2	63.2	74.1	
1000 - 1059 PM	J/	74.6	71.1	83.9	J/	64.8	82.0	88.1	75.6	72.9	83.4	65.3	85.2	75.9	
1100 - 559 AM	79.6	79.3	87.7	87.8	100.0	91.7	90.0	92.4	81.6	86.5	75.5	69.2	90.3	78.3	
TOTAL, ALL DEPARTURES, BY AIRPORT	81.0	78.3	78.5	85.1	80.3	74.1	83.0	81.8	77.1	74.1	85.3	76.4	84.9	80.1	

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	LATE MEDIAN
DL	1629	DCA-CVG	1345	31	100.00		
DL	1629	CVG-PHX	1620	31	100.00		
DL	1629	PHX-LAS	1805	31	100.00		
HP	2851	SEA-PHX	1640	31	87.10	93	36
UA	2714	LAS-DEN	1427	31	83.87	61	51
UA	1051	IAD-DEN	1730	31	80.65	54	34
UA	2514	PHX-LAX	1855	31	80.65	54	45
UA	2769	DEN-PHX	1745	31	80.65	52	41
HP	2756	PHX-MSP	1643	31	80.65	49	39

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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	571	14	2.5
UNITED	2135	23	1.1
NORTHWEST	1497	14	0.9
DELTA	2522	5	0.2
SOUTHWEST	2354	3	0.1
CONTINENTAL	1160	1	0.1
US AIRWAYS	1981	1	0.1
ALASKA	457	0	0.0
TWA	784	0	0.0
AMERICAN	1829	0	0.0
TOTAL	15290	61	0.4

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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)	83.9	92.5	93	93	DUTCH HARBOR, AK. (DUT)	51.1	44.7	47	47
ALBANY, N. Y. (ALB)	77.4	86.9	924	924	EL PASO, TX. (ELP)	81.1	85.2	2,149	2,149
ALBUQUERQUE, N. M. (ABQ)	80.5	83.1	3,139	3,139	ELMIRA, N. Y. (ELM)	87.4	92.8	111	111
ALLENTOWN, PA. (ABE)	77.4	89.8	508	509	ERIE, PA. (ERI)	85.7	96.6	119	119
AMARILLO, TX. (AMA)	79.6	88.3	412	412	EUGENE, OR. (EUG)	68.1	74.5	216	216
ANCHORAGE, AK. (ANC)	70.3	77.8	2,421	2,421	FAIRBANKS, AK. (FAI)	67.5	81.4	554	554
ASHEVILLE, N. C. (AVL)	82.6	88.4	155	155	FARGO, N. D. (FAR)	68.3	88.7	186	186
ATLANTA, GA. (ATL)	79.5	82.1	21,430	21,451	FAYETTEVILLE, N. C. (FAY)	88.7	94.4	124	124
AUGUSTA, GA. (AGS)	74.5	83.7	153	153	FLINT, MI. (FNT)	73.3	84.2	120	120
AUSTIN, TX. (AUS)	82.3	89.0	3,344	3,344	FRESNO, CA. (FAT)	74.2	89.2	93	93
BAKERSFIELD, CA. (BFL)	83.9	96.8	31	31	FT. LAUDERDALE, FL. (FLL)	78.4	86.0	3,312	3,313
BALTIMORE, MD. (BWI)	81.8	85.5	6,055	6,056	FT. MYERS, FL. (RSW)	80.7	88.8	917	918
BANGOR, ME. (BGR)	79.6	96.8	93	93	FT. WAYNE, IN. (FWA)	84.1	90.1	151	151
BARROW, AK. (BRW)	56.2	51.7	89	89	GRAND FORKS, N. D. (GFK)	82.8	89.2	93	93
BATON ROUGE, LA. (BTR)	86.9	90.2	397	397	GRAND RAPIDS, MI. (GRR)	71.6	87.9	783	783
BETHEL, AK. (BET)	78.8	84.7	85	85	GREAT FALLS, MT. (GTF)	76.9	85.5	186	186
BILLINGS, MT. (BIL)	70.1	86.2	224	224	GREEN BAY, WI. (GRB)	75.1	92.2	217	217
BINGHAMTON, N. Y. (BGM)	85.2	87.5	88	88	GREENBRIER, W. V. (LWB)	92.3	92.3	13	13
BIRMINGHAM AL. (BHM)	78.4	83.6	1,654	1,655	GREENSBORO/HIGH PT., N. C. (GSO)	78.5	86.5	1,286	1,285
BISMARCK, N. D. (BIS)	75.0	94.4	124	124	GREENVILLE/SPARTBG., S. C. (GSP)	79.8	88.0	598	598
BOISE, ID. (BOI)	82.0	85.6	1,032	1,032	GUSTAVUS, AK. (GST)	74.2	80.6	31	31
BOSTON, MA. (BOS)	75.7	82.2	8,490	8,489	HARLINGEN, TX. (HRL)	86.6	87.7	357	357
BOZEMAN, MT. (BZN)	67.9	83.0	165	165	HARRISBURG, PA. (MDT)	80.0	89.9	671	671
BRISTOL, TN. (TRI)	78.3	80.0	120	120	HARTFORD, CT./SPGFLD, MA. (BDL)	80.9	90.1	2,190	2,190
BROWNSVILLE, TX. (BRO)	80.6	90.3	31	31	HELENA, MT. (HLN)	82.8	87.1	93	93
BUFFALO, N. Y. (BUF)	76.5	86.3	1,568	1,568	HONOLULU, OAHU, HI. (HNL)	78.1	88.9	964	965
BURBANK, CA. (BUR)	80.0	83.8	2,431	2,432	HOUSTON, TX. (HOU)	82.6	77.7	4,881	4,860
BURLINGTON, VT. (BTV)	74.5	89.1	247	247	HOUSTON, TX. (IAH)	83.5	86.1	10,771	10,770
CEDAR RAPIDS/IOWA CTY, IA. (CID)	75.1	88.1	470	470	HUNTSVILLE/DECATUR, AL. (HSV)	81.7	91.3	507	508
CHARLESTON, S. C. (CHS)	76.9	86.1	618	618	IDAHO FALLS, ID. (IDA)	80.4	88.0	92	92
CHARLESTON, W. V. (CRW)	83.4	91.0	145	145	INDIANAPOLIS, IN. (IND)	76.3	84.8	2,868	2,866
CHARLOTTE, N. C. (CLT)	83.1	80.2	10,677	10,678	INDIO/PALM SPRINGS, CA. (PSP)	70.2	87.9	124	124
CHATTANOOGA, TN. (CHA)	70.5	85.2	88	88	ISLIP/LONG IS., N. Y. (ISP)	82.8	94.6	186	186
CHICAGO, IL. (MDW)	81.4	77.0	4,004	4,004	ITHACA, N. Y. (ITH)	89.2	94.6	111	111
CHICAGO, IL. (ORD)	78.5	78.5	25,521	25,515	JACKSON/VICKSBURG, MS. (JAN)	85.4	89.1	769	769
CINCINNATI, OH. (CVG)	82.1	87.3	6,830	6,829	JACKSON, WY. (JAC)	85.9	88.0	192	192
CLEVELAND, OH. (CLE)	78.5	86.4	5,306	5,308	JACKSONVILLE, FL. (JAX)	78.9	87.0	1,855	1,856
COLORADO SPRINGS, CO. (COS)	74.9	86.8	1,039	1,039	JUNEAU, AK. (JNU)	78.8	81.1	562	562
COLUMBIA, S. C. (CAE)	81.1	86.1	481	481	KAHULUI, MAUI, HI. (OGG)	88.5	91.8	279	279
COLUMBUS, OH. (CMH)	74.4	81.1	3,379	3,379	KALAMAZOO, MI. (AZO)	85.4	87.8	123	123
CORDOVA, AK. (CDV)	71.0	79.0	62	62	KALISPELL, MT. (FCA)	73.4	79.0	124	124
CORPUS CHRISTI, TX. (CRP)	81.1	87.3	259	259	KANSAS CITY, MO. (MCI)	77.3	84.3	5,155	5,155
DALLAS/FT. WORTH, TX. (DAL)	83.7	79.5	3,986	3,986	KETCHIKAN, AK. (KTN)	74.9	80.3	279	279
DALLAS/FT. WORTH, TX. (DFW)	85.1	81.7	20,921	20,912	KING SALMON, AK. (AKN)	72.1	75.6	86	86
DAYTON, OH. (DAY)	77.3	88.1	885	885	KNOXVILLE, TN. (TYS)	71.9	82.4	694	694
DAYTONA BEACH, FL. (DAB)	79.3	88.9	217	217	KODIAK, AK. (ADQ)	65.6	72.6	61	62
DEADHORSE, AK. (SCC)	69.0	69.0	58	58	KONA, HAWAII, HI. (KOA)	82.3	90.3	62	62
DENVER, CO. (DEN)	77.5	78.7	11,771	11,773	KOTZEBUE, AK. (OTZ)	67.7	66.7	93	93
DES MOINES, IA. (DSM)	74.7	88.2	601	601	LA CROSSE, WI. (LSE)	83.9	93.5	31	31
DETROIT, MI. (DTW)	76.7	69.2	13,208	13,207	LANSING, MI. (LAN)	69.6	85.1	168	168
DILLINGHAM AK. (DLG)	71.0	69.4	62	62	LAS VEGAS, NV. (LAS)	76.9	75.6	10,066	10,028
DULUTH, MN. (DLH)	75.0	89.1	120	119	LEXINGTON/FRKFT, KY. (LEX)	83.2	86.5	334	334

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LIHUE, KAUAI, HI. (LIH)	77.4	83.9	31	31	ROANOKE, VA. (ROA)	83.5	91.0	212	212
LINCOLN, NE. (LNK)	66.1	85.1	242	242	ROCHESTER, MN. (RST)	78.5	90.1	181	182
LITTLE ROCK, AR. (LIT)	76.9	84.2	1,142	1,142	ROCHESTER, N.Y. (ROC)	76.8	86.8	1,230	1,230
LONG BEACH, CA. (LGB)	71.0	84.6	279	279	SACRAMENTO, CA. (SMF)	81.0	84.8	3,176	3,175
LOS ANGELES, CA. (LAX)	79.2	82.3	15,981	15,978	SAGINAW, MI. (MBS)	77.5	90.5	306	306
LOUISVILLE, KY. (SDF)	77.3	84.8	2,025	2,026	SALT LAKE CITY, UT. (SLC)	82.9	85.3	7,311	7,312
LUBBOCK, TX. (LBB)	84.9	88.7	558	558	SAN ANTONIO, TX. (SAT)	80.9	87.8	3,191	3,191
MADISON, WI. (MSN)	70.9	83.9	422	422	SAN DIEGO, CA. (SAN)	78.3	81.8	5,858	5,859
MANCHESTER, N.H. (MHT)	81.9	89.0	1,059	1,059	SAN FRANCISCO, CA. (OAK)	86.1	86.0	4,700	4,700
MEDFORD, OR. (MFR)	58.9	62.1	124	124	SAN FRANCISCO, CA. (SFO)	65.3	74.1	12,469	12,469
MELBOURNE, FL. (MLB)	74.2	91.1	213	214	SAN JOSE, CA. (SJC)	83.4	87.2	4,099	4,100
MEMPHIS, TN. (MEM)	81.6	79.5	4,313	4,312	SAN JUAN, P.R. (SJU)	78.3	86.1	1,702	1,701
MIAMI, FL. (MIA)	75.7	81.0	5,439	5,441	SANTA BARBARA, CA. (SBA)	59.8	50.8	122	122
MIDLAND/ODESSA, TX. (MAF)	84.8	90.2	551	551	SARASOTA/BRAD., FL. (SRQ)	77.6	88.1	495	495
MILWAUKEE, WI. (MKE)	76.0	86.4	1,335	1,335	SAVANNAH, GA. (SAV)	82.2	86.3	432	432
MINNEAPLS/ST. P, MN. (MSP)	78.9	78.3	11,910	11,913	SCRANTON/WILKES-BARRE, PA. (AVP)	81.5	92.7	151	151
MINOT, N.D. (MOT)	77.4	92.5	93	93	SEATTLE, WA. (SEA)	71.6	77.1	9,370	9,369
MISSON/MCALLEN, TX. (MFE)	81.9	93.0	270	270	SHREVEPORT, LA. (SHV)	83.3	87.9	330	330
MISSOULA, MT. (MSO)	74.0	87.7	154	155	SILOUX CITY, IA. (SUX)	79.0	90.3	62	62
MOBILE, AL. /PASCAGOULA, MS. (MOB)	82.7	87.9	371	371	SILOUX FALLS, S.D. (FSD)	72.7	89.6	337	337
MOLINE, IL. (MLI)	83.9	87.4	143	143	SITKA, AK. (SIT)	75.5	91.0	155	155
MONROE, LA. (MLU)	82.3	94.1	186	186	SOUTH BEND, IN. (SBN)	83.6	92.8	293	293
MONTEREY, CA. (MRY)	70.5	77.0	61	61	SPOKANE, WA. (GEG)	80.7	86.4	1,210	1,210
MONTGOMERY, AL. (MGM)	78.3	82.9	152	152	SPRINGFIELD, MD. (SGF)	81.4	80.7	145	145
MYRTLE BEACH, S.C. (MYR)	83.6	91.6	225	225	ST. CROIX, V.I. (STX)	77.4	88.7	62	62
NANTUCKET, MA. (ACK)	22.2	62.5	9	8	ST. LOUIS, MO. (STL)	76.7	76.4	15,119	15,126
NASHVILLE, TN. (BNA)	81.0	83.8	4,435	4,435	ST. THOMAS, V.I. (STT)	78.0	90.8	141	141
NEW ORLEANS, LA. (MSY)	80.9	85.8	4,256	4,256	SYRACUSE, N.Y. (SYR)	78.8	89.3	932	932
NEW YORK, N.Y. (JFK)	80.4	82.9	3,754	3,727	TALLAHASSEE, FL. (TLH)	80.0	84.9	205	205
NEW YORK, N.Y. (LGA)	77.4	83.6	7,925	7,950	TAMPA, FL. (TPA)	77.0	84.9	4,541	4,537
NEWARK, N.J. (EWR)	76.2	78.6	10,435	10,437	TOLEDO, OH. (TOL)	81.2	88.4	181	181
NEWBURGH, N.Y. (SWF)	76.6	85.5	124	124	TRAVERSE CITY, MI. (TVC)	66.7	77.4	93	93
NOME, AK. (OME)	66.3	67.3	101	101	TUCSON, AZ. (TUS)	77.8	85.4	1,497	1,497
NORFOLK/VA. BEACH, VA. (ORF)	78.5	87.7	1,413	1,412	TULSA, OK. (TUL)	78.5	86.1	1,599	1,599
OKLAHOMA CITY, OK. (OKC)	80.0	86.1	1,711	1,711	VALPARAISO, FL. (VPS)	64.5	93.5	93	93
OMAHA, NE. (OMA)	75.6	85.5	1,387	1,389	WASHINGTON, D.C. (DCA)	79.5	85.3	7,166	7,197
ONTARIO, CA. (ONT)	80.4	87.0	3,116	3,115	WASHINGTON, D.C. (IAD)	77.2	80.8	3,933	3,930
ORANGE COUNTY, CA. (SNA)	81.3	86.7	2,936	2,939	WEST PALM BEACH, FL. (PBI)	78.1	89.3	1,576	1,576
ORLANDO, FL. (MCO)	78.7	84.9	7,871	7,868	WHITE PLAINS, N.Y. (HPN)	75.7	86.6	395	395
PASCO, WA. (PSC)	80.5	89.4	123	123	WICHITA, KS. (ICT)	74.2	86.6	604	605
PENSACOLA, FL. (PNS)	80.5	89.0	553	553	WILMINGTON, N.C. (ILM)	83.3	91.4	186	186
PETERSBURG, AK. (PSG)	58.1	61.3	62	62	WRANGELL, AK. (WRG)	58.1	69.4	62	62
PHILADELPHIA, PA. (PHL)	79.4	80.3	9,611	9,602	YAKUTAT, AK. (YAK)	72.6	83.9	62	62
PHOENIX, AZ. (PHX)	77.8	74.1	14,364	14,371					
PITTSBURGH, PA. (PIT)	83.9	83.0	9,413	9,421					
PORTLAND, ME. (PWM)	79.3	89.1	615	614					
PORTLAND, OR. (PDX)	78.9	85.1	4,871	4,874					
PROVIDENCE, R.I. (PVD)	82.1	87.0	1,843	1,843					
RALEIGH/DURHAM, N.C. (RDU)	76.6	86.9	2,363	2,364					
RAPID CITY, S.D. (RAP)	79.8	89.5	124	124					
RENO, NV. (RNO)	79.4	83.6	2,204	2,205					
RICHMOND, VA. (RIC)	78.1	85.6	1,282	1,282					

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

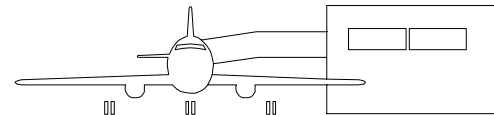
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

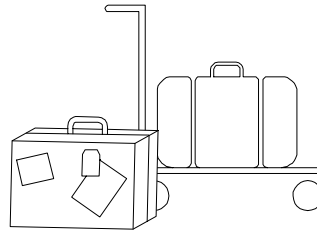
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

JULY '98 RANK	AIRLINE	JULY 1998			JULY 1997		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>Continental</i>	11,231	3,206,825	3.50	11,093	3,102,585	3.58
2	<i>US Airways</i>	20,273	5,133,552	3.95	22,187	5,121,223	4.33
3	<i>Delta</i>	36,666	9,008,796	4.07	34,733	8,261,718	4.20
4	<i>American</i>	24,870	5,894,760	4.22	30,554	5,970,614	5.12
5	<i>America West</i>	7,202	1,607,845	4.48	5,044	1,642,550	3.07
6	<i>Southwest</i>	25,004	5,457,974	4.58	18,113	4,899,791	3.70
7	<i>TWA</i>	10,763	2,101,294	5.12	9,439	2,102,105	4.49
8	<i>Northwest</i>	28,533	4,222,220	6.76	24,505	4,250,074	5.77
9	<i>United</i>	54,156	7,097,329	7.63	43,046	6,714,541	6.41
10	<i>Alaska</i>	9,842	1,139,180	8.64	9,449	1,130,123	8.36
	Total	228,540	44,869,775	5.09	208,163	43,195,324	4.82

NOTE: 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.

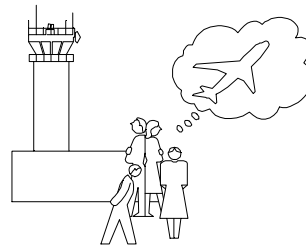
OVERSALES

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 '98 RANK	AIRLINE	APRIL-JUNE 1998				APRIL-JUNE 1997			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	Continental	20,361	120	9,844,051	0.12	18,424	127	9,125,148	0.14
2	US Airways	26,527	413	15,014,705	0.28	23,936	1,393	15,122,629	0.92
3	Northwest	41,885	561	12,428,966	0.45	21,054	890	12,666,808	0.70
4	American	53,211	882	18,929,527	0.47	60,275	1,188	18,805,298	0.63
5	United	36,086	1,254	20,241,004	0.62	24,534	677	19,407,881	0.35
6	America West	11,844	571	4,686,468	1.22	13,469	753	4,895,697	1.54
7	TWA	4,266	930	6,212,623	1.50	4,266	930	5,753,283	1.62
8	Alaska	6,585	523	3,315,925	1.58	5,346	731	3,105,841	2.35
9	Delta	69,429	4,236	26,704,309	1.59	69,365	4,936	26,627,946	1.85
10	Southwest	21,269	2,998	15,475,432	1.94	19,341	3,914	14,049,322	2.79
	TOTAL	291,463	12,488	132,853,010	0.94	260,010	15,539	129,559,853	1.20

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues.

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

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

JAN-JUNE '98 RANK	AIRLINE	JANUARY-JUNE 1998				JANUARY-JUNE 1997			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	Continental	39,149	260	18,521,567	0.14	34,632	236	17,531,894	0.13
2	US Airways	48,778	765	28,005,731	0.27	48,871	3,603	28,990,014	1.24
3	Northwest	70,769	811	24,020,440	0.34	48,528	1,731	24,196,030	0.72
4	American	110,991	1,595	36,332,205	0.44	123,935	3,499	35,974,199	0.97
5	United	73,079	2,378	37,940,808	0.63	48,304	1,861	37,250,291	0.50
6	America West	26,062	1,097	8,948,281	1.23	35,294	2,222	9,653,994	2.30
7	Delta	134,119	6,972	50,641,896	1.38	132,795	10,165	51,065,578	1.99
8	TWA	17,612	1,858	11,655,118	1.59	17,495	1,841	10,908,055	1.69
9	Alaska	14,911	1,041	6,166,053	1.69	11,799	1,713	5,863,553	2.92
10	Southwest	40,225	5,428	28,721,073	1.89	34,741	6,555	27,378,240	2.39
	TOTAL	575,695	22,205	250,953,172	0.88	536,394	33,426	248,811,848	1.34

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues.

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.

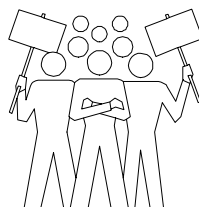


TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JULY 1998				JULY 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	779	19	2	56	564	58	3	122
FOREIGN AIRLINES	105	1	0	2	79	0	0	3
CARGO COMPANIES	0	0	0	0	1	0	0	0
TRAVEL AGENTS	0	0	0	0	1	0	0	0
TOUR OPERATORS	6	0	0	0	4	0	0	0
MISCELLANEOUS	30	6	0	12	34	8	0	9
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INDUSTRY TOTALS	920	26	2	70	683	66	3	134

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	JULY 1998			JULY 1997		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	284		2	163	
DELAYS.			92			38
CANCELLATIONS.			96			63
MISCONNECTIONS.			23			23
CUSTOMER SERVICE.	2	212		1	168	
TICKETING/BOARDING.	3	134		3	99	
DISABLED.			30			34
BAGGAGE.	4	126		4	86	
REFUNDS.	5	55		5	50	
OTHER.	6	45		7	40	
FREQUENT FLYER.			14			20
OVERSALES.	7	37		6	45	
FARES.	8	23		8	23	
ADVERTISING.	9	2		10	3	
TOURS.	10	2		9	5	
CREDIT.	11	0		12	0	
SMOKING.	12	0		11	1	
		----			----	
COMPLAINT TOTAL		920			683	

* 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

JULY 1998

U. S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
AIRTRAN AIRLINES	6	0	0	0	1	2	1	0	0	0	0	0	10
ALASKA AIRLINES	4	0	1	0	0	1	5	0	0	0	0	0	11
AMERICA WEST AIRLINES	28	1	3	0	0	3	12	0	0	0	0	0	47
AMERICAN AIRLINES	18	6	9	3	7	9	17	0	1	0	0	7	77
AMERICAN EAGLE	2	1	0	0	0	0	2	0	0	0	0	0	5
AMERICAN TRANS AIR	4	0	1	0	1	0	6	0	0	0	1	1	14
ATLANTIC SOUTHEAST AIRLINES	10	0	1	0	0	2	1	0	0	0	0	2	16
CONTINENTAL AIRLINES	15	0	5	3	1	7	12	0	0	0	0	2	45
DELTA AIR LINES	13	4	15	5	1	9	13	0	0	0	0	6	66
FRONTIER AIRLINES	1	0	2	0	1	0	2	0	0	0	0	0	6
KIWI INTERNATIONAL AIRLINES	14	0	2	0	4	8	6	0	0	0	0	1	35
NORTHWEST AIRLINES	66	2	23	2	2	16	40	0	0	0	0	10	161
PAN AM	0	0	0	0	8	1	0	0	0	0	0	0	9
RENO AIR	2	2	5	0	1	1	3	0	0	0	0	0	14
SOUTHWEST AIRLINES	1	1	2	0	0	3	3	0	0	0	0	0	10
SPIRIT AIRLINES	4	0	0	1	0	2	0	0	0	0	1	0	8
TOWER AIR	8	7	1	1	3	0	4	0	0	0	0	0	24
TRANS WORLD AIRLINES	11	1	1	0	1	4	9	0	0	0	0	1	28
TRANS WORLD EXPRESS	4	0	0	0	0	1	2	0	0	0	0	0	7
UNITED AIRLINES	27	2	16	3	5	13	25	0	0	0	0	5	96
UNITED EXPRESS	1	1	0	0	0	1	2	0	0	0	0	0	5
US AIRWAYS	11	1	9	2	1	3	13	0	0	0	0	1	41
VANGUARD AIRLINES	8	1	2	0	3	1	2	0	0	0	0	0	17
OTHER U. S. AIRLINES	5	1	4	0	5	4	5	0	0	0	0	3	27

JULY 1998	263	31	102	20	45	91	185	0	1	0	2	39	779
% OF TOTAL COMPLAINTS	33.8	4.0	13.1	2.6	5.8	11.7	23.7	0.0	0.1	0.0	0.3	5.0	
JULY 1997	145	35	87	17	32	66	142	0	3	0	1	36	564
% OF TOTAL COMPLAINTS	25.7	6.2	15.4	3.0	5.7	11.7	25.2	0.0	0.5	0.0	0.2	6.4	

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
 JULY 1998

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 JULY	DENTS IN JULY		DENTS IN JUNE		DENTS IN ALL PRIOR MONTHS		KNOW INCI- DENT DATE	
AIRTRAN AIRLINES	10	2	20.00	3	30.00	5	50.00	0	0.00
ALASKA AIRLINES	11	0	0.00	8	72.73	3	27.27	0	0.00
AMERICA WEST AIRLINES	47	14	29.79	24	51.06	9	19.15	0	0.00
AMERICAN AIRLINES	77	16	20.78	35	45.45	25	32.47	1	1.30
AMERICAN EAGLE	5	0	0.00	3	60.00	2	40.00	0	0.00
AMERICAN TRANS AIR	14	3	21.43	8	57.14	3	21.43	0	0.00
ATLANTIC SOUTHEAST AIRLINES	16	1	6.25	10	62.50	4	25.00	1	6.25
CONTINENTAL AIRLINES	45	11	24.44	26	57.78	8	17.78	0	0.00
DELTA AIR LINES	66	13	19.70	32	48.48	17	25.76	4	6.06
FRONTIER AIRLINES	6	1	16.67	4	66.67	1	16.67	0	0.00
KIWI INTERNATIONAL AIRLINES	35	14	40.00	1	2.86	20	57.14	0	0.00
NORTHWEST AIRLINES	161	13	8.07	103	63.98	45	27.95	0	0.00
PAN AM	9	2	22.22	0	0.00	5	55.56	2	22.22
RENO AIR	14	5	35.71	5	35.71	4	28.57	0	0.00
SOUTHWEST AIRLINES	10	1	10.00	3	30.00	5	50.00	1	10.00
SPIRIT AIRLINES	8	1	12.50	2	25.00	5	62.50	0	0.00
TOWER AIR	24	4	16.67	8	33.33	12	50.00	0	0.00
TRANS WORLD AIRLINES	28	4	14.29	13	46.43	11	39.29	0	0.00
TRANS WORLD EXPRESS	7	1	14.29	4	57.14	2	28.57	0	0.00
UNITED AIRLINES	96	8	8.33	50	52.08	37	38.54	1	1.04
UNITED EXPRESS	5	0	0.00	3	60.00	2	40.00	0	0.00
US AIRWAYS	41	8	19.51	25	60.98	8	19.51	0	0.00
VANGUARD AIRLINES	17	2	11.76	9	52.94	6	35.29	0	0.00
OTHER U. S. AIRLINES	27	9	33.33	8	29.63	9	33.33	1	3.70
TOTALS	779	133	17.07	387	49.68	248	31.84	11	1.41
PRIOR YEAR'S TOTALS	564	136	24.11	197	34.93	229	40.60	2	0.35

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

COMPANIES OTHER THAN U. S. AIRLINES
BY COMPLAINT CATEGORY

JULY 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR JAMAICA	4	0	2	0	0	4	3	0	0	0	0	1	14
BRITISH AIRWAYS	1	0	5	0	0	3	2	0	0	0	0	0	11
MEXICANA	1	0	1	0	0	1	3	0	0	0	0	1	7
OTHER FOREIGN AIRLINES	5	6	23	0	3	20	13	0	1	0	0	2	73
TOTAL	11	6	31	0	3	28	21	0	1	0	0	4	105
TOUR OPERATORS													
OTHER TOUR OPERATORS	1	0	0	0	1	0	3	0	0	0	0	1	6
TOTAL	1	0	0	0	1	0	3	0	0	0	0	1	6
MISCELLANEOUS													
OTHER MISCELLANEOUS	9	0	1	3	6	7	3	0	0	0	0	1	30
TOTAL	9	0	1	3	6	7	3	0	0	0	0	1	30
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
CARGO COMPANIES													
OTHER CARGO COMPANIES	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

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

TABLE 6

JULY
Consumer Complaints: Rankings
U.S. AIRLINES*

JULY '98 RANK	AIRLINE	JULY 1998			JULY 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	10	5,469,210	0.18	17	4,910,010	0.35
2	Delta	66	9,658,309	0.68	74	9,414,206	0.79
3	US Airways	41	5,299,840	0.77	47	5,279,572	0.89
4	Alaska	11	1,249,912	0.88	10	1,198,030	0.83
5	American	77	7,561,326	1.02	68	7,586,034	0.90
6	Continental	45	3,860,753	1.17	24	3,599,113	0.67
7	United	96	8,046,550	1.19	60	7,740,031	0.78
8	T W A	28	2,217,817	1.26	21	2,252,663	0.93
9	America West	47	1,640,632	2.86	22	1,691,995	1.30
10	Northwest	161	5,106,127	3.15	82	5,133,121	1.60
	TOTAL	582	50,110,476	1.16	425	48,804,775	0.87

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.

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.

