



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: October 1998

Includes data for the following periods:

Flight Delays	August 1998
Mishandled Baggage	August 1998
Oversales	2nd Quarter 1998 January-June 1998
Consumer Complaints	August 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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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/	28	83.4	72	83.5
DELTA S/	29	82.4	119	82.7
SOUTHWEST S/	14	82.3	53	82.6
US AIRWAYS S/	25	78.0	88	77.3
AMERICAN S/	29	77.2	92	76.9
CONTINENTAL S/	27	76.7	77	76.7
UNITED S/	29	75.4	100	75.0
ALASKA S/	7	76.0	35	74.0
AMERICA WEST S/	26	65.6	51	65.5
NORTHWEST S/	28	63.6	113	63.9
T O T A L		76.8		77.0

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

CARRIER	3RD QUARTER JUL-SEP 97		4TH QUARTER OCT-DEC 97		1ST QUARTER JAN-MAR 98		2ND QUARTER APR-JUN 98		JUN 98		JUL 98		AUG 98		12 MONTHS SEP97-AUG98		DATA BASE TO DATE SEP 87-AUG 98	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	72.3	(10)	70.3	(10)	70.7	(9)	75.2	(5)	72.1	(4)	72.3	(9)	74.0	(8)	72.5	(9)	78.3	(7)
AMERICA WEST	79.9	(6)	75.6	(9)	67.9	(10)	71.5	(8)	66.3	(6)	64.9	(10)	65.5	(9)	71.6	(10)	81.1	(2)
AMERICAN	84.0	(3)	79.9	(2)	79.6	(2)	81.0	(2)	75.0	(3)	80.9	(4)	76.9	(5)	80.6	(2)	80.0	(4)
CONTINENTAL	80.7	(5)	77.8	(4)	72.0	(7)	73.8	(6)	69.6	(5)	80.7	(5)	76.7	(6)	76.0	(6)	78.4	(6)
DELTA	76.7	(9)	75.7	(8)	75.0	(4)	77.3	(3)	75.4	(2)	81.9	(2)	82.7	(2)	77.6	(4)	77.3	(9)
NORTHWEST	77.9	(7)	77.0	(6)	73.6	(6)	67.2	(10)	58.7	(10)	74.5	(7)	63.9	(10)	72.8	(8)	80.2	(3)
SOUTHWEST	85.3	(2)	79.7	(3)	77.0	(3)	82.5	(1)	81.4	(1)	83.9	(1)	82.6	(3)	81.1	(1)	84.0	(1)
TWA	86.1	(1)	77.7	(5)	73.9	(5)	72.8	(7)	64.9	(8)	77.5	(6)	83.5	(1)	77.0	(5)	77.4	(8)
UNITED	76.7	(8)	76.3	(7)	71.6	(8)	70.7	(9)	64.6	(9)	73.9	(8)	75.0	(7)	74.1	(7)	76.8	(10)
US AIRWAYS	80.8	(4)	80.6	(1)	81.5	(1)	75.8	(4)	65.3	(7)	81.0	(3)	77.3	(4)	79.8	(3)	79.2	(5)
TOTAL	80.3		77.8		75.4		75.7		70.4		78.9		77.0		77.3		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	795	73.5	1336	71.1	222	68.0	186	79.6	93	62.4	1023	76.2	645	80.8
AS	H/		H/		H/		H/		H/		H/		H/	
CO	746	77.6	867	74.2	321	78.8	114	84.2			647	77.9	393	77.6
DL	18176	81.9	1659	79.4	372	83.3	279	90.7	6426	84.1	1276	83.5	589	84.2
HP	109	61.5	217	47.9	186	51.6			H/		88	62.5	235	57.4
NW	531	54.8	614	55.0	356	57.0	211	60.2	26	61.5	603	60.9	309	59.9
TW	212	78.3	217	73.3	186	82.8	119	85.7	143	79.7	294	83.0	181	83.4
UA	522	73.0	1229	67.7	398	65.8	155	74.2	176	67.6	533	67.9	9368	81.2
US	544	69.3	2432	70.9	2163	83.5	9698	82.5	H/		2736	81.4	248	78.6
WN	H/		H/		2039	84.8	H/		H/		H/		H/	
TOTAL	21635	80.1	8571	70.8	6243	79.5	10762	82.2	6864	83.2	7200	77.8	11968	80.2

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	14602	83.2	464	73.1	991	70.0	642	66.8	925	75.9	316	69.9	2061	78.9
AS	H/		H/		H/		H/		H/		230	66.5	799	75.5
CO	549	73.8	316	67.7	6315	76.5	8606	79.4			363	76.6	822	76.6
DL	3978	84.5	341	77.4	681	76.8	434	78.6	1054	79.2	754	79.4	1517	84.0
HP	181	65.2	123	49.6	247	48.6	155	52.3	186	61.8	2385	64.0	690	59.3
NW	481	65.1	10401	67.4	512	56.3			H/		88	63.6	308	58.8
TW	326	77.3	279	76.7	181	74.6			H/		1010	81.1	186	78.5
UA	559	76.2	336	69.9	1046	68.9	388	67.8	510	76.3	1176	75.2	5164	80.3
US	331	78.2	425	68.9	445	78.2	331	71.3	H/		155	74.8	486	79.6
WN	H/		579	73.9	H/		192	76.6	H/		4281	82.3	3518	81.6
TOTAL	21007	82.3	13264	68.3	10418	73.5	10748	77.5	3773	77.3	10154	75.1	16025	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													
	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	1536	70.1	602	77.6	3200	71.7	526	69.6	9191	75.2	217	81.1	734	68.8
AS	H/		H/		H/		H/		H/		1355	80.4	H/	
CO	456	70.8	656	74.1	368	68.2	233	65.2	632	66.5	93	75.3	285	76.5
DL	2099	81.5	3027	83.4	464	77.2	341	66.6	868	76.7	620	86.8	527	73.6
HP	62	46.8	62	46.8	62	54.8	124	59.7	150	45.3	217	66.8	181	47.5
NW	601	54.7	470	54.0	296	53.7	9768	64.4	808	59.8	243	49.4	449	60.4
TW	212	77.4	356	82.0	222	84.2	285	73.3	383	75.5	155	83.9	176	80.7
UA	745	63.0	496	76.6	434	69.8	646	67.3	13018	73.8	1115	81.0	776	70.4
US	2239	74.1	1280	78.8	412	76.7	243	64.2	652	75.0	H/		6585	75.2
WN	H/		1003	85.4	H/		H/		H/		926	86.9	H/	
TOTAL	7950	72.4	7952	79.2	5458	71.5	12166	65.0	25702	73.7	4941	80.5	9713	73.2

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	514	75.7	93	77.4	558	80.6	564	82.3	955	72.8	215	77.7	397	66.0	310	79.7
AS	186	65.1	H/		372	77.2	4022	76.4	548	70.6	H/		H/		H/	
CO	292	72.9	88	75.0	279	82.8	310	78.1	558	73.3	156	73.1	171	77.2	466	74.2
DL	752	82.4	279	80.6	464	84.3	651	86.2	771	71.9	4961	86.4	217	79.7	1032	82.7
HP	6006	73.5	H/		305	63.9	212	43.4	372	52.4	124	65.3	89	53.9	31	41.9
NW	245	57.1	205	62.4	186	68.3	681	60.4	522	62.1	134	56.7	491	60.7	275	61.1
TW	215	82.8	171	81.9	155	90.3	217	79.7	247	74.5	119	73.9	10671	85.7	211	84.4
UA	1013	78.8	181	71.3	1053	74.7	1623	75.0	7664	73.6	465	81.3	300	68.3	248	67.3
US	217	68.7	8476	78.5	155	78.7	217	77.0	367	72.8	H/		212	77.8	1012	71.4
WN	4944	82.8	H/		2356	83.0	967	86.9	523	71.3	1184	82.8	2613	78.6	1016	83.6
TOTAL	14384	77.3	9493	78.1	5883	79.7	9464	76.5	12527	72.1	7358	83.8	15161	82.3	4601	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	81.9	56.5	22.6	84.9	86.6	J/	96.8	90.9	59.3	71.4	86.6	64.9	96.2	88.1	J/	70.2
700 - 759 AM	91.3	81.4	93.4	90.6	88.8	88.0	94.7	93.2	78.1	71.6	91.3	87.1	92.5	88.8	86.4	98.3
800 - 859 AM	85.2	74.0	89.9	91.8	87.8	85.4	88.5	92.4	76.0	84.9	85.9	64.9	90.2	90.6	82.3	94.3
900 - 959 AM	86.2	79.2	87.2	84.7	93.9	87.8	87.6	90.1	73.2	89.2	82.5	J/	89.1	89.2	92.8	88.8
1000 - 1059 AM	85.4	81.4	91.9	83.5	89.7	80.9	85.4	87.9	85.0	87.2	85.7	87.4	80.8	84.6	87.0	88.7
1100 - 1159 AM	83.3	74.9	89.9	89.4	88.5	80.2	84.2	84.5	72.2	88.9	86.2	91.0	82.0	84.1	90.3	87.0
1200 - 1259 PM	88.6	80.9	89.2	84.0	91.1	88.4	85.9	88.8	76.7	80.4	85.0	J/	84.6	83.5	82.2	83.5
100 - 159 PM	82.1	84.6	90.3	86.2	82.6	87.2	83.4	85.3	75.9	85.2	77.5	90.3	78.2	83.5	82.9	87.5
200 - 259 PM	81.6	74.5	84.5	87.1	88.7	82.0	81.8	83.4	73.8	82.7	79.5	87.6	73.8	78.9	80.9	84.7
300 - 359 PM	82.2	76.0	84.4	84.9	81.1	77.8	81.5	82.1	69.7	75.2	68.7	83.1	78.1	77.0	75.1	83.4
400 - 459 PM	72.9	64.7	78.5	77.8	83.9	75.3	78.9	81.7	65.8	69.8	76.1	81.6	71.8	80.8	67.5	76.3
500 - 559 PM	77.9	68.0	70.3	82.1	79.7	75.2	75.9	78.0	61.7	66.4	68.8	80.9	69.2	71.5	64.2	66.8
600 - 659 PM	77.2	66.7	70.8	72.5	78.8	69.9	70.6	78.4	59.4	63.5	67.9	67.0	75.4	73.6	56.9	72.3
700 - 759 PM	71.5	60.1	69.5	73.5	74.7	71.8	71.8	76.7	59.4	61.7	70.5	69.4	68.4	73.3	58.7	68.6
800 - 859 PM	73.4	59.2	67.3	68.7	86.9	66.8	67.5	71.9	63.9	66.1	65.5	68.4	73.3	72.1	54.6	76.3
900 - 959 PM	67.2	64.7	79.8	71.7	78.5	69.6	69.6	72.2	62.3	63.9	69.2	73.9	70.2	72.3	59.0	68.4
1000 - 1059 PM	76.4	66.3	69.4	61.3	84.9	65.0	67.2	72.8	61.5	63.4	67.0	74.4	64.7	68.6	63.2	71.7
1100 - 559 AM	76.5	73.9	73.1	76.7	71.0	76.2	74.0	78.6	65.3	70.0	68.4	75.3	63.6	73.3	68.8	72.2
TOTAL, ALL ARRIVALS, BY AIRPORT	80.1	70.8	79.5	82.2	83.2	77.8	80.2	82.3	68.3	73.5	77.5	77.3	75.1	78.8	72.4	79.2

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
600 - 659 AM	75.3	79.5	87.1	J/	73.7	93.9	90.2	J/	76.1	96.8	100.0	86.8	81.5	80.3	
700 - 759 AM	90.3	78.6	84.6	95.5	90.7	97.2	88.5	87.6	94.6	95.4	93.8	89.0	97.3	89.8	
800 - 859 AM	90.3	69.6	82.2	93.7	74.8	88.9	82.9	79.5	92.0	89.3	93.5	85.0	J/	85.1	
900 - 959 AM	79.7	69.5	84.1	92.4	82.4	78.0	79.5	86.9	85.5	77.9	93.5	87.9	97.3	85.5	
1000 - 1059 AM	80.5	64.4	80.6	85.7	77.8	87.0	82.3	88.9	84.1	69.6	90.6	85.7	87.8	83.2	
1100 - 1159 AM	78.8	71.5	82.4	87.1	81.5	85.9	78.1	85.7	75.4	70.7	87.4	86.8	78.9	82.4	
1200 - 1259 PM	72.4	67.5	79.4	87.1	80.1	77.7	88.7	80.3	83.5	69.7	81.4	87.0	79.0	81.8	
100 - 159 PM	78.4	62.8	79.0	82.2	82.4	80.4	85.8	88.1	81.1	69.2	84.2	85.7	84.2	81.8	
200 - 259 PM	70.6	68.5	73.5	84.2	79.8	79.6	81.5	76.6	80.1	72.4	86.0	85.4	85.3	79.9	
300 - 359 PM	69.5	68.8	72.0	83.6	78.4	77.7	83.2	80.2	74.5	74.0	88.2	79.7	80.9	77.7	
400 - 459 PM	72.9	60.5	68.3	84.2	68.7	73.9	73.1	74.4	73.5	72.9	79.3	78.0	77.3	73.8	
500 - 559 PM	69.7	66.2	68.1	81.1	67.4	67.0	73.2	78.0	73.0	73.6	73.2	79.1	76.4	71.8	
600 - 659 PM	65.3	69.0	65.8	72.0	63.3	72.4	75.2	78.1	65.8	76.0	77.3	78.1	69.7	70.8	
700 - 759 PM	58.3	59.9	64.2	74.7	61.8	66.1	68.4	74.9	71.1	65.9	80.4	79.9	64.8	69.5	
800 - 859 PM	63.8	54.0	59.2	71.2	61.1	65.8	76.3	75.5	73.9	63.5	79.4	79.5	64.5	68.7	
900 - 959 PM	62.9	53.1	62.2	76.3	69.9	69.2	68.8	75.3	75.0	63.6	73.5	73.3	65.5	67.7	
1000 - 1059 PM	68.0	60.0	63.1	70.7	63.1	69.5	68.6	66.7	67.9	63.7	73.6	77.8	70.2	68.5	
1100 - 559 AM	72.3	68.7	75.9	68.4	70.8	67.4	67.8	79.7	75.7	69.2	76.6	58.8	75.7	72.0	
TOTAL, ALL ARRIVALS, BY AIRPORT	71.5	65.0	73.7	80.5	73.2	77.3	78.1	79.7	76.5	72.1	83.8	82.3	77.0	76.8	

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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	91.4	90.9	93.5	89.5	96.8	88.3	92.3	89.9	74.9	88.6	95.5	86.6	92.0	90.8	91.5	96.8
700 - 759 AM	91.7	89.5	91.8	95.0	93.0	89.5	90.7	91.6	76.7	88.1	92.7	91.6	89.4	89.2	87.4	94.5
800 - 859 AM	88.2	88.0	89.9	89.2	91.9	90.0	91.5	85.5	81.5	88.4	92.7	88.2	92.2	85.7	89.6	92.3
900 - 959 AM	84.6	85.0	87.6	88.7	94.0	87.1	89.1	86.8	69.3	87.3	89.3	92.6	81.3	87.0	86.8	93.6
1000 - 1059 AM	90.4	84.8	88.5	84.2	94.5	92.1	88.2	85.6	71.8	86.1	85.9	90.3	82.6	80.9	90.3	96.1
1100 - 1159 AM	85.1	83.9	89.4	85.4	91.8	90.8	82.5	82.1	86.2	83.0	88.6	89.8	78.4	81.9	86.7	89.9
1200 - 1259 PM	86.4	81.2	89.1	85.5	93.4	88.3	82.1	81.7	68.3	87.1	86.1	93.5	81.2	81.0	87.4	91.7
100 - 159 PM	88.4	84.1	89.5	81.7	89.5	84.7	86.6	85.3	70.1	82.1	86.0	J/	77.8	84.1	83.7	87.7
200 - 259 PM	82.0	83.5	87.5	77.4	86.0	87.8	86.5	79.3	73.3	81.3	80.3	91.3	74.8	80.1	82.5	88.1
300 - 359 PM	80.6	76.1	80.4	80.9	93.0	83.5	80.2	80.3	55.5	80.8	77.9	89.6	67.1	78.2	82.8	81.2
400 - 459 PM	77.3	75.7	76.9	71.7	83.6	78.8	78.8	79.6	60.2	69.7	72.8	82.7	66.2	75.8	73.2	81.8
500 - 559 PM	77.6	65.0	74.0	77.8	J/	79.8	74.5	77.0	60.5	68.0	76.0	81.3	62.7	72.9	70.0	73.1
600 - 659 PM	75.7	65.4	73.2	76.3	80.3	76.2	76.2	72.3	51.3	67.7	71.3	77.0	62.5	74.7	65.8	74.8
700 - 759 PM	78.7	66.1	68.8	76.2	82.3	74.4	73.3	80.2	54.9	60.6	75.6	61.3	70.1	73.4	63.9	73.3
800 - 859 PM	74.1	68.5	73.4	73.4	80.5	73.6	70.6	72.1	54.3	63.5	73.7	65.4	68.9	70.0	63.0	78.1
900 - 959 PM	82.1	73.7	76.6	72.5	79.0	78.2	70.5	78.0	59.8	63.7	70.8	75.8	62.0	77.9	71.7	76.4
1000 - 1059 PM	84.3	J/	55.6	73.5	88.3	J/	90.3	73.2	56.8	J/	77.4	85.5	70.9	80.5	J/	90.0
1100 - 559 AM	79.4	80.6	80.6	64.5	100.0	J/	92.5	J/	90.3	100.0	93.5	76.0	63.4	85.5	J/	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	83.4	79.4	83.3	80.6	87.8	83.9	81.7	80.8	64.5	78.7	81.9	84.3	74.5	81.3	80.3	85.7

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	90.8	90.2	88.6	94.0	85.8	90.6	91.6	95.9	93.0	92.1	97.9	89.0	94.2	90.7	
700 - 759 AM	91.8	80.0	87.1	86.8	83.2	89.0	88.2	91.9	84.5	90.2	91.4	90.8	93.8	88.6	
800 - 859 AM	82.8	80.1	84.5	85.6	82.6	88.7	83.4	89.7	88.9	90.5	92.5	87.2	92.1	87.9	
900 - 959 AM	88.3	71.7	81.8	90.3	80.7	76.9	82.9	82.5	79.5	83.0	96.1	87.2	91.0	83.6	
1000 - 1059 AM	82.1	77.8	82.4	85.3	84.2	75.1	82.9	86.7	84.4	71.9	88.9	89.0	93.1	85.0	
1100 - 1159 AM	83.1	65.0	80.6	85.6	83.4	82.2	83.0	84.6	71.5	74.4	91.3	84.9	83.6	82.2	
1200 - 1259 PM	78.9	78.1	79.9	82.9	84.7	71.1	83.1	85.1	73.7	73.6	88.8	84.3	86.8	81.8	
100 - 159 PM	75.1	67.3	79.5	84.3	77.3	75.5	85.3	83.0	78.6	74.4	84.8	85.6	81.9	80.9	
200 - 259 PM	76.9	68.9	74.5	89.7	78.6	75.2	82.6	87.4	74.4	70.8	86.2	83.1	76.0	80.0	
300 - 359 PM	66.0	64.8	69.6	80.3	76.7	72.3	68.6	75.3	74.8	75.9	82.0	80.7	83.2	76.7	
400 - 459 PM	64.0	65.2	69.2	78.8	72.4	70.2	71.6	72.4	73.7	75.1	83.8	78.1	82.5	73.9	
500 - 559 PM	71.4	60.4	65.4	87.1	64.4	65.9	71.3	76.6	71.9	73.2	71.8	77.7	76.3	71.7	
600 - 659 PM	69.0	62.5	63.3	82.2	62.3	64.7	77.0	78.6	64.3	74.1	83.4	78.3	77.9	70.4	
700 - 759 PM	60.6	72.4	62.4	77.0	61.4	60.3	62.5	77.4	69.7	72.8	71.0	76.1	73.6	69.3	
800 - 859 PM	64.9	54.3	64.1	76.6	66.5	55.7	69.2	67.4	73.8	66.6	83.0	79.1	74.1	69.8	
900 - 959 PM	J/	58.1	64.1	84.2	69.3	63.7	76.5	76.6	76.5	72.8	66.1	77.5	64.9	73.3	
1000 - 1059 PM	J/	53.1	66.4	87.1	J/	70.8	81.4	84.8	80.2	80.8	86.2	75.8	57.7	73.8	
1100 - 559 AM	85.9	90.3	94.9	84.0	96.8	92.8	80.6	89.2	78.7	84.4	80.0	74.1	90.6	77.8	
TOTAL, ALL DEPARTURES, BY AIRPORT	76.3	66.4	74.9	85.5	74.9	75.2	78.3	83.6	78.3	78.5	86.3	82.7	84.6	79.1	

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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 AVERAGE	MIN. LATE MEDIAN
NW	759	DTW-MSP	1855	31	83.87	77	36
NW	1049	MSP-BIL	2045	31	83.87	47	38
HP	2848	PHX-SEA	1311	31	83.87	37	34
HP	2271	PHX-IAH	0902	31	83.87	32	29
AS	537	LAX-SEA	1536	31	83.87	30	24
UA	730	ORD-BWI	1705	31	80.65	54	34
HP	820	PHX-BOS	0908	31	80.65	51	38
HP	2851	SEA-PHX	1640	31	80.65	32	26

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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	579	20	3.5
NORTHWEST	1524	20	1.3
ALASKA	463	5	1.1
UNITED	2183	4	0.2
CONTINENTAL	1157	2	0.2
SOUTHWEST	2372	4	0.2
US AIRWAYS	1997	3	0.2
TWA	784	0	0.0
AMERICAN	1832	0	0.0
DELTA	2522	0	0.0
TOTAL	15413	58	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)	76.3	84.9	93	93	DUTCH HARBOR, AK. (DUT)	51.6	53.2	62	62
ALBANY, N. Y. (ALB)	73.7	80.5	926	925	EL PASO, TX. (ELP)	79.1	83.5	2,156	2,156
ALBUQUERQUE, N. M. (ABQ)	79.3	83.6	3,172	3,171	ELMIRA, N. Y. (ELM)	87.2	90.8	109	109
ALLENTOWN, PA. (ABE)	76.1	85.4	507	507	ERIE, PA. (ERI)	80.7	90.8	119	119
AMARILLO, TX. (AMA)	79.7	86.7	414	414	EUGENE, OR. (EUG)	79.3	80.6	217	217
ANCHORAGE, AK. (ANC)	67.2	76.3	2,413	2,414	FAIRBANKS, AK. (FAI)	71.1	83.0	553	553
ASHEVILLE, N. C. (AVL)	85.8	91.6	155	155	FARGO, N. D. (FAR)	64.4	78.2	216	216
ATLANTA, GA. (ATL)	80.1	83.4	21,635	21,655	FAYETTEVILLE, N. C. (FAY)	75.8	86.3	124	124
AUGUSTA, GA. (AGS)	80.0	85.8	155	155	FLINT, MI. (FNT)	68.9	79.8	119	119
AUSTIN, TX. (AUS)	79.9	86.8	3,347	3,347	FRESNO, CA. (FAT)	78.5	87.1	93	93
BAKERSFIELD, CA. (BFL)	80.6	93.5	31	31	FT. LAUDERDALE, FL. (FLL)	77.9	86.3	3,319	3,319
BALTIMORE, MD. (BWI)	79.5	83.3	6,243	6,244	FT. MYERS, FL. (RSW)	77.8	89.4	924	924
BANGOR, ME. (BGR)	87.1	95.7	93	93	FT. WAYNE, IN. (FWA)	78.5	86.6	149	149
BARROW, AK. (BRW)	78.4	79.5	88	88	GRAND FORKS, N. D. (GFK)	63.4	80.6	93	93
BATON ROUGE, LA. (BTR)	82.9	92.5	398	398	GRAND RAPIDS, MI. (GRR)	67.0	80.8	791	793
BETHEL, AK. (BET)	75.9	74.4	83	82	GREAT FALLS, MT. (GTF)	73.1	79.0	186	186
BILLINGS, MT. (BIL)	65.6	79.4	247	247	GREEN BAY, WI. (GRB)	62.1	75.9	211	212
BINGHAMTON, N. Y. (BGM)	85.2	81.8	88	88	GREENBRIER, W. V. (LWB)	85.7	85.7	14	14
BIRMINGHAM, AL. (BHM)	80.7	86.1	1,709	1,708	GREENSBORO/HIGH PT., N. C. (GSO)	74.1	85.3	1,290	1,290
BISMARCK, N. D. (BIS)	58.1	76.6	124	124	GREENVILLE/SPARTBG., S. C. (GSP)	80.3	87.0	599	599
BOISE, ID. (BOI)	84.0	87.2	1,044	1,044	GUSTAVUS, AK. (GST)	71.0	64.5	31	31
BOSTON, MA. (BOS)	70.8	79.4	8,571	8,567	HARLINGEN, TX. (HRL)	76.1	80.9	356	356
BOZEMAN, MT. (BZN)	68.3	79.5	186	185	HARRISBURG, PA. (MDT)	72.7	85.4	670	670
BRISTOL, TN. (TRI)	89.1	94.1	119	119	HARTFORD, CT./SPGFLD, MA. (BDL)	77.5	88.0	2,191	2,190
BROWNSVILLE, TX. (BRO)	58.1	87.1	31	31	HELENA, MT. (HLN)	89.2	90.3	93	93
BUFFALO, N. Y. (BUF)	73.0	82.8	1,575	1,574	HONOLULU, OAHU, HI. (HNL)	74.0	86.2	965	966
BURBANK, CA. (BUR)	80.9	83.1	2,442	2,441	HOUSTON, TX. (HOU)	79.3	76.9	4,936	4,936
BURLINGTON, VT. (BTV)	71.8	81.0	248	248	HOUSTON, TX. (IAH)	77.5	81.9	10,748	10,745
CEDAR RAPIDS/IOWA CTY, IA. (CID)	77.9	87.3	471	471	HUNTSVILLE/DECATUR, AL. (HSV)	79.3	91.6	512	512
CHARLESTON, S. C. (CHS)	80.3	87.1	620	620	IDAHO FALLS, ID. (IDA)	83.9	92.5	93	93
CHARLESTON, W. V. (CRW)	65.3	79.9	144	144	INDIANAPOLIS, IN. (IND)	76.9	84.2	2,877	2,876
CHARLOTTE, N. C. (CLT)	82.2	80.6	10,762	10,764	INDIO/PALM SPRINGS, CA. (PSP)	78.2	85.5	124	124
CHATTANOOGA, TN. (CHA)	72.7	85.2	88	88	ISLIP/LONG IS., N. Y. (ISP)	80.6	89.2	186	186
CHICAGO, IL. (MDW)	79.0	76.7	4,027	4,028	ITHACA, N. Y. (ITH)	82.6	92.7	109	109
CHICAGO, IL. (ORD)	73.7	74.9	25,702	25,697	JACKSON/VICKSBURG, MS. (JAN)	85.8	90.8	770	770
CINCINNATI, OH. (CVG)	83.2	87.8	6,864	6,864	JACKSON, WY. (JAC)	83.1	85.9	195	199
CLEVELAND, OH. (CLE)	76.7	83.6	5,285	5,283	JACKSONVILLE, FL. (JAX)	77.1	87.4	1,891	1,893
COLORADO SPRINGS, CO. (COS)	76.5	88.1	1,045	1,044	JUNEAU, AK. (JNU)	70.7	73.9	563	563
COLUMBIA, S. C. (CAE)	82.3	87.2	485	485	KAHULUI, MAUI, HI. (OGG)	86.4	89.6	279	279
COLUMBUS, OH. (CMH)	73.3	80.0	3,397	3,398	KALAMAZOO, MI. (AZO)	76.5	79.8	119	119
CORDOVA, AK. (CDV)	54.8	56.5	62	62	KALISPELL, MI. (FCA)	75.5	81.3	155	155
CORPUS CHRISTI, TX. (CRP)	79.5	84.6	259	259	KANSAS CITY, MO. (MCI)	77.3	84.4	5,184	5,185
DALLAS/FT. WORTH, TX. (DAL)	79.5	78.3	3,999	3,998	KETCHIKAN, AK. (KTN)	67.7	79.2	279	279
DALLAS/FT. WORTH, TX. (DFW)	82.3	80.8	21,007	21,002	KING SALMON, AK. (AKN)	61.3	66.1	62	62
DAYTON, OH. (DAY)	77.7	86.7	894	894	KNOXVILLE, TN. (TYS)	76.9	86.2	693	689
DAYTONA BEACH, FL. (DAB)	80.6	88.5	217	217	KODIAK, AK. (ADQ)	77.4	80.6	62	62
DEADHORSE, AK. (SCC)	71.9	70.2	57	57	KONA, HAWAII, HI. (KOA)	67.7	87.1	62	62
DENVER, CO. (DEN)	80.2	81.7	11,968	11,966	KOTZEBUE, AK. (OTZ)	74.2	69.9	93	93
DES MOINES, IA. (DSM)	76.9	87.4	605	605	LA CROSSE, WI. (LSE)	61.3	79.0	62	62
DETROIT, MI. (DTW)	68.3	64.5	13,264	13,262	LANSING, MI. (LAN)	61.1	78.3	180	180
DILLINGHAM AK. (DLG)	61.3	64.5	62	62	LAS VEGAS, NV. (LAS)	75.1	74.5	10,154	10,147
DULUTH, MN. (DLH)	69.7	72.3	119	119	LEXINGTON/FRKFT, KY. (LEX)	80.4	90.2	336	336

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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)	87.1	96.8	31	31	ROANOKE, VA. (ROA)	78.8	90.1	212	212
LINCOLN, NE. (LNK)	76.9	90.9	242	242	ROCHESTER, MN. (RST)	65.7	82.5	207	206
LITTLE ROCK, AR. (LIT)	75.2	84.6	1,148	1,148	ROCHESTER, N.Y. (ROC)	76.0	83.1	1,235	1,236
LONG BEACH, CA. (LGB)	72.0	84.6	279	279	SACRAMENTO, CA. (SMF)	81.1	85.0	3,207	3,207
LOS ANGELES, CA. (LAX)	78.8	81.3	16,025	16,024	SAGINAW, MI. (MBS)	68.6	81.2	309	309
LOUISVILLE, KY. (SDF)	76.8	86.8	2,027	2,027	SALT LAKE CITY, UT. (SLC)	83.8	86.3	7,358	7,356
LUBBOCK, TX. (LBB)	82.1	87.5	559	559	SAN ANTONIO, TX. (SAT)	77.5	85.4	3,196	3,196
MADISON, WI. (MSN)	67.2	77.3	424	423	SAN DIEGO, CA. (SAN)	79.7	83.6	5,883	5,885
MANCHESTER, N.H. (MHT)	75.9	84.1	1,066	1,066	SAN FRANCISCO, CA. (OAK)	84.2	84.5	4,771	4,771
MEDFORD, OR. (MFR)	68.5	70.2	124	124	SAN FRANCISCO, CA. (SFO)	72.1	78.5	12,527	12,531
MELBOURNE, FL. (MLB)	78.8	95.4	217	217	SAN JOSE, CA. (SJC)	81.8	86.3	4,190	4,189
MEMPHIS, TN. (MEM)	77.8	75.0	4,317	4,317	SAN JUAN, P.R. (SJU)	73.3	82.0	1,711	1,709
MIAMI, FL. (MIA)	71.5	76.3	5,458	5,457	SANTA BARBARA, CA. (SBA)	70.2	66.1	124	124
MIDLAND/ODESSA, TX. (MAF)	80.0	87.6	549	549	SARASOTA/BRAD., FL. (SRQ)	79.4	92.9	496	496
MILWAUKEE, WI. (MKE)	73.2	82.9	1,337	1,339	SAVANNAH, GA. (SAV)	84.6	89.9	434	434
MINNEAPLS/ST.P., MN. (MSP)	65.0	66.4	12,166	12,162	SCRANTON/WILKES-BARRE, PA. (AVP)	77.3	90.7	150	150
MINOT, N.D. (MOT)	74.2	83.9	93	93	SEATTLE, WA. (SEA)	76.5	78.3	9,464	9,464
MISSION/MCALLEN, TX. (MFE)	75.5	87.7	269	269	SHREVEPORT, LA. (SHV)	83.9	86.7	330	330
MISSOULA, MT. (MSO)	71.6	84.5	155	155	SI OUX CITY, IA. (SUX)	67.7	75.8	62	62
MOBILE, AL. /PASCAGOULA, MS. (MOB)	86.8	88.4	372	372	SI OUX FALLS, S.D. (FSD)	64.1	81.5	334	335
MOJAVE, IL. (MLI)	86.9	92.4	145	145	SITKA, AK. (SIT)	70.3	82.6	155	155
MONROE, LA. (MLU)	87.6	91.4	186	186	SOUTH BEND, IN. (SBN)	77.9	88.6	290	290
MONTEREY, CA. (MRJ)	75.8	85.5	62	62	SPOKANE, WA. (GEG)	80.0	85.7	1,209	1,209
MONTGOMERY, AL. (MGM)	79.4	89.0	155	155	SPRINGFIELD, MD. (SGF)	86.9	91.7	145	145
MYRTLE BEACH, S.C. (MYR)	77.1	87.2	227	227	ST. CROIX, V.I. (STX)	71.0	84.9	93	93
NANTUCKET, MA. (ACK)	33.3	70.0	9	10	ST. LOUIS, MO. (STL)	82.3	82.7	15,161	15,165
NASHVILLE, TN. (BNA)	81.3	84.7	4,514	4,511	ST. THOMAS, V.I. (STT)	76.7	82.1	172	173
NEW ORLEANS, LA. (MSY)	77.8	85.1	4,262	4,265	SYRACUSE, N.Y. (SYR)	71.8	82.4	931	931
NEW YORK, N.Y. (JFK)	77.3	84.3	3,773	3,750	TALLAHASSEE, FL. (TLH)	80.7	90.3	207	207
NEW YORK, N.Y. (LGA)	72.4	80.3	7,950	7,973	TAMPA, FL. (TPA)	77.0	84.6	4,601	4,601
NEWARK, N.J. (EWR)	73.5	78.7	10,418	10,417	TOLEDO, OH. (TOL)	80.7	90.1	181	181
NEWBURGH, N.Y. (SWF)	71.0	91.1	124	124	TRAVERSE CITY, MI. (TVC)	55.9	60.2	93	93
NOME, AK. (OME)	61.2	65.0	103	103	TUCSON, AZ. (TUS)	76.6	86.4	1,498	1,498
NORFOLK/VA. BEACH, VA. (ORF)	70.2	80.5	1,442	1,429	TULSA, OK. (TUL)	76.5	85.2	1,599	1,599
OKLAHOMA CITY, OK. (OKC)	79.0	87.7	1,703	1,702	VALPARAISO, FL. (VPS)	68.8	84.9	93	93
OMAHA, NE. (OMA)	73.4	84.2	1,393	1,393	WASHINGTON, D.C. (DCA)	77.8	83.9	7,200	7,215
ONTARIO, CA. (ONT)	81.9	87.4	3,117	3,115	WASHINGTON, D.C. (IAD)	74.8	81.8	4,010	4,009
ORANGE COUNTY, CA. (SNA)	81.7	86.5	2,936	2,943	WEST PALM BEACH, FL. (PBI)	73.1	86.7	1,582	1,582
ORLANDO, FL. (MCO)	79.2	85.7	7,952	7,953	WHITE PLAINS, N.Y. (HPN)	66.7	81.2	399	399
PASCO, WA. (PSC)	83.9	91.1	124	124	WICHITA, KS. (ICT)	75.6	86.0	610	609
PENSACOLA, FL. (PNS)	83.9	89.5	553	553	WILMINGTON, N.C. (ILM)	82.8	87.6	186	186
PETERSBURG, AK. (PSG)	30.6	35.5	62	62	WRANGELL, AK. (WRG)	40.3	43.5	62	62
PHILADELPHIA, PA. (PHL)	73.2	74.9	9,713	9,705	YAKUTAT, AK. (YAK)	54.8	58.1	62	62
PHOENIX, AZ. (PHX)	77.3	75.2	14,384	14,385					
PITTSBURGH, PA. (PIT)	78.1	78.3	9,493	9,501					
PORTLAND, ME. (PWM)	73.8	84.2	625	625					
PORTLAND, OR. (PDX)	80.5	85.5	4,941	4,942					
PROVIDENCE, R.I. (PVD)	77.7	84.2	1,929	1,927					
RALEIGH/DURHAM, N.C. (RDU)	71.3	84.0	2,425	2,425					
RAPID CITY, S.D. (RAP)	67.7	72.6	124	124					
RENO, NV. (RNO)	80.5	83.5	2,235	2,236					
RICHMOND, VA. (RIC)	76.5	82.6	1,320	1,320					

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

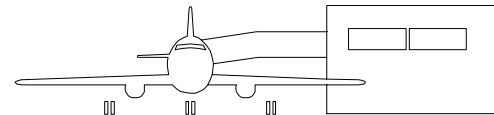
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

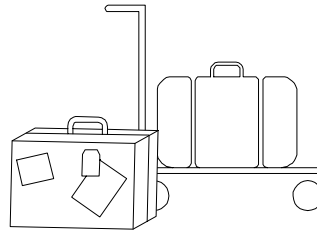
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

AUG. '98 RANK	AIRLINE	AUGUST 1998			AUGUST 1997		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	Delta	35,553	8,723,889	4.08	38,339	8,733,189	4.39
2	US Airways	20,908	5,007,453	4.18	23,866	5,207,533	4.58
3	Continental	13,431	3,184,206	4.22	11,969	3,105,720	3.85
4	American	25,742	5,736,296	4.49	28,614	5,878,351	4.87
5	America West	7,191	1,578,565	4.56	6,438	1,621,817	3.97
6	Southwest	24,477	5,353,567	4.57	21,599	5,174,968	4.17
7	TWA	9,803	2,038,539	4.81	10,384	2,098,223	4.95
8	United	55,255	7,284,062	7.59	47,832	6,849,105	6.98
9	Northwest	29,120	3,779,656	7.70	26,011	4,229,710	6.15
10	Alaska	10,312	1,212,217	8.51	9,413	1,198,898	7.85
	Total	231,792	43,898,450	5.28	224,465	44,097,514	5.09

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.

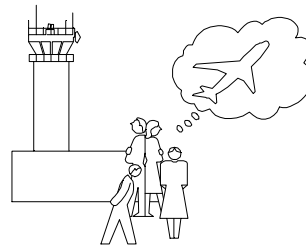
OVERSALES

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.

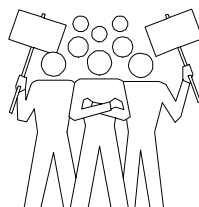


TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	AUGUST 1998				AUGUST 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	973	29	0	64	516	52	0	106
FOREIGN AIRLINES	104	0	0	3	89	1	0	5
CARGO COMPANIES	1	0	0	1	1	0	0	0
TRAVEL AGENTS	7	0	0	1	1	0	0	0
TOUR OPERATORS	17	1	0	1	8	0	0	0
MISCELLANEOUS	27	6	0	11	11	5	0	13
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INDUSTRY TOTALS	1129	36	0	81	626	58	0	124

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	AUGUST 1998			AUGUST 1997		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	352		2	128	
DELAYS.			83			18
CANCELLATIONS.			132			51
MISCONNECTIONS.			34			16
CUSTOMER SERVICE.	2	245		1	136	
BAGGAGE.	3	164		3	105	
TICKETING/BOARDING.	4	163		4	86	
DISABLED.			48			27
REFUNDS.	5	70		5	55	
OTHER.	6	51		6	44	
FREQUENT FLYER.			22			25
OVERSALES.	7	46		7	40	
FARES.	8	28		8	22	
TOURS.	9	6		9	5	
SMOKING.	10	3		11	2	
ADVERTISING.	11	1		10	3	
CREDIT.	12	0		12	0	
COMPLAINT TOTAL		1129			626	

* 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

AUGUST 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	3	0	4	0	1	4	1	0	0	0	0	0	13
ALASKA AIRLINES	1	1	2	0	0	1	1	0	0	0	0	0	6
AMERICA WEST AIRLINES	29	3	5	1	1	5	13	0	0	0	0	1	58
AMERICAN AIRLINES	22	4	15	5	5	16	13	0	0	0	0	6	86
AMERICAN EAGLE	2	2	0	0	1	0	0	0	0	0	0	0	5
AMERICAN TRANS AIR	7	0	4	0	1	2	2	0	0	0	0	1	17
ATLANTIC SOUTHEAST AIRLINES	10	2	1	1	1	0	6	0	0	0	0	2	23
CONTINENTAL AIRLINES	18	3	14	3	4	13	19	0	0	0	0	2	76
DELTA AIR LINES	27	4	19	3	3	9	23	0	0	0	0	6	94
DELTA CONNECTION	3	0	0	0	1	0	1	0	0	0	0	0	5
KIWI INTERNATIONAL AIRLINES	3	1	1	0	3	5	0	0	0	0	0	0	13
NORTHWEST AIRLINES	89	6	19	3	5	16	36	1	0	0	0	13	188
RENO AIR	3	1	1	1	1	1	4	0	0	0	0	0	12
SOUTHWEST AIRLINES	2	0	5	1	3	4	9	0	0	0	0	0	24
SUN JET INTERNATIONAL	3	0	2	0	2	1	0	0	0	0	0	1	9
TOWER AIR	13	0	1	0	3	5	8	0	0	0	1	1	32
TRANS WORLD AIRLINES	11	2	4	1	3	4	17	0	0	0	0	1	43
TRANS WORLD EXPRESS	2	1	0	1	0	2	3	0	0	0	0	0	9
UNITED AIRLINES	35	3	18	2	7	19	41	0	0	0	0	6	131
UNITED EXPRESS	5	0	2	0	0	0	0	0	0	0	0	0	7
US AIRWAYS	14	1	13	3	2	13	14	0	0	0	1	1	62
VANGUARD AIRLINES	8	1	2	0	5	1	0	0	0	0	0	1	18
OTHER U. S. AIRLINES	12	1	6	0	8	6	6	0	0	0	0	3	42

AUGUST 1998	322	36	138	25	60	127	217	1	0	0	2	45	973
% OF TOTAL COMPLAINTS	33.1	3.7	14.2	2.6	6.2	13.1	22.3	0.1	0.0	0.0	0.2	4.6	
AUGUST 1997	118	30	71	18	43	80	122	0	3	0	0	31	516
% OF TOTAL COMPLAINTS	22.9	5.8	13.8	3.5	8.3	15.5	23.6	0.0	0.6	0.0	0.0	6.0	

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

AUGUST 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 AUG	DENTS IN AUG		DENTS IN JUL		DENTS IN ALL PRIOR MONTHS		KNOWN INCI- DENT DATE	
AIRTRAN AIRLINES	13	2	15.38	6	46.15	5	38.46	0	0.00
ALASKA AIRLINES	6	1	16.67	3	50.00	2	33.33	0	0.00
AMERICA WEST AIRLINES	58	4	6.90	17	29.31	37	63.79	0	0.00
AMERICAN AIRLINES	86	15	17.44	19	22.09	52	60.47	0	0.00
AMERICAN EAGLE	5	2	40.00	2	40.00	1	20.00	0	0.00
AMERICAN TRANS AIR	17	4	23.53	6	35.29	7	41.18	0	0.00
ATLANTIC SOUTHEAST AIRLINES	23	2	8.70	10	43.48	11	47.83	0	0.00
CONTINENTAL AIRLINES	76	5	6.58	23	30.26	48	63.16	0	0.00
DELTA AIR LINES	94	22	23.40	21	22.34	51	54.26	0	0.00
DELTA CONNECTION	5	2	40.00	0	0.00	3	60.00	0	0.00
KIWI INTERNATIONAL AIRLINES	13	1	7.69	1	7.69	10	76.92	1	7.69
NORTHWEST AIRLINES	188	10	5.32	50	26.60	126	67.02	2	1.06
RENO AIR	12	0	0.00	3	25.00	9	75.00	0	0.00
SOUTHWEST AIRLINES	24	6	25.00	9	37.50	7	29.17	2	8.33
SUN JET INTERNATIONAL	9	5	55.56	0	0.00	4	44.44	0	0.00
TOWER AIR	32	9	28.13	8	25.00	15	46.88	0	0.00
TRANS WORLD AIRLINES	43	2	4.65	12	27.91	29	67.44	0	0.00
TRANS WORLD EXPRESS	9	2	22.22	1	11.11	6	66.67	0	0.00
UNITED AIRLINES	131	11	8.40	43	32.82	77	58.78	0	0.00
UNITED EXPRESS	7	2	28.57	4	57.14	1	14.29	0	0.00
US AIRWAYS	62	3	4.84	19	30.65	40	64.52	0	0.00
VANGUARD AIRLINES	18	8	44.44	0	0.00	10	55.56	0	0.00
OTHER U. S. AIRLINES	42	5	11.90	9	21.43	24	57.14	4	9.52
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TOTALS	973	123	12.64	266	27.34	575	59.10	9	0.92
PRIOR YEAR'S TOTALS	516	116	22.48	186	36.05	210	40.70	4	0.78

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

AUGUST 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR FRANCE	1	0	0	0	1	2	0	0	0	0	1	0	5
AIR JAMAICA	3	0	1	0	0	2	1	0	0	0	0	0	7
BRITISH AIRWAYS	0	1	2	0	0	3	0	0	0	0	0	0	6
KLM	3	1	1	0	0	2	4	0	0	0	0	0	11
OLYMPIC AIRWAYS	2	1	0	0	0	1	2	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	10	4	9	1	5	23	12	1	1	0	0	3	69
TOTAL	19	7	13	1	6	33	19	1	1	0	1	3	104
CARGO COMPANIES													
OTHER CARGO COMPANIES	0	0	0	0	0	1	0	0	0	0	0	0	1
TOTAL	0	0	0	0	0	1	0	0	0	0	0	0	1
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	3	0	2	0	1	0	0	0	1	0	7
TOTAL	0	0	3	0	2	0	1	0	0	0	1	0	7
TOUR OPERATORS													
SUNJET INT' L SALES	5	0	1	0	0	2	3	0	0	0	0	0	11
OTHER TOUR OPERATORS	1	1	1	0	0	0	0	0	0	0	1	2	6
TOTAL	6	1	2	0	0	2	3	0	0	0	1	2	17
MISCELLANEOUS													
OTHER MISCELLANEOUS	5	2	7	2	2	1	5	1	0	0	1	1	27
TOTAL	5	2	7	2	2	1	5	1	0	0	1	1	27

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

AUGUST
Consumer Complaints: Rankings
U.S. AIRLINES*

AUG. '98 RANK	AIRLINE	AUGUST 1998			AUGUST 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Alaska	6	1,343,341	0.45	6	1,279,334	0.47
2	Southwest	24	5,366,849	0.45	10	5,186,583	0.19
3	Delta	94	9,393,400	1.00	48	9,179,904	0.52
4	American	86	7,421,701	1.16	72	7,524,702	0.96
5	US Airways	62	5,179,350	1.20	42	5,373,689	0.78
6	United	131	8,293,028	1.58	56	7,958,462	0.70
7	Continental	76	3,854,851	1.97	26	3,620,575	0.72
8	T W A	43	2,158,505	1.99	15	2,263,229	0.66
9	America West	58	1,608,302	3.61	18	1,663,062	1.08
10	Northwest	188	4,608,047	4.08	74	5,178,689	1.43
	TOTAL	768	49,227,374	1.56	367	49,228,229	0.75

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.

