



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: December 1998

Includes data for the following periods:

Flight Delays	October 1998
Mishandled Baggage	October 1998
Oversales	3rd Quarter 1998
	January-September 1998
Consumer Complaints	October 1998

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

TABLE OF CONTENTS

Section	Page	Section	Page
INTRODUCTION	2		
Flight Delays		Mishandled Baggage	
Explanation	3	Explanation	16
Table 1	4	Ranking	17
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		Oversales	
Table 1A	5	Explanation	18
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Ranking--Quarter	19
Table 2	6	Ranking--YTD	20
Number of Reported Flight Arrivals and Per- centage Arriving On Time, by Carrier and Airport		Consumer Complaints	
Table 3	8	Explanation	21
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Complaint Tables 1-5	22
Table 4	9	Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		Rankings, Table 6	27
Table 5	10	Complaint Categories	28
List of Regularly Scheduled Flights Arriving Late 80% of the Time or More			
Table 6	11		
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More			
Table 7	12		
On-Time Arrival and Departure Percentage, by Airport			
Footnotes	14		
Appendix	15		

INTRODUCTION

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

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

The report normally is released by the end of the first week of each month. 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.



OCTOBER 1998

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/ -----	AT 29 REPORTABLE AIRPORTS B/ -----		AT ALL REPORTED AIRPORTS C/ -----	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----
TWA S/	29	88.0	72	87.9
DELTA S/	29	86.3	114	86.5
NORTHWEST S/	28	86.0	113	85.9
CONTINENTAL S/	27	83.6	75	84.1
US AIRWAYS S/	25	83.3	88	83.2
SOUTHWEST S/	14	80.6	53	81.5
AMERICAN S/	29	77.7	92	77.4
UNITED S/	29	77.2	100	76.9
ALASKA S/	7	75.3	34	76.5
AMERICA WEST S/	26	68.6	50	69.4
T O T A L		81.6		81.7

OCTOBER 1998
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	4TH QUARTER OCT-DEC 97		1ST QUARTER JAN-MAR 98		2ND QUARTER APR-JUN 98		3RD QUARTER JUL-SEP 98		AUG 98		SEP 98		OCT 98		12 MONTHS NOV97-OCT98		DATA BASE TO DATE SEP 87-OCT 98	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	70.3	(10)	70.7	(9)	75.2	(5)	74.8	(8)	74.0	(8)	78.2	(8)	76.5	(9)	73.2	(8)	78.2	(7)
AMERICA WEST	75.6	(9)	67.9	(10)	71.5	(8)	66.5	(9)	65.5	(9)	69.2	(9)	69.4	(10)	69.3	(9)	80.9	(2)
AMERICAN	79.9	(2)	79.6	(2)	81.0	(2)	80.0	(6)	76.9	(5)	82.3	(6)	77.4	(7)	79.8	(2)	79.9	(3)
CONTINENTAL	77.8	(4)	72.0	(7)	73.8	(6)	81.0	(5)	76.7	(6)	85.9	(4)	84.1	(4)	76.5	(6)	78.5	(6)
DELTA	75.7	(8)	75.0	(4)	77.3	(3)	83.6	(2)	82.7	(2)	86.2	(2)	86.5	(2)	78.4	(4)	77.5	(9)
NORTHWEST	77.0	(6)	73.6	(6)	67.2	(10)	58.6	(10)	63.9	(10)	36.1	(10)	85.9	(3)	69.3	(10)	79.9	(4)
SOUTHWEST	79.7	(3)	77.0	(3)	82.5	(1)	83.9	(1)	82.6	(3)	85.3	(5)	81.5	(6)	80.8	(1)	84.0	(1)
TWA	77.7	(5)	73.9	(5)	72.8	(7)	82.8	(3)	83.5	(1)	87.7	(1)	87.9	(1)	76.9	(5)	77.5	(8)
UNITED	76.3	(7)	71.6	(8)	70.7	(9)	76.0	(7)	75.0	(7)	79.3	(7)	76.9	(8)	73.7	(7)	76.9	(10)
US AIRWAYS	80.6	(1)	81.5	(1)	75.8	(4)	81.4	(4)	77.3	(4)	86.2	(3)	83.2	(5)	79.5	(3)	79.2	(5)
TOTAL	77.8		75.4		75.7		78.3		77.0		78.9		81.7		76.8		79.1	

OCTOBER 1998
AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT													
	ATL		BOS		BWI		CLT		CVG		DCA		DEN	
	# OF 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	765	77.4	1339	69.3	217	72.4	186	75.8	93	74.2	1003	80.1	570	74.0
AS	H/		H/		H/		H/		H/		H/		H/	
CO	784	85.7	874	77.0	317	87.7	115	92.2	H/		661	87.7	389	84.1
DL	18094	88.4	1928	76.2	401	78.6	279	93.9	6196	87.7	1242	88.0	589	88.3
HP	124	70.2	214	57.9	177	64.4	H/		H/		87	74.7	229	67.2
NW	530	83.6	545	70.8	345	86.1	202	79.7	37	78.4	585	84.6	289	78.2
TW	206	90.3	215	76.3	185	87.0	119	95.0	145	84.8	293	89.8	180	83.3
UA	519	79.8	1181	68.6	397	79.6	150	82.7	176	73.3	525	78.1	9052	82.0
US	554	83.6	2459	67.2	2261	87.8	9612	87.9	H/		2742	85.1	217	77.4
WN	H/		H/		2039	88.4	H/		H/		H/		H/	
TOTAL	21576	87.3	8755	70.9	6339	85.6	10663	87.8	6647	87.0	7138	84.6	11515	81.5

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	14229	81.6	456	73.2	984	68.8	628	70.1	898	84.1	378	64.6	2114	73.3
AS	H/		H/		H/		H/		H/		367	77.9	809	79.0
CO	553	80.8	318	85.2	6187	84.9	8503	85.5	H/		351	77.5	812	74.8
DL	3848	85.8	341	84.2	649	84.7	341	85.0	985	83.7	771	86.5	1416	84.8
HP	208	72.1	123	71.5	248	62.1	156	67.9	185	70.3	2306	68.8	627	58.9
NW	470	77.9	10089	88.6	526	79.1	H/		89	82.0	372	71.5	518	77.8
TW	321	81.6	243	90.5	181	84.0	27	96.3	970	90.5	185	78.9	312	77.6
UA	571	72.7	337	80.7	1011	73.4	384	71.9	540	83.1	1216	73.6	5326	76.4
US	324	75.3	432	86.8	441	75.3	331	78.5	H/		155	64.5	449	73.5
WN	H/		568	79.8	H/		193	80.3	H/		4257	77.3	3479	79.2
TOTAL	20524	81.9	12907	87.1	10227	80.9	10563	83.5	3667	84.8	10358	74.8	15862	76.7

OCTOBER 1998
AIR TRAVEL CONSUMER REPORT

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

CARRIER	ARRIVAL AIRPORT													
	LGA		MCO		MIA		MSP		ORD		PDX		PHL	
	# OF 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	1570	73.9	572	79.5	3137	80.6	522	76.1	9148	76.6	216	83.3	726	74.0
AS	H/		H/		H/		H/		H/		1429	79.7	H/	
CO	453	79.9	602	85.0	357	80.7	230	83.9	675	80.4	93	80.6	287	88.2
DL	2102	81.4	2853	89.8	464	86.9	341	73.0	866	76.3	650	89.4	527	79.9
HP	62	66.1	61	62.3	62	64.5	123	69.1	164	61.6	187	61.0	193	66.3
NW	598	77.1	503	87.1	300	89.3	9192	89.2	792	78.8	179	88.3	451	79.6
TW	242	86.0	337	92.0	222	94.1	286	88.8	379	83.6	120	90.0	177	90.4
UA	728	74.7	506	83.4	435	77.9	634	81.1	12806	78.5	1002	77.7	768	79.0
US	2224	77.5	1432	85.5	401	87.0	243	84.8	648	82.9	H/		6545	80.4
WN	H/		1014	89.9	H/		H/		H/		914	83.4	H/	
TOTAL	7979	77.9	7880	87.2	5378	82.3	11571	87.2	25478	77.9	4790	81.3	9674	79.9

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	501	69.7	93	83.9	553	74.0	425	82.6	942	72.9	186	78.5	367	65.4	310	81.9
AS	311	70.1	H/		365	78.1	3542	73.2	526	71.9	H/		H/		H/	
CO	284	69.7	89	92.1	217	78.3	248	79.4	523	75.3	112	83.0	163	77.9	451	79.8
DL	713	85.3	279	82.8	465	86.5	620	89.0	762	82.0	4769	86.7	217	76.0	908	86.8
HP	5947	73.0	H/		305	60.3	216	55.1	364	46.7	123	65.0	76	67.1	31	77.4
NW	293	71.7	164	88.4	186	82.8	460	84.8	418	76.1	124	79.0	479	80.4	342	87.1
TW	208	78.4	172	90.1	151	78.1	211	89.1	216	80.1	93	88.2	10494	88.7	212	94.3
UA	1071	75.5	177	73.4	1015	74.1	1453	72.8	7259	72.8	445	77.1	299	74.2	279	74.9
US	217	70.5	8160	86.9	155	78.7	186	91.4	367	72.2	H/		217	82.9	1031	82.0
WN	4896	80.2	H/		2327	76.1	956	79.0	516	69.4	1083	85.2	2593	80.3	1045	88.6
TOTAL	14441	76.0	9134	86.6	5739	76.1	8317	76.6	11893	72.8	6935	85.1	14905	85.6	4609	84.7

OCTOBER 1998

AIR TRAVEL CONSUMER REPORT

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	84.9	77.9	43.3	93.5	92.8	J/	J/	88.2	92.9	75.2	94.6	84.6	100.0	93.5	J/	77.8
700 - 759 AM	93.7	84.9	96.9	93.3	87.7	92.2	91.0	91.0	93.4	78.5	89.9	86.5	88.8	93.2	90.4	92.9
800 - 859 AM	90.1	83.6	92.3	94.7	89.5	91.3	86.8	87.4	90.4	92.3	84.4	78.9	89.0	87.8	88.9	95.1
900 - 959 AM	89.3	85.4	93.1	86.9	85.6	86.8	82.8	86.3	89.9	94.0	82.0	87.1	84.3	85.1	89.2	92.7
1000 - 1059 AM	89.8	88.3	89.8	88.7	87.0	90.3	85.8	84.6	91.3	93.2	85.3	98.6	77.0	77.5	86.7	90.9
1100 - 1159 AM	91.3	80.1	91.6	90.2	91.2	88.4	79.9	81.2	87.0	89.0	86.3	93.8	74.1	76.2	81.8	91.6
1200 - 1259 PM	89.8	87.4	91.6	88.5	98.4	89.7	84.2	84.5	87.9	88.3	87.6	J/	75.1	77.8	85.2	86.1
100 - 159 PM	89.0	82.5	88.1	93.6	89.9	90.4	83.9	81.9	89.6	87.3	83.7	89.2	72.4	76.2	82.8	91.2
200 - 259 PM	88.7	71.1	81.5	88.1	88.9	88.6	83.9	82.4	89.8	87.3	80.7	94.4	73.0	76.8	81.5	87.8
300 - 359 PM	84.5	73.4	86.9	90.5	84.5	85.6	82.5	85.6	82.4	80.4	73.9	88.5	73.3	72.1	78.6	93.2
400 - 459 PM	81.9	68.8	85.8	85.3	90.3	83.8	81.3	81.3	87.0	79.1	83.9	80.5	72.5	75.0	70.4	87.9
500 - 559 PM	88.9	59.9	86.0	88.9	83.8	82.1	82.5	80.2	85.8	76.1	81.2	85.2	65.1	72.7	67.8	85.7
600 - 659 PM	87.0	57.3	82.7	87.8	85.4	78.6	75.4	79.6	84.8	74.7	80.7	80.9	74.6	77.7	63.5	86.6
700 - 759 PM	83.8	54.5	78.9	78.4	85.6	80.4	74.1	79.1	82.9	67.5	83.5	75.8	66.5	72.8	68.6	85.7
800 - 859 PM	84.3	55.5	80.7	78.9	83.3	79.6	77.8	79.2	87.0	76.1	82.7	81.9	71.0	72.4	66.0	84.8
900 - 959 PM	79.2	66.4	81.7	85.8	86.2	75.6	71.8	75.2	88.6	72.9	77.1	89.7	77.6	71.4	79.0	76.6
1000 - 1059 PM	88.4	65.2	81.6	83.0	77.1	80.2	78.5	74.1	81.4	76.1	87.4	83.2	72.6	68.7	80.1	82.8
1100 - 559 AM	82.3	76.3	80.0	80.7	78.3	78.1	73.1	80.9	82.8	79.6	79.3	85.8	71.6	77.8	79.7	80.5
TOTAL, ALL ARRIVALS, BY AIRPORT	87.3	70.9	85.6	87.8	87.0	84.6	81.5	81.9	87.1	80.9	83.5	84.8	74.8	76.7	77.9	87.2

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	65.0	93.0	93.0	J/	82.4	90.3	93.4	85.7	82.0	84.2	100.0	95.8	91.8	88.2	
700 - 759 AM	83.9	89.3	88.5	91.2	92.1	93.3	91.5	89.5	97.7	95.7	88.4	89.8	98.8	91.3	
800 - 859 AM	83.9	90.9	85.8	92.7	89.0	88.6	90.0	88.1	86.0	85.9	98.1	85.8	J/	88.6	
900 - 959 AM	91.5	93.6	85.6	87.9	85.4	76.0	82.5	83.4	79.9	81.3	90.6	89.7	96.7	86.4	
1000 - 1059 AM	87.6	87.0	83.5	83.5	86.7	79.1	89.2	81.3	73.5	72.0	87.7	87.8	87.8	85.1	
1100 - 1159 AM	92.7	85.6	83.8	87.0	89.3	81.6	88.4	78.2	76.8	71.4	86.3	87.9	89.5	84.1	
1200 - 1259 PM	86.1	93.6	81.0	82.2	84.9	77.5	89.2	77.8	78.8	65.8	80.6	85.8	86.3	84.1	
100 - 159 PM	87.3	86.7	81.7	86.4	87.0	75.4	91.2	83.2	81.3	72.7	88.5	87.0	85.2	84.1	
200 - 259 PM	85.6	86.3	79.4	73.9	87.9	74.9	85.8	71.0	76.4	70.7	85.3	85.1	90.5	82.3	
300 - 359 PM	81.3	88.5	79.6	85.9	83.0	73.7	88.6	78.7	77.4	69.4	85.4	87.2	87.9	82.2	
400 - 459 PM	82.3	85.0	75.0	77.6	72.3	72.8	85.6	74.5	74.1	72.0	79.2	84.1	85.5	79.5	
500 - 559 PM	77.3	87.4	73.8	82.9	76.6	63.9	84.8	71.8	73.5	69.2	82.4	82.8	81.7	78.4	
600 - 659 PM	78.3	86.8	69.3	73.3	74.4	66.6	85.7	77.0	77.6	70.6	90.9	85.5	79.8	77.6	
700 - 759 PM	77.6	85.7	67.6	78.5	71.7	71.5	80.9	74.7	76.2	65.3	83.9	84.4	77.6	76.5	
800 - 859 PM	72.0	80.1	65.0	78.6	68.9	72.5	84.1	66.0	68.5	71.1	82.0	82.8	74.4	76.4	
900 - 959 PM	75.0	82.7	68.5	78.7	73.2	72.9	78.5	69.8	73.0	69.4	80.3	83.8	78.6	76.8	
1000 - 1059 PM	77.0	82.1	68.8	78.0	67.3	76.2	90.3	72.2	74.8	70.9	78.4	76.0	81.9	77.3	
1100 - 559 AM	85.5	82.6	83.1	77.8	81.3	78.2	83.0	70.6	77.2	74.6	75.6	71.1	82.9	79.1	
TOTAL, ALL ARRIVALS, BY AIRPORT	82.3	87.2	77.9	81.3	79.9	76.0	86.6	76.1	76.6	72.8	85.1	85.6	84.7	81.6	

OCTOBER 1998

AIR TRAVEL CONSUMER REPORT

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	93.5	90.7	95.6	92.4	96.3	94.9	94.9	92.1	90.3	93.3	94.7	96.7	93.7	94.0	94.9	98.4
700 - 759 AM	91.4	90.5	91.2	92.1	96.6	96.6	91.5	89.4	90.6	93.3	94.4	93.0	90.7	92.4	91.5	95.7
800 - 859 AM	91.6	89.0	94.4	90.1	90.6	92.9	92.3	85.4	91.0	88.5	93.3	93.5	91.5	89.5	90.9	94.5
900 - 959 AM	90.1	87.9	93.8	90.1	91.2	91.3	90.3	83.6	85.5	93.0	86.9	92.6	85.6	88.9	89.6	94.1
1000 - 1059 AM	91.1	89.2	91.5	86.3	92.4	90.0	88.6	84.1	86.1	91.9	87.3	98.4	73.9	81.9	87.8	94.9
1100 - 1159 AM	88.0	89.9	90.5	87.9	90.3	92.3	86.8	77.8	92.7	90.8	89.5	94.7	74.8	80.7	85.6	93.7
1200 - 1259 PM	89.5	85.0	91.9	86.9	95.2	92.1	86.0	78.8	86.4	88.1	89.1	91.6	78.1	81.8	89.3	94.5
100 - 159 PM	90.7	86.3	90.5	87.2	93.3	90.6	84.6	84.2	85.1	91.6	87.1	J/	72.7	79.8	91.6	90.1
200 - 259 PM	88.1	82.7	86.3	87.1	89.9	91.2	88.1	77.3	83.4	84.3	85.2	92.2	71.4	82.3	86.9	92.1
300 - 359 PM	88.3	71.6	85.2	86.5	92.5	88.8	87.4	78.0	79.1	85.6	80.7	92.7	71.5	81.6	85.8	90.8
400 - 459 PM	85.3	74.7	80.4	81.2	88.7	88.6	83.9	83.2	74.7	78.5	78.9	88.8	71.1	72.5	80.4	90.1
500 - 559 PM	86.8	67.7	84.6	84.1	100.0	84.4	80.8	76.8	82.1	79.9	83.5	85.7	71.7	79.5	74.3	86.4
600 - 659 PM	88.5	65.6	79.3	85.6	86.8	85.5	81.7	76.2	82.7	75.6	80.5	87.1	64.4	74.3	74.1	90.6
700 - 759 PM	89.3	62.4	84.6	80.4	91.9	82.4	79.0	81.6	79.7	74.8	85.1	87.3	63.6	77.5	74.1	87.1
800 - 859 PM	85.9	63.2	83.1	80.3	90.6	82.2	75.5	75.4	79.5	75.2	83.2	78.9	64.0	74.5	73.1	88.6
900 - 959 PM	92.1	100.0	86.0	83.5	87.6	90.9	81.2	83.9	83.1	84.8	80.5	81.0	64.8	79.1	76.8	90.0
1000 - 1059 PM	91.7	J/	57.7	85.5	93.0	J/	J/	77.5	86.1	90.3	74.2	93.5	88.3	87.2	J/	J/
1100 - 559 AM	93.2	94.2	96.8	69.2	100.0	J/	94.6	J/	100.0	100.0	90.3	90.0	74.4	89.9	85.0	96.8
TOTAL, ALL DEPARTURES, BY AIRPORT	89.8	80.3	88.3	85.9	91.5	89.4	85.9	80.6	84.1	85.8	85.9	89.8	76.4	83.5	84.8	91.9

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA		
600 - 659 AM	90.5	94.0	93.3	95.1	94.6	90.9	93.8	96.2	93.4	93.6	97.4	96.2	99.3	93.7	
700 - 759 AM	92.6	90.2	90.2	94.7	91.4	89.8	92.4	92.6	91.7	92.6	92.6	94.2	95.0	92.1	
800 - 859 AM	91.7	89.5	88.0	91.0	83.9	91.1	90.0	90.2	90.8	91.8	91.2	89.8	91.6	90.2	
900 - 959 AM	92.2	90.0	85.0	88.3	84.7	80.3	89.3	86.9	85.1	83.7	96.8	89.2	94.2	87.6	
1000 - 1059 AM	88.9	88.9	83.6	88.4	85.1	74.6	87.1	82.7	83.0	79.3	88.8	89.4	94.3	86.3	
1100 - 1159 AM	91.4	87.2	83.4	86.3	85.2	77.8	87.7	78.9	81.0	70.2	90.7	87.4	90.6	85.1	
1200 - 1259 PM	89.9	86.8	85.6	89.3	86.9	78.3	90.1	80.9	80.1	73.0	84.6	87.6	89.1	85.4	
100 - 159 PM	87.7	90.0	79.4	82.8	82.7	76.6	86.7	84.8	82.3	76.6	93.0	89.2	91.8	85.0	
200 - 259 PM	89.3	86.5	77.6	88.7	82.2	73.4	90.0	75.7	81.1	70.9	91.6	88.6	84.8	83.1	
300 - 359 PM	76.8	85.4	80.0	81.2	83.9	73.9	J/	81.9	80.7	72.9	88.5	87.9	91.6	82.4	
400 - 459 PM	88.6	87.6	79.1	86.3	77.5	72.2	84.6	75.4	77.6	74.5	85.2	81.3	87.5	81.3	
500 - 559 PM	83.8	85.0	74.5	82.1	76.6	65.5	83.9	74.8	79.0	71.9	82.5	84.0	86.1	79.6	
600 - 659 PM	79.4	84.1	71.0	77.4	73.8	68.0	84.5	74.1	77.6	72.6	91.5	85.9	86.6	79.3	
700 - 759 PM	72.8	88.3	68.0	75.4	74.0	64.0	83.9	75.0	78.5	69.5	77.0	83.0	81.0	77.4	
800 - 859 PM	78.2	83.0	70.7	79.5	75.8	67.7	83.4	72.3	77.2	72.3	87.8	88.0	83.6	79.2	
900 - 959 PM	72.0	84.5	71.7	84.8	75.3	67.6	82.1	60.9	77.7	76.6	82.1	86.4	78.9	81.3	
1000 - 1059 PM	J/	84.8	70.1	94.4	J/	78.1	87.6	88.1	91.3	86.0	91.4	85.0	86.2	85.0	
1100 - 559 AM	98.4	83.9	93.3	97.1	96.9	93.5	87.1	97.2	94.3	89.6	91.5	89.7	87.1	86.4	
TOTAL, ALL DEPARTURES, BY AIRPORT	85.8	87.2	79.9	87.4	81.5	76.9	87.0	82.8	84.3	79.4	89.2	87.9	89.8	84.5	

OCTOBER 1998

AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	LATE MEDIAN
US	255	ATL- PHL	2020	26	80.77	26	21
UA	963	IAD- LAX	1715	31	80.65	49	36

OCTOBER 1998

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
AMERICA WEST	568	4	0.7
US AIRWAYS	1989	4	0.2
UNITED	2134	3	0.1
AMERICAN	1838	2	0.1
DELTA	2464	2	0.1
SOUTHWEST	2370	1	0.0
ALASKA	422	0	0.0
TWA	765	0	0.0
CONTINENTAL	1144	0	0.0
NORTHWEST	1498	0	0.0
TOTAL	15192	16	0.1

OCTOBER 1998

AIR TRAVEL CONSUMER REPORT

TABLE 7.

ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
AKRON/CANTON, OH. (CAK)	81.8	94.3	88	88	DUTCH HARBOR, AK. (DUT)	71.0	71.0	62	62
ALBANY, N. Y. (ALB)	82.0	88.5	1,009	1,008	EL PASO, TX. (ELP)	77.7	83.2	2,096	2,096
ALBUQUERQUE, N. M. (ABQ)	79.8	83.4	3,156	3,158	ELMIRA, N. Y. (ELM)	88.2	94.5	110	110
ALLENTOWN, PA. (ABE)	81.3	90.9	504	506	ERIE, PA. (ERI)	85.7	95.0	119	119
AMARILLO, TX. (AMA)	76.6	84.1	414	415	EUGENE, OR. (EUG)	70.3	73.0	185	185
ANCHORAGE, AK. (ANC)	75.8	85.2	1,510	1,511	FAIRBANKS, AK. (FAI)	79.0	87.6	428	428
ASHEVILLE, N. C. (AVL)	85.3	92.0	150	150	FARGO, N. D. (FAR)	85.3	89.9	238	238
ATLANTA, GA. (ATL)	87.3	89.8	21,576	21,576	FAYETTEVILLE, N. C. (FAY)	94.4	96.8	124	124
AUGUSTA, GA. (AGS)	85.8	92.9	155	155	FLINT, MI. (FNT)	89.1	95.0	119	120
AUSTIN, TX. (AUS)	81.0	86.6	3,709	3,712	FRESNO, CA. (FAT)	61.3	90.3	31	31
BAKERSFIELD, CA. (BFL)	45.2	86.7	31	30	FT. LAUDERDALE, FL. (FLL)	85.9	90.7	3,294	3,290
BALTIMORE, MD. (BWI)	85.6	88.3	6,339	6,338	FT. MYERS, FL. (RSW)	86.4	92.6	1,011	1,010
BANGOR, ME. (BGR)	94.6	98.9	93	93	FT. WAYNE, IN. (FWA)	81.3	90.6	32	32
BARROW, AK. (BRW)	84.9	81.4	86	86	GRAND FORKS, N. D. (GFK)	87.8	91.2	90	91
BATON ROUGE, LA. (BTR)	88.7	89.9	398	398	GRAND RAPIDS, MI. (GRR)	83.5	93.2	776	776
BETHEL, AK. (BET)	82.1	82.1	84	84	GREAT FALLS, MT. (GTF)	89.9	94.5	217	217
BILLINGS, MT. (BIL)	84.7	92.3	248	248	GREEN BAY, WI. (GRB)	88.7	95.6	204	205
BINGHAMTON, N. Y. (BGM)	90.3	93.5	93	93	GREENBRIER, W. V. (LWB)	83.3	75.0	12	12
BIRMINGHAM, AL. (BHM)	86.8	91.1	1,707	1,704	GREENSBORO/HIGH PT., N. C. (GSO)	81.7	90.2	1,320	1,321
BISMARCK, N. D. (BIS)	86.6	92.5	119	120	GREENVILLE/SPARTBG., S. C. (GSP)	80.9	88.9	591	592
BOISE, ID. (BOI)	84.9	87.6	978	979	GULFPORT/BILOXI, MS. (GPT)	89.2	97.8	93	92
BOSTON, MA. (BOS)	70.9	80.3	8,755	8,756	HARLINGEN, TX. (HRL)	75.6	79.3	353	353
BOZEMAN, MT. (BZN)	87.7	92.9	155	155	HARRISBURG, PA. (MDT)	82.5	91.4	673	673
BRISTOL, TN. (TRI)	88.2	88.2	119	119	HARTFORD, CT./SPGFLD, MA. (BDL)	82.1	90.8	2,301	2,302
BROWNSVILLE, TX. (BRO)	90.3	93.5	31	31	HELENA, MT. (HLN)	91.9	96.8	62	62
BUFFALO, N. Y. (BUF)	79.1	87.8	1,587	1,584	HONOLULU, OAHU, HI. (HNL)	71.6	90.0	928	934
BURBANK, CA. (BUR)	76.2	79.5	2,402	2,405	HOUSTON, TX. (HOU)	81.8	77.3	4,994	4,994
BURLINGTON, VT. (BTV)	75.2	86.8	242	242	HOUSTON, TX. (IAH)	83.5	85.9	10,563	10,562
CEDAR RAPIDS/IOWA CTY, IA. (CID)	82.6	90.0	459	461	HUNTSVILLE/DECATUR, AL. (HSV)	86.3	91.8	473	473
CHARLESTON, S. C. (CHS)	86.4	92.4	616	616	INDIANAPOLIS, IN. (IND)	83.5	88.8	2,889	2,893
CHARLESTON, W. V. (CRW)	82.1	85.5	145	145	INDIO/PALM SPRINGS, CA. (PSP)	78.0	90.6	245	245
CHARLOTTE, N. C. (CLT)	87.8	85.9	10,663	10,662	ISLIP/LONG IS., N. Y. (ISP)	86.0	93.0	172	171
CHATTANOOGA, TN. (CHA)	88.6	94.3	88	88	ITHACA, N. Y. (ITH)	92.7	93.6	110	110
CHICAGO, IL. (MDW)	84.3	81.6	4,049	4,048	JACKSON/VICKSBURG, MS. (JAN)	90.7	91.9	776	777
CHICAGO, IL. (ORD)	77.9	79.9	25,478	25,490	JACKSON, WY. (JAC)	95.0	95.0	60	60
CINCINNATI, OH. (CVG)	87.0	91.5	6,647	6,651	JACKSONVILLE, FL. (JAX)	85.1	92.1	1,909	1,909
CLEVELAND, OH. (CLE)	85.2	89.5	5,136	5,137	JUNEAU, AK. (JNU)	78.6	76.3	337	337
COLORADO SPRINGS, CO. (COS)	73.7	88.5	912	910	KAHULUI, MAUI, HI. (OGG)	77.0	91.1	248	248
COLUMBIA, S. C. (CAE)	86.9	90.2	419	420	KALAMAZOO, MI. (AZO)	85.8	92.6	120	121
COLUMBUS, OH. (CMH)	83.1	87.0	3,361	3,364	KALISPELL, MT. (FCA)	91.9	90.3	62	62
CORDOVA, AK. (CDV)	79.0	90.3	62	62	KANSAS CITY, MO. (MCI)	81.8	85.8	5,061	5,067
CORPUS CHRISTI, TX. (CRP)	75.7	82.0	255	256	KETCHIKAN, AK. (KTN)	76.6	80.2	192	192
DALLAS/FT. WORTH, TX. (DAL)	79.6	77.6	4,361	4,355	KING SALMON, AK. (AKN)	85.7	85.7	28	28
DALLAS/FT. WORTH, TX. (DFW)	81.9	80.6	20,524	20,518	KNOXVILLE, TN. (TYS)	79.2	88.4	654	653
DAYTON, OH. (DAY)	86.3	94.2	893	893	KODIAK, AK. (ADQ)	74.2	75.8	62	62
DAYTONA BEACH, FL. (DAB)	91.7	94.9	216	216	KONA, HAWAII, HI. (KOA)	62.9	88.7	62	62
DEADHORSE, AK. (SCC)	83.6	83.6	55	55	KOTZEBUE, AK. (OTZ)	72.0	64.0	75	75
DENVER, CO. (DEN)	81.5	85.9	11,515	11,506	LA CROSSE, WI. (LSE)	88.5	94.2	52	52
DES MOINES, IA. (DSM)	81.6	91.7	602	603	LANSING, MI. (LAN)	86.8	87.9	182	182
DETROIT, MI. (DTW)	87.1	84.1	12,907	12,910	LAS VEGAS, NV. (LAS)	74.8	76.4	10,358	10,344
DILLINGHAM AK. (DLG)	78.6	75.0	28	28	LEXINGTON/FRKFT, KY. (LEX)	86.3	92.6	336	336
DULUTH, MN. (DLH)	85.2	88.6	88	88	LIHUE, KAUAI, HI. (LIH)	41.9	96.8	31	31

OCTOBER 1998

AIR TRAVEL CONSUMER REPORT

TABLE 7.

ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LINCOLN, NE. (LNK)	81.6	93.7	239	238	ROCHESTER, N. Y. (ROC)	80.2	89.0	1,304	1,301
LITTLE ROCK, AR. (LIT)	81.9	87.4	1,100	1,100	SACRAMENTO, CA. (SMF)	78.6	82.6	3,125	3,124
LONG BEACH, CA. (LGB)	71.0	89.0	300	301	SAGINAW, MI. (MBS)	79.3	88.4	304	302
LOS ANGELES, CA. (LAX)	76.7	83.5	15,862	15,861	SALT LAKE CITY, UT. (SLC)	85.1	89.2	6,935	6,938
LOUISVILLE, KY. (SDF)	84.0	89.4	1,978	1,979	SAN ANTONIO, TX. (SAT)	78.5	84.5	3,164	3,164
LUBBOCK, TX. (LBB)	82.7	85.3	554	557	SAN DIEGO, CA. (SAN)	76.1	82.8	5,739	5,737
MADISON, WI. (MSN)	82.8	91.2	366	365	SAN FRANCISCO, CA. (OAK)	80.4	82.2	4,754	4,753
MANCHESTER, N. H. (MHT)	80.6	86.0	1,056	1,057	SAN FRANCISCO, CA. (SFO)	72.8	79.4	11,893	11,878
MEDFORD, OR. (MFR)	64.2	63.4	123	123	SAN JOSE, CA. (SJC)	79.8	85.9	4,461	4,460
MELBOURNE, FL. (MLB)	88.2	97.3	186	186	SAN JUAN, P. R. (SJU)	80.3	87.8	1,543	1,544
MEMPHIS, TN. (MEM)	90.7	89.6	4,475	4,471	SANTA BARBARA, CA. (SBA)	77.2	75.0	123	124
MIAMI, FL. (MIA)	82.3	85.8	5,378	5,377	SARASOTA/BRAD., FL. (SRQ)	83.9	94.3	440	438
MIDLAND/ODESSA, TX. (MAF)	79.5	82.7	547	548	SAVANNAH, GA. (SAV)	86.6	92.4	434	434
MILWAUKEE, WI. (MKE)	87.1	94.1	1,280	1,281	SCRANTON/WILKES-BARRE, PA. (AVP)	90.7	97.3	150	150
MINNEAPLS/ST. P. MN. (MSP)	87.2	87.2	11,571	11,568	SEATTLE, WA. (SEA)	76.6	84.3	8,317	8,314
MINOT, N. D. (MOT)	91.4	91.4	93	93	SHREVEPORT, LA. (SHV)	91.3	92.8	332	332
MISSON/MCALLEN, TX. (MFE)	82.6	89.7	270	271	SIoux CITY, IA. (SUX)	78.9	96.6	57	58
MISSOULA, MT. (MSO)	91.0	91.0	155	155	SIoux FALLS, S. D. (FSD)	77.4	88.4	336	336
MOBILE, AL. /PASCAGOULA, MS. (MOB)	87.1	87.4	341	341	SITKA, AK. (SIT)	71.0	82.8	93	93
MOLINE, IL. (MLI)	88.0	91.4	150	151	SOUTH BEND, IN. (SBN)	86.1	93.8	274	274
MONROE, LA. (MLU)	90.9	95.7	186	186	SPOKANE, WA. (GEG)	83.3	88.8	1,146	1,147
MONTEREY, CA. (MRY)	87.1	87.1	62	62	SPRINGFIELD, MD. (SGF)	87.5	96.0	176	177
MONTGOMERY, AL. (MGM)	94.2	96.8	155	155	ST. CROIX, V. I. (STX)	76.3	91.4	93	93
MYRTLE BEACH, S. C. (MYR)	81.9	90.3	227	227	ST. LOUIS, MO. (STL)	85.6	87.9	14,905	14,899
NASHVILLE, TN. (BNA)	87.7	89.4	4,502	4,504	ST. THOMAS, V. I. (STT)	80.9	87.3	173	173
NEW ORLEANS, LA. (MSY)	85.6	89.9	4,327	4,322	SYRACUSE, N. Y. (SYR)	80.5	89.1	967	969
NEW YORK, N. Y. (JFK)	84.8	89.8	3,667	3,656	TALLAHASSEE, FL. (TLH)	86.1	92.8	208	208
NEW YORK, N. Y. (LGA)	77.9	84.8	7,979	7,987	TAMPA, FL. (TPA)	84.7	89.8	4,609	4,610
NEWARK, N. J. (EWR)	80.9	85.8	10,227	10,224	TOLEDO, OH. (TOL)	90.9	94.3	88	88
NEWBURGH, N. Y. (SWF)	72.6	85.5	124	124	TRAVERSE CITY, MI. (TVC)	73.5	88.1	83	84
NOME, AK. (OME)	71.1	71.1	76	76	TUCSON, AZ. (TUS)	78.1	87.8	1,513	1,513
NORFOLK/VA. BEACH, VA. (ORF)	82.7	89.7	1,442	1,442	TULSA, OK. (TUL)	79.7	84.7	1,609	1,608
OKLAHOMA CITY, OK. (OKC)	80.3	86.0	1,717	1,718	VALPARAISO, FL. (VPS)	84.3	94.4	89	89
OMAHA, NE. (OMA)	80.0	88.5	1,419	1,419	WASHINGTON, D. C. (DCA)	84.6	89.4	7,138	7,140
ONTARIO, CA. (ONT)	76.0	81.6	3,000	3,003	WASHINGTON, D. C. (IAD)	79.6	84.8	4,061	4,063
ORANGE COUNTY, CA. (SNA)	80.4	87.6	2,990	3,003	WEST PALM BEACH, FL. (PBI)	83.1	92.5	1,564	1,563
ORLANDO, FL. (MCO)	87.2	91.9	7,880	7,883	WHITE PLAINS, N. Y. (HPN)	78.4	88.6	412	412
PASCO, WA. (PSC)	96.8	96.0	124	124	WICHITA, KS. (ICT)	82.1	89.6	630	632
PENSACOLA, FL. (PNS)	90.1	91.1	553	553	WILMINGTON, N. C. (ILM)	79.0	89.3	176	177
PETERSBURG, AK. (PSG)	67.7	79.0	62	62	WRANGELL, AK. (WRG)	69.4	77.4	62	62
PHILADELPHIA, PA. (PHL)	79.9	81.5	9,674	9,669	YAKUTAT, AK. (YAK)	79.0	82.3	62	62
PHOENIX, AZ. (PHX)	76.0	76.9	14,441	14,438					
PITTSBURGH, PA. (PIT)	86.6	87.0	9,134	9,136					
PORTLAND, ME. (PWM)	79.1	90.6	585	587					
PORTLAND, OR. (PDX)	81.3	87.4	4,790	4,792					
PROVIDENCE, R. I. (PVD)	82.7	89.4	1,903	1,903					
RALEIGH/DURHAM, N. C. (RDU)	82.7	89.7	2,403	2,403					
RAPID CITY, S. D. (RAP)	86.3	96.6	117	117					
RENO, NV. (RNO)	80.0	82.5	2,175	2,174					
RICHMOND, VA. (RIC)	80.9	87.1	1,333	1,334					
ROANOKE, VA. (ROA)	82.1	92.8	207	207					
ROCHESTER, MN. (RST)	78.2	94.2	170	171					

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

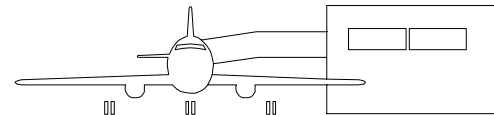
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

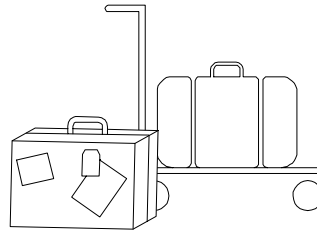
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

OCT. '98 RANK	AIRLINE	OCTOBER 1998			OCTOBER 1997		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	America West	4,995	1,452,618	3.44	4,085	1,450,337	2.82
2	US Airways	17,451	4,875,167	3.58	18,072	4,851,232	3.73
3	TWA	6,396	1,785,640	3.58	8,267	1,879,005	4.40
4	Delta	30,228	8,125,011	3.72	33,754	8,231,134	4.10
5	Continental	11,945	2,980,018	4.01	9,827	2,879,790	3.41
6	Southwest	20,450	5,054,427	4.05	17,653	4,830,153	3.65
7	American	23,162	5,361,050	4.32	22,446	5,291,160	4.24
8	Northwest	17,042	3,739,381	4.56	18,773	3,912,439	4.80
9	Alaska	5,085	917,782	5.54	4,423	856,949	5.16
10	United	43,167	6,681,762	6.46	38,025	6,211,048	6.12
	Total	179,921	40,972,856	4.39	175,325	40,393,247	4.34

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

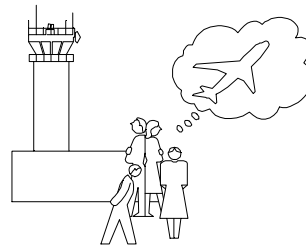
OVERSALES

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.



July-September
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

JULY-SEPT. '98 RANK	AIRLINE	JULY-SEPTEMBER 1998				JULY-SEPTEMBER 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	15,365	115	10,002,893	0.11	16,790	65	9,336,063	0.07
2	US Airways	18,389	226	14,730,549	0.15	18,932	577	14,680,895	0.39
3	Northwest	27,378	306	10,080,236	0.30	24,197	574	13,394,866	0.43
4	American	52,881	717	19,275,699	0.37	43,941	487	19,221,083	0.25
5	United	37,195	1,164	21,963,437	0.53	27,143	1,018	20,535,415	0.50
6	America West	10,728	439	4,800,905	0.91	11,993	830	4,908,220	1.69
7	Delta	55,767	2,667	26,968,275	0.99	63,790	2,536	25,396,098	1.00
8	Alaska	4,621	418	3,654,398	1.14	4,718	656	3,433,523	1.91
9	Southwest	20,577	2,708	15,483,831	1.75	18,984	3,323	14,522,952	2.29
10	TWA	8,429	1,129	6,054,643	1.86	5,072	433	6,066,468	0.71
	TOTAL	251,330	9,889	133,014,866	0.74	235,560	10,499	131,495,583	0.80

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

JAN-SEPT '98 RANK	AIRLINE	JANUARY-SEPTEMBER 1998				JANUARY-SEPTEMBER 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	54,513	375	28,524,460	0.13	51,422	301	26,867,957	0.11
2	US Airways	67,167	991	42,736,280	0.23	67,803	4,180	43,670,909	0.96
3	Northwest	98,147	1,117	34,100,676	0.33	72,725	2,305	37,590,896	0.61
4	American	163,872	2,312	55,607,904	0.42	167,876	3,986	55,195,282	0.72
5	United	110,274	3,542	59,904,245	0.59	75,447	2,879	57,785,706	0.50
6	America West	36,790	1,536	13,749,186	1.12	47,287	3,052	14,562,214	2.10
7	Delta	189,886	9,639	77,610,171	1.24	207,075	12,720	75,461,676	1.69
8	Alaska	19,532	1,459	9,820,451	1.49	16,517	2,369	9,297,076	2.55
9	TWA	26,041	2,987	17,709,761	1.69	22,567	2,274	16,974,523	1.34
10	Southwest	60,802	8,136	44,204,904	1.84	53,725	9,878	41,901,192	2.36
	TOTAL	827,024	32,094	383,968,038	0.84	782,444	43,944	379,307,431	1.16

* 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.

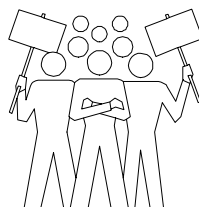


TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

SUMMARY

	OCTOBER 1998				OCTOBER 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	644	48	1	49	516	75	1	83
FOREIGN AIRLINES	117	1	0	2	74	0	0	4
TRAVEL AGENTS	1	0	0	0	0	0	0	0
TOUR OPERATORS	20	0	0	0	9	0	0	0
MISCELLANEOUS	23	17	0	5	15	12	0	18
CARGO COMPANIES	0	0	0	0	0	0	0	0
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INDUSTRY TOTALS	805	66	1	56	614	87	1	105

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES *

	OCTOBER 1998			OCTOBER 1997		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.	1	221		1	142	
DELAYS.			57			34
CANCELLATIONS.			80			61
MISCONNECTIONS.			32			19
CUSTOMER SERVICE.	2	171		2	141	
TICKETING/BOARDING.	3	128		4	86	
DISABLED.			27			28
BAGGAGE.	4	116		3	89	
REFUNDS.	5	64		5	55	
OVERSALES.	6	37		7	32	
FARES.	7	34		8	20	
OTHER.	8	28		6	35	
FREQUENT FLYER.			16			22
ADVERTISING.	9	3		9	7	
SMOKING.	10	2		11	1	
TOURS.	11	1		10	6	
CREDIT.	12	0		12	0	
		----			----	
COMPLAINT TOTAL		805			614	

* 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

OCTOBER 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 AIRWAYS	5	1	1	1	0	0	2	0	0	0	0	1	11
ALASKA AIRLINES	0	0	2	0	0	5	0	0	0	0	0	0	7
AMERICA WEST AIRLINES	14	0	4	1	4	7	7	0	0	0	0	0	37
AMERICAN AIRLINES	27	3	11	4	7	13	30	0	0	0	0	4	99
AMERICAN EAGLE	1	2	1	0	0	0	2	0	0	0	0	0	6
AMERICAN TRANS AIR	3	0	1	0	2	2	2	0	0	0	0	0	10
CONTINENTAL AIRLINES	16	1	4	3	3	10	18	0	0	0	0	1	56
DELTA AIR LINES	15	4	17	1	5	5	19	0	0	0	0	2	68
EASTWIND AIRLINES	2	0	1	1	1	0	0	0	0	0	0	0	5
KIWI INTERNATIONAL AIRLINES	3	0	2	0	3	2	0	0	0	0	0	0	10
NORTHWEST AIRLINES	24	3	6	2	3	7	10	0	1	0	0	4	60
SOUTHWEST AIRLINES	1	0	2	0	0	1	0	0	0	0	0	1	5
TOWER AIR	10	3	7	2	3	3	9	0	0	0	0	1	38
TRANS STATES AIRLINES	4	0	0	0	0	0	1	0	0	0	0	1	6
TRANS WORLD AIRLINES	6	1	4	1	2	4	7	0	0	0	0	0	25
TRANS WORLD EXPRESS	3	3	0	0	0	0	0	0	0	0	0	0	6
UNITED AIRLINES	26	3	16	2	4	17	21	0	0	0	0	5	94
UNITED EXPRESS	4	1	0	0	0	3	2	0	0	0	0	1	11
US AIRWAYS	9	2	3	5	3	3	8	0	0	0	0	1	34
VANGUARD AIRLINES	3	0	2	1	0	2	4	0	1	0	0	0	13
OTHER U. S. AIRLINES	13	1	9	1	7	3	8	0	1	0	0	0	43

OCTOBER 1998	189	28	93	25	47	87	150	0	3	0	0	22	644
% OF TOTAL COMPLAINTS	29.3	4.3	14.4	3.9	7.3	13.5	23.3	0.0	0.5	0.0	0.0	3.4	
OCTOBER 1997	129	22	70	17	44	66	131	0	7	0	3	27	516
% OF TOTAL COMPLAINTS	25.0	4.3	13.6	3.3	8.5	12.8	25.4	0.0	1.4	0.0	0.6	5.2	

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

OCTOBER 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 OCT	DENTS IN OCT		DENTS IN SEP		DENTS IN ALL PRIOR MONTHS		KNOW INCI- DENT DATE	
AIRTRAN AIRWAYS	11	3	27.27	1	9.09	7	63.64	0	0.00
ALASKA AIRLINES	7	0	0.00	4	57.14	3	42.86	0	0.00
AMERICA WEST AIRLINES	37	4	10.81	12	32.43	21	56.76	0	0.00
AMERICAN AIRLINES	99	23	23.23	24	24.24	51	51.52	1	1.01
AMERICAN EAGLE	6	0	0.00	3	50.00	3	50.00	0	0.00
AMERICAN TRANS AIR	10	1	10.00	1	10.00	8	80.00	0	0.00
CONTINENTAL AIRLINES	56	12	21.43	16	28.57	28	50.00	0	0.00
DELTA AIR LINES	68	11	16.18	15	22.06	42	61.76	0	0.00
EASTWIND AIRLINES	5	3	60.00	0	0.00	2	40.00	0	0.00
KIWI INTERNATIONAL AIRLINES	10	1	10.00	1	10.00	8	80.00	0	0.00
NORTHWEST AIRLINES	60	14	23.33	7	11.67	39	65.00	0	0.00
SOUTHWEST AIRLINES	5	2	40.00	2	40.00	1	20.00	0	0.00
TOWER AIR	38	6	15.79	4	10.53	28	73.68	0	0.00
TRANS STATES AIRLINES	6	2	33.33	4	66.67	0	0.00	0	0.00
TRANS WORLD AIRLINES	25	7	28.00	5	20.00	13	52.00	0	0.00
TRANS WORLD EXPRESS	6	3	50.00	2	33.33	1	16.67	0	0.00
UNITED AIRLINES	94	14	14.89	36	38.30	44	46.81	0	0.00
UNITED EXPRESS	11	4	36.36	3	27.27	4	36.36	0	0.00
US AIRWAYS	34	5	14.71	10	29.41	19	55.88	0	0.00
VANGUARD AIRLINES	13	5	38.46	1	7.69	7	53.85	0	0.00
OTHER U. S. AIRLINES	43	13	30.23	7	16.28	23	53.49	0	0.00
TOTALS	644	133	20.65	158	24.53	352	54.66	1	0.16
PRIOR YEAR'S TOTALS	516	54	10.47	157	30.43	301	58.33	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

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

OCTOBER 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR CANADA	1	1	4	1	0	0	0	0	0	0	0	0	7
AIR FRANCE	4	2	1	2	3	3	2	0	0	0	0	0	17
AIR JAMAICA	4	0	1	0	0	0	0	0	0	0	0	0	5
KLM	1	0	2	0	1	1	0	0	0	0	0	0	5
VIRGIN ATLANTIC	0	1	1	0	0	4	1	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	8	5	15	2	8	20	12	2	0	0	0	4	76
TOTAL	18	9	24	5	12	28	15	2	0	0	0	4	117
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	1	0	0	0	0	0	0	0	0	0	1
TOTAL	0	0	1	0	0	0	0	0	0	0	0	0	1
TOUR OPERATORS													
SUNJET INT'L SALES	6	0	1	1	1	0	2	0	0	0	0	0	11
OTHER TOUR OPERATORS	3	0	3	0	0	0	1	0	0	0	1	1	9
TOTAL	9	0	4	1	1	0	3	0	0	0	1	1	20
MISCELLANEOUS													
OTHER MISCELLANEOUS	5	0	6	3	4	1	3	0	0	0	0	1	23
TOTAL	5	0	6	3	4	1	3	0	0	0	0	1	23
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

OCTOBER
Consumer Complaints: Rankings
U.S. AIRLINES*

OCT. '98 RANK	AIRLINE	OCTOBER 1998			OCTOBER 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	5	5,066,738	0.10	16	4,841,024	0.33
2	US Airways	34	5,029,177	0.68	29	4,991,994	0.58
3	Alaska	7	1,026,667	0.68	10	934,679	1.07
4	Delta	68	8,728,047	0.78	57	8,690,887	0.66
5	United	94	7,564,297	1.24	68	7,159,114	0.95
6	T W A	25	1,872,939	1.33	14	1,997,597	0.70
7	Northwest	60	4,456,107	1.35	86	4,685,218	1.84
8	American	99	6,754,501	1.47	71	6,655,314	1.07
9	Continental	56	3,519,599	1.59	23	3,324,485	0.69
10	America West	37	1,479,115	2.50	33	1,479,585	2.23
	TOTAL	485	45,497,187	1.07	407	44,759,897	0.91

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.

