



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: OCTOBER 2000

Includes data for the following periods:

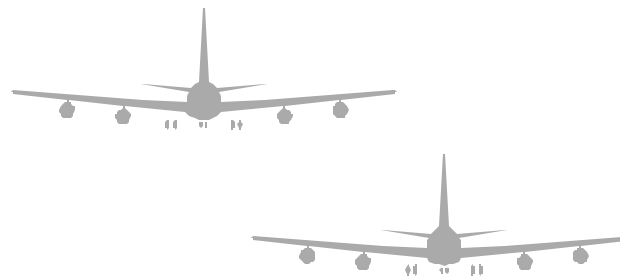
Flight Delays	August 2000
Mishandled Baggage	August 2000
Oversales	2 nd Quarter 2000 January-June 2000
Consumer Complaints	August 2000
Disability Complaints	August 2000

Office of Aviation Enforcement and Proceedings

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

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INTRODUCTION

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

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

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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



FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. 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. Tables 1 and 8 each have 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.

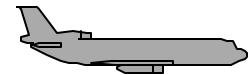
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage 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.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system.

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, DC. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/search.html>. Computer tapes containing data for all reported flight operations are available for purchase from the Transportation Systems Center in Cambridge, Massachusetts. The Department cannot respond to inquiries about the performance of individual flights.

However, information on the performance of specific flights is displayed on the Computerized Reservations Systems used by most airlines and travel agencies. Each of the reporting carriers' flights has a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.



AUGUST 2000
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/ -----
NORTHWEST S/	29	78.6	112	79.2
CONTINENTAL S/	27	76.9	78	77.7
DELTA S/	29	77.0	111	77.3
TRANS WORLD S/	29	76.9	76	76.7
SOUTHWEST S/	14	74.8	57	76.2
AMERICAN S/	29	73.1	92	73.9
ALASKA S/	8	72.6	36	69.6
US AIRWAYS S/	25	67.5	89	67.3
AMERICA WEST S/	25	60.0	52	59.5
UNITED S/	29	43.7	96	42.7
T O T A L		69.0		70.0

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

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

NOTE TO CONSUMERS REGARDING FLIGHT DELAY DATA

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

AUGUST 2000
AIR TRAVEL CONSUMER REPORT

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

CARRIER	3RD QUARTER		4TH QUARTER		1ST QUARTER		2ND QUARTER		06 2000		07 2000		08 2000		12 MONTHS ENDING DATA BASE TO DATE	
	07-09 1999	10-12 1999	01-03 2000	04-06 2000	06 2000	07 2000	08 2000	08 2000	09 1987 - 08 2000	%	RANK	%	RANK	%	RANK	
ALASKA	72.0 (8)	69.7 (9)	66.5 (9)	70.9 (7)	65.5 (7)	64.8 (8)	69.6 (7)	69.6 (8)	76.6 (9)							
AMERICA WEST	62.7 (10)	69.2 (10)	64.7 (10)	66.6 (9)	60.5 (9)	64.4 (9)	59.5 (9)	65.9 (9)	78.9 (4)							
AMERICAN	75.6 (5)	80.7 (3)	75.2 (6)	71.6 (6)	65.5 (6)	73.9 (6)	73.9 (6)	75.7 (6)	79.1 (3)							
CONTINENTAL	74.0 (6)	79.8 (5)	77.7 (3)	76.9 (3)	73.1 (3)	80.1 (1)	77.7 (2)	78.3 (4)	78.3 (5)							
DELTA	77.6 (4)	80.6 (4)	77.4 (4)	78.0 (2)	73.7 (2)	76.1 (4)	77.3 (3)	78.5 (3)	77.6 (8)							
NORTHWEST	80.1 (3)	84.9 (2)	79.4 (2)	78.3 (1)	75.0 (1)	77.9 (3)	79.2 (1)	80.8 (1)	79.9 (2)							
SOUTHWEST	81.8 (2)	79.8 (6)	76.0 (5)	75.6 (4)	71.1 (4)	78.5 (2)	76.2 (5)	77.8 (5)	82.8 (1)							
TRANS WORLD	83.5 (1)	87.2 (1)	81.1 (1)	74.4 (5)	66.6 (5)	74.4 (5)	76.7 (4)	80.7 (2)	77.8 (7)							
UNITED	72.4 (7)	79.5 (7)	70.8 (8)	56.8 (10)	48.3 (10)	41.7 (10)	42.7 (10)	65.0 (10)	75.5 (10)							
US AIRWAYS	67.2 (9)	76.9 (8)	74.3 (7)	70.7 (8)	63.3 (8)	70.5 (7)	67.3 (8)	72.9 (7)	78.2 (6)							
TOTAL	75.5	79.8	75.2	72.0	66.3	70.3	70.0	75.0	78.5							

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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	724	73.3	1556	60.1	341	70.7	217	80.6	93	71.0	964	69.5	794	72.8
AS	H/		H/		H/		H/		H/		H/		H/	
CO	603	78.4	765	63.1	298	76.8	135	77.8			652	75.0	387	76.2
DL	19082	78.5	2248	63.7	395	75.2	277	82.7	5880	80.3	1391	71.2	620	77.9
HP	155	46.5	244	42.2	186	41.9					58	69.0	213	47.4
NW	573	76.3	642	60.0	394	71.1	244	81.1	54	70.4	604	72.7	371	73.6
TW	213	77.0	272	58.5	186	70.4	143	80.4	101	83.2	208	82.2	213	67.6
UA	634	41.6	1340	37.0	421	34.2	155	40.6	186	43.5	479	33.2	9281	47.2
US	635	69.6	2915	59.5	2332	70.6	10176	74.8			3202	72.8	310	73.9
WN	H/		H/		3354	73.3	H/		H/		H/		H/	
TOTAL	22619	76.7	9982	57.4	7907	69.6	11347	74.9	6314	79.1	7558	70.0	12189	53.2

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	14822	85.1	465	66.2	972	60.4	585	71.1	1114	71.6	736	72.7	3731	73.9
AS	H/		H/		H/		H/		H/		265	64.2	812	68.0
CO	583	81.6	330	77.6	6368	69.6	8767	84.7			468	81.8	736	78.7
DL	3840	85.1	341	72.1	1045	63.5	279	71.0	1071	72.6	838	83.5	1455	82.3
HP	209	59.8	155	45.8	279	33.0	186	45.2	248	37.9	2648	60.0	790	60.6
NW	480	80.0	10541	82.3	604	65.7	422	78.4	155	65.8	341	73.0	713	72.8
TW	297	85.2	185	78.4	186	56.5	124	78.2	861	64.8	155	79.4	421	77.2
UA	620	39.5	356	34.0	838	33.8	469	33.0	550	44.9	1194	48.6	5870	51.6
US	341	76.2	360	67.5	448	64.1	341	63.0			252	79.4	548	72.1
WN	H/		584	75.7	H/		197	84.3	H/		4738	75.1	3696	72.5
TOTAL	21192	83.2	13317	78.9	10740	63.8	11370	79.9	3999	64.4	11635	69.5	18772	66.6

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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	1621	46.5	698	77.5	3321	72.0	542	76.0	9366	62.4	244	77.5	701	52.9
AS	H/		H/		H/		H/		31	90.3	1235	83.6	H/	
CO	433	54.5	554	74.2	362	68.0	286	86.7	611	62.5	124	75.0	251	63.3
DL	2257	60.2	2760	72.4	465	73.8	370	81.4	831	55.6	618	84.3	711	65.1
HP	H/		62	27.4	62	35.5	118	36.4	235	33.6	217	62.7	154	34.4
NW	612	56.7	495	69.1	233	68.2	10800	84.0	857	65.3	251	59.8	509	62.1
TW	254	54.7	393	76.3	221	77.4	289	77.9	321	57.0	155	70.3	178	64.6
UA	944	32.6	634	42.0	527	27.3	626	39.3	12673	40.0	1038	48.9	803	32.1
US	3056	58.1	1635	66.4	508	71.7	248	71.4	662	51.2	H/		7239	58.4
WN	H/		1375	82.3	H/		H/		H/		961	79.4	H/	
TOTAL	9177	53.6	8606	70.8	5699	67.4	13279	80.8	25587	50.6	4843	72.3	10546	56.5

CARRIER	ARRIVAL AIRPORT															
	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	701	76.9	93	91.4	736	80.6	717	81.9	1332	74.9	186	67.7	453	71.3	465	72.9
AS	221	54.3	H/		368	74.5	3943	72.0	519	68.8	H/		H/		H/	
CO	364	82.1	89	92.1	275	84.0	341	79.5	519	77.6	97	77.3	120	87.5	411	74.0
DL	713	79.8	279	73.8	496	83.5	587	81.6	773	76.7	4644	84.4	248	75.8	968	74.8
HP	6874	68.2	H/		352	52.0	217	54.4	336	43.8	168	60.7	62	40.3	62	51.6
NW	341	79.5	166	81.3	247	81.4	681	65.5	587	68.5	124	80.6	354	80.8	307	71.7
TW	186	75.3	174	76.4	124	83.9	182	65.4	248	65.7	93	67.7	10524	80.2	186	87.6
UA	1094	42.4	182	25.3	1031	48.7	1538	42.5	6501	48.4	504	49.6	252	31.0	279	34.1
US	309	76.1	8202	70.5	248	79.4	279	54.8	458	70.5			279	68.1	1235	61.4
WN	5367	71.9	H/		2403	76.0	1135	84.7	441	72.8	1096	73.5	2515	72.5	1428	77.1
TOTAL	16170	69.2	9185	70.5	6280	72.1	9620	68.9	11714	58.5	6912	78.7	14807	77.4	5341	69.9

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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	79.8	59.5	35.5	71.0	77.9	95.7	64.5	90.8	69.8	66.3	89.8	61.7	98.6	90.8	87.0	54.8
700 - 759 AM	93.1	76.9	86.2	91.1	84.4	90.8	70.6	94.8	88.8	74.6	93.3	67.5	96.0	87.8	79.4	85.4
800 - 859 AM	83.4	75.7	89.6	84.6	87.5	86.2	69.3	92.9	87.0	87.9	93.8	54.8	86.6	81.1	75.0	92.2
900 - 959 AM	83.7	71.7	89.2	76.1	83.3	81.8	67.7	90.1	83.3	88.4	89.1	J/	88.6	78.8	73.6	87.8
1000 - 1059 AM	83.4	74.8	87.4	78.6	86.5	82.1	66.7	84.3	82.3	83.9	89.2	71.1	78.0	71.8	63.9	83.7
1100 - 1159 AM	85.2	69.7	85.2	84.4	85.2	81.3	56.1	84.0	82.7	81.9	84.2	J/	77.7	70.3	67.9	78.6
1200 - 1259 PM	83.0	70.3	83.9	79.8	84.9	77.3	57.1	85.4	82.5	80.5	86.1	J/	84.2	68.4	64.8	73.8
100 - 159 PM	79.0	63.5	79.7	79.8	82.4	78.3	57.7	84.7	71.8	71.1	83.1	73.4	71.4	69.3	66.1	78.7
200 - 259 PM	77.6	65.7	76.2	80.1	89.5	76.6	49.9	85.3	83.7	65.3	81.5	81.5	71.7	67.3	58.3	72.3
300 - 359 PM	74.3	57.0	73.4	76.5	81.9	69.4	58.4	83.1	79.4	63.6	88.7	64.3	61.4	59.3	58.7	76.5
400 - 459 PM	74.0	59.9	61.9	68.6	67.7	67.4	47.2	81.3	81.2	58.9	75.9	70.4	63.7	67.0	53.0	75.6
500 - 559 PM	66.9	44.5	60.4	70.6	73.6	61.3	46.0	81.5	76.3	55.2	71.3	62.2	56.2	64.2	46.9	70.8
600 - 659 PM	77.0	44.8	61.6	65.3	74.8	58.2	36.0	78.2	72.6	52.3	73.1	69.0	62.2	55.9	38.9	55.6
700 - 759 PM	63.7	43.2	46.8	63.1	72.8	49.8	32.8	80.9	75.4	51.0	75.7	57.0	65.2	60.8	40.1	54.7
800 - 859 PM	71.8	47.9	55.3	57.0	62.8	56.6	33.7	67.9	78.3	47.5	70.9	53.0	62.9	58.1	32.9	61.5
900 - 959 PM	48.0	46.7	58.4	61.9	68.5	55.6	49.3	79.7	69.1	50.5	69.3	65.9	60.6	55.8	35.1	64.5
1000 - 1059 PM	70.9	38.4	57.6	73.0	67.7	62.7	59.2	72.1	71.8	52.5	60.4	45.7	59.9	56.4	44.4	55.9
1100 - 559 AM	64.2	56.1	61.5	57.3	54.8	65.6	49.3	77.6	73.0	59.5	52.8	58.2	58.0	67.9	40.9	59.8
TOTAL, ALL ARRIVALS, BY AIRPORT	76.7	57.4	69.6	74.9	79.1	70.0	53.2	83.2	78.9	63.8	79.9	64.4	69.5	66.6	53.6	70.8
SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL		
600 - 659 AM	80.6	86.5	51.6	J/	63.4	92.0	87.5	J/	79.5	91.4	J/	84.1	71.0	77.9		
700 - 759 AM	61.3	84.8	69.7	91.0	81.7	86.4	87.0	94.5	90.7	88.2	94.7	83.5	97.3	85.1		
800 - 859 AM	87.1	87.8	58.3	89.5	73.8	81.7	75.8	79.1	84.6	85.1	93.0	85.5	82.8	82.1		
900 - 959 AM	84.4	82.2	64.9	91.9	67.0	74.8	78.7	84.9	81.6	65.4	90.9	84.1	87.2	79.9		
1000 - 1059 AM	80.1	82.2	63.4	78.8	81.7	79.9	74.6	83.3	78.4	59.4	84.1	79.7	83.0	77.3		
1100 - 1159 AM	79.3	82.5	54.7	80.0	74.8	76.1	77.4	84.6	78.0	62.6	86.2	81.4	78.1	76.7		
1200 - 1259 PM	72.8	86.6	57.5	84.5	66.4	78.0	74.2	75.2	71.3	56.4	87.9	83.5	81.0	74.9		
100 - 159 PM	69.4	84.1	55.8	66.0	56.7	74.7	73.0	77.7	62.0	50.9	78.9	77.4	78.3	72.9		
200 - 259 PM	70.8	78.9	45.5	80.6	59.4	68.5	81.7	63.0	67.0	61.5	75.3	79.4	76.0	71.0		
300 - 359 PM	71.4	82.7	51.6	68.7	48.7	71.0	74.5	81.0	65.9	48.5	80.9	76.8	77.6	68.9		
400 - 459 PM	68.1	78.7	38.9	57.5	52.5	63.2	65.8	66.7	63.2	52.5	71.9	77.5	70.6	65.3		
500 - 559 PM	56.8	79.5	42.8	76.0	45.9	64.4	61.4	65.0	71.0	60.5	69.9	75.1	62.6	63.4		
600 - 659 PM	63.9	78.2	36.6	60.4	43.1	59.6	90.9	66.4	62.1	59.4	71.4	74.2	62.4	60.7		
700 - 759 PM	63.0	77.6	43.2	66.6	37.9	56.6	60.0	65.8	62.4	48.1	75.6	75.0	47.4	61.2		
800 - 859 PM	51.0	74.3	33.4	57.3	38.2	52.5	67.0	60.0	55.5	51.9	79.3	70.7	57.9	57.2		
900 - 959 PM	60.5	74.6	39.3	60.4	37.4	56.6	61.6	60.9	55.4	47.5	66.7	64.3	55.4	59.2		
1000 - 1059 PM	47.8	73.3	43.8	74.8	53.5	52.6	66.0	64.8	66.4	57.4	56.8	58.7	62.0	59.9		
1100 - 559 AM	57.4	67.4	61.1	60.3	61.6	56.4	65.6	76.7	70.9	55.6	54.5	69.7	63.1	61.9		
TOTAL, ALL ARRIVALS, BY AIRPORT	67.4	80.8	50.6	72.3	56.5	69.2	70.5	72.1	68.9	58.5	78.7	77.4	69.9	69.0		

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

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.5	85.9	94.7	88.8	93.5	90.5	84.6	92.1	86.7	89.4	93.6	88.2	91.6	87.2	87.6	95.6
700 - 759 AM	88.2	84.2	90.6	82.4	87.5	89.3	79.3	88.0	82.2	85.7	92.5	76.9	90.2	83.6	82.5	89.7
800 - 859 AM	88.1	82.5	87.3	89.1	87.3	88.9	81.1	85.3	84.4	79.5	86.4	80.0	85.4	76.4	82.8	87.7
900 - 959 AM	83.9	78.3	88.1	85.8	89.0	89.0	75.2	87.0	84.5	83.3	92.9	83.0	80.3	74.9	84.2	90.4
1000 - 1059 AM	85.1	78.1	83.2	81.1	85.0	85.3	63.8	86.6	79.0	86.6	89.0	74.2	69.3	72.3	82.0	88.1
1100 - 1159 AM	79.8	82.5	81.9	80.3	88.5	87.8	62.6	77.9	77.2	82.2	85.4	75.8	73.4	66.2	74.4	82.1
1200 - 1259 PM	84.4	74.4	79.9	78.7	86.6	84.0	58.7	81.2	83.1	80.6	78.1	78.5	69.3	66.0	73.7	82.6
100 - 159 PM	81.1	72.8	76.6	79.0	79.2	82.1	63.8	79.9	77.3	72.0	84.1	71.0	68.7	64.4	74.0	81.0
200 - 259 PM	71.1	70.5	71.1	82.5	80.4	78.7	53.2	79.6	66.8	70.9	82.5	82.2	62.6	64.9	67.7	73.0
300 - 359 PM	73.7	62.2	64.3	72.3	86.5	77.6	51.1	81.4	69.0	63.1	76.8	76.5	64.1	68.4	64.2	67.3
400 - 459 PM	69.6	63.0	62.2	65.1	84.1	70.8	45.2	63.8	72.1	61.1	88.8	72.3	55.7	56.3	57.5	75.0
500 - 559 PM	70.1	53.1	57.3	68.8	69.4	74.0	46.9	74.9	74.4	52.7	73.0	73.3	49.4	61.6	59.0	73.8
600 - 659 PM	68.4	44.8	60.8	60.7	71.5	64.4	39.0	76.1	63.2	47.3	77.9	62.3	61.6	66.1	48.6	69.3
700 - 759 PM	70.4	46.9	52.5	67.1	71.8	66.0	35.5	78.1	70.8	49.8	76.1	70.8	54.5	56.2	46.3	70.8
800 - 859 PM	69.5	50.5	48.1	67.2	76.3	60.7	31.3	79.3	71.7	52.1	76.9	58.7	56.4	62.2	45.6	61.5
900 - 959 PM	75.3	57.8	50.2	64.7	76.1	71.8	42.6	74.8	78.1	40.8	80.3	54.3	57.9	67.0	57.0	62.0
1000 - 1059 PM	70.1	48.1	25.0	68.9	73.5	J/	35.8	86.1	68.2	44.4	77.4	82.3	65.5	67.9	66.7	87.1
1100 - 559 AM	66.2	95.5	93.5	J/	J/	J/	82.8	85.5	91.4	87.1	J/	79.1	61.7	81.2	J/	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	77.5	69.2	73.1	74.9	81.6	79.1	56.1	81.7	76.9	70.4	83.0	74.4	67.9	69.7	69.0	78.7

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT														TOTAL
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL	
600 - 659 AM	81.5	93.8	84.0	88.7	89.5	90.6	82.2	90.9	88.6	85.1	97.0	92.8	96.6	89.0	
700 - 759 AM	84.3	89.6	77.1	87.4	82.1	86.2	86.1	88.6	79.2	86.0	96.0	85.7	92.1	85.8	
800 - 859 AM	83.4	82.7	74.1	79.7	80.9	87.3	83.4	85.8	84.1	79.8	89.6	86.9	82.5	83.5	
900 - 959 AM	83.9	87.3	61.5	75.8	75.9	69.8	81.1	84.6	80.5	78.9	82.7	84.8	84.8	81.1	
1000 - 1059 AM	96.8	81.0	66.7	82.7	72.0	70.3	77.4	74.8	79.7	68.4	86.7	85.5	90.1	78.7	
1100 - 1159 AM	82.9	84.2	61.6	76.8	84.3	62.5	75.8	78.6	76.1	61.5	83.4	78.6	78.3	75.4	
1200 - 1259 PM	79.2	74.0	55.5	81.2	76.7	69.3	80.4	77.2	70.5	67.9	81.1	78.5	78.6	75.2	
100 - 159 PM	68.7	81.0	58.5	75.6	65.1	70.4	78.7	68.8	70.1	62.5	79.5	81.8	80.9	73.2	
200 - 259 PM	75.8	79.6	56.1	75.5	61.7	56.8	75.1	60.1	58.6	57.9	84.4	76.7	64.5	69.7	
300 - 359 PM	66.8	77.3	49.3	70.0	55.0	57.0	62.9	71.2	63.5	64.5	78.7	73.8	82.6	67.8	
400 - 459 PM	68.3	77.2	48.1	72.3	60.6	63.7	68.3	66.1	62.8	48.4	74.7	69.0	64.6	64.1	
500 - 559 PM	62.4	76.7	43.2	66.5	51.9	57.2	64.2	55.0	63.8	49.8	61.3	76.4	62.7	62.9	
600 - 659 PM	60.2	78.1	46.8	74.6	47.8	59.1	67.7	62.3	64.1	63.9	69.4	71.6	65.5	62.7	
700 - 759 PM	62.5	74.8	39.0	62.7	43.1	55.2	95.2	52.4	61.9	55.0	64.2	74.6	70.3	59.1	
800 - 859 PM	57.9	77.7	44.0	77.2	39.7	48.4	63.5	54.5	57.0	54.6	78.7	68.5	54.9	62.5	
900 - 959 PM	J/	J/	35.7	70.1	48.2	51.3	64.8	65.5	66.6	63.9	70.6	68.8	56.2	63.2	
1000 - 1059 PM	J/	75.8	44.9	74.2	J/	67.8	70.6	81.1	75.6	70.9	77.4	61.5	84.5	69.6	
1100 - 559 AM	77.2	43.3	72.2	85.3	83.9	94.0	93.8	86.6	83.2	79.4	90.3	69.7	90.3	73.7	
TOTAL, ALL DEPARTURES, BY AIRPORT	73.0	81.0	56.6	78.1	63.4	67.2	73.4	74.3	72.8	68.2	80.6	77.2	76.8	72.4	

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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
UA	624	ORD- DCA	1700	15	100.00	87		72
UA	658	ORD- EWR	1730	27	100.00	79		53
UA	433	MSP- DEN	1900	27	100.00	52		44
UA	325	DEN- BIL	1950	31	100.00	80		63
UA	2779	DEN- PHX	1645	31	100.00	73		44
UA	1691	DEN- BOI	1950	31	96.77	100		78
UA	2667	PHX- LAX	1800	31	96.77	81		63
UA	2769	DEN- PHX	1801	31	96.77	80		63
UA	2768	PHX- DEN	1915	31	96.77	70		66
UA	1072	DEN- TUL	2050	31	96.77	68		53
UA	1175	SEA- LAX	1500	31	96.77	52		53
UA	1447	DEN- SFO	1852	27	96.30	101		80
UA	1167	LGA- DEN	1555	27	96.30	98		61
UA	669	LGA- ORD	2020	27	96.30	79		75
UA	1524	MKE- ORD	1534	25	96.00	73		67
UA	1041	LGA- MI A	1950	25	96.00	60		52
UA	268	DEN- ORD	1700	31	93.55	113		77
UA	1880	ORD- PHL	1800	31	93.55	89		42
UA	533	ORD- SLC	1914	31	93.55	86		71
UA	303	ORD- MCI	1925	31	93.55	82		61
UA	1475	MI A- ORD	1634	31	93.55	81		51
UA	760	ORD- PIT	1714	31	93.55	80		58
UA	1278	IAD- BOS	1630	31	93.55	77		59
UA	2172	SAN- SFO	1754	31	93.55	76		52
UA	1281	ORD- DFW	1808	31	93.55	70		60
UA	2775	DEN- PHX	2227	31	93.55	67		61
UA	1546	DEN- PHL	1851	31	93.55	66		47
UA	706	DEN- SAT	2050	31	93.55	61		38
UA	1492	DEN- CMH	1900	31	93.55	58		42
UA	1643	DEN- OAK	1955	31	93.55	57		42
UA	622	MCI- ORD	1414	31	93.55	55		42
UA	2762	PHX- DEN	1453	31	93.55	54		45
UA	566	LAX- IAH	1840	31	93.55	52		43
WN	785	ONT- SMF	1850	31	93.55	47		43
WN	924	PHX- MSY	1140	31	93.55	36		33
UA	629	DCA- ORD	2045	15	93.33	42		49
HP	2191	PHX- SAN	2030	30	93.33	44		33
UA	110	LAX- ORD	1505	28	92.86	48		45
UA	685	LGA- ORD	1200	27	92.59	58		47
UA	630	ORD- DCA	1930	27	92.59	55		26
UA	674	ORD- LGA	1800	27	92.59	48		34
UA	1295	DTW- DEN	1745	25	92.00	66		47
UA	1782	ONT- DEN	1455	25	92.00	38		26

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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
UA	1719	LGA- IAD	1930	31	90.32	91		69
UA	1738	DEN- BWI	1905	31	90.32	86		66
UA	911	IAD- MIA	2140	31	90.32	80		66
UA	2169	SFO- SAN	1600	31	90.32	72		58
UA	65	LAX- HNL	1904	31	90.32	72		25
UA	1634	ORD- MDT	2116	31	90.32	72		64
UA	1402	ORD- PVD	2045	31	90.32	70		47
UA	1712	DEN- OKC	2050	31	90.32	69		46
UA	1295	DEN- EUG	1950	31	90.32	66		46
UA	1753	DEN- SJC	1955	31	90.32	66		39
UA	2169	SEA- SFO	1329	31	90.32	63		39
UA	2364	SFO- PHX	1750	31	90.32	56		37
UA	1576	ORD- BUF	1501	31	90.32	53		39
UA	1417	DEN- SJC	1439	31	90.32	52		28
UA	480	SAN- IAD	1300	31	90.32	44		32
UA	1196	LAX- DEN	1555	31	90.32	44		24
UA	2714	LAS- DEN	1337	31	90.32	43		30
WN	506	ELP- AUS	1920	31	90.32	41		35
TW	840	LAX- JFK	0720	31	90.32	40		37
WN	506	PHX- ELP	1655	31	90.32	40		35
WN	506	BUR- PHX	1515	31	90.32	37		35
UA	1831	DEN- SEA	1653	28	89.29	74		56
AA	353	LGA- ORD	1900	27	88.89	86		74
AA	361	LGA- ORD	2100	27	88.89	83		74
WN	1819	BWI- ALB	2015	27	88.89	74		51
UA	1875	PHL- ORD	1935	27	88.89	72		50
WN	1722	ALB- BWI	1850	27	88.89	67		39
UA	525	BOS- IAD	2000	27	88.89	62		40
UA	622	ORD- DCA	1630	27	88.89	56		42
WN	2077	SMF- SAN	2025	27	88.89	49		47
WN	1658	OAK- SLC	2020	27	88.89	45		40
UA	1643	MCI- DEN	1830	25	88.00	78		54
UA	1141	BDL- ORD	2023	25	88.00	61		46
UA	1144	SJC- DEN	1651	25	88.00	49		30
UA	1622	DEN- CID	1855	16	87.50	77		48
UA	1776	IAD- PHL	1720	31	87.10	88		73
AA	685	LGA- FLL	1920	31	87.10	84		68
UA	681	LGA- ORD	1400	31	87.10	76		33
UA	1209	DEN- ONT	1805	31	87.10	76		75
UA	269	IAD- SEA	1740	31	87.10	73		58
UA	1142	PHX- ORD	1749	31	87.10	73		42
DL	447	LGA- FLL	2055	31	87.10	72		47
UA	1020	IAD- LGA	1730	31	87.10	72		53
UA	977	IAD- MCO	2150	31	87.10	72		52
UA	678	ORD- LGA	1600	31	87.10	71		40

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. AVERAGE	LATE MEDIAN
UA	597	MI A- ORD	1512	31	87.10	68	53
UA	384	IAD- BOS	1730	31	87.10	66	62
AA	354	ORD- LGA	1700	31	87.10	64	38
UA	505	FLL- ORD	1215	31	87.10	64	62
UA	256	ORD- MCO	1740	31	87.10	63	52
UA	2771	DEN- PHX	1850	31	87.10	63	48
UA	1536	ORD- BDL	2055	31	87.10	63	36
UA	2718	LAS- DEN	1645	31	87.10	61	52
UA	1636	ORD- MIA	1030	31	87.10	60	31
UA	742	DEN- OKC	1841	31	87.10	59	40
UA	776	DEN- IAD	1844	31	87.10	58	54
WN	1541	BWI- ALB	1725	31	87.10	58	39
UA	1246	ORD- MHT	2055	31	87.10	57	32
UA	194	LAX- IAD	1255	31	87.10	55	26
UA	704	DEN- MCI	1520	31	87.10	53	43
UA	1448	ORD- ALB	1745	31	87.10	52	31
UA	1964	ORD- CLE	1655	31	87.10	50	34
UA	466	DEN- MCI	2043	31	87.10	50	40
UA	541	ORD- MCI	0914	31	87.10	48	33
UA	1424	DEN- ICT	2045	31	87.10	48	37
UA	1130	DEN- DSM	2048	31	87.10	46	29
WN	785	LAS- ONT	1740	31	87.10	46	42
UA	28	LAX- PHL	2300	31	87.10	40	32
UA	2219	SFO- BUR	1600	31	87.10	39	33
UA	721	ORD- LAS	1152	31	87.10	38	33
WN	785	SLC- LAS	1705	31	87.10	37	27
WN	924	MSY- MCO	1705	31	87.10	36	37
TW	720	LAX- STL	1150	31	87.10	33	31
UA	212	LAX- BWI	2215	31	87.10	33	34
UA	228	LAX- MIA	0810	31	87.10	32	29
UA	2020	LAX- SFO	0921	23	86.96	42	42
UA	406	DEN- LGA	1550	30	86.67	50	37
UA	1943	SEA- LAX	1930	22	86.36	46	20
UA	264	DEN- ORD	1955	28	85.71	82	57
UA	682	ORD- LGA	1400	28	85.71	40	31
UA	677	LGA- ORD	1600	27	85.19	78	28
UA	1144	DEN- MSP	2054	27	85.19	67	47
AA	1577	LGA- MIA	2100	27	85.19	65	48
UA	387	ORD- ROC	2125	27	85.19	61	44
US	1514	CLT- LGA	1840	27	85.19	53	53
WN	2197	PHX- ABQ	2030	27	85.19	53	42
AA	752	DFW- LGA	1645	27	85.19	52	36
UA	2401	PDX- SFO	1735	27	85.19	52	26
UA	1877	PHL- ORD	2042	27	85.19	52	37
WN	1360	PHX- LAS	2030	27	85.19	47	35

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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
UA	686	ORD- LGA	1200	27	85.19	45		29
WN	838	PHX- ELP	1905	27	85.19	44		37
UA	2066	LAX- SFO	1904	27	85.19	37		36
WN	840	LAX- PHX	1900	27	85.19	37		32
WN	1691	LAS- PHX	2155	27	85.19	36		27
DL	1771	LGA- DCA	2100	27	85.19	22		25
UA	1133	MCO- DEN	1910	25	84.00	60		34
UA	519	DTW- ORD	1425	25	84.00	58		31
TW	92	BOS- SJU	2035	25	84.00	56		48
UA	1712	PDX- DEN	1650	25	84.00	49		33
UA	1458	LAS- ORD	1438	25	84.00	46		37
UA	1407	TUL- DEN	1835	25	84.00	46		45
AA	349	LGA- ORD	1800	31	83.87	88		62
AA	357	LGA- ORD	2000	31	83.87	87		62
UA	545	EWR- DEN	1827	31	83.87	87		53
DL	492	MCO- LGA	1725	31	83.87	86		37
UA	571	PHL- DEN	1900	31	83.87	78		75
DL	461	LGA- PBI	1955	31	83.87	76		50
UA	430	DEN- EWR	1844	31	83.87	75		56
UA	1209	IAD- DEN	1529	31	83.87	73		49
US	1860	TPA- PHL	1816	31	83.87	72		69
DL	1594	LGA- ATL	2000	31	83.87	69		53
UA	375	ORD- PHX	1525	31	83.87	69		49
UA	1048	ORD- MHT	1837	31	83.87	69		54
UA	1500	ORD- MCO	1444	31	83.87	68		42
UA	536	ORD- CLT	1710	31	83.87	66		43
UA	1153	BOS- IAD	1900	31	83.87	66		55
UA	1239	BOS- ORD	1845	31	83.87	64		61
UA	1479	DEN- SFO	1435	31	83.87	63		30
UA	679	ORD- DTW	1714	31	83.87	63		40
UA	1873	PHL- ORD	1830	31	83.87	63		52
US	731	PHL- MSY	1725	31	83.87	62		48
UA	1566	ORD- BUF	1655	31	83.87	61		60
AA	341	LGA- ORD	1600	31	83.87	60		38
UA	931	SFO- LAS	2028	31	83.87	59		56
US	1992	PBI- PHL	1815	31	83.87	59		32
UA	208	SFO- IAD	1450	31	83.87	58		46
UA	1425	ORD- GEG	1914	31	83.87	58		45
UA	424	SAN- ORD	1321	31	83.87	57		42
UA	1248	DEN- ATL	1845	31	83.87	57		37
UA	1637	ORD- PHX	1955	31	83.87	57		43
UA	1512	DEN- DFW	1534	31	83.87	56		37
UA	612	ORD- DCA	1230	31	83.87	55		31
UA	401	DEN- PDX	1429	31	83.87	55		25
UA	945	ORD- DEN	1205	31	83.87	54		33

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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
UA	1640	DEN- BNA	1850	31	83. 87	54		39
UA	2143	SEA- SFO	1958	31	83. 87	54		44
UA	1964	SJC- ORD	1006	31	83. 87	52		42
UA	1881	BUF- ORD	2020	31	83. 87	52		40
UA	353	BOS- ORD	1145	31	83. 87	51		38
UA	1190	DEN- DSM	1520	31	83. 87	51		29
HP	2532	ORD- LAS	2145	31	83. 87	50		40
UA	750	ORD- GSO	1740	31	83. 87	50		32
UA	1450	DEN- CLE	1846	31	83. 87	50		33
UA	2672	SMF- LAX	1950	31	83. 87	48		39
UA	1189	TPA- ORD	2018	31	83. 87	48		35
HP	2749	LAS- CMH	2334	31	83. 87	47		37
UA	985	SFO- MIA	1355	31	83. 87	47		33
UA	2814	SLC- DEN	1745	31	83. 87	46		36
UA	958	DEN- ORD	1425	31	83. 87	45		35
AS	197	SEA- ANC	1857	31	83. 87	44		46
HP	2219	LAS- EWR	2339	31	83. 87	44		30
UA	2393	SEA- SFO	1407	31	83. 87	44		31
UA	1103	DEN- OAK	1755	31	83. 87	44		27
UA	1407	DEN- ABQ	2005	31	83. 87	44		43
AS	766	SEA- PHX	1610	31	83. 87	43		33
UA	935	LAX- HNL	1650	31	83. 87	43		35
AS	189	SEA- ANC	1959	31	83. 87	40		26
WN	935	PHX- OKC	1935	31	83. 87	40		39
UA	1130	SEA- DEN	1625	31	83. 87	37		28
UA	2821	DEN- SLC	1600	31	83. 87	35		34
WN	1323	PHX- LI T	1215	31	83. 87	35		37
UA	548	DEN- MCI	1005	31	83. 87	32		26
UA	1488	ORD- HPN	1130	31	83. 87	29		23
WN	788	PHX- SLC	1415	31	83. 87	29		25
UA	1728	DEN- CID	2000	18	83. 33	42		37
UA	1571	ORD- MCI	1208	24	83. 33	46		34
UA	715	DEN- TUS	1742	30	83. 33	46		31
UA	694	ORD- LGA	0800	23	82. 61	53		36
UA	654	ORD- EWR	1530	23	82. 61	32		19
UA	1874	MSP- ORD	1900	23	82. 61	32		20
AS	766	GEG- SEA	1430	22	81. 82	26		22
UA	1581	ORD- ATL	1925	27	81. 48	76		47
UA	661	EWR- ORD	1815	27	81. 48	71		39
US	399	LGA- PIT	1815	27	81. 48	68		34
HP	7	PHX- ORD	1505	27	81. 48	65		65
US	1639	SDF- LGA	1910	27	81. 48	56		38
UA	673	LGA- ORD	1800	27	81. 48	54		30
US	316	LGA- RDU	2000	27	81. 48	50		46
WN	1067	ABQ- AMA	1655	27	81. 48	50		39

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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
UA	2058	LAX-SFO	1740	27	81.48	49		28
UA	1717	LGA-IAD	1730	27	81.48	47		24
UA	1868	ORD-PHL	1600	27	81.48	46		34
UA	1686	ORD-HPN	1630	27	81.48	44		30
UA	680	ORD-LGA	1500	27	81.48	43		37
UA	2068	LAX-SFO	1949	27	81.48	43		24
US	407	CMH-LGA	1725	27	81.48	42		29
UA	1867	PHL-ORD	1530	27	81.48	31		24
UA	678	COS-ORD	1153	16	81.25	57		22
UA	663	EWR-ORD	1930	26	80.77	55		30
UA	2059	SFO-LAX	1805	26	80.77	44		21
UA	301	PIT-ORD	0630	31	80.65	88		60
UA	329	IAD-ORD	1715	31	80.65	83		33
UA	303	MHT-ORD	1720	31	80.65	79		59
UA	1447	MCI-DEN	1730	31	80.65	74		41
UA	394	ORD-BDL	1644	31	80.65	73		52
UA	760	SLC-ORD	1227	31	80.65	72		65
UA	679	LGA-ORD	1500	31	80.65	72		39
UA	284	DEN-DTW	1900	31	80.65	72		43
US	1127	PHL-MCO	1935	31	80.65	72		44
UA	1794	DEN-STL	1935	31	80.65	71		55
UA	203	IAD-SFO	2150	31	80.65	71		68
UA	1489	FLL-ORD	1900	31	80.65	69		51
UA	2078	PHX-LAX	2004	31	80.65	67		61
UA	1498	ORD-SYR	1714	31	80.65	64		41
UA	435	DEN-BOI	1800	31	80.65	63		47
UA	452	SAT-ORD	1640	31	80.65	62		58
UA	304	DEN-MIA	1709	31	80.65	62		40
UA	1581	HPN-ORD	1721	31	80.65	62		44
UA	2722	LAS-DEN	1917	31	80.65	61		50
UA	791	ORD-OAK	1950	31	80.65	61		47
DL	1608	ATL-ORD	1710	31	80.65	60		48
UA	2664	SJC-LAX	1924	31	80.65	60		55
UA	1957	ORD-IAH	1810	31	80.65	58		40
UA	1597	ORD-MCI	1514	31	80.65	57		37
UA	1050	ORD-BNA	1914	31	80.65	57		38
UA	317	CLE-ORD	1952	31	80.65	57		31
UA	2481	BOI-SFO	2004	31	80.65	57		33
UA	1298	ORD-PIT	2114	31	80.65	57		57
UA	544	LAX-DEN	1452	31	80.65	56		30
UA	530	ORD-BOS	1445	31	80.65	55		46
UA	921	IAD-PDX	1755	31	80.65	55		34
US	1149	BOS-PIT	1505	31	80.65	55		37
UA	644	ORD-EWR	1130	31	80.65	54		28
UA	1482	ORD-HPN	1725	31	80.65	54		32

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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
UA	2275	PDX-SFO	1941	31	80.65	54		35
AA	1832	ORD-DCA	1830	31	80.65	53		54
UA	1276	ORD-PVD	0900	31	80.65	53		27
UA	1278	MIA-IAD	1322	31	80.65	53		48
UA	838	SFO-EWR	1325	31	80.65	52		36
UA	2174	SAN-SFO	1835	31	80.65	52		53
UA	632	ORD-DCA	2045	31	80.65	52		34
UA	568	ORD-BTV	2055	31	80.65	52		35
US	825	CLT-LGA	1855	31	80.65	52		43
UA	1412	DEN-MIA	1230	31	80.65	51		36
UA	754	ORD-BWI	2114	31	80.65	51		39
UA	2276	SFO-PDX	2146	31	80.65	51		35
AA	1432	ORD-PHL	1725	31	80.65	50		40
UA	1263	SEA-LAX	1010	31	80.65	50		33
UA	1024	ORD-MHT	1325	31	80.65	50		42
UA	132	ORD-BWI	1325	31	80.65	50		30
UA	312	ORD-MKE	1415	31	80.65	50		49
UA	778	SAN-DEN	1500	31	80.65	50		33
UA	448	DEN-ATL	1520	31	80.65	50		33
US	670	PHL-PIT	2009	31	80.65	50		35
UA	1273	CLT-ORD	1650	31	80.65	49		23
UA	1287	DEN-COS	1950	31	80.65	49		27
UA	2772	PHX-DEN	2017	31	80.65	49		35
UA	155	ORD-SFO	2040	31	80.65	49		35
UA	1547	ORD-LNK	2040	31	80.65	49		30
US	703	LGA-CLT	1930	31	80.65	49		45
WN	1189	CLE-BWI	1735	31	80.65	49		28
HP	2210	PHX-ABQ	2030	31	80.65	48		42
US	629	PHL-ORD	1735	31	80.65	48		33
HP	619	LAS-PHX	0055	31	80.65	47		31
UA	816	LAX-ORD	1105	31	80.65	47		34
UA	1480	ORD-RIC	1658	31	80.65	47		41
UA	2048	SFO-BOI	1710	31	80.65	47		30
UA	726	DEN-BOS	1915	31	80.65	47		38
UA	1257	DEN-SEA	1956	31	80.65	47		26
UA	1828	ORD-IAD	2055	31	80.65	47		42
UA	1588	ORD-CLE	2105	31	80.65	47		27
UA	1601	ORD-OMA	0910	31	80.65	46		34
UA	82	LAX-EWR	1110	31	80.65	46		31
UA	939	ORD-SEA	1150	31	80.65	46		35
UA	768	ORD-PIT	1310	31	80.65	46		27
UA	191	IAD-SEA	2140	31	80.65	46		34
UA	1872	ORD-PHL	1700	31	80.65	45		48
UA	1938	LAX-SEA	1900	31	80.65	45		36
WN	2226	PHX-ABQ	1605	31	80.65	45		35

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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
UA	1260	DEN- AUS	2045	31	80.65	44	34
AS	197	ANC- FAI	2209	31	80.65	43	35
HP	2686	PHX- EWR	1745	31	80.65	43	25
UA	1164	DEN- TUL	1529	31	80.65	43	30
UA	841	ORD- LAX	1922	31	80.65	43	29
UA	404	DEN- LGA	1225	31	80.65	42	28
UA	132	SFO- ORD	0625	31	80.65	41	25
UA	1120	DEN- AUS	1850	31	80.65	41	38
WN	2197	SAN- PHX	1905	31	80.65	40	32
UA	1220	DEN- BOS	1010	31	80.65	39	37
UA	434	DEN- MSY	1900	31	80.65	39	27
UA	1544	ORD- PWM	2044	31	80.65	39	27
US	798	PIT- LGA	1755	31	80.65	39	29
HP	2242	PHX- BWI	1213	31	80.65	38	30
HP	564	LAS- MCO	2330	31	80.65	38	26
UA	1806	ORD- IAD	1205	31	80.65	38	31
UA	655	EWR- ORD	1515	31	80.65	37	42
WN	504	PHX- TUL	1535	31	80.65	37	34
WN	971	ABQ- OAK	1835	31	80.65	37	35
UA	299	ORD- MSP	1144	31	80.65	36	36
UA	2224	BUR- SFO	1731	31	80.65	36	27
US	1738	STL- PHL	1738	31	80.65	36	21
UA	2760	PHX- DEN	1252	31	80.65	35	24
WN	1067	BUR- PHX	1250	31	80.65	35	25
WN	2162	PHX- AUS	1440	31	80.65	35	35
HP	2820	PHX- BOS	0907	31	80.65	34	28
UA	436	SJC- DEN	0805	31	80.65	24	21
UA	410	DEN- LGA	1825	31	80.65	24	18
UA	1431	ORD- MCI	1830	25	80.00	50	39
UA	1654	ORD- IND	1644	25	80.00	44	34
UA	1940	DEN- COS	1935	25	80.00	43	41
UA	275	ATL- DEN	1547	25	80.00	41	30
UA	1415	ORD- DSM	1212	25	80.00	38	25
UA	1169	ORD- IAH	1514	30	80.00	40	36
UA	1658	ORD- MBS	1330	30	80.00	34	20

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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
UNITED	2163	627	29.0
AMERICA WEST	616	46	7.5
US AIRWAYS	2128	92	4.3
ALASKA	450	19	4.2
SOUTHWEST	2646	78	2.9
AMERICAN	2091	48	2.3
DELTA	2512	25	1.0
TRANS WORLD	770	6	0.8
CONTINENTAL	1144	4	0.3
NORTHWEST	1620	4	0.2
TOTAL	16,140	949	5.9

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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)	74.2	79.8	89	89	ERIE, PA. (ERI)	78.2	87.9	124	124
ALBANY, N. Y. (ALB)	65.0	79.2	1,282	1,282	EUGENE, OR. (EUG)	50.0	68.1	182	182
ALBUQUERQUE, N. M. (ABQ)	70.6	76.8	3,174	3,176	FAIRBANKS, AK. (FAI)	68.3	81.4	584	585
ALLENTOWN, PA. (ABE)	64.6	78.9	545	545	FARGO, N. D. (FAR)	83.9	90.8	217	217
AMARILLO, TX. (AMA)	73.2	84.5	414	414	FAYETTEVILLE, N. C. (FAY)	79.0	87.9	124	124
ANCHORAGE, AK. (ANC)	57.1	71.8	2,356	2,358	FLINT, MI. (FNT)	76.3	87.6	97	97
ASHEVILLE, N. C. (AVL)	81.3	92.9	155	155	FRESNO, CA. (FAT)	80.6	96.8	31	31
ATLANTA, GA. (ATL)	76.7	77.5	22,619	22,652	FT. LAUDERDALE, FL. (FLL)	70.2	76.3	4,231	4,231
AUGUSTA, GA. (AGS)	80.6	92.5	93	93	FT. MYERS, FL. (RSW)	70.4	83.0	1,066	1,066
AUSTIN, TX. (AUS)	75.7	84.2	3,693	3,697	FT. WAYNE, IN. (FWA)	88.9	96.3	27	27
BALTIMORE, MD. (BWI)	69.6	73.1	7,907	7,906	GRAND FORKS, N. D. (GFK)	83.1	93.3	89	89
BARROW, AK. (BRW)	70.8	71.9	89	89	GRAND RAPIDS, MI. (GRR)	67.3	82.8	669	670
BATON ROUGE, LA. (BTR)	87.4	90.1	372	372	GREAT FALLS, MT. (GTF)	76.6	91.6	154	155
BETHEL, AK. (BET)	50.6	49.4	89	89	GREEN BAY, WI. (GRB)	79.8	89.6	287	288
BILLINGS, MT. (BIL)	65.3	84.3	248	248	GREENBRIER, W. V. (LWB)	84.6	92.3	13	13
BINGHAMTON, N. Y. (BGM)	85.5	90.3	62	62	GREENSBORO/HIGH PT., N. C. (GSO)	66.0	78.6	1,280	1,278
BIRMINGHAM, AL. (BHM)	82.0	88.0	1,653	1,653	GREENVILLE/SPARTANBURG, S. C. (GSP)	74.7	81.6	593	592
BISMARCK, N. D. (BIS)	87.9	99.2	124	124	GULFPORT/BILOXI, MS. (GPT)	93.5	98.9	93	93
BOISE, ID. (BOI)	61.4	73.6	1,146	1,145	GUSTAVUS, AK. (GST)	80.6	87.1	31	31
BOSTON, MA. (BOS)	57.4	69.2	9,982	9,986	HARLINGEN, TX. (HRL)	82.4	85.7	364	364
BOZEMAN, MT. (BZN)	76.8	89.0	155	155	HARRISBURG, PA. (MDT)	61.8	76.6	620	620
BRISTOL, TN. (TRI)	76.3	87.1	93	93	HARTFORD, CT./SPGFLD, MA. (BDL)	68.7	79.4	3,174	3,174
BUFFALO, N. Y. (BUF)	63.0	73.9	1,667	1,663	HELENA, MT. (HLN)	82.8	89.2	93	93
BURBANK, CA. (BUR)	66.1	70.5	2,419	2,419	HONOLULU, OAHU, HI. (HNL)	65.3	87.9	996	996
BURLINGTON, VT. (BTV)	51.2	68.5	248	248	HOUSTON, TX. (HOU)	80.4	78.4	4,781	4,780
CEDAR RAPIDS/IOWA CTY, IA. (CID)	60.1	73.4	471	470	HOUSTON, TX. (IAH)	79.9	83.0	11,370	11,368
CHARLESTON, S. C. (CHS)	73.6	82.8	583	588	HUNTSVILLE/DECATUR, AL. (HSV)	77.2	86.8	492	492
CHARLESTON, W. V. (CRW)	66.7	84.9	93	93	INDIANAPOLIS, IN. (IND)	66.9	77.5	3,151	3,151
CHARLOTTE, N. C. (CLT)	74.9	74.9	11,347	11,349	INDIO/PALM SPRINGS, CA. (PSP)	61.3	73.4	124	124
CHATTANOOGA, TN. (CHA)	83.9	89.2	93	93	ISLIP/LONG IS., N. Y. (ISP)	77.4	84.0	829	829
CHIAGO, IL. (MDW)	75.7	71.7	4,629	4,629	ITHACA, N. Y. (ITH)	76.6	90.3	124	124
CHIAGO, IL. (ORD)	50.6	56.6	25,587	25,563	JACKSON/VICKSBURG, MS. (JAN)	82.8	87.0	769	769
CINCINNATI, OH. (CVG)	79.1	81.6	6,314	6,314	JACKSON, WY. (JAC)	53.3	76.2	105	105
CLEVELAND, OH. (CLE)	72.3	79.5	4,756	4,757	JACKSONVILLE, FL. (JAX)	76.1	83.5	2,105	2,105
COLORADO SPRINGS, CO. (COS)	69.3	80.9	1,084	1,084	JUNEAU, AK. (JNU)	72.4	74.4	566	566
COLUMBIA, S. C. (CAE)	73.0	81.1	434	434	KAHULUI, MAUI, HI. (OGG)	59.9	77.7	287	287
COLUMBUS, OH. (CMH)	68.4	78.1	3,126	3,126	KALAMAZOO, MI. (AZO)	83.3	92.4	66	66
CORDOVA, AK. (CDV)	53.2	53.2	62	62	KALISPELL, MT. (FCA)	82.9	86.5	152	155
CORPUS CHRISTI, TX. (CRP)	81.9	89.4	282	282	KANSAS CITY, MO. (MCI)	71.9	78.6	5,339	5,339
DALLAS/FT. WORTH, TX. (DAL)	83.9	81.8	4,264	4,265	KETCHIKAN, AK. (KTN)	72.0	77.4	279	279
DALLAS/FT. WORTH, TX. (DFW)	83.2	81.7	21,192	21,182	KING SALMON, AK. (AKN)	59.1	63.6	44	44
DAYTON, OH. (DAY)	66.2	80.5	925	926	KNOXVILLE, TN. (TYS)	76.4	85.2	607	608
DAYTONA BEACH, FL. (DAB)	76.1	85.2	155	155	KODIAK, AK. (ADQ)	71.0	80.6	62	62
DEADHORSE, AK. (SCC)	80.6	87.1	31	31	KONA, HAWAII, HI. (KOA)	38.7	79.0	124	124
DENVER, CO. (DEN)	53.2	56.1	12,189	12,191	KOTZEBUE, AK. (OTZ)	68.0	64.0	75	75
DES MOINES, IA. (DSM)	56.9	72.8	545	548	LA CROSSE, WI. (LSE)	85.2	88.9	27	27
DETROIT, MI. (DTW)	78.9	76.9	13,317	13,317	LANSING, MI. (LAN)	87.3	92.8	236	236
DILLINGHAM, AK. (DLG)	60.0	57.8	45	45	LAS VEGAS, NV. (LAS)	69.5	67.9	11,635	11,632
DULUTH, MN. (DLH)	76.4	87.6	89	89	LEXINGTON/FRKFT, KY. (LEX)	74.2	83.4	310	308
DUTCH HARBOR, AK. (DUT)	40.3	37.1	62	62	LIHUE, KAUAI, HI. (LIH)	43.6	66.7	39	39
EL PASO, TX. (ELP)	73.5	80.0	2,053	2,053	LINCOLN, NE. (LNK)	54.9	74.2	244	244
ELMIRA, N. Y. (ELM)	81.5	86.3	124	124	LITTLE ROCK, AR. (LIT)	80.7	86.6	1,172	1,173

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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.
LONG BEACH, CA. (LGB)	77.4	87.8	337	337	SALT LAKE CITY, UT. (SLC)	78.7	80.6	6,912	6,910
LOS ANGELES, CA. (LAX)	66.6	69.7	18,772	18,768	SAN ANTONIO, TX. (SAT)	76.9	85.2	3,372	3,374
LOUISVILLE, KY. (SDF)	75.3	84.6	1,882	1,879	SAN DIEGO, CA. (SAN)	72.1	74.3	6,280	6,319
LUBBOCK, TX. (LBB)	81.2	86.5	495	495	SAN FRANCISCO, CA. (OAK)	72.6	72.1	5,017	5,024
MADISON, WI. (MSN)	79.2	83.9	298	298	SAN FRANCISCO, CA. (SFO)	58.5	68.2	11,714	11,717
MANCHESTER, N.H. (MHT)	63.8	70.8	1,174	1,174	SAN JOSE, CA. (SJC)	72.8	75.3	5,968	5,966
MEDFORD, OR. (MFR)	58.7	61.3	155	155	SAN JUAN, P.R. (SJU)	69.6	76.5	2,171	2,171
MELBOURNE, FL. (MLB)	83.1	91.9	124	124	SANTA BARBARA, CA. (SBA)	59.1	69.2	279	279
MEMPHIS, TN. (MEM)	84.6	84.7	4,968	4,964	SARASOTA/BRAD., FL. (SRQ)	72.6	89.2	372	370
MIAMI, FL. (MIA)	67.4	73.0	5,699	5,693	SAVANNAH, GA. (SAV)	77.8	87.2	468	468
MIDLAND/ODESSA, TX. (MAF)	79.1	83.8	464	464	SCRANTON/WILKES-BARRE, PA. (AVP)	55.6	83.9	124	124
MILWAUKEE, WI. (MKE)	72.6	84.8	1,321	1,320	SEATTLE, WA. (SEA)	68.9	72.8	9,620	9,619
MINNEAPOLIS/ST. P. MN. (MSP)	80.8	81.0	13,279	13,272	SHREVEPORT, LA. (SHV)	80.1	87.7	292	292
MINOT, N.D. (MDT)	88.2	88.2	93	93	ST. LOUIS, MO. (STL)	79.0	90.3	62	62
MISSION/MCALLEN, TX. (MFE)	82.1	92.4	302	302	ST. LOUIS, MO. (STL)	73.1	90.0	279	279
MISSOULA, MT. (MSO)	78.7	93.5	155	155	SITKA, AK. (SIT)	73.5	81.3	155	155
MOBILE, AL./PASCAGOULA, MS. (MOB)	81.1	85.8	371	367	SOUTH BEND, IN. (SBN)	72.2	89.4	151	151
MOLINE, IL. (MLI)	72.9	86.8	181	182	SPOKANE, WA. (GEG)	67.6	78.9	1,169	1,168
MONROE, LA. (MLU)	80.6	91.3	186	184	SPRINGFIELD, MO. (SGF)	82.6	90.4	178	178
MONTGOMERY, AL. (MGM)	77.4	83.9	93	93	ST. CROIX, V.I. (STX)	67.7	83.9	62	62
MYRTLE BEACH, S.C. (MYR)	73.5	87.3	260	260	ST. LOUIS, MO. (STL)	77.4	77.2	14,807	14,804
NASHVILLE, TN. (BNA)	78.0	80.4	4,991	4,987	ST. THOMAS, V.I. (STT)	70.9	83.3	203	203
NEW ORLEANS, LA. (MSY)	76.6	84.5	4,439	4,440	SYRACUSE, N.Y. (SYR)	66.2	77.6	980	980
NEW YORK, N.Y. (JFK)	64.4	74.4	3,999	3,992	TALLAHASSEE, FL. (TLH)	75.3	82.8	186	186
NEW YORK, N.Y. (LGA)	53.6	69.0	9,177	9,193	TAMPA, FL. (TPA)	69.9	76.8	5,341	5,341
NEWARK, N.J. (EWR)	63.8	70.4	10,740	10,740	TOLEDO, OH. (TOL)	69.4	90.3	62	62
NEWBURGH, N.Y. (SWF)	71.0	84.7	124	124	TRAVERSE CITY, MI. (TVC)	78.7	89.7	155	155
NOME, AK. (OME)	65.0	57.5	80	80	TUCSON, AZ. (TUS)	67.5	78.8	1,601	1,601
NORFOLK/VA. BEACH, VA. (ORF)	69.6	81.0	1,420	1,421	TULSA, OK. (TUL)	76.4	83.3	1,718	1,719
OKLAHOMA CITY, OK. (OKC)	74.0	83.6	1,680	1,679	VALPARAISO, FL. (VPS)	83.1	91.1	124	124
OMAHA, NE. (OMA)	62.7	77.0	1,464	1,464	WASHINGTON, D.C. (DCA)	70.0	79.1	7,558	7,563
ONTARIO, CA. (ONT)	72.5	76.9	3,133	3,108	WASHINGTON, D.C. (IAD)	54.9	62.2	5,401	5,399
ORANGE COUNTY, CA. (SNA)	71.6	77.9	3,588	3,591	WEST PALM BEACH, FL. (PBI)	68.6	80.5	1,771	1,771
ORLANDO, FL. (MCO)	70.8	78.7	8,606	8,602	WHITE PLAINS, N.Y. (HPN)	47.8	61.2	433	433
PASCO, WA. (PSC)	87.9	94.4	124	124	WICHITA, KS. (ICT)	65.9	79.9	577	577
PENSACOLA, FL. (PNS)	78.0	87.0	496	494	WILMINGTON, N.C. (ILM)	67.2	85.5	186	186
PETERSBURG, AK. (PSG)	54.8	51.6	62	62	WRANGELL, AK. (WRG)	56.5	67.7	62	62
PHILADELPHIA, PA. (PHL)	56.5	63.4	10,546	10,551	YAKUTAT, AK. (YAK)	50.0	53.2	62	62
PHOENIX, AZ. (PHX)	69.2	67.2	16,170	16,165					
PITTSBURGH, PA. (PIT)	70.5	73.4	9,185	9,181					
PORTLAND, ME. (PWM)	60.3	74.4	527	527					
PORTLAND, OR. (PDX)	72.3	78.1	4,843	4,844					
PROVIDENCE, R.I. (PVD)	70.1	78.8	2,295	2,293					
RALEIGH/DURHAM, N.C. (RDU)	69.3	78.4	3,043	3,044					
RAPID CITY, S.D. (RAP)	81.7	94.4	126	126					
RENO, NV. (RNO)	73.3	76.9	2,351	2,351					
RICHMOND, VA. (RIC)	67.8	77.1	1,516	1,515					
ROANOKE, VA. (ROA)	75.3	83.9	186	186					
ROCHESTER, MN. (RST)	73.7	79.8	213	213					
ROCHESTER, N.Y. (ROC)	60.1	71.7	1,199	1,197					
SACRAMENTO, CA. (SMF)	71.1	75.8	3,458	3,456					
SAGINAW, MI. (MBS)	62.8	74.5	325	325					

AUGUST 2000
AIR TRAVEL CONSUMER REPORT

TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY CARRIER

CARRIER A/	AT 29 REPORTABLE AIRPORTS B/			AT ALL REPORTED AIRPORTS C/				
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
UNITED S/	29	51012	4009	7.9	96	66759	5256	7.9
US AIRWAYS S/	26	46221	1739	3.8	90	64943	2416	3.7
AMERICA WEST S/	25	14287	489	3.4	52	18766	680	3.6
ALASKA S/	8	7394	194	2.6	36	13727	445	3.2
DELTA S/	29	55496	1617	2.9	111	77654	2083	2.7
AMERICAN S/	29	48288	1316	2.7	92	63959	1644	2.6
NORTHWEST S/	29	32702	804	2.5	112	49194	1067	2.2
CONTINENTAL S/	27	24928	450	1.8	78	33803	612	1.8
TRANS WORLD S/	29	17116	172	1.0	76	23427	257	1.1
SOUTHWEST S/	14	29290	217	0.7	57	79134	531	0.7
T O T A L		326,734	11,007	3.4		491,366	14,991	3.1

FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)

- 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

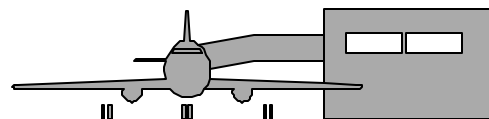
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements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

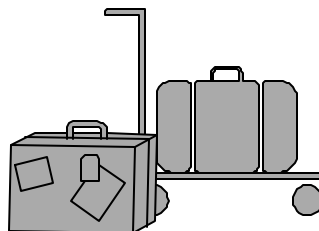
Air Carriers Required to Report Data to DOT and to CRS Vendors

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*

RANK	AIRLINE	AUGUST 2000			AUGUST 1999		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	4,396	1,188,971	3.70	5,212	1,246,059	4.18
2	DELTA AIR LINES	36,026	9,086,764	3.96	41,689	8,925,104	4.67
3	SOUTHWEST AIRLINES	31,958	6,463,421	4.94	24,157	5,870,225	4.12
4	US AIRWAYS	26,261	5,259,312	4.99	24,844	4,715,186	5.27
5	NORTHWEST AIRLINES	23,372	4,605,072	5.08	18,115	4,406,494	4.11
6	AMERICAN AIRLINES	34,563	6,693,174	5.16	28,887	5,633,321	5.13
7	CONTINENTAL AIRLINES	18,291	3,242,814	5.64	13,603	3,198,993	4.25
8	TRANS WORLD AIRLINES	17,515	2,449,864	7.15	11,021	2,302,292	4.79
9	UNITED AIRLINES	44,354	6,179,481	7.18	48,066	7,398,756	6.50
10	AMERICA WEST AIRLINES	14,744	1,806,771	8.16	8,517	1,663,500	5.12
TOTALS		251,480	46,975,644	5.35	224,111	45,359,930	4.94

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

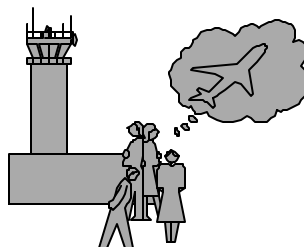
OVERSALES

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

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

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

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



APRIL-JUNE
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	APRIL-JUNE 2000				APRIL-JUNE 1999			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES	69,685	952	27,353,224	0.35	45,221	5,519	26,604,835	2.07
2	AMERICAN AIRLINES	53,675	888	20,443,165	0.43	64,664	717	18,585,625	0.39
3	NORTHWEST AIRLINES	33,650	996	13,888,081	0.72	21,893	170	13,178,128	0.13
4	US AIRWAYS	24,204	1,289	14,953,990	0.86	22,390	757	14,257,288	0.53
5	AMERICA WEST AIRLINES	15,027	724	5,311,373	1.36	12,115	541	4,794,724	1.13
6	CONTINENTAL AIRLINES	19,682	1,585	10,416,581	1.52	10,910	262	10,002,084	0.26
7	ALASKA AIRLINES	11,543	627	3,430,810	1.83	5,590	435	3,437,651	1.27
8	UNITED AIRLINES	35,714	4,106	20,681,091	1.99	22,435	818	20,072,997	0.41
9	SOUTHWEST AIRLINES	25,397	3,959	18,827,259	2.10	23,553	2,509	16,931,135	1.48
10	TRANS WORLD AIRLINES	22,749	2,144	6,694,510	3.20	22,110	180	6,601,625	0.27
	TOTALS	311,326	17,270	142,000,084	1.22	250,881	11,908	134,466,092	0.89

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

JANUARY-JUNE
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JANUARY-JUNE 2000				JANUARY-JUNE 1999			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	DELTA AIR LINES	117,207	2,013	51,695,270	0.39	100,056	13,663	51,070,338	2.68
2	NORTHWEST AIRLINES	58,472	1,137	26,020,280	0.44	46,201	609	24,473,713	0.25
3	AMERICAN AIRLINES	120,973	1,990	39,020,739	0.51	134,877	1,565	35,165,292	0.45
4	US AIRWAYS	46,743	2,287	27,354,705	0.84	41,134	1,952	27,022,186	0.72
5	CONTINENTAL AIRLINES	35,290	2,434	19,995,375	1.22	33,039	549	19,293,628	0.28
6	AMERICA WEST AIRLINES	32,381	1,565	10,007,063	1.56	23,817	1,211	9,162,456	1.32
7	ALASKA AIRLINES	18,473	1,091	6,591,505	1.66	13,009	668	6,501,580	1.03
8	UNITED AIRLINES	65,910	7,112	39,298,620	1.81	63,496	2,960	38,410,775	0.77
9	SOUTHWEST AIRLINES	50,249	6,755	35,245,627	1.92	40,856	4,447	31,537,924	1.41
10	TRANS WORLD AIRLINES	28,078	2,561	12,442,030	2.06	36,994	1,589	12,111,950	1.31
	TOTALS	573,776	28,945	267,671,214	1.08	533,479	29,213	254,749,842	1.15

Note: Totals for January through June 2000 reflect a correction of the Continental Airlines data for the 1st quarter of 2000.

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

CONSUMER COMPLAINTS

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

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

Complaint Categories. Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report. Note that beginning with the September 1999 report, disability complaints are listed as a separate category. Prior to September 1999, disability complaints were included in the Reservations/Ticketing/Boarding category. Also, effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category. Effective with the October 2000 report, “animals” is added as a new category.

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

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

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

Airline Rankings: Table 6 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 2000				AUGUST 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	2,659	43	28	63	1,987	142	13	75
FOREIGN AIRLINES	215	1	3	2	178	3	1	1
TRAVEL AGENTS	15	0	0	0	5	0	0	1
TOUR OPERATORS	3	0	0	0	152	0	0	0
MISCELLANEOUS*	19	31	0	5	26	7	0	6
INDUSTRY TOTALS	2,911	75	31	70	2,348	152	14	83

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

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	AUGUST 2000			AUGUST 1999		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	1,361		1	812	
CANCELLATIONS			583			303
DELAYS			473			289
MISCONNECTIONS			164			100
CUSTOMER SERVICE	2	568		2	518	
BAGGAGE	3	408		3	275	
RES/TKTG/BOARDING	4	167		5	175	
OTHER	5	93		6	109	
FREQUENT FLYER			44			45
REFUNDS	6	91		4	182	
OVERSALES	7	91		8	74	
FARES	8	75		10	52	
DISABILITY	9	41		7	90	
TOURS OR CHARTERS	10	8		9	53	
ADVERTISING	11	8		11	8	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		2,911			2,348	

NOTE: EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" IS ADDED AS A NEW CATEGORY.

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3

AIR TRAVEL CONSUMER REPORT
 COMPLAINTS AGAINST U. S. AIRLINES*
 BY COMPLAINT CATEGORY**
 AUGUST 2000

U. S. AIRLINES ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	TOURS	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	17	5	3	0	1	6	10	0	0	0	0	1	43
ALASKA AIRLINES	12	0	2	2	2	3	12	0	0	0	0	2	35
AMERICA WEST AIRLINES	93	10	9	3	4	16	38	1	0	0	0	3	177
AMERICAN AIRLINES	145	10	19	9	15	50	73	3	1	0	0	16	341
AMERICAN EAGLE	15	4	1	0	1	2	5	0	0	0	0	1	29
AMERICAN TRANS AIR	15	1	1	1	0	4	10	0	0	0	0	0	32
ATLANTIC SOUTHEAST AIRLINES	7	0	0	0	0	0	1	0	0	0	0	1	9
CONTINENTAL AIRLINES	62	4	8	4	7	20	29	1	0	1	0	3	139
CONTINENTAL EXPRESS	5	0	0	0	0	0	0	0	0	0	0	0	5
DELTA AIR LINES	118	6	18	16	7	36	56	2	1	0	0	10	270
DELTA CONNECTION	10	0	0	0	0	0	2	0	1	0	0	0	13
FRONTIER AIRLINES	2	1	0	0	0	3	1	0	0	0	0	0	7
HAWAIIAN AIRLINES	3	0	1	0	0	1	4	0	0	0	0	1	10
MIDWAY AIRLINES	4	1	1	0	1	2	0	0	0	0	0	0	9
NATIONAL AIRLINES	3	0	1	1	2	3	1	0	0	0	0	0	11
NORTHWEST AIRLINES	59	8	20	8	6	26	40	6	0	0	0	12	185
PRO AIR	7	0	0	0	1	3	3	0	1	0	0	0	15
SOUTHWEST AIRLINES	5	0	3	1	0	9	11	2	0	0	0	1	32
SPIRIT AIRLINES	8	1	1	0	1	2	4	0	0	0	0	0	17
TOWER AIR	0	0	0	0	5	2	1	0	0	0	0	0	8
TRANS WORLD AIRLINES	32	13	9	2	4	17	34	6	0	0	0	7	124
UNITED AIRLINES	507	10	30	11	13	93	145	7	2	1	0	19	838
UNITED EXPRESS	10	0	0	0	0	2	2	1	0	0	0	1	16
US AIRWAYS	144	0	15	6	2	28	33	5	1	0	0	5	239
US AIRWAYS EXPRESS	9	0	1	1	0	0	1	0	0	0	0	0	12
VANGUARD AIRLINES	3	0	0	0	0	0	3	0	1	0	0	1	8
OTHER U. S. AIRLINES	16	1	0	0	1	5	11	1	0	0	0	0	35
TOTAL AUGUST 2000	1,311	75	143	65	73	333	530	35	8	2	0	84	2,659
% OF TOTAL COMPLAINTS	49.5	2.8	5.4	2.5	2.8	12.6	20	1.3	0.3	0.1	0	3.2	
TOTAL AUGUST 1999	763	63	152	46	82	218	469	87	6	2	0	99	1,987
% OF TOTAL COMPLAINTS	38.4	3.2	7.6	2.3	4.1	11	23.6	4.4	0.3	0.1	0	5	

* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

** EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" IS ADDED AS A NEW CATEGORY.

TABLE 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE

AUGUST 2000

U. S. AIRLINES*	COMPS RECD IN AUG.	INCI- DENTS IN AUG.	PERCENT	INCI- DENTS IN JULY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	43	17	39.53	8	18.60	10	23.26	8	18.60
ALASKA AIRLINES	35	12	34.29	12	34.29	5	14.29	6	17.14
AMERICA WEST AIRLINES	177	64	36.16	60	33.90	42	23.73	11	6.21
AMERICAN AIRLINES	341	100	29.33	96	28.15	102	29.91	43	12.61
AMERICAN EAGLE	29	7	24.14	9	31.03	11	37.93	2	6.90
AMERICAN TRANS AIR	32	11	34.38	9	28.12	11	34.38	1	3.12
ATLANTIC SOUTHEAST AIRLINES	9	1	11.11	3	33.33	3	33.33	2	22.22
CONTINENTAL AIRLINES	139	34	24.46	34	24.46	43	30.94	28	20.14
CONTINENTAL EXPRESS	5	1	20.00	2	40.00	0	0.00	2	40.00
DELTA AIR LINES	270	92	34.07	90	33.33	67	24.81	21	7.78
DELTA CONNECTION	13	7	53.85	2	15.38	2	15.38	2	15.38
FRONTIER AIRLINES	7	3	42.86	0	0.00	2	28.57	2	28.57
HAWAIIAN AIRLINES	10	2	20.00	4	40.00	2	20.00	2	20.00
MIDWAY AIRLINES	9	5	55.56	3	33.33	0	0.00	1	11.11
NATIONAL AIRLINES	11	0	0.00	3	27.27	7	63.64	1	9.09
NORTHWEST AIRLINES	185	47	25.41	46	24.86	58	31.35	34	18.38
PRO AIR	15	6	40.00	6	40.00	1	6.67	2	13.33
SOUTHWEST AIRLINES	32	8	25.00	17	53.12	4	12.50	3	9.38
SPIRIT AIRLINES	17	4	23.53	7	41.18	5	29.41	1	5.88
TOWER AIR	8	0	0.00	1	12.50	7	87.50	0	0.00
TRANS WORLD AIRLINES	124	31	25.00	37	29.84	31	25.00	25	20.16
UNITED AIRLINES	838	250	29.83	301	35.92	219	26.13	68	8.11
UNITED EXPRESS	16	7	43.75	4	25.00	3	18.75	2	12.50
US AIRWAYS	239	80	33.47	77	32.22	57	23.85	25	10.46
US AIRWAYS EXPRESS	12	4	33.33	5	41.67	2	16.67	1	8.33
VANGUARD AIRLINES	8	5	62.50	0	0.00	2	25.00	1	12.50
OTHER U. S. AIRLINES	35	11	31.43	11	31.43	10	28.57	3	8.57
TOTALS	2,659	809	30.42	847	31.85	706	26.55	297	11.17
PREVIOUS YEAR'S TOTALS	1,987	367	18.47	838	42.17	662	33.32	120	6.04

*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 **

AUGUST 2000

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	TOURS	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	11	1	1	0	2	5	1	1	0	0	0	1	23
AIR FRANCE	6	0	1	0	0	8	7	1	0	1	0	2	26
AIR JAMAICA	2	1	0	0	0	1	1	0	0	0	0	0	5
ALITALIA AIRLINES	1	2	2	1	1	9	2	1	0	0	0	1	20
ALLEGRO AIRLINES	3	0	0	0	0	1	1	0	0	1	0	1	7
BRITISH AIRWAYS	7	1	2	1	0	7	3	1	0	0	0	1	23
KLM	1	1	0	0	0	6	1	0	0	0	0	0	9
LUFTHANSA	1	1	0	0	2	4	2	0	0	0	0	1	11
SWISSAIR	1	1	0	0	0	2	3	1	0	0	0	0	8
OTHER FOREIGN AIRLINES	10	7	12	1	6	31	13	1	0	0	0	2	83
TOTALS	43	15	18	3	11	74	34	6	0	2	0	9	215
<u>TRAVEL AGENTS</u>													
PRICELINE.COM	0	0	3	2	2	0	0	0	0	0	0	0	7
OTHER TRAVEL AGENTS	0	0	2	1	4	0	1	0	0	0	0	0	8
TOTALS	0	0	5	3	6	0	1	0	0	0	0	0	15
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	3	0	0	3
TOTALS	0	0	0	0	0	0	0	0	0	3	0	0	3
<u>MISCELLANEOUS ***</u>													
OTHER MISCELLANEOUS	7	1	1	4	1	1	3	0	0	1	0	0	19
TOTALS	7	1	1	4	1	1	3	0	0	1	0	0	19

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

** EFFECTIVE WITH THE SEPTEMBER 1999 REPORT, "DISABILITY" COMPLAINTS ARE LISTED AS A SEPARATE CATEGORY. PREVIOUSLY, DISABILITY COMPLAINTS WERE INCLUDED IN THE "RES/TKTG/BOARDING" CATEGORY. ALSO, COMPLAINTS ABOUT "SMOKING" AND "CREDIT," WHICH FORMERLY WERE SEPARATE CATEGORIES, ARE NOW INCLUDED IN THE "OTHER" CATEGORY. EFFECTIVE WITH THE OCTOBER 2000 REPORT, "ANIMALS" IS ADDED AS A NEW CATEGORY.

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

TABLE 6

AUGUST

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

RANK	AIRLINE	AUGUST 2000			AUGUST 1999		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	32	6,476,347	0.49	35	5,892,342	0.59
2	ALASKA AIRLINES	35	1,332,373	2.63	24	1,381,968	1.74
3	DELTA AIR LINES	270	9,533,482	2.83	243	9,346,134	2.60
4	NORTHWEST AIRLINES	185	5,614,210	3.30	153	5,364,963	2.85
5	CONTINENTAL AIRLINES	139	4,116,447	3.38	150	3,994,349	3.76
6	AMERICAN AIRLINES	341	8,045,891	4.24	336	7,383,999	4.55
7	US AIRWAYS	239	5,505,053	4.34	211	4,893,731	4.31
8	TRANS WORLD AIRLINES	124	2,557,956	4.85	112	2,417,042	4.63
9	AMERICA WEST AIRLINES	177	1,845,307	9.59	80	1,693,224	4.72
10	UNITED AIRLINES	838	7,220,401	11.61	288	8,278,123	3.48
	TOTAL	2,380	52,247,467	4.56	1,632	50,645,875	3.22

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

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

COMPLAINT CATEGORIES*

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

Tours: Problems with scheduled or charter tour packages.

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

Animals: Loss, injury, or death of an animal during air transport provided by an air carrier.

***Note:** Effective with the September 1999 report, complaints about “smoking” and “credit,” which formerly were separate categories, are included in the “other” category. Effective with the October 2000 report, “Animals” is added as a new category.

