



U.S. Department  
of Transportation



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# *Air Travel Consumer Report*

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**Issued: JANUARY 2001**

Includes data for the following periods:

Flight Delays	November 2000 12 Months Ending November 2000
Mishandled Baggage	November 2000
Oversales	3rd Quarter 2000 January-September 2000
Consumer Complaints (Includes Disability Complaints)	November 2000

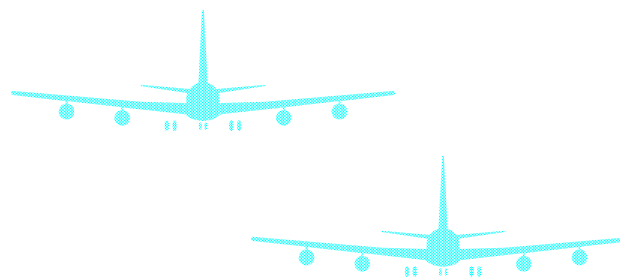
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**Office of Aviation Enforcement and Proceedings**

<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's Bureau of Transportation Statistics (Office of Airline Information), as described in 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, including all ten carriers that have at least one percent of total domestic scheduled-service passenger revenues. These airlines account for more than 85 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 reporting 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 11 reporting air carriers, 4 (American, Northwest, United and US Airways) use ACARS exclusively; 3 (Alaska, Aloha, 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.

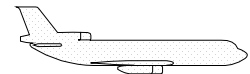
Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight's operations that were late that month and the average and median number of minutes the flight was late. The flights with the highest percentage 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, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/>. 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.



NOVEMBER 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/
ALOHA S/	0	0.0	6	89.3
TRANS WORLD S/	28	81.7	72	81.5
CONTINENTAL S/	28	79.7	80	80.0
SOUTHWEST S/	14	74.9	58	75.1
NORTHWEST S/	29	74.7	115	74.5
US AIRWAYS S/	25	74.4	88	74.1
AMERICAN S/	29	72.2	92	72.3
UNITED S/	29	68.4	95	69.1
AMERICA WEST S/	25	67.5	52	67.5
DELTA S/	29	68.2	110	67.4
ALASKA S/	8	64.5	36	66.1
T O T A L		72.4		72.8

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.

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. At the present time, and beginning with the December 2000 report, Aloha Airlines is the only carrier that reports voluntarily.

**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.

## NOVEMBER 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*	4TH QUARTER 10-12 1999		1ST QUARTER 01-03 2000		2ND QUARTER 04-06 2000		3RD QUARTER 07-09 2000		09 2000		10 2000		11 2000		12 MONTHS ENDING 11 2000		DATA BASE TO DATE 09 1987 - 11 2000	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	69.7	(8)	66.5	(9)	70.9	(8)	70.2	(8)	76.7	(7)	70.5	(9)	66.1	(11)	68.4	(8)	76.5	(9)
ALOHA	----	--	----	--	----	--	----	--	----	--	90.5	(1)	89.3	(1)	----	---	----	---
AMERICA WEST	69.2	(9)	64.7	(10)	66.6	(9)	66.4	(9)	75.6	(8)	60.5	(11)	67.5	(9)	66.0	(9)	78.6	(4)
AMERICAN	80.7	(3)	75.2	(6)	71.6	(7)	75.3	(6)	78.1	(6)	75.6	(7)	72.3	(7)	74.3	(6)	79.1	(3)
CONTINENTAL	79.8	(5)	77.7	(3)	76.9	(3)	79.1	(2)	79.5	(4)	82.2	(3)	80.0	(3)	78.4	(3)	78.4	(5)
DELTA	80.6	(4)	77.4	(4)	78.0	(2)	77.2	(5)	78.1	(5)	82.1	(4)	67.4	(10)	77.3	(4)	77.5	(8)
NORTHWEST	84.9	(2)	79.4	(2)	78.3	(1)	79.6	(1)	81.8	(2)	83.5	(2)	74.5	(5)	79.3	(1)	79.9	(2)
SOUTHWEST	79.8	(6)	76.0	(5)	75.6	(4)	78.8	(3)	81.7	(3)	71.0	(8)	75.1	(4)	76.2	(5)	82.6	(1)
TRANS WORLD	87.2	(1)	81.1	(1)	74.4	(5)	78.7	(4)	85.5	(1)	77.7	(6)	81.5	(2)	78.6	(2)	77.9	(7)
UNITED	79.5	(7)	70.8	(8)	56.8	(10)	51.6	(10)	71.8	(10)	69.6	(10)	69.1	(8)	62.8	(10)	75.4	(10)
US AIRWAYS	1.1	(10)	75.1	(7)	71.8	(6)	72.5	(7)	75.1	(9)	78.5	(5)	74.1	(6)	73.2	(7)	78.2	(6)
TOTAL	79.8		75.1		71.8		72.5		78.1		76.2		72.8		73.9		78.4	

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. At the present time, and beginning with the December 2000 report, Aloha Airlines is the only carrier that reports voluntarily.

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## 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	683	69.7	1600	72.6	352	73.9	178	71.3	88	83.0	1055	77.5	753	68.8
AQ	H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		H/		H/		H/	
CO	550	76.5	678	77.4	302	90.7	133	86.5	H/		580	86.7	346	74.6
DL	18036	69.6	2292	66.6	371	82.2	262	71.0	5469	79.1	1521	74.0	584	59.2
HP	145	81.4	198	62.6	176	65.9	H/		H/		146	65.1	208	67.3
NW	572	68.5	519	63.4	374	64.4	253	78.7	25	76.0	607	68.5	345	75.9
TW	196	74.0	253	74.3	176	81.8	129	82.9	H/		227	86.8	173	76.3
UA	523	67.7	1252	65.1	353	68.0	171	66.7	143	62.2	462	65.8	7952	72.6
US	615	62.9	2817	72.8	2429	77.6	9816	78.6	H/		3063	81.3	299	76.3
WN	H/		H/		3421	86.1	H/		H/		H/		H/	
TOTAL	21320	69.6	9609	69.9	7954	80.6	10942	78.3	5725	78.7	7661	77.7	10660	71.9

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	13864	77.0	431	72.6	841	76.8	558	67.9	1024	82.4	718	71.7	3608	71.2
AQ	H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		H/		275	69.5	700	62.9
CO	570	75.6	317	87.7	6017	86.6	8272	78.8	53	92.5	444	74.8	644	62.0
DL	3652	60.6	321	66.7	978	71.0	264	49.2	1021	82.8	800	62.5	1386	58.1
HP	173	71.7	144	71.5	234	78.2	178	68.0	238	74.4	2571	67.4	751	60.6
NW	421	57.0	9847	81.1	577	67.6	395	68.1	143	64.3	359	72.1	588	70.2
TW	277	76.2	172	84.9	182	80.2	114	78.1	820	83.7	149	72.5	454	75.8
UA	649	65.8	294	75.5	873	72.3	408	64.5	534	76.8	1073	67.1	5203	68.1
US	329	57.4	355	77.5	474	77.2	329	61.1	H/		244	77.0	506	63.8
WN	H/		556	80.6	H/		179	72.1	H/		4724	72.6	3501	66.4
TOTAL	19935	72.8	12437	80.3	10176	81.2	10697	75.7	3833	81.0	11357	70.2	17341	67.0

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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	1743	38.9	644	75.0	3119	77.5	486	69.3	9012	69.2	234	72.6	657	70.2
AQ	H/		H/		H/		H/		H/		H/		H/	
AS	H/		H/		H/		H/		29	37.9	1412	71.2	H/	
CO	404	37.4	579	85.5	345	81.4	239	89.5	558	70.1	112	66.1	230	80.9
DL	2328	54.5	2676	63.6	453	76.4	347	76.9	719	61.3	585	67.0	632	76.9
HP	H/		60	81.7	60	75.0	118	68.6	216	56.5	205	60.5	145	75.9
NW	599	32.4	480	69.8	226	71.7	9529	77.9	768	61.7	149	77.2	462	64.7
TW	277	33.9	358	89.9	213	85.0	269	80.3	303	72.3	117	80.3	165	77.6
UA	887	41.1	570	75.1	512	67.8	579	64.2	11647	69.0	854	66.5	760	72.6
US	3136	46.5	1590	72.2	412	78.6	239	76.6	642	62.1	H/		7020	76.2
WN	H/		1385	84.1	H/		H/		H/		889	74.4	H/	
TOTAL	9374	44.9	8342	73.4	5340	76.8	11806	77.0	23894	68.4	4557	70.3	10071	75.2

CARRIER	ARRIVAL AIRPORT															
	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	706	68.7	89	79.8	702	67.5	557	76.3	1292	70.5	178	63.5	515	67.4	449	76.2
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	357	63.9	H/		310	69.7	3408	61.0	518	68.1	H/		H/		H/	
CO	369	71.0	80	91.3	234	57.7	290	79.0	458	72.7	88	70.5	101	83.2	436	86.7
DL	674	54.6	263	77.9	473	52.6	562	67.1	736	56.3	4346	69.7	233	75.5	1071	65.9
HP	6590	68.9	H/		323	61.9	208	58.2	332	53.6	184	62.0	60	66.7	60	83.3
NW	356	63.5	158	67.1	238	79.0	469	72.3	405	65.7	85	71.8	352	66.8	327	64.2
TW	176	68.8	132	81.1	123	74.0	176	81.8	264	72.7	89	82.0	9359	84.4	151	88.7
UA	956	66.3	175	73.7	902	67.1	1218	71.3	5949	65.7	502	69.1	205	71.7	270	65.9
US	278	60.1	7935	80.8	220	60.9	247	89.5	393	73.0	H/		269	68.8	1242	66.0
WN	5147	71.5	H/		2253	70.4	1066	75.0	435	65.3	1053	75.9	2361	78.2	1357	81.9
TOTAL	15609	68.6	8832	80.5	5778	67.1	8201	68.3	10782	66.1	6525	70.5	13455	81.4	5363	73.3



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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	89.7	82.1	82.1	89.8	84.9	100.0	91.5	89.5	80.2	80.9	98.2	89.2	92.9	87.9	93.3	83.3
700 - 759 AM	86.1	85.3	90.5	89.4	82.0	84.1	84.5	90.9	83.7	88.4	90.1	85.6	94.6	87.5	82.0	93.0
800 - 859 AM	74.2	87.8	87.9	83.2	87.0	83.4	83.6	81.4	86.3	89.4	81.1	67.3	82.9	78.6	73.2	82.4
900 - 959 AM	74.9	81.9	91.5	79.7	84.3	87.4	79.3	74.1	84.1	88.0	82.3	91.2	84.5	76.7	64.8	85.6
1000 - 1059 AM	79.9	82.9	85.5	74.0	85.8	82.0	78.4	82.5	87.0	87.2	80.9	93.3	68.7	71.5	54.3	80.3
1100 - 1159 AM	76.2	83.5	90.2	81.1	78.2	83.9	76.4	80.5	80.7	89.0	77.9	J/	71.6	70.6	52.3	81.4
1200 - 1259 PM	78.8	79.5	86.8	74.8	81.4	80.7	73.3	74.8	84.9	87.4	81.1	J/	68.7	70.5	53.9	75.9
100 - 159 PM	73.9	74.7	85.4	81.1	87.0	82.1	74.1	79.6	83.6	85.0	79.7	81.5	71.9	70.0	57.3	72.6
200 - 259 PM	69.3	72.2	87.6	81.0	76.9	80.7	70.1	64.2	81.0	82.3	76.0	85.6	71.7	64.9	51.0	74.8
300 - 359 PM	67.6	63.5	82.6	75.4	81.4	82.2	71.8	70.9	80.9	80.3	68.9	81.1	70.7	65.2	43.4	74.9
400 - 459 PM	63.1	66.4	77.5	75.3	71.3	76.5	65.0	72.6	81.5	79.1	74.2	81.1	67.1	64.5	39.4	75.0
500 - 559 PM	61.3	61.2	77.9	80.1	75.9	73.1	67.7	70.0	79.6	79.7	72.0	80.1	55.3	61.6	33.1	69.3
600 - 659 PM	64.7	56.9	76.1	74.1	71.1	71.9	64.7	66.5	75.0	78.6	68.4	75.6	71.7	58.8	35.2	68.5
700 - 759 PM	59.5	61.1	73.0	74.9	74.3	68.2	59.8	65.4	76.2	78.7	73.2	80.0	66.0	62.7	31.8	61.1
800 - 859 PM	58.7	61.0	75.8	69.4	78.6	75.2	68.2	57.8	74.2	79.0	71.9	76.2	63.4	58.1	27.5	67.6
900 - 959 PM	55.3	62.9	72.7	76.1	70.6	67.3	63.2	69.7	79.5	71.3	66.5	77.5	66.6	57.5	30.6	69.5
1000 - 1059 PM	64.7	61.8	72.4	71.2	56.5	69.8	62.9	61.6	75.8	73.2	59.1	78.8	63.9	58.5	31.1	69.5
1100 - 559 AM	74.7	70.5	72.0	75.2	70.2	70.4	70.3	73.9	73.0	79.3	60.7	83.2	68.2	67.5	44.4	66.0
TOTAL, ALL ARRIVALS, BY AIRPORT	69.6	69.9	80.6	78.3	78.7	77.7	71.9	72.8	80.3	81.2	75.7	81.0	70.2	67.0	44.9	73.4

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	77.8	85.4	86.5	J/	90.4	J/	87.7	J/	73.3	75.8	J/	87.6	84.5	87.0
700 - 759 AM	J/	82.0	81.2	94.5	89.7	77.6	91.8	90.4	85.5	93.0	79.2	87.3	96.1	86.2
800 - 859 AM	95.0	87.0	80.4	87.7	82.0	89.8	85.6	90.5	77.5	85.3	85.8	85.9	87.9	83.1
900 - 959 AM	83.3	79.7	81.6	81.4	81.1	80.6	89.9	80.0	78.4	72.1	79.4	85.9	84.2	80.1
1000 - 1059 AM	86.5	83.1	79.7	78.0	89.2	69.9	86.3	79.8	79.8	68.6	74.1	85.4	85.1	78.6
1100 - 1159 AM	76.4	81.3	72.2	75.7	80.9	72.3	87.5	74.6	73.2	58.3	78.2	86.1	78.7	76.9
1200 - 1259 PM	85.4	85.5	76.1	80.5	84.1	77.3	78.1	73.3	68.7	57.1	59.6	83.0	79.3	76.8
100 - 159 PM	75.5	78.3	69.5	70.4	77.0	71.5	83.4	67.8	65.1	59.5	74.5	82.2	73.4	75.7
200 - 259 PM	85.8	74.5	64.2	74.6	73.7	70.5	86.3	61.3	69.0	67.8	71.5	82.9	80.7	72.3
300 - 359 PM	80.5	78.3	67.1	59.4	73.4	70.4	81.4	63.9	64.3	55.8	68.9	81.2	70.3	71.6
400 - 459 PM	83.0	71.6	62.7	62.4	73.4	65.5	73.6	62.6	56.9	68.0	73.3	79.4	77.9	70.4
500 - 559 PM	77.8	74.3	60.9	69.7	72.1	67.3	68.9	58.0	69.5	64.1	66.6	77.1	70.0	67.8
600 - 659 PM	69.2	70.0	56.4	73.6	66.2	58.4	73.1	64.3	58.7	69.8	71.9	81.6	67.6	66.2
700 - 759 PM	74.0	71.4	57.1	60.5	56.3	61.4	76.5	62.5	62.7	63.3	65.6	78.4	60.0	66.4
800 - 859 PM	69.2	70.4	53.7	68.0	66.6	60.6	70.5	56.2	65.2	66.4	65.4	75.5	69.3	63.9
900 - 959 PM	67.9	66.1	57.1	62.9	71.2	62.1	76.8	55.5	66.7	58.8	62.6	76.3	54.9	65.5
1000 - 1059 PM	67.2	77.7	55.6	61.4	70.4	56.0	79.4	59.5	62.6	63.2	59.4	74.0	70.7	63.6
1100 - 559 AM	66.0	69.6	75.6	65.5	77.7	61.5	76.7	66.5	69.1	65.5	64.6	73.3	70.2	69.8
TOTAL, ALL ARRIVALS, BY AIRPORT	76.8	77.0	68.4	70.3	75.2	68.6	80.5	67.1	68.3	66.1	70.5	81.4	73.3	72.4

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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	90.7	92.1	95.3	91.2	93.1	94.6	88.8	89.0	83.9	92.2	88.6	81.8	91.7	90.9	92.6	94.8
700 - 759 AM	86.7	91.1	94.0	89.9	86.8	92.3	82.9	86.4	85.2	90.7	93.9	91.0	90.7	85.8	86.4	91.9
800 - 859 AM	83.6	87.4	88.7	86.2	84.7	86.9	83.7	86.9	82.8	89.7	92.9	85.6	88.2	81.7	87.9	90.2
900 - 959 AM	77.9	86.9	88.1	84.9	85.2	91.7	76.3	83.4	80.6	89.4	83.5	89.0	77.4	77.8	82.4	89.1
1000 - 1059 AM	78.6	85.0	85.6	76.1	87.1	87.5	74.0	77.7	76.9	86.1	88.5	87.1	74.3	66.6	69.8	82.9
1100 - 1159 AM	76.5	84.0	83.5	79.5	83.5	86.8	73.9	77.9	74.8	85.6	79.9	90.4	73.4	71.5	67.1	82.1
1200 - 1259 PM	79.4	84.7	89.0	76.4	80.8	87.5	70.3	80.9	77.1	87.0	85.3	76.3	66.1	70.4	61.2	81.6
100 - 159 PM	79.7	81.8	78.8	75.5	86.3	87.0	70.1	77.5	75.6	80.3	81.8	J/	64.2	68.8	69.8	75.5
200 - 259 PM	75.2	75.6	80.8	62.3	86.5	82.8	72.0	80.7	80.7	82.7	80.9	90.7	68.9	70.4	63.6	77.2
300 - 359 PM	70.4	72.8	77.9	72.6	84.1	86.8	67.8	69.0	70.3	83.2	78.9	82.7	69.0	70.4	53.6	71.6
400 - 459 PM	65.2	65.9	75.5	73.4	81.5	82.5	69.2	67.3	70.4	81.9	79.5	78.9	64.0	62.4	51.3	74.1
500 - 559 PM	63.1	66.6	67.3	73.6	64.4	83.7	64.2	71.7	77.0	75.5	75.0	81.5	54.7	69.1	50.2	72.0
600 - 659 PM	65.0	65.7	74.2	74.4	71.4	79.6	67.7	66.7	65.4	75.0	76.8	77.3	62.9	58.8	41.0	74.0
700 - 759 PM	65.0	62.3	73.6	71.7	78.7	80.4	65.3	69.8	68.0	81.3	73.7	87.2	59.2	61.2	40.9	69.4
800 - 859 PM	65.1	67.9	71.6	77.8	74.7	77.2	62.0	69.1	71.3	83.0	78.8	72.6	56.7	57.0	39.7	66.3
900 - 959 PM	61.6	81.1	70.3	77.5	83.4	88.3	71.2	57.6	73.7	71.1	80.7	75.0	67.0	59.0	48.2	72.2
1000 - 1059 PM	61.6	79.2	61.4	81.6	76.4	J/	75.0	73.7	78.2	91.7	76.7	91.4	79.9	80.4	66.7	89.5
1100 - 559 AM	57.7	98.2	96.7	65.4	J/	J/	88.6	J/	86.7	92.7	J/	86.2	77.9	83.9	77.4	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	72.4	78.8	81.4	77.8	81.5	86.0	71.9	76.5	75.9	84.6	81.9	83.8	72.6	72.5	64.7	79.6

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	83.9	87.1	86.7	90.7	91.4	95.2	91.9	92.1	90.2	91.8	91.0	94.0	96.0	90.6
700 - 759 AM	88.3	79.4	84.6	87.8	87.5	91.3	88.6	89.2	84.1	85.1	92.1	89.2	94.4	88.2
800 - 859 AM	87.3	78.8	80.3	86.1	86.3	87.0	84.4	85.2	81.9	83.3	84.6	88.6	86.9	85.3
900 - 959 AM	85.0	81.7	79.6	76.0	82.7	86.3	85.9	84.6	77.2	79.1	85.5	84.8	89.1	83.0
1000 - 1059 AM	81.0	80.0	80.5	81.1	84.7	76.2	84.0	78.6	75.9	71.2	81.2	86.4	86.9	79.1
1100 - 1159 AM	86.4	81.8	79.5	74.9	84.3	66.6	84.1	67.8	78.2	67.5	79.0	82.8	85.1	77.9
1200 - 1259 PM	77.7	81.6	72.1	81.5	81.6	68.7	87.5	71.2	74.9	63.5	71.7	83.8	78.7	76.7
100 - 159 PM	84.9	80.2	75.5	78.8	82.0	71.4	84.4	65.9	70.2	67.2	69.0	81.7	78.1	76.4
200 - 259 PM	75.0	78.5	64.1	65.7	75.1	64.2	79.0	63.6	67.0	64.1	80.8	81.5	73.3	74.7
300 - 359 PM	75.8	78.3	66.1	73.6	71.1	64.0	81.3	61.8	62.9	61.4	75.5	80.6	77.2	71.6
400 - 459 PM	73.4	75.8	63.8	63.9	78.5	64.1	75.8	57.4	67.2	54.0	74.7	76.0	69.1	69.5
500 - 559 PM	77.9	75.6	57.6	62.0	72.7	63.5	70.7	48.5	62.3	59.4	76.8	76.4	73.6	69.1
600 - 659 PM	67.2	71.5	58.2	61.0	73.9	64.4	77.4	65.7	61.5	62.1	77.4	75.8	72.0	67.5
700 - 759 PM	76.0	76.2	55.3	64.5	69.2	58.9	87.5	55.0	57.9	57.0	66.8	76.3	73.5	67.0
800 - 859 PM	66.5	68.6	56.6	68.2	69.9	56.1	78.5	52.2	62.9	67.5	70.4	78.4	68.1	67.8
900 - 959 PM	71.4	73.0	57.4	64.0	71.7	62.1	67.9	67.4	67.8	66.0	81.3	77.8	60.4	68.2
1000 - 1059 PM	J/	69.7	61.9	46.7	J/	69.0	82.1	93.0	76.1	70.5	74.0	80.7	71.7	74.6
1100 - 559 AM	82.2	79.7	100.0	89.4	97.4	79.7	93.1	91.5	85.6	80.3	91.7	87.3	85.7	78.0
TOTAL, ALL DEPARTURES, BY AIRPORT	80.9	77.2	70.4	77.0	78.5	70.8	80.8	72.6	74.0	70.8	78.2	81.8	80.9	76.1

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS 1/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTINATION AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
US	278	RDU-LGA	1820	15	100.00	121	82
US	316	LGA-RDU	2027	24	100.00	107	101
US	1436	LGA-CMH	1855	24	100.00	88	76
US	407	CMH-LGA	1640	24	100.00	77	70
US	1639	SDF-LGA	1920	25	100.00	91	87
DL	527	LGA-DFW	0645	29	96.55	35	33
US	464	ORF-LGA	1740	26	96.15	74	73
US	277	IND-LGA	1937	25	96.00	105	104
US	766	GSP-LGA	1843	25	96.00	91	73
US	990	GSO-LGA	1927	25	96.00	84	79
US	274	LGA-SDF	1617	25	96.00	55	41
AA	353	LGA-ORD	1900	24	95.83	78	67
NW	247	DTW-LGA	1910	24	95.83	76	68
US	1911	ROC-LGA	1910	16	93.75	68	65
US	1911	LGA-GSO	2058	16	93.75	58	60
DL	1649	LGA-DFW	1720	30	93.33	84	73
DL	1649	DFW-PDX	2105	29	93.10	45	34
US	766	LGA-ROC	2115	25	92.00	83	75
US	464	LGA-BUF	1945	25	92.00	71	62
US	1019	LGA-RI C	1805	25	92.00	63	49
CO	1963	LGA-IAH	1945	24	91.67	79	73
CO	1909	LGA-CLE	1830	24	91.67	72	63
AA	799	LGA-DFW	2050	24	91.67	70	59
AA	361	LGA-ORD	2100	24	91.67	63	61
CO	1832	IAH-LGA	1432	24	91.67	63	52
AA	352	ORD-LGA	1730	24	91.67	62	50
AA	752	DFW-LGA	1645	24	91.67	53	43
AA	342	ORD-LGA	2000	24	91.67	47	41
NW	1618	MSP-LGA	0725	30	90.00	38	35
DL	1719	DFW-COS	2100	29	89.66	75	57
US	2997	LGA-TPA	2133	29	89.66	75	73
DL	1273	ATL-SAN	1945	29	89.66	34	30
US	2648	LGA-FLL	2020	19	89.47	63	61
US	366	LGA-BUF	1710	19	89.47	58	46
US	1812	BUF-LGA	1915	28	89.29	83	87
UA	675	LGA-ORD	1700	28	89.29	60	59
DL	719	ATL-DFW	1955	28	89.29	41	28
US	366	RDU-LGA	1500	26	88.46	59	43
US	353	LGA-PI T	1844	17	88.24	77	81
US	753	LGA-CLT	1940	17	88.24	66	53
US	1142	CLT-LGA	1530	17	88.24	63	47
US	138	RI C-LGA	1710	17	88.24	47	56
US	1667	PI T-LGA	1605	17	88.24	42	42
US	1525	LGA-RDU	1602	25	88.00	60	43
UA	673	LGA-ORD	1800	25	88.00	58	59

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS 1/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTINATION AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
AA	772	DFW-LGA	1915	25	88.00	47	33
AA	357	LGA-ORD	2000	25	88.00	45	40
US	34	CLT-LGA	1910	16	87.50	64	55
US	1149	LGA-PIT	1600	16	87.50	63	28
UA	1717	LGA-IAD	1730	24	87.50	53	45
WN	55	DAL-HOU	2000	24	87.50	53	43
WN	55	HOU-CRP	2115	24	87.50	50	39
UA	680	ORD-LGA	1500	24	87.50	43	48
TW	306	STL-LGA	1130	23	86.96	41	38
US	1029	BUF-LGA	1648	30	86.67	64	65
US	2660	MCO-LGA	1605	30	86.67	63	67
DL	1160	MCO-LGA	1355	30	86.67	56	50
AA	346	ORD-LGA	1900	30	86.67	55	51
HP	2805	PHX-SFO	1153	30	86.67	53	33
DL	530	PBI-LGA	2000	30	86.67	51	44
DL	967	LGA-CVG	1550	30	86.67	50	49
DL	333	MCO-LAX	1525	30	86.67	48	35
DL	1601	LGA-MCO	1025	30	86.67	40	37
DL	643	LGA-ATL	2100	29	86.21	61	60
TW	474	PBI-LGA	2000	29	86.21	53	46
DL	1534	SFO-SLC	1305	29	86.21	42	31
DL	1181	BOS-DFW	1630	29	86.21	37	39
DL	1007	DFW-SNA	1025	29	86.21	36	29
DL	2360	BOS-FLL	1915	21	85.71	53	42
DL	2129	DFW-ELP	2110	28	85.71	43	31
DL	251	ATL-LAX	2335	28	85.71	37	27
CO	1959	LGA-IAH	1815	26	84.62	80	91
UA	669	LGA-ORD	2030	26	84.62	60	54
US	947	LGA-ORF	1625	26	84.62	47	41
US	248	BUF-LGA	1320	26	84.62	40	30
NW	514	MSP-LGA	1635	26	84.62	36	31
US	882	CLT-LGA	1850	19	84.21	72	84
US	1470	LGA-IND	1634	25	84.00	76	73
AA	1454	HOU-LGA	1855	25	84.00	62	35
US	1249	PIT-LGA	2105	18	83.33	45	41
UA	672	ORD-LGA	1900	24	83.33	64	70
UA	678	ORD-LGA	1600	24	83.33	61	52
CO	1910	CLE-LGA	1440	24	83.33	59	60
CO	1907	LGA-CLE	1659	24	83.33	52	44
UA	674	ORD-LGA	1800	24	83.33	46	46
NW	153	LGA-MSP	1905	24	83.33	44	40
WN	73	DAL-HOU	1715	24	83.33	37	22
US	2655	RSW-LGA	1503	30	83.33	77	76
NW	518	MSP-LGA	1855	30	83.33	51	44
AA	1282	TPA-LGA	1915	30	83.33	48	40

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS 1/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTINATION AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
US	2703	LGA-FLL	1510	30	83.33	45	36
DL	1737	ATL-LAX	1010	30	83.33	42	36
WN	278	MSY-DAL	1820	30	83.33	41	34
DL	381	LGA-DFW	1200	30	83.33	34	30
CO	1973	LGA-IAH	1640	29	82.76	72	50
DL	1792	TPA-LGA	1450	29	82.76	61	35
AA	354	ORD-LGA	1700	29	82.76	56	57
AA	362	ORD-LGA	1500	29	82.76	48	41
DL	1181	DFW-SAT	2015	29	82.76	45	35
DL	807	TPA-LAX	1855	29	82.76	41	27
US	2728	TPA-LGA	2047	29	82.76	39	36
NW	504	MSP-LGA	0915	29	82.76	31	28
US	759	LGA-CLT	1755	17	82.35	70	55
US	934	CLT-LGA	1515	17	82.35	64	58
US	910	CLT-LGA	1450	17	82.35	48	49
DL	1643	LGA-ATL	1830	28	82.14	51	33
UA	1281	ORD-DFW	1814	28	82.14	47	44
DL	2527	IAD-MCO	2050	28	82.14	46	36
UA	1267	GSO-ORD	1750	28	82.14	44	32
DL	742	ATL-LGA	1900	28	82.14	37	30
DL	2040	CVG-COS	2050	28	82.14	37	25
CO	1961	LGA-IAH	1200	22	81.82	48	37
AS	410	SEA-LAX	1511	22	81.82	46	24
US	286	CMH-LGA	1026	22	81.82	43	47
US	1190	LGA-PIT	2000	27	81.48	58	53
US	1048	PIT-LGA	1400	27	81.48	50	35
US	1462	ROC-LGA	1400	16	81.25	60	40
CO	1906	CLE-LGA	1740	26	80.77	63	66
AA	618	MI A-LGA	2000	26	80.77	50	39
US	739	ORF-LGA	1435	26	80.77	39	30
US	1462	LGA-GSP	1552	25	80.00	59	39
AA	1933	BOS-ORD	1900	25	80.00	36	31
US	2996	LGA-TPA	1821	30	80.00	70	77
US	2702	FLL-LGA	1755	30	80.00	68	73
US	236	CLT-LGA	1655	30	80.00	65	72
DL	2299	LGA-JAX	1840	30	80.00	62	55
US	2984	JAX-LGA	1720	30	80.00	60	65
AA	1669	HOU-AUS	1555	30	80.00	59	42
US	2694	LGA-PBI	1930	30	80.00	59	65
US	2619	PBI-LGA	1845	30	80.00	58	59
US	2677	LGA-JAX	1731	30	80.00	54	50
DL	2082	JAX-LGA	1540	30	80.00	53	46
US	798	PIT-LGA	1750	30	80.00	53	54
US	2727	FLL-LGA	1935	30	80.00	52	44
US	535	MSY-LGA	1151	30	80.00	50	42

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS 1/ ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER	FLIGHT NUMBER	ORIGIN-DESTINATION AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF AVERAGE	MIN. LATE MEDIAN
NW	634	MEM-LGA	1701	30	80.00	48	39
US	2695	PBI-LGA	1245	30	80.00	46	44
DL	2403	MCO-IND	1635	30	80.00	45	27
UA	2031	SFO-LAX	1200	30	80.00	45	31
US	2734	FLL-IAD	1905	30	80.00	45	39
DL	574	ATL-LGA	1830	30	80.00	42	41
US	1155	CLT-LGA	1330	30	80.00	42	26
DL	647	CVG-PHX	2055	30	80.00	41	31
WN	1206	LAX-LAS	1700	30	80.00	41	29
AA	1668	STL-LGA	1315	30	80.00	36	25
WN	1379	MDW-BHM	1500	30	80.00	35	30
DL	1431	LGA-ATL	1630	30	80.00	33	33
DL	478	ATL-LGA	1530	30	80.00	31	27
DL	1059	CVG-SAT	1625	30	80.00	31	26
NW	560	MSP-LGA	1115	30	80.00	24	22
DL	1867	DFW-PDX	0945	30	80.00	23	22

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TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS 1/  
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
US AIRWAYS	2104	88	4.2
DELTA	2519	100	4.0
AMERICAN	2105	46	2.2
UNITED	2074	29	1.4
CONTINENTAL	1149	16	1.4
TRANS WORLD	734	8	1.1
NORTHWEST	1576	17	1.1
SOUTHWEST	2686	23	0.9
AMERICA WEST	616	5	0.8
ALASKA	417	3	0.7
ALOHA	180	0	0.0
TOTAL	16,160	335	2.1

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TABLE 7.

ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
AKRON/CANTON, OH. (CAK)	80.7	87.5	88	88	EL PASO, TX. (ELP)	71.7	79.3	1,873	1,872
ALBANY, N. Y. (ALB)	77.8	88.1	1,197	1,198	ELMIRA, N. Y. (ELM)	80.5	91.5	118	118
ALBUQUERQUE, N. M. (ABQ)	68.0	76.6	2,938	2,939	ERIE, PA. (ERI)	73.3	81.7	120	120
ALLENTOWN, PA. (ABE)	74.4	84.2	469	469	EUGENE, OR. (EUG)	66.5	69.3	176	176
AMARILLO, TX. (AMA)	65.5	79.0	385	385	FAIRBANKS, AK. (FAI)	72.8	85.2	393	393
ANCHORAGE, AK. (ANC)	66.2	77.5	1,419	1,419	FARGO, N. D. (FAR)	64.1	85.5	145	145
ASHEVILLE, N. C. (AVL)	75.8	88.3	120	120	FAYETTEVILLE, N. C. (FAY)	84.2	93.1	101	101
ATLANTA, GA. (ATL)	69.6	72.4	21,320	21,294	FLINT, MI. (FNT)	70.7	80.5	123	123
AUGUSTA, GA. (AGS)	72.1	87.4	86	87	FRESNO, CA. (FAT)	83.3	83.3	30	30
AUSTIN, TX. (AUS)	68.1	79.9	3,601	3,608	FT. LAUDERDALE, FL. (FLL)	72.5	78.4	4,401	4,401
BALTIMORE, MD. (BWI)	80.6	81.4	7,954	7,957	FT. MYERS, FL. (RSW)	70.9	80.3	1,238	1,237
BARROW, AK. (BRW)	75.0	69.4	72	72	FT. WAYNE, IN. (FWA)	85.0	90.0	80	80
BATON ROUGE, LA. (BTR)	67.4	72.9	350	350	GRAND FORKS, N. D. (GFK)	70.9	88.6	79	79
BETHEL, AK. (BET)	79.5	78.3	83	83	GRAND RAPIDS, MI. (GRR)	72.2	84.1	590	590
BILLINGS, MT. (BIL)	74.6	83.8	295	296	GREAT FALLS, MT. (GTF)	78.7	89.9	178	178
BINGHAMTON, N. Y. (BGM)	71.7	85.0	60	60	GREEN BAY, WI. (GRB)	65.3	87.7	242	243
BIRMINGHAM, AL. (BHM)	76.4	79.5	1,616	1,615	GREENSBORO/HIGH PT., N. C. (GSO)	72.4	80.6	1,270	1,267
BISMARCK, N. D. (BIS)	73.5	89.4	113	113	GREENVILLE/SPARTANBURG, S. C. (GSP)	70.0	74.8	574	576
BOISE, ID. (BOI)	69.6	76.2	1,017	1,017	GULFPORT/BILOXI, MS. (GPT)	80.0	90.6	85	85
BOSTON, MA. (BOS)	69.9	78.8	9,609	9,611	HARLINGEN, TX. (HRL)	60.9	69.3	335	335
BOZEMAN, MT. (BZN)	70.5	89.3	149	149	HARRISBURG, PA. (MDT)	76.9	86.2	555	556
BRISTOL, TN. (TRI)	85.6	90.0	90	90	HARTFORD, CT./SPGFLD, MA. (BDL)	75.5	83.2	2,984	2,983
BROWNSVILLE, TX. (BRO)	76.2	95.0	21	20	HELENA, MT. (HLN)	62.1	75.9	58	58
BUFFALO, N. Y. (BUF)	69.5	73.4	1,693	1,708	HILLO, HAWAII, HI. (ITO)	89.3	91.8	449	449
BURBANK, CA. (BUR)	68.6	70.7	2,245	2,245	HONOLULU, OAHU, HI. (HNL)	85.8	89.2	3,360	3,390
BURLINGTON, VT. (BTV)	71.6	85.1	208	208	HOUSTON, TX. (HOU)	70.2	67.0	4,580	4,580
CEDAR RAPIDS/IOWA CTY, IA. (CID)	80.7	86.6	373	372	HOUSTON, TX. (IAH)	75.7	81.9	10,697	10,694
CHARLESTON, S. C. (CHS)	72.4	83.6	583	584	HUNTSVILLE/DECATUR, AL. (HSV)	71.5	81.1	460	460
CHARLESTON, W. V. (CRW)	74.4	84.4	90	90	INDIANAPOLIS, IN. (IND)	75.3	82.4	2,927	2,927
CHARLOTTE, N. C. (CLT)	78.3	77.8	10,942	10,938	INDIO/PALM SPRINGS, CA. (PSP)	73.2	83.7	384	386
CHATTANOOGA, TN. (CHA)	75.6	85.7	90	91	ISLIP/LONG IS., N. Y. (ISP)	83.0	88.1	808	808
CHICAGO, I.L. (MDW)	82.4	78.5	4,057	4,057	ITHACA, N. Y. (ITH)	84.7	94.1	118	118
CHICAGO, I.L. (ORD)	68.4	70.4	23,894	23,894	JACKSON/VICKSBURG, MS. (JAN)	73.8	76.0	724	729
CINCINNATI, OH. (CVG)	78.7	81.5	5,725	5,722	JACKSONVILLE, FL. (JAX)	77.0	82.6	2,138	2,137
CLEVELAND, OH. (CLE)	77.5	84.1	4,324	4,324	JUNEAU, AK. (JNU)	69.4	70.4	291	291
COLORADO SPRINGS, CO. (COS)	68.4	82.2	987	986	KAHULUI, MAUI, HI. (OGG)	87.0	88.6	1,367	1,397
COLUMBIA, S. C. (CAE)	76.8	82.4	357	357	KALAMAZOO, MI. (AZO)	73.1	81.5	119	119
COLUMBUS, OH. (CMH)	75.7	83.0	2,828	2,829	KALISPELL, MT. (FCA)	73.3	90.8	120	119
CORDOVA, AK. (CDV)	84.5	84.5	58	58	KANSAS CITY, MO. (MCI)	77.0	82.7	5,132	5,130
CORPUS CHRISTI, TX. (CRP)	59.9	73.4	247	248	KETCHIKAN, AK. (KTN)	61.5	73.6	174	174
DALLAS/FT. WORTH, TX. (DAL)	70.6	68.1	4,053	4,053	KING SALMON, AK. (AKN)			1	1
DALLAS/FT. WORTH, TX. (DFW)	72.8	76.5	19,935	19,929	KNOXVILLE, TN. (TYS)	75.0	81.8	545	544
DAYTON, OH. (DAY)	72.5	84.7	891	891	KODIAK, AK. (ADQ)	77.6	81.0	58	58
DAYTONA BEACH, FL. (DAB)	69.5	83.6	177	177	KONA, HAWAII, HI. (KOA)	87.7	90.7	749	749
DEADHORSE, AK. (SCC)	72.4	75.9	29	29	KOTZEBUE, AK. (OTZ)	64.8	70.4	71	71
DENVER, CO. (DEN)	71.9	71.9	10,660	10,658	LA CROSSE, WI. (LSE)	74.1	92.6	27	27
DES MOINES, IA. (DSM)	74.8	83.0	535	535	LANSING, MI. (LAN)	69.1	89.2	223	223
DETROIT, MI. (DTW)	80.3	75.9	12,437	12,436	LAS VEGAS, NV. (LAS)	70.2	72.6	11,357	11,357
DILLINGHAM, AK. (DLG)			1	1	LEXINGTON/FRKFT, KY. (LEX)	79.7	82.8	271	268
DULUTH, MN. (DLH)	51.2	81.4	86	86	LIHUE, KAUAI, HI. (LIH)	86.8	92.4	840	840
DUTCH HARBOR, AK. (DUT)	58.1	54.8	31	31	LINCOLN, NE. (LNK)	69.8	77.7	202	202
EAGLE, CO. (EGE)	77.8	88.9	9	9	LITTLE ROCK, AR. (LIT)	70.6	78.9	1,111	1,110



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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)	71.0	86.5	259	259	SALT LAKE CITY, UT. (SLC)	70.5	78.2	6,525	6,519
LOS ANGELES, CA. (LAX)	67.0	72.5	17,341	17,340	SAN ANTONIO, TX. (SAT)	64.1	77.7	3,190	3,187
LOUISVILLE, KY. (SDF)	77.4	84.2	1,830	1,825	SAN DIEGO, CA. (SAN)	67.1	72.6	5,778	5,793
LUBBOCK, TX. (LBB)	69.3	71.0	417	417	SAN FRANCISCO, CA. (OAK)	70.3	69.2	4,815	4,756
MADISON, WI. (MSN)	69.9	81.7	289	289	SAN FRANCISCO, CA. (SFO)	66.1	70.8	10,782	10,782
MANCHESTER, N.H. (MHT)	79.1	82.6	1,132	1,132	SAN JOSE, CA. (SJC)	69.2	73.4	6,008	6,003
MEDFORD, OR. (MFR)	68.4	78.8	117	118	SAN JUAN, P.R. (SJU)	79.5	85.6	2,127	2,126
MELBOURNE, FL. (MLB)	77.1	88.1	118	118	SANTA BARBARA, CA. (SBA)	65.2	63.8	141	141
MEMPHIS, TN. (MEM)	79.7	81.2	4,616	4,617	SARASOTA/BRAD., FL. (SRQ)	71.8	83.1	298	296
MIAMI, FL. (MIA)	76.8	80.9	5,340	5,338	SAVANNAH, GA. (SAV)	76.2	80.0	449	450
MIDLAND/ODESSA, TX. (MAF)	66.8	72.6	413	413	SCRANTON/WILKES-BARRE, PA. (AVP)	76.7	93.3	120	120
MILWAUKEE, WI. (MKE)	74.4	84.9	1,252	1,252	SEATTLE, WA. (SEA)	68.3	74.0	8,201	8,201
MINNEAPOLIS/ST. P. MN. (MSP)	77.0	77.2	11,806	11,804	SHREVEPORT, LA. (SHV)	58.8	70.8	233	233
MINOT, N.D. (MOT)	77.5	91.0	89	89	SIOUX CITY, IA. (SUX)	68.5	88.9	54	54
MISSION/MCALLEN, TX. (MFE)	71.1	87.0	284	285	SIOUX FALLS, S.D. (FSD)	75.7	85.2	263	263
MISSOULA, MT. (MSO)	79.7	89.9	148	149	SITKA, AK. (SIT)	73.6	75.9	87	87
MOBILE, AL./PASCAGOULA, MS. (MOB)	60.9	72.8	348	345	SOUTH BEND, IN. (SBN)	84.1	89.4	151	151
MOLINE, IL. (MLI)	84.1	93.5	170	170	SPOKANE, WA. (GEG)	66.3	77.0	1,062	1,063
MONROE, LA. (MLU)	58.0	75.4	176	175	SPRINGFIELD, MO. (SGF)	89.8	92.2	166	166
MONTGOMERY, AL. (MGM)	71.8	79.1	85	86	ST. CROIX, V.I. (STX)	75.0	90.0	60	60
MYRTLE BEACH, S.C. (MYR)	70.9	89.7	203	203	ST. LOUIS, MO. (STL)	81.4	81.8	13,455	13,456
NASHVILLE, TN. (BNA)	79.9	82.1	4,695	4,699	ST. THOMAS, V.I. (STT)	76.7	87.2	236	235
NEW ORLEANS, LA. (MSY)	73.1	79.1	4,286	4,292	SYRACUSE, N.Y. (SYR)	71.9	84.4	931	929
NEW YORK, N.Y. (JFK)	81.0	83.8	3,833	3,842	TALLAHASSEE, FL. (TLH)	69.9	71.9	146	146
NEW YORK, N.Y. (LGA)	44.9	64.7	9,374	9,373	TAMPA, FL. (TPA)	73.3	80.9	5,363	5,357
NEWARK, N.J. (EWR)	81.2	84.6	10,176	10,180	TOLEDO, OH. (TOL)	68.3	88.3	60	60
NEWBURGH, N.Y. (SWF)	68.2	85.4	88	89	TRAVERSE CITY, MI. (TVC)	66.7	91.7	60	60
NOME, AK. (OME)	73.0	68.9	74	74	TUCSON, AZ. (TUS)	64.7	77.0	1,655	1,655
NORFOLK/VA. BEACH, VA. (ORF)	75.4	83.5	1,287	1,287	TULSA, OK. (TUL)	74.0	82.1	1,611	1,611
OKLAHOMA CITY, OK. (OKC)	71.9	80.0	1,554	1,553	VALPARAISO, FL. (VPS)	79.8	88.2	119	119
OMAHA, NE. (OMA)	75.5	80.6	1,365	1,365	WASHINGTON, D.C. (DCA)	77.7	86.0	7,661	7,685
ONTARIO, CA. (ONT)	70.8	77.1	2,934	2,911	WASHINGTON, D.C. (IAD)	73.8	76.9	4,624	4,625
ORANGE COUNTY, CA. (SNA)	69.0	74.8	3,531	3,532	WEST PALM BEACH, FL. (PBI)	67.4	74.4	1,827	1,827
ORLANDO, FL. (MCO)	73.4	79.6	8,342	8,344	WHITE PLAINS, N.Y. (HPN)	69.9	75.4	459	459
PASCO, WA. (PSC)	78.6	86.3	117	117	WICHITA, KS. (ICT)	80.7	89.0	575	575
PENSACOLA, FL. (PNS)	69.5	79.9	463	463	WILMINGTON, N.C. (ILM)	75.0	85.0	180	180
PETERSBURG, AK. (PSG)	60.3	74.1	58	58	WRANGELL, AK. (WRG)	67.2	69.0	58	58
PHILADELPHIA, PA. (PHL)	75.2	78.5	10,071	10,075	YAKUTAT, AK. (YAK)	75.9	84.5	58	58
PHOENIX, AZ. (PHX)	68.6	70.8	15,609	15,613					
PITTSBURGH, PA. (PIT)	80.5	80.8	8,832	8,832					
PORTLAND, ME. (PWM)	77.4	89.0	499	499					
PORTLAND, OR. (PDX)	70.3	77.0	4,557	4,555					
PROVIDENCE, R.I. (PVD)	80.3	88.3	2,253	2,252					
RALEIGH/DURHAM, N.C. (RDU)	73.3	81.5	2,853	2,851					
RAPID CITY, S.D. (RAP)	73.6	89.7	87	87					
RENO, NV. (RNO)	70.0	75.8	2,235	2,236					
RICHMOND, VA. (RIC)	77.1	83.6	1,389	1,389					
ROANOKE, VA. (ROA)	77.0	86.5	178	178					
ROCHESTER, MN. (RST)	63.0	78.0	216	218					
ROCHESTER, N.Y. (ROC)	67.5	76.2	1,138	1,139					
SACRAMENTO, CA. (SMF)	68.3	72.8	3,199	3,199					
SAGINAW, MI. (MBS)	71.6	86.9	289	289					

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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
AMERICA WEST S/	25	13723	551	4.0	52	18049	762	4.2
UNITED S/	29	45874	2077	4.5	95	60167	2500	4.2
ALASKA S/	8	7009	212	3.0	36	12189	388	3.2
AMERICAN S/	29	46130	1392	3.0	92	61194	1694	2.8
NORTHWEST S/	29	29630	870	2.9	114	45013	1209	2.7
DELTA S/	29	53040	1409	2.7	110	73659	1943	2.6
US AIRWAYS S/	25	44897	820	1.8	88	62503	1229	2.0
ALOHA S/		0	0	0.0	5	5396	74	1.4
TRANS WORLD S/	28	15518	172	1.1	72	21067	231	1.1
SOUTHWEST S/	14	28327	234	0.8	58	76111	649	0.9
CONTINENTAL S/	28	23431	179	0.8	80	31903	233	0.7
T O T A L		307,579	7,916	2.6		467,251	10,912	2.3

**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**

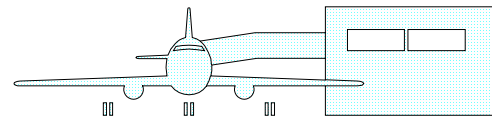
Atlanta. Hartsfield	ATL
Baltimore/Washington International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth International	DFW
Denver International	DEN
Detroit. Metro Wayne County	DTW
Houston. George Bush	IAH
Las Vegas. 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

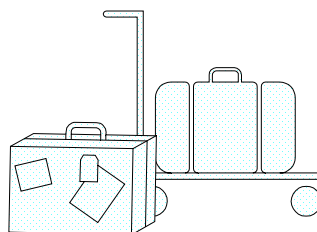
**Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors**

AQ	Aloha Airlines
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## **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. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues. See 14 CFR Part 234.



**NOVEMBER**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	NOVEMBER 2000			NOVEMBER 1999		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	2,872	951,836	3.02	3,597	960,961	3.74
2	US AIRWAYS	21,321	5,089,757	4.19	19,041	4,613,808	4.13
3	DELTA AIR LINES	37,539	8,131,902	4.62	25,663	8,249,724	3.11
4	NORTHWEST AIRLINES	19,347	3,897,128	4.96	14,017	3,835,873	3.65
5	CONTINENTAL AIRLINES	15,482	3,050,959	5.07	9,156	3,013,840	3.04
6	UNITED AIRLINES	30,482	5,959,413	5.11	33,541	6,297,516	5.33
7	AMERICAN AIRLINES	28,315	5,440,659	5.20	24,338	5,632,201	4.32
8	SOUTHWEST AIRLINES	34,489	6,220,439	5.54	23,510	5,696,027	4.13
9	AMERICA WEST AIRLINES	9,017	1,622,709	5.56	7,157	1,564,409	4.57
10	TRANS WORLD AIRLINES	11,215	1,998,669	5.61	8,174	2,059,175	3.97
TOTALS		210,079	42,363,471	4.96	168,194	41,923,534	4.01

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.

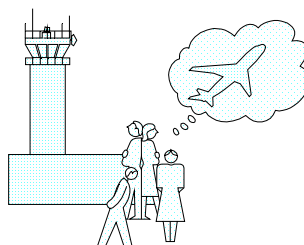
## OVERSALES

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 data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). 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\***

RANK	AIRLINE	JULY-SEPTEMBER 2000				JULY-SEPTEMBER 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	<i>DELTA AIR LINES</i>	55,339	662	26,293,384	<b>0.25</b>	43,651	1,567	25,855,692	<b>0.61</b>
2	<i>AMERICAN AIRLINES</i>	47,289	634	20,643,034	<b>0.31</b>	57,242	713	19,267,801	<b>0.37</b>
3	<i>US AIRWAYS</i>	19,166	559	15,116,844	<b>0.37</b>	19,015	350	13,495,129	<b>0.26</b>
4	<i>NORTHWEST AIRLINES</i>	24,102	602	14,354,388	<b>0.42</b>	22,363	163	13,900,327	<b>0.12</b>
5	<i>AMERICA WEST AIRLINES</i>	14,507	376	5,314,934	<b>0.71</b>	17,274	738	4,997,967	<b>1.48</b>
6	<i>UNITED AIRLINES</i>	25,452	2,531	19,507,333	<b>1.30</b>	38,689	1,210	21,843,465	<b>0.55</b>
7	<i>ALASKA AIRLINES</i>	8,147	481	3,652,675	<b>1.32</b>	4,919	350	3,811,080	<b>0.92</b>
8	<i>SOUTHWEST AIRLINES</i>	18,379	3,220	18,821,145	<b>1.71</b>	18,919	2,369	17,020,885	<b>1.39</b>
9	<i>CONTINENTAL AIRLINES</i>	12,538	1,922	10,299,565	<b>1.87</b>	13,936	290	10,202,941	<b>0.28</b>
10	<i>TRANS WORLD AIRLINES</i>	22,684	2,749	6,820,591	<b>4.03</b>	15,958	63	6,605,087	<b>0.10</b>
	<b>TOTALS</b>	247,603	13,736	140,823,893	<b>0.98</b>	251,966	7,813	137,000,374	<b>0.57</b>

Note: United Airlines has advised us that it may not have correctly reported those passengers who were involuntarily denied boarding prior to the 4<sup>th</sup> Q of 1999. Therefore, the data in this report may reflect an inaccurate rate of passengers denied boarding involuntarily by United for the 3<sup>rd</sup> Q of 1999.

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



**JANUARY-SEPTEMBER**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	JANUARY-SEPTEMBER 2000				JANUARY-SEPTEMBER 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	<i>DELTA AIR LINES</i>	172,546	2,675	77,988,654	<b>0.34</b>	143,707	15,230	76,926,030	<b>1.98</b>
2	<i>NORTHWEST AIRLINES</i>	82,574	1,739	40,374,668	<b>0.43</b>	68,564	772	38,374,040	<b>0.20</b>
3	<i>AMERICAN AIRLINES</i>	168,262	2,624	59,663,773	<b>0.44</b>	192,119	2,278	54,433,093	<b>0.42</b>
4	<i>US AIRWAYS</i>	65,909	2,846	42,471,549	<b>0.67</b>	60,149	2,302	40,517,315	<b>0.57</b>
5	<i>AMERICA WEST AIRLINES</i>	46,888	1,941	15,321,997	<b>1.27</b>	41,091	1,949	14,160,423	<b>1.38</b>
6	<i>CONTINENTAL AIRLINES</i>	47,828	4,356	30,294,940	<b>1.44</b>	46,975	839	29,496,569	<b>0.28</b>
7	<i>ALASKA AIRLINES</i>	26,620	1,572	10,244,180	<b>1.53</b>	17,928	1,018	10,312,660	<b>0.99</b>
8	<i>UNITED AIRLINES</i>	91,362	9,643	58,805,953	<b>1.64</b>	102,185	4,170	60,254,240	<b>0.69</b>
9	<i>SOUTHWEST AIRLINES</i>	68,628	9,975	54,066,772	<b>1.84</b>	59,775	6,816	48,558,809	<b>1.40</b>
10	<i>TRANS WORLD AIRLINES</i>	50,762	5,310	19,262,621	<b>2.76</b>	52,952	1,652	18,717,037	<b>0.88</b>
	<b>TOTALS</b>	821,379	42,681	408,495,107	<b>1.04</b>	785,445	37,026	391,750,216	<b>0.95</b>

Note: Totals for January thru September 2000 reflect a correction of the Continental Airlines data for the 1<sup>st</sup> Q of 2000.

United Airlines has advised us that it may not have correctly reported those passengers who were involuntarily denied boarding prior to the 4<sup>th</sup> Q of 1999. Therefore, the data in this report may reflect an inaccurate rate of passengers denied boarding involuntarily by United for January thru September 1999.

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

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

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

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

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

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

**Airline Rankings:** Table 6 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

	NOVEMBER 2000				NOVEMBER 1999			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,190	55	6	28	1,390	268	14	87
FOREIGN AIRLINES	170	5	0	3	216	2	1	3
TRAVEL AGENTS	15	0	0	0	23	0	0	0
TOUR OPERATORS	2	0	0	0	23	0	0	0
MISCELLANEOUS*	15	18	0	7	41	9	0	9
<b>INDUSTRY TOTALS</b>	<b>1,392</b>	<b>78</b>	<b>6</b>	<b>38</b>	<b>1,693</b>	<b>279</b>	<b>15</b>	<b>99</b>

\* 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	NOVEMBER 2000			NOVEMBER 1999		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	526		1	516	
CANCELLATIONS			196			140
DELAYS			143			170
MISCONNECTIONS			78			45
CUSTOMER SERVICE	2	211		2	444	
BAGGAGE	2	211		3	241	
RES/TKTG/BOARDING	4	145		5	86	
REFUNDS	5	66		5	86	
DISABILITY	6	65		7	70	
FARES	7	62		7	70	
OTHER	8	49		4	101	
FREQUENT FLYER			14			35
OVERSALES	9	48		9	66	
TOURS OR CHARTERS	10	6		10	10	
ADVERTISING	11	3		11	3	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,392			1,693	

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" WAS 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\*

NOVEMBER 2000

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	TOURS	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	15	1	1	0	1	2	4	1	0	0	0	0	25
ALASKA AIRLINES	7	0	0	0	0	3	3	0	0	0	0	0	13
AMERICA WEST AIRLINES	35	1	7	2	1	7	13	5	0	0	0	3	74
AMERICAN AIRLINES	61	8	15	6	11	18	28	11	0	0	0	4	162
AMERICAN EAGLE	8	0	0	0	1	1	1	3	0	0	0	1	15
AMERICAN TRANS AIR	12	1	1	0	1	5	7	1	0	0	0	2	30
ATLANTIC SOUTHEAST AIRLINES	4	3	0	0	0	1	0	0	0	0	0	0	8
CONTINENTAL AIRLINES	20	6	9	5	3	7	7	3	0	0	0	0	60
DELTA AIR LINES	40	3	15	11	2	17	17	5	1	0	0	8	119
FRONTIER AIRLINES	2	0	1	2	1	2	1	1	0	0	0	0	10
HAWAIIAN AIRLINES	2	0	0	1	1	1	0	0	0	0	0	1	6
HORIZON AIRLINES	5	0	0	1	1	0	1	0	0	0	0	0	8
NATIONAL AIRLINES	0	0	3	0	0	1	0	0	0	0	0	1	5
NORTHWEST AIRLINES	36	5	11	4	2	22	19	10	1	1	0	5	116
SOUTHWEST AIRLINES	6	0	1	1	0	8	4	1	0	0	0	1	22
SPIRIT AIRLINES	13	0	4	0	1	5	3	0	0	0	0	0	26
TRANS STATES AIRLINES	2	0	0	0	0	2	0	0	0	0	0	1	5
TRANS WORLD AIRLINES	22	3	11	5	3	8	8	4	0	0	0	2	66
TRANS WORLD EXPRESS	3	0	0	0	0	1	2	0	0	0	0	0	6
UNITED AIRLINES	123	4	20	6	10	30	49	5	0	3	0	2	252
US AIRWAYS	35	1	10	8	5	15	16	8	0	0	0	5	103
US AIRWAYS EXPRESS	5	0	0	0	0	1	0	0	0	0	0	0	6
VANGUARD AIRLINES	4	0	3	0	0	1	1	0	0	0	0	0	9
OTHER U. S. AIRLINES	19	1	2	0	7	5	7	1	0	0	0	2	44
TOTAL NOVEMBER 2000	479	37	114	52	51	163	191	59	2	4	0	38	1,190
% OF TOTAL COMPLAINTS	40.6	3.1	9.7	4.4	4.3	13.8	16.2	5	0.2	0.3	0	3.2	
TOTAL NOVEMBER 1999	460	53	62	60	62	189	369	59	1	0	0	75	1,390
% OF TOTAL COMPLAINTS	33.1	3.8	4.5	4.3	4.5	13.6	26.5	4.2	0.1	0	0	5.4	

\*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" WAS ADDED AS A NEW CATEGORY.

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

Table 4

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

NOVEMBER 2000

U. S. AIRLINES*	COMPS RECD IN NOV.	INCI - DENTS IN NOV.	PERCENT	INCI - DENTS IN OCT.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	25	11	44.0	3	12.0	1	4.0	10	40.0
ALASKA AIRLINES	13	5	38.5	3	23.1	3	23.1	2	15.4
AMERICA WEST AIRLINES	74	15	20.3	11	14.9	20	27.0	28	37.8
AMERICAN AIRLINES	162	33	20.4	26	16.0	52	32.1	51	31.5
AMERICAN EAGLE	15	6	40.0	2	13.3	3	20.0	4	26.7
AMERICAN TRANS AIR	30	9	30.0	2	6.7	9	30.0	10	33.3
ATLANTIC SOUTHEAST AIRLINES	8	1	12.5	3	37.5	2	25.0	2	25.0
CONTINENTAL AIRLINES	60	19	31.7	5	8.3	12	20.0	24	40.0
DELTA AIRLINES	119	27	22.7	14	11.8	34	28.6	44	37.0
FRONTIER AIRLINES	10	1	10.0	3	30.0	2	20.0	4	40.0
HAWAIIAN AIRLINES	6	0	0.0	4	66.7	1	16.7	1	16.7
HORIZON AIRLINES	8	5	62.5	1	12.5	0	0.0	2	25.0
NATIONAL AIRLINES	5	0	0.0	0	0.0	3	60.0	2	40.0
NORTHWEST AIRLINES	116	18	15.5	22	19.0	29	25.0	47	40.5
SOUTHWEST AIRLINES	22	8	36.4	2	9.1	3	13.6	9	40.9
SPIRIT AIRLINES	26	9	34.6	3	11.5	0	0.0	14	53.8
TRANS STATES AIRLINES	5	2	40.0	1	20.0	2	40.0	0	0.0
TRANS WORLD AIRLINES	66	17	25.8	6	9.1	21	31.8	22	33.3
TRANS WORLD EXPRESS	6	3	50.0	0	0.0	0	0.0	3	50.0
UNITED AIRLINES	252	65	25.8	37	14.7	74	29.4	76	30.2
US AIRWAYS	103	28	27.2	14	13.6	28	27.2	33	32.0
US AIRWAYS EXPRESS	6	3	50.0	1	16.7	1	16.7	1	16.7
VANGUARD AIRLINES	9	3	33.3	1	11.1	1	11.1	4	44.4
OTHER U. S. AIRLINES	44	11	25.0	6	13.6	14	31.8	13	29.5
<b>TOTALS</b>	<b>1,190</b>	<b>299</b>	<b>25.1</b>	<b>170</b>	<b>14.3</b>	<b>315</b>	<b>26.5</b>	<b>406</b>	<b>34.1</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>1,390</b>	<b>309</b>	<b>22.2</b>	<b>403</b>	<b>29.0</b>	<b>548</b>	<b>39.4</b>	<b>130</b>	<b>9.4</b>

\*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\*\*

NOVEMBER 2000

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	TOURS	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	3	0	0	1	0	0	1	0	0	0	0	0	5
AIR ARUBA	7	0	0	0	0	0	0	0	0	0	0	0	7
AIR CANADA	3	1	1	0	1	2	0	0	0	0	0	0	8
AIR FRANCE	1	0	2	0	1	11	3	0	0	0	0	0	18
ALITALIA AIRLINES	2	1	6	1	1	8	2	0	0	0	0	0	21
ALLEGRO AIRLINES	1	0	1	0	0	2	0	1	0	0	0	0	5
BRITISH AIRWAYS	4	2	0	1	1	4	2	2	0	0	0	4	20
IBERIA AIRLINES	0	0	0	1	0	2	2	0	0	0	0	0	5
KLM	2	1	0	0	0	1	2	0	0	0	0	0	6
SWISSAIR	1	0	0	0	1	2	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	17	6	13	3	8	14	5	1	0	0	0	3	70
<b>TOTALS</b>	<b>41</b>	<b>11</b>	<b>23</b>	<b>7</b>	<b>13</b>	<b>46</b>	<b>18</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>170</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	0	8	3	1	0	1	0	1	0	0	0	15
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	2	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b><u>MISCELLANEOUS ***</u></b>													
OTHER MISCELLANEOUS	5	0	0	0	1	2	1	2	0	0	0	4	15
<b>TOTALS</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>15</b>

\* 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 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

NOVEMBER  
Consumer Complaints: Rankings

Rank	Airline	NOVEMBER 2000			NOVEMBER 1999		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	22	6,230,782	<b>0.35</b>	29	5,710,980	<b>0.51</b>
2	<b>ALASKA AIRLINES</b>	13	1,092,670	<b>1.19</b>	14	1,101,526	<b>1.27</b>
3	<b>DELTA AIR LINES</b>	119	8,450,977	<b>1.41</b>	173	8,569,213	<b>2.02</b>
4	<b>CONTINENTAL AIRLINES</b>	60	3,700,673	<b>1.62</b>	123	3,645,419	<b>3.37</b>
5	<b>US AIRWAYS</b>	103	5,292,057	<b>1.95</b>	142	4,766,171	<b>2.98</b>
6	<b>AMERICAN AIRLINES</b>	162	6,799,161	<b>2.38</b>	227	7,023,658	<b>3.23</b>
7	<b>NORTHWEST AIRLINES</b>	116	4,652,816	<b>2.49</b>	105	4,537,743	<b>2.31</b>
8	<b>TRANS WORLD AIRLINES</b>	66	2,062,855	<b>3.20</b>	72	2,136,417	<b>3.37</b>
9	<b>UNITED AIRLINES</b>	252	6,743,646	<b>3.74</b>	191	7,000,929	<b>2.73</b>
10	<b>AMERICA WEST AIRLINES</b>	74	1,668,381	<b>4.44</b>	102	1,622,031	<b>6.29</b>
	<b>TOTAL</b>	<b>987</b>	<b>46,694,018</b>	<b>2.11</b>	<b>1,178</b>	<b>46,114,087</b>	<b>2.55</b>

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:** 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.

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

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

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

