



U.S. Department
of Transportation



Air Travel Consumer Report



Issued: January 1999

Includes data for the following periods:

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

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

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INTRODUCTION

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

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

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



FLIGHT DELAYS

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

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

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

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

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

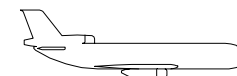
Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for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

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

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

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/search.htm>. Computer tapes containing data for all reported flight operations are available for purchase from the Transportation Systems Center in Cambridge, Massachusetts. The Department cannot respond to inquiries about the performance of individual flights.

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



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AIR TRAVEL CONSUMER REPORT

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

CARRIER A/ -----	AT 29 REPORTABLE AIRPORTS B/ -----		AT ALL REPORTED AIRPORTS C/ -----	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/ -----
TWA S/	29	87. 5	71	87. 7
NORTHWEST S/	28	86. 0	113	86. 0
US AIRWAYS S/	25	86. 1	87	85. 7
DELTA S/	29	84. 3	114	84. 8
AMERICAN S/	29	83. 9	93	83. 8
SOUTHWEST S/	14	83. 7	53	83. 6
CONTINENTAL S/	28	81. 5	76	82. 2
UNITED S/	29	80. 6	99	80. 7
AMERICA WEST S/	26	72. 5	50	73. 3
ALASKA S/	7	69. 0	34	70. 7
 T O T A L		 83. 1		 83. 3

Note: 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*.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	4TH QUARTER OCT-DEC 97		1ST QUARTER JAN-MAR 98		2ND QUARTER APR-JUN 98		3RD QUARTER JUL-SEP 98		SEP 98		OCT 98		NOV 98		12 MONTHS DEC97-NOV98		DATA BASE TO DATE SEP 87-NOV 98	
	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK	%	RANK
ALASKA	70.3	(10)	70.7	(9)	75.2	(5)	74.8	(8)	78.2	(8)	76.5	(9)	70.7	(10)	72.9	(8)	78.2	(7)
AMERICA WEST	75.6	(9)	67.9	(10)	71.5	(8)	66.5	(9)	69.2	(9)	69.4	(10)	73.3	(9)	69.1	(10)	80.8	(2)
AMERICAN	79.9	(2)	79.6	(2)	81.0	(2)	80.0	(6)	82.3	(6)	77.4	(7)	83.8	(5)	79.8	(3)	80.0	(3)
CONTINENTAL	77.8	(4)	72.0	(7)	73.8	(6)	81.0	(5)	85.9	(4)	84.1	(4)	82.2	(7)	76.8	(6)	78.5	(6)
DELTA	75.7	(8)	75.0	(4)	77.3	(3)	83.6	(2)	86.2	(2)	86.5	(2)	84.8	(4)	79.3	(4)	77.5	(9)
NORTHWEST	77.0	(6)	73.6	(6)	67.2	(10)	58.6	(10)	36.1	(10)	85.9	(3)	86.0	(2)	70.1	(9)	80.0	(4)
SOUTHWEST	79.7	(3)	77.0	(3)	82.5	(1)	83.9	(1)	85.3	(5)	81.5	(6)	83.6	(6)	80.9	(1)	84.0	(1)
TWA	77.7	(5)	73.9	(5)	72.8	(7)	82.8	(3)	87.7	(1)	87.9	(1)	87.7	(1)	77.6	(5)	77.6	(8)
UNITED	76.3	(7)	71.6	(8)	70.7	(9)	76.0	(7)	79.3	(7)	76.9	(8)	80.7	(8)	73.9	(7)	76.9	(10)
US AIRWAYS	80.6	(1)	81.5	(1)	75.8	(4)	81.4	(4)	86.2	(3)	83.2	(5)	85.7	(3)	80.1	(2)	79.3	(5)
TOTAL	77.8		75.4		75.7		78.3		78.9		81.7		83.3		77.2		79.1	

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

CARRIER	ARRIVAL AIRPORT													
	ATL		BOS		BWI		CLT		CVG		DCA		DEN	
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME
AA	728	78. 3	1276	81. 0	209	79. 4	179	83. 2	89	83. 1	953	87. 1	553	86. 4
AS	H/		H/		H/		H/		H/		H/		H/	
CO	750	75. 3	812	83. 9	303	84. 5	106	91. 5	25	76. 0	633	85. 6	376	83. 0
DL	17484	82. 3	1902	85. 6	385	82. 9	262	88. 5	5942	88. 9	1165	88. 1	560	83. 8
HP	113	61. 1	198	68. 2	139	60. 4	H/		H/		84	77. 4	217	74. 7
NW	505	75. 8	525	80. 2	336	83. 0	192	84. 4	54	88. 9	561	88. 4	289	83. 7
TW	196	84. 2	202	86. 1	177	89. 3	112	89. 3	130	88. 5	276	88. 8	167	89. 8
UA	492	81. 5	1143	85. 0	376	86. 4	146	87. 7	160	81. 3	477	83. 0	8468	86. 2
US	530	78. 3	2292	81. 4	2254	90. 5	9167	88. 1	H/		2652	88. 8	207	79. 7
WN	H/		H/		1949	92. 5	H/		H/		H/		H/	
TOTAL	20798	81. 5	8350	82. 8	6128	88. 6	10164	88. 0	6400	88. 5	6801	87. 6	10837	85. 6

CARRIER	ARRIVAL AIRPORT													
	DFW		DTW		EWR		IAH		JFK		LAS		LAX	
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME
AA	13563	86. 2	439	82. 5	915	80. 0	604	72. 5	863	88. 6	360	79. 7	1988	82. 9
AS	H/		H/		H/		H/		H/		356	71. 3	783	67. 6
CO	524	81. 3	305	80. 3	6045	85. 4	8089	81. 8	H/		339	79. 6	745	77. 4
DL	3689	86. 3	323	84. 5	617	86. 1	322	81. 4	912	89. 8	716	83. 4	1343	82. 7
HP	190	73. 7	116	70. 7	235	68. 1	147	58. 5	174	79. 9	2271	72. 0	619	68. 5
NW	443	82. 6	9663	87. 8	498	80. 9	H/		83	78. 3	360	76. 4	479	80. 6
TW	303	88. 1	231	86. 1	169	82. 2	112	81. 3	911	91. 0	178	77. 0	317	82. 6
UA	566	80. 4	314	86. 0	952	84. 0	367	76. 8	532	88. 3	1137	74. 4	5034	80. 0
US	316	77. 5	416	82. 9	419	84. 7	319	76. 2	H/		150	68. 7	428	74. 1
WN	H/		536	82. 5	H/		182	83. 0	H/		4037	83. 3	3310	81. 1
TOTAL	19594	85. 6	12343	86. 7	9850	84. 1	10142	80. 5	3475	88. 8	9904	78. 4	15046	79. 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)

ARRIVAL AIRPORT														
CARRIER	LGA		MCO		MIA		MSP		ORD		PDX		PHL	
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME
AA	1511	80.5	529	84.3	2971	84.6	499	82.4	8615	83.6	178	82.0	665	84.1
AS	H/		H/		H/		H/		H/		1406	74.0	H/	
CO	432	83.1	604	82.6	353	80.7	219	79.9	644	72.7	90	63.3	271	83.4
DL	2111	82.9	2921	91.0	449	84.9	325	75.1	825	79.6	625	78.2	498	85.3
HP	57	77.2	60	41.7	62	48.4	120	77.5	203	76.4	175	65.1	174	64.9
NW	579	78.6	484	84.7	311	78.5	8914	90.1	756	83.3	149	69.8	431	86.1
TW	286	87.1	329	93.3	213	89.2	269	91.4	359	80.8	113	85.0	164	86.0
UA	678	82.7	487	88.5	454	81.7	583	84.4	11878	84.9	912	74.7	738	86.7
US	2091	82.3	1395	87.8	404	86.9	234	85.9	618	82.0	H/		6369	85.7
WN	H/		971	91.7	H/		H/		H/		866	83.5	H/	
TOTAL	7745	82.1	7780	88.6	5217	83.6	11163	88.7	23898	83.7	4514	76.5	9310	85.2

ARRIVAL AIRPORT																
CARRIER	PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON	# OF	% ON
	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME	ARR.	TIME
AA	507	83.2	89	83.1	528	85.8	381	83.2	877	72.6	178	83.1	352	76.1	329	86.9
AS	306	71.6	H/		328	72.6	3257	68.1	533	58.0	H/		H/		H/	
CO	272	79.0	83	81.9	208	70.7	239	61.5	502	62.7	107	62.6	155	79.4	441	85.5
DL	682	82.1	262	88.9	443	80.6	559	76.6	710	65.6	4571	85.3	204	71.1	907	89.1
HP	5642	76.6	H/		292	70.2	208	62.0	348	52.0	118	75.4	70	58.6	30	63.3
NW	328	78.0	137	84.7	179	78.8	447	68.9	357	66.1	118	88.1	454	83.3	357	80.4
TW	180	84.4	161	85.1	135	87.4	194	80.4	208	71.2	88	84.1	9910	88.2	205	92.7
UA	1011	80.5	166	80.1	911	72.9	1328	69.4	6743	66.5	422	79.6	279	82.4	268	85.8
US	202	67.3	7759	89.4	141	71.6	150	58.7	316	70.9	H/		206	82.0	1063	82.1
WN	4649	84.3	H/		2196	79.7	903	81.4	426	63.4	1025	88.4	2444	81.0	994	87.9
TOTAL	13779	79.9	8657	88.9	5361	77.9	7666	71.1	11020	66.0	6627	84.8	14074	85.8	4594	85.9

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

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT															
	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	81.8	91.1	48.3	90.2	91.6	J/	J/	84.9	90.8	81.5	78.9	90.1	100.0	93.8	J/	64.4
700 - 759 AM	94.3	94.3	95.3	93.5	87.8	92.1	91.7	93.3	94.4	88.0	76.5	85.0	91.8	92.7	94.2	94.9
800 - 859 AM	85.2	88.0	90.6	93.2	92.1	92.3	90.9	88.5	90.2	92.6	78.8	72.5	91.8	89.8	90.1	93.4
900 - 959 AM	84.4	86.8	93.0	85.2	88.3	94.1	89.6	84.1	91.3	90.2	83.4	90.0	88.5	83.8	89.9	92.8
1000 - 1059 AM	86.2	85.3	95.8	87.2	88.5	92.5	85.8	87.7	89.1	89.4	79.8	96.7	80.1	85.2	85.1	92.0
1100 - 1159 AM	82.8	88.9	90.7	92.8	91.2	87.0	87.5	84.7	88.1	88.0	84.6	88.6	82.9	81.7	84.2	91.4
1200 - 1259 PM	84.6	89.4	93.6	89.0	92.2	88.9	89.3	86.2	88.6	85.9	80.5	J/	83.4	82.1	86.8	88.0
100 - 159 PM	87.3	87.4	92.5	91.4	92.9	91.2	87.2	85.8	92.7	88.5	80.6	87.1	81.3	79.1	87.9	90.4
200 - 259 PM	83.7	87.4	87.9	92.9	90.0	89.6	87.5	86.4	87.8	87.7	82.8	89.6	78.5	79.4	79.3	89.7
300 - 359 PM	78.1	87.4	91.9	90.6	85.0	87.9	84.9	85.1	84.5	85.8	79.8	89.7	84.4	73.4	83.6	93.6
400 - 459 PM	74.9	80.9	88.0	86.2	96.8	91.1	84.0	86.9	86.9	81.3	78.7	87.1	74.5	77.5	78.1	87.2
500 - 559 PM	80.8	79.9	85.3	91.8	88.3	84.1	87.5	86.8	82.8	79.9	78.2	89.8	68.3	76.4	71.8	87.9
600 - 659 PM	74.6	79.4	85.6	85.0	89.0	81.3	82.7	85.1	82.8	82.2	79.4	89.6	75.2	76.5	69.8	89.4
700 - 759 PM	79.9	72.6	85.8	77.9	81.5	85.1	79.8	82.7	82.7	80.2	84.0	87.8	69.9	74.7	74.9	86.0
800 - 859 PM	77.0	73.9	86.3	81.3	78.9	83.7	83.4	87.3	90.0	75.9	81.7	88.2	78.4	80.0	76.2	88.1
900 - 959 PM	76.5	77.5	84.0	80.8	90.4	80.0	80.2	83.3	85.4	76.5	78.3	93.2	77.0	69.6	83.6	79.4
1000 - 1059 PM	81.3	76.8	86.9	82.3	92.0	83.7	76.2	84.8	81.3	80.6	79.8	87.8	72.1	76.3	87.1	85.6
1100 - 559 AM	86.0	87.4	84.9	87.3	85.2	85.6	77.4	81.5	81.2	86.4	78.1	88.7	71.0	78.7	84.5	83.8
TOTAL, ALL ARRIVALS, BY AIRPORT	81.5	82.8	88.6	88.0	88.5	87.6	85.6	85.6	86.7	84.1	80.5	88.8	78.4	79.5	82.1	88.6

SCHEDULED ARRIVAL TIME	ARRIVAL AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	68.3	92.7	94.9	J/	93.3	J/	94.3	79.3	53.3	86.7	J/	94.5	98.3	88.2
700 - 759 AM	90.0	94.0	89.4	94.5	89.8	87.3	94.1	95.0	96.7	94.2	82.5	92.2	96.3	91.3
800 - 859 AM	86.7	91.6	87.5	92.1	86.8	91.6	92.5	93.0	84.1	86.1	97.9	88.8	100.0	89.0
900 - 959 AM	90.7	94.2	89.3	88.6	83.3	90.2	95.1	84.6	87.8	78.2	92.9	89.0	87.2	87.6
1000 - 1059 AM	87.4	88.7	89.6	82.4	85.3	77.7	92.8	82.4	82.1	73.1	84.3	86.2	91.2	85.9
1100 - 1159 AM	88.4	87.0	86.1	80.2	88.0	86.0	89.6	79.3	68.3	60.2	86.9	87.9	87.6	84.4
1200 - 1259 PM	86.0	93.0	83.7	80.5	86.1	80.6	88.5	74.8	72.5	61.3	88.3	87.9	88.6	84.2
100 - 159 PM	92.9	92.5	86.9	76.8	86.1	81.6	91.8	84.9	76.4	60.5	88.6	87.8	88.1	86.0
200 - 259 PM	84.9	88.9	84.0	80.4	87.4	79.9	99.2	71.5	76.7	60.6	85.7	85.7	92.0	84.2
300 - 359 PM	85.2	88.8	84.8	77.1	85.8	80.5	92.6	76.6	69.9	59.5	87.7	87.2	86.4	84.1
400 - 459 PM	87.0	85.9	84.6	76.5	83.1	79.8	87.1	74.3	70.2	64.3	83.6	84.4	87.3	82.1
500 - 559 PM	76.6	89.3	81.6	77.6	86.7	81.2	83.7	71.8	70.1	60.9	79.9	81.8	82.6	81.7
600 - 659 PM	81.8	86.3	78.0	68.7	84.5	67.9	92.5	72.4	65.4	63.0	88.6	85.8	81.3	78.7
700 - 759 PM	77.8	85.6	75.7	65.1	84.6	77.2	83.9	76.8	63.4	60.2	86.3	83.8	84.4	79.4
800 - 859 PM	81.6	85.7	77.3	64.9	81.9	75.3	84.5	74.4	56.8	64.7	82.4	81.6	84.2	79.1
900 - 959 PM	77.0	81.1	80.1	74.9	86.0	76.7	82.3	73.5	64.7	55.7	76.9	81.9	75.6	78.2
1000 - 1059 PM	79.3	87.2	77.4	66.2	79.4	79.6	83.3	77.2	64.2	64.6	83.3	78.5	85.6	78.8
1100 - 559 AM	84.1	90.2	86.1	75.2	86.5	78.3	87.0	75.8	73.5	70.1	70.9	77.1	83.6	81.1
TOTAL, ALL ARRIVALS, BY AIRPORT	83.6	88.7	83.7	76.5	85.2	79.9	88.9	77.9	71.1	66.0	84.8	85.8	85.9	83.1

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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	94.4	93.0	97.7	95.2	96.7	96.5	92.3	91.9	91.0	93.4	96.6	94.7	96.0	93.6	95.8	98.5
700 - 759 AM	93.1	92.8	91.5	93.7	94.8	94.1	94.2	93.5	89.9	90.8	87.5	96.4	93.7	92.3	93.2	95.7
800 - 859 AM	92.2	93.6	94.6	92.6	93.0	90.4	91.3	90.6	90.0	88.2	91.5	92.3	94.0	88.9	93.1	94.6
900 - 959 AM	89.6	89.8	94.9	93.2	94.4	93.8	91.1	85.7	89.4	89.7	82.2	96.2	85.5	87.2	91.2	92.9
1000 - 1059 AM	90.4	91.9	92.6	88.4	95.2	94.8	90.4	84.4	89.7	88.6	83.8	93.4	83.5	79.1	87.1	94.6
1100 - 1159 AM	87.9	90.3	93.3	91.0	92.2	93.1	87.7	83.8	91.1	87.8	84.7	93.0	79.2	82.8	87.8	92.9
1200 - 1259 PM	88.8	90.4	90.8	92.4	92.4	90.5	86.1	83.2	84.1	89.5	86.7	90.3	84.7	81.7	86.8	94.4
100 - 159 PM	89.0	91.8	90.6	88.4	89.0	90.5	86.3	90.2	86.7	89.7	83.7	J/	83.5	82.2	91.0	90.9
200 - 259 PM	87.5	86.6	93.8	93.9	89.4	91.3	89.2	84.3	84.2	87.0	83.2	89.7	78.0	81.3	87.2	89.6
300 - 359 PM	87.1	85.1	85.7	89.2	93.7	90.6	90.0	84.0	82.3	88.6	78.4	92.2	80.2	81.3	85.0	92.4
400 - 459 PM	82.2	86.5	85.4	84.5	91.1	92.1	83.9	88.0	80.4	83.0	90.9	89.4	77.3	76.2	84.1	90.3
500 - 559 PM	82.2	81.9	88.8	85.5	93.1	92.4	83.3	82.7	82.0	79.6	76.5	85.0	69.8	77.6	78.6	90.1
600 - 659 PM	79.1	82.9	85.7	87.3	88.5	86.4	84.4	81.0	77.5	76.1	78.4	88.4	67.6	74.3	77.8	92.3
700 - 759 PM	81.1	79.3	85.5	82.2	88.3	86.5	81.2	87.3	80.4	78.8	82.3	87.4	61.2	73.3	78.5	91.7
800 - 859 PM	84.4	80.9	82.9	83.6	90.8	85.2	78.4	80.9	78.9	81.3	81.2	80.4	71.3	75.3	82.4	86.8
900 - 959 PM	85.5	91.7	85.1	83.9	94.4	92.1	84.2	90.6	85.5	79.3	82.5	89.0	67.3	83.7	89.7	88.9
1000 - 1059 PM	90.7	J/	71.9	87.7	93.7	J/	100.0	88.1	87.5	89.1	76.7	96.4	80.4	86.5	J/	0.0
1100 - 559 AM	89.0	91.2	96.7	89.3	96.7	J/	96.6	J/	85.7	98.3	93.3	100.0	74.1	90.6	88.2	96.7
TOTAL, ALL DEPARTURES, BY AIRPORT	87.4	88.0	90.2	88.7	91.9	91.2	87.2	85.3	84.8	86.2	82.9	90.3	79.6	83.4	87.0	92.4

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT													
	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	92.9	94.6	91.6	95.2	93.7	96.2	94.9	96.2	92.3	93.2	97.5	92.0	98.8	94.1
700 - 759 AM	92.0	89.5	89.2	93.2	91.4	94.7	93.5	95.5	88.6	90.4	94.2	94.8	94.4	92.1
800 - 859 AM	91.3	88.8	89.9	88.1	87.6	88.7	93.4	92.5	89.8	88.1	92.4	91.0	93.8	90.9
900 - 959 AM	88.0	91.2	88.1	92.1	84.1	91.2	93.6	86.4	81.6	83.5	93.2	92.7	95.8	89.2
1000 - 1059 AM	88.2	90.9	88.0	85.0	86.8	82.7	89.7	79.6	88.1	75.6	90.4	89.0	89.6	87.5
1100 - 1159 AM	86.8	88.1	89.1	83.6	84.2	78.9	91.5	75.8	78.8	70.4	90.6	85.7	90.2	85.8
1200 - 1259 PM	90.5	90.5	89.6	86.5	87.7	82.8	91.9	84.9	76.1	67.2	90.0	88.7	90.5	86.4
100 - 159 PM	88.9	91.0	86.1	82.5	86.5	79.5	91.8	81.1	79.4	68.4	92.1	90.2	89.0	86.3
200 - 259 PM	90.7	89.9	82.0	83.1	85.3	78.7	92.4	73.9	79.9	65.9	91.6	86.7	88.4	85.0
300 - 359 PM	86.4	87.4	83.6	83.8	80.9	75.8	74.4	81.8	77.6	63.1	90.9	86.4	86.1	84.0
400 - 459 PM	82.5	90.0	85.6	77.7	82.8	75.9	87.7	69.5	70.9	67.6	86.2	80.4	87.7	83.1
500 - 559 PM	90.3	86.7	82.4	72.5	82.0	77.7	86.9	70.8	71.9	61.3	86.3	84.0	89.5	81.9
600 - 659 PM	89.9	86.1	80.6	81.5	80.6	74.0	85.4	69.2	68.8	63.0	84.5	84.5	87.7	81.1
700 - 759 PM	84.0	81.0	79.0	72.8	81.5	72.1	83.3	69.4	67.3	60.8	82.6	86.5	83.1	79.6
800 - 859 PM	77.3	82.5	82.3	73.3	80.6	68.5	87.1	75.1	63.4	63.1	91.0	83.4	87.4	81.4
900 - 959 PM	83.3	88.7	83.3	67.9	89.0	67.8	84.4	61.5	71.3	64.3	83.3	83.2	71.4	82.7
1000 - 1059 PM	J/	85.1	86.5	96.7	100.0	78.1	92.6	91.4	83.2	76.7	90.1	87.2	75.8	86.6
1100 - 559 AM	93.3	85.7	94.9	96.6	96.6	86.0	100.0	97.7	89.3	86.3	88.4	79.2	100.0	84.9
TOTAL, ALL DEPARTURES, BY AIRPORT	88.1	88.3	85.7	85.4	85.3	80.2	90.0	82.2	80.4	73.8	89.9	87.2	90.1	85.8

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

CARRIER	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NO. OF MIN. LATE AVERAGE	MEDIAN
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DURING NOVEMBER, THERE WERE NO REGULARLY SCHEDULED FLIGHTS ARRIVING LATE 80% OF THE TIME OR MORE.

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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 -----
ALASKA	420	2	0.5
UNITED	2106	1	0.0
SOUTHWEST	2370	1	0.0
AMERICA WEST	562	0	0.0
TWA	770	0	0.0
CONTINENTAL	1148	0	0.0
NORTHWEST	1504	0	0.0
AMERICAN	1823	0	0.0
US AIRWAYS	2004	0	0.0
DELTA	2493	0	0.0
 TOTAL	 15200	 4	 0.0

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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)	88.2	95.3	85	85	DUTCH HARBOR, AK. (DUT)	69.0	63.8	58	58
ALBANY, N. Y. (ALB)	86.2	91.2	997	997	EAGLE, CO. (EGE)	100.0	100.0	6	6
ALBUQUERQUE, N. M. (ABQ)	84.7	87.5	2,957	2,955	EL PASO, TX. (ELP)	82.6	85.7	1,986	1,987
ALLENTOWN, PA. (ABE)	85.6	92.4	478	476	ELMIRA, N. Y. (ELM)	87.9	95.3	107	107
AMARILLO, TX. (AMA)	77.8	87.6	396	395	ERIE, PA. (ERI)	96.5	97.4	115	114
ANCHORAGE, AK. (ANC)	74.3	83.4	1,364	1,364	EUGENE, OR. (EUG)	66.1	70.1	174	174
ASHEVILLE, N. C. (AVL)	87.5	91.7	120	120	FAIRBANKS, AK. (FAI)	79.6	89.8	393	391
ATLANTA, GA. (ATL)	81.5	87.4	20,798	20,800	FARGO, N. D. (FAR)	87.6	91.6	226	226
AUGUSTA, GA. (AGS)	78.9	85.0	147	147	FAYETTEVILLE, N. C. (FAY)	90.6	89.7	117	117
AUSTIN, TX. (AUS)	82.7	88.2	3,512	3,511	FLINT, MI. (FNT)	85.0	93.8	113	112
BAKERSFIELD, CA. (BFL)	80.0	96.7	30	30	FRESNO, CA. (FAT)	80.0	93.3	30	30
BALTIMORE, MD. (BWI)	88.6	90.2	6,128	6,125	FT. LAUDERDALE, FL. (FLL)	85.1	90.1	3,454	3,457
BANGOR, ME. (BGR)	94.4	98.9	90	90	FT. MYERS, FL. (RSW)	84.4	92.7	1,120	1,120
BARROW, AK. (BRW)	88.9	81.9	72	72	FT. WAYNE, IN. (FWA)	91.2	97.1	34	34
BATON ROUGE, LA. (BTR)	87.5	85.7	384	384	GRAND FORKS, N. D. (GFK)	79.8	92.8	84	83
BETHEL, AK. (BET)	69.2	73.1	78	78	GRAND RAPIDS, MI. (GRR)	86.1	93.5	697	696
BILLINGS, MT. (BIL)	86.4	94.1	236	236	GREAT FALLS, MT. (GTF)	87.4	92.3	207	207
BINGHAMTON, N. Y. (BGM)	88.2	90.6	85	85	GREEN BAY, WI. (GRB)	83.7	91.3	196	196
BIRMINGHAM, AL. (BHM)	85.9	89.1	1,624	1,626	GREENSBORO/HIGH PT., N. C. (GSO)	82.3	89.6	1,234	1,234
BISMARCK, N. D. (BIS)	88.6	92.9	114	113	GREENVILLE/SPARTBG., S. C. (GSP)	83.0	89.1	560	560
BOISE, ID. (BOI)	83.9	87.3	929	929	GULFPORT/BILOXI, MS. (GPT)	93.3	97.8	89	89
BOSTON, MA. (BOS)	82.8	88.0	8,350	8,350	HARLINGEN, TX. (HRL)	79.3	80.2	333	333
BOZEMAN, MT. (BZN)	82.3	95.2	147	147	HARRISBURG, PA. (MDT)	86.4	95.5	640	640
BRISTOL, TN. (TRI)	81.7	89.6	115	115	HARTFORD, CT./SPGFLD, MA. (BDL)	87.8	92.8	2,208	2,206
BROWNSVILLE, TX. (BRO)	96.7	93.3	30	30	HELENA, MT. (HLN)	85.0	90.0	60	60
BUFFALO, N. Y. (BUF)	84.9	92.0	1,505	1,506	HONOLULU, OAHU, HI. (HNL)	84.2	92.7	879	880
BURBANK, CA. (BUR)	75.7	80.0	2,260	2,259	HOUSTON, TX. (HOU)	83.8	80.5	4,627	4,628
BURLINGTON, VT. (BTV)	76.6	90.7	205	205	HOUSTON, TX. (IAH)	80.5	82.9	10,142	10,141
CEDAR RAPIDS/IOWA CTY. IA. (CID)	86.6	92.5	441	439	HUNTSVILLE/DECATUR, AL. (HSV)	83.8	90.0	451	451
CHARLESTON, S. C. (CHS)	82.6	88.3	579	580	INDIANAPOLIS, IN. (IND)	84.7	89.0	2,766	2,762
CHARLESTON, W. V. (CRW)	82.8	91.4	116	116	INDIO/PALM SPRINGS, CA. (PSP)	72.4	85.1	362	362
CHARLOTTE, N. C. (CLT)	88.0	88.7	10,164	10,165	ISLIP/LONG IS., N. Y. (ISP)	87.7	89.9	179	179
CHATTANOOGA, TN. (CHA)	90.6	95.3	85	85	ITHACA, N. Y. (ITH)	86.9	92.5	107	107
CHICAGO, IL. (MDW)	87.1	84.1	3,856	3,856	JACKSON/VICKSBURG, MS. (JAN)	86.5	86.8	754	752
CHICAGO, IL. (ORD)	83.7	85.7	23,898	23,906	JACKSONVILLE, FL. (JAX)	85.9	90.4	1,833	1,831
CINCINNATI, OH. (CVG)	88.5	91.9	6,400	6,399	JUNEAU, AK. (JNU)	72.9	72.2	291	291
CLEVELAND, OH. (CLE)	85.5	88.4	4,874	4,876	KAHULUI, MAUI, HI. (OGG)	90.0	90.8	240	240
COLORADO SPRINGS, CO. (COS)	81.4	92.8	872	872	KALAMAZOO, MI. (AZO)	83.8	89.7	117	116
COLUMBIA, S. C. (CAE)	86.4	88.9	398	398	KALISPELL, MT. (FCA)	90.0	90.0	60	60
COLUMBUS, OH. (CMH)	83.9	88.9	3,167	3,167	KANSAS CITY, MO. (MCI)	84.6	88.8	4,803	4,796
CORDOVA, AK. (CDV)	77.6	82.8	58	58	KETCHIKAN, AK. (KTN)	70.1	74.1	174	174
CORPUS CHRISTI, TX. (CRP)	77.6	80.9	237	236	KING SALMON, AK. (AKN)	81.3	75.0	16	16
DALLAS/FT. WORTH, TX. (DAL)	82.8	81.0	4,100	4,105	KNOXVILLE, TN. (TYS)	79.6	88.5	602	602
DALLAS/FT. WORTH, TX. (DFW)	85.6	85.3	19,594	19,590	KODIAK, AK. (ADQ)	75.9	75.9	58	58
DAYTON, OH. (DAY)	85.6	92.8	852	851	KONA, HAWAII., HI. (KOA)	83.3	86.7	60	60
DAYTONA BEACH, FL. (DAB)	83.5	90.7	236	236	KOTZEBUE, AK. (OTZ)	76.1	81.7	71	71
DEADHORSE, AK. (SCC)	81.0	81.0	42	42	LA CROSSE, WI. (LSE)	91.7	97.9	48	48
DENVER, CO. (DEN)	85.6	87.2	10,837	10,845	LANSING, MI. (LAN)	82.1	91.9	173	173
DES MOINES, IA. (DSM)	87.8	93.2	559	558	LAS VEGAS, NV. (LAS)	78.4	79.6	9,904	9,911
DETROIT, MI. (DTW)	86.7	84.8	12,343	12,347	LEXINGTON/FRKFT, KY. (LEX)	87.7	88.9	316	316
DILLINGHAM AK. (DLG)	68.8	81.3	16	16	LIHUE, KAUAI, HI. (LIH)	90.0	76.7	30	30
DULUTH, MN. (DLH)	88.2	88.2	85	85	LINCOLN, NE. (LNK)	88.9	92.0	225	226

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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.
LITTLE ROCK, AR. (LIT)	82.1	87.1	1,045	1,045	SACRAMENTO, CA. (SMF)	79.4	81.6	2,923	2,925
LONG BEACH, CA. (LGB)	79.5	90.4	263	261	SAGINAW, MI. (MBS)	78.3	90.0	309	311
LOS ANGELES, CA. (LAX)	79.5	83.4	15,046	15,040	SALT LAKE CITY, UT. (SLC)	84.8	89.9	6,627	6,627
LOUISVILLE, KY. (SDF)	86.9	90.8	1,877	1,875	SAN ANTONIO, TX. (SAT)	82.0	87.8	3,016	3,016
LUBBOCK, TX. (LBB)	82.6	86.3	534	532	SAN DIEGO, CA. (SAN)	77.9	82.2	5,361	5,360
MADISON, WI. (MSN)	82.0	89.8	333	334	SAN FRANCISCO, CA. (OAK)	78.6	79.3	4,509	4,508
MANCHESTER, N. H. (MHT)	86.0	91.9	1,011	1,009	SAN FRANCISCO, CA. (SFO)	66.0	73.8	11,020	11,026
MEDFORD, OR. (MFR)	58.9	72.2	90	90	SAN JOSE, CA. (SJC)	78.8	84.2	4,232	4,234
MELBOURNE, FL. (MLB)	84.3	91.5	178	177	SAN JUAN, P. R. (SJU)	86.9	89.4	1,583	1,584
MEMPHIS, TN. (MEM)	90.6	89.0	4,267	4,275	SANTA BARBARA, CA. (SBA)	71.9	70.8	114	113
MIAMI, FL. (MIA)	83.6	88.1	5,217	5,205	SARASOTA/BRAD., FL. (SRQ)	82.6	91.2	442	442
MIDLAND/ODESSA, TX. (MAF)	79.5	84.3	522	521	SAVANNAH, GA. (SAV)	84.6	90.8	415	415
MILWAUKEE, WI. (MKE)	88.1	95.1	1,215	1,215	SCRANTON/WILKES-BARRE, PA. (AVP)	93.1	97.9	145	145
MINNEAPLS/ST. P. MN. (MSP)	88.7	88.3	11,163	11,166	SEATTLE, WA. (SEA)	71.1	80.4	7,666	7,672
MINOT, N. D. (MDT)	80.7	87.5	88	88	SHREVEPORT, LA. (SHV)	85.1	87.3	315	315
MISSION/MCALLEN, TX. (MFE)	87.3	94.6	259	258	SIOUX CITY, IA. (SUX)	76.4	81.5	55	54
MISSOULA, MT. (MSO)	81.2	91.3	149	149	SIOUX FALLS, S. D. (FSD)	84.4	86.0	315	315
MOBILE, AL. /PASCAGOULA, MS. (MOB)	82.8	82.5	325	325	SITKA, AK. (SIT)	78.2	80.5	87	87
MOLINE, IL. (MLI)	87.1	92.8	140	139	SOUTH BEND, IN. (SBN)	88.7	95.0	257	258
MONROE, LA. (MLU)	84.4	83.8	179	179	SPOKANE, WA. (GEG)	80.5	87.8	1,080	1,079
MONTEREY, CA. (MRY)	79.3	79.3	58	58	SPRINGFIELD, MD. (SGF)	90.9	92.7	165	164
MONTGOMERY, AL. (MGM)	90.4	85.6	146	146	ST. CROIX, V. I. (STX)	83.3	90.0	90	90
MYRTLE BEACH, S. C. (MYR)	83.8	95.4	173	174	ST. LOUIS, MO. (STL)	85.8	87.2	14,074	14,078
NASHVILLE, TN. (BNA)	87.8	89.3	4,264	4,260	ST. THOMAS, V. I. (STT)	85.4	89.5	199	200
NEW ORLEANS, LA. (MSY)	85.9	89.3	4,120	4,124	SYRACUSE, N. Y. (SYR)	85.9	92.1	947	946
NEW YORK, N. Y. (JFK)	88.8	90.3	3,475	3,480	TALLAHASSEE, FL. (TLH)	75.6	81.7	197	197
NEW YORK, N. Y. (LGA)	82.1	87.0	7,745	7,744	TAMPA, FL. (TPA)	85.9	90.1	4,594	4,588
NEWARK, N. J. (EWR)	84.1	86.2	9,850	9,859	TOLEDO, OH. (TOL)	89.4	90.6	85	85
NEWBURGH, N. Y. (SWF)	89.1	92.4	119	119	TRAVERSE CITY, MI. (TVC)	90.6	93.7	64	63
NOME, AK. (OME)	67.1	67.1	70	70	TUCSON, AZ. (TUS)	79.5	86.9	1,447	1,448
NORFOLK/VA. BEACH, VA. (ORF)	83.1	90.7	1,363	1,362	TULSA, OK. (TUL)	83.0	86.4	1,525	1,525
OKLAHOMA CITY, OK. (OKC)	83.3	87.2	1,632	1,630	VALPARAISO, FL. (VPS)	90.9	95.5	88	88
OMAHA, NE. (OMA)	85.5	90.0	1,342	1,342	WASHINGTON, D. C. (DCA)	87.6	91.2	6,801	6,804
ONTARIO, CA. (ONT)	78.0	82.1	2,799	2,793	WASHINGTON, D. C. (IAD)	83.9	88.0	3,870	3,866
ORANGE COUNTY, CA. (SNA)	81.5	86.9	2,792	2,793	WEST PALM BEACH, FL. (PBI)	83.5	92.2	1,779	1,778
ORLANDO, FL. (MCO)	88.6	92.4	7,780	7,782	WHITE PLAINS, N. Y. (HPN)	86.6	91.0	389	389
PASCO, WA. (PSC)	86.7	90.8	120	120	WICHITA, KS. (ICT)	87.5	94.4	592	591
PENSACOLA, FL. (PNS)	86.8	89.0	529	529	WILMINGTON, N. C. (ILM)	86.7	96.3	165	164
PETERSBURG, AK. (PSG)	60.3	69.0	58	58	WRANGELL, AK. (WRG)	67.2	75.9	58	58
PHILADELPHIA, PA. (PHL)	85.2	85.3	9,310	9,307	YAKUTAT, AK. (YAK)	70.7	77.6	58	58
PHOENIX, AZ. (PHX)	79.9	80.2	13,779	13,779					
PITTSBURGH, PA. (PIT)	88.9	90.0	8,657	8,660					
PORTLAND, ME. (PWM)	85.4	94.6	533	533					
PORTLAND, OR. (PDX)	76.5	85.4	4,514	4,514					
PROVIDENCE, R. I. (PVD)	88.9	93.0	1,826	1,826					
RALEIGH/DURHAM, N. C. (RDU)	83.0	90.5	2,301	2,298					
RAPID CITY, S. D. (RAP)	87.5	86.4	88	88					
RENO, NV. (RNO)	77.8	82.9	2,069	2,070					
RICHMOND, VA. (RIC)	84.3	90.0	1,295	1,295					
ROANOKE, VA. (ROA)	86.8	92.4	197	198					
ROCHESTER, MN. (RST)	83.6	92.8	140	139					
ROCHESTER, N. Y. (ROC)	82.7	90.5	1,251	1,253					

FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS)

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

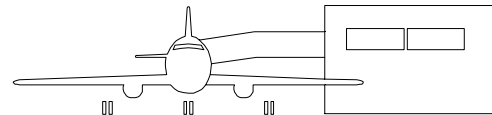
NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

Airports Covered by the Rule

Atlanta. Hartsfield	ATL
Baltimore/Washington International	BWI
Boston. Logan International	BOS
Charlotte. Douglas	CLT
Chicago. O'Hare	ORD
Cincinnati. Greater Cincinnati	CVG
Dallas-Fort Worth International	DFW
Denver International	DEN
Detroit. Metro Wayne County	DTW
Houston. George Bush	IAH
Las Vegas. McCarran International	LAS
Los Angeles International	LAX
Miami International	MIA
Minneapolis-St. Paul International	MSP
Newark International	EWK
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

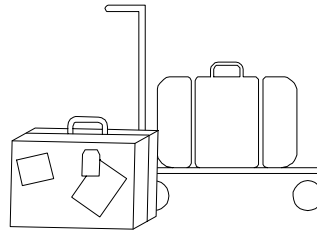
Air Carriers Required to Report Data to DOT and to CRS Vendors

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.



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

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

NOV. '98 RANK	AIRLINE	NOVEMBER 1998			NOVEMBER 1997		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	<i>America West</i>	4,217	1,392,972	3.03	4,190	1,395,227	3.00
2	<i>US Airways</i>	14,174	4,600,270	3.08	18,990	4,472,621	4.25
3	<i>Delta</i>	27,070	7,734,411	3.50	33,430	7,632,921	4.38
4	<i>Continental</i>	10,650	2,782,769	3.83	9,462	2,690,779	3.52
5	<i>American</i>	19,920	5,126,837	3.89	18,934	4,980,775	3.80
6	<i>Southwest</i>	19,296	4,911,327	3.93	18,509	4,633,753	3.99
7	<i>TWA</i>	7,093	1,756,348	4.04	9,669	1,745,018	5.54
8	<i>Northwest</i>	16,483	3,539,848	4.66	23,027	3,547,685	6.49
9	<i>Alaska</i>	5,980	944,101	6.33	4,681	853,504	5.48
10	<i>United</i>	38,732	6,095,234	6.35	34,874	5,732,457	6.08
Total		163,615	38,884,117	4.21	175,766	37,684,740	4.66

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

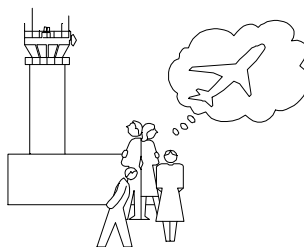
OVERSALES

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.



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

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

JULY-SEPT. '98 RANK	AIRLINE	JULY-SEPTEMBER 1998				JULY-SEPTEMBER 1997			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	Continental	15,365	115	10,002,893	0.11	16,790	65	9,336,063	0.07
2	US Airways	18,389	226	14,730,549	0.15	18,932	577	14,680,895	0.39
3	Northwest	27,378	306	10,080,236	0.30	24,197	574	13,394,866	0.43
4	American	52,881	717	19,275,699	0.37	43,941	487	19,221,083	0.25
5	United	37,195	1,164	21,963,437	0.53	27,143	1,018	20,535,415	0.50
6	America West	10,728	439	4,800,905	0.91	11,993	830	4,908,220	1.69
7	Delta	55,767	2,667	26,968,275	0.99	63,790	2,536	25,396,098	1.00
8	Alaska	4,621	418	3,654,398	1.14	4,718	656	3,433,523	1.91
9	Southwest	20,577	2,708	15,483,831	1.75	18,984	3,323	14,522,952	2.29
10	TWA	8,429	1,129	6,054,643	1.86	5,072	433	6,066,468	0.71
	TOTAL	251,330	9,889	133,014,866	0.74	235,560	10,499	131,495,583	0.80

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

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

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

JAN-SEPT '98 RANK	AIRLINE	JANUARY-SEPTEMBER 1998				JANUARY-SEPTEMBER 1997			
		DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS	DENIED BOARDINGS (DB'S)		ENPLANED PASSENGERS	INVOLUNTARY DB'S PER 10,000 PSGRS
		VOLUNTARY	INVOLUNTARY			VOLUNTARY	INVOLUNTARY		
1	Continental	54,513	375	28,524,460	0.13	51,422	301	26,867,957	0.11
2	US Airways	67,167	991	42,736,280	0.23	67,803	4,180	43,670,909	0.96
3	Northwest	98,147	1,117	34,100,676	0.33	72,725	2,305	37,590,896	0.61
4	American	163,872	2,312	55,607,904	0.42	167,876	3,986	55,195,282	0.72
5	United	110,274	3,542	59,904,245	0.59	75,447	2,879	57,785,706	0.50
6	America West	36,790	1,536	13,749,186	1.12	47,287	3,052	14,562,214	2.10
7	Delta	189,886	9,639	77,610,171	1.24	207,075	12,720	75,461,676	1.69
8	Alaska	19,532	1,459	9,820,451	1.49	16,517	2,369	9,297,076	2.55
9	TWA	26,041	2,987	17,709,761	1.69	22,567	2,274	16,974,523	1.34
10	Southwest	60,802	8,136	44,204,904	1.84	53,725	9,878	41,901,192	2.36
	TOTAL	827,024	32,094	383,968,038	0.84	782,444	43,944	379,307,431	1.16

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues. 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 or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints, which are handled by the Federal Aviation Administration. An explanation of each section of the report appears below:

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

Complaint Categories. Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

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

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

Companies Other Than U.S. Airlines. Table 5 provides the same information as above for foreign airlines, and for tour operators, cargo companies, etc.

Airline Rankings: Table 6 ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

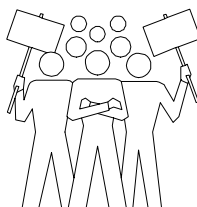


TABLE 1

AIR TRAVEL CONSUMER REPORT
 CONSUMER COMPLAINTS
 SUMMARY

	NOVEMBER 1998				NOVEMBER 1997			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	602	45	1	53	413	30	3	79
FOREIGN AIRLINES	70	0	0	4	63	0	0	0
TRAVEL AGENTS	6	0	0	0	0	0	0	0
TOUR OPERATORS	19	1	0	1	6	0	0	0
MISCELLANEOUS	25	33	0	9	21	1	0	3
CARGO COMPANIES	0	0	0	0	0	0	0	0
	----	-----	-----	-----	-----	-----	-----	-----
INDUSTRY TOTALS	722	79	1	67	503	31	3	82

TABLE 2

AIR TRAVEL CONSUMER REPORT
 COMPLAINT CATEGORIES *

	NOVEMBER 1998			NOVEMBER 1997		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS.....	1	182		2	103	
DELAYS.....			49			20
CANCELLATIONS.....			67			40
MISCONNECTIONS.....			16			14
CUSTOMER SERVICE.....	2	145		1	108	
TICKETING/BOARDING.....	3	120		3	101	
DISABLED.....			42			32
BAGGAGE.....	4	112		4	69	
REFUNDS.....	5	63		5	53	
OVERSALES.....	6	39		6	23	
OTHER.....	7	29		7	20	
FREQUENT FLYER.....			17			8
FARES.....	8	26		8	19	
ADVERTISING.....	9	2		10	2	
SMOKING.....	10	2		9	3	
TOURS.....	11	2		11	2	
CREDIT.....	12	0		12	0	
		----			----	
COMPLAINT TOTAL		722			503	

* 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 1998

U. S. AIRLINES A L P H A B E T I C A L	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
AIRTRAN AIRWAYS	2	0	0	0	2	1	0	0	0	0	0	0	5
ALASKA AIRLINES	2	0	2	1	0	1	4	0	0	0	0	0	10
AMERICA WEST AIRLINES	11	1	3	0	2	5	9	0	0	0	0	2	33
AMERICAN AIRLINES	19	9	7	2	3	9	23	0	1	0	0	2	75
AMERICAN TRANS AIR	4	0	1	0	0	0	0	0	0	0	0	0	5
ATLANTIC SOUTHEAST AIRLINES	2	0	1	0	0	0	2	0	0	0	0	0	5
BUSINESS EXPRESS	2	0	1	0	1	1	1	0	0	0	0	0	6
CONTINENTAL AIRLINES	4	0	6	2	0	8	6	0	0	0	0	1	27
DELTA AIR LINES	15	6	15	3	3	8	19	0	0	0	0	5	74
HORIZON AIRLINES	0	1	1	0	0	1	1	0	1	0	0	0	5
KIWI INTERNATIONAL AIRLINES	7	0	3	0	0	4	1	0	0	0	0	1	16
NORTHWEST AIRLINES	24	5	12	1	8	7	15	0	0	0	0	4	76
RENO AIR	2	2	0	0	1	3	2	0	0	0	0	0	10
SOUTHWEST AIRLINES	4	0	3	2	1	1	1	0	0	0	0	0	12
SPIRIT AIRLINES	2	0	0	0	1	1	1	0	0	0	0	0	5
TOWER AIR	4	0	3	1	2	2	3	0	0	0	0	1	16
TRANS STATES AIRLINES	2	1	1	0	0	0	3	0	0	0	0	1	8
TRANS WORLD AIRLINES	3	1	1	1	1	6	4	0	0	0	0	1	18
UNITED AIRLINES	27	3	19	5	8	19	23	0	0	0	0	5	109
UNITED EXPRESS	3	2	1	0	0	1	1	0	0	0	0	0	8
US AIRWAYS	12	0	12	2	4	8	8	0	0	0	0	1	47
VANGUARD AIRLINES	2	0	2	1	0	1	1	0	0	0	0	0	7
OTHER U. S. AIRLINES	7	2	2	0	10	2	2	0	0	0	0	0	25
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
NOVEMBER 1998	160	33	96	21	47	89	130	0	2	0	0	24	602
% OF TOTAL COMPLAINTS	26.6	5.5	15.9	3.5	7.8	14.8	21.6	0.0	0.3	0.0	0.0	4.0	
NOVEMBER 1997	89	17	85	8	42	55	97	0	2	0	0	18	413
% OF TOTAL COMPLAINTS	21.5	4.1	20.6	1.9	10.2	13.3	23.5	0.0	0.5	0.0	0.0	4.4	

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

TABLE 4

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

NOVEMBER 1998

U. S. AIRLINES A L P H A B E T I C A L	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
AIRTRAN AIRWAYS	5	1	20.00	1	20.00	3	60.00	0	0.00
ALASKA AIRLINES	10	4	40.00	6	60.00	0	0.00	0	0.00
AMERICA WEST AIRLINES	33	5	15.15	14	42.42	14	42.42	0	0.00
AMERICAN AIRLINES	75	7	9.33	29	38.67	39	52.00	0	0.00
AMERICAN TRANS AIR	5	1	20.00	0	0.00	4	80.00	0	0.00
ATLANTIC SOUTHEAST AIRLINES	5	3	60.00	0	0.00	2	40.00	0	0.00
BUSINESS EXPRESS	6	0	0.00	6	100.00	0	0.00	0	0.00
CONTINENTAL AIRLINES	27	4	14.81	8	29.63	15	55.56	0	0.00
DELTA AIR LINES	74	13	17.57	23	31.08	36	48.65	2	2.70
HORIZON AIRLINES	5	0	0.00	3	60.00	2	40.00	0	0.00
KIWI INTERNATIONAL AIRLINES	16	10	62.50	1	6.25	5	31.25	0	0.00
NORTHWEST AIRLINES	76	12	15.79	19	25.00	45	59.21	0	0.00
RENO AIR	10	0	0.00	3	30.00	7	70.00	0	0.00
SOUTHWEST AIRLINES	12	5	41.67	2	16.67	5	41.67	0	0.00
SPIRIT AIRLINES	5	3	60.00	1	20.00	1	20.00	0	0.00
TOWER AIR	16	3	18.75	6	37.50	7	43.75	0	0.00
TRANS STATES AIRLINES	8	2	25.00	5	62.50	1	12.50	0	0.00
TRANS WORLD AIRLINES	18	3	16.67	5	27.78	10	55.56	0	0.00
UNITED AIRLINES	109	18	16.51	42	38.53	49	44.95	0	0.00
UNITED EXPRESS	8	0	0.00	4	50.00	4	50.00	0	0.00
US AIRWAYS	47	11	23.40	17	36.17	16	34.04	3	6.38
VANGUARD AIRLINES	7	1	14.29	3	42.86	3	42.86	0	0.00
OTHER U. S. AIRLINES	25	8	32.00	1	4.00	16	64.00	0	0.00
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TOTALS	602	114	18.94	199	33.06	284	47.18	5	0.83
PRIOR YEAR' S TOTALS	413	32	7.75	152	36.80	225	54.48	4	0.97

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 1998

	FLIGHT PROBLEMS	OVER- SALES	TICKETING/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	SMOKING	ADVER- TISING	CREDIT	TOURS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR FRANCE	2	0	1	0	2	4	0	1	0	0	0	0	10
LUFTHANSA	1	1	2	0	0	2	3	0	0	0	0	1	10
OTHER FOREIGN AIRLINES	9	2	9	1	3	14	8	1	0	0	0	3	50
TOTAL	12	3	12	1	5	20	11	2	0	0	0	4	70
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	1	0	2	0	3	0	0	0	0	0	0	0	6
TOTAL	1	0	2	0	3	0	0	0	0	0	0	0	6
TOUR OPERATORS													
SUNJET INT' L SALES	7	0	2	1	4	1	0	0	0	0	1	1	17
OTHER TOUR OPERATORS	0	0	0	0	0	1	0	0	0	0	1	0	2
TOTAL	7	0	2	1	4	2	0	0	0	0	2	1	19
MISCELLANEOUS													
OTHER MISCELLANEOUS	2	3	8	3	4	1	4	0	0	0	0	0	25
TOTAL	2	3	8	3	4	1	4	0	0	0	0	0	25
CARGO COMPANIES													
OTHER CARGO COMPANIES	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

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

TABLE 6

NOVEMBER
Consumer Complaints: Rankings
U.S. AIRLINES*

NOV. '98 RANK	AIRLINE	NOVEMBER 1998			NOVEMBER 1997		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	Southwest	12	4,920,441	0.24	6	4,642,677	0.13
2	Continental	27	3,298,872	0.82	29	3,125,810	0.93
3	Delta	74	8,256,909	0.90	43	8,167,577	0.53
4	Alaska	10	1,070,739	0.93	4	958,191	0.42
5	T W A	18	1,830,081	0.98	9	1,835,541	0.49
6	US Airways	47	4,732,984	0.99	31	4,484,806	0.69
7	American	75	6,432,498	1.17	45	6,298,574	0.71
8	United	109	6,904,170	1.58	74	6,583,192	1.12
9	Northwest	76	4,195,715	1.81	49	4,246,047	1.15
10	America West	33	1,421,422	2.32	13	1,479,585	0.88
	TOTAL	481	43,063,831	1.12	303	41,822,000	0.72

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, and Disability: Airline or travel agent mistakes in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets. Problems boarding the aircraft (except oversales). Complaints by air travelers with disabilities concerning accessibility.

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

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

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

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

Smoking: Inadequate segregation of smoker from non-smokers; failure of airline to enforce no-smoking rules; objections to the rule, would prefer change such as; (1) relaxation or elimination of regulations, or (2) banning of smoking on all flights.

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

Credit: Denial of credit, interest or late payment charges, incorrect billing, or incorrect credit reports on airline-issued credit.

Tours: Problems with scheduled or charter tour packages.

Other: Cargo problems, security, airport facilities, claims for bodily injury, frequent flyer, and other not classified above.

