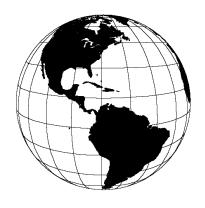




Air Travel Consumer Report



Issued: March 2000

Includes data for the following periods:

Flight Delays January 2000

12 Months Ending January 2000

Mishandled Baggage January 2000

Oversales 4th Quarter 1999

January-December 1999

Consumer Complaints January 2000
Disability Complaints January 2000