Frequently Asked Questions (FAQs)

Airline Service Quality Performance Files, 1/1/1997-12/31/1998

Record Group 398

Updated May 20, 2020

1. What information is in these records?
2. Why were these records created?

1. What information is in these records?

This series contains the scheduled and actual arrival and departure time tables for scheduled domestic nonstop flights by the largest U.S. airlines. A flight is counted as "on time" if it operated within 15 minutes of the scheduled time shown in the airline's Computerized Reservation System (CRS). The Department of Transportation required reports from airlines with at least one percent of the total domestic passenger revenues for scheduled service.

2. Why were these records created?

The agency collected this information to report to the consumers of air transportation the on time performance of the major domestic air carriers as part of a larger program to report on the overall quality of airline services the carriers provide.