



U.S. Department
of Transportation



Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division

Issued: August 2005



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| Flight Delays¹ | June 2005 12 Months Ending June 2005 |
| Mishandled Baggage¹ | June 2005 January-June 2005 |
| Oversales¹ | 2nd Quarter 2005 January-June 2005 |
| Consumer Complaints² (Includes Disability and Discrimination Complaints) | June 2005 January-June 2005 |
| Customer Service Reports to the Dept. of Homeland Security³ | June 2005 |
| Airline Animal Incident Reports⁴ | June 2005 |

¹ Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov/>

² Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Aviation Consumer Protection Division

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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 (OAEP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into six sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division (ACPD). The section that deals with customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. The section that deals with animal incidents during air transport is based on reports required to be submitted by airlines to the ACPD. 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://airconsumer.ost.dot.gov/>



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 18 U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, plus 2 other carriers that report voluntarily.

The rule requires carriers to currently report on operations to and from the 33 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 (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

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 20 reporting air carriers, 12 carriers (America West, American, Independence Air—formerly Atlantic Coast, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, United, and US Airways) use ACARS exclusively; 4 carriers (AirTran, Atlantic Southeast, Comair, and Southwest) record arrival times manually; and 4 carriers (Alaska, American Eagle, ATA, and SkyWest) 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 33 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 31 "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 operation that was 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.

Table 9 displays airline flight delay causation data by categories and Table 10 provides an overall graphic representation of that data.

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/>. Airline Service Quality Performance data is available for purchase as a CD product from the BTS Product Distribution Center. It can be purchased by calling 202-366-DATA (3282). The Department cannot respond to inquiries about the performance of individual flights.

Information on the performance of specific flights is displayed on the CRS 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 33 REPORTABLE AIRPORTS B/ | | AT ALL REPORTABLE AIRPORTS C/ | |
|--------------------------------|------------------------------|--------------------------------|-------------------------------|--------------------------------|
| | NUMBER OF AIRPORTS REPORTED | PERCENT OF ARRIVALS ON TIME D/ | NUMBER OF AIRPORTS REPORTED | PERCENT OF ARRIVALS ON TIME D/ |
| HAWAIIAN AIRLINES S/V/ | 7 | 76.3 | 13 | 94.1 |
| SKYWEST AIRLINES S/ | 16 | 83.7 | 125 | 83.1 |
| COMAIR S/ | 22 | 80.2 | 110 | 81.2 |
| ATA AIRLINES S/ | 13 | 80.3 | 20 | 81.0 |
| AMERICA WEST AIRLINES S/ | 29 | 80.5 | 51 | 80.8 |
| SOUTHWEST AIRLINES S/ | 17 | 79.4 | 60 | 80.4 |
| CONTINENTAL AIRLINES S/ | 31 | 78.3 | 79 | 79.0 |
| FRONTIER AIRLINES S/V/ | 23 | 79.5 | 38 | 78.9 |
| EXPRESSJET AIRLINES S/ | 25 | 76.7 | 115 | 78.7 |
| AMERICAN EAGLE AIRLINES S/ | 22 | 77.1 | 105 | 75.3 |
| AMERICAN AIRLINES S/ | 32 | 73.0 | 82 | 73.5 |
| DELTA AIRLINES S/ | 33 | 73.2 | 104 | 73.5 |
| NORTHWEST AIRLINES S/ | 32 | 72.5 | 116 | 72.7 |
| US AIRWAYS S/ | 27 | 71.8 | 63 | 71.6 |
| UNITED AIRLINES S/ | 33 | 71.1 | 80 | 70.3 |
| JETBLUE AIRWAYS S/ | 15 | 69.6 | 30 | 69.4 |
| INDEPENDENCE AIR S/ | 16 | 68.3 | 45 | 69.2 |
| ATLANTIC SOUTHEAST AIRLINES S/ | 19 | 69.8 | 116 | 68.8 |
| AIRTRAN AIRWAYS S/ | 21 | 65.4 | 46 | 66.4 |
| ALASKA AIRLINES S/ | 16 | 51.4 | 46 | 49.8 |
| TOTAL | | 74.6 | | 75.2 |

➤ 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. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this 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 | 3rd QUARTER | | 4th QUARTER | | 1st QUARTER | | 2nd QUARTER | | APR - 05 | | MAY - 05 | | JUN - 05 | | 12 MONTHS ENDING JUNE 2005 | | DATABASE TO DATE SEPT 1987-JUNE 2005 | |
|--------------------|--------------|------|--------------|------|--------------|------|--------------|------|-------------|------|-------------|------|-------------|------|----------------------------|------|--------------------------------------|------|
| | 07 - 09 2004 | | 10 - 12 2004 | | 01 - 03 2005 | | 04 - 06 2005 | | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank |
| | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank |
| AIRTRAN | 78.3 | 10 | 78 | 10 | 68.8 | 17 | 75.3 | 17 | 78.8 | 16 | 81 | 15 | 66.4 | 19 | 75.1 | 17 | -- | (--) |
| ALASKA | 78.2 | 11 | 70.8 | 18 | 72.9 | 15 | 61.6 | 19 | 77 | 19 | 59 | 20 | 49.8 | 20 | 71.1 | 19 | 76 | 9 |
| AMERICA WEST | 77.8 | 15 | 74.1 | 16 | 76.7 | 6 | 83.8 | 6 | 85.2 | 6 | 85.5 | 6 | 80.8 | 5 | 78.1 | 9 | 78.6 | 5 |
| AMERICAN | 77.8 | 14 | 78.2 | 9 | 76.2 | 7 | 80.7 | 9 | 84.4 | 9 | 84.2 | 9 | 73.5 | 11 | 78.2 | 8 | 79.1 | 3 |
| AMERICAN EAGLE | 76 | 18 | 74.1 | 15 | 74.2 | 14 | 79.3 | 12 | 82.1 | 12 | 80.6 | 16 | 75.3 | 10 | 76 | 14 | 75.5 | 10 |
| ATA | 80.6 | 6 | 80.8 | 2 | 77.5 | 4 | 86.5 | 2 | 89 | 2 | 89.6 | 2 | 81 | 4 | 81 | 3 | -- | (--) |
| ATLANTIC SOUTHEAST | 77.6 | 16 | 70 | 19 | 68.2 | 18 | 75 | 18 | 77.3 | 17 | 79 | 18 | 68.8 | 18 | 72.7 | 18 | -- | (--) |
| COMAIR | 78.1 | 12 | 73.4 | 17 | 74.8 | 12 | 85 | 4 | 85.5 | 5 | 88.3 | 3 | 81.2 | 3 | 77.8 | 10 | -- | (--) |
| CONTINENTAL | 81.1 | 4 | 80.3 | 4 | 75.8 | 9 | 81.1 | 8 | 80.4 | 14 | 83.7 | 11 | 79 | 7 | 79.6 | 5 | 78.9 | 4 |
| DELTA | 75.3 | 19 | 76.6 | 12 | 75.2 | 11 | 80.5 | 10 | 82.6 | 11 | 85.1 | 7 | 73.5 | 12 | 76.9 | 13 | 77.7 | 7 |
| EXPRESSJET | 79.9 | 8 | 75.1 | 14 | 74.4 | 13 | 81.1 | 7 | 81.7 | 13 | 83 | 13 | 78.7 | 9 | 77.7 | 11 | -- | (--) |
| FRONTIER | -- | (--) | -- | (--) | -- | (--) | -- | (--) | -- | (--) | 83.5 | 12 | 78.9 | 8 | -- | (--) | -- | (--) |
| HAWAIIAN | 96.4 | 1 | 94.2 | 1 | 93 | 1 | 95.2 | 1 | 95.6 | 1 | 95.9 | 1 | 94.1 | 1 | 94.7 | 1 | -- | (--) |
| INDEPENDENCE AIR | 76.8 | 17 | 77.9 | 11 | 77.4 | 5 | 77.7 | 15 | 84.6 | 8 | 78.7 | 19 | 69.2 | 17 | 77.4 | 12 | -- | (--) |
| JETBLUE | 79.1 | 9 | 80.3 | 5 | 65.8 | 19 | 76.2 | 16 | 77 | 18 | 82 | 14 | 69.4 | 16 | 75.2 | 16 | -- | (--) |
| NORTHWEST | 81.1 | 5 | 79.8 | 6 | 75.2 | 10 | 80.4 | 11 | 83.7 | 10 | 84.9 | 8 | 72.7 | 13 | 79.2 | 7 | 79.9 | 2 |
| SKYWEST | 86.5 | 2 | 79.2 | 7 | 79.3 | 2 | 86.3 | 3 | 87.6 | 3 | 88.2 | 4 | 83.1 | 2 | 82.8 | 2 | -- | (--) |
| SOUTHWEST | 79.9 | 7 | 78.3 | 8 | 78.6 | 3 | 84.5 | 5 | 86.7 | 4 | 86.4 | 5 | 80.4 | 6 | 80.3 | 4 | 82.4 | 1 |
| UNITED | 81.7 | 3 | 80.6 | 3 | 75.9 | 8 | 78.4 | 14 | 84.8 | 7 | 80.4 | 17 | 70.3 | 15 | 79.3 | 6 | 76.3 | 8 |
| US AIRWAYS | 78.1 | 13 | 76.1 | 13 | 70.2 | 16 | 78.5 | 13 | 80 | 15 | 83.8 | 10 | 71.6 | 14 | 75.7 | 15 | 78.5 | 6 |
| Total | 79.3 | | 77.2 | | 75.3 | | 80.8 | | 83.4 | | 83.7 | | 75.2 | | 78.2 | | 78.7 | |

➤ 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. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report. Reporting by Frontier Airlines (voluntary) effective May 2005.

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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)

| ARRIVAL AIRPORT* | | | | | | | | | | | | | | | | |
|------------------|--------------|-------------|--------------|-------------|-------------|-------------|--------------|-------------|--------------|-------------|-------------|-------------|--------------|-------------|--------------|-------------|
| CARRIER* | ATL | | BOS | | BWI | | CLT | | CVG | | DCA | | DEN | | DFW | |
| | # 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 | 709 | 55.9 | 1224 | 68.1 | 515 | 74.8 | 170 | 69.4 | H/ | | 842 | 69.8 | 690 | 74.1 | 14260 | 80.4 |
| AS | H/ | | 60 | 50.0 | H/ | | H/ | | H/ | | 90 | 56.7 | 190 | 56.3 | H/ | |
| B6 | H/ | | 540 | 85.4 | H/ | | H/ | | H/ | | H/ | | 90 | 70.0 | H/ | |
| CO | 401 | 56.6 | 578 | 69.6 | 235 | 84.3 | H/ | | 1 | 100.0 | 381 | 78.7 | 380 | 84.2 | 333 | 80.5 |
| DH | 176 | 52.8 | 240 | 52.5 | H/ | | 236 | 65.7 | H/ | | H/ | | H/ | | H/ | |
| DL | 18534 | 71.0 | 1482 | 76.3 | 474 | 67.9 | 258 | 69.8 | 3957 | 85.6 | 1018 | 80.1 | 480 | 73.5 | 630 | 79.2 |
| EV | 9604 | 65.0 | H/ | | H/ | | 101 | 61.4 | 1967 | 83.3 | 61 | 73.8 | H/ | | H/ | |
| F9 | 90 | 62.2 | H/ | | 59 | 69.5 | H/ | | H/ | | 86 | 61.6 | 3202 | 83.1 | 142 | 79.6 |
| FL | 5758 | 63.5 | 609 | 68.8 | 1057 | 74.2 | 180 | 60.0 | H/ | | 149 | 72.5 | 102 | 52.9 | 498 | 74.5 |
| HA | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | |
| HP | 150 | 72.7 | 206 | 79.1 | 150 | 64.7 | H/ | | H/ | | 120 | 70.0 | 326 | 81.9 | 270 | 77.8 |
| MQ | 130 | 53.1 | 1568 | 73.5 | 153 | 75.8 | 372 | 68.8 | 401 | 73.8 | 847 | 75.1 | H/ | | 8293 | 85.3 |
| NW | 437 | 55.6 | 405 | 56.8 | 355 | 69.9 | 197 | 66.0 | 8 | 87.5 | 552 | 66.3 | 448 | 62.3 | 377 | 67.9 |
| OH | 566 | 71.6 | 1096 | 79.7 | 201 | 80.1 | 295 | 77.3 | 11057 | 83.9 | 540 | 81.7 | 30 | 83.3 | H/ | |
| OO | H/ | | H/ | | H/ | | H/ | | 142 | 58.5 | H/ | | 3932 | 85.3 | H/ | |
| RU | 234 | 68.4 | 24 | 70.8 | 172 | 68.6 | 427 | 71.0 | 239 | 73.6 | 224 | 72.3 | 19 | 100.0 | 217 | 88.9 |
| TZ | H/ | | 138 | 66.7 | H/ | | H/ | | H/ | | 120 | 89.2 | 210 | 90.5 | 146 | 86.3 |
| UA | 212 | 57.1 | 786 | 65.4 | 419 | 63.2 | 186 | 58.1 | 35 | 71.4 | 449 | 65.3 | 6559 | 76.6 | 442 | 71.5 |
| US | 208 | 41.8 | 1735 | 72.4 | 435 | 65.5 | 7673 | 77.9 | H/ | | 3479 | 78.8 | 295 | 71.2 | 472 | 74.8 |
| WN | H/ | | H/ | | 4765 | 78.4 | H/ | | H/ | | H/ | | H/ | | H/ | |
| TOTAL | 37209 | 67.2 | 10691 | 72.0 | 8990 | 75.2 | 10095 | 75.6 | 17807 | 83.6 | 8958 | 75.8 | 16953 | 79.3 | 26080 | 81.5 |

* See Appendix at the end of this section for list of airport and carrier codes.

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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* | DTW | | EWR | | FLL | | IAD | | 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 | # OF ARR. | % ON TIME |
| AA | 390 | 69.0 | 682 | 58.2 | 566 | 77.2 | 366 | 68.9 | 521 | 79.1 | 1133 | 67.8 | 689 | 66.6 | 2670 | 72.3 |
| AS | H/ | | 60 | 35.0 | H/ | | 30 | 33.3 | H/ | | H/ | | 369 | 55.8 | 620 | 58.4 |
| B6 | H/ | | H/ | | 718 | 63.4 | 330 | 76.7 | H/ | | 3073 | 66.4 | 300 | 77.7 | H/ | |
| CO | 181 | 75.7 | 4411 | 66.6 | 383 | 72.8 | 28 | 85.7 | 7362 | 89.0 | 30 | 83.3 | 473 | 75.1 | 616 | 77.1 |
| DH | 202 | 66.8 | 236 | 60.2 | H/ | | 5985 | 70.8 | H/ | | 236 | 61.0 | 60 | 56.7 | 30 | 50.0 |
| DL | 322 | 72.0 | 613 | 60.8 | 961 | 68.1 | 317 | 65.9 | 236 | 68.2 | 1290 | 60.3 | 630 | 69.4 | 1079 | 68.3 |
| EV | 4 | 50.0 | H/ | | H/ | | 29 | 62.1 | 149 | 76.5 | 59 | 76.3 | 87 | 65.5 | 83 | 61.4 |
| F9 | 60 | 71.7 | H/ | | 30 | 60.0 | H/ | | 90 | 81.1 | H/ | | 178 | 84.3 | 178 | 72.5 |
| FL | H/ | | 149 | 55.7 | 419 | 62.3 | 147 | 53.1 | H/ | | H/ | | 175 | 48.0 | 174 | 48.9 |
| HA | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | | 56 | 71.4 | 90 | 72.2 |
| HP | 180 | 80.0 | 180 | 57.8 | 90 | 77.8 | 90 | 74.4 | 180 | 84.4 | 266 | 65.8 | 3116 | 80.9 | 682 | 78.2 |
| MQ | 137 | 67.9 | 327 | 59.0 | H/ | | 141 | 57.4 | 17 | 82.4 | 580 | 67.6 | H/ | | 1710 | 91.8 |
| NW | 9061 | 78.5 | 438 | 53.7 | 217 | 65.9 | 258 | 53.5 | 330 | 81.2 | 90 | 62.2 | 458 | 67.5 | 572 | 61.9 |
| OH | 310 | 74.2 | 78 | 61.5 | 64 | 84.4 | 257 | 62.3 | 82 | 73.2 | 1429 | 71.3 | H/ | | H/ | |
| OO | 23 | 34.8 | H/ | | H/ | | H/ | | 347 | 84.1 | H/ | | 176 | 86.4 | 4270 | 90.2 |
| RU | 165 | 60.0 | 5056 | 60.4 | H/ | | 407 | 64.1 | 8347 | 89.0 | 30 | 70.0 | H/ | | H/ | |
| TZ | H/ | | 146 | 63.7 | H/ | | H/ | | H/ | | H/ | | 60 | 90.0 | 100 | 74.0 |
| UA | 186 | 56.5 | 469 | 58.0 | 150 | 56.0 | 2217 | 71.3 | 212 | 68.4 | 390 | 70.3 | 1026 | 69.3 | 2839 | 73.7 |
| US | 89 | 59.6 | 302 | 53.0 | 775 | 61.7 | 141 | 76.6 | 361 | 75.9 | H/ | | 265 | 65.3 | 317 | 59.0 |
| WN | 448 | 79.0 | H/ | | 1177 | 73.6 | H/ | | H/ | | H/ | | 5844 | 80.0 | 3509 | 79.1 |
| TOTAL | 11758 | 76.7 | 13147 | 61.7 | 5550 | 68.5 | 10743 | 69.6 | 18234 | 87.4 | 8606 | 66.7 | 13962 | 76.3 | 19539 | 78.2 |

* See Appendix at the end of this section for list of airport and carrier codes.

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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 | | MDW | | MIA | | MSP | | OAK | | ORD | | PDX | |
| | # 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 | 1854 | 60.2 | 951 | 71.9 | 125 | 85.6 | 3422 | 67.0 | 430 | 71.6 | 120 | 66.7 | 7216 | 70.3 | 178 | 65.7 |
| AS | H/ | | 60 | 33.3 | H/ | | 30 | 30.0 | H/ | | 494 | 50.2 | 120 | 33.3 | 1062 | 61.6 |
| B6 | 209 | 65.1 | 392 | 66.6 | H/ | | H/ | | H/ | | 510 | 79.0 | H/ | | 30 | 56.7 |
| CO | 349 | 64.2 | 533 | 77.3 | 77 | 77.9 | 301 | 83.4 | 156 | 73.1 | 60 | 76.7 | 432 | 67.4 | 171 | 70.2 |
| DH | H/ | | 150 | 54.0 | H/ | | H/ | | H/ | | H/ | | 176 | 69.9 | H/ | |
| DL | 1873 | 73.1 | 1292 | 78.3 | 112 | 67.0 | 330 | 73.3 | 240 | 66.7 | 119 | 70.6 | 476 | 63.4 | 270 | 71.9 |
| EV | H/ | | H/ | | H/ | | H/ | | 140 | 80.0 | H/ | | H/ | | H/ | |
| F9 | 60 | 43.3 | 64 | 75.0 | 112 | 82.1 | H/ | | 90 | 80.0 | H/ | | H/ | | 120 | 81.7 |
| FL | 415 | 55.4 | 977 | 73.1 | 304 | 65.5 | 120 | 51.7 | 150 | 76.0 | H/ | | H/ | | H/ | |
| HA | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | | 42 | 78.6 |
| HP | H/ | | 90 | 74.4 | H/ | | 60 | 78.3 | 210 | 74.3 | 226 | 72.6 | 270 | 70.4 | 194 | 78.4 |
| MQ | 1543 | 68.6 | 24 | 83.3 | H/ | | 430 | 64.9 | 69 | 68.1 | H/ | | 7188 | 69.7 | H/ | |
| NW | 615 | 56.6 | 530 | 66.4 | 345 | 74.8 | 158 | 61.4 | 9549 | 75.8 | H/ | | 603 | 63.0 | 224 | 71.0 |
| OH | 1290 | 71.7 | 484 | 81.2 | H/ | | 120 | 68.3 | 172 | 87.2 | H/ | | 265 | 67.2 | H/ | |
| OO | H/ | | H/ | | H/ | | H/ | | 60 | 73.3 | 269 | 82.9 | 2053 | 65.8 | 663 | 90.0 |
| RU | 123 | 67.5 | 27 | 63.0 | 130 | 78.5 | 16 | 93.8 | 277 | 72.6 | H/ | | 275 | 71.6 | H/ | |
| TZ | 287 | 64.1 | 101 | 86.1 | 1344 | 82.2 | H/ | | 232 | 80.6 | H/ | | H/ | | H/ | |
| UA | 641 | 57.4 | 624 | 66.2 | 147 | 60.5 | 180 | 62.8 | 467 | 65.1 | 343 | 65.9 | 8118 | 73.1 | 685 | 73.6 |
| US | 1425 | 70.0 | 797 | 66.5 | H/ | | 269 | 62.1 | 82 | 56.1 | H/ | | 564 | 61.9 | H/ | |
| WN | H/ | | 2521 | 79.9 | 5335 | 82.5 | H/ | | H/ | | 3808 | 80.0 | H/ | | 1076 | 73.1 |
| TOTAL | 10684 | 66.1 | 9617 | 74.1 | 8031 | 80.8 | 5436 | 67.3 | 12324 | 75.1 | 5949 | 76.0 | 27756 | 70.0 | 4715 | 72.8 |

* See Appendix at the end of this section for list of airport and carrier codes.

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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)

| ARRIVAL AIRPORT* | | | | | | | | | | | | | | | | | | |
|------------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|
| | PHL | | PHX | | PIT | | SAN | | SEA | | SFO | | SLC | | STL | | TPA | |
| CARRIER* | # 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 | # OF ARR. | % ON TIME |
| AA | 598 | 62.2 | 394 | 74.4 | 140 | 77.9 | 628 | 67.8 | 598 | 69.4 | 1095 | 71.8 | 210 | 74.8 | 1737 | 77.8 | 651 | 74.8 |
| AS | H/ | | 265 | 50.2 | H/ | | 330 | 56.4 | 4152 | 48.1 | 360 | 51.4 | H/ | | H/ | | H/ | |
| B6 | H/ | | 30 | 56.7 | H/ | | 104 | 67.3 | 44 | 56.8 | H/ | | 60 | 75.0 | H/ | | 240 | 67.1 |
| CO | 196 | 66.8 | 323 | 83.6 | 29 | 93.1 | 277 | 77.3 | 390 | 78.7 | 411 | 72.0 | 90 | 74.4 | H/ | | 353 | 79.9 |
| DH | H/ | | H/ | | 236 | 76.7 | 30 | 56.7 | 30 | 63.3 | 90 | 55.6 | H/ | | H/ | | 90 | 57.8 |
| DL | 643 | 64.4 | 295 | 68.8 | 299 | 73.9 | 390 | 75.9 | 510 | 77.1 | 516 | 68.8 | 3185 | 81.4 | 120 | 67.5 | 926 | 74.6 |
| EV | H/ | | 117 | 76.1 | 91 | 83.5 | 30 | 66.7 | 30 | 83.3 | 25 | 64.0 | 1279 | 81.1 | 136 | 75.0 | 180 | 78.3 |
| F9 | 60 | 48.3 | 179 | 86.6 | H/ | | 150 | 76.7 | 132 | 81.1 | 146 | 67.8 | 112 | 74.1 | 86 | 73.3 | 30 | 56.7 |
| FL | 614 | 66.3 | H/ | | 180 | 65.6 | H/ | | H/ | | 59 | 47.5 | H/ | | H/ | | 523 | 73.0 |
| HA | H/ | | 30 | 93.3 | H/ | | 51 | 80.4 | 60 | 75.0 | 30 | 73.3 | H/ | | H/ | | H/ | |
| HP | 133 | 57.1 | 5506 | 85.6 | 60 | 71.7 | 372 | 80.4 | 300 | 82.3 | 370 | 70.3 | 116 | 84.5 | 90 | 76.7 | 90 | 80.0 |
| MQ | H/ | | H/ | | 147 | 71.4 | 873 | 87.9 | H/ | | 154 | 84.4 | H/ | | 301 | 78.4 | H/ | |
| NW | 443 | 57.3 | 330 | 62.7 | 177 | 72.3 | 202 | 57.9 | 462 | 81.4 | 344 | 59.0 | 164 | 67.1 | 348 | 65.5 | 308 | 67.2 |
| OH | 119 | 73.1 | H/ | | 209 | 80.4 | H/ | | H/ | | H/ | | H/ | | 292 | 81.2 | 90 | 85.6 |
| OO | H/ | | 425 | 84.2 | H/ | | 762 | 90.6 | 473 | 85.6 | 3314 | 78.2 | 7180 | 86.0 | 136 | 72.8 | H/ | |
| RU | 169 | 59.2 | 56 | 87.5 | 286 | 65.7 | H/ | | H/ | | H/ | | 58 | 87.9 | 443 | 77.7 | 47 | 76.6 |
| TZ | H/ | | 118 | 92.4 | H/ | | H/ | | H/ | | 149 | 82.6 | H/ | | H/ | | H/ | |
| UA | 547 | 58.7 | 552 | 64.9 | 197 | 60.9 | 702 | 68.7 | 1001 | 71.3 | 3735 | 71.7 | 240 | 72.9 | 131 | 63.4 | 360 | 66.4 |
| US | 5896 | 66.9 | 232 | 81.5 | 2248 | 74.1 | 176 | 56.8 | 175 | 70.9 | 291 | 58.1 | H/ | | 86 | 75.6 | 616 | 71.1 |
| WN | 1420 | 69.2 | 5694 | 81.4 | 300 | 81.7 | 2497 | 80.9 | 1119 | 79.4 | H/ | | 1166 | 77.2 | 1803 | 79.1 | 1923 | 79.4 |
| TOTAL | 10838 | 65.7 | 14546 | 81.1 | 4599 | 73.8 | 7574 | 77.4 | 9476 | 64.3 | 11089 | 72.1 | 13860 | 82.9 | 5709 | 76.8 | 6427 | 74.8 |

* See Appendix at the end of this section for list of airport and carrier codes.

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AIR TRAVEL CONSUMER REPORT

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

| ARRIVAL AIRPORT* | | | | | | | | | | | | | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| SCHEDULED ARRIVAL TIME | ATL | BOS | BWI | CLT | CVG | DCA | DEN | DFW | DTW | EWR | FLL | IAD | IAH | JFK | LAS | LAX | LGA | MCO |
| 600 - 659 AM | 84.4 | 78.4 | 70.0 | 83.4 | 88.9 | 86.4 | 62.5 | 89.0 | J/ | 71.3 | 73.3 | 67.7 | 93.9 | 56.6 | 91.7 | 88.4 | 94.9 | 57.8 |
| 700 - 759 AM | 90.8 | 85.3 | 92.4 | 86.0 | 94.3 | 88.1 | 91.7 | 91.7 | 87.7 | 82.9 | 77.1 | 72.4 | 94.2 | 71.1 | 95.2 | 95.2 | 89.5 | 85.2 |
| 800 - 859 AM | 87.8 | 89.0 | 95.8 | 87.7 | 94.1 | 87.8 | 91.9 | 91.7 | 93.7 | 89.4 | 84.7 | 88.6 | 95.1 | 76.1 | 92.9 | 91.1 | 81.3 | 92.7 |
| 900 - 959 AM | 87.4 | 87.2 | 93.9 | 83.6 | 91.2 | 91.3 | 91.2 | 89.0 | 86.9 | 88.9 | 87.4 | 87.9 | 94.1 | 86.7 | 90.0 | 86.6 | 85.4 | 92.7 |
| 1000 - 1059 AM | 88.9 | 87.9 | 93.7 | 83.6 | 92.5 | 85.9 | 86.7 | 87.6 | 90.5 | 90.6 | 83.2 | 84.8 | 90.0 | 87.4 | 82.2 | 86.1 | 83.7 | 87.8 |
| 1100 - 1159 AM | 86.3 | 87.1 | 90.9 | 88.7 | 91.4 | 87.2 | 88.5 | 86.3 | 87.4 | 83.4 | 82.5 | 81.0 | 93.6 | 85.8 | 80.7 | 84.7 | 83.9 | 87.2 |
| 1200 - 1259 PM | 86.2 | 86.7 | 92.5 | 87.3 | 91.4 | 89.5 | 83.1 | 87.0 | 86.2 | 82.0 | 70.8 | 70.5 | 94.2 | 78.5 | 75.7 | 82.8 | 81.7 | 86.6 |
| 100 - 159 PM | 80.4 | 85.1 | 86.0 | 84.7 | 88.1 | 84.4 | 86.5 | 86.1 | 80.4 | 83.7 | 71.9 | 75.1 | 91.7 | 79.4 | 79.0 | 83.5 | 74.6 | 86.0 |
| 200 - 259 PM | 72.0 | 83.4 | 84.0 | 82.2 | 86.8 | 84.8 | 80.1 | 86.9 | 82.0 | 72.4 | 72.5 | 86.3 | 91.3 | 77.8 | 80.7 | 81.5 | 71.7 | 78.8 |
| 300 - 359 PM | 67.5 | 78.0 | 83.7 | 75.1 | 81.8 | 76.7 | 76.7 | 82.6 | 80.8 | 61.1 | 70.4 | 69.3 | 89.0 | 74.4 | 76.4 | 81.3 | 65.8 | 74.1 |
| 400 - 459 PM | 57.7 | 69.9 | 73.2 | 73.6 | 82.6 | 73.0 | 72.4 | 80.7 | 74.5 | 48.2 | 64.9 | 49.3 | 84.3 | 58.9 | 72.0 | 79.6 | 63.8 | 68.1 |
| 500 - 559 PM | 49.8 | 61.3 | 64.3 | 70.8 | 79.8 | 72.0 | 76.2 | 75.7 | 75.3 | 41.5 | 66.0 | 71.4 | 81.5 | 62.9 | 75.2 | 77.4 | 56.1 | 63.6 |
| 600 - 659 PM | 50.6 | 61.8 | 59.1 | 65.5 | 78.7 | 64.1 | 68.6 | 73.8 | 63.7 | 44.1 | 65.4 | 64.0 | 81.8 | 47.8 | 70.9 | 72.8 | 51.2 | 67.2 |
| 700 - 759 PM | 47.8 | 59.7 | 60.4 | 59.7 | 73.7 | 68.6 | 64.1 | 72.1 | 64.7 | 35.5 | 59.8 | 68.9 | 77.4 | 52.9 | 70.9 | 67.9 | 51.8 | 65.6 |
| 800 - 859 PM | 42.6 | 52.3 | 62.2 | 59.8 | 70.5 | 57.6 | 63.8 | 71.3 | 59.2 | 33.9 | 46.1 | 56.4 | 77.3 | 54.3 | 60.8 | 66.9 | 46.9 | 57.2 |
| 900 - 959 PM | 43.3 | 55.0 | 60.9 | 57.0 | 70.4 | 63.3 | 63.1 | 68.3 | 59.2 | 44.5 | 62.3 | 60.6 | 74.9 | 64.6 | 75.1 | 64.9 | 48.0 | 61.4 |
| 1000 - 1059 PM | 47.2 | 54.6 | 61.2 | 58.1 | 71.0 | 58.4 | 66.2 | 62.2 | 61.0 | 50.3 | 55.2 | 56.5 | 61.5 | 61.2 | 61.7 | 59.7 | 46.0 | 59.0 |
| 1100 - 559 AM | 66.6 | 64.4 | 62.8 | 58.0 | 73.9 | 53.8 | 70.9 | 72.5 | 68.2 | 64.5 | 59.4 | 62.9 | 82.3 | 67.4 | 61.4 | 69.7 | 47.4 | 61.7 |
| TOTAL, ALL ARRIVALS, BY AIRPORT | 67.2 | 72.0 | 75.2 | 75.6 | 83.6 | 75.8 | 79.3 | 81.5 | 76.7 | 61.7 | 68.5 | 69.6 | 87.4 | 66.7 | 76.3 | 78.2 | 66.1 | 74.1 |

* See Appendix at the end of this section for list of airport codes.

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AIR TRAVEL CONSUMER REPORT

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

| <u>SCHEDULED ARRIVAL TIME</u> | <u>ARRIVAL AIRPORT*</u> | | | | | | | | | | | | | | | |
|--|-------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| | <u>MDW</u> | <u>MIA</u> | <u>MSP</u> | <u>OAK</u> | <u>ORD</u> | <u>PDX</u> | <u>PHL</u> | <u>PHX</u> | <u>PIT</u> | <u>SAN</u> | <u>SEA</u> | <u>SFO</u> | <u>SLC</u> | <u>STL</u> | <u>TPA</u> | <u>TOTAL</u> |
| 600 - 659 AM | 95.8 | 63.3 | 84.0 | J/ | 87.0 | 94.4 | 75.5 | 94.6 | 69.0 | 96.7 | 76.2 | 86.6 | J/ | J/ | 85.7 | 82.3 |
| 700 - 759 AM | 94.8 | 77.8 | 86.7 | 93.6 | 85.2 | 97.0 | 92.6 | 95.7 | 87.6 | 96.1 | 75.2 | 95.0 | 92.9 | 94.2 | 92.2 | 89.4 |
| 800 - 859 AM | 90.2 | 88.9 | 82.8 | 93.4 | 83.2 | 91.9 | 87.5 | 93.5 | 87.8 | 93.8 | 85.6 | 88.7 | 93.8 | 93.2 | 95.8 | 89.7 |
| 900 - 959 AM | 93.7 | 86.7 | 81.5 | 90.5 | 86.9 | 83.9 | 86.1 | 81.0 | 84.5 | 87.2 | 77.3 | 76.4 | 89.4 | 92.0 | 93.5 | 87.7 |
| 1000 - 1059 AM | 90.3 | 87.2 | 76.1 | 91.4 | 85.9 | 90.7 | 81.1 | 89.8 | 86.9 | 84.3 | 74.3 | 68.7 | 82.8 | 89.8 | 89.6 | 85.8 |
| 1100 - 1159 AM | 90.5 | 74.5 | 84.5 | 80.2 | 84.1 | 81.2 | 82.2 | 88.6 | 89.7 | 81.7 | 76.5 | 70.6 | 86.6 | 91.9 | 90.1 | 85.1 |
| 1200 - 1259 PM | 89.1 | 73.5 | 86.5 | 84.4 | 85.8 | 79.8 | 77.1 | 87.1 | 82.8 | 82.6 | 72.6 | 73.8 | 87.8 | 88.6 | 89.0 | 84.7 |
| 100 - 159 PM | 90.4 | 79.0 | 81.0 | 82.3 | 82.3 | 71.5 | 79.4 | 83.1 | 86.0 | 76.8 | 70.3 | 73.9 | 81.8 | 84.8 | 84.0 | 82.8 |
| 200 - 259 PM | 84.3 | 60.3 | 80.2 | 73.0 | 73.7 | 71.7 | 78.3 | 83.2 | 84.5 | 79.4 | 68.0 | 77.5 | 83.7 | 81.9 | 76.2 | 80.0 |
| 300 - 359 PM | 80.4 | 60.5 | 74.7 | 81.7 | 65.4 | 77.9 | 68.6 | 82.2 | 80.5 | 83.3 | 70.6 | 73.8 | 80.1 | 76.3 | 79.8 | 75.2 |
| 400 - 459 PM | 73.5 | 65.1 | 64.5 | 72.6 | 59.3 | 68.5 | 61.6 | 77.1 | 72.8 | 81.4 | 64.2 | 67.3 | 85.5 | 72.7 | 71.2 | 69.1 |
| 500 - 559 PM | 71.3 | 58.6 | 72.1 | 66.2 | 52.8 | 73.7 | 54.0 | 81.6 | 71.0 | 72.7 | 48.6 | 70.4 | 82.3 | 67.3 | 71.1 | 67.3 |
| 600 - 659 PM | 69.4 | 52.1 | 71.0 | 70.7 | 50.6 | 69.3 | 51.9 | 71.0 | 59.4 | 74.8 | 58.3 | 71.4 | 79.5 | 59.2 | 66.3 | 64.0 |
| 700 - 759 PM | 68.7 | 57.5 | 65.6 | 70.9 | 48.5 | 50.9 | 46.7 | 70.2 | 63.0 | 67.1 | 48.3 | 68.7 | 77.0 | 67.8 | 63.9 | 62.7 |
| 800 - 859 PM | 68.8 | 61.0 | 67.6 | 68.2 | 48.8 | 70.6 | 49.5 | 74.1 | 57.9 | 67.9 | 57.3 | 68.3 | 79.7 | 53.9 | 62.8 | 58.8 |
| 900 - 959 PM | 69.9 | 51.8 | 66.0 | 61.8 | 51.1 | 72.1 | 50.5 | 67.5 | 62.6 | 64.8 | 61.0 | 59.1 | 77.0 | 71.4 | 55.7 | 60.3 |
| 1000 - 1059 PM | 72.9 | 50.4 | 53.9 | 62.0 | 63.2 | 60.3 | 50.4 | 61.4 | 63.3 | 63.9 | 53.6 | 57.3 | 66.0 | 64.5 | 53.9 | 57.9 |
| 1100 - 559 AM | 75.8 | 55.5 | 66.7 | 61.8 | 71.1 | 58.9 | 54.6 | 79.2 | 50.8 | 68.4 | 52.2 | 73.1 | 75.3 | 72.4 | 62.0 | 65.1 |
| TOTAL, ALL ARRIVALS, BY AIRPORT | 80.8 | 67.3 | 75.1 | 76.0 | 70.0 | 72.8 | 65.7 | 81.1 | 73.8 | 77.4 | 64.3 | 72.1 | 82.9 | 76.8 | 74.8 | 74.6 |

* See Appendix at the end of this section for list of airport codes.

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AIR TRAVEL CONSUMER REPORT

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

| DEPARTURE AIRPORT* | | | | | | | | | | | | | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| SCHEDULED DEPARTURE TIME | ATL | BOS | BWI | CLT | CVG | DCA | DEN | DFW | DTW | EWR | FLL | IAD | IAH | JFK | LAS | LAX | LGA | MCO |
| 600 - 659 AM | 87.9 | 92.1 | 95.2 | 92.4 | 96.4 | 93.3 | 94.4 | 90.7 | 94.1 | 94.0 | 95.3 | 93.3 | 94.8 | 92.0 | 94.9 | 93.8 | 93.3 | 91.0 |
| 700 - 759 AM | 87.9 | 89.0 | 91.8 | 89.5 | 94.2 | 89.7 | 93.7 | 90.0 | 91.6 | 91.8 | 97.6 | 82.9 | 96.0 | 90.5 | 92.0 | 92.6 | 89.6 | 88.5 |
| 800 - 859 AM | 88.9 | 91.3 | 92.8 | 84.7 | 92.8 | 90.0 | 90.8 | 89.2 | 88.0 | 89.9 | 92.6 | 80.5 | 93.2 | 87.0 | 88.5 | 92.3 | 87.5 | 87.8 |
| 900 - 959 AM | 85.8 | 89.8 | 90.9 | 86.1 | 92.0 | 91.2 | 89.4 | 86.7 | 88.3 | 90.6 | 89.2 | 89.3 | 94.2 | 85.8 | 91.6 | 88.2 | 84.7 | 89.5 |
| 1000 - 1059 AM | 85.1 | 87.2 | 89.2 | 82.4 | 90.5 | 90.5 | 85.3 | 85.5 | 86.9 | 88.4 | 84.9 | 87.7 | 92.9 | 87.7 | 80.8 | 84.6 | 87.6 | 88.7 |
| 1100 - 1159 AM | 85.4 | 85.5 | 89.3 | 82.4 | 89.2 | 86.3 | 82.4 | 81.7 | 87.0 | 88.3 | 75.6 | 88.8 | 91.2 | 87.7 | 81.7 | 82.6 | 83.5 | 88.7 |
| 1200 - 1259 PM | 81.9 | 85.2 | 80.8 | 86.7 | 90.5 | 89.8 | 78.4 | 80.4 | 83.5 | 85.7 | 81.4 | 81.3 | 91.9 | 91.0 | 73.6 | 82.3 | 86.0 | 84.6 |
| 100 - 159 PM | 81.6 | 84.3 | 77.9 | 78.2 | 85.2 | 87.7 | 74.5 | 80.3 | 75.7 | 79.6 | 65.9 | 71.1 | 90.0 | 71.9 | 68.1 | 81.5 | 80.5 | 79.1 |
| 200 - 259 PM | 76.7 | 75.9 | 73.3 | 76.2 | 83.8 | 80.0 | 75.0 | 76.0 | 68.6 | 73.8 | 65.7 | 74.7 | 84.8 | 78.7 | 66.1 | 79.6 | 77.4 | 70.7 |
| 300 - 359 PM | 68.1 | 74.4 | 68.9 | 73.5 | 80.9 | 75.2 | 73.7 | 76.1 | 68.6 | 63.7 | 67.4 | 77.5 | 85.0 | 74.6 | 67.7 | 82.4 | 71.1 | 68.7 |
| 400 - 459 PM | 63.6 | 68.9 | 61.5 | 67.3 | 78.1 | 67.1 | 67.1 | 74.2 | 63.9 | 55.4 | 58.5 | 61.0 | 85.0 | 74.4 | 67.1 | 79.2 | 66.9 | 63.6 |
| 500 - 559 PM | 56.6 | 56.1 | 56.7 | 66.7 | 77.1 | 64.7 | 68.1 | 71.8 | 69.2 | 46.9 | 59.2 | 56.3 | 81.4 | 58.9 | 69.4 | 77.6 | 63.5 | 55.8 |
| 600 - 659 PM | 53.3 | 59.5 | 53.4 | 62.9 | 73.2 | 70.0 | 66.5 | 69.6 | 58.1 | 42.8 | 62.5 | 55.3 | 74.8 | 69.0 | 65.5 | 78.3 | 55.3 | 60.0 |
| 700 - 759 PM | 55.4 | 57.8 | 51.4 | 61.6 | 80.4 | 63.8 | 61.6 | 68.2 | 62.2 | 44.6 | 57.6 | 55.8 | 84.8 | 57.2 | 61.7 | 76.5 | 53.7 | 60.4 |
| 800 - 859 PM | 50.4 | 65.0 | 53.0 | 44.6 | 73.5 | 62.3 | 65.6 | 67.0 | 51.3 | 45.8 | 55.3 | 55.9 | 88.0 | 57.3 | 70.7 | 73.5 | 53.3 | 61.4 |
| 900 - 959 PM | 45.9 | 55.8 | 44.9 | 64.1 | 77.2 | 60.3 | 59.7 | 63.1 | 65.4 | 46.3 | 38.3 | 56.3 | 87.3 | 57.0 | 59.4 | 74.3 | 58.0 | 62.3 |
| 1000 - 1059 PM | 47.0 | 50.0 | 50.0 | 60.3 | 77.5 | 70.0 | J/ | 70.2 | 61.0 | J/ | J/ | 68.5 | 86.8 | 63.2 | 74.5 | 73.8 | J/ | 73.3 |
| 1100 - 559 AM | 57.5 | 94.6 | 83.3 | 64.0 | 77.9 | J/ | 80.0 | 98.7 | J/ | 87.0 | 93.3 | J/ | 100.0 | 90.4 | 75.0 | 74.2 | J/ | 95.0 |
| TOTAL, ALL DEPARTURES, BY AIRPORT | 69.5 | 77.9 | 74.1 | 74.6 | 83.7 | 79.9 | 76.6 | 78.0 | 75.5 | 72.1 | 73.9 | 72.1 | 88.2 | 75.6 | 75.3 | 82.6 | 75.8 | 76.3 |

* See Appendix at the end of this section for list of airport codes.

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AIR TRAVEL CONSUMER REPORT

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

| <u>SCHEDULED DEPARTURE TIME</u> | <u>DEPARTURE AIRPORT*</u> | | | | | | | | | | | | | | | |
|--|---------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| | <u>MDW</u> | <u>MIA</u> | <u>MSP</u> | <u>OAK</u> | <u>ORD</u> | <u>PDX</u> | <u>PHL</u> | <u>PHX</u> | <u>PIT</u> | <u>SAN</u> | <u>SEA</u> | <u>SFO</u> | <u>SLC</u> | <u>STL</u> | <u>TPA</u> | <u>TOTAL</u> |
| 600 - 659 AM | 94.8 | 91.8 | 90.8 | 94.7 | 91.3 | 94.6 | 90.7 | 94.5 | 96.4 | 94.9 | 89.3 | 92.9 | 96.0 | 95.2 | 95.9 | 93.2 |
| 700 - 759 AM | 92.2 | 90.3 | 90.0 | 90.5 | 89.2 | 90.1 | 86.8 | 92.1 | 84.6 | 91.6 | 83.5 | 89.7 | 95.2 | 94.4 | 94.2 | 90.7 |
| 800 - 859 AM | 93.4 | 79.8 | 86.1 | 91.1 | 83.3 | 90.9 | 86.4 | 86.9 | 88.6 | 92.5 | 84.3 | 91.5 | 89.9 | 93.7 | 92.6 | 88.6 |
| 900 - 959 AM | 88.1 | 84.4 | 86.5 | 84.8 | 82.8 | 78.5 | 79.7 | 79.5 | 85.2 | 90.4 | 73.4 | 86.7 | 87.7 | 92.3 | 92.1 | 87.4 |
| 1000 - 1059 AM | 88.5 | 82.7 | 85.5 | 81.4 | 82.4 | 85.2 | 82.1 | 80.5 | 90.1 | 85.8 | 68.3 | 77.1 | 88.6 | 93.7 | 90.3 | 85.6 |
| 1100 - 1159 AM | 84.7 | 80.6 | 80.9 | 76.5 | 81.4 | 80.4 | 79.7 | 82.2 | 85.7 | 83.1 | 61.3 | 78.1 | 84.6 | 94.8 | 84.7 | 83.2 |
| 1200 - 1259 PM | 85.6 | 78.8 | 84.4 | 73.8 | 79.7 | 82.0 | 78.8 | 76.3 | 87.4 | 81.6 | 66.1 | 76.0 | 85.7 | 88.9 | 88.7 | 81.9 |
| 100 - 159 PM | 77.5 | 71.1 | 78.6 | 75.2 | 74.1 | 70.7 | 71.8 | 84.0 | 82.5 | 75.9 | 66.3 | 76.8 | 83.2 | 81.8 | 77.7 | 78.8 |
| 200 - 259 PM | 72.9 | 70.1 | 73.1 | 73.1 | 67.5 | 70.0 | 67.4 | 71.3 | 70.9 | 80.9 | 60.3 | 74.6 | 79.7 | 76.6 | 70.3 | 74.7 |
| 300 - 359 PM | 65.6 | 54.1 | 71.6 | 72.1 | 63.9 | 67.0 | 58.8 | 73.8 | 71.0 | 76.5 | 62.4 | 81.8 | 81.4 | 71.0 | 67.7 | 72.3 |
| 400 - 459 PM | 63.5 | 57.7 | 67.5 | 71.2 | 56.1 | 72.6 | 55.3 | 73.5 | 70.4 | 78.3 | 57.5 | 77.1 | 80.6 | 69.5 | 57.5 | 68.2 |
| 500 - 559 PM | 58.2 | 52.9 | 70.6 | 67.1 | 50.6 | 74.0 | 47.0 | 61.5 | 65.8 | 75.6 | 59.6 | 63.4 | 74.7 | 56.7 | 68.7 | 63.6 |
| 600 - 659 PM | 55.3 | 51.8 | 67.0 | 60.8 | 50.0 | 62.5 | 44.9 | 69.9 | 61.2 | 81.9 | 53.2 | 81.3 | 82.0 | 54.8 | 62.0 | 63.0 |
| 700 - 759 PM | 62.0 | 50.3 | 70.9 | 73.2 | 44.9 | 71.4 | 41.5 | 70.2 | 56.8 | 80.2 | 51.8 | 74.9 | 75.4 | 60.2 | 64.7 | 62.2 |
| 800 - 859 PM | 56.2 | 57.5 | 58.5 | 68.0 | 43.9 | 54.5 | 47.8 | 63.6 | 56.0 | 74.4 | 41.8 | 72.9 | 82.1 | 54.1 | 64.3 | 60.9 |
| 900 - 959 PM | 60.9 | 46.7 | 67.1 | 55.0 | 45.8 | 83.3 | 48.8 | 83.3 | 69.2 | 71.5 | 51.9 | 76.5 | 77.8 | 68.8 | 65.9 | 61.8 |
| 1000 - 1059 PM | 80.0 | J/ | 65.6 | 86.0 | 51.1 | 75.6 | 63.7 | 85.1 | J/ | 82.7 | 58.8 | 78.2 | 87.3 | 76.9 | 46.2 | 65.2 |
| 1100 - 559 AM | 88.3 | 66.7 | 97.5 | 56.5 | 92.1 | 83.5 | 89.3 | 91.4 | 93.2 | 97.3 | 68.3 | 77.7 | 88.2 | 96.7 | 98.3 | 77.9 |
| TOTAL, ALL DEPARTURES, BY AIRPORT | 75.9 | 68.8 | 77.1 | 77.8 | 67.3 | 78.9 | 67.2 | 78.6 | 77.6 | 83.7 | 66.5 | 80.4 | 84.1 | 79.3 | 78.8 | 76.2 |

* See Appendix at the end of this section for list of airport codes.

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS // 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/ | NUMBER OF MIN LATE AVERAGE | MEDIAN |
|----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|--------|
| AS | 164 | ANC-SEA | 1630 | 15 | 100.00 | 38 | 25 |
| AS | 119 | ONT-SEA | 1530 | 26 | 96.15 | 62 | 45 |
| US | 182 | CLT-EWR | 1720 | 23 | 95.65 | 79 | 70 |
| RU | 1212 | IAD-EWR | 1745 | 22 | 95.45 | 81 | 47 |
| RU | 2323 | ORF-EWR | 1455 | 22 | 95.45 | 62 | 34 |
| RU | 3275 | BGR-EWR | 1455 | 19 | 94.74 | 89 | 58 |
| DH | 780 | LAX-IAD | 2359 | 16 | 93.75 | 51 | 36 |
| CO | 1157 | EWR-ATL | 1710 | 27 | 92.59 | 94 | 88 |
| FL | 372 | ATL-LGA | 1750 | 26 | 92.31 | 102 | 79 |
| AS | 445 | ONT-SEA | 1829 | 26 | 92.31 | 73 | 56 |
| AS | 537 | LAX-SEA | 2055 | 26 | 92.31 | 68 | 55 |
| AS | 579 | SFO-SEA | 1753 | 26 | 92.31 | 60 | 53 |
| AS | 133 | DLG-ANC | 1905 | 26 | 92.31 | 58 | 40 |
| UA | 646 | ORD-EWR | 1305 | 24 | 91.67 | 50 | 44 |
| OH | 5442 | CVG-EWR | 1735 | 22 | 90.91 | 54 | 50 |
| FL | 439 | ATL-MCI | 2100 | 30 | 90.00 | 63 | 62 |
| AA | 1297 | LGA-ATL | 1859 | 19 | 89.47 | 103 | 59 |
| CO | 552 | CMH-EWR | 1725 | 19 | 89.47 | 83 | 61 |
| RU | 1214 | IAD-EWR | 1925 | 19 | 89.47 | 76 | 40 |
| RU | 2968 | PIT-EWR | 1855 | 19 | 89.47 | 65 | 48 |
| RU | 2967 | EWR-PIT | 1650 | 19 | 89.47 | 64 | 44 |
| AS | 530 | SEA-LAX | 1749 | 26 | 88.46 | 76 | 41 |
| AS | 92 | SEA-LAS | 1736 | 26 | 88.46 | 70 | 44 |
| AS | 677 | LAS-SEA | 2034 | 26 | 88.46 | 62 | 36 |
| MQ | 4418 | ORD-HPN | 1955 | 26 | 88.46 | 48 | 38 |
| FL | 146 | ATL-BMI | 2055 | 24 | 87.50 | 54 | 38 |
| OO | 6950 | SAT-ORD | 1732 | 24 | 87.50 | 54 | 45 |
| FL | 1771 | ATL-LAS | 2115 | 24 | 87.50 | 52 | 39 |
| AS | 358 | SEA-BUR | 1855 | 30 | 86.67 | 92 | 65 |
| AS | 890 | ANC-SEA | 1846 | 30 | 86.67 | 65 | 54 |
| FL | 831 | MDW-ATL | 1723 | 30 | 86.67 | 64 | 58 |

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

| CARRIER* | FLIGHT NUMBER | ORGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | MEDIAN |
|----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|--------|
| AS | 396 | SEA-OAK | 1927 | 30 | 86.67 | 60 | 45 |
| B6 | 47 | JFK-FLL | 1855 | 30 | 86.67 | 57 | 34 |
| AA | 1450 | ORD-EWR | 1335 | 22 | 86.36 | 78 | 40 |
| DL | 1447 | EWR-ATL | 1815 | 22 | 86.36 | 70 | 47 |
| AA | 2394 | ATL-LGA | 1818 | 22 | 86.36 | 58 | 43 |
| OH | 5442 | EWR-CVG | 2000 | 22 | 86.36 | 54 | 60 |
| AS | 324 | SEA-SJC | 2042 | 29 | 86.21 | 52 | 36 |
| RU | 3216 | PWM-EWR | 1745 | 29 | 86.21 | 37 | 27 |
| AS | 359 | OAK-SEA | 1500 | 27 | 85.19 | 47 | 38 |
| US | 296 | PHL-MHT | 1805 | 26 | 84.62 | 74 | 60 |
| AS | 374 | SEA-ONT | 1524 | 26 | 84.62 | 67 | 43 |
| DH | 1215 | ATL-IAD | 2150 | 26 | 84.62 | 66 | 55 |
| RU | 3280 | MSP-EWR | 1625 | 26 | 84.62 | 64 | 54 |
| AS | 498 | SEA-SFO | 1755 | 26 | 84.62 | 62 | 48 |
| AS | 132 | ANC-DLG | 1720 | 26 | 84.62 | 55 | 39 |
| CO | 865 | BOS-EWR | 1830 | 26 | 84.62 | 53 | 54 |
| AS | 707 | PHX-PDX | 1657 | 26 | 84.62 | 49 | 31 |
| AS | 187 | ANC-FAI | 1805 | 26 | 84.62 | 48 | 33 |
| RU | 3257 | ROC-EWR | 1800 | 26 | 84.62 | 46 | 40 |
| AS | 123 | SEA-ANC | 1100 | 26 | 84.62 | 40 | 26 |
| RU | 2883 | AVL-EWR | 1725 | 19 | 84.21 | 90 | 68 |
| NW | 637 | IND-LGA | 1734 | 19 | 84.21 | 82 | 75 |
| RU | 3067 | CLT-EWR | 1730 | 19 | 84.21 | 80 | 45 |
| RU | 1213 | EWR-IAD | 1735 | 19 | 84.21 | 74 | 44 |
| AA | 1817 | MSP-ORD | 1850 | 19 | 84.21 | 54 | 27 |
| FL | 576 | ATL-EWR | 1654 | 30 | 83.33 | 95 | 63 |
| FL | 325 | PHL-ATL | 1801 | 30 | 83.33 | 82 | 65 |
| AS | 119 | SEA-ANC | 1848 | 30 | 83.33 | 81 | 70 |
| OH | 5216 | IAD-JFK | 1638 | 30 | 83.33 | 75 | 53 |
| FL | 44 | ATL-LGA | 2055 | 30 | 83.33 | 63 | 42 |
| AS | 448 | SEA-ONT | 2030 | 30 | 83.33 | 62 | 39 |
| DH | 1827 | DTW-IAD | 1440 | 30 | 83.33 | 61 | 43 |
| AS | 153 | OME-ANC | 2120 | 30 | 83.33 | 60 | 43 |
| DL | 899 | JFK-CVG | 1738 | 30 | 83.33 | 60 | 49 |

* See Appendix at the end of this section for list of carrier codes.

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

| CARRIER* | FLIGHT NUMBER | ORGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | MEDIAN |
|----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|--------|
| B6 | 36 | JFK-ROC | 2015 | 30 | 83.33 | 60 | 34 |
| FL | 834 | MCO-ATL | 1830 | 24 | 83.33 | 56 | 49 |
| AS | 593 | SAN-SEA | 1441 | 30 | 83.33 | 55 | 37 |
| AS | 70 | ANC-JNU | 1856 | 30 | 83.33 | 54 | 39 |
| B6 | 29 | JFK-TPA | 1900 | 30 | 83.33 | 54 | 24 |
| AS | 332 | SEA-SJC | 1846 | 30 | 83.33 | 53 | 47 |
| FL | 1705 | ATL-DEN | 2110 | 30 | 83.33 | 52 | 45 |
| DL | 1598 | SFO-JFK | 2210 | 30 | 83.33 | 51 | 47 |
| AS | 519 | LAX-SEA | 1728 | 30 | 83.33 | 51 | 36 |
| AA | 1940 | ORD-MIA | 1755 | 30 | 83.33 | 50 | 39 |
| AS | 64 | JNU-PSG | 1616 | 30 | 83.33 | 50 | 48 |
| EV | 4096 | ATL-CHA | 2254 | 30 | 83.33 | 49 | 46 |
| AS | 187 | SEA-ANC | 1449 | 30 | 83.33 | 45 | 39 |
| AS | 92 | ANC-SEA | 1236 | 30 | 83.33 | 34 | 31 |
| US | 296 | ORD-PHL | 1410 | 29 | 82.76 | 59 | 29 |
| AS | 596 | SEA-SFO | 2040 | 29 | 82.76 | 47 | 39 |
| AA | 2357 | EWR-ORD | 1741 | 22 | 81.82 | 98 | 57 |
| RU | 1215 | EWR-IAD | 1935 | 22 | 81.82 | 62 | 33 |
| AA | 809 | ORD-STL | 2114 | 22 | 81.82 | 58 | 58 |
| AA | 2111 | JFK-MIA | 1900 | 22 | 81.82 | 54 | 31 |
| CO | 836 | EWR-BOS | 1530 | 22 | 81.82 | 49 | 32 |
| AA | 1112 | MIA-ATL | 1630 | 22 | 81.82 | 47 | 33 |
| DL | 1706 | ATL-EWR | 1500 | 22 | 81.82 | 37 | 24 |
| FL | 163 | MSY-ATL | 1758 | 27 | 81.48 | 65 | 61 |
| CO | 1114 | DCA-EWR | 1900 | 16 | 81.25 | 83 | 50 |
| DH | 1216 | IAD-ATL | 2100 | 26 | 80.77 | 76 | 55 |
| AS | 374 | BOI-SEA | 1428 | 26 | 80.77 | 70 | 30 |
| RU | 2355 | MKE-EWR | 1310 | 26 | 80.77 | 68 | 37 |
| AS | 70 | JNU-KTN | 2104 | 26 | 80.77 | 66 | 51 |
| AS | 412 | SEA-OAK | 2035 | 26 | 80.77 | 60 | 57 |
| FL | 687 | ATL-ICT | 2105 | 26 | 80.77 | 60 | 53 |

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

| CARRIER* | FLIGHT NUMBER | ORGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | MEDIAN |
|----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|--------|
| AS | 543 | SFO-SEA | 1600 | 26 | 80.77 | 54 | 32 |
| US | 1807 | DCA-ATL | 1940 | 26 | 80.77 | 53 | 38 |
| US | 1792 | DCA-PIT | 2120 | 26 | 80.77 | 51 | 34 |
| US | 1792 | ATL-DCA | 1835 | 26 | 80.77 | 49 | 38 |
| AS | 175 | SEA-KTN | 1445 | 26 | 80.77 | 47 | 34 |
| AS | 485 | SNA-SEA | 1434 | 26 | 80.77 | 47 | 31 |
| US | 1623 | PHL-ATL | 1625 | 26 | 80.77 | 47 | 51 |
| NW | 1086 | MSP-EWR | 1654 | 26 | 80.77 | 40 | 40 |
| RU | 2854 | PVD-EWR | 1820 | 26 | 80.77 | 38 | 29 |
| FL | 577 | EWR-ATL | 1952 | 30 | 80.00 | 96 | 62 |
| FL | 340 | ATL-PHL | 1721 | 30 | 80.00 | 79 | 54 |
| FL | 315 | CLT-ATL | 1915 | 30 | 80.00 | 74 | 54 |
| AS | 118 | FAI-SEA | 1603 | 30 | 80.00 | 69 | 38 |
| AA | 538 | ORD-MIA | 1925 | 30 | 80.00 | 67 | 48 |
| AS | 76 | JNU-SEA | 1344 | 30 | 80.00 | 66 | 40 |
| UA | 566 | ORD-ATL | 1815 | 30 | 80.00 | 65 | 47 |
| MQ | 4171 | ORD-GRR | 2140 | 30 | 80.00 | 64 | 42 |
| AA | 1204 | MIA-ATL | 1829 | 30 | 80.00 | 59 | 51 |
| OH | 5668 | BWI-ATL | 1930 | 30 | 80.00 | 57 | 52 |
| RU | 2338 | BUF-EWR | 1750 | 30 | 80.00 | 57 | 35 |
| AS | 725 | PHX-SEA | 1520 | 30 | 80.00 | 56 | 44 |
| DL | 1865 | JFK-SLC | 1759 | 30 | 80.00 | 55 | 45 |
| UA | 1499 | ORD-PHX | 2015 | 30 | 80.00 | 52 | 39 |
| AS | 721 | PHX-SEA | 1921 | 30 | 80.00 | 51 | 43 |
| EV | 4205 | ATL-GNV | 2201 | 30 | 80.00 | 50 | 49 |
| AS | 64 | PSG-WRG | 1735 | 30 | 80.00 | 48 | 45 |
| DL | 2093 | LAS-JFK | 8 | 30 | 80.00 | 48 | 31 |
| DL | 899 | CVG-DEN | 2055 | 30 | 80.00 | 46 | 29 |
| AS | 112 | FAI-ANC | 1935 | 30 | 80.00 | 44 | 29 |
| AS | 146 | BRW-FAI | 1949 | 30 | 80.00 | 44 | 38 |
| AS | 64 | ANC-JNU | 1405 | 30 | 80.00 | 44 | 47 |

* See Appendix at the end of this section for list of carrier codes.

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

| CARRIER* | FLIGHT NUMBER | ORGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | MEDIAN |
|----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|--------|
| DH | 1257 | SAV-IAD | 1435 | 30 | 80.00 | 43 | 39 |
| DL | 611 | SAT-ATL | 1725 | 30 | 80.00 | 42 | 23 |
| AS | 67 | SEA-KTN | 1555 | 30 | 80.00 | 37 | 24 |
| AS | 10 | SEA-MCO | 2205 | 30 | 80.00 | 37 | 32 |
| DL | 1991 | JFK-TPA | 1755 | 30 | 80.00 | 35 | 28 |
| FL | 530 | MEM-ATL | 1340 | 30 | 80.00 | 35 | 24 |
| WN | 1380 | PHX-SMF | 930 | 30 | 80.00 | 23 | 22 |

* See Appendix at the end of this section for list of carrier codes.

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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 | 466 | 105 | 22.5 |
| AIRTRAN | 554 | 62 | 11.2 |
| EXPRESSJET | 1,224 | 47 | 3.8 |
| JETBLUE | 293 | 10 | 3.4 |
| INDEPENDENCE AIR | 404 | 13 | 3.2 |
| ATLANTIC SOUTHEAST | 887 | 27 | 3.0 |
| DELTA | 1,914 | 41 | 2.1 |
| CONTINENTAL | 870 | 18 | 2.1 |
| US AIRWAYS | 1,287 | 25 | 1.9 |
| AMERICAN | 1,945 | 33 | 1.7 |
| NORTHWEST | 1,461 | 15 | 1.0 |
| AMERICAN EAGLE | 1,532 | 15 | 1.0 |
| ATA | 124 | 1 | 0.8 |
| UNITED | 1,386 | 11 | 0.8 |
| COMAIR | 1,065 | 8 | 0.8 |
| SKYWEST | 1,469 | 8 | 0.5 |
| FRONTIER | 216 | 1 | 0.5 |
| SOUTHWEST | 2,984 | 11 | 0.4 |
| AMERICA WEST | 554 | 0 | 0.0 |
| HAWAIIAN | 138 | 0 | 0.0 |
| TOTAL | 20,773 | 451 | 2.2 |

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.

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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|-------------------------------------|-----------------|------|---------------------|--------|
| | ARR. | DEP. | ARR. | DEP. |
| ABILENE TX (ABI) | 78.2 | 87.4 | 206 | 207 |
| ADAK ISLAND AK (ADK) | 66.7 | 44.4 | 9 | 9 |
| AGUADILLA PR (BQN) | 65.0 | 91.7 | 60 | 60 |
| AKRON/CANTON OH (CAK) | 73.7 | 75.0 | 828 | 827 |
| ALBANY GA (ABY) | 66.4 | 76.7 | 116 | 116 |
| ALBANY NY (ALB) | 68.0 | 78.4 | 1,574 | 1,572 |
| ALBUQUERQUE NM (ABQ) | 81.8 | 84.2 | 3,157 | 3,157 |
| ALEXANDRIA LA (AEX) | 76.9 | 84.1 | 208 | 208 |
| ALLENTOWN/BETHLEHEM/EASTON PA (ABE) | 78.1 | 83.1 | 388 | 391 |
| AMARILLO TX (AMA) | 81.7 | 91.2 | 705 | 704 |
| ANCHORAGE AK (ANC) | 54.5 | 63.9 | 2,273 | 2,266 |
| APPLETON WI (ATW) | 77.8 | 83.0 | 176 | 176 |
| ASHEVILLE NC (AVL) | 68.5 | 69.0 | 387 | 387 |
| ASHLAND WV (HTS) | 87.5 | 90.8 | 120 | 120 |
| ATLANTA GA (ATL) | 67.2 | 69.5 | 37,209 | 37,429 |
| ATLANTIC CITY NJ (ACY) | 84.4 | 91.1 | 90 | 90 |
| AUGUSTA GA (AGS) | 66.8 | 73.3 | 232 | 232 |
| AUSTIN TX (AUS) | 81.1 | 85.6 | 3,584 | 3,581 |
| BAKERSFIELD CA (BFL) | 88.1 | 92.0 | 311 | 311 |
| BALTIMORE MD (BWI) | 75.2 | 74.1 | 8,990 | 8,997 |
| BANGOR ME (BGR) | 73.8 | 84.0 | 477 | 476 |
| BARROW AK (BRW) | 58.3 | 31.7 | 60 | 60 |
| BATON ROUGE LA (BTR) | 78.4 | 84.9 | 858 | 857 |
| BEAUMONT/PORT ARTHUR TX (BPT) | 81.4 | 87.4 | 118 | 119 |
| BEND/REDMOND OR (RDM) | 89.8 | 91.2 | 295 | 295 |
| BETHEL AK (BET) | 61.3 | 50.5 | 93 | 93 |
| BILLINGS MT (BIL) | 81.7 | 90.7 | 497 | 495 |
| BINGHAMTON/ENDCT/JHNSN CTY NY (BGM) | 83.3 | 83.3 | 90 | 90 |
| BIRMINGHAM AL (BHM) | 77.7 | 84.4 | 1,866 | 1,866 |
| BISMARCK/MANDAN ND (BIS) | 76.0 | 90.9 | 208 | 209 |
| BLOOMINGTON IL (BMI) | 62.8 | 78.6 | 196 | 196 |
| BOISE ID (BOI) | 77.5 | 84.6 | 1,468 | 1,466 |
| BOSTON MA (BOS) | 72.0 | 77.9 | 10,691 | 10,694 |
| BOZEMAN MT (BZN) | 77.9 | 92.1 | 466 | 468 |
| BRISTOL/KNGSPRT/JHNSN CTY TN (TRI) | 72.8 | 76.6 | 301 | 295 |
| BROWNSVILLE TX (BRO) | 88.2 | 94.1 | 152 | 152 |
| BRUNSWICK GA (BQK) | 56.3 | 67.0 | 112 | 112 |
| BUFFALO NY (BUF) | 69.7 | 79.3 | 2,300 | 2,301 |
| BURBANK CA (BUR) | 77.0 | 81.9 | 2,435 | 2,435 |
| BURLINGTON VT (BTV) | 68.8 | 77.6 | 826 | 826 |
| BUTTE MT (BTM) | 86.2 | 94.0 | 116 | 116 |
| CARLSBAD CA (CLD) | 94.9 | 94.9 | 178 | 178 |
| CASPER WY (CPR) | 84.7 | 89.6 | 321 | 317 |

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|---------------------------------|-----------------|------|---------------------|--------|
| | ARR. | DEP. | ARR. | DEP. |
| CEDAR CITY UT (CDC) | 75.8 | 78.7 | 91 | 89 |
| CEDAR RAPIDS/IOWA CITY IA (CID) | 75.7 | 84.0 | 639 | 636 |
| CHAMPAIGN/URBANA IL (CMI) | 67.9 | 86.1 | 324 | 324 |
| CHARLESTON SC (CHS) | 76.4 | 81.7 | 1,258 | 1,257 |
| CHARLESTON/DUNBAR WV (CRW) | 78.3 | 80.1 | 391 | 392 |
| CHARLOTTE AMALIE VI (STT) | 74.8 | 80.3 | 274 | 274 |
| CHARLOTTE NC (CLT) | 75.6 | 74.6 | 10,095 | 10,070 |
| CHARLOTTESVILLE VA (CHO) | 77.3 | 83.0 | 176 | 176 |
| CHATTANOOGA TN (CHA) | 66.7 | 73.7 | 415 | 415 |
| CHICAGO IL (MDW) | 80.8 | 75.9 | 8,031 | 8,029 |
| CHICAGO IL (ORD) | 70.0 | 67.3 | 27,756 | 27,757 |
| CHICO CA (CIC) | 87.8 | 87.8 | 90 | 90 |
| CHRISTIANSTED VI (STX) | 78.7 | 70.2 | 47 | 47 |
| CLEVELAND OH (CLE) | 78.2 | 82.9 | 7,804 | 7,806 |
| CODY WY (COD) | 76.9 | 82.4 | 108 | 108 |
| COLLEGE STATION/BRYAN TX (CLL) | 89.2 | 95.0 | 278 | 278 |
| COLORADO SPRINGS CO (COS) | 75.8 | 84.0 | 1,244 | 1,235 |
| COLUMBIA SC (CAE) | 73.7 | 74.3 | 917 | 917 |
| COLUMBUS GA (CSG) | 55.5 | 72.6 | 146 | 146 |
| COLUMBUS MS (GTR) | 61.2 | 64.7 | 116 | 116 |
| COLUMBUS OH (CMH) | 73.2 | 81.4 | 3,189 | 3,193 |
| CORDOVA AK (CDV) | 40.0 | 45.0 | 60 | 60 |
| CORPUS CHRISTI TX (CRP) | 82.0 | 87.3 | 824 | 824 |
| COVINGTON KY (CVG) | 83.6 | 83.7 | 17,807 | 17,811 |
| CRESCENT CITY CA (CEC) | 92.5 | 81.7 | 80 | 82 |
| DALLAS TX (DAL) | 87.3 | 84.8 | 3,549 | 3,549 |
| DALLAS/FT.WORTH TX (DFW) | 81.5 | 78.0 | 26,080 | 26,063 |
| DAYTON OH (DAY) | 71.1 | 80.2 | 1,175 | 1,175 |
| DAYTONA BEACH FL (DAB) | 68.0 | 71.3 | 331 | 331 |
| DEADHORSE AK (SCC) | 70.0 | 73.3 | 30 | 30 |
| DENVER CO (DEN) | 79.3 | 76.6 | 16,953 | 16,979 |
| DES MOINES IA (DSM) | 70.1 | 80.5 | 894 | 921 |
| DETROIT MI (DTW) | 76.7 | 75.5 | 11,758 | 11,761 |
| DILLINGHAM AK (DLG) | 16.1 | 9.7 | 31 | 31 |
| DOTHAN AL (DHN) | 63.6 | 69.9 | 176 | 176 |
| DUBUQUE IA (DBQ) | 69.7 | 79.8 | 119 | 119 |
| DULUTH MN (DLH) | 62.8 | 94.7 | 94 | 94 |
| DURANGO CO (DRO) | 72.5 | 81.2 | 69 | 69 |
| EAGLE CO (EGE) | 49.3 | 68.1 | 71 | 69 |
| EL CENTRO CA (IPL) | 88.3 | 95.0 | 60 | 60 |
| EL PASO TX (ELP) | 83.2 | 89.1 | 1,866 | 1,865 |
| ELKO NV (EKO) | 86.8 | 88.6 | 167 | 167 |
| ERIE PA (ERI) | 91.1 | 88.9 | 90 | 90 |

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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|---------------------------------|-----------------|------|---------------------|--------|
| | ARR. | DEP. | ARR. | DEP. |
| EUGENE OR (EUG) | 79.1 | 83.6 | 484 | 483 |
| EUREKA/ARCATA CA (ACV) | 83.0 | 85.1 | 342 | 343 |
| EVANSVILLE IN (EVV) | 74.3 | 75.8 | 494 | 492 |
| FAIRBANKS AK (FAI) | 47.0 | 57.5 | 555 | 553 |
| FARGO ND (FAR) | 67.3 | 83.3 | 349 | 348 |
| FAYETTEVILLE AR (XNA) | 75.4 | 77.3 | 1,268 | 1,271 |
| FAYETTEVILLE NC (FAY) | 69.2 | 79.2 | 120 | 120 |
| FLINT MI (FNT) | 72.1 | 80.4 | 616 | 592 |
| FLORENCE SC (FLO) | 61.6 | 65.1 | 86 | 86 |
| FORT LAUDERDALE FL (FLL) | 68.5 | 73.9 | 5,550 | 5,552 |
| FORT SMITH AR (FSM) | 70.5 | 85.2 | 176 | 176 |
| FORT WAYNE IN (FWA) | 72.6 | 80.6 | 521 | 521 |
| FRESNO CA (FAT) | 88.3 | 89.4 | 1,188 | 1,187 |
| FT. MYERS FL (RSW) | 75.2 | 80.2 | 1,852 | 1,848 |
| GAINESVILLE FL (GNV) | 47.5 | 62.2 | 198 | 180 |
| GRAND FORKS ND (GFK) | 69.3 | 85.1 | 75 | 74 |
| GRAND JUNCTION CO (GJT) | 83.3 | 82.7 | 359 | 352 |
| GRAND RAPIDS MI (GRR) | 72.1 | 80.7 | 1,243 | 1,243 |
| GREAT FALLS MT (GTF) | 81.8 | 89.0 | 347 | 346 |
| GREEN BAY/CLINTONVILLE WI (GRB) | 76.5 | 83.0 | 561 | 560 |
| GREENSBORO/HIGH POINT NC (GSO) | 74.5 | 78.1 | 1,607 | 1,608 |
| GREENVILLE/SPARTANBURG SC (GSP) | 75.1 | 83.9 | 1,063 | 1,061 |
| GULFPORT/BILOXI MS (GPT) | 72.1 | 76.8 | 556 | 557 |
| GUSTAVUS AK (GST) | 69.2 | 65.4 | 26 | 26 |
| HARLINGEN/SAN BENITO TX (HRL) | 90.5 | 92.7 | 495 | 495 |
| HARRISBURG PA (MDT) | 75.9 | 84.3 | 672 | 648 |
| HARTFORD CT (BDL) | 69.6 | 79.9 | 3,184 | 3,182 |
| HELENA MT (HLN) | 84.4 | 94.3 | 212 | 210 |
| HICKORY NC (HKY) | 74.2 | 93.3 | 62 | 60 |
| HILO HI (ITO) | 96.2 | 95.8 | 236 | 236 |
| HONOLULU HI (HNL) | 88.7 | 94.4 | 3,276 | 3,274 |
| HOUSTON TX (HOU) | 83.5 | 78.2 | 4,813 | 4,792 |
| HOUSTON TX (IAH) | 87.4 | 88.2 | 18,234 | 18,209 |
| HUNTSVILLE AL (HSV) | 78.3 | 80.8 | 991 | 990 |
| IDAHO FALLS ID (IDA) | 88.5 | 94.0 | 270 | 266 |
| INDIANAPOLIS IN (IND) | 76.5 | 81.7 | 3,664 | 3,663 |
| INDIO/PALM SPRINGS CA (PSP) | 80.1 | 87.0 | 668 | 670 |
| INYOKERN CA (IYK) | 90.9 | 93.3 | 88 | 89 |
| ISLIP NY (ISP) | 79.4 | 78.8 | 1,046 | 1,047 |
| JACKSON WY (JAC) | 74.9 | 85.0 | 366 | 367 |
| JACKSON/VICKSBURG MS (JAN) | 75.2 | 83.7 | 986 | 958 |
| JACKSONVILLE FL (JAX) | 76.4 | 79.7 | 2,539 | 2,537 |
| JUNEAU AK (JNU) | 49.5 | 50.6 | 501 | 500 |

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|-----------------------------------|-----------------|------|---------------------|--------|
| | ARR. | DEP. | ARR. | DEP. |
| KAHULUI HI (OGG) | 89.7 | 92.9 | 1,330 | 1,328 |
| KALAMAZOO MI (AZO) | 76.1 | 81.0 | 305 | 306 |
| KALISPELL MT (FCA) | 78.6 | 89.3 | 304 | 307 |
| KANSAS CITY MO (MCI) | 76.7 | 80.9 | 4,770 | 4,793 |
| KETCHIKAN AK (KTN) | 41.8 | 55.0 | 263 | 262 |
| KEY WEST FL (EYW) | 52.1 | 35.1 | 94 | 94 |
| KILLEEN TX (GRK) | 81.5 | 89.7 | 475 | 477 |
| KING SALMON AK (AKN) | 57.4 | 70.4 | 54 | 54 |
| KINSTON NC (ISO) | 75.6 | 71.1 | 90 | 90 |
| KNOXVILLE TN (TYS) | 74.7 | 81.9 | 1,122 | 1,133 |
| KODIAK AK (ADQ) | 48.3 | 48.3 | 60 | 60 |
| KONA HI (KOA) | 91.8 | 91.8 | 601 | 599 |
| KOTZEBUE AK (OTZ) | 58.9 | 51.1 | 90 | 90 |
| LA CROSSE WI (LSE) | 59.5 | 74.4 | 116 | 117 |
| LAFAYETTE LA (LFT) | 84.0 | 87.2 | 337 | 337 |
| LAKE CHARLES LA (LCH) | 88.3 | 94.2 | 120 | 120 |
| LANSING MI (LAN) | 75.6 | 85.0 | 299 | 301 |
| LAREDO TX (LRD) | 87.5 | 94.5 | 255 | 255 |
| LAS VEGAS NV (LAS) | 76.3 | 75.3 | 13,962 | 13,961 |
| LAWTON/FORT SILL OK (LAW) | 79.4 | 90.0 | 189 | 190 |
| LEWISBURG WV (LWB) | 73.3 | 76.7 | 30 | 30 |
| LEWISTON ID (LWS) | 71.7 | 86.7 | 60 | 60 |
| LEXINGTON KY (LEX) | 78.5 | 84.8 | 932 | 932 |
| LIHUE HI (LIH) | 95.1 | 97.5 | 652 | 650 |
| LINCOLN NE (LNK) | 74.5 | 75.5 | 149 | 147 |
| LITTLE ROCK AR (LIT) | 72.1 | 77.1 | 1,672 | 1,671 |
| LONG BEACH CA (LGB) | 78.2 | 87.4 | 955 | 955 |
| LONGVIEW/KILGOR/GLADWATR TX (GGG) | 84.4 | 95.6 | 90 | 90 |
| LOS ANGELES CA (LAX) | 78.2 | 82.6 | 19,539 | 19,530 |
| LOUISVILLE KY (SDF) | 74.2 | 81.0 | 2,054 | 2,054 |
| LUBBOCK TX (LBB) | 83.3 | 90.2 | 824 | 824 |
| LYNCHBURG VA (LYH) | 75.6 | 82.6 | 86 | 86 |
| MACON GA (MCN) | 53.5 | 73.3 | 86 | 86 |
| MADISON WI (MSN) | 71.7 | 85.9 | 814 | 813 |
| MANCHESTER NH (MHT) | 74.3 | 81.9 | 2,171 | 2,171 |
| MARQUETTE MI (MQT) | 50.0 | 84.9 | 86 | 86 |
| MEDFORD OR (MFR) | 82.5 | 86.0 | 445 | 444 |
| MELBOURNE FL (MLB) | 76.2 | 78.8 | 277 | 278 |
| MEMPHIS TN (MEM) | 82.0 | 81.9 | 4,187 | 4,188 |
| MERIDIAN MS (MEI) | 69.8 | 67.2 | 116 | 116 |
| MIAMI FL (MIA) | 67.3 | 68.8 | 5,436 | 5,431 |
| MIDLAND/ODESSA TX (MAF) | 82.0 | 90.0 | 676 | 677 |
| MILWAUKEE WI (MKE) | 74.0 | 82.3 | 1,818 | 1,816 |

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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|------------------------------------|-----------------|------|---------------------|--------|
| | ARR. | DEP. | ARR. | DEP. |
| MINNEAPOLIS/ST. PAUL MN (MSP) | 75.1 | 77.1 | 12,324 | 12,350 |
| MINOT ND (MOT) | 63.3 | 83.3 | 90 | 90 |
| MISSION/MCALLEN/EDINBURG TX (MFE) | 87.9 | 92.5 | 323 | 322 |
| MISSOULA MT (MSO) | 83.5 | 90.4 | 411 | 407 |
| MOBILE AL (MOB) | 74.6 | 76.9 | 413 | 412 |
| MODESTO CA (MOD) | 88.3 | 81.7 | 120 | 120 |
| MOLINE IL (MLI) | 74.6 | 81.4 | 393 | 393 |
| MONROE LA (MLU) | 62.4 | 79.2 | 149 | 149 |
| MONTEREY CA (MRY) | 86.4 | 87.4 | 568 | 571 |
| MONTGOMERY AL (MGM) | 64.5 | 71.2 | 330 | 330 |
| MONTROSE/DELTA CO (MTJ) | 87.6 | 96.0 | 226 | 225 |
| MYRTLE BEACH SC (MYR) | 76.9 | 78.7 | 713 | 714 |
| NANTUCKET MA (ACK) | 55.3 | 56.8 | 38 | 37 |
| NAPLES FL (APF) | 64.4 | 71.1 | 90 | 90 |
| NASHVILLE TN (BNA) | 77.6 | 80.6 | 4,996 | 5,000 |
| NEW HAVEN CT (HVN) | 72.1 | 80.2 | 86 | 86 |
| NEW ORLEANS LA (MSY) | 77.4 | 81.9 | 4,404 | 4,405 |
| NEW YORK NY (JFK) | 66.7 | 75.6 | 8,606 | 8,599 |
| NEW YORK NY (LGA) | 66.1 | 75.8 | 10,684 | 10,686 |
| NEWARK NJ (EWR) | 61.7 | 72.1 | 13,147 | 13,151 |
| NEWBURGH/POUGHKEEPSIE NY (SWF) | 73.3 | 79.6 | 270 | 270 |
| NEWPORT NEWS/WILLIAMSBURG VA (PHF) | 74.1 | 75.4 | 618 | 618 |
| NOME AK (OME) | 57.8 | 54.4 | 90 | 90 |
| NORFOLK VA (ORF) | 76.1 | 78.5 | 1,768 | 1,768 |
| OAKLAND CA (OAK) | 76.0 | 77.8 | 5,949 | 5,949 |
| OKLAHOMA CITY OK (OKC) | 76.3 | 84.9 | 1,691 | 1,706 |
| OMAHA NE (OMA) | 74.1 | 82.4 | 2,038 | 2,012 |
| ONTARIO/SAN BERNARDINO CA (ONT) | 76.8 | 83.4 | 2,937 | 2,935 |
| ORLANDO FL (MCO) | 74.1 | 76.3 | 9,617 | 9,611 |
| OXNARD/VENTURA CA (OXR) | 89.6 | 94.5 | 144 | 146 |
| PANAMA CITY FL (PFN) | 60.1 | 67.3 | 278 | 278 |
| PASCO/KENNEWICK/RICHLAND WA (PSC) | 90.0 | 94.2 | 329 | 330 |
| PENSACOLA FL (PNS) | 72.8 | 77.7 | 1,008 | 1,009 |
| PEORIA IL (PIA) | 72.2 | 79.4 | 374 | 373 |
| PETERSBURG AK (PSG) | 46.7 | 48.3 | 60 | 60 |
| PHILADELPHIA PA (PHL) | 65.7 | 67.2 | 10,838 | 10,838 |
| PHOENIX AZ (PHX) | 81.1 | 78.6 | 14,546 | 14,548 |
| PITTSBURGH PA (PIT) | 73.8 | 77.6 | 4,599 | 4,597 |
| POCATELLO ID (PIH) | 84.7 | 87.0 | 177 | 177 |
| PONCE PR (PSE) | 85.7 | 85.7 | 14 | 14 |
| PORTLAND ME (PWM) | 70.4 | 77.1 | 890 | 890 |
| PORTLAND OR (PDX) | 72.8 | 78.9 | 4,715 | 4,712 |
| PROVIDENCE RI (PVD) | 73.1 | 78.8 | 2,682 | 2,684 |

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|--------------------------------------|-----------------|------|---------------------|--------|
| | ARR. | DEP. | ARR. | DEP. |
| RALEIGH/DURHAM NC (RDU) | 75.1 | 80.1 | 5,300 | 5,298 |
| RAPID CITY SD (RAP) | 77.9 | 83.9 | 348 | 347 |
| REDDING CA (RDD) | 85.3 | 80.0 | 150 | 150 |
| RENO NV (RNO) | 75.9 | 82.7 | 2,384 | 2,384 |
| RICHMOND VA (RIC) | 74.6 | 76.4 | 1,575 | 1,573 |
| ROANOKE VA (ROA) | 70.9 | 75.8 | 247 | 248 |
| ROCHESTER MN (RST) | 67.3 | 77.5 | 220 | 218 |
| ROCHESTER NY (ROC) | 66.1 | 77.7 | 1,637 | 1,636 |
| SACRAMENTO CA (SMF) | 73.6 | 78.4 | 4,312 | 4,309 |
| SAGINAW/BAY CITY/MIDLAND MI (MBS) | 68.2 | 82.8 | 239 | 239 |
| SALT LAKE CITY UT (SLC) | 82.9 | 84.1 | 13,860 | 13,832 |
| SAN ANGELO TX (SJT) | 84.5 | 91.7 | 206 | 206 |
| SAN ANTONIO TX (SAT) | 81.5 | 85.4 | 3,333 | 3,306 |
| SAN DIEGO CA (SAN) | 77.4 | 83.7 | 7,574 | 7,575 |
| SAN FRANCISCO CA (SFO) | 72.1 | 80.4 | 11,089 | 11,093 |
| SAN JOSE CA (SJC) | 78.1 | 82.6 | 5,210 | 5,201 |
| SAN JUAN PR (SJU) | 75.5 | 82.4 | 2,197 | 2,195 |
| SAN LUIS OBISPO/PASO ROBLES CA (SBP) | 88.1 | 89.5 | 471 | 474 |
| SANTA ANA CA (SNA) | 77.0 | 80.1 | 4,063 | 4,067 |
| SANTA BARBARA CA (SBA) | 85.6 | 87.2 | 1,037 | 1,043 |
| SANTA MARIA CA (SMX) | 94.9 | 95.5 | 178 | 179 |
| SARASOTA/BRADENTON FL (SRQ) | 76.1 | 80.5 | 552 | 553 |
| SAVANNAH GA (SAV) | 71.1 | 77.1 | 1,245 | 1,242 |
| SCRANTON/WILKES-BARRE PA (AVP) | 66.3 | 71.5 | 184 | 214 |
| SEATTLE WA (SEA) | 64.3 | 66.5 | 9,476 | 9,477 |
| SHREVEPORT LA (SHV) | 78.0 | 83.3 | 760 | 760 |
| SIOUX FALLS SD (FSD) | 77.4 | 87.0 | 376 | 377 |
| SITKA AK (SIT) | 37.8 | 50.4 | 127 | 127 |
| SOUTH BEND IN (SBN) | 73.1 | 84.1 | 305 | 295 |
| SPOKANE WA (GEG) | 73.7 | 82.6 | 1,170 | 1,170 |
| SPRINGFIELD MO (SGF) | 75.1 | 84.8 | 726 | 726 |
| ST. GEORGE UT (SGU) | 86.8 | 88.9 | 234 | 234 |
| ST. LOUIS MO (STL) | 76.8 | 79.3 | 5,709 | 5,696 |
| STATE COLLEGE PA (SCE) | 83.3 | 78.9 | 90 | 90 |
| STEAMBOAT SPRINGS/HAYDEN CO (HDN) | 91.3 | 90.9 | 23 | 22 |
| SUN VALLEY/HAILEY/KETCHUM ID (SUN) | 84.0 | 82.3 | 307 | 311 |
| SYRACUSE NY (SYR) | 69.1 | 79.7 | 1,282 | 1,279 |
| TALLAHASSEE FL (TLH) | 71.8 | 77.8 | 454 | 454 |
| TAMPA FL (TPA) | 74.8 | 78.8 | 6,427 | 6,426 |
| TEXARKANA AR (TXK) | 88.9 | 94.4 | 90 | 90 |
| TOLEDO OH (TOL) | 76.2 | 82.3 | 462 | 462 |
| TRAVERSE CITY MI (TVC) | 69.3 | 79.3 | 306 | 304 |
| TUCSON AZ (TUS) | 79.2 | 86.2 | 1,536 | 1,534 |

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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|-------------------------------------|-----------------|------|---------------------|--------|
| | ARR. | DEP. | ARR. | DEP. |
| TULSA OK (TUL) | 77.3 | 82.9 | 1,854 | 1,852 |
| TUPELO MS (TUP) | 73.3 | 67.4 | 90 | 89 |
| TWIN FALLS ID (TWF) | 82.1 | 84.7 | 184 | 177 |
| TYLER TX (TYR) | 81.6 | 90.8 | 228 | 228 |
| VALDOSTA GA (VLD) | 50.9 | 58.6 | 116 | 116 |
| VALPARAISO FL (VPS) | 74.9 | 82.6 | 545 | 545 |
| VICTORIA TX (VCT) | 91.9 | 94.2 | 86 | 86 |
| VISALIA CA (VIS) | 83.3 | 91.7 | 60 | 60 |
| WACO TX (ACT) | 86.8 | 94.2 | 258 | 259 |
| WASHINGTON DC (DCA) | 75.8 | 79.9 | 8,958 | 8,990 |
| WASHINGTON DC (IAD) | 69.6 | 72.1 | 10,743 | 10,721 |
| WEST PALM BEACH/PALM BEACH FL (PBI) | 69.0 | 77.3 | 2,078 | 2,078 |
| WEST YELLOWSTONE MT (WYS) | 76.5 | 74.1 | 51 | 54 |
| WHITE PLAINS NY (HPN) | 64.4 | 71.2 | 547 | 524 |
| WICHITA FALLS TX (SPS) | 83.4 | 90.5 | 229 | 232 |
| WICHITA KS (ICT) | 74.0 | 83.1 | 1,010 | 1,009 |
| WILMINGTON NC (ILM) | 74.1 | 81.3 | 374 | 374 |
| WRANGELL AK (WRG) | 36.7 | 53.3 | 60 | 60 |
| YAKUTAT AK (YAK) | 38.3 | 53.3 | 60 | 60 |
| YUMA AZ (YUM) | 93.7 | 95.8 | 95 | 95 |
| TULSA OK (TUL) | 77.3 | 82.9 | 1,854 | 1,852 |
| TUPELO MS (TUP) | 73.3 | 67.4 | 90 | 89 |
| TWIN FALLS ID (TWF) | 82.1 | 84.7 | 184 | 177 |

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

| CARRIER A/ | AT 33 REPORTABLE AIRPORTS B/ | | | | AT ALL REPORTABLE 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 |
| ATLANTIC SOUTHEAST | 19 | 14,288 | 592 | 4.1 | 116 | 26,344 | 1,109 | 4.2 |
| COMAIR | 22 | 19,044 | 629 | 3.3 | 110 | 31,591 | 1,046 | 3.3 |
| ALASKA | 16 | 8,300 | 202 | 2.4 | 46 | 13,799 | 426 | 3.1 |
| INDEPENDENCE AIR | 16 | 8,204 | 231 | 2.8 | 45 | 12,031 | 345 | 2.9 |
| AMERICAN EAGLE | 22 | 25,401 | 741 | 2.9 | 105 | 44,866 | 1,234 | 2.8 |
| DELTA | 33 | 43,894 | 1,076 | 2.5 | 104 | 56,692 | 1,390 | 2.5 |
| US AIRWAYS | 27 | 29,405 | 714 | 2.4 | 63 | 36,805 | 896 | 2.4 |
| EXPRESSJET | 25 | 17,469 | 428 | 2.5 | 115 | 35,067 | 688 | 2.0 |
| UNITED | 33 | 35,246 | 477 | 1.4 | 80 | 40,962 | 533 | 1.3 |
| SKYWEST | 16 | 24,243 | 258 | 1.1 | 121 | 43,287 | 519 | 1.2 |
| NORTHWEST | 32 | 29,012 | 386 | 1.3 | 116 | 42,589 | 510 | 1.2 |
| AMERICA WEST | 29 | 14,094 | 143 | 1.0 | 51 | 16,726 | 166 | 1.0 |
| ATA | 13 | 3,155 | 36 | 1.1 | 20 | 3,688 | 36 | 1.0 |
| AIRTRAN | 21 | 12,761 | 112 | 0.9 | 46 | 16,547 | 149 | 0.9 |
| AMERICAN | 32 | 45,768 | 349 | 0.8 | 82 | 57,142 | 400 | 0.7 |
| CONTINENTAL | 30 | 19,943 | 91 | 0.5 | 78 | 25,017 | 104 | 0.4 |
| SOUTHWEST | 17 | 44,405 | 152 | 0.3 | 60 | 86,593 | 336 | 0.4 |
| JETBLUE | 15 | 6,673 | 14 | 0.2 | 30 | 8,906 | 20 | 0.2 |
| HAWAIIAN | 7 | 360 | 0 | 0.0 | 13 | 4,137 | 8 | 0.2 |
| FRONTIER | 23 | 5,459 | 0 | 0.0 | 38 | 6,406 | 1 | 0.0 |
| Total | | 407,124 | 6,631 | 1.6 | Total | 609,195 | 9,916 | 1.6 |

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.

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TABLE 9. CAUSES OF DELAY*, BY CARRIER**

| CARRIER | TOTAL RECORDS | ONTIME | % ONTIME | CANCELLED | % CANCELLED | DIVERTED | % DIVERTED | CAUSES OF DELAY | | | | | | | | | |
|--------------|---------------|---------------|---------------|-------------|--------------|-------------|--------------|-------------------|---------------------|-----------------------|-------------------------|--------------------------------|----------------------------------|----------------|------------------|------------------------------|--------------------------------|
| | | | | | | | | AIR CARRIER DELAY | % AIR CARRIER DELAY | EXTREME WEATHER DELAY | % EXTREME WEATHER DELAY | NATIONAL AVIATION SYSTEM DELAY | % NATIONAL AVIATION SYSTEM DELAY | SECURITY DELAY | % SECURITY DELAY | LATE ARRIVING AIRCRAFT DELAY | % LATE ARRIVING AIRCRAFT DELAY |
| AA | 57142 | 42009 | 73.52% | 400 | 0.70% | 192 | 0.34% | 3289 | 5.76% | 953 | 1.67% | 5750 | 10.06% | 19 | 0.03% | 4530 | 7.93% |
| AS | 13799 | 6875 | 49.82% | 426 | 3.09% | 35 | 0.25% | 2462 | 17.84% | 49 | 0.35% | 1175 | 8.51% | 48 | 0.35% | 2729 | 19.78% |
| B6 | 8906 | 6184 | 69.44% | 20 | 0.22% | 43 | 0.48% | 461 | 5.17% | 47 | 0.52% | 1175 | 13.19% | 9 | 0.10% | 968 | 10.87% |
| CO | 25017 | 19768 | 79.02% | 104 | 0.42% | 63 | 0.25% | 1006 | 4.02% | 140 | 0.56% | 2952 | 11.80% | 24 | 0.09% | 961 | 3.84% |
| DH | 12031 | 8326 | 69.20% | 345 | 2.87% | 15 | 0.12% | 538 | 4.47% | 40 | 0.33% | 1349 | 11.21% | 8 | 0.07% | 1410 | 11.72% |
| DL | 56692 | 41654 | 73.47% | 1390 | 2.45% | 120 | 0.21% | 3015 | 5.32% | 190 | 0.34% | 6642 | 11.72% | 4 | 0.01% | 3677 | 6.49% |
| EV | 26344 | 18126 | 68.81% | 1109 | 4.21% | 31 | 0.12% | 2377 | 9.02% | 1099 | 4.17% | 2648 | 10.05% | 13 | 0.05% | 940 | 3.57% |
| F9 | 6406 | 5054 | 78.89% | 1 | 0.02% | 17 | 0.27% | 345 | 5.38% | 90 | 1.41% | 417 | 6.51% | 0 | 0.00% | 483 | 7.53% |
| FL | 16547 | 10984 | 66.38% | 149 | 0.90% | 49 | 0.30% | 985 | 5.95% | 29 | 0.18% | 2130 | 12.88% | 0 | 0.00% | 2220 | 13.42% |
| HA | 4137 | 3894 | 94.13% | 8 | 0.19% | 0 | 0.00% | 165 | 4.00% | 0 | 0.00% | 5 | 0.13% | 0 | 0.00% | 64 | 1.56% |
| HP | 16726 | 13520 | 80.83% | 166 | 0.99% | 27 | 0.16% | 943 | 5.64% | 25 | 0.15% | 1248 | 7.46% | 10 | 0.06% | 787 | 4.70% |
| MQ | 44866 | 33777 | 75.28% | 1234 | 2.75% | 72 | 0.16% | 2702 | 6.02% | 267 | 0.60% | 3257 | 7.26% | 1 | 0.00% | 3556 | 7.93% |
| NW | 42589 | 30962 | 72.70% | 510 | 1.20% | 155 | 0.36% | 3779 | 8.87% | 815 | 1.91% | 4431 | 10.40% | 14 | 0.03% | 1924 | 4.52% |
| OH | 31591 | 25651 | 81.20% | 1046 | 3.31% | 51 | 0.16% | 1830 | 5.79% | 1260 | 3.99% | 1684 | 5.33% | 5 | 0.02% | 64 | 0.20% |
| OO | 43287 | 35989 | 83.14% | 519 | 1.20% | 75 | 0.17% | 3970 | 9.17% | 407 | 0.94% | 1199 | 2.77% | 19 | 0.04% | 1109 | 2.56% |
| RU | 35067 | 27605 | 78.72% | 688 | 1.96% | 81 | 0.23% | 1089 | 3.11% | 162 | 0.46% | 3366 | 9.60% | 26 | 0.07% | 2051 | 5.85% |
| TZ | 3688 | 2989 | 81.05% | 36 | 0.98% | 0 | 0.00% | 102 | 2.76% | 3 | 0.08% | 372 | 10.10% | 4 | 0.10% | 182 | 4.94% |
| UA | 40962 | 28809 | 70.33% | 533 | 1.30% | 144 | 0.35% | 3046 | 7.44% | 327 | 0.80% | 4135 | 10.09% | 0 | 0.00% | 3967 | 9.69% |
| US | 36805 | 26344 | 71.58% | 896 | 2.43% | 129 | 0.35% | 2377 | 6.46% | 373 | 1.01% | 3412 | 9.27% | 0 | 0.00% | 3274 | 8.89% |
| WN | 86593 | 69594 | 80.37% | 336 | 0.39% | 124 | 0.14% | 3768 | 4.35% | 505 | 0.58% | 2821 | 3.26% | 97 | 0.11% | 9348 | 10.80% |
| TOTAL | 609195 | 458114 | | 9916 | | 1423 | | 38250 | | 6783 | | 50167 | | 300 | | 44243 | |
| | | | 75.20% | | 1.63% | | 0.23% | | 6.28% | | 1.11% | | 8.23% | | 0.05% | | 7.26% |

***Causes of Delay:**

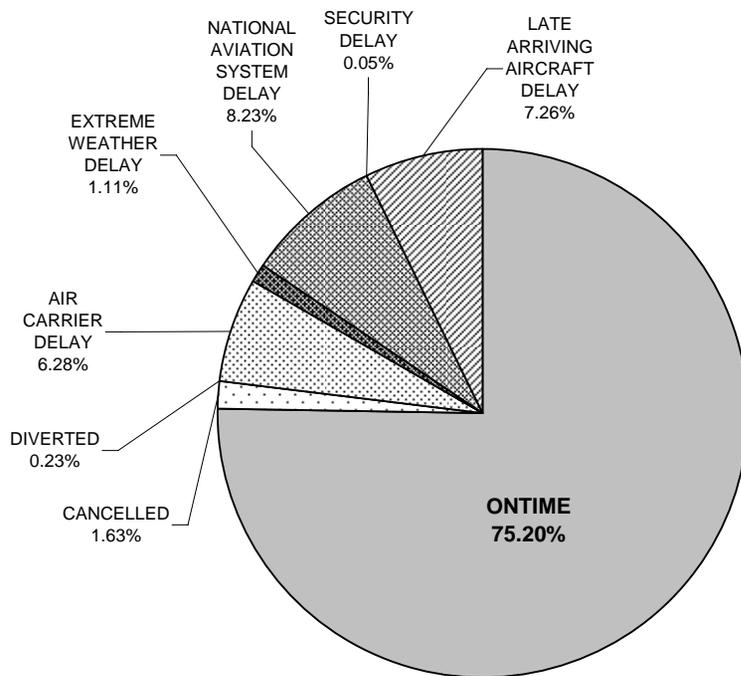
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

**** See Appendix at the end of this section for list of carrier codes.**

Note: For additional airline-specific information, visit <http://www.bts.gov>

**JUNE 2005
AIR TRAVEL CONSUMER REPORT
TABLE 10. OVERALL CAUSES OF DELAY***



***Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

Note: For additional airline-specific information, visit <http://www.bts.gov>

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 33 airports for which data must be reported. Data include all reported domestic flight operations to the 33 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 33 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 (14 CFR PART 234)

| | |
|-------------------------------------|-----|
| Atlanta: Hartsfield | ATL |
| Baltimore/Washington: International | BWI |
| Boston: Logan International | BOS |
| Charlotte: Douglas | CLT |
| Chicago: Midway | MDW |
| Chicago: O'Hare | ORD |
| Cincinnati: Greater Cincinnati | CVG |
| Dallas-Fort Worth: International | DFW |
| Denver: International | DEN |
| Detroit: Metro Wayne County | DTW |
| Ft. Lauderdale: International | FLL |
| Houston: George Bush | IAH |
| Las Vegas: McCarran International | LAS |
| Los Angeles: International | LAX |
| Miami: International | MIA |
| Minneapolis-St. Paul: International | MSP |
| Newark: Liberty International | EWR |
| New York: JFK International | JFK |
| New York: LaGuardia | LGA |
| Oakland : International | OAK |
| 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 |
| Washington: Dulles | IAD |

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

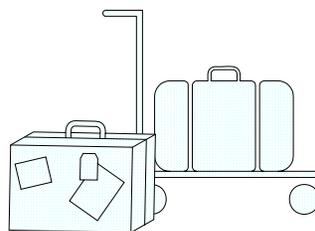
| | |
|----|--|
| FL | AirTran Airways |
| AS | Alaska Airlines |
| HP | America West Airlines |
| AA | American Airlines |
| MQ | American Eagle Airlines |
| TZ | ATA Airlines |
| DH | Independence Air (formerly Atlantic Coast Airlines) |
| EV | Atlantic Southeast Airlines |
| OH | Comair |
| CO | Continental Airlines |
| DL | Delta Air Lines |
| RU | ExpressJet Airlines |
| B6 | JetBlue Airways |
| NW | Northwest Airlines |
| OO | SkyWest Airlines |
| WN | Southwest Airlines |
| UA | United Airlines |
| US | US Airways |

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

| | |
|----|-------------------|
| F9 | Frontier Airlines |
| HA | Hawaiian Airlines |

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, plus any other airline that voluntarily submits the data. See 14 CFR Part 234.



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

| RANK | AIRLINE | JUNE 2005 | | | JUNE 2004 | | |
|---------------|-----------------------------|-----------------------|---------------------|------------------------------|-----------------------|---------------------|------------------------------|
| | | TOTAL BAGGAGE REPORTS | ENPLANED PASSENGERS | REPORTS PER 1,000 PASSENGERS | TOTAL BAGGAGE REPORTS | ENPLANED PASSENGERS | REPORTS PER 1,000 PASSENGERS |
| 1 | HAWAIIAN AIRLINES | 1,625 | 508,540 | 3.20 | 1,697 | 492,016 | 3.45 |
| 2 | ATA AIRLINES | 1,691 | 481,125 | 3.51 | 3,501 | 958,883 | 3.65 |
| 3 | AMERICA WEST AIRLINES | 7,036 | 1,927,787 | 3.65 | 7,880 | 1,857,717 | 4.24 |
| 4 | JETBLUE AIRWAYS | 4,768 | 1,254,738 | 3.80 | 2,849 | 998,461 | 2.85 |
| 5 | CONTINENTAL AIRLINES | 12,206 | 3,075,957 | 3.97 | 13,037 | 3,005,463 | 4.34 |
| 6 | AIRTRAN AIRWAYS | 6,453 | 1,558,805 | 4.14 | 4,039 | 1,205,065 | 3.35 |
| 7 | SOUTHWEST AIRLINES | 35,448 | 8,060,343 | 4.40 | 26,155 | 7,588,235 | 3.45 |
| 8 | INDEPENDENCE AIR | 2,373 | 535,741 | 4.43 | 9,050 | 590,428 | 15.33 |
| 9 | NORTHWEST AIRLINES | 21,238 | 4,545,564 | 4.67 | 20,670 | 4,414,537 | 4.68 |
| 10 | FRONTIER AIRLINES | 3,990 | 773,015 | 5.16 | * | * | * |
| 11 | UNITED AIRLINES | 28,024 | 5,304,153 | 5.28 | 21,892 | 5,888,419 | 3.72 |
| 12 | EXPRESSJET AIRLINES | 7,558 | 1,326,953 | 5.70 | 7,664 | 1,163,500 | 6.59 |
| 13 | AMERICAN AIRLINES | 48,336 | 7,375,713 | 6.55 | 36,980 | 6,861,572 | 5.39 |
| 14 | DELTA AIR LINES | 52,918 | 7,380,156 | 7.17 | 34,447 | 7,970,005 | 4.32 |
| 15 | ALASKA AIRLINES | 10,296 | 1,407,035 | 7.32 | 6,089 | 1,418,244 | 4.29 |
| 16 | US AIRWAYS | 31,011 | 3,477,581 | 8.92 | 17,172 | 3,467,230 | 4.95 |
| 17 | COMAIR | 11,609 | 1,164,182 | 9.97 | 12,284 | 1,152,716 | 10.66 |
| 18 | AMERICAN EAGLE AIRLINES | 16,373 | 1,591,497 | 10.29 | 13,684 | 1,347,303 | 10.16 |
| 19 | SKYWEST AIRLINES | 16,381 | 1,501,967 | 10.91 | 11,261 | 1,189,704 | 9.47 |
| 20 | ATLANTIC SOUTHEAST AIRLINES | 17,829 | 1,073,060 | 16.62 | 14,746 | 926,577 | 15.91 |
| TOTALS | | 337,163 | 54,323,912 | 6.21 | 265,097 | 52,496,075 | 5.05 |

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, plus other carriers that report voluntarily. Reporting by Frontier Airlines (voluntary) effective May 2005. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections of this report.

JANUARY - JUNE
MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES*

| RANK | AIRLINE | JANUARY - JUNE 2005 | | | JANUARY - JUNE 2004 | | |
|---------------|-----------------------------|-----------------------|---------------------|------------------------------|-----------------------|---------------------|------------------------------|
| | | TOTAL BAGGAGE REPORTS | ENPLANED PASSENGERS | REPORTS PER 1,000 PASSENGERS | TOTAL BAGGAGE REPORTS | ENPLANED PASSENGERS | REPORTS PER 1,000 PASSENGERS |
| 1 | HAWAIIAN AIRLINES | 8,282 | 2,855,245 | 2.90 | 8,994 | 2,827,719 | 3.18 |
| 2 | AIRTRAN AIRWAYS | 28,395 | 8,024,452 | 3.54 | 19,860 | 6,571,086 | 3.02 |
| 3 | INDEPENDENCE AIR | 10,486 | 2,922,558 | 3.59 | 51,513 | 3,839,035 | 13.42 |
| 4 | JETBLUE AIRWAYS | 25,869 | 7,152,233 | 3.62 | 16,038 | 5,697,985 | 2.81 |
| 5 | CONTINENTAL AIRLINES | 64,550 | 17,110,164 | 3.77 | 55,078 | 16,564,937 | 3.32 |
| 6 | SOUTHWEST AIRLINES | 167,154 | 43,463,458 | 3.85 | 129,473 | 40,911,007 | 3.16 |
| 7 | ATA AIRLINES | 10,699 | 2,777,668 | 3.85 | 19,404 | 5,112,270 | 3.80 |
| 8 | AMERICA WEST AIRLINES | 42,885 | 10,626,858 | 4.04 | 35,923 | 10,126,306 | 3.55 |
| 9 | ALASKA AIRLINES | 31,780 | 7,315,178 | 4.34 | 23,342 | 7,039,979 | 3.32 |
| 10 | UNITED AIRLINES | 129,035 | 28,509,319 | 4.53 | 117,825 | 30,781,642 | 3.83 |
| 11 | NORTHWEST AIRLINES ** | 111,412 | 24,425,470 | 4.56 | 87,314 | 23,006,798 | 3.80 |
| 12 | AMERICAN AIRLINES | 220,803 | 39,887,820 | 5.54 | 177,104 | 38,003,126 | 4.66 |
| 13 | EXPRESSJET AIRLINES | 41,355 | 7,026,262 | 5.89 | 31,856 | 6,016,886 | 5.29 |
| 14 | DELTA AIR LINES | 314,168 | 42,174,273 | 7.45 | 179,431 | 42,407,825 | 4.23 |
| 15 | AMERICAN EAGLE AIRLINES | 77,668 | 8,454,409 | 9.19 | 64,165 | 7,129,782 | 9.00 |
| 16 | SKYWEST AIRLINES | 87,993 | 8,026,142 | 10.96 | 67,143 | 6,269,841 | 10.71 |
| 17 | COMAIR | 74,787 | 6,517,381 | 11.48 | 63,391 | 6,206,661 | 10.21 |
| 18 | US AIRWAYS | 229,847 | 19,916,113 | 11.54 | 77,589 | 18,914,184 | 4.10 |
| 19 | ATLANTIC SOUTHEAST AIRLINES | 108,244 | 5,859,031 | 18.47 | 68,014 | 4,867,713 | 13.97 |
| * | FRONTIER AIRLINES | * | * | * | * | * | * |
| TOTALS | | 1,785,412 | 293,044,034 | 6.09 | 1,293,457 | 282,294,782 | 4.58 |

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, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections. Frontier Airlines began voluntarily reporting flight delay and mishandled baggage data in May 2005; therefore, they are not ranked for the period January-June.

** Northwest Airlines incorrectly reported to DOT its mishandled baggage "Enplaned Passengers" data for May 2004. This table includes the correction of that data.

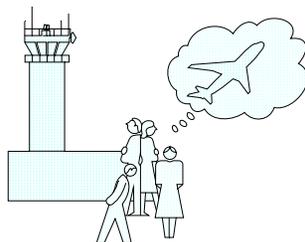
OVERSALES

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 *and* operate aircraft with a passenger capacity of more than 60 seats (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 CFR 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 enplanements figures that are used to calculate the involuntary denied boarding rate do not include "shuttle" service on which reservations are not offered, nor do they include inbound international service, since the rule does not apply to these flights.



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

| RANK | AIRLINE | APRIL - JUNE 2005 | | | | APRIL - JUNE 2004 | | | |
|------|------------------------------------|-------------------------|---------------|------------------------|---|-------------------------|---------------|------------------------|---|
| | | 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 | JETBLUE AIRWAYS | 10 | 0 | 3,695,906 | 0.00 | 0 | 6 | 2,920,697 | 0.02 |
| 2 | INDEPENDENCE AIR | 0 | 1 | 372,767 | 0.03 | * | * | * | * |
| 3 | HAWAIIAN AIRLINES | 685 | 9 | 1,432,005 | 0.06 | 690 | 38 | 1,412,211 | 0.27 |
| 4 | AMERICAN EAGLE AIRLINES | 371 | 13 | 572,193 | 0.23 | 482 | 22 | 495,683 | 0.44 |
| 5 | FRONTIER AIRLINES | 213 | 58 | 2,111,042 | 0.27 | * | * | * | * |
| 6 | COMAIR | 305 | 27 | 706,715 | 0.38 | 1,204 | 140 | 608,523 | 2.30 |
| 7 | SKYWEST AIRLINES | 1,212 | 30 | 655,568 | 0.46 | 229 | 2 | 92,398 | 0.22 |
| 8 | AIRTRAN AIRWAYS | 6,214 | 215 | 4,295,783 | 0.50 | 6,259 | 57 | 3,411,731 | 0.17 |
| 9 | UNITED AIRLINES | 27,662 | 849 | 15,628,125 | 0.54 | 27,767 | 776 | 16,959,163 | 0.46 |
| 10 | US AIRWAYS | 14,728 | 675 | 10,967,859 | 0.62 | 21,282 | 808 | 10,576,091 | 0.76 |
| 11 | AMERICAN AIRLINES | 23,387 | 1,416 | 22,957,833 | 0.62 | 17,087 | 1,011 | 21,320,081 | 0.47 |
| 12 | SOUTHWEST AIRLINES | 18,571 | 1,593 | 22,777,542 | 0.70 | 25,572 | 2,429 | 21,628,048 | 1.12 |
| 13 | NORTHWEST AIRLINES | 18,299 | 1,435 | 13,695,253 | 1.05 | 21,867 | 1,154 | 12,935,606 | 0.89 |
| 14 | ALASKA AIRLINES | 7,375 | 462 | 3,877,571 | 1.19 | 3,964 | 325 | 3,620,268 | 0.90 |
| 15 | ATLANTIC SOUTHEAST AIRLINES | 566 | 146 | 1,109,149 | 1.32 | 1,187 | 140 | 913,359 | 1.53 |
| 16 | AMERICA WEST AIRLINES | 10,745 | 793 | 5,694,984 | 1.39 | 7,509 | 383 | 4,885,743 | 0.78 |
| 17 | DELTA AIR LINES | 23,197 | 3,094 | 21,995,159 | 1.41 | 28,817 | 2,331 | 21,718,352 | 1.07 |
| 18 | CONTINENTAL AIRLINES | 9,242 | 1,382 | 9,614,684 | 1.44 | 11,694 | 1,834 | 9,229,183 | 1.99 |
| 19 | ATA AIRLINES | 1,023 | 206 | 1,309,913 | 1.57 | 1,484 | 405 | 2,719,477 | 1.49 |
| | TOTALS | 163,805 | 12,404 | 143,470,051 | 0.86 | 177,094 | 11,861 | 135,446,614 | 0.88 |

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 and operate aircraft with a passenger capacity of more than 60 seats. Independence Air (formerly Atlantic Coast Airlines) was ranked in this table for the first time with the 4th quarter 2004. Frontier Airlines is being ranked in this section for the first time with this report (voluntary flight delay and mishandled baggage reporting effective May 2005). With the exception of ExpressJet Airlines (whose entire fleet consists of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and "Mishandled Baggage" sections of this report.

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

| RANK | AIRLINE | JANUARY - JUNE 2005 | | | | JANUARY - JUNE 2004 | | | |
|------|------------------------------------|-------------------------|---------------|------------------------|---|-------------------------|---------------|------------------------|---|
| | | 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 | <i>JETBLUE AIRWAYS</i> | 25 | 0 | 7,095,992 | 0.00 | 12 | 8 | 5,570,770 | 0.01 |
| 2 | <i>INDEPENDENCE AIR</i> | 4 | 1 | 575,138 | 0.02 | * | * | * | * |
| 3 | <i>HAWAIIAN AIRLINES</i> | 1,429 | 14 | 2,808,672 | 0.05 | 1,587 | 106 | 2,811,439 | 0.38 |
| 4 | <i>UNITED AIRLINES</i> | 49,349 | 1,442 | 29,788,694 | 0.48 | 58,107 | 1,965 | 31,441,538 | 0.62 |
| 5 | <i>AMERICAN EAGLE AIRLINES</i> | 1,053 | 53 | 1,075,791 | 0.49 | 1,054 | 37 | 894,953 | 0.41 |
| 6 | <i>SKYWEST AIRLINES</i> | 2,606 | 58 | 1,055,440 | 0.55 | 417 | 2 | 107,291 | 0.19 |
| 7 | <i>AIRTRAN AIRWAYS</i> | 14,548 | 431 | 7,839,593 | 0.55 | 16,041 | 311 | 6,373,017 | 0.49 |
| 8 | <i>AMERICAN AIRLINES</i> | 41,074 | 2,894 | 43,581,626 | 0.66 | 40,460 | 2,133 | 41,009,468 | 0.52 |
| 9 | <i>SOUTHWEST AIRLINES</i> | 40,101 | 3,066 | 42,558,288 | 0.72 | 56,847 | 5,103 | 39,818,452 | 1.28 |
| 10 | <i>COMAIR</i> | 998 | 99 | 1,372,310 | 0.72 | 2,572 | 374 | 1,119,153 | 3.34 |
| 11 | <i>US AIRWAYS</i> | 32,630 | 1,689 | 21,042,015 | 0.80 | 44,033 | 1,302 | 19,787,547 | 0.66 |
| 12 | <i>DELTA AIR LINES</i> | 41,691 | 5,279 | 42,645,537 | 1.24 | 75,060 | 5,549 | 41,203,996 | 1.35 |
| 13 | <i>AMERICA WEST AIRLINES</i> | 21,075 | 1,410 | 10,796,834 | 1.31 | 19,397 | 746 | 9,853,721 | 0.76 |
| 14 | <i>ALASKA AIRLINES</i> | 13,659 | 973 | 7,383,195 | 1.32 | 12,483 | 1,128 | 7,208,098 | 1.56 |
| 15 | <i>NORTHWEST AIRLINES</i> | 41,451 | 3,483 | 25,756,467 | 1.35 | 41,845 | 2,117 | 24,110,709 | 0.88 |
| 16 | <i>ATLANTIC SOUTHEAST AIRLINES</i> | 1,640 | 418 | 2,122,271 | 1.97 | 2,612 | 387 | 1,685,586 | 2.30 |
| 17 | <i>CONTINENTAL AIRLINES</i> | 22,515 | 4,024 | 18,390,500 | 2.19 | 23,608 | 2,787 | 17,468,152 | 1.60 |
| 18 | <i>ATA AIRLINES</i> | 2,919 | 1,118 | 2,842,714 | 3.93 | 3,122 | 695 | 5,161,864 | 1.35 |
| * | <i>FRONTIER AIRLINES</i> | * | * | * | * | * | * | * | * |
| | TOTALS | 328,767 | 26,452 | 268,731,077 | 0.98 | 399,257 | 24,750 | 255,625,754 | 0.97 |

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 and operate aircraft with a passenger capacity of more than 60 seats. Independence Air (formerly Atlantic Coast Airlines) was ranked in this table for the first time with the 4th quarter 2004. Frontier Airlines is being ranked in this section for the first time with this report (voluntary flight delay and mishandled baggage reporting effective May 2005). With the exception of ExpressJet Airlines (whose entire fleet consists of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and "Mishandled Baggage" sections of this report.

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security 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.). Beginning with the October 2000 report, “Animals” was added as a new category. 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 (Incident Date data is not included in YTD section).

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.

Airline Rankings - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) 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

| | JUNE 2005 | | | | JUNE 2004 | | | |
|------------------------|------------|-----------|-------------|---------------|------------|------------|-------------|---------------|
| | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS |
| U. S. AIRLINES | 498 | 67 | 4 | 104 | 450 | 85 | 6 | 64 |
| FOREIGN AIRLINES | 111 | 4 | 2 | 13 | 81 | 4 | 0 | 8 |
| TRAVEL AGENTS | 15 | 0 | 0 | 4 | 19 | 0 | 0 | 1 |
| TOUR OPERATORS | 4 | 0 | 0 | 0 | 3 | 0 | 0 | 0 |
| MISCELLANEOUS | 10 | 7 | 0 | 70 | 11 | 14 | 0 | 53 |
| INDUSTRY TOTALS | 638 | 78 | 6 | 191 | 564 | 103 | 6 | 126 |

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

| COMPLAINT CATEGORY | JUNE 2005 | | | JUNE 2004 | | |
|--------------------|-----------|--------------|--------------|-----------|--------------|--------------|
| | RANKING | COMPLAINTS** | SUB-CATEGORY | RANKING | COMPLAINTS** | SUB-CATEGORY |
| FLIGHT PROBLEMS | 1 | 162 | | 1 | 141 | |
| CANCELLATIONS | | | 52 | | | 48 |
| DELAYS | | | 44 | | | 36 |
| MISCONNECTIONS | | | 34 | | | 26 |
| BAGGAGE | 2 | 144 | | 2 | 94 | |
| RES/TKTG/BOARDING | 3 | 88 | | 3 | 92 | |
| CUSTOMER SERVICE | 4 | 62 | | 4 | 74 | |
| DISABILITY | 5 | 45 | | 6 | 40 | |
| REFUNDS | 6 | 44 | | 5 | 44 | |
| OVERSALES | 7 | 36 | | 7 | 31 | |
| OTHER | 8 | 23 | | 8 | 23 | |
| FREQUENT FLYER | | | 18 | | | 17 |
| FARES | 9 | 19 | | 9 | 14 | |
| DISCRIMINATION | 10 | 9 | | 10 | 6 | |
| ADVERTISING | 11 | 4 | | 11 | 4 | |
| ANIMALS | 12 | 2 | | 12 | 1 | |
| COMPLAINT TOTAL | | 638 | | | 564 | |

* 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*

JUNE 2005

| U. S. AIRLINES** | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DIS-ABILITY | ADVERTISING | DISCRIMINATION | ANIMALS | OTHER | TOTAL |
|------------------------------|-----------------|------------|-------------------|------------|------------|-------------|------------------|-------------|-------------|----------------|------------|------------|------------|
| ALPHABETICAL | | | | | | | | | | | | | |
| AIR WISCONSIN | 6 | 0 | 0 | 0 | 0 | 5 | 1 | 1 | 0 | 0 | 0 | 0 | 13 |
| AIRTRAN AIRWAYS | 9 | 1 | 5 | 0 | 3 | 2 | 5 | 0 | 0 | 0 | 0 | 0 | 25 |
| ALASKA AIRLINES | 7 | 0 | 0 | 0 | 0 | 2 | 2 | 1 | 0 | 1 | 0 | 0 | 13 |
| AMERICA WEST AIRLINES | 2 | 1 | 2 | 1 | 1 | 2 | 3 | 2 | 0 | 0 | 0 | 0 | 14 |
| AMERICAN AIRLINES | 16 | 3 | 13 | 2 | 4 | 23 | 7 | 7 | 0 | 2 | 1 | 5 | 83 |
| AMERICAN EAGLE AIRLINES | 2 | 3 | 2 | 0 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 11 |
| CONTINENTAL AIRLINES | 6 | 2 | 4 | 1 | 3 | 5 | 2 | 1 | 0 | 0 | 1 | 2 | 27 |
| DELTA AIRLINES | 22 | 3 | 17 | 1 | 1 | 13 | 3 | 2 | 0 | 1 | 0 | 6 | 69 |
| INDEPENDENCE AIR | 6 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 9 |
| MESA AIRLINES | 6 | 1 | 1 | 0 | 0 | 3 | 2 | 1 | 0 | 0 | 0 | 0 | 14 |
| MESABA AVIATION | 3 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 7 |
| NORTHWEST AIRLINES | 8 | 4 | 7 | 4 | 3 | 11 | 2 | 3 | 0 | 1 | 0 | 0 | 43 |
| SKYWEST AIRLINES | 3 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 6 |
| UNITED AIRLINES | 15 | 2 | 2 | 4 | 1 | 17 | 8 | 4 | 1 | 1 | 0 | 4 | 59 |
| US AIRWAYS | 10 | 4 | 1 | 1 | 4 | 13 | 1 | 3 | 0 | 0 | 0 | 1 | 38 |
| OTHER U. S. AIRLINES | 22 | 2 | 4 | 0 | 6 | 19 | 4 | 9 | 1 | 0 | 0 | 0 | 67 |
| TOTAL JUNE 2005 | 143 | 28 | 58 | 15 | 26 | 117 | 45 | 36 | 3 | 6 | 2 | 19 | 498 |
| % OF TOTAL COMPLAINTS | 28.7 | 5.6 | 11.6 | 3.0 | 5.2 | 23.5 | 9.0 | 7.2 | 0.6 | 1.2 | 0.4 | 3.8 | |
| TOTAL JUNE 2004 | 124 | 23 | 62 | 11 | 21 | 73 | 70 | 39 | 2 | 6 | 1 | 18 | 450 |
| % OF TOTAL COMPLAINTS | 27.6 | 5.1 | 13.8 | 2.4 | 4.7 | 16.2 | 15.6 | 8.7 | 0.4 | 1.3 | 0.2 | 4.0 | |

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

** 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

JUNE 2005

| U. S. AIRLINES* | COMPS RECD IN JUNE | INCI - DENTS IN JUNE | PERCENT | INCI - DENTS IN MAY | PERCENT | INCI - DENTS IN ALL PRIOR MONTHS | PERCENT | UN- KNOWN INCI - DENT DATE | PERCENT |
|-------------------------------|-----------------------------|-------------------------------|-------------|------------------------------|-------------|--|-------------|--|-------------|
| AIR WISCONSIN | 13 | 7 | 53.8 | 3 | 23.1 | 1 | 7.7 | 2 | 15.4 |
| AIRTRAN AIRWAYS | 25 | 13 | 52.0 | 6 | 24.0 | 4 | 16.0 | 2 | 8.0 |
| ALASKA AIRLINES | 13 | 6 | 46.2 | 3 | 23.1 | 3 | 23.1 | 1 | 7.7 |
| AMERICA WEST AIRLINES | 14 | 2 | 14.3 | 5 | 35.7 | 3 | 21.4 | 4 | 28.6 |
| AMERICAN AIRLINES | 83 | 28 | 33.7 | 20 | 24.1 | 17 | 20.5 | 18 | 21.7 |
| AMERICAN EAGLE AIRLINES | 11 | 5 | 45.5 | 2 | 18.2 | 4 | 36.4 | 0 | 0.0 |
| CONTINENTAL AIRLINES | 27 | 12 | 44.4 | 3 | 11.1 | 6 | 22.2 | 6 | 22.2 |
| DELTA AIRLINES | 69 | 24 | 34.8 | 13 | 18.8 | 19 | 27.5 | 13 | 18.8 |
| INDEPENDENCE AIR | 9 | 4 | 44.4 | 1 | 11.1 | 2 | 22.2 | 2 | 22.2 |
| MESA AIRLINES | 14 | 8 | 57.1 | 3 | 21.4 | 0 | 0.0 | 3 | 21.4 |
| MESABA AVIATION | 7 | 3 | 42.9 | 2 | 28.6 | 1 | 14.3 | 1 | 14.3 |
| NORTHWEST AIRLINES | 43 | 17 | 39.5 | 9 | 20.9 | 12 | 27.9 | 5 | 11.6 |
| SKYWEST AIRLINES | 6 | 4 | 66.7 | 1 | 16.7 | 1 | 16.7 | 0 | 0.0 |
| UNITED AIRLINES | 59 | 27 | 45.8 | 13 | 22.0 | 10 | 16.9 | 9 | 15.3 |
| US AIRWAYS | 38 | 12 | 31.6 | 8 | 21.1 | 11 | 28.9 | 7 | 18.4 |
| OTHER U. S. AIRLINES | 67 | 23 | 34.3 | 18 | 26.9 | 11 | 16.4 | 15 | 22.4 |
| TOTALS | 498 | 195 | 39.2 | 110 | 22.1 | 105 | 21.1 | 88 | 17.7 |
| PREVIOUS YEAR'S TOTALS | 450 | 211 | 46.9 | 88 | 19.6 | 86 | 19.1 | 65 | 14.4 |

*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 5

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U. S. AIRLINES*
BY COMPLAINT CATEGORY**

JUNE 2005

| | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DI SABILITY | ADVERTISING | DISCRIMINATION | ANIMALS | OTHER | TOTAL |
|--------------------------------|-----------------|------------|-------------------|----------|----------|-----------|------------------|-------------|-------------|----------------|----------|----------|------------|
| <u>FOREIGN AIRLINES</u> | | | | | | | | | | | | | |
| AIR FRANCE | 1 | 1 | 1 | 0 | 0 | 3 | 1 | 2 | 0 | 0 | 0 | 1 | 10 |
| AIR INDIA | 3 | 0 | 2 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 11 |
| AIR JAMAICA | 3 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| BRITISH AIRWAYS | 1 | 1 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 8 |
| KLM | 2 | 2 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 9 |
| LUFTHANSA | 1 | 0 | 2 | 1 | 0 | 0 | 1 | 2 | 0 | 1 | 0 | 0 | 8 |
| OTHER FOREIGN AIRLINES | 6 | 4 | 14 | 0 | 6 | 14 | 6 | 5 | 1 | 2 | 0 | 2 | 60 |
| TOTALS | 17 | 8 | 23 | 1 | 9 | 23 | 13 | 9 | 1 | 3 | 0 | 4 | 111 |
| <u>TRAVEL AGENTS</u> | | | | | | | | | | | | | |
| CHEAP TICKETS | 0 | 0 | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| OTHER TRAVEL AGENTS | 2 | 0 | 5 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 |
| TOTALS | 2 | 0 | 5 | 2 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15 |
| <u>TOUR OPERATORS</u> | | | | | | | | | | | | | |
| OTHER TOUR OPERATORS | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 4 |
| TOTALS | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 4 |
| <u>MISCELLANEOUS</u> | | | | | | | | | | | | | |
| OTHER MISCELLANEOUS | 0 | 0 | 1 | 1 | 3 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 10 |
| TOTALS | 0 | 0 | 1 | 1 | 3 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 10 |

* 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.

** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

TABLE 6

JUNE
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

| RANK | AIRLINE | JUNE 2005 | | | JUNE 2004 | | |
|------|------------------------------------|------------|-------------------------|-------------------------------------|------------|-------------------------|-------------------------------------|
| | | COMPLAINTS | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS | COMPLAINTS | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS |
| 1 | <i>SOUTHWEST AIRLINES</i> | 4 | 7,886,226 | 0.05 | 16 | 7,380,453 | 0.22 |
| 2 | <i>COMAIR</i> | 3 | 1,152,625 | 0.26 | 12 | 1,146,049 | 1.05 |
| 3 | <i>FRONTIER AIRLINES</i> | 2 | 750,063 | 0.27 | * | * | * |
| 4 | <i>EXPRESSJET AIRLINES</i> | 4 | 1,441,318 | 0.28 | 0 | 1,246,186 | 0.00 |
| 5 | <i>JETBLUE AIRWAYS</i> | 4 | 1,187,346 | 0.34 | 0 | 967,670 | 0.00 |
| 6 | <i>ATLANTIC SOUTHEAST AIRLINES</i> | 4 | 1,073,902 | 0.37 | 5 | 915,408 | 0.55 |
| 7 | <i>ATA AIRLINES</i> | 2 | 496,761 | 0.40 | 1 | 975,926 | 0.10 |
| 8 | <i>SKYWEST AIRLINES</i> | 6 | 1,458,400 | 0.41 | 7 | 1,150,210 | 0.61 |
| 9 | <i>AMERICAN EAGLE AIRLINES</i> | 11 | 1,591,589 | 0.69 | 10 | 1,322,468 | 0.76 |
| 10 | <i>CONTINENTAL AIRLINES</i> | 27 | 3,796,029 | 0.71 | 30 | 3,694,513 | 0.81 |
| 11 | <i>AMERICA WEST AIRLINES</i> | 14 | 1,959,228 | 0.71 | 21 | 1,859,682 | 1.13 |
| 12 | <i>HAWAIIAN AIRLINES</i> | 4 | 501,471 | 0.80 | 3 | 492,016 | 0.61 |
| 13 | <i>NORTHWEST AIRLINES</i> | 43 | 5,315,772 | 0.81 | 48 | 5,127,050 | 0.94 |
| 14 | <i>ALASKA AIRLINES</i> | 13 | 1,508,798 | 0.86 | 5 | 1,514,215 | 0.33 |
| 15 | <i>DELTA AIR LINES</i> | 69 | 7,864,422 | 0.88 | 60 | 7,968,953 | 0.75 |
| 16 | <i>AMERICAN AIRLINES</i> | 83 | 8,961,410 | 0.93 | 43 | 8,183,757 | 0.53 |
| 17 | <i>UNITED AIRLINES</i> | 59 | 6,097,985 | 0.97 | 52 | 6,569,155 | 0.79 |
| 18 | <i>US AIRWAYS</i> | 38 | 3,744,758 | 1.01 | 38 | 3,709,743 | 1.02 |
| 19 | <i>AIRTRAN AIRWAYS</i> | 25 | 1,522,478 | 1.64 | 8 | 1,164,380 | 0.69 |
| 20 | <i>INDEPENDENCE AIR</i> | 9 | 521,364 | 1.73 | 6 | 597,610 | 1.00 |
| | TOTALS | 424 | 58,831,945 | 0.72 | 365 | 55,985,444 | 0.65 |

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, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections. Effective May 2005, Frontier Airlines began voluntarily reporting flight delay and mishandled baggage data.

Table 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

| | JANUARY - JUNE 2005 | | | | JANUARY - JUNE 2004 | | | |
|------------------------|---------------------|------------|-------------|---------------|---------------------|------------|-------------|---------------|
| | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS |
| U. S. AIRLINES | 3,680 | 404 | 21 | 559 | 2,810 | 495 | 14 | 406 |
| FOREIGN AIRLINES | 676 | 11 | 3 | 60 | 546 | 12 | 2 | 41 |
| TRAVEL AGENTS | 124 | 8 | 0 | 13 | 126 | 11 | 0 | 11 |
| TOUR OPERATORS | 15 | 0 | 0 | 0 | 37 | 1 | 0 | 2 |
| MISCELLANEOUS | 54 | 34 | 0 | 311 | 39 | 39 | 0 | 505 |
| INDUSTRY TOTALS | 4,549 | 457 | 24 | 943 | 3,558 | 558 | 16 | 965 |

Table 2 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

| COMPLAINT CATEGORY | JANUARY - JUNE 2005 | | | JANUARY - JUNE 2004 | | |
|------------------------|---------------------|--------------|--------------|---------------------|--------------|--------------|
| | RANKING | COMPLAINTS** | SUB-CATEGORY | RANKING | COMPLAINTS** | SUB-CATEGORY |
| BAGGAGE | 1 | 1,193 | | 2 | 606 | |
| FLIGHT PROBLEMS | 2 | 1,164 | | 1 | 906 | |
| CANCELLATIONS | | | 486 | | | 258 |
| DELAYS | | | 269 | | | 236 |
| MISCONNECTIONS | | | 200 | | | 161 |
| RES/TKTG/BOARDING | 3 | 477 | | 3 | 494 | |
| CUSTOMER SERVICE | 4 | 462 | | 4 | 455 | |
| REFUNDS | 5 | 322 | | 5 | 275 | |
| DISABILITY | 6 | 270 | | 6 | 274 | |
| OVERSALES | 7 | 229 | | 7 | 186 | |
| OTHER | 8 | 187 | | 8 | 184 | |
| FREQUENT FLYER | | | 117 | | | 145 |
| FARES | 9 | 144 | | 9 | 90 | |
| DISCRIMINATION | 10 | 64 | | 10 | 52 | |
| ADVERTISING | 11 | 34 | | 11 | 33 | |
| ANIMALS | 12 | 3 | | 12 | 3 | |
| COMPLAINT TOTAL | | 4,549 | | | 3,558 | |

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY COMPLAINT CATEGORY*
JANUARY - JUNE

| U. S. AIRLINES** | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DIS-ABILITY | ADVERTISING | DISCRIMINATION | ANIMALS | OTHER | TOTAL |
|-----------------------------|-----------------|------------|-------------------|-------|---------|---------|------------------|-------------|-------------|----------------|---------|-------|-------|
| ALPHABETICAL | | | | | | | | | | | | | |
| AIR WISCONSIN | 21 | 4 | 2 | 0 | 0 | 12 | 6 | 5 | 0 | 0 | 0 | 0 | 50 |
| AIRTRAN AIRWAYS | 26 | 3 | 13 | 0 | 5 | 21 | 9 | 3 | 0 | 0 | 0 | 0 | 80 |
| ALASKA AIRLINES | 19 | 3 | 4 | 0 | 2 | 14 | 11 | 2 | 0 | 1 | 0 | 3 | 59 |
| AMERICA WEST AIRLINES | 44 | 10 | 18 | 1 | 8 | 23 | 21 | 9 | 1 | 0 | 0 | 0 | 135 |
| AMERICAN AIRLINES | 116 | 17 | 54 | 15 | 33 | 137 | 63 | 37 | 4 | 8 | 1 | 32 | 517 |
| AMERICAN EAGLE AIRLINES | 19 | 10 | 5 | 0 | 2 | 10 | 7 | 4 | 0 | 1 | 0 | 0 | 58 |
| ATA AIRLINES | 8 | 3 | 3 | 3 | 1 | 4 | 3 | 2 | 0 | 0 | 0 | 0 | 27 |
| ATLANTIC SOUTHEAST AIRLINES | 24 | 1 | 0 | 0 | 0 | 5 | 6 | 2 | 0 | 0 | 0 | 0 | 38 |
| CHAUTAUQUA AIRLINES | 19 | 1 | 1 | 0 | 3 | 6 | 2 | 1 | 0 | 0 | 0 | 0 | 33 |
| CHICAGO EXPRESS | 5 | 0 | 0 | 0 | 3 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 11 |
| COMAIR | 100 | 1 | 8 | 1 | 10 | 34 | 7 | 3 | 0 | 0 | 0 | 2 | 166 |
| CONTINENTAL AIRLINES | 37 | 24 | 20 | 13 | 18 | 40 | 27 | 10 | 1 | 3 | 1 | 10 | 204 |
| DELTA AIRLINES | 123 | 11 | 58 | 13 | 22 | 192 | 41 | 21 | 3 | 8 | 0 | 34 | 526 |
| EXECUTIVE AIRLINES | 4 | 1 | 3 | 0 | 1 | 4 | 2 | 1 | 0 | 0 | 0 | 0 | 16 |
| EXPRESSJET AIRLINES | 12 | 4 | 1 | 0 | 3 | 2 | 4 | 2 | 0 | 0 | 0 | 0 | 28 |
| FRONTIER AIRLINES | 6 | 1 | 5 | 1 | 2 | 2 | 2 | 2 | 0 | 0 | 0 | 3 | 24 |
| GULFSTREAM INT'L AIRLINES | 6 | 2 | 1 | 0 | 1 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 14 |
| HAWAIIAN AIRLINES | 2 | 0 | 2 | 0 | 1 | 3 | 3 | 7 | 1 | 0 | 0 | 0 | 19 |
| INDEPENDENCE AIR | 18 | 0 | 4 | 2 | 4 | 3 | 1 | 0 | 4 | 0 | 0 | 0 | 36 |
| JETBLUE AIRWAYS | 3 | 0 | 1 | 0 | 3 | 4 | 6 | 0 | 0 | 1 | 0 | 2 | 20 |
| MESA AIRLINES | 44 | 3 | 2 | 0 | 2 | 12 | 13 | 9 | 0 | 1 | 0 | 0 | 86 |
| MESABA AVIATION | 16 | 7 | 2 | 0 | 0 | 5 | 7 | 1 | 0 | 0 | 0 | 1 | 39 |
| NORTHWEST AIRLINES | 46 | 27 | 35 | 24 | 12 | 68 | 29 | 21 | 2 | 1 | 0 | 16 | 281 |
| PI NNACLE AIRLINES | 27 | 5 | 1 | 0 | 2 | 9 | 3 | 2 | 0 | 0 | 0 | 0 | 49 |
| PSA AIRLINES | 9 | 0 | 0 | 0 | 0 | 3 | 0 | 2 | 0 | 1 | 0 | 0 | 15 |
| PI EDMONT AIRLINES | 4 | 1 | 1 | 0 | 0 | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 12 |
| SKYWEST AIRLINES | 12 | 3 | 6 | 0 | 0 | 5 | 3 | 2 | 0 | 2 | 0 | 1 | 34 |
| SOUTHEAST AIRLINES | 1 | 0 | 0 | 0 | 8 | 1 | 0 | 0 | 0 | 0 | 0 | 29 | 39 |
| SOUTHWEST AIRLINES | 11 | 3 | 6 | 2 | 3 | 8 | 16 | 15 | 1 | 5 | 0 | 2 | 72 |
| SPI RIT AIRLINES | 8 | 3 | 1 | 1 | 1 | 3 | 0 | 2 | 0 | 1 | 0 | 1 | 21 |
| TRANS STATES AIRLINES | 11 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 14 |
| TRANSMERIDIAN AIRLINES | 9 | 0 | 0 | 2 | 1 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 16 |
| UNITED AIRLINES | 61 | 16 | 26 | 13 | 16 | 101 | 50 | 24 | 3 | 12 | 0 | 18 | 340 |
| UNITED EXPRESS | 6 | 1 | 3 | 0 | 0 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 15 |
| US AIRWAYS | 113 | 11 | 24 | 10 | 21 | 215 | 31 | 18 | 1 | 1 | 0 | 12 | 457 |
| USA3000 | 18 | 0 | 5 | 2 | 2 | 5 | 1 | 1 | 2 | 1 | 1 | 0 | 38 |
| OTHER U. S. AIRLINES | 25 | 1 | 7 | 2 | 11 | 20 | 12 | 8 | 2 | 2 | 0 | 1 | 91 |
| TOTAL JANUARY-JUNE 2005 | 1,033 | 177 | 322 | 105 | 202 | 984 | 390 | 222 | 25 | 50 | 3 | 167 | 3,680 |
| % OF TOTAL COMPLAINTS | 28.1 | 4.8 | 8.8 | 2.9 | 5.5 | 26.7 | 10.6 | 6.0 | 0.7 | 1.4 | 0.1 | 4.5 | |
| TOTAL JANUARY-JUNE 2004 | 780 | 154 | 330 | 73 | 144 | 470 | 394 | 245 | 19 | 45 | 3 | 153 | 2,810 |
| % OF TOTAL COMPLAINTS | 27.8 | 5.5 | 11.7 | 2.6 | 5.1 | 16.7 | 14.0 | 8.7 | 0.7 | 1.6 | 0.1 | 5.4 | |

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 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 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U. S. AIRLINES*
BY COMPLAINT CATEGORY**

JANUARY - JUNE

| | FLIGHT PROBLEMS | OVER- SALES | RES/TKTG/ BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DI SAB- ILITY | ADVERT- ISING | DI SCRIM- INATION | ANI MALS | OTHER | TOTAL |
|--------------------------------|--------------------|----------------|-----------------------|-----------|-----------|------------|---------------------|------------------|------------------|----------------------|----------|-----------|------------|
| <u>FOREIGN AIRLINES</u> | | | | | | | | | | | | | |
| AEROMEXICO | 2 | 0 | 1 | 0 | 0 | 4 | 1 | 1 | 0 | 1 | 0 | 0 | 10 |
| AIR CANADA | 2 | 0 | 2 | 0 | 2 | 7 | 5 | 1 | 0 | 0 | 0 | 0 | 19 |
| AIR FRANCE | 5 | 6 | 9 | 1 | 4 | 22 | 3 | 6 | 1 | 0 | 0 | 1 | 58 |
| AIR INDIA | 6 | 0 | 3 | 3 | 5 | 10 | 3 | 0 | 0 | 0 | 0 | 2 | 32 |
| AIR JAMAICA | 26 | 5 | 3 | 0 | 7 | 8 | 7 | 0 | 0 | 0 | 0 | 0 | 56 |
| ALITALIA AIRLINES | 3 | 2 | 2 | 4 | 2 | 8 | 3 | 2 | 0 | 0 | 0 | 0 | 26 |
| BRITISH AIRWAYS | 3 | 2 | 9 | 0 | 3 | 23 | 7 | 5 | 0 | 0 | 0 | 3 | 55 |
| BWIA | 8 | 0 | 1 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 13 |
| EL AL ISRAEL | 1 | 3 | 1 | 0 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 10 |
| IBERIA AIRLINES | 2 | 3 | 2 | 0 | 2 | 5 | 0 | 1 | 0 | 0 | 0 | 0 | 15 |
| KLM | 10 | 4 | 6 | 0 | 1 | 8 | 4 | 3 | 0 | 1 | 0 | 2 | 39 |
| LOT POLISH AIRLINES | 1 | 1 | 2 | 0 | 2 | 1 | 2 | 0 | 0 | 2 | 0 | 0 | 11 |
| LUFTHANSA | 4 | 1 | 8 | 3 | 6 | 6 | 3 | 3 | 0 | 1 | 0 | 0 | 35 |
| MEXICANA | 4 | 6 | 4 | 1 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 23 |
| TACA INTERNATIONAL AIRLINES | 0 | 6 | 4 | 0 | 1 | 5 | 3 | 3 | 0 | 1 | 0 | 0 | 23 |
| OTHER FOREIGN AIRLINES | 33 | 11 | 34 | 9 | 36 | 75 | 20 | 21 | 1 | 6 | 0 | 5 | 251 |
| TOTALS | 110 | 50 | 91 | 21 | 77 | 190 | 62 | 48 | 2 | 12 | 0 | 13 | 676 |
| <u>TRAVEL AGENTS</u> | | | | | | | | | | | | | |
| CHEAP TICKETS | 2 | 0 | 1 | 3 | 5 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 12 |
| EXPEDIA.COM | 0 | 0 | 6 | 2 | 6 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 15 |
| ORBITZ.COM | 3 | 0 | 10 | 3 | 5 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 23 |
| TRAVELOCITY.COM | 3 | 0 | 9 | 2 | 5 | 1 | 1 | 0 | 2 | 0 | 0 | 0 | 23 |
| OTHER TRAVEL AGENTS | 2 | 0 | 23 | 7 | 13 | 0 | 2 | 0 | 2 | 0 | 0 | 2 | 51 |
| TOTALS | 10 | 0 | 49 | 17 | 34 | 1 | 5 | 0 | 6 | 0 | 0 | 2 | 124 |
| <u>TOUR OPERATORS</u> | | | | | | | | | | | | | |
| OTHER TOUR OPERATORS | 2 | 0 | 3 | 0 | 3 | 3 | 2 | 0 | 1 | 0 | 0 | 1 | 15 |
| TOTALS | 2 | 0 | 3 | 0 | 3 | 3 | 2 | 0 | 1 | 0 | 0 | 1 | 15 |
| <u>MISCELLANEOUS</u> | | | | | | | | | | | | | |
| OTHER MISCELLANEOUS | 9 | 2 | 12 | 1 | 6 | 15 | 3 | 0 | 0 | 2 | 0 | 4 | 54 |
| TOTALS | 9 | 2 | 12 | 1 | 6 | 15 | 3 | 0 | 0 | 2 | 0 | 4 | 54 |

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 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.

** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

TABLE 5 (YTD)

JANUARY - JUNE
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

| RANK | AIRLINE | JANUARY-JUNE 2005 | | | JANUARY-JUNE 2004 | | |
|---------------|------------------------------------|-------------------|-------------------------|-------------------------------------|-------------------|-------------------------|-------------------------------------|
| | | COMPLAINTS | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS | COMPLAINTS | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS |
| 1 | <i>SOUTHWEST AIRLINES</i> | 72 | 42,600,628 | 0.17 | 77 | 39,855,954 | 0.19 |
| 2 | <i>JETBLUE AIRWAYS</i> | 20 | 6,946,855 | 0.29 | 14 | 5,532,021 | 0.25 |
| 3 | <i>EXPRESSJET AIRLINES</i> | 28 | 7,563,565 | 0.37 | 7 | 6,397,181 | 0.11 |
| 4 | <i>SKYWEST AIRLINES</i> | 34 | 7,875,312 | 0.43 | 35 | 6,050,980 | 0.58 |
| 5 | <i>ATLANTIC SOUTHEAST AIRLINES</i> | 38 | 5,885,784 | 0.65 | 18 | 4,871,785 | 0.37 |
| 6 | <i>HAWAIIAN AIRLINES</i> | 19 | 2,808,672 | 0.68 | 17 | 2,827,719 | 0.60 |
| 7 | <i>AMERICAN EAGLE AIRLINES</i> | 58 | 8,419,586 | 0.69 | 39 | 6,952,718 | 0.56 |
| 8 | <i>ALASKA AIRLINES</i> | 59 | 8,083,342 | 0.73 | 51 | 7,707,304 | 0.66 |
| 9 | <i>ATA AIRLINES</i> | 27 | 2,885,834 | 0.94 | 37 | 5,244,549 | 0.71 |
| 10 | <i>CONTINENTAL AIRLINES</i> | 204 | 20,982,208 | 0.97 | 161 | 19,972,792 | 0.81 |
| 11 | <i>NORTHWEST AIRLINES</i> | 281 | 28,675,775 | 0.98 | 268 | 26,840,052 | 1.00 |
| 12 | <i>AIRTRAN AIRWAYS</i> | 80 | 7,847,833 | 1.02 | 73 | 6,409,024 | 1.14 |
| 13 | <i>UNITED AIRLINES</i> | 340 | 32,817,232 | 1.04 | 325 | 34,411,559 | 0.94 |
| 14 | <i>AMERICAN AIRLINES</i> | 517 | 48,497,822 | 1.07 | 387 | 45,248,145 | 0.86 |
| 15 | <i>DELTA AIR LINES</i> | 526 | 44,681,128 | 1.18 | 364 | 42,947,851 | 0.85 |
| 16 | <i>AMERICA WEST AIRLINES</i> | 135 | 10,923,818 | 1.24 | 112 | 10,240,675 | 1.09 |
| 17 | <i>INDEPENDENCE AIR</i> | 36 | 2,835,593 | 1.27 | 47 | 3,946,066 | 1.19 |
| 18 | <i>US AIRWAYS</i> | 457 | 22,094,861 | 2.07 | 193 | 20,992,618 | 0.92 |
| 19 | <i>COMAIR</i> | 166 | 6,479,406 | 2.56 | 57 | 6,157,826 | 0.93 |
| * | <i>FRONTIER AIRLINES</i> | * | * | * | * | * | * |
| TOTALS | | 3,097 | 318,905,254 | 0.97 | 2,282 | 302,606,819 | 0.75 |

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, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections. Frontier Airlines began voluntarily reporting flight delay and mishandled baggage data in May 2005; therefore, they are not ranked in this table for the period January-June.

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 made 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.

Discrimination: Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

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

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



Customer Service Reports to the Department of Homeland Security for the Month of June 2005 as provided by the Transportation Security Administration ^a

The Transportation Security Administration protects approximately 66 million airline passengers and screens their 84 million checked bags every month as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of June.

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. TSA data represent the entire universe of feedback provided to the TSA Contact Center, which is easily accessible to the traveling public. By contrast, complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report.

| Courtesy ^c | | Screening Procedures | | Processing Time | | Personal Property | |
|-----------------------|---------------------------------|----------------------|--------------------|-----------------|--------------------|-------------------|--------------------|
| # of Complaints | % of Flying Public ^c | # of Complaints | % of Flying Public | # of Complaints | % of Flying Public | # of Complaints | % of Flying Public |
| 277 | .00042 | 95 | .00014 | 23 | .000035 | 656 | .00099 |

In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data for checked baggage claims below includes claims for which TSA and/or the airlines may be liable.

| Number of Damage Claims Received | | | |
|----------------------------------|--------------------------------|--------------------------------------|----------------------------------|
| Checkpoint (TSA) | % of Total Passengers Screened | Checked Baggage (TSA and/or Airline) | % of Total Checked Bags Screened |
| 386 | .00058 | 1752 | .002 |

NOTES

^a Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the Department of Homeland Security (DHS), through its Transportation Security Administration (TSA), has provided this customer service report on passenger and baggage screening complaints and incidents to the Department of Transportation.

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available Monday through Friday, 8:00 AM to 10:00 PM (EST), and Saturdays, Sundays and Holidays, 10:00 AM to 6:00 PM (EST).

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of June.

June 2005 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

[Section 710](#) of the Wendell H. Ford Aviation Investment and Reform Act for the 21st Century (“AIR-21”; P.L. 106-81) requires U.S. airlines that perform scheduled passenger transportation to file reports with the Department concerning incidents involving the loss, injury or death of animals during air transportation. This requirement was implemented through the issuance of 14 CFR 234.13 ([70 FR 7392](#)) as supplemented by a Reporting Directive published at [70 FR 9217](#).

An airline is required to submit a report for any month in which it experienced a loss, injury or death of a pet during air transportation. DOT publishes these reports monthly and also forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the reports that appear here are redacted to remove identifying information about individuals, including the owner of the pet.

A statistical summary of the reports appears in the table below. To see the actual (redacted) reports filed by these airlines, click the airline’s name in the web version of the report (see <http://airconsumer.ost.dot.gov/reports/index.htm>).

| Carrier | Death | Injury | Loss |
|--------------------------------------|--------------|---------------|-------------|
| Alaska Airlines | | | 1 |
| American Airlines | 1 | | |
| Continental Airlines | 1 | 1 | |
| Hawaiian Airlines | | 2 | |
| Midwest Airlines | 1 | | |
| Northwest Airlines | | 1 | |
| United Airlines | 2 | | |
| Total | 5 | 4 | 1 |