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of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	January 2006 12 Months Ending January 2006
Mishandled Baggage¹	January 2006
Oversales¹	4th Quarter 2005 January-December 2005
Consumer Complaints² (Includes Disability and Discrimination Complaints)	January 2006
Customer Service Reports to the Dept. of Homeland Security³	January 2006
Airline Animal Incident Reports⁴	January 2006

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 20* U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues.

The rule requires carriers to currently report on operations to and from the 31 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, American Eagle, 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, ATA, Mesa, 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 31 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 have 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.

*** Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US or US Airways data in the flight delay tables.**

JANUARY 2006

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 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/	6	75.6	14	95.9
SOUTHWEST AIRLINES S/	16	83.9	62	84.4
FRONTIER AIRLINES S/	21	83.0	38	82.5
US AIRWAYS S/	29	80.7	79	81.1
EXPRESSJET AIRLINES S/	26	76.6	118	79.6
NORTHWEST AIRLINES S/	29	79.2	111	79.5
AMERICAN AIRLINES S/	29	79.0	85	79.3
SKYWEST AIRLINES S/	15	80.0	121	78.8
COMAIR S/	22	77.9	107	78.7
CONTINENTAL AIRLINES S/	29	77.5	72	78.1
DELTA AIRLINES S/	30	77.3	100	77.3
AMERICAN EAGLE AIRLINES S/	22	76.8	111	77.1
ATA AIRLINES S/	10	74.9	15	76.0
AIRTRAN AIRWAYS S/	22	75.3	46	75.7
UNITED AIRLINES S/	31	76.1	84	75.6
MESA AIRLINES S/	27	73.7	135	73.6
ATLANTIC SOUTHEAST AIRLINES S/	16	72.3	130	72.9
ALASKA AIRLINES S/	16	69.6	46	71.2
JETBLUE AIRWAYS S/	16	69.9	33	70.6
TOTAL		78.1		78.8

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Mesa Airlines' reporting effective January 2006. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table.

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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*	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		NOV - 05		DEC - 05		JAN - 06		12 MONTHS ENDING JAN 2006		DATABASE TO DATE SEP 1987-JAN 2006	
	01 - 03 2005		04 - 06 2005		07 - 09 2005		10 - 12 2005		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	68.8	17	75.3	17	68.4	19	72.6	19	77.9	14	65.7	17	75.7	14	71.8	15	(--)	(--)
ALASKA	72.9	15	61.6	19	70.2	18	74.4	15	75.4	18	67.3	16	71.2	18	69.8	17	75.9	8
AMERICA WEST	76.7	6	83.8	6	81.6	5	82.6	2	85.2	3	78.5	3	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	76.2	7	80.7	9	73.7	13	76.9	12	79.9	10	68.9	11	79.3	7	77.7	7	79	3
AMERICAN EAGLE	74.2	14	79.3	12	75.1	11	76.2	13	77.7	15	68.2	14	77.1	12	77.1	9	75.5	9
ATA	77.5	4	86.5	2	82.5	4	79.3	8	81.7	7	72.2	8	76	13	82.1	3	(--)	(--)
ATLANTIC SOUTHEAST	68.2	18	75	18	66.8	20	73.4	18	76.7	17	65.4	19	72.9	17	71.2	16	(--)	(--)
COMAIR	74.8	12	85	4	81.1	6	79.5	7	79.2	12	72.6	6	78.7	9	81.2	5	(--)	(--)
CONTINENTAL	75.8	9	81.1	8	74.7	12	76	14	79.3	11	71	9	78.1	10	76.9	10	78.8	4
DELTA	75.2	11	80.5	10	72.3	15	77.2	11	78.4	13	72.6	7	77.3	11	76.6	11	77.7	6
EXPRESSJET	74.4	13	81.1	7	72	16	74.3	16	77.4	16	69.1	10	79.6	5	76.1	12	(--)	(--)
FRONTIER	(--)	(--)	(--)	(--)	85.7	2	79.7	6	85.3	2	67.9	15	82.5	3	(--)	(--)	(--)	(--)
HAWAIIAN	93	1	95.2	1	96.8	1	95.4	1	95.2	1	94.2	1	95.9	1	95.4	1	(--)	(--)
INDEPENDENCE AIR	77.4	5	77.7	15	76.5	10	81.9	3	84.4	4	78.7	2	(--)	(--)	(--)	(--)	(--)	(--)
JETBLUE	65.8	19	76.2	16	72.7	14	70.8	20	74.6	20	63.7	20	70.6	19	72	14	(--)	(--)
MESA	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	73.6	16	(--)	(--)	(--)	(--)
NORTHWEST	75.2	10	80.4	11	70.5	17	73.7	17	74.9	19	65.6	18	79.5	6	75.6	13	79.7	2
SKYWEST	79.3	2	86.3	3	85.3	3	78.8	9	81.3	8	68.6	12	78.8	8	82.9	2	(--)	(--)
SOUTHWEST	78.6	3	84.5	5	79.3	7	80.6	4	84	5	77.2	4	84.4	2	81.5	4	82.3	1
UNITED	75.9	8	78.4	14	78.8	8	77.4	10	81.2	9	68.2	13	75.6	15	78.3	6	76.3	7
US AIRWAYS	70.2	16	78.5	13	77.1	9	79.7	5	82.7	6	76.5	5	81.1	4	77.4	8	78.5	5
Total	75.3		80.8		76.1		77.5		80		71		78.8		77.9		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, as determined by DOT's Bureau of Transportation Statistics. Frontier Airlines' reporting effective May 2005; Mesa Airlines' reporting effective January 2006. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table. Independence Air ceased operations in December 2005. Effective January 2006, the carrier is no longer ranked in the ATRC.

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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 *																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
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
AA	663	74.7	1057	76.0	415	81.7	151	78.8	H/		832	80.2	665	80.6	13694	84.8
AS	H/		31	90.3	H/		H/		H/		93	64.5	186	81.7	62	71.0
B6	H/		1132	72.3	H/		H/		H/		H/		93	61.3	H/	
CO	359	68.0	506	65.8	141	82.3	H/		H/		389	85.6	356	79.2	305	82.0
DL	14443	75.7	1465	75.9	364	80.2	201	72.1	2435	87.8	1034	76.3	359	82.7	368	79.6
EV	9375	71.1	H/		1	100.0	31	45.2	729	86.6	63	82.5	H/		27	51.9
F9	92	81.5	H/		57	93.0	H/		H/		88	83.0	3438	85.3	174	85.6
FL	6257	73.7	789	74.1	1096	83.1	217	76.0	H/		155	79.4	102	71.6	372	80.9
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	176	58.5	1440	72.6	203	72.4	415	61.9	410	73.4	910	71.1	H/		8361	85.6
NW	407	68.6	305	69.2	245	82.0	124	71.0	H/		468	78.0	288	73.6	291	74.9
OH	538	69.0	936	62.3	300	65.3	287	77.4	7974	85.4	483	72.0	26	80.8	76	82.9
OO	H/		H/		H/		H/		122	67.2	H/		3869	85.6	H/	
RU	194	73.7	64	76.6	223	78.0	392	74.7	237	77.2	257	83.7	13	61.5	202	84.7
TZ	H/		H/		H/		H/		H/		113	86.7	52	90.4	98	82.7
UA	211	73.5	763	71.6	438	77.2	155	75.5	31	71.0	424	73.6	6446	80.0	455	77.6
US **	225	69.8	1905	77.7	465	82.4	5783	84.4	H/		3191	82.6	551	81.1	593	78.2
WN	H/		H/		4920	85.0	H/		H/		H/		377	86.5	H/	
YV	334	56.6	123	68.3	3	100.0	2291	73.4	4	75.0	97	70.1	1150	81.1	87	78.2
TOTAL	33274	73.4	10516	73.0	8871	82.7	10047	79.4	11942	85.2	8597	78.9	17971	82.3	25165	84.4

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

** Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US data in this table.

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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*	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	363	78.5	636	63.4	637	81.2	337	81.0	403	82.6	1116	75.7	706	78.5	2611	81.1
AS	H/		62	71.0	H/		31	90.3	H/		H/		364	63.2	613	73.6
B6	H/		467	66.2	851	74.4	346	68.5	H/		3363	66.7	249	79.9	2	0.0
CO	174	78.2	4620	68.0	504	85.5	19	100.0	7110	84.4	62	72.6	436	74.8	551	77.0
DL	173	82.7	441	73.5	969	76.3	319	83.4	192	79.7	1074	72.0	553	79.6	965	77.3
EV	75	54.7	H/		H/		H/		74	68.9	42	50.0	H/		4	100.0
F9	61	83.6	H/		63	85.7	H/		87	83.9	H/		211	84.4	180	77.8
FL	155	78.7	178	65.7	473	77.6	207	80.7	H/		H/		175	70.3	93	58.1
HA	H/		H/		H/		H/		H/		H/		57	77.2	78	67.9
MQ	204	71.1	287	60.3	H/		120	74.2	H/		599	74.8	H/		1710	88.1
NW	7246	82.1	284	53.9	227	74.0	151	75.5	264	85.2	95	73.7	523	74.0	525	70.9
OH	209	80.9	30	60.0	31	77.4	137	86.9	112	73.2	1081	66.3	H/		H/	
OO	52	63.5	H/		H/		H/		85	70.6	H/		213	74.2	4186	83.8
RU	177	71.2	4594	64.6	5	100.0	357	76.8	8580	82.9	31	61.3	H/		21	71.4
TZ	H/		H/		H/		H/		H/		H/		38	84.2	61	45.9
UA	224	75.4	460	63.9	217	76.0	2072	81.3	194	70.1	396	86.6	1019	77.1	2881	75.6
US **	240	87.5	366	66.1	954	82.3	147	91.2	251	81.3	204	75.5	3113	83.4	856	80.6
WN	451	82.5	H/		1192	83.6	H/		H/		H/		6449	81.8	3599	82.8
YV	146	63.0	188	61.7	H/		2674	66.9	174	71.8	175	58.9	870	81.6	150	85.3
TOTAL	9950	80.8	12613	65.8	6123	79.8	6917	75.1	17526	83.1	8238	70.2	14976	80.4	19086	80.6

* See Appendix at 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 *																
CARRIER*	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	2040	63.3	977	81.3	80	88.8	3640	77.8	335	82.4	124	73.4	6418	76.0	496	66.5
AS	H/		62	83.9	H/		31	64.5	H/		451	76.1	124	58.9	H/	
B6	247	63.2	527	75.1	H/		H/		H/		470	77.7	H/		H/	
CO	418	61.2	618	82.7	51	74.5	329	84.5	133	82.0	65	70.8	308	69.5	168	66.1
DL	1801	71.8	1187	78.5	H/		314	82.5	208	83.2	138	80.4	473	77.6	323	66.9
EV	3	33.3	199	83.4	175	66.9	H/		163	77.3	H/		H/		H/	
F9	62	53.2	61	80.3	151	88.7	H/		93	75.3	H/		H/		61	73.8
FL	492	62.4	1275	82.2	536	77.4	124	76.6	248	75.8	H/		H/		603	68.5
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	1506	62.0	22	81.8	62	67.7	577	73.8	182	70.9	H/		7403	71.3	62	61.3
NW	564	58.5	544	76.5	266	83.5	199	74.4	7352	84.1	H/		517	70.8	292	62.3
OH	1260	61.3	157	73.2	H/		89	73.0	112	82.1	H/		192	71.9	139	71.2
OO	H/		H/		H/		H/		26	92.3	200	84.0	4061	71.2	H/	
RU	110	62.7	23	91.3	130	89.2	15	93.3	282	77.7	H/		224	75.4	117	67.5
TZ	261	59.8	80	83.8	702	80.5	H/		H/		H/		H/		H/	
UA	594	62.1	672	76.0	90	76.7	186	75.8	482	74.1	284	70.4	7979	76.6	528	67.6
US **	1311	73.4	981	82.8	H/		424	81.1	204	76.5	220	81.8	735	73.9	4544	71.4
WN	H/		2710	86.3	5894	86.0	H/		H/		3970	82.3	H/		1575	77.4
YV	178	48.9	H/		93	76.3	H/		70	64.3	44	88.6	2394	60.0	234	53.4
TOTAL	10847	64.7	10095	81.7	8230	84.2	5928	78.0	9890	82.3	5966	80.7	30828	72.9	9142	70.7

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

** Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US data in this table.

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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 *	PHX		PIT		SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	489	75.9	H/		611	77.9	457	71.3	1002	74.2	217	69.6	661	78.1
AS	310	75.5	H/		343	63.3	3919	68.7	398	66.1	H/		H/	
B6	31	58.1	H/		93	71.0	62	62.9	H/		62	72.6	348	72.4
CO	336	80.4	21	85.7	267	80.5	310	69.7	354	73.2	69	78.3	438	82.4
DL	372	79.0	194	78.4	371	81.9	363	70.8	450	70.2	2712	82.9	781	77.2
EV	H/		H/		5	100.0	H/		H/		784	74.9	H/	
F9	211	82.5	H/		154	77.3	119	65.5	145	79.3	146	71.9	34	58.8
FL	H/		189	79.9	H/		H/		34	38.2	H/		530	79.4
HA	31	80.6	H/		31	80.6	51	84.3	31	67.7	H/		H/	
MQ	H/		310	65.2	879	86.6	H/		157	72.6	H/		H/	
NW	347	71.8	38	84.2	121	73.6	356	72.8	277	71.8	95	89.5	333	74.2
OH	H/		258	83.3	H/		H/		H/		H/		92	81.5
OO	157	82.2	64	90.6	772	84.8	326	78.8	3404	71.3	5630	84.6	H/	
RU	77	81.8	283	71.7	H/		H/		H/		78	76.9	20	85.0
TZ	71	66.2	H/		H/		H/		132	63.6	H/		H/	
UA	672	75.4	214	74.8	701	76.5	901	68.4	3749	74.9	248	57.7	372	76.1
US **	5758	85.7	1631	83.9	444	82.7	376	72.3	563	73.4	120	79.2	748	83.7
WN	5981	85.8	575	85.9	2640	83.8	1152	83.3	H/		1191	80.9	1996	84.8
YV	3367	89.7	77	71.4	166	86.1	31	77.4	31	74.2	71	85.9	H/	
TOTAL	18210	84.9	3854	80.6	7598	81.5	8423	71.7	10727	72.7	11423	82.0	6353	80.5

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

** Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US data in this table.

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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	80.4	86.3	78.9	86.3	89.6	81.3	56.8	94.9	J/	80.8	70.8	85.7	89.9	73.8	80.0	78.7	59.1	86.4
700 - 759 AM	91.8	85.3	84.6	86.5	88.9	81.1	88.2	93.5	82.4	78.9	92.0	71.9	82.3	76.5	95.5	89.0	81.7	94.3
800 - 859 AM	79.0	77.9	82.2	80.6	89.3	76.5	92.0	91.3	87.4	84.8	95.7	72.7	85.2	78.9	91.8	90.0	74.4	90.4
900 - 959 AM	75.0	75.9	85.5	77.9	88.1	77.0	88.9	88.7	85.5	83.6	88.3	80.0	90.0	77.3	91.1	86.4	72.3	87.1
1000 - 1059 AM	79.7	72.7	87.0	81.7	80.2	76.4	84.0	88.3	85.2	87.1	82.7	72.9	87.0	80.1	82.9	84.8	75.8	87.1
1100 - 1159 AM	78.3	80.5	90.0	81.0	87.5	78.7	86.5	87.5	83.6	78.0	85.2	73.9	86.0	77.4	81.3	82.8	72.5	83.0
1200 - 1259 PM	79.3	78.9	85.2	84.0	81.0	77.0	84.6	87.6	85.9	75.0	82.5	85.6	90.0	73.7	78.7	83.9	71.2	85.9
100 - 159 PM	76.6	76.9	86.5	83.4	87.3	80.3	84.0	87.9	78.9	75.3	84.5	74.8	85.2	77.8	81.0	84.6	69.7	83.4
200 - 259 PM	74.4	80.0	87.3	81.4	81.2	82.3	82.3	86.7	82.5	70.5	82.4	85.5	82.9	71.0	80.1	83.0	67.6	85.0
300 - 359 PM	71.9	80.2	86.5	82.0	87.3	81.8	79.2	87.0	84.8	64.9	82.6	76.9	84.4	75.4	82.0	76.4	63.5	85.1
400 - 459 PM	66.8	74.2	84.5	83.6	83.1	82.1	78.6	81.0	83.4	58.8	75.7	76.0	82.5	66.2	75.2	82.4	67.3	81.7
500 - 559 PM	68.2	71.6	79.1	78.8	87.0	81.2	80.7	80.4	76.0	55.4	78.4	76.4	80.3	64.2	75.4	80.3	62.6	84.5
600 - 659 PM	68.8	69.3	77.6	74.9	83.5	80.3	78.8	80.0	77.0	52.2	80.6	75.1	72.5	53.8	79.2	77.1	54.0	76.4
700 - 759 PM	66.9	61.5	83.1	73.6	79.2	81.2	76.9	78.4	75.8	44.4	77.2	70.1	79.7	64.9	75.0	76.8	56.6	78.7
800 - 859 PM	65.6	59.0	75.8	74.2	79.5	74.6	75.8	76.9	75.0	50.6	79.2	68.0	77.8	66.6	78.2	74.3	54.3	77.5
900 - 959 PM	64.7	62.8	76.9	65.3	63.6	75.7	71.6	74.8	72.0	55.9	65.3	80.4	73.7	70.3	76.9	76.4	55.0	73.3
1000 - 1059 PM	67.7	70.6	79.9	76.8	74.1	79.7	73.9	70.8	67.0	63.1	78.1	76.8	74.1	61.2	72.6	72.4	51.4	72.1
1100 - 559 AM	75.7	74.0	79.2	71.2	71.0	73.1	81.6	82.3	76.6	72.1	70.2	78.3	79.1	72.7	78.8	72.4	60.8	74.7
TOTAL, ALL ARRIVALS, BY AIRPORT	73.4	73.0	82.7	79.4	85.2	78.9	82.3	84.4	80.8	65.8	79.8	75.1	83.1	70.2	80.4	80.6	64.7	81.7

* See Appendix at 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)

ARRIVAL AIRPORT *														
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	95.5	77.4	90.3	J/	84.8	86.1	J/	89.6	89.8	78.9	67.9	85.7	88.2	84.2
700 - 759 AM	94.3	83.9	86.2	95.6	81.1	79.5	91.3	90.6	89.3	91.5	88.3	91.7	95.5	87.0
800 - 859 AM	88.3	90.2	87.4	95.9	81.1	78.8	90.6	91.1	87.4	89.7	89.4	81.1	92.9	84.5
900 - 959 AM	89.1	85.2	87.0	90.3	81.9	72.4	91.8	91.1	89.5	84.4	73.4	89.2	87.7	84.5
1000 - 1059 AM	89.7	84.8	85.5	91.9	80.6	77.4	89.2	88.9	89.9	83.9	75.6	76.9	90.0	83.4
1100 - 1159 AM	85.1	73.1	81.5	87.7	79.1	77.2	90.4	84.4	85.9	83.9	71.8	92.1	82.1	82.2
1200 - 1259 PM	89.2	80.2	85.3	80.7	77.1	76.9	90.2	89.3	76.8	77.2	70.6	83.0	85.0	81.9
100 - 159 PM	84.9	78.7	84.0	87.9	74.6	71.3	84.3	88.5	84.6	76.2	70.7	73.5	88.9	81.3
200 - 259 PM	83.7	85.2	83.8	79.1	75.8	76.3	84.5	80.3	84.4	72.5	70.7	83.0	82.4	79.8
300 - 359 PM	83.4	78.7	85.3	73.8	70.6	64.1	84.9	84.1	82.1	75.4	73.2	79.2	83.2	78.4
400 - 459 PM	82.1	73.0	77.7	77.2	68.5	68.0	86.5	83.6	81.1	73.6	73.8	83.7	83.9	76.2
500 - 559 PM	81.3	69.2	84.3	76.5	61.6	64.1	78.2	82.6	79.4	67.1	68.7	78.4	77.3	74.9
600 - 659 PM	80.5	73.4	81.2	77.8	60.5	62.4	85.3	72.3	79.9	62.1	72.9	82.8	78.9	72.6
700 - 759 PM	82.3	74.8	76.9	69.4	61.3	58.7	79.2	75.1	70.3	61.5	68.1	80.8	69.6	72.0
800 - 859 PM	83.4	71.9	77.1	74.7	60.3	69.2	79.7	68.8	80.2	59.6	72.8	80.0	80.1	71.0
900 - 959 PM	82.3	73.7	74.8	76.3	70.0	69.9	79.7	70.2	76.2	61.2	66.8	78.1	73.2	71.2
1000 - 1059 PM	78.9	70.9	72.3	72.9	76.6	70.9	76.6	78.0	74.9	64.7	65.0	75.6	68.4	71.4
1100 - 559 AM	71.2	76.1	74.0	72.5	82.8	74.3	76.1	69.4	72.1	67.5	70.5	75.0	71.2	74.5
TOTAL, ALL ARRIVALS, BY AIRPORT	84.2	78.0	82.3	80.7	72.9	70.7	84.9	80.6	81.5	71.7	72.7	82.0	80.5	78.1

* See Appendix at 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	91.8	91.1	94.0	87.0	92.7	92.5	89.8	93.3	91.5	91.7	95.9	90.3	92.9	86.6	95.1	93.9	92.1	96.3
700 - 759 AM	90.4	88.1	91.4	86.8	88.3	91.0	91.8	92.0	88.7	91.0	95.5	87.5	92.4	90.5	93.2	89.7	84.3	92.1
800 - 859 AM	87.5	86.1	86.2	88.5	89.6	87.7	89.2	90.1	90.6	88.6	93.2	78.9	87.1	88.4	89.2	88.0	83.8	91.7
900 - 959 AM	78.8	81.9	84.0	81.7	81.0	82.1	91.3	89.4	86.6	89.4	86.2	73.6	90.2	83.2	87.9	88.5	78.8	87.6
1000 - 1059 AM	77.2	80.4	83.7	73.1	90.2	81.6	83.2	86.7	84.1	84.6	84.7	78.0	86.3	75.8	84.0	82.4	81.2	83.0
1100 - 1159 AM	77.4	80.7	84.3	86.0	82.1	81.9	79.3	83.6	79.4	83.8	80.5	80.5	88.0	81.2	77.2	83.4	80.2	83.9
1200 - 1259 PM	78.7	79.5	79.1	80.6	88.1	81.6	78.7	81.9	81.1	79.6	76.2	75.3	89.1	73.7	76.0	80.7	77.5	82.3
100 - 159 PM	77.6	78.1	78.7	84.5	88.3	83.6	80.5	80.2	77.1	79.0	72.8	83.3	88.8	62.5	76.7	80.7	74.9	79.7
200 - 259 PM	76.6	74.4	77.0	80.3	85.8	87.2	79.0	83.2	82.5	75.7	78.3	71.9	83.1	83.7	69.6	80.5	73.6	71.9
300 - 359 PM	72.7	76.4	77.3	81.6	88.2	80.8	78.0	81.1	73.9	77.3	64.0	76.4	79.9	70.0	73.0	81.4	74.5	73.9
400 - 459 PM	72.1	71.4	80.4	76.4	84.9	80.2	71.9	82.4	83.5	67.6	75.3	69.7	84.5	73.3	74.5	78.8	71.0	75.5
500 - 559 PM	68.3	69.8	72.5	80.9	73.9	80.9	74.9	75.3	77.8	65.4	70.4	71.3	78.3	66.0	67.5	81.5	71.4	76.9
600 - 659 PM	68.2	72.1	72.4	70.5	82.8	78.4	76.0	75.1	66.2	63.0	72.4	72.7	71.9	68.0	66.5	79.4	69.1	76.9
700 - 759 PM	68.9	66.2	73.7	79.0	79.3	83.1	75.2	76.7	75.6	56.6	73.2	62.1	77.0	61.0	71.9	74.1	63.1	71.8
800 - 859 PM	67.6	67.6	75.1	61.1	83.7	72.0	76.4	78.0	55.4	63.4	71.4	69.8	81.2	63.5	74.6	73.0	64.5	76.7
900 - 959 PM	68.3	60.4	71.9	73.9	87.6	86.1	75.2	77.1	76.7	59.4	64.1	64.5	83.6	66.4	70.0	82.0	63.0	72.6
1000 - 1059 PM	73.0	70.4	74.3	88.6	J/	J/	100.0	74.8	83.7	67.7	J/	78.3	83.7	74.1	80.6	83.2	J/	J/
1100 - 559 AM	79.2	93.4	82.6	J/	J/	J/	73.3	93.2	J/	86.6	93.5	100.0	96.8	87.3	79.5	82.7	98.2	96.8
TOTAL, ALL DEPARTURES, BY AIRPORT	75.4	78.3	80.6	80.9	86.1	83.9	80.0	82.6	80.2	77.5	79.5	74.7	84.3	75.1	78.3	82.9	76.4	81.3

* See Appendix at 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	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	89.6	89.9	87.9	95.0	89.6	90.0	96.5	93.5	93.4	94.5	92.5	96.2	97.1	92.3
700 - 759 AM	91.7	89.9	88.8	93.4	85.4	86.6	94.9	96.4	92.2	90.0	88.3	92.7	91.9	90.3
800 - 859 AM	89.3	84.6	88.8	95.5	82.0	84.8	91.2	94.2	88.4	87.2	88.0	90.3	94.4	87.9
900 - 959 AM	85.9	88.8	88.0	87.9	80.4	77.4	87.7	97.7	88.8	85.8	82.9	86.8	89.9	84.8
1000 - 1059 AM	84.1	79.7	85.5	85.8	80.3	75.0	84.7	88.6	86.8	78.6	75.5	85.2	88.0	83.0
1100 - 1159 AM	79.0	83.6	81.2	86.8	74.9	78.0	84.2	90.3	87.5	79.3	74.7	84.0	82.7	81.4
1200 - 1259 PM	81.5	81.4	83.1	82.0	79.7	77.9	83.9	85.1	78.2	79.6	75.7	85.2	81.9	80.3
100 - 159 PM	77.6	74.7	85.5	80.4	73.8	77.5	81.3	86.0	79.6	72.7	73.8	81.7	78.9	78.9
200 - 259 PM	73.7	81.4	84.0	78.1	66.6	69.3	79.1	75.4	78.9	69.3	71.0	82.4	74.3	77.7
300 - 359 PM	73.0	76.1	79.1	73.9	70.3	70.8	78.5	80.7	81.3	73.2	69.9	84.9	76.3	76.3
400 - 459 PM	74.8	73.4	77.0	69.3	66.4	66.6	76.8	83.1	85.8	69.8	74.4	81.2	74.1	75.4
500 - 559 PM	69.9	65.0	82.4	73.9	59.0	62.1	82.8	77.5	76.9	69.2	71.8	83.5	76.7	72.8
600 - 659 PM	71.2	68.1	79.9	72.9	59.8	65.0	69.1	80.6	80.7	64.7	73.5	62.3	73.4	71.8
700 - 759 PM	71.1	62.7	85.0	66.7	57.9	63.5	80.0	78.7	81.6	61.6	71.1	85.7	75.1	72.0
800 - 859 PM	69.3	74.9	50.0	74.5	60.6	67.5	76.0	78.0	78.5	61.7	72.6	86.4	73.2	72.3
900 - 959 PM	74.3	66.1	84.0	70.2	64.1	83.0	73.7	J/	79.0	61.3	77.1	90.2	74.1	74.5
1000 - 1059 PM	J/	J/	85.4	72.8	75.9	66.7	85.4	J/	89.1	75.5	83.3	100.0	77.4	79.5
1100 - 559 AM	93.4	J/	91.7	92.0	94.5	94.1	90.1	100.0	J/	76.8	87.6	85.6	J/	83.5
TOTAL, ALL DEPARTURES, BY AIRPORT	79.0	77.9	84.0	81.5	71.6	74.4	82.7	86.6	84.7	77.2	78.4	85.4	82.3	79.6

* See Appendix at 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	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
MQ	4897	LGA-CLT	1831	27	92.59	40	28
OO	6243	SFO-SBA	1421	23	86.96	44	32
MQ	4685	JFK-ORD	1820	31	83.87	56	37
OH	5375	CVG-LGA	1045	23	82.61	28	23
MQ	4838	XNA-LGA	1700	17	82.35	45	32
EV	4148	DFW-SLC	1225	26	80.77	27	23
YV	7029	ATL-ORD	1605	31	80.65	61	28
AS	187	SEA-ANC	1450	31	80.65	45	34
CO	466	SJU-EWR	1515	31	80.65	30	22

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

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AIR TRAVEL CONSUMER REPORT

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	419	6	1.4
JETBLUE	350	4	1.1
MESA	800	6	0.8
SKYWEST	1,434	8	0.6
ATLANTIC SOUTHEAST	755	3	0.4
COMAIR	854	3	0.4
AMERICAN EAGLE	1,500	4	0.3
CONTINENTAL	840	2	0.2
EXPRESSJET	1,196	2	0.2
UNITED	1,304	2	0.2
US AIRWAYS *	1,496	2	0.1
NORTHWEST	1,125	1	0.1
SOUTHWEST	3,054	2	0.1
DELTA	1,567	1	0.1
AMERICAN	1,791	0	0.0
AIRTRAN	599	0	0.0
FRONTIER	230	0	0.0
HAWAIIAN	132	0	0.0
ATA	58	0	0.0
TOTAL	19,504	46	0.2

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.

* Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table.

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AIR TRAVEL CONSUMER REPORT
TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	83.8	92.3	235	234
ADAK ISLAND AK (ADK)	55.6	66.7	9	9
AGUADILLA PR (BQN)	75.3	91.4	93	93
AKRON/CANTON OH (CAK)	76.8	78.5	905	904
ALBANY GA (ABY)	80.7	79.0	119	119
ALBANY NY (ALB)	80.4	82.6	1,267	1,267
ALBUQUERQUE NM (ABQ)	84.4	87.5	3,023	3,020
ALEXANDRIA LA (AEX)	87.4	89.6	222	221
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	72.6	79.3	390	405
AMARILLO TX (AMA)	84.5	89.6	696	695
ANCHORAGE AK (ANC)	68.0	73.4	1,410	1,414
APPLETON WI (ATW)	57.9	68.7	266	332
ASHEVILLE NC (AVL)	78.2	77.2	294	294
ASHLAND WV (HTS)	86.8	92.5	53	53
ASPEN CO (ASE)	74.5	74.5	98	98
ATLANTA GA (ATL)	73.4	75.4	33,274	33,257
ATLANTIC CITY NJ (ACY)	90.7	94.4	54	54
AUGUSTA GA (AGS)	75.4	75.9	191	191
AUSTIN TX (AUS)	82.7	87.8	3,453	3,448
BAKERSFIELD CA (BFL)	79.1	82.6	488	488
BALTIMORE MD (BWI)	82.7	80.6	8,871	8,876
BANGOR ME (BGR)	72.9	80.3	340	340
BARROW AK (BRW)	77.4	73.6	53	53
BATON ROUGE LA (BTR)	78.1	81.1	1,057	1,053
BEAUMONT/PORT ARTHUR TX (BPT)	84.0	79.2	25	24
BEND/REDMOND OR (RDM)	77.4	85.5	318	318
BETHEL AK (BET)	76.3	74.2	97	97
BILLINGS MT (BIL)	81.8	89.4	384	387
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	91.4	94.8	58	58
BIRMINGHAM AL (BHM)	78.4	82.1	1,572	1,574
BISMARCK/MANDAN ND (BIS)	81.7	92.8	208	208
BLOOMINGTON IL (BMI)	70.7	77.4	368	367
BOISE ID (BOI)	80.6	86.5	1,422	1,422
BOSTON MA (BOS)	73.0	78.3	10,516	10,507
BOZEMAN MT (BZN)	72.7	82.6	396	397
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	81.2	79.1	197	196
BROWNSVILLE TX (BRO)	83.6	86.3	177	175
BRUNSWICK GA (BQK)	79.1	81.7	115	115
BUFFALO NY (BUF)	75.8	77.4	2,060	2,062
BURBANK CA (BUR)	78.6	82.1	2,592	2,594
BURLINGTON VT (BTV)	74.2	71.8	594	593
BUTTE MT (BTM)	91.9	98.4	62	62
CARLSBAD CA (CLD)	86.3	88.7	204	204

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	89.7	92.6	272	272
CEDAR CITY UT (CDC)	92.0	95.5	87	88
CEDAR RAPIDS/IOWA CITY IA (CID)	71.8	80.6	753	752
CHAMPAIGN/URBANA IL (CMI)	79.1	87.5	320	319
CHARLESTON SC (CHS)	78.9	80.6	836	839
CHARLESTON/DUNBAR WV (CRW)	77.8	78.6	356	359
CHARLOTTE AMALIE VI (STT)	79.5	84.2	336	336
CHARLOTTE NC (CLT)	79.4	80.9	10,047	10,042
CHARLOTTESVILLE VA (CHO)	82.4	82.4	210	199
CHATTANOOGA TN (CHA)	81.8	86.3	402	401
CHICAGO IL (MDW)	84.2	79.0	8,230	8,202
CHICAGO IL (ORD)	72.9	71.6	30,828	30,845
CHICO CA (CIC)	69.7	80.9	89	89
CHRISTIANSTED VI (STX)	79.1	80.0	43	35
CLEVELAND OH (CLE)	83.5	88.0	6,891	6,879
CODY WY (COD)	86.0	92.5	93	93
COLLEGE STATION/BRYAN TX (CLL)	89.7	91.1	213	213
COLORADO SPRINGS CO (COS)	80.5	87.2	1,423	1,423
COLUMBIA SC (CAE)	72.6	71.0	1,046	1,034
COLUMBUS GA (CSG)	80.0	83.5	115	115
COLUMBUS MS (GTR)	72.7	71.2	66	66
COLUMBUS OH (CMH)	78.7	83.6	2,611	2,613
CORDOVA AK (CDV)	90.3	95.2	62	62
CORPUS CHRISTI TX (CRP)	83.6	88.3	707	726
COVINGTON KY (CVG)	85.2	86.1	11,942	11,940
CRESCENT CITY CA (CEC)	64.4	80.5	87	87
DALLAS TX (DAL)	88.3	86.8	3,747	3,745
DALLAS/FT.WORTH TX (DFW)	84.4	82.6	25,165	25,150
DAYTON OH (DAY)	78.6	83.1	1,126	1,127
DAYTONA BEACH FL (DAB)	75.0	75.4	236	236
DEADHORSE AK (SCC)	69.2	69.2	26	26
DENVER CO (DEN)	82.3	80.0	17,971	17,992
DES MOINES IA (DSM)	75.8	82.2	1,061	1,040
DETROIT MI (DTW)	80.8	80.2	9,950	9,942
DILLINGHAM AK (DLG)	76.9	76.9	13	13
DOTHAN AL (DHN)	70.3	73.1	155	156
DUBUQUE IA (DBQ)	72.5	80.0	120	120
DULUTH MN (DLH)	75.4	83.3	61	60
DURANGO CO (DRO)	82.7	85.2	284	284
EAGLE CO (EGE)	77.0	83.5	513	514
EL CENTRO CA (IPL)	83.9	98.4	62	62
EL PASO TX (ELP)	83.7	87.9	1,954	1,954
ELKO NV (EKO)	87.5	90.4	144	146

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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.
ERIE PA (ERI)	91.7	92.9	84	84
EUGENE OR (EUG)	73.8	79.8	503	505
EUREKA/ARCATA CA (ACV)	70.9	80.1	357	356
EVANSVILLE IN (EVV)	80.4	82.8	465	465
FAIRBANKS AK (FAI)	72.2	75.8	385	385
FARGO ND (FAR)	76.9	83.2	347	346
FAYETTEVILLE AR (XNA)	77.4	81.2	1,089	1,086
FAYETTEVILLE NC (FAY)	71.2	70.4	125	125
FLAGSTAFF AZ (FLG)	91.1	91.9	123	123
FLINT MI (FNT)	79.5	81.3	706	706
FLORENCE SC (FLO)	65.0	81.3	80	80
FORT LAUDERDALE FL (FLL)	79.8	79.5	6,123	6,123
FORT SMITH AR (FSM)	79.3	89.3	150	150
FORT WAYNE IN (FWA)	73.4	80.0	563	559
FRESNO CA (FAT)	76.9	81.0	1,256	1,276
FT. MYERS FL (RSW)	76.0	79.2	2,483	2,484
GAINESVILLE FL (GNV)	72.2	74.9	198	199
GRAND FORKS ND (GFK)	78.6	94.5	56	55
GRAND JUNCTION CO (GJT)	88.6	92.3	404	403
GRAND RAPIDS MI (GRR)	79.4	85.9	1,415	1,418
GREAT FALLS MT (GTF)	82.9	94.5	257	254
GREEN BAY/CLINTONVILLE WI (GRB)	78.6	80.4	674	704
GREENSBORO/HIGH POINT NC (GSO)	76.3	78.5	1,150	1,152
GREENVILLE/SPARTANBURG SC (GSP)	73.3	78.9	966	965
GULFPORT/BILOXI MS (GPT)	79.4	82.4	510	527
GUNNISON CO (GUC)	77.4	83.2	155	155
HARLINGEN/SAN BENITO TX (HRL)	89.7	90.1	485	484
HARRISBURG PA (MDT)	79.5	83.9	537	509
HARTFORD CT (BDL)	77.5	77.9	2,851	2,852
HELENA MT (HLN)	88.7	92.9	142	141
HICKORY NC (HKY)	68.3	69.0	41	42
HILO HI (ITO)	98.9	99.3	272	272
HONOLULU HI (HNL)	90.0	93.8	3,258	3,255
HOUSTON TX (HOU)	84.0	78.9	4,574	4,588
HOUSTON TX (IAH)	83.1	84.3	17,526	17,524
HUNTSVILLE AL (HSV)	79.1	84.0	819	792
IDAHO FALLS ID (IDA)	83.2	88.5	197	200
INDIANAPOLIS IN (IND)	81.3	86.8	3,193	3,193
INDIO/PALM SPRINGS CA (PSP)	76.3	85.2	1,217	1,213
INYOKERN CA (IYK)	91.8	92.0	85	87
ISLIP NY (ISP)	82.6	79.9	984	973
JACKSON WY (JAC)	68.9	76.2	322	323
JACKSON/VICKSBURG MS (JAN)	80.3	86.3	1,014	1,017

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE FL (JAX)	79.1	84.9	2,403	2,404
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	0.0	0.0	2	2
JUNEAU AK (JNU)	77.4	76.1	310	310
KAHULUI HI (OGG)	88.4	91.3	1,248	1,248
KALAMAZOO MI (AZO)	77.5	83.0	383	411
KALISPELL MT (FCA)	83.8	91.9	167	172
KANSAS CITY MO (MCI)	81.5	84.1	4,680	4,679
KETCHIKAN AK (KTN)	72.0	74.7	186	186
KEY WEST FL (EYW)	76.9	73.4	216	188
KILLEEN TX (GRK)	86.2	92.2	420	423
KING SALMON AK (AKN)	56.5	65.2	23	23
KINSTON NC (ISO)	79.0	85.5	62	62
KNOXVILLE TN (TYS)	80.2	85.0	813	813
KODIAK AK (ADQ)	61.3	67.7	31	31
KONA HI (KOA)	92.1	92.2	629	629
KOTZEBUE AK (OTZ)	65.6	76.3	93	93
LA CROSSE WI (LSE)	77.1	86.3	140	139
LAFAYETTE LA (LFT)	83.1	84.7	350	380
LAKE CHARLES LA (LCH)	84.5	91.3	116	115
LANSING MI (LAN)	75.2	78.7	419	418
LAREDO TX (LRD)	87.4	91.4	222	222
LAS VEGAS NV (LAS)	80.4	78.3	14,976	14,999
LAWTON/FORT SILL OK (LAW)	85.2	94.5	182	182
LEWISTON ID (LWS)	83.6	93.4	61	61
LEXINGTON KY (LEX)	78.6	83.3	844	844
LIHUE HI (LIH)	95.1	97.1	618	618
LINCOLN NE (LNK)	72.4	76.3	279	278
LITTLE ROCK AR (LIT)	82.3	88.2	1,426	1,429
LONG BEACH CA (LGB)	80.4	86.5	1,053	1,053
LONGVIEW/KILGOR/GLADWATR TX (GGG)	88.2	93.5	93	93
LOS ANGELES CA (LAX)	80.6	82.9	19,086	19,066
LOUISVILLE KY (SDF)	80.8	83.4	1,778	1,780
LUBBOCK TX (LBB)	82.2	90.7	774	772
LYNCHBURG VA (LYH)	83.9	81.7	93	93
MACON GA (MCN)	76.3	83.9	93	93
MADISON WI (MSN)	76.0	80.6	1,087	1,084
MANCHESTER NH (MHT)	81.5	80.4	1,774	1,795
MARQUETTE MI (MQT)	70.9	83.8	79	80
MERFORD OR (MFR)	57.7	68.0	470	475
MELBOURNE FL (MLB)	66.2	75.8	231	231
MEMPHIS TN (MEM)	80.7	83.0	3,735	3,742
MERIDIAN MS (MEI)	79.6	79.6	93	93
MIAMI FL (MIA)	78.0	77.9	5,928	5,929

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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.
MIDLAND/ODESSA TX (MAF)	84.2	89.9	692	692
MILWAUKEE WI (MKE)	80.2	85.0	1,974	1,971
MINNEAPOLIS/ST. PAUL MN (MSP)	82.3	84.0	9,890	9,882
MINOT ND (MOT)	77.9	85.3	95	95
MISSION/MCALLEN/EDINBURG TX (MFE)	80.2	92.5	323	322
MISSOULA MT (MSO)	76.0	90.9	267	265
MOBILE AL (MOB)	79.6	85.3	538	524
MODESTO CA (MOD)	66.4	69.6	113	115
MOLINE IL (MLI)	71.5	76.1	565	536
MONROE LA (MLU)	81.0	81.5	153	135
MONTEREY CA (MRY)	80.9	85.6	721	723
MONTGOMERY AL (MGM)	80.7	78.9	244	275
MONTROSE/DELTA CO (MTJ)	82.7	89.2	295	295
MYRTLE BEACH SC (MYR)	79.6	81.4	427	425
NAPLES FL (APF)	79.5	85.2	73	88
NASHVILLE TN (BNA)	82.0	82.7	4,938	4,940
NEW HAVEN CT (HVN)	100.0	100.0	3	3
NEW ORLEANS LA (MSY)	77.2	78.1	1,863	1,859
NEW YORK NY (JFK)	70.2	75.1	8,238	8,226
NEW YORK NY (LGA)	64.7	76.4	10,847	10,840
NEWARK NJ (EWR)	65.8	77.5	12,613	12,610
NEWBURGH/POUGHKEEPSIE NY (SWF)	72.0	76.3	93	93
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	77.3	80.0	489	456
NOME AK (OME)	74.2	72.0	93	93
NORFOLK VA (ORF)	78.5	79.8	1,575	1,578
OAKLAND CA (OAK)	80.7	81.5	5,966	5,964
OKLAHOMA CITY OK (OKC)	80.2	86.1	1,797	1,796
OMAHA NE (OMA)	77.9	84.3	1,848	1,847
ONTARIO/SAN BERNARDINO CA (ONT)	79.7	84.2	3,055	3,051
ORLANDO FL (MCO)	81.7	81.3	10,095	10,116
OXNARD/VENTURA CA (OXR)	83.8	87.4	142	143
PANAMA CITY FL (PFN)	73.4	72.4	169	199
PASCO/KENNEWICK/RICHLAND WA (PSC)	71.2	87.9	198	199
PENSACOLA FL (PNS)	76.0	80.9	732	734
PEORIA IL (PIA)	76.8	81.5	396	395
PETERSBURG AK (PSG)	64.5	75.8	62	62
PHILADELPHIA PA (PHL)	70.7	74.4	9,142	9,145
PHOENIX AZ (PHX)	84.9	82.7	18,210	18,206
PITTSBURGH PA (PIT)	80.6	86.6	3,854	3,854
POCATELLO ID (PIH)	83.9	96.1	155	154
PONCE PR (PSE)	80.6	96.8	31	31
PORTLAND ME (PWM)	69.6	74.4	652	636
PORTLAND OR (PDX)	77.4	85.0	4,549	4,548

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PROVIDENCE RI (PVD)	82.0	84.5	2,276	2,276
RALEIGH/DURHAM NC (RDU)	76.2	79.9	4,424	4,426
RAPID CITY SD (RAP)	84.5	91.3	401	401
REDDING CA (RDD)	70.3	79.8	185	183
RENO NV (RNO)	78.6	82.0	2,221	2,222
RICHMOND VA (RIC)	77.2	82.5	1,416	1,401
ROANOKE VA (ROA)	69.4	72.6	209	208
ROCHESTER MN (RST)	76.8	84.8	203	204
ROCHESTER NY (ROC)	74.1	80.0	1,326	1,323
SACRAMENTO CA (SMF)	79.3	82.0	4,286	4,286
SAGINAW/BAY CITY/MIDLAND MI (MBS)	67.5	78.7	277	277
SALT LAKE CITY UT (SLC)	82.0	85.4	11,423	11,425
SAN ANGELO TX (SJT)	81.9	91.0	155	155
SAN ANTONIO TX (SAT)	81.3	86.7	3,458	3,451
SAN DIEGO CA (SAN)	81.5	84.7	7,598	7,611
SAN FRANCISCO CA (SFO)	72.7	78.4	10,727	10,712
SAN JOSE CA (SJC)	81.5	83.8	5,151	5,151
SAN JUAN PR (SJU)	70.8	81.3	2,266	2,271
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	79.5	84.2	609	612
SANTA ANA CA (SNA)	83.8	85.5	4,129	4,121
SANTA BARBARA CA (SBA)	82.3	85.3	1,268	1,266
SANTA MARIA CA (SMX)	80.1	85.6	161	160
SARASOTA/BRADENTON FL (SRQ)	83.5	82.9	680	679
SAVANNAH GA (SAV)	70.9	76.5	968	969
SCRANTON/WILKES-BARRE PA (AVP)	69.9	75.5	226	229
SEATTLE WA (SEA)	71.7	77.2	8,423	8,427
SHREVEPORT LA (SHV)	82.8	87.4	639	641
SIOUX FALLS SD (FSD)	78.7	83.6	550	550
SITKA AK (SIT)	64.5	74.2	93	93
SOUTH BEND IN (SBN)	78.3	79.2	258	260
SPOKANE WA (GEG)	74.4	87.7	1,154	1,161
SPRINGFIELD IL (SPI)	75.2	75.0	153	152
SPRINGFIELD MO (SGF)	83.0	86.0	752	751
ST. GEORGE UT (SGU)	85.8	91.4	267	266
ST. LOUIS MO (STL)	84.6	85.2	5,350	5,349
STATE COLLEGE PA (SCE)	89.9	95.5	89	88
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	82.5	83.0	388	389
SUN VALLEY/HAYLEY/KETCHUM ID (SUN)	80.1	86.3	186	190
SYRACUSE NY (SYR)	77.7	82.9	969	968
TALLAHASSEE FL (TLH)	73.1	80.5	245	246
TAMPA FL (TPA)	80.5	82.3	6,353	6,354
TELLURIDE CO (TEX)	87.1	79.0	62	62
TEXARKANA AR (TXK)	88.2	95.7	93	93

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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.
TOLEDO OH (TOL)	82.2	86.8	371	371
TRAVERSE CITY MI (TVC)	76.6	80.2	231	232
TUCSON AZ (TUS)	80.8	87.6	2,104	2,103
TULSA OK (TUL)	79.8	85.0	1,796	1,797
TUPELO MS (TUP)	84.9	80.6	93	93
TWIN FALLS ID (TWF)	82.8	81.5	244	243
TYLER TX (TYR)	87.8	95.0	237	238
VALDOSTA GA (VLD)	68.6	65.6	105	93
VALPARAISO FL (VPS)	74.1	81.0	436	437
WACO TX (ACT)	91.0	91.9	211	211
WASHINGTON DC (DCA)	78.9	83.9	8,597	8,593
WASHINGTON DC (IAD)	75.1	74.7	6,917	6,915
WAUSAU/MARSHFIELD WI (CWA)	62.4	72.0	93	93
WEST PALM BEACH/PALM BEACH FL (PBI)	75.7	76.3	2,637	2,635
WHITE PLAINS NY (HPN)	75.8	75.4	384	370
WICHITA FALLS TX (SPS)	85.6	90.9	208	208
WICHITA KS (ICT)	79.3	83.1	997	995
WILMINGTON NC (ILM)	77.9	81.0	317	336
WRANGELL AK (WRG)	72.6	75.8	62	62
YAKUTAT AK (YAK)	88.7	90.3	62	62
YUMA AZ (YUM)	84.2	85.8	247	247

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

CARRIER A/	AT 31 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
MESA	27	15,220	645	4.2	135	25,132	1,063	4.2
ATLANTIC SOUTHEAST	16	11,719	341	2.9	130	22,267	687	3.1
AMERICAN EAGLE	22	25,983	809	3.1	111	44,997	1,338	3.0
ALASKA	16	7,081	147	2.1	46	12,903	372	2.9
COMAIR	22	14,505	324	2.2	107	23,951	517	2.2
UNITED	31	34,058	702	2.1	84	40,336	786	1.9
SKYWEST	15	23,148	386	1.7	120	43,113	830	1.9
DELTA	30	35,037	584	1.7	100	44,778	733	1.6
ATA	11	1,609	27	1.7	16	1,945	30	1.5
US AIRWAYS *	29	36,906	587	1.6	79	44,544	685	1.5
EXPRESSJET	26	16,701	298	1.8	118	33,534	507	1.5
AIRTRAN	22	14,303	204	1.4	46	18,465	250	1.4
NORTHWEST	29	22,742	284	1.2	111	33,772	423	1.3
SOUTHWEST	16	44,683	430	1.0	62	90,345	900	1.0
AMERICAN	29	41,830	439	1.0	85	54,607	535	1.0
CONTINENTAL	29	19,427	70	0.4	72	24,521	85	0.3
FRONTIER	21	5,698	14	0.2	38	6,892	22	0.3
JETBLUE	16	8,344	22	0.3	33	11,045	24	0.2
HAWAIIAN	6	280	0	0.0	14	4,140	0	0.0
Total		379,274	6,313	1.7	Total	581,287	9,787	1.7

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.

* Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table.

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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	54607	43318	79.33%	535	0.98%	112	0.21%	2655	4.86%	636	1.16%	4478	8.20%	26	0.05%	2848	5.21%
AS	12903	9189	71.22%	372	2.88%	54	0.42%	1105	8.56%	62	0.48%	995	7.71%	14	0.11%	1112	8.62%
B6	11045	7796	70.58%	24	0.22%	54	0.49%	650	5.89%	62	0.56%	1283	11.62%	11	0.10%	1165	10.55%
CO	24521	19139	78.05%	85	0.35%	76	0.31%	1052	4.29%	202	0.82%	2928	11.94%	33	0.13%	1007	4.10%
DL	44778	34592	77.25%	733	1.64%	84	0.19%	2249	5.02%	268	0.60%	4176	9.33%	4	0.01%	2672	5.97%
EV	22267	16232	72.90%	687	3.09%	53	0.24%	1892	8.49%	913	4.10%	2229	10.01%	6	0.02%	256	1.15%
F9	6892	5685	82.49%	22	0.32%	2	0.03%	380	5.51%	6	0.09%	566	8.21%	0	0.00%	231	3.36%
FL	18465	13986	75.74%	250	1.35%	54	0.29%	756	4.09%	27	0.14%	1581	8.56%	0	0.00%	1811	9.81%
HA	4140	3971	95.92%	0	0.00%	1	0.02%	138	3.32%	1	0.02%	5	0.12%	1	0.01%	24	0.58%
MQ	44997	34682	77.08%	1338	2.97%	128	0.28%	2111	4.69%	359	0.80%	3264	7.25%	5	0.01%	3111	6.91%
NW	33772	26863	79.54%	423	1.25%	70	0.21%	2407	7.13%	387	1.15%	2604	7.71%	17	0.05%	1000	2.96%
OH	23951	18852	78.71%	517	2.16%	57	0.24%	1756	7.33%	750	3.13%	1907	7.96%	5	0.02%	108	0.45%
OO	43113	33970	78.79%	830	1.93%	80	0.19%	5039	11.69%	357	0.83%	1232	2.86%	29	0.07%	1576	3.66%
RU	33534	26682	79.57%	507	1.51%	135	0.40%	1149	3.43%	281	0.84%	3019	9.00%	13	0.04%	1749	5.22%
TZ	1945	1479	76.04%	30	1.54%	1	0.05%	57	2.91%	2	0.12%	267	13.72%	3	0.17%	106	5.44%
UA	40336	30503	75.62%	786	1.95%	58	0.14%	2888	7.16%	142	0.35%	3182	7.89%	0	0.00%	2777	6.89%
US	44544	36142	81.14%	685	1.54%	118	0.26%	2089	4.69%	141	0.32%	3252	7.30%	14	0.03%	2103	4.72%
WN	90345	76262	84.41%	900	1.00%	132	0.15%	3407	3.77%	306	0.34%	2203	2.44%	52	0.06%	7084	7.84%
YV	25132	18488	73.56%	1063	4.23%	101	0.40%	1972	7.85%	138	0.55%	1520	6.05%	8	0.03%	1843	7.33%
TOTAL	581287	457831		9787		1370		33749		5039		40691		238		32581	
			78.76%		1.68%		0.24%		5.81%		0.87%		7.00%		0.04%		5.61%

***Causes of Delay:**

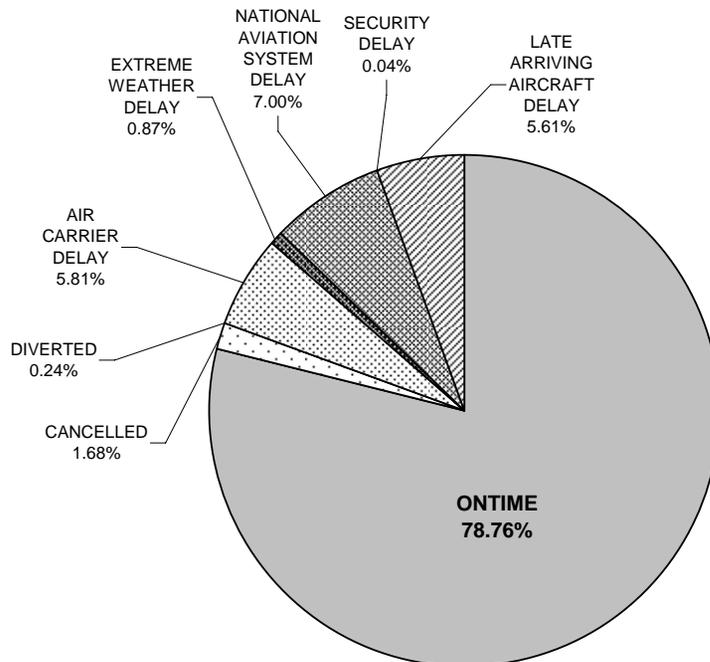
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the 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. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table.

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

JANUARY 2006
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 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 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 31 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-Jackson	ATL
Balt/Wash: Int'l Thurgood Marshall	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
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 ***

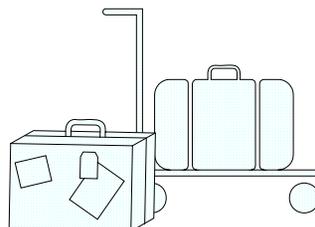
FL	AirTran Airways
AS	Alaska Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US**	US Airways

* Revised January 2006, based on Bureau of Transportation Statistic's Technical Reporting Directive #13, issued September 20, 2005.

** Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US or US Airways data in this report.

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. The reports of mishandled baggage do not distinguish between carriers that interline and those that do not. 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.



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

RANK	AIRLINE	JANUARY 2006			JANUARY 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,461	489,382	2.99	1,206	442,750	2.72
2	AIRTRAN AIRWAYS	5,658	1,383,337	4.09	3,427	1,097,046	3.12
3	CONTINENTAL AIRLINES	12,448	2,853,640	4.36	11,161	2,538,400	4.40
4	ALASKA AIRLINES	4,813	1,074,897	4.48	3,821	1,095,715	3.49
5	NORTHWEST AIRLINES	15,896	3,238,650	4.91	21,139	3,489,696	6.06
6	SOUTHWEST AIRLINES	35,115	7,028,878	5.00	29,202	6,175,442	4.73
7	UNITED AIRLINES	23,232	4,539,705	5.12	25,861	4,472,688	5.78
8	JETBLUE AIRWAYS	7,353	1,394,515	5.27	5,109	1,084,501	4.71
9	FRONTIER AIRLINES	3,820	674,004	5.67	*	*	*
10	DELTA AIR LINES	36,257	5,401,554	6.71	58,998	6,427,865	9.18
11	AMERICAN AIRLINES	44,019	6,316,115	6.97	45,017	6,034,617	7.46
12	ATA AIRLINES	1,524	217,904	6.99	2,612	526,719	4.96
13	US AIRWAYS **	34,419	4,075,489	8.45	41,643	2,812,630	14.81
14	EXPRESSJET AIRLINES	10,232	1,157,740	8.84	7,813	987,118	7.91
15	COMAIR	8,740	815,302	10.72	18,253	974,463	18.73
16	SKYWEST AIRLINES	17,608	1,426,161	12.35	18,597	1,184,405	15.70
17	AMERICAN EAGLE AIRLINES	19,255	1,377,354	13.98	15,361	1,185,194	12.96
18	MESA AIRLINES	14,200	1,013,572	14.01	*	*	*
19	ATLANTIC SOUTHEAST AIRLINES	17,942	921,355	19.47	21,601	840,862	25.69
TOTALS **		313,992	45,399,554	6.92	330,821	41,370,111	8.00

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, as determined by DIOT's Bureau of Transportation Statistics. Reporting by Mesa Airlines effective January 2006.

** Effective January 2006, "Total Baggage Reports" and "Enplaned Passengers" data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table. Independence Air ceased operating in December 2005. Effective January 2006, America West and Independence Air are no longer ranked in this table. Totals for January 2005 reflect the deletion of America West's and Independence Air's data for that month.

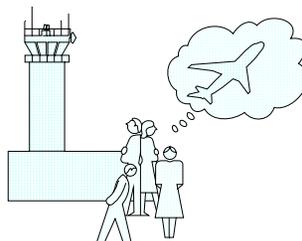
OVERSALES

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.



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

OCTOBER - DECEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES *

RANK	AIRLINE	OCTOBER - DECEMBER 2005				OCTOBER - DECEMBER 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>	6	0	3,850,507	0.00	8	0	3,178,517	0.00
1	<i>INDEPENDENCE AIR</i>	0	0	391,372	0.00	2	0	37,236	0.00
3	<i>AIRTRAN AIRWAYS</i>	3,240	45	4,388,198	0.10	4,242	45	3,446,769	0.13
4	<i>HAWAIIAN AIRLINES</i>	844	16	1,481,486	0.11	650	8	1,323,363	0.06
5	<i>FRONTIER AIRLINES</i>	213	56	2,096,971	0.27	*	*	*	*
6	<i>SKYWEST AIRLINES</i>	1,465	29	940,641	0.31	561	10	204,234	0.49
7	<i>US AIRWAYS</i>	7,893	357	8,619,527	0.41	14,682	770	10,093,300	0.76
8	<i>UNITED AIRLINES</i>	12,835	669	15,016,704	0.45	18,910	733	15,699,070	0.47
9	<i>SOUTHWEST AIRLINES</i>	15,350	1,368	22,225,722	0.62	19,394	1,297	20,144,834	0.64
10	<i>NORTHWEST AIRLINES</i>	16,128	733	11,493,344	0.64	16,617	1,161	12,436,669	0.93
11	<i>AMERICAN AIRLINES</i>	18,218	1,443	21,556,675	0.67	16,266	1,375	20,444,116	0.67
12	<i>COMAIR</i>	855	53	573,735	0.92	823	91	684,878	1.33
13	<i>AMERICAN EAGLE AIRLINES</i>	357	54	560,082	0.96	365	19	519,285	0.37
14	<i>AMERICA WEST AIRLINES</i>	8,515	542	5,318,794	1.02	11,981	476	5,302,202	0.90
15	<i>ATA AIRLINES</i>	335	129	1,070,737	1.20	2,201	944	2,226,952	4.24
16	<i>ALASKA AIRLINES</i>	4,454	558	3,628,827	1.54	6,787	300	3,623,874	0.83
17	<i>DELTA AIR LINES</i>	26,089	2,779	18,067,377	1.54	27,385	2,067	20,787,921	0.99
18	<i>CONTINENTAL AIRLINES</i>	9,444	1,918	9,570,637	2.00	12,278	2,044	9,013,038	2.27
19	<i>ATLANTIC SOUTHEAST AIRLINES</i>	1,264	199	979,025	2.03	2,449	334	1,159,876	2.88
	TOTALS	127,505	10,948	131,830,361	0.83	155,601	11,674	130,326,134	0.90

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 that operate aircraft with a passenger capacity of more than 60 seats. Frontier Airlines was ranked in this section for the first time with the 2nd quarter (April-June) 2005 (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 the *Air Travel Consumer Report*.

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

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

RANK	AIRLINE	JANUARY - DECEMBER 2005				JANUARY - DECEMBER 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>	32	0	14,729,066	0.00	28	17	11,782,625	0.01
2	<i>INDEPENDENCE AIR</i>	7	1	1,397,523	0.01	*	*	*	*
3	<i>HAWAIIAN AIRLINES</i>	3,145	38	5,839,817	0.07	3,070	118	5,592,893	0.21
4	<i>SKYWEST AIRLINES</i>	5,721	100	2,832,218	0.35	1,548	13	485,976	0.27
5	<i>AIRTRAN AIRWAYS</i>	20,688	615	16,624,315	0.37	23,158	372	13,120,404	0.28
6	<i>UNITED AIRLINES</i>	78,093	2,882	60,646,380	0.48	100,980	3,171	64,857,365	0.49
7	<i>AMERICAN EAGLE AIRLINES</i>	1,681	133	2,197,619	0.61	1,682	79	1,941,299	0.41
8	<i>COMAIR</i>	1,939	162	2,649,016	0.61	4,223	565	2,480,018	2.28
9	<i>AMERICAN AIRLINES</i>	78,095	5,557	88,066,928	0.63	69,530	4,294	82,543,789	0.52
10	<i>US AIRWAYS</i>	49,867	2,517	39,578,083	0.64	73,898	2,603	39,995,850	0.65
11	<i>SOUTHWEST AIRLINES</i>	73,659	6,096	88,379,759	0.69	90,809	7,711	81,066,038	0.95
12	<i>NORTHWEST AIRLINES</i>	76,474	4,846	50,685,645	0.96	76,684	3,871	49,842,112	0.78
13	<i>AMERICA WEST AIRLINES</i>	36,465	2,314	21,845,463	1.06	40,282	1,449	20,712,856	0.7
14	<i>DELTA AIR LINES</i>	90,644	10,743	81,910,297	1.31	130,050	9,274	83,163,787	1.12
15	<i>ATLANTIC SOUTHEAST AIRLINES</i>	3,345	660	4,207,209	1.57	6,309	913	3,847,659	2.37
16	<i>ALASKA AIRLINES</i>	24,293	2,413	15,305,778	1.58	25,494	1,840	15,131,892	1.22
17	<i>CONTINENTAL AIRLINES</i>	39,792	7,218	37,518,805	1.92	47,909	6,264	35,670,751	1.76
18	<i>ATA AIRLINES</i>	4,326	1,479	5,382,300	2.75	6,371	2,346	10,073,006	2.33
---	<i>FRONTIER AIRLINES</i>	*	*	*	*	*	*	*	*
	TOTALS	588,266	47,774	539,796,221	0.89	702,025	44,900	522,308,320	0.86

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 that operate aircraft with a passenger capacity of more than 60 seats. Independence Air was ranked in this table for the first time with the 4th quarter 2004. Frontier Airlines was ranked in this section for the first time with the 2nd quarter (April-June) 2005 (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 the *Air Travel Consumer 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

	JANUARY 2006				JANUARY 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	646	49	4	98	1,199	78	4	101
FOREIGN AIRLINES	146	4	0	7	135	0	1	7
TRAVEL AGENTS	21	0	0	1	27	2	0	3
TOUR OPERATORS	4	0	0	0	1	0	0	0
MISCELLANEOUS	9	10	0	42	16	3	0	69
INDUSTRY TOTALS	826	63	4	148	1,378	83	5	180

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY 2006			JANUARY 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
BAGGAGE	1	227		1	481	
FLIGHT PROBLEMS	2	199		2	416	
CANCELLATIONS			72			219
DELAYS			51			82
MISCONNECTIONS			42			60
CUSTOMER SERVICE	3	93		3	120	
RES/TKTG/BOARDING	4	92		4	98	
REFUNDS	5	68		5	88	
DISABILITY	6	42		6	50	
OVERSALES	7	41		8	38	
OTHER	8	25		7	40	
FREQUENT FLYER			18			18
FARES	9	24		9	29	
DISCRIMINATION	10	10		10	14	
ADVERTISING	11	5		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		826			1,378	

* 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*
JANUARY 2006

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	3	1	3	0	0	3	1	0	0	0	0	0	11
AIRTRAN AIRWAYS	4	0	0	0	0	4	1	0	1	0	0	0	10
ALASKA AIRLINES	9	0	2	1	1	2	2	0	0	0	0	1	18
AMERICAN AIRLINES	21	1	3	2	11	37	15	6	0	2	0	4	102
AMERICAN EAGLE AIRLINES	7	2	0	0	2	4	1	1	0	0	0	0	17
ATLANTIC SOUTHEAST AIRLINES	5	1	1	0	0	0	0	1	0	1	0	0	9
CONTINENTAL AIRLINES	9	3	5	1	4	10	8	3	0	1	0	2	46
DELTA AIRLINES	18	6	12	3	1	21	13	3	0	0	0	7	84
EXPRESSJET AIRLINES	5	0	0	0	0	0	2	0	0	0	0	0	7
FRONTIER AIRLINES	2	0	1	0	0	1	1	2	0	0	0	0	7
INDEPENDENCE AIR	4	0	0	0	0	1	0	0	0	0	0	0	5
MESA AIRLINES	15	1	0	0	1	8	2	4	0	0	0	0	31
MESABA AVIATION	4	2	1	0	0	1	0	1	0	0	0	0	9
NORTHWEST AIRLINES	9	7	3	2	5	14	4	2	0	1	0	2	49
SKYWEST AIRLINES	9	1	0	0	0	3	4	1	0	1	0	0	19
SOUTHWEST AIRLINES	3	0	2	0	0	3	2	2	0	0	0	0	12
SPIRIT AIRLINES	6	1	0	0	0	3	1	0	0	0	0	0	11
UNITED AIRLINES	20	4	11	1	7	24	7	6	2	1	0	1	84
US AIRWAYS ***	9	4	10	4	3	18	4	1	0	0	0	3	56
USA3000	4	0	1	0	0	0	1	0	0	0	0	0	6
OTHER U. S. AIRLINES	13	3	3	3	5	14	5	3	0	1	0	3	53
TOTAL JANUARY 2006	179	37	58	17	40	171	74	36	3	8	0	23	646
% OF TOTAL COMPLAINTS	27.7	5.7	9.0	2.6	6.2	26.5	11.5	5.6	0.5	1.2	0	3.6	
TOTAL JANUARY 2005	388	30	71	21	57	435	108	38	3	12	0	36	1,199
% OF TOTAL COMPLAINTS	32.4	2.5	5.9	1.8	4.8	36.3	9.0	3.2	0.3	1.0	0	3.0	

* 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.'

*** EFFECTIVE JANUARY 2006, THE COMPLAINTS OF THE MERGED US AIRWAYS AND AMERICA WEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS US AIRWAYS COMPLAINTS IN THIS TABLE. AMERICA WEST IS NO LONGER INCLUDED IN THIS TABLE.

TABLE 4

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

JANUARY 2006

U. S. AIRLINES*	COMPS RECD IN JAN	INCI - DENTS IN JAN	PERCENT	INCI - DENTS IN DEC	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	11	3	27.3	2	18.2	2	18.2	4	36.4
AIRTRAN AIRWAYS	10	5	50.0	2	20.0	2	20.0	1	10.0
ALASKA AIRLINES	18	8	44.4	3	16.7	6	33.3	1	5.6
AMERICAN AIRLINES	102	22	21.6	27	26.5	32	31.4	21	20.6
AMERICAN EAGLE AIRLINES	17	8	47.1	4	23.5	3	17.6	2	11.8
ATLANTIC SOUTHEAST AIRLINES	9	5	55.6	4	44.4	0	0.0	0	0.0
CONTINENTAL AIRLINES	46	20	43.5	13	28.3	9	19.6	4	8.7
DELTA AIRLINES	84	20	23.8	23	27.4	21	25.0	20	23.8
EXPRESSJET AIRLINES	7	2	28.6	5	71.4	0	0.0	0	0.0
FRONTIER AIRLINES	7	0	0.0	6	85.7	0	0.0	1	14.3
INDEPENDENCE AIR	5	2	40.0	1	20.0	2	40.0	0	0.0
MESA AIRLINES	31	9	29.0	11	35.5	7	22.6	4	12.9
MESABA AVIATION	9	0	0.0	6	66.7	1	11.1	2	22.2
NORTHWEST AIRLINES	49	9	18.4	20	40.8	11	22.4	9	18.4
SKYWEST AIRLINES	19	8	42.1	6	31.6	0	0.0	5	26.3
SOUTHWEST AIRLINES	12	4	33.3	5	41.7	3	25.0	0	0.0
SPIRIT AIRLINES	11	5	45.5	2	18.2	2	18.2	2	18.2
UNITED AIRLINES	84	20	23.8	32	38.1	18	21.4	14	16.7
US AIRWAYS **	56	13	23.2	13	23.2	12	21.4	18	32.1
USA3000	6	3	50.0	1	16.7	1	16.7	1	16.7
OTHER U. S. AIRLINES	53	16	30.2	17	32.1	8	15.1	12	22.6
TOTALS	646	182	28.2	203	31.4	140	21.7	121	18.7
PREVIOUS YEAR'S TOTALS	1,199	193	16.1	647	54.0	129	10.8	230	19.2

* 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."

** THE COMPLAINTS OF THE MERGED US AIRWAYS AND AMERICA WEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS US AIRWAYS COMPLAINTS IN THIS TABLE. AMERICA WEST IS NO LONGER INCLUDED IN THIS TABLE.

TABLE 5

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

JANUARY 2006

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	2	1	0	0	1	1	1	0	0	0	0	0	6
AIR CANADA	3	1	1	0	0	3	0	1	0	0	0	0	9
AIR FRANCE	0	0	2	0	2	10	2	0	0	1	0	0	17
AIR INDIA	0	0	0	0	0	1	3	0	0	1	0	0	5
AIR JAMAICA	1	0	1	0	0	2	1	0	0	0	0	0	5
ALITALIA AIRLINES	0	1	2	0	0	5	0	0	0	0	0	0	8
BRITISH AIRWAYS	1	0	3	1	1	1	0	1	0	0	0	0	8
IBERIA AIRLINES	0	0	1	0	0	5	0	0	0	0	0	0	6
KLM	1	1	0	0	0	1	2	0	0	0	0	1	6
LUFTHANSA	0	0	4	0	0	3	1	0	0	0	0	0	8
MEXICANA	0	0	2	0	0	3	0	0	0	0	0	0	5
UNIVERSAL AIRLINES	1	0	0	0	10	0	0	0	0	0	0	0	11
VIRGIN ATLANTIC AIRWAYS	0	0	0	0	1	3	1	2	0	0	0	0	7
OTHER FOREIGN AIRLINES	7	0	7	2	4	16	7	2	0	0	0	0	45
TOTALS	16	4	23	3	19	54	18	6	0	2	0	1	146
<u>TRAVEL AGENTS</u>													
ORBITZ.COM	0	0	3	1	0	0	0	0	1	0	0	0	5
OTHER TRAVEL AGENTS	1	0	7	2	5	0	0	0	1	0	0	0	16
TOTALS	1	0	10	3	5	0	0	0	2	0	0	0	21
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	1	0	2	0	0	0	0	0	0	0	4
TOTALS	1	0	1	0	2	0	0	0	0	0	0	0	4
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	2	0	0	1	2	2	1	0	0	0	0	1	9
TOTALS	2	0	0	1	2	2	1	0	0	0	0	1	9

* 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

JANUARY
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JANUARY 2006			JANUARY 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>JETBLUE AIRWAYS</i>	2	1,354,599	0.15	4	1,054,428	0.38
2	<i>SOUTHWEST AIRLINES</i>	12	6,864,826	0.17	16	6,043,293	0.26
3	<i>HAWAIIAN AIRLINES</i>	2	486,634	0.41	3	443,784	0.68
4	<i>COMAIR</i>	4	807,944	0.50	131	968,817	13.52
5	<i>EXPRESSJET AIRLINES</i>	7	1,289,777	0.54	8	1,100,334	0.73
6	<i>AIRTRAN AIRWAYS</i>	10	1,345,946	0.74	14	1,069,064	1.31
7	<i>ATA AIRLINES</i>	2	227,540	0.88	10	548,609	1.82
8	<i>ATLANTIC SOUTHEAST AIRLINES</i>	9	929,313	0.97	11	849,714	1.29
9	<i>FRONTIER AIRLINES</i>	7	681,126	1.03	*	*	*
10	<i>AMERICAN EAGLE AIRLINES</i>	17	1,374,557	1.24	17	1,171,149	1.45
11	<i>NORTHWEST AIRLINES</i>	49	3,924,441	1.25	61	4,176,948	1.46
12	<i>US AIRWAYS **</i>	56	4,362,216	1.28	240	3,134,590	7.66
13	<i>CONTINENTAL AIRLINES</i>	46	3,531,434	1.30	48	3,166,943	1.52
14	<i>AMERICAN AIRLINES</i>	102	7,799,224	1.31	119	7,454,853	1.60
15	<i>SKYWEST AIRLINES</i>	19	1,399,061	1.36	7	1,158,762	0.60
16	<i>DELTA AIR LINES</i>	84	5,871,660	1.43	191	6,818,891	2.80
17	<i>ALASKA AIRLINES</i>	18	1,238,365	1.45	9	1,231,420	0.73
18	<i>UNITED AIRLINES</i>	84	5,254,787	1.60	90	5,179,120	1.74
19	<i>MESA AIRLINES</i>	31	984,717	3.15	*	*	*
TOTALS **		561	49,728,167	1.13	979	45,570,719	2.15

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, as determined by DOT's Bureau of Transportation Statistics. Frontier Airlines' ranking in this table effective May 2005. Mesa Airlines' ranking in this table effective January 2006.

** Effective January 2006, "Complaints" and "Systemwide Enplanements" data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table. America West is no longer ranked in this table. Totals for January 2005 reflect the deletion of America West's data for that month. Independence Air ceased operating in December 2005. Effective January 2006, Independence Air is no longer ranked in this table. Totals for January 2005 reflect the deletion of Independence Air's data for that month.

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 January 2006 as provided by the Transportation Security Administration ^a

The Transportation Security Administration protects approximately 54 million airline passengers and screens their 69 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 January.

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
271	.0005	69	.00013	31	.000057	422	.00078

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
364	.0005	1708	.0025

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 January.

January 2006 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
Continental Airlines		1	
Delta Air Lines	1		
<i>Total</i>	1	1	