



U.S. Department
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	May 2007 12 Months Ending May 2007
Mishandled Baggage¹	May 2007
Oversales¹	1st Quarter 2007
Consumer Complaints² (Includes Disability and Discrimination Complaints)	May 2007
Customer Service Reports to the Dept. of Homeland Security³	May 2007
Airline Animal Incident Reports⁴	May 2007

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

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>	2	<i>Mishandled Baggage</i>	
<i>Flight Delays</i>		Explanation	26
Explanation	3	Ranking--Month	27
Table 1	4	<i>Oversales</i>	
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		Explanation	28
Table 1A	5	Ranking--Quarter	29
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		<i>Consumer Complaints</i>	
Table 2	6	Explanation	30
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		Complaint Tables 1-5	31
Table 3	10	Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Rankings, Table 6 (Month)	36
Table 4	12	Complaint Categories	37
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		<i>Customer Service Reports to the Department of Homeland Security</i>	38
Table 5	14	<i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation</i>	39
List of Regularly Scheduled Flights Arriving Late 80% of the Time or More			
Table 6	16		
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More			
Table 7	17		
On-Time Arrival and Departure Percentage, by Airport			
Table 8	21		
Overall Number and Percentage of Flight Cancellations, by Carrier			
Table 9	22		
Flight Causation Data, By Airline and Category			
Table 10	23		
Flight Causation Data, Graphic Representation			
Footnotes	24		
Appendix	25		



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 19* U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two** carriers that currently report flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 32 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 21* reporting air carriers, 14 carriers (America West*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways*) use ACARS exclusively; 4 carriers (AirTran, Aloha, Atlantic Southeast, and Comair) record arrival times manually; and 3 carriers (Alaska, 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 32 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 32 "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.

Except for the flights listed in Table 5, this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at http://www.bts.gov/programs/airline_information/airline_ontime_statistics/ Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml> CDs for earlier months can be purchased by sending an email to: Orders@bts.gov Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>

Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

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.**

****Aloha Airlines and Hawaiian Airlines currently report flight delay data voluntarily, as permitted by Part 234.**

MAY 2007

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 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	70.5	14	92.8
ALOHA AIRLINES S/V/	3	85.1	11	88.4
AIRTRAN AIRWAYS S/	25	85.2	54	85.5
DELTA AIRLINES S/	31	83.1	94	84.0
PINNACLE AIRLINES S/	16	83.1	111	83.6
SOUTHWEST AIRLINES S/	18	84.7	63	83.2
SKYWEST AIRLINES S/	19	82.4	142	80.9
MESA AIRLINE S/	24	79.2	112	80.1
ATLANTIC SOUTHEAST AIRLINES S/	22	80.3	142	78.8
JETBLUE AIRWAYS S/	19	77.0	48	78.2
FRONTIER AIRLINES S/	22	77.6	44	77.1
EXPRESSJET AIRLINES S/	23	72.7	116	76.8
COMAIR S/	22	75.8	89	76.5
ALASKA AIRLINES S/	16	75.6	45	76.2
UNITED AIRLINES S/	31	75.8	78	75.7
CONTINENTAL AIRLINES S/	29	74.7	71	75.1
NORTHWEST AIRLINES S/	30	74.7	105	74.6
AMERICAN EAGLE AIRLINES S/	19	74.2	116	73.4
AMERICAN AIRLINES S/	30	71.1	76	71.0
US AIRWAYS S/	30	68.0	81	67.9
TOTAL		77.3		77.9

➤ 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 Complaints" sections of this report.

MAY 2007

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 *	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		MAR - 07		APR - 07		MAY - 07		12 MONTHS ENDING MAY 2007		DATABASE TO DATE SEP 1987-MAY 2007	
	04 - 06 2006		07 - 09 2006		10 - 12 2006		01 - 03 2007		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	76.6	12	73.0	14	73.3	10	76.5	6	78.4	7	81.8	6	85.5	3	75.7	6	(--)	(--)
ALASKA	76.9	11	72.0	16	72.4	12	72.0	9	73.2	9	79.9	9	76.2	14	73.2	9	75.7	8
ALOHA	82.6	2	93.8	2	92.8	1	92.0	2	93.2	2	95.4	1	88.4	2	92.1	2	(--)	(--)
AMERICAN	76.5	13	75.7	7	73.6	8	67.8	14	71.4	12	70.7	17	71.0	19	72.4	12	78.7	3
AMERICAN EAGLE	69.7	19	72.3	15	69.5	16	67.3	15	71.8	11	72.7	14	73.4	18	70.2	15	74.4	9
ATA	65.0	20	69.8	18	71.7	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
ATLANTIC SOUTHEAST	70.8	18	57.0	20	63.3	20	66.1	16	70.4	15	70.7	16	78.8	9	64.2	19	(--)	(--)
COMAIR	78.3	8	69.2	19	66.7	19	63.0	19	66.9	17	67.9	18	76.5	13	67.6	18	(--)	(--)
CONTINENTAL	71.5	17	75.1	8	73.7	7	73.0	8	71.2	13	73.5	12	75.1	16	73.5	8	78.5	4
DELTA	79.6	6	74.0	13	74.1	5	78.7	4	79.7	5	81.5	7	84.0	4	76.6	5	77.7	6
EXPRESSJET	71.8	16	75.1	9	72.1	14	70.6	10	69.6	16	71.9	15	76.8	12	72.5	11	(--)	(--)
FRONTIER	82.2	3	83.5	3	81.4	3	77.7	5	84.8	3	83.0	5	77.1	11	80.6	4	(--)	(--)
HAWAIIAN	94.6	1	95.8	1	90.9	2	92.5	1	93.9	1	95.1	2	92.8	1	93.3	1	(--)	(--)
JETBLUE	78.0	9	74.8	11	68.6	17	63.4	18	63.6	19	64.8	19	78.2	10	69.4	17	(--)	(--)
MESA	73.7	15	71.2	17	72.7	11	68.1	13	70.7	14	74.2	10	80.1	8	71.4	13	(--)	(--)
NORTHWEST	80.9	4	76.6	6	67.9	18	65.7	17	66.0	18	73.6	11	74.6	17	71.4	14	79.3	2
PINNACLE	(--)	(--)	(--)	(--)	(--)	(--)	73.3	7	78.1	8	84.2	3	83.6	5	(--)	(--)	(--)	(--)
SKYWEST	80.9	5	78.9	5	72.2	13	69.7	12	78.4	6	80.3	8	80.9	7	75.3	7	(--)	(--)
SOUTHWEST	78.6	7	80.9	4	80.4	4	80.7	3	82.0	4	83.4	4	83.2	6	80.7	3	82.2	1
UNITED	73.7	14	74.9	10	73.8	6	70.2	11	72.4	10	72.9	13	75.7	15	73.0	10	76.2	7
US AIRWAYS	77.9	10	74.8	12	73.5	9	62.4	20	55.5	20	63.1	20	67.9	20	69.7	16	78.2	5
Total	76.5		75.2		73.4		71.4		73.3		75.7		77.9		73.8		78.5	

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. Pinnacle Airlines' reporting is effective January 2007. ATA Airlines' ranking in this table ceased effective January 2007.

MAY 2007

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
9E	H/		139	67.6	31	83.9	92	84.8	296	83.1	168	85.1	62	80.6	61	77.0
AA	727	67.7	1124	72.8	341	63.6	152	59.9	H/		898	69.6	681	67.1	14010	71.6
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		62	82.3	H/		H/		H/		93	73.1	186	75.8	93	83.9
B6	H/		1352	81.7	H/		182	80.8	H/		H/		79	82.3	H/	
CO	411	78.1	590	73.7	172	73.3	H/		H/		385	73.5	374	72.7	336	68.2
DL	12341	85.9	1352	76.2	325	87.1	266	86.8	1694	87.4	909	76.9	343	90.1	334	81.4
EV	9250	80.4	H/		24	45.8	3	66.7	903	81.0	69	84.1	4	75.0	34	82.4
F9	121	62.0	H/		H/		H/		H/		93	69.9	4133	81.2	199	66.8
FL	7630	86.9	858	81.0	1230	82.0	330	83.6	H/		162	80.2	131	80.9	326	83.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	62	71.0	1042	74.7	155	69.0	456	73.2	478	71.3	856	77.9	H/		8248	71.7
NW	444	73.4	381	68.2	297	66.3	213	55.4	H/		568	72.7	305	71.1	359	69.1
OH	368	85.6	1129	68.4	304	74.3	188	69.1	5424	85.1	482	67.2	53	73.6	78	83.3
OO	974	83.7	H/		H/		H/		119	68.1	H/		4237	76.8	117	78.6
UA	241	73.4	871	71.0	459	70.8	182	75.3	91	71.4	461	75.9	6809	76.9	449	71.7
US	232	50.0	1811	60.7	383	50.1	6395	67.5	H/		2427	70.4	390	70.5	595	62.7
WN	H/		H/		5330	84.0	H/		H/		H/		1080	81.0	H/	
XE	255	85.5	18	100.0	211	76.8	447	70.7	262	71.4	259	82.2	7	85.7	211	71.1
YV	219	74.0	144	72.9	38	73.7	2140	79.3	H/		H/		1366	83.7	4	75.0
TOTAL	33275	83.3	10873	72.4	9300	79.4	11046	71.3	9267	83.6	7830	73.4	20240	78.1	25454	71.7

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

MAY 2007

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*																
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
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
9E	4140	82.5	H/		30	76.7	2	100.0	61	80.3	H/		H/		H/	
AA	333	61.9	578	59.3	465	70.5	329	70.5	372	64.2	946	55.0	583	75.5	2602	78.6
AQ	H/		H/		H/		H/		H/		H/		31	83.9	H/	
AS	H/		62	62.9	H/		H/		H/		H/		398	71.9	682	86.1
B6	H/		317	62.8	844	81.8	668	81.9	H/		5016	72.4	341	81.5	H/	
CO	178	77.5	5184	67.6	496	84.9	3	100.0	8004	78.9	108	61.1	553	76.9	715	76.4
DL	169	87.0	284	69.4	814	82.2	243	86.8	115	85.2	1221	55.4	636	87.3	1117	85.4
EV	6	83.3	85	63.5	H/		49	81.6	21	81.0	H/		62	91.9	396	80.3
F9	93	68.8	H/		42	85.7	H/		89	61.8	H/		275	76.0	240	81.2
FL	230	89.1	173	65.9	659	86.3	234	82.1	H/		H/		124	82.3	155	86.5
HA	H/		H/		H/		H/		H/		H/		62	51.6	79	63.3
MQ	235	55.3	147	57.8	H/		89	79.8	H/		675	68.6	124	89.5	1468	89.2
NW	8093	76.9	402	49.8	189	65.1	180	61.7	276	73.2	182	53.3	432	78.2	557	72.2
OH	240	76.2	83	57.8	H/		216	69.4	108	79.6	1565	60.1	H/		H/	
OO	42	73.8	H/		H/		H/		220	70.5	H/		254	85.8	4203	87.5
UA	240	74.2	429	61.8	159	78.0	2282	79.3	186	58.6	424	66.3	1094	77.3	2851	76.6
US	256	62.9	340	44.1	727	63.5	166	45.8	122	54.1	217	49.8	3093	74.1	846	77.5
WN	651	81.0	H/		1288	84.0	365	84.1	H/		H/		7034	84.0	3575	85.4
XE	201	65.2	4876	62.7	H/		318	70.8	7207	77.6	H/		H/		H/	
YV	236	66.5	154	68.8	H/		3089	77.5	198	74.2	209	58.9	715	78.3	116	78.4
TOTAL	15343	77.6	13114	63.8	5713	79.2	8233	77.4	16979	77.3	10563	65.4	15811	80.2	19602	82.7

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

MAY 2007

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		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
9E	119	63.0	H/		H/		H/		2710	85.9	H/		H/		H/	
AA	1876	60.0	961	68.9	H/		3380	74.1	449	71.0	124	72.6	6364	71.8	186	69.9
AQ	H/		H/		H/		H/		H/		106	84.9	H/		H/	
AS	H/		62	72.6	H/		31	74.2	H/		453	82.6	124	64.5	953	76.4
B6	247	70.0	936	87.4	H/		H/		H/		424	86.1	217	71.0	31	77.4
CO	386	57.0	634	80.4	50	70.0	311	80.1	132	74.2	92	68.5	470	70.2	181	72.9
DL	1741	72.6	1118	79.3	H/		323	84.2	106	92.5	102	88.2	294	85.0	213	90.1
EV	51	70.6	4	75.0	67	73.1	H/		33	93.9	101	81.2	H/		H/	
F9	92	46.7	82	70.7	170	75.9	H/		121	70.2	H/		H/		124	70.2
FL	410	68.8	1644	90.1	793	84.0	158	84.8	357	86.3	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		62	88.7
MQ	1650	65.2	H/		H/		636	82.9	H/		H/		7927	74.6	H/	
NW	587	46.0	499	63.3	330	73.6	126	65.1	8135	80.0	H/		643	67.3	185	83.8
OH	1231	61.6	248	89.1	28	78.6	89	88.8	109	77.1	H/		340	70.9	H/	
OO	H/		H/		H/		H/		269	74.7	230	77.8	4485	77.9	783	94.0
UA	694	64.6	679	77.2	H/		65	58.5	518	75.9	243	70.4	8142	79.2	707	73.3
US	1238	63.0	857	62.3	H/		331	69.5	267	70.4	150	74.0	675	58.4	236	69.5
WN	H/		3309	88.4	6736	83.3	H/		H/		4209	87.0	H/		1209	85.1
XE	97	63.9	H/		91	76.9	33	97.0	304	77.0	H/		242	76.9	H/	
YV	179	48.6	H/		H/		H/		31	87.1	66	89.4	2463	79.0	H/	
TOTAL	10598	63.2	11033	81.4	8265	82.6	5483	76.1	13541	80.5	6300	84.7	32386	75.5	4870	81.1

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

MAY 2007

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*	PHL		PHX		SAN		SEA		SFO		SLC		STL		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	# OF ARR.	% ON TIME
9E	144	74.3	H/		H/		H/		H/		30	93.3	156	87.2	H/	
AA	543	63.9	461	73.3	586	72.5	523	75.5	1068	73.7	213	76.1	1750	76.7	651	72.0
AQ	H/		H/		31	87.1	H/		H/		H/		H/		H/	
AS	H/		310	77.4	430	78.6	4413	73.1	550	77.6	H/		H/		H/	
B6	H/		93	80.6	112	84.8	93	76.3	145	70.3	93	74.2	H/		279	80.6
CO	198	69.2	395	78.2	294	82.3	425	71.1	430	74.4	92	67.4	H/		472	83.1
DL	324	81.2	401	90.5	287	88.2	452	82.3	438	83.3	2521	89.6	134	91.8	750	81.7
EV	85	72.9	H/		H/		H/		62	74.2	229	86.5	35	85.7	H/	
F9	62	66.1	186	72.0	182	83.0	124	66.1	275	77.8	165	73.3	120	75.8	34	73.5
FL	530	81.1	84	91.7	9	44.4	45	86.7	68	91.2	H/		96	88.5	628	85.8
HA	H/		31	61.3	62	67.7	76	89.5	31	58.1	H/		H/		H/	
MQ	H/		H/		689	89.4	H/		178	70.8	H/		93	84.9	H/	
NW	379	67.8	310	71.9	186	82.3	403	76.2	371	71.2	93	79.6	289	77.9	311	68.5
OH	79	69.6	H/		H/		H/		H/		H/		26	92.3	12	100.0
OO	57	49.1	231	83.1	679	89.8	435	93.3	3416	71.3	6430	90.3	68	72.1	H/	
UA	511	72.6	556	74.6	754	74.5	895	71.3	3880	74.4	168	74.4	93	73.1	345	75.1
US	3997	59.4	5930	78.4	465	76.1	310	69.4	609	71.8	159	88.1	118	61.9	740	65.7
WN	1980	83.0	6139	85.4	2863	86.3	1207	84.3	H/		1317	86.1	2106	80.1	2426	86.4
XE	106	91.5	55	76.4	263	88.2	H/		H/		60	71.7	361	73.4	30	90.0
YV	62	85.5	2778	84.8	33	84.8	31	87.1	27	74.1	55	89.1	86	79.1	H/	
TOTAL	9057	69.2	17960	81.7	7925	83.3	9432	75.9	11548	73.7	11625	88.3	5531	78.6	6678	80.2

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

MAY 2007

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	78.2	73.8	65.7	74.5	81.5	100.0	88.7	81.8	J/	71.6	57.1	72.2	88.1	63.6	81.5	86.7	36.7	71.0
700 - 759 AM	91.5	88.3	96.2	93.0	93.4	85.5	91.8	88.0	86.6	90.4	64.5	91.1	84.6	83.5	93.9	91.8	90.7	86.2
800 - 859 AM	90.8	89.9	95.6	80.1	92.5	86.8	91.2	84.8	86.4	90.1	97.4	88.7	88.2	78.2	94.2	94.2	84.7	95.1
900 - 959 AM	90.3	85.9	94.2	86.8	89.6	88.6	87.6	80.0	80.3	92.7	93.1	89.4	85.6	86.6	90.4	91.3	79.5	91.7
1000 - 1059 AM	89.7	87.0	90.2	78.7	89.4	89.1	85.9	80.6	81.4	93.5	92.9	86.1	89.0	84.4	88.1	88.5	78.3	93.4
1100 - 1159 AM	88.6	82.6	88.1	78.7	87.8	81.0	86.4	79.0	85.1	86.7	89.4	85.6	87.2	81.9	88.0	86.3	74.3	91.1
1200 - 1259 PM	86.7	81.9	91.8	80.0	89.1	84.8	87.4	79.3	81.1	85.3	84.2	87.1	83.3	80.6	84.0	86.8	69.3	84.6
100 - 159 PM	84.4	83.8	89.5	78.0	91.5	80.0	81.6	78.2	78.3	74.4	87.3	86.8	79.3	82.0	82.3	84.0	66.9	89.6
200 - 259 PM	85.5	78.5	82.9	74.1	83.1	75.7	78.2	74.9	81.9	57.9	85.3	84.8	74.2	79.7	79.3	85.0	65.6	82.9
300 - 359 PM	80.7	77.3	80.2	72.5	90.0	67.9	75.6	72.9	81.5	57.0	84.0	75.1	80.1	61.2	76.1	82.4	66.4	86.7
400 - 459 PM	85.2	67.3	76.5	67.2	82.9	70.6	71.3	68.0	79.0	50.2	76.7	72.7	76.4	57.9	78.1	80.4	61.2	75.1
500 - 559 PM	82.6	66.7	73.7	63.8	60.0	68.1	66.8	64.7	76.0	39.8	71.2	77.9	65.3	59.4	76.1	80.4	58.5	76.5
600 - 659 PM	79.2	60.9	68.7	60.8	78.3	65.4	67.2	61.7	70.0	45.8	76.6	62.6	64.5	47.8	74.6	82.3	50.2	77.2
700 - 759 PM	75.3	59.4	71.0	69.2	75.9	62.0	64.6	58.0	74.3	43.1	71.2	72.2	67.7	45.9	77.1	76.4	48.8	76.0
800 - 859 PM	72.4	57.3	69.7	51.8	73.6	63.0	66.9	58.0	71.4	47.8	63.0	69.8	62.1	45.0	74.3	75.1	46.3	71.8
900 - 959 PM	70.0	63.8	70.3	72.0	59.6	60.5	69.0	54.3	63.9	54.4	69.9	67.8	64.3	51.1	76.1	71.7	50.4	70.4
1000 - 1059 PM	73.2	58.3	69.2	56.6	58.1	60.7	67.7	50.9	58.1	57.3	62.6	66.8	70.5	49.8	71.1	72.4	39.5	69.3
1100 - 559 AM	68.4	63.2	66.2	64.8	62.0	64.0	78.4	75.4	70.9	65.9	68.3	71.9	77.6	67.1	67.1	76.6	52.8	73.4
TOTAL, ALL ARRIVALS, BY AIRPORT	83.3	72.5	79.4	71.3	83.6	73.4	78.1	71.7	77.8	63.8	79.2	77.4	77.3	65.4	80.2	82.7	63.2	81.4

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

MAY 2007

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	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	98.2	77.4	88.9	J/	92.4	90.3	62.1	94.6	J/	81.8	97.5	J/	100.0	59.7	82.9
700 - 759 AM	97.2	79.7	88.0	93.4	92.7	98.9	83.8	87.7	94.2	100.0	94.2	97.3	94.4	100.0	90.4
800 - 859 AM	96.3	92.4	88.7	94.2	88.3	88.6	85.7	88.2	93.0	84.1	88.3	89.8	96.8	98.1	89.1
900 - 959 AM	93.6	87.8	84.9	90.8	88.9	92.1	85.2	81.3	91.5	90.9	76.4	92.7	90.1	93.7	87.4
1000 - 1059 AM	92.8	87.0	81.0	94.3	87.1	89.1	83.9	88.1	87.9	86.3	69.6	93.7	89.4	93.0	86.8
1100 - 1159 AM	91.3	84.6	82.0	91.2	87.8	92.3	83.5	90.3	88.3	85.4	68.4	95.4	93.2	92.3	85.5
1200 - 1259 PM	90.4	84.7	87.1	85.9	84.2	82.9	81.3	87.7	83.7	81.6	69.6	89.0	87.8	81.9	83.9
100 - 159 PM	90.8	79.0	85.6	90.9	83.6	84.9	84.3	82.9	88.7	79.4	71.5	90.7	82.5	89.3	82.5
200 - 259 PM	89.0	74.2	82.3	87.8	76.8	81.2	64.6	81.2	83.8	78.4	74.2	88.8	84.4	84.4	78.9
300 - 359 PM	80.0	76.9	79.3	86.5	69.3	85.2	77.1	79.9	83.8	77.0	72.6	89.2	78.8	79.3	76.9
400 - 459 PM	73.3	71.7	78.4	83.3	67.0	78.5	65.7	78.6	85.9	77.4	74.6	87.4	69.5	78.8	73.3
500 - 559 PM	74.2	79.6	78.5	81.3	63.9	78.6	68.5	83.4	78.6	70.8	69.0	88.0	71.3	72.0	71.0
600 - 659 PM	70.5	73.3	78.1	79.3	61.3	80.6	60.1	70.8	80.5	72.1	77.5	86.0	61.2	82.1	69.0
700 - 759 PM	71.3	69.6	77.1	83.5	57.6	75.6	44.5	75.7	74.5	63.7	74.1	85.7	72.2	73.9	67.6
800 - 859 PM	69.4	64.8	71.5	76.8	55.9	73.4	60.9	76.6	74.8	67.1	65.9	83.6	69.0	80.5	65.9
900 - 959 PM	79.2	59.8	68.7	83.4	58.2	75.7	63.9	71.6	81.0	67.9	67.4	87.1	66.2	60.2	66.4
1000 - 1059 PM	75.0	53.8	60.4	71.0	69.1	71.1	60.9	75.3	73.4	69.9	69.0	70.7	66.9	64.2	65.4
1100 - 559 AM	78.1	58.3	77.4	73.4	77.0	65.0	60.8	80.1	83.0	68.6	74.4	69.5	71.4	67.9	70.1
TOTAL, ALL ARRIVALS, BY AIRPORT	82.6	76.1	80.6	84.7	75.5	81.1	69.2	81.7	83.3	75.9	73.7	88.3	78.6	80.2	77.3

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

MAY 2007

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	92.3	94.3	94.2	93.1	94.3	95.3	95.3	89.7	93.0	95.6	96.1	95.4	92.0	94.8	95.8	94.9	93.1	95.8
700 - 759 AM	93.4	91.1	92.7	88.4	89.6	93.2	94.4	87.1	94.6	92.9	97.0	90.0	90.6	94.3	94.6	91.7	92.0	94.4
800 - 859 AM	91.1	90.7	91.3	89.9	89.6	91.7	91.2	86.0	91.2	92.7	93.8	90.7	87.1	89.8	91.5	91.8	89.9	93.6
900 - 959 AM	86.9	90.3	91.4	83.4	93.8	89.5	88.8	83.2	88.4	91.4	92.4	89.5	89.0	85.9	90.0	90.7	87.9	89.5
1000 - 1059 AM	86.6	90.2	90.0	86.4	89.6	91.3	84.9	79.3	85.2	91.1	92.1	88.0	87.6	89.3	85.9	88.8	88.6	92.1
1100 - 1159 AM	89.2	89.2	85.3	83.0	93.0	87.3	84.4	75.8	85.4	90.1	87.8	90.2	85.0	86.0	83.8	86.9	83.7	89.3
1200 - 1259 PM	86.7	83.8	81.6	77.3	86.9	82.9	83.2	77.9	82.9	87.8	84.5	85.5	85.4	84.1	82.1	84.0	82.3	84.9
100 - 159 PM	84.0	84.6	80.6	76.3	91.3	78.1	79.9	74.3	82.7	82.8	78.2	86.7	79.3	78.9	77.5	81.8	80.3	87.2
200 - 259 PM	81.4	77.4	84.1	73.4	86.8	83.2	75.9	74.1	80.2	67.6	81.8	83.7	73.2	79.6	75.3	82.4	80.4	81.0
300 - 359 PM	77.8	71.6	70.6	64.3	79.3	74.4	73.2	69.0	79.7	59.7	77.4	71.5	74.6	78.1	72.2	83.5	73.3	77.5
400 - 459 PM	78.5	74.1	68.5	67.4	84.3	63.0	71.2	67.3	74.8	55.9	75.3	68.9	73.5	64.7	68.5	79.6	71.6	76.1
500 - 559 PM	78.6	66.8	65.0	63.8	81.6	70.2	70.7	62.1	78.2	48.8	73.9	73.6	71.9	64.1	69.3	78.7	67.8	73.9
600 - 659 PM	76.9	63.8	65.3	63.8	57.8	72.0	71.5	60.4	73.9	45.5	69.1	72.0	64.1	61.2	70.8	83.8	62.1	73.8
700 - 759 PM	75.9	57.9	63.7	58.2	79.9	64.7	68.4	57.6	73.2	48.3	80.3	57.2	65.2	53.1	74.8	79.7	58.0	72.1
800 - 859 PM	69.9	62.8	65.5	68.8	85.0	68.8	71.6	56.6	62.5	51.0	69.9	70.6	59.7	59.8	75.0	82.7	56.0	74.1
900 - 959 PM	70.5	78.9	58.5	50.2	81.3	55.8	65.3	53.5	80.2	50.2	80.0	78.9	70.6	50.1	67.2	76.3	59.6	70.7
1000 - 1059 PM	79.2	65.5	50.0	81.4	J/	J/	64.5	59.6	69.5	J/	J/	76.9	75.9	66.2	80.0	86.1	J/	J/
1100 - 559 AM	78.4	94.7	89.7	J/	J/	J/	84.1	94.3	J/	94.4	100.0	J/	96.7	84.8	81.9	81.9	90.3	85.7
TOTAL, ALL DEPARTURES, BY AIRPORT	81.6	80.2	78.7	72.2	86.6	80.3	79.0	72.2	81.5	73.2	83.9	81.3	78.0	75.6	80.2	85.4	77.8	83.9

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

MAY 2007

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	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	97.3	93.0	92.2	95.1	92.2	94.6	93.3	95.6	95.2	94.7	94.3	97.5	97.3	96.1	94.4
700 - 759 AM	95.2	88.5	93.5	95.7	91.5	94.5	85.7	91.0	94.0	90.7	93.3	96.0	93.3	95.9	92.0
800 - 859 AM	94.5	83.8	94.5	91.6	91.1	96.8	84.0	84.1	95.2	88.4	89.3	94.8	92.4	93.8	90.5
900 - 959 AM	93.2	87.4	92.8	92.0	88.1	90.8	83.4	84.0	89.4	84.0	83.5	90.3	90.0	91.3	88.3
1000 - 1059 AM	88.6	88.9	87.5	87.8	85.3	90.2	83.3	87.3	86.6	81.3	75.2	92.7	90.9	89.6	86.8
1100 - 1159 AM	84.1	87.8	88.6	88.0	84.1	89.9	82.7	85.6	86.1	84.6	73.1	93.8	87.7	91.2	85.9
1200 - 1259 PM	83.6	84.5	83.8	84.7	84.7	87.6	81.2	84.2	85.6	82.0	70.9	87.3	85.9	86.6	83.3
100 - 159 PM	83.2	83.6	88.6	82.1	81.2	83.7	77.9	83.2	82.4	80.8	73.9	89.0	81.0	83.9	81.9
200 - 259 PM	80.8	71.7	84.9	80.9	76.2	79.2	81.1	75.1	81.2	77.6	71.7	87.6	78.7	86.6	78.2
300 - 359 PM	74.4	76.1	84.2	85.2	71.7	88.2	61.4	75.3	84.1	77.6	77.5	88.6	78.1	84.5	75.3
400 - 459 PM	67.3	71.0	82.2	78.7	67.8	73.1	73.1	78.2	82.7	77.2	73.9	88.3	67.2	74.5	73.1
500 - 559 PM	61.0	74.1	77.1	77.7	63.9	79.6	62.9	70.6	83.0	81.2	69.2	89.7	70.8	74.6	70.3
600 - 659 PM	64.7	70.0	83.2	81.7	64.1	82.9	64.7	75.6	83.5	75.3	72.5	72.4	58.3	75.5	69.7
700 - 759 PM	59.6	77.6	85.4	76.2	59.2	78.9	66.6	70.0	83.7	73.4	79.2	89.6	58.7	75.9	68.4
800 - 859 PM	59.0	79.1	72.9	77.6	58.4	83.4	51.3	68.2	78.7	75.6	79.0	91.6	70.4	76.1	67.8
900 - 959 PM	61.1	65.6	83.8	80.5	64.6	73.7	68.8	76.4	81.0	70.8	75.0	90.2	66.7	67.7	70.3
1000 - 1059 PM	J/	55.6	84.0	80.0	79.0	83.7	42.9	68.3	93.3	83.8	81.2	J/	72.7	100.0	78.7
1100 - 559 AM	100.0	J/	95.8	90.2	95.9	91.0	84.2	90.8	100.0	86.9	81.9	89.3	J/	100.0	85.4
TOTAL, ALL DEPARTURES, BY AIRPORT	78.5	79.4	86.3	85.5	76.8	87.5	74.1	81.3	86.9	82.7	79.2	90.9	80.0	85.1	80.2

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

MAY 2007

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
US	1569	BOS-PHL	1530	23	95.65	44	25
US	1582	CLT-EWR	1545	27	92.59	59	53
OH	5521	BOS-JFK	1900	26	92.31	74	63
NW	656	DTW-EWR	1519	26	92.31	57	59
DL	1893	SEA-JFK	1217	22	90.91	48	35
AA	588	MIA-JFK	2105	31	90.32	41	29
US	734	LAX-PHL	1100	31	90.32	36	26
DL	1287	JFK-TPA	1910	27	88.89	65	57
AA	2075	EWR-DFW	1905	27	88.89	62	57
YV	2809	JFK-CLT	1530	27	88.89	52	41
OH	5513	BOS-JFK	1525	31	87.10	78	45
US	1706	CLT-PHL	1730	31	87.10	41	36
YV	2698	CLT-DTW	1755	23	86.96	51	41
OH	5587	BOS-TTN	1905	27	85.19	48	37
US	2188	DCA-LGA	2100	26	84.62	64	58
OH	5274	RDU-JFK	1648	26	84.62	51	38
CO	1195	BOS-EWR	1630	26	84.62	49	39
US	1490	CLT-LGA	1545	19	84.21	49	34
US	1590	CLT-RDU	2150	19	84.21	29	25
CO	1189	BOS-EWR	1430	31	83.87	70	56
XE	3053	DTW-EWR	1440	31	83.87	68	58
CO	1187	EWR-ORD	1845	31	83.87	50	41
US	1542	PHX-CLT	920	31	83.87	35	25
US	1574	PHX-PIT	906	31	83.87	27	27
CO	1818	MCI-EWR	1355	24	83.33	58	39

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

MAY 2007

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
NW	340	DTW-LGA	1659	30	83.33	54	43
US	1228	CLT-BOS	1545	18	83.33	40	38
US	1777	BOS-PHL	1830	23	82.61	60	32
XE	2345	EWR-CHS	1915	23	82.61	51	43
US	1253	CLT-LGA	1750	23	82.61	44	34
US	1927	BOS-CLT	1840	23	82.61	41	30
US	1200	PHL-BOS	1730	17	82.35	48	25
US	1784	CLT-EWR	1245	22	81.82	33	25
OH	5266	RIC-LGA	1715	27	81.48	56	44
AA	1659	ORD-MCI	2025	27	81.48	52	39
NW	661	EWR-DTW	1802	27	81.48	51	39
OH	5536	CLT-LGA	1730	27	81.48	34	23
OH	4970	CVG-EWR	1529	26	80.77	67	50
CO	1191	BOS-EWR	1530	26	80.77	66	60
XE	2782	EWR-RIC	1905	26	80.77	60	50
US	2184	DCA-LGA	1900	26	80.77	50	22
US	1010	EWR-CLT	1500	26	80.77	41	35
AA	1346	DFW-PHL	2100	31	80.65	59	36
AS	693	LAS-SEA	2245	31	80.65	45	27
US	788	PHL-LAS	2015	31	80.65	39	37
US	46	PHX-DCA	1452	31	80.65	36	27
CO	732	IAH-LGA	1905	30	80.00	42	26

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

MAY 2007

AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // 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
US AIRWAYS	1,417	68	4.8
COMAIR	682	19	2.8
EXPRESSJET	1,272	21	1.7
AMERICAN	1,760	23	1.3
NORTHWEST	1,221	13	1.1
CONTINENTAL	942	9	1.0
MESA	866	5	0.6
SKYWEST	1,655	8	0.5
DELTA	1,354	6	0.4
ALASKA	452	2	0.4
ATLANTIC SOUTHEAST	747	3	0.4
AMERICAN EAGLE	1,527	4	0.3
UNITED	1,368	3	0.2
SOUTHWEST	3,293	2	0.1
AIRTRAN	736	0	0.0
PINNACLE	703	0	0.0
JETBLUE	516	0	0.0
FRONTIER	283	0	0.0
HAWAIIAN	150	0	0.0
ALOHA	125	0	0.0
TOTAL	21,069	186	0.9

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.

MAY 2007

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)	69.1	84.0	243	243
ADAK ISLAND AK (ADK)	77.8	77.8	9	9
AGUADILLA PR (BQN)	61.3	94.3	106	106
AKRON/CANTON OH (CAK)	82.2	88.8	732	733
ALBANY GA (ABY)	87.6	91.2	113	113
ALBANY NY (ALB)	73.9	82.4	1,285	1,285
ALBUQUERQUE NM (ABQ)	81.1	84.3	3,407	3,407
ALEXANDRIA LA (AEX)	73.3	85.3	206	191
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	77.7	85.5	529	531
AMARILLO TX (AMA)	69.1	76.2	598	597
ANCHORAGE AK (ANC)	73.5	81.3	1,692	1,700
APPLETON WI (ATW)	78.9	83.8	522	507
ASHEVILLE NC (AVL)	75.7	79.9	296	274
ATLANTA GA (ATL)	83.3	81.6	33,275	33,830
ATLANTIC CITY NJ (ACY)	83.0	90.0	47	50
AUGUSTA GA (AGS)	66.7	79.2	177	178
AUSTIN TX (AUS)	77.9	83.8	4,453	4,452
BAKERSFIELD CA (BFL)	83.7	82.5	416	417
BALTIMORE MD (BWI)	79.4	78.7	9,300	9,300
BANGOR ME (BGR)	71.1	77.9	332	331
BARROW AK (BRW)	85.5	75.8	62	62
BATON ROUGE LA (BTR)	72.7	78.1	825	871
BEAUMONT/PORT ARTHUR TX (BPT)	70.0	86.7	30	30
BELLINGHAM WA (BLI)	88.5	96.2	52	52
BEND/REDMOND OR (RDM)	89.8	87.5	303	303
BETHEL AK (BET)	83.1	85.4	89	89
BILLINGS MT (BIL)	81.4	91.5	388	388
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	90.3	91.9	62	62
BIRMINGHAM AL (BHM)	78.4	82.8	2,000	2,000
BISMARCK/MANDAN ND (BIS)	76.3	91.0	266	266
BLOOMINGTON IL (BMI)	78.6	85.2	318	318
BOISE ID (BOI)	83.9	90.1	1,483	1,481
BOSTON MA (BOS)	72.4	80.2	10,873	10,879
BOZEMAN MT (BZN)	76.2	88.6	386	386
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	64.6	71.2	82	66
BROWNSVILLE TX (BRO)	80.2	81.3	96	96
BRUNSWICK GA (BQK)	80.5	82.8	87	87
BUFFALO NY (BUF)	77.0	82.9	2,425	2,425
BURBANK CA (BUR)	82.9	84.9	2,841	2,841
BURLINGTON VT (BTV)	68.2	84.3	657	656
BUTTE MT (BTM)	85.5	93.5	62	62
CARLSBAD CA (CLD)	87.1	89.2	232	232
CASPER WY (CPR)	83.2	88.6	333	333

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	76.7	83.6	972	971
CHAMPAIGN/URBANA IL (CMI)	67.6	80.2	244	243
CHARLESTON SC (CHS)	75.7	79.4	1,300	1,289
CHARLESTON/DUNBAR WV (CRW)	77.1	84.6	350	331
CHARLOTTE AMALIE VI (STT)	82.2	81.7	230	230
CHARLOTTE NC (CLT)	71.3	72.2	11,046	11,045
CHARLOTTESVILLE VA (CHO)	82.6	92.4	132	132
CHATTANOOGA TN (CHA)	76.4	83.2	432	405
CHICAGO IL (MDW)	82.6	78.5	8,265	8,239
CHICAGO IL (ORD)	75.5	76.8	32,386	32,380
CHICO CA (CIC)	72.0	73.7	118	118
CHRISTIANSTED VI (STX)	90.0	80.5	40	41
CLEVELAND OH (CLE)	82.3	86.2	7,126	7,125
CODY WY (COD)	92.5	96.8	93	93
COLLEGE STATION/BRYAN TX (CLL)	72.7	83.1	154	154
COLORADO SPRINGS CO (COS)	76.7	85.2	1,557	1,551
COLUMBIA SC (CAE)	73.3	82.6	889	890
COLUMBUS GA (CSG)	70.3	80.5	118	118
COLUMBUS MS (GTR)	85.1	90.8	87	87
COLUMBUS OH (CMH)	74.0	83.2	3,306	3,304
CORDOVA AK (CDV)	80.6	83.9	62	62
CORPUS CHRISTI TX (CRP)	74.3	81.5	604	610
COVINGTON KY (CVG)	83.6	86.6	9,267	9,278
CRESCENT CITY CA (CEC)	63.5	63.5	85	85
DALLAS TX (DAL)	75.8	74.2	4,495	4,495
DALLAS/FT.WORTH TX (DFW)	71.7	72.2	25,454	25,445
DAYTON OH (DAY)	82.2	87.0	1,311	1,311
DAYTONA BEACH FL (DAB)	86.5	91.1	325	325
DEADHORSE AK (SCC)	83.9	83.9	62	62
DENVER CO (DEN)	78.1	79.0	20,240	20,248
DES MOINES IA (DSM)	79.4	84.4	1,570	1,556
DETROIT MI (DTW)	77.6	81.5	15,343	15,339
DILLINGHAM AK (DLG)	77.8	88.9	18	18
DOTHAN AL (DHN)	84.1	92.0	138	138
DUBUQUE IA (DBQ)	80.0	84.2	120	120
DULUTH MN (DLH)	79.6	86.2	181	181
DURANGO CO (DRO)	81.5	85.7	335	335
EAGLE CO (EGE)	78.9	87.3	213	213
EAU CLAIRE WI (EAU)	84.0	87.5	25	24
EL CENTRO CA (IPL)	93.5	95.3	107	107
EL PASO TX (ELP)	78.3	84.0	1,851	1,851
ELKO NV (EKO)	96.0	95.3	150	149
ELMIRA/CORNING NY (ELM)	83.6	88.8	116	116

MAY 2007

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.
ERIE PA (ERI)	75.8	82.2	120	101
EUGENE OR (EUG)	81.1	84.8	491	492
EUREKA/ARCATA CA (ACV)	64.7	77.3	320	321
EVANSVILLE IN (EVV)	75.8	83.8	500	500
FAIRBANKS AK (FAI)	73.3	83.2	393	392
FARGO ND (FAR)	78.0	90.3	473	474
FAYETTEVILLE AR (XNA)	75.2	79.8	1,143	1,161
FAYETTEVILLE NC (FAY)	72.9	86.3	177	131
FLAGSTAFF AZ (FLG)	80.5	83.8	154	154
FLINT MI (FNT)	78.7	89.7	586	552
FLORENCE SC (FLO)	80.4	92.9	56	56
FORT LAUDERDALE FL (FLL)	79.2	83.9	5,713	5,719
FORT SMITH AR (FSM)	66.2	73.5	204	204
FORT WAYNE IN (FWA)	76.4	82.0	602	600
FRESNO CA (FAT)	79.5	84.8	1,358	1,355
FT. MYERS FL (RSW)	83.9	87.1	2,041	2,047
GAINESVILLE FL (GNV)	69.0	86.3	174	117
GRAND FORKS ND (GFK)	86.4	95.5	88	88
GRAND JUNCTION CO (GJT)	80.1	85.2	468	467
GRAND RAPIDS MI (GRR)	77.3	87.6	1,469	1,470
GREAT FALLS MT (GTF)	82.9	93.5	293	294
GREEN BAY/CLINTONVILLE WI (GRB)	78.4	83.5	746	746
GREENSBORO/HIGH POINT NC (GSO)	76.2	80.2	1,284	1,275
GREENVILLE/SPARTANBURG SC (GSP)	78.3	85.5	1,191	1,190
GULFPORT/BILOXI MS (GPT)	76.2	80.3	563	538
GUNNISON CO (GUC)	80.6	83.9	62	62
HANCOCK/HOUGHTON MI (CMX)	80.6	90.3	31	31
HARLINGEN/SAN BENITO TX (HRL)	76.2	76.5	445	446
HARRISBURG PA (MDT)	74.2	83.0	765	784
HARTFORD CT (BDL)	77.8	85.6	2,672	2,672
HELENA MT (HLN)	90.8	87.1	141	140
HILO HI (ITO)	94.2	95.2	823	821
HILTON HEAD SC (HHH)	53.8	75.3	39	93
HONOLULU HI (HNL)	90.6	92.8	5,613	5,616
HOUSTON TX (HOU)	78.6	75.1	4,754	4,755
HOUSTON TX (IAH)	77.3	78.0	16,979	16,976
HUNTSVILLE AL (HSV)	76.3	82.9	775	790
IDAHO FALLS ID (IDA)	82.6	88.2	299	297
INDIANAPOLIS IN (IND)	78.4	85.8	3,747	3,745
INDIO/PALM SPRINGS CA (PSP)	84.5	85.6	1,098	1,100
INYOKERN CA (IYK)	81.9	83.5	83	85
ISLIP NY (ISP)	81.4	84.9	1,042	1,060
JACKSON WY (JAC)	82.4	91.4	187	186

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON/VICKSBURG MS (JAN)	78.7	82.3	1,105	1,103
JACKSONVILLE FL (JAX)	77.1	83.1	3,111	3,111
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	88.8	91.0	89	89
JUNEAU AK (JNU)	76.1	73.7	372	372
KAHULUI HI (OGG)	90.8	92.7	2,090	2,094
KALAMAZOO MI (AZO)	77.0	83.0	465	464
KALISPELL MT (FCA)	94.7	97.1	207	207
KANSAS CITY MO (MCI)	77.7	82.5	5,515	5,517
KANSAS CITY MO (MKC)	100.0	100.0	1	1
KETCHIKAN AK (KTN)	71.6	79.5	190	190
KEY WEST FL (EYW)	76.4	79.3	72	92
KILLEEN TX (GRK)	73.9	78.5	445	446
KING SALMON AK (AKN)	80.0	77.1	35	35
KNOXVILLE TN (TYS)	78.5	86.7	1,186	1,184
KODIAK AK (ADQ)	82.3	82.3	62	62
KONA HI (KOA)	90.3	92.0	1,335	1,335
KOTZEBUE AK (OTZ)	74.2	72.0	93	93
LA CROSSE WI (LSE)	73.0	83.8	230	229
LAFAYETTE LA (LFT)	72.2	78.6	486	486
LAKE CHARLES LA (LCH)	69.6	80.0	115	115
LANSING MI (LAN)	79.6	84.7	397	399
LAREDO TX (LRD)	73.7	77.6	259	259
LAS VEGAS NV (LAS)	80.2	80.2	15,811	15,811
LAWTON/FORT SILL OK (LAW)	81.5	84.3	205	204
LEWISTON ID (LWS)	98.3	100.0	58	58
LEXINGTON KY (LEX)	72.2	84.6	885	885
LIHUE HI (LIH)	92.6	94.5	1,286	1,285
LINCOLN NE (LNK)	77.1	84.6	363	363
LITTLE ROCK AR (LIT)	71.0	77.1	1,485	1,486
LONG BEACH CA (LGB)	88.2	90.2	1,242	1,241
LONGVIEW/KILGOR/GLADWATR TX (GGG)	74.2	84.9	93	93
LOS ANGELES CA (LAX)	82.7	85.4	19,602	19,597
LOUISVILLE KY (SDF)	79.3	84.7	1,932	1,917
LUBBOCK TX (LBB)	72.5	79.4	697	698
LYNCHBURG VA (LYH)	69.8	81.4	86	86
MACON GA (MCN)	75.8	73.1	95	93
MADISON WI (MSN)	75.5	84.2	1,129	1,132
MANCHESTER NH (MHT)	76.4	82.9	1,846	1,845
MARATHON FL (MTH)	91.4	94.3	35	35
MARQUETTE MI (MQT)	62.4	91.8	85	85
MEDFORD OR (MFR)	72.7	78.9	517	517
MELBOURNE FL (MLB)	86.6	87.0	179	162
MEMPHIS TN (MEM)	80.5	85.3	7,354	7,352

MAY 2007

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.
MERIDIAN MS (MEI)	78.6	91.2	56	57
MIAMI FL (MIA)	76.1	79.4	5,483	5,479
MIDLAND/ODESSA TX (MAF)	72.4	78.3	594	594
MILWAUKEE WI (MKE)	74.9	83.8	2,147	2,147
MINNEAPOLIS/ST. PAUL MN (MSP)	80.5	86.3	13,541	13,549
MINOT ND (MOT)	87.1	97.8	93	93
MISSION/MCALLEN/EDINBURG TX (MFE)	70.5	81.9	359	359
MISSOULA MT (MSO)	78.1	86.5	324	325
MOBILE AL (MOB)	74.4	83.5	469	442
MODESTO CA (MOD)	74.3	73.7	261	262
MOLINE IL (MLI)	81.6	86.4	799	780
MONROE LA (MLU)	69.9	75.1	229	241
MONTEREY CA (MRY)	83.6	85.7	712	712
MONTGOMERY AL (MGM)	76.0	86.1	362	332
MONTROSE/DELTA CO (MTJ)	81.7	88.3	180	179
MYRTLE BEACH SC (MYR)	68.6	78.7	576	578
NANTUCKET MA (ACK)	50.0	62.5	8	8
NAPLES FL (APF)	77.6	77.6	49	49
NASHVILLE TN (BNA)	78.7	80.6	5,312	5,310
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	84.3	88.0	51	50
NEW ORLEANS LA (MSY)	80.1	82.4	3,151	3,152
NEW YORK NY (JFK)	65.4	75.6	10,563	10,565
NEW YORK NY (LGA)	63.2	77.8	10,598	10,600
NEWARK NJ (EWR)	63.8	73.2	13,114	13,118
NEWBURGH/POUGHKEEPSIE NY (SWF)	80.6	87.6	484	484
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	81.5	84.3	433	432
NOME AK (OME)	76.3	76.3	93	93
NORFOLK VA (ORF)	72.1	81.5	1,858	1,857
OAKLAND CA (OAK)	84.7	85.5	6,300	6,305
OKLAHOMA CITY OK (OKC)	75.1	81.3	2,359	2,337
OMAHA NE (OMA)	75.8	82.0	2,460	2,455
ONTARIO/SAN BERNARDINO CA (ONT)	84.1	85.6	3,776	3,777
ORLANDO FL (MCO)	81.4	83.9	11,033	11,033
OXNARD/VENTURA CA (OXR)	91.5	94.0	117	117
PALMDALE CA (PMD)	100.0	100.0	1	1
PANAMA CITY FL (PFN)	74.7	86.8	281	280
PASCO/KENNEWICK/RICHLAND WA (PSC)	86.5	94.9	237	237
PELLSTON MI (PLN)	83.3	89.7	30	29
PENSACOLA FL (PNS)	77.7	79.3	878	878
PEORIA IL (PIA)	79.7	83.7	443	443
PETERSBURG AK (PSG)	77.4	74.2	62	62
PHILADELPHIA PA (PHL)	69.2	74.1	9,057	9,056
PHOENIX AZ (PHX)	81.7	81.3	17,960	17,964

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PITTSBURGH PA (PIT)	74.8	82.4	4,267	4,264
POCATELLO ID (PIH)	94.8	99.4	155	155
PONCE PR (PSE)	85.7	91.3	70	69
PORTLAND ME (PWM)	65.9	75.0	610	611
PORTLAND OR (PDX)	81.1	87.5	4,870	4,870
PROVIDENCE RI (PVD)	73.6	81.1	2,107	2,106
RALEIGH/DURHAM NC (RDU)	75.4	80.8	5,912	5,911
RAPID CITY SD (RAP)	79.5	87.8	468	467
REDDING CA (RDD)	64.3	73.2	154	153
RENO NV (RNO)	83.8	88.2	2,366	2,366
RHINELANDER WI (RHI)	83.3	83.3	30	30
RICHMOND VA (RIC)	71.7	81.4	1,663	1,672
ROANOKE VA (ROA)	77.9	82.3	335	334
ROCHESTER MN (RST)	83.4	87.1	356	356
ROCHESTER NY (ROC)	74.0	83.1	1,502	1,477
ROCKFORD IL (RFD)	75.8	98.4	62	62
SACRAMENTO CA (SMF)	81.0	84.5	4,993	4,992
SAGINAW/BAY CITY/MIDLAND MI (MBS)	72.3	85.2	332	332
SALT LAKE CITY UT (SLC)	88.3	90.9	11,625	11,630
SAN ANGELO TX (SJT)	65.8	76.1	155	155
SAN ANTONIO TX (SAT)	77.2	83.2	3,960	3,959
SAN DIEGO CA (SAN)	83.3	86.9	7,925	7,924
SAN FRANCISCO CA (SFO)	73.7	79.2	11,548	11,545
SAN JOSE CA (SJC)	84.0	87.1	5,264	5,262
SAN JUAN PR (SJU)	75.0	81.4	1,880	1,881
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	85.8	88.8	576	578
SANTA ANA CA (SNA)	83.6	84.3	4,568	4,566
SANTA BARBARA CA (SBA)	84.4	85.5	1,151	1,150
SANTA MARIA CA (SMX)	94.7	91.3	150	150
SARASOTA/BRADENTON FL (SRQ)	85.8	89.1	611	598
SAVANNAH GA (SAV)	78.1	82.8	1,254	1,254
SCRANTON/WILKES-BARRE PA (AVP)	81.7	87.0	268	269
SEATTLE WA (SEA)	75.9	82.7	9,432	9,422
SHREVEPORT LA (SHV)	72.8	80.6	793	774
SIOUX CITY IA (SUX)	80.0	100.0	30	30
SIOUX FALLS SD (FSD)	84.1	88.3	611	609
SITKA AK (SIT)	69.4	87.1	124	124
SO.PINES/PINHRST/ABERDEEN NC (SOP)	81.8	81.8	22	22
SOUTH BEND IN (SBN)	82.0	83.4	473	458
SPOKANE WA (GEG)	84.7	90.0	1,352	1,352
SPRINGFIELD IL (SPI)	79.9	79.9	149	149
SPRINGFIELD MO (SGF)	71.3	78.7	971	939
ST. GEORGE UT (SGU)	93.9	96.5	310	310

MAY 2007

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.
ST. LOUIS MO (STL)	78.6	80.0	5,531	5,531
STATE COLLEGE PA (SCE)	87.1	90.3	31	31
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	87.0	93.5	92	92
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	94.6	97.3	74	73
SYRACUSE NY (SYR)	71.9	82.0	1,057	1,014
TALLAHASSEE FL (TLH)	81.4	87.9	354	354
TAMPA FL (TPA)	80.2	85.1	6,678	6,682
TEXARKANA AR (TXK)	67.7	77.4	93	93
TOLEDO OH (TOL)	79.4	85.4	180	164
TRAVERSE CITY MI (TVC)	72.6	82.4	296	296
TRENTON NJ (TTN)	62.5	87.5	112	112
TUCSON AZ (TUS)	82.0	88.1	2,459	2,458
TULSA OK (TUL)	74.6	80.7	2,096	2,105
TUPELO MS (TUP)	85.0	91.7	60	60
TWIN FALLS ID (TWF)	91.9	97.5	197	198
TYLER TX (TYR)	73.4	87.8	124	123
VALDOSTA GA (VLD)	69.0	75.9	87	87
VALPARAISO FL (VPS)	72.6	80.1	577	579
WACO TX (ACT)	83.0	85.2	182	182
WASHINGTON DC (DCA)	73.4	80.3	7,830	7,831
WASHINGTON DC (IAD)	77.4	81.3	8,233	8,199
WATERLOO IA (ALO)	96.2	96.0	26	25
WAUSAU/MARSHFIELD WI (CWA)	79.3	84.9	179	179
WEST PALM BEACH/PALM BEACH FL (PBI)	80.6	85.7	2,458	2,459
WHITE PLAINS NY (HPN)	76.1	80.2	1,109	1,092
WICHITA FALLS TX (SPS)	78.2	84.5	206	207
WICHITA KS (ICT)	75.2	83.2	1,219	1,181
WILMINGTON DE (ILG)	87.7	86.0	57	57
WILMINGTON NC (ILM)	69.5	79.8	328	312
WRANGELL AK (WRG)	69.4	82.3	62	62
YAKUTAT AK (YAK)	69.4	80.6	62	62
YUMA AZ (YUM)	89.6	91.0	289	289

MAY 2007

AIR TRAVEL CONSUMER REPORT
TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS
BY CARRIER

CARRIER A/	AT 32 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
AMERICAN EAGLE	19	25,205	538	2.1	116	46,088	1,027	2.2
AMERICAN	30	43,270	927	2.1	76	53,754	1,193	2.2
MESA	24	14,440	303	2.1	112	26,254	547	2.1
ALOHA	3	167	1	0.6	11	3,819	59	1.5
US AIRWAYS	30	34,082	531	1.6	81	42,215	641	1.5
EXPRESSJET	23	15,906	280	1.8	116	36,226	485	1.3
COMAIR	23	12,403	146	1.2	92	19,242	231	1.2
SKYWEST	19	27,270	279	1.0	138	49,696	586	1.2
ATLANTIC SOUTHEAST	23	12,079	108	0.9	142	22,160	207	0.9
NORTHWEST	30	25,724	245	1.0	105	36,910	343	0.9
UNITED	31	35,480	335	0.9	78	41,520	370	0.9
ALASKA	16	8,894	62	0.7	45	14,075	120	0.9
PINNACLE	16	8,246	55	0.7	111	21,295	162	0.8
DELTA	31	31,366	192	0.6	94	38,747	216	0.6
SOUTHWEST	18	52,825	201	0.4	63	98,773	380	0.4
AIRTRAN	25	17,062	65	0.4	54	22,570	80	0.4
FRONTIER	22	7,023	25	0.4	44	8,532	30	0.4
CONTINENTAL	29	22,069	77	0.3	71	27,885	96	0.3
JETBLUE	19	11,475	36	0.3	48	15,864	50	0.3
HAWAIIAN	7	403	0	0.0	14	4,707	10	0.2
Total		405,389	4,406	1.1	Total	630,332	6,833	1.1

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.

MAY 2007
AIR TRAVEL CONSUMER REPORT
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
9E	21295	17803	83.60%	162	0.76%	67	0.31%	972	4.56%	177	0.83%	1291	6.06%	4	0.02%	819	3.85%
AA	53754	38157	70.98%	1193	2.22%	196	0.36%	3042	5.66%	753	1.40%	5908	10.99%	15	0.03%	4490	8.35%
AQ	3819	3376	88.40%	59	1.54%	2	0.05%	188	4.93%	0	0.00%	15	0.40%	1	0.03%	177	4.64%
AS	14075	10731	76.24%	120	0.85%	21	0.15%	1060	7.53%	11	0.08%	1057	7.51%	27	0.19%	1049	7.45%
B6	15864	12405	78.20%	50	0.32%	40	0.25%	521	3.28%	30	0.19%	1714	10.80%	14	0.09%	1091	6.88%
CO	27885	20953	75.14%	96	0.34%	161	0.58%	1222	4.38%	267	0.96%	3372	12.09%	36	0.13%	1778	6.38%
DL	38747	32552	84.01%	216	0.56%	92	0.24%	1353	3.49%	142	0.37%	3262	8.42%	3	0.01%	1127	2.91%
EV	22160	17454	78.76%	207	0.93%	52	0.23%	2171	9.80%	312	1.41%	1158	5.23%	9	0.04%	797	3.60%
F9	8532	6576	77.07%	30	0.35%	21	0.25%	533	6.25%	68	0.80%	921	10.80%	2	0.02%	381	4.46%
FL	22570	19291	85.47%	80	0.35%	54	0.24%	698	3.09%	35	0.16%	1148	5.09%	0	0.00%	1264	5.60%
HA	4707	4368	92.80%	10	0.21%	0	0.00%	253	5.38%	0	0.00%	3	0.06%	1	0.03%	72	1.53%
MQ	46088	33820	73.38%	1027	2.23%	120	0.26%	2563	5.56%	499	1.08%	3678	7.98%	2	0.01%	4379	9.50%
NW	36910	27538	74.61%	343	0.93%	73	0.20%	2746	7.44%	285	0.77%	4388	11.89%	16	0.04%	1521	4.12%
OH	19242	14727	76.54%	231	1.20%	18	0.09%	1377	7.16%	765	3.97%	1914	9.95%	1	0.01%	209	1.09%
OO	49696	40220	80.93%	586	1.18%	32	0.06%	4595	9.25%	274	0.55%	919	1.85%	38	0.08%	3032	6.10%
UA	41520	31415	75.66%	370	0.89%	98	0.24%	1943	4.68%	207	0.50%	3957	9.53%	0	0.00%	3529	8.50%
US	42215	28681	67.94%	641	1.52%	44	0.10%	3737	8.85%	118	0.28%	5296	12.55%	58	0.14%	3640	8.62%
WN	98773	82146	83.17%	380	0.38%	129	0.13%	3706	3.75%	433	0.44%	3019	3.06%	87	0.09%	8872	8.98%
XE	36226	27811	76.77%	485	1.34%	180	0.50%	1493	4.12%	326	0.90%	3198	8.83%	18	0.05%	2716	7.50%
YV	26254	21039	80.14%	547	2.08%	36	0.14%	2162	8.23%	101	0.38%	995	3.79%	17	0.06%	1357	5.17%
TOTAL	630332	491063		6833		1436		36335		4803		47214		348		42300	
			77.91%		1.08%		0.23%		5.76%		0.76%		7.49%		0.06%		6.71%

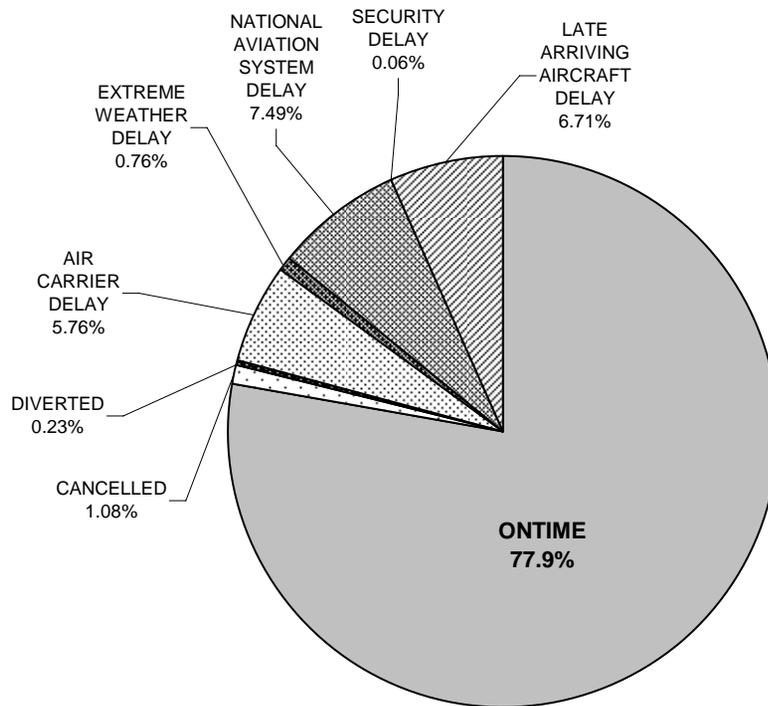
***Causes of Delay:**

- 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.

MAY 2007
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.
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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 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 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
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
ST. Louis : Lambert International	STL
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
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
XE	ExpressJet Airlines
F9	Frontier Airlines
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines
9E	Pinnacle Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US**	US Airways

Air Carriers Voluntarily Reporting

Data to DOT and to CRS Vendors

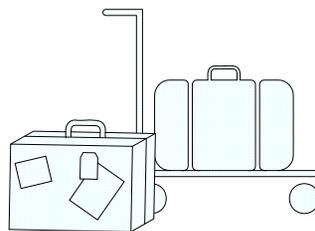
AQ	Aloha Airlines (eff. 04/06)
HA	Hawaiian Airlines (eff. 01/07)

* Revised January 2007, based on Bureau of Transportation Statistics' Technical Reporting Directive #14, issued October 2, 2006.

** 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.



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

RANK	AIRLINE	MAY 2007			MAY 2006		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,601	592,947	2.70	1,305	508,123	2.57
2	AIRTRAN AIRWAYS	7,248	2,138,516	3.39	8,005	1,815,132	4.41
3	NORTHWEST AIRLINES	15,382	4,052,711	3.80	12,599	4,050,899	3.11
4	ALOHA AIRLINES	1,387	343,844	4.03	1,370	292,861	4.68
5	JETBLUE AIRWAYS	7,980	1,821,361	4.38	4,136	1,437,853	2.88
6	UNITED AIRLINES	25,524	5,279,051	4.83	19,966	5,126,212	3.89
7	CONTINENTAL AIRLINES	17,123	3,410,410	5.02	12,379	3,218,907	3.85
8	ALASKA AIRLINES	7,314	1,412,715	5.18	5,743	1,321,748	4.35
9	DELTA AIR LINES	28,251	5,371,525	5.26	25,622	5,390,806	4.75
10	SOUTHWEST AIRLINES	50,612	9,132,697	5.54	31,737	8,675,239	3.66
11	FRONTIER AIRLINES	6,042	982,651	6.15	3,290	905,268	3.63
12	PINNACLE AIRLINES	5,373	852,648	6.30	*	*	*
13	AMERICAN AIRLINES	44,274	6,915,377	6.40	34,656	7,058,980	4.91
14	US AIRWAYS	34,318	4,783,363	7.17	26,924	4,728,173	5.69
15	EXPRESSJET AIRLINES	9,766	1,308,674	7.46	10,691	1,496,089	7.15
16	ATLANTIC SOUTHEAST AIRLINES	7,949	1,027,273	7.74	11,898	1,049,821	11.33
17	COMAIR	7,094	802,476	8.84	7,166	926,661	7.73
18	SKYWEST AIRLINES	16,706	1,814,106	9.21	11,738	1,713,967	6.85
19	MESA AIRLINES	12,392	1,244,820	9.95	9,450	1,192,879	7.92
20	AMERICAN EAGLE AIRLINES	19,209	1,655,266	11.60	21,248	1,697,845	12.51
TOTALS		325,545	54,942,431	5.93	259,923	52,607,463	4.94

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.

* 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, plus other carriers that report flight delay data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report. Reporting by Pinnacle Airlines is effective January 2007.

** ATA Airlines' ranking in this table ceased effective January 2007. Totals for May 2006 reflect the deletion of ATA's data for that month.

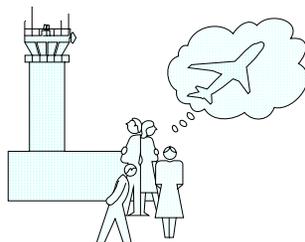
OVERSALES

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.



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

RANK	AIRLINE	JANUARY -MARCH 2007				JANUARY -MARCH 2006			
		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	0	19	5,090,815	0.04	17	5	4,334,914	0.01
2	ALOHA AIRLINES	141	16	949,892	0.17	*	*	*	*
3	AIRTRAN AIRWAYS	6,484	107	5,080,108	0.21	4,893	61	4,487,485	0.14
4	UNITED AIRLINES	17,517	604	15,013,562	0.40	17,503	493	14,773,356	0.33
5	HAWAIIAN AIRLINES	408	85	1,674,816	0.51	647	14	1,460,757	0.10
6	ALASKA AIRLINES	3,257	347	3,401,586	1.02	4,852	188	3,424,626	0.55
7	AMERICAN AIRLINES	22,133	2,213	20,850,796	1.06	22,511	2,465	21,213,474	1.16
8	AMERICAN EAGLE AIRLINES	319	67	561,144	1.19	583	109	507,758	2.15
9	NORTHWEST AIRLINES	19,515	1,424	11,386,586	1.25	19,096	1,116	11,155,597	1.00
10	SOUTHWEST AIRLINES	19,222	2,874	22,903,022	1.25	29,804	2,881	22,015,484	1.31
11	FRONTIER AIRLINES	1,095	354	2,214,518	1.60	510	144	2,165,124	0.67
12	US AIRWAYS	19,348	2,182	12,994,097	1.68	19,066	1,426	13,370,306	1.07
13	CONTINENTAL AIRLINES	8,576	1,925	9,977,651	1.93	12,227	2,500	9,611,189	2.60
14	MESA AIRLINES	3,358	351	1,813,068	1.94	3,828	330	1,946,708	1.70
15	SKYWEST AIRLINES	5,430	496	1,814,434	2.73	4,144	154	1,225,894	1.26
16	COMAIR	1,845	153	461,448	3.32	2,143	135	455,164	2.97
17	DELTA AIR LINES	27,374	5,516	15,904,335	3.47	38,256	4,315	17,079,253	2.53
18	ATLANTIC SOUTHEAST AIRLINES	2,808	527	970,316	5.43	3,892	714	1,035,886	6.89
	TOTALS**	158,830	19,260	133,062,194	1.45	183,972	17,050	130,262,975	1.31

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. The entire fleet of ExpressJet Airlines and Pinnacle Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ACR) consists of aircraft with 60 seats or less. Aloha Airlines' ranking in this table is effective the 2nd quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006).

**ATA Airlines' ranking in this table ceased effective the 1st quarter 2007. Totals for the 1st quarter 2006 reflect the deletion of ATA's data for that period.

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.). 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

	MAY 2007				MAY 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	756	55	3	158	484	65	3	111
FOREIGN AIRLINES	122	1	0	9	119	1	0	13
TRAVEL AGENTS	24	0	0	5	8	0	0	0
TOUR OPERATORS	16	0	0	1	2	0	0	0
MISCELLANEOUS	11	4	0	25	11	14	0	49
INDUSTRY TOTALS	929	60	3	198	624	80	3	173

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MAY 2007			MAY 2006		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	288		1	162	
CANCELLATIONS			128			61
DELAYS			65			24
MISCONNECTIONS			55			42
BAGGAGE	2	187		2	128	
CUSTOMER SERVICE	3	108		3	95	
RES/TKTG/BOARDING	4	94		4	67	
REFUNDS	5	90		5	56	
OVERSALES	6	47		7	24	
FARES	7	37		8	23	
OTHER	8	36		10	12	
FREQUENT FLYER			23			7
DISABILITY	9	34		6	39	
DISCRIMINATION	10	4		9	12	
ADVERTISING	11	3		11	6	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		929			624	

* 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*

MAY 2007

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	4	1	1	0	0	0	1	0	0	1	0	0	8
AIRTRAN AIRWAYS	3	0	1	0	1	1	1	1	0	0	0	0	8
ALASKA AIRLINES	2	2	1	0	0	1	3	0	0	0	1	0	10
AMERICAN AIRLINES	49	6	10	2	8	30	8	6	0	0	0	3	122
AMERICAN EAGLE AIRLINES	7	2	1	0	1	10	0	0	0	0	0	0	21
ATLANTIC SOUTHEAST AIRLINES	4	1	0	0	0	1	0	0	0	0	0	0	6
COMAIR	7	2	0	0	0	1	0	0	0	0	0	0	10
CONTINENTAL AIRLINES	6	2	2	0	2	8	8	2	0	1	0	1	32
DELTA AIRLINES	22	9	10	3	4	24	12	2	0	1	0	3	90
EXPRESSJET AIRLINES	4	0	0	0	0	0	0	0	0	0	0	1	5
FRONTIER AIRLINES	1	2	1	0	0	0	0	0	1	0	0	0	5
JETBLUE AIRWAYS	4	0	0	0	0	1	1	1	0	0	0	0	7
MESA AIRLINES	5	0	0	0	0	0	1	1	0	0	0	0	7
NORTHWEST AIRLINES	14	2	2	2	5	10	11	4	0	0	0	4	54
PINNACLE AIRLINES	3	1	0	0	0	1	2	1	0	0	0	0	8
REPUBLIC AIRWAYS	5	0	0	0	0	0	0	0	0	0	0	0	5
SKYWEST AIRLINES	6	1	0	0	0	2	3	0	0	0	0	0	12
SOUTHWEST AIRLINES	3	0	3	0	0	4	7	0	0	0	0	0	17
SPIRIT AIRLINES	7	1	3	1	2	6	0	1	0	0	0	0	21
UNITED AIRLINES	28	2	16	9	18	21	14	5	1	0	0	7	121
US AIRWAYS	57	3	13	6	16	18	14	2	1	0	0	7	137
OTHER U. S. AIRLINES	23	3	3	0	3	8	7	3	0	0	0	0	50
TOTAL MAY 2007	264	40	67	23	60	147	93	29	3	3	1	26	756
% OF TOTAL COMPLAINTS	34.9	5.3	8.9	3.0	7.9	19.4	12.3	3.8	0.4	0.4	0.1	3.4	
TOTAL MAY 2006	128	18	49	17	34	99	82	36	5	9	0	7	484
% OF TOTAL COMPLAINTS	26.4	3.7	10.1	3.5	7.0	20.5	16.9	7.4	1.0	1.9	0	1.4	

* 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
MAY 2007

U. S. AIRLINES*	COMPS RECD IN MAY	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN APRI L	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	8	4	50.0	1	12.5	2	25.0	1	12.5
AIRTRAN AIRWAYS	8	3	37.5	2	25.0	1	12.5	2	25.0
ALASKA AIRLINES	10	4	40.0	1	10.0	1	10.0	4	40.0
AMERICAN AIRLINES	122	27	22.1	22	18.0	38	31.1	35	28.7
AMERICAN EAGLE AIRLINES	21	7	33.3	4	19.0	5	23.8	5	23.8
ATLANTIC SOUTHEAST AIRLINES	6	1	16.7	2	33.3	1	16.7	2	33.3
COMAIR	10	1	10.0	3	30.0	5	50.0	1	10.0
CONTINENTAL AIRLINES	32	7	21.9	5	15.6	10	31.2	10	31.2
DELTA AIRLINES	90	18	20.0	17	18.9	29	32.2	26	28.9
EXPRESSJET AIRLINES	5	2	40.0	1	20.0	2	40.0	0	0.0
FRONTIER AIRLINES	5	0	0.0	1	20.0	1	20.0	3	60.0
JETBLUE AIRWAYS	7	2	28.6	3	42.9	1	14.3	1	14.3
MESA AIRLINES	7	3	42.9	1	14.3	2	28.6	1	14.3
NORTHWEST AIRLINES	54	13	24.1	9	16.7	12	22.2	20	37.0
PINNACLE AIRLINES	8	4	50.0	2	25.0	1	12.5	1	12.5
REPUBLIC AIRWAYS	5	2	40.0	2	40.0	0	0.0	1	20.0
SKYWEST AIRLINES	12	2	16.7	2	16.7	5	41.7	3	25.0
SOUTHWEST AIRLINES	17	5	29.4	4	23.5	3	17.6	5	29.4
SPIRIT AIRLINES	21	6	28.6	5	23.8	4	19.0	6	28.6
UNITED AIRLINES	121	26	21.5	17	14.0	36	29.8	42	34.7
US AIRWAYS	137	40	29.2	22	16.1	37	27.0	38	27.7
OTHER U. S. AIRLINES	50	12	24.0	20	40.0	11	22.0	7	14.0
TOTALS	756	189	25.0	146	19.3	207	27.4	214	28.3
PREVIOUS YEAR'S TOTALS	484	162	33.5	139	28.7	120	24.8	63	13.0

*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**

MAY 2007

	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	0	0	1	1	2	0	0	0	0	0	0	5
AIR INDIA	2	0	0	0	0	3	0	0	0	0	0	1	6
ALITALIA AIRLINES	1	0	0	1	0	4	1	0	0	0	0	0	7
BRITISH AIRWAYS	2	0	0	2	1	8	2	0	0	0	0	0	15
IBERIA AIRLINES	1	0	2	0	1	1	0	0	0	0	0	0	5
LUFTHANSA	1	1	3	0	0	1	3	3	0	0	0	0	12
MEXICANA	2	1	1	0	0	2	0	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	10	4	11	2	10	16	6	2	0	1	0	4	66
TOTALS	20	6	17	6	13	37	12	5	0	1	0	5	122
<u>TRAVEL AGENTS</u>													
ORBIZ.COM	0	0	5	2	2	0	1	0	0	0	0	0	10
TRAVELOCITY.COM	0	0	0	2	2	0	1	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	1	3	1	2	1	0	0	0	0	0	1	9
TOTALS	0	1	8	5	6	1	2	0	0	0	0	1	24
<u>TOUR OPERATORS</u>													
SKYVALUE USA	0	0	0	0	9	0	0	0	0	0	0	0	9
OTHER TOUR OPERATORS	0	0	2	0	2	0	0	0	0	0	0	3	7
TOTALS	0	0	2	0	11	0	0	0	0	0	0	3	16
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	4	0	0	3	0	2	1	0	0	0	0	1	11
TOTALS	4	0	0	3	0	2	1	0	0	0	0	1	11

* 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

MAY
CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES *

RANK	AIRLINE	MAY 2007			MAY 2006		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	17	8,935,837	0.19	13	8,494,876	0.15
2	<i>ALOHA AIRLINES</i>	1	325,809	0.31	0	271,050	0.00
3	<i>HAWAIIAN AIRLINES</i>	2	587,017	0.34	1	502,108	0.20
4	<i>EXPRESSJET AIRLINES</i>	5	1,429,134	0.35	5	1,604,578	0.31
5	<i>AIRTRAN AIRWAYS</i>	8	2,079,677	0.38	13	1,771,260	0.73
6	<i>JETBLUE AIRWAYS</i>	7	1,759,890	0.40	3	1,385,723	0.22
7	<i>FRONTIER AIRLINES</i>	5	1,007,013	0.50	6	878,717	0.68
8	<i>ATLANTIC SOUTHEAST AIRLINES</i>	6	1,059,703	0.57	10	1,055,067	0.95
9	<i>MESA AIRLINES</i>	7	1,201,435	0.58	8	1,161,853	0.69
10	<i>SKYWEST AIRLINES</i>	12	1,919,289	0.63	6	1,683,858	0.36
11	<i>ALASKA AIRLINES</i>	10	1,533,207	0.65	5	1,444,190	0.35
12	<i>CONTINENTAL AIRLINES</i>	32	4,271,937	0.75	35	3,995,357	0.88
13	<i>PINNACLE AIRLINES</i>	8	875,572	0.91	*	*	*
14	<i>NORTHWEST AIRLINES</i>	54	4,761,691	1.13	34	4,783,884	0.71
15	<i>COMAIR</i>	10	819,631	1.22	0	942,318	0.00
16	<i>AMERICAN EAGLE AIRLINES</i>	21	1,673,303	1.26	15	1,702,733	0.88
17	<i>AMERICAN AIRLINES</i>	122	8,454,449	1.44	105	8,620,936	1.22
18	<i>DELTA AIR LINES</i>	90	6,079,537	1.48	56	6,008,063	0.93
19	<i>UNITED AIRLINES</i>	121	6,062,506	2.00	72	6,060,685	1.19
20	<i>US AIRWAYS</i>	137	5,141,393	2.66	62	5,078,501	1.22676
	TOTAL	675	59,978,030	1.13	449	57,445,757	0.78

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.

* 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, plus other carriers that report flight delay and mishandled baggage data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report. Pinnacle Airlines' ranking in this table is effective January 2007.

** ATA Airlines' ranking in this table ceased effective January 2007. Totals for May 2006 reflect the deletion of ATA'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 May 2007 as provided by the Transportation Security Administration ^a

The Transportation Security Administration protects approximately 57 million airline passengers and screens their 73 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 May.

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
350	.0006	51	.00008	36	.00006	467	.00075

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
224	.0004	1209	.0015

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 May.

May 2007 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	2		1
Delta Air Lines	1		
Hawaiian Airlines	1		
Total	4	0	1