



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: December 2007



Flight Delays¹	October 2007 12 Months Ending October 2007
Mishandled Baggage¹	October 2007
Oversales¹	3rd Quarter 2007 January-September 2007
Consumer Complaints² (Includes Disability and Discrimination Complaints)	October 2007
Customer Service Reports to the Dept. of Homeland Security³	October 2007
Airline Animal Incident Reports⁴	October 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>Flight Delays</i>		<i>Mishandled Baggage</i>	
Explanation3	Explanation25
Table 14	Ranking--Month26
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		<i>Oversales</i>	
Table 1A5	Explanation27
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Ranking—2nd Qtr28
Table 26	Ranking—Jan-June29
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		<i>Consumer Complaints</i>	
Table 310	Explanation30
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Complaint Tables 1-531
Table 412	Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		Rankings, Table 6 (Month)36
Table 514	Complaint Categories37
List of Regularly Scheduled Flights Arriving Late 80% of the Time or More		<i>Customer Service Reports to the Department of Homeland Security</i> 38
Table 615	<i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation</i> 39
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More			
Table 716		
On-Time Arrival and Departure Percentage, by Airport			
Table 820		
Overall Number and Percentage of Flight Cancellations, by Carrier			
Table 921		
Flight Causation Data, By Airline and Category			
Table 1022		
Flight Causation Data, Graphic Representation			
Footnotes23		
Appendix24		

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, 15 carriers (AirTran, America West*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways*) use ACARS exclusively; 3 carriers (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.**

OCTOBER 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	78.8	14	94.6
ALOHA AIRLINES S/V	3	92.9	11	91.5
FRONTIER AIRLINES S/	22	84.0	44	84.4
SOUTHWEST AIRLINES S/	19	82.5	64	82.2
PINNACLE AIRLINES S/	13	79.5	113	81.6
SKYWEST AIRLINES S/	23	81.1	149	80.7
DELTA AIR LINES S/	31	80.0	93	80.7
CONTINENTAL AIRLINES S/	30	79.3	72	80.4
AIRTRAN AIRWAYS S/	25	79.3	55	80.0
EXPRESSJET AIRLINES S/	28	75.0	120	79.6
MESA AIRLINES S/	22	78.7	116	78.4
AMERICAN EAGLE AIRLINES S/	18	78.3	114	78.3
JETBLUE AIRWAYS S/	19	76.4	47	77.4
AMERICAN AIRLINES S/	30	75.4	76	76.1
US AIRWAYS S/	30	75.6	82	75.7
NORTHWEST AIRLINES S/	30	74.2	99	74.7
UNITED AIRLINES S/	31	74.4	80	74.4
COMAIR S/	22	74.2	84	74.4
ALASKA AIRLINES S/	16	68.7	45	70.1
ATLANTIC SOUTHEAST AIRLINES S/	15	65.0	129	63.6
TOTAL		77.4		78.2

➤ For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaints" sections of this report.

OCTOBER 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	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		AUG - 07		SEP - 07		OCT - 07		12 MONTHS ENDING OCTOBER 2007		DATABASE TO DATE SEP 1987-OCTOBER 2007	
	10 - 12 2006		01 - 03 2007		04 - 06 2007		07 - 09 2007		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	73.3	10	76.5	6	79.7	5	75.0	10	71.2	9	86.2	5	80.0	9	77.2	5	(--)	(--)
ALASKA	72.4	12	72.0	9	75.4	9	69.4	19	67.1	18	73.3	19	70.1	19	71.5	12	75.5	8
ALOHA	92.8	1	92.0	2	90.2	2	94.7	1	97.0	1	95.4	1	91.5	2	92.4	2	(--)	(--)
AMERICAN	73.6	8	67.8	14	66.6	19	70.5	17	69.9	12	78.5	16	76.1	14	69.5	15	78.5	3
AMERICAN EAGLE	69.5	16	67.3	15	68.9	17	70.7	16	67.5	16	79.8	15	78.3	12	69.9	13	74.1	9
ATA	71.7	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
ATLANTIC SOUTHEAST	63.3	20	66.1	16	68.1	18	57.0	20	54.4	20	63.4	20	63.6	20	64.3	19	(--)	(--)
COMAIR	66.7	19	63.0	19	69.4	15	69.6	18	67.2	17	80.2	13	74.4	18	67.9	18	(--)	(--)
CONTINENTAL	73.7	7	73.0	8	72.2	12	77.3	8	75.3	7	88.0	4	80.4	8	74.8	8	78.5	4
DELTA	74.1	5	78.7	4	77.7	7	72.1	12	69.6	13	82.0	12	80.7	7	76.9	6	77.6	6
EXPRESSJET	72.1	14	70.6	10	72.7	11	77.9	6	77.6	4	85.8	7	79.6	10	74.2	9	(--)	(--)
FRONTIER	81.4	3	77.7	5	77.2	8	79.9	3	76.7	5	88.4	3	84.4	3	79.0	4	(--)	(--)
HAWAIIAN	90.9	2	92.5	1	93.6	1	94.0	2	93.6	2	93.7	2	94.6	1	93.0	1	(--)	(--)
JETBLUE	68.6	17	63.4	18	68.9	16	73.9	11	70.1	11	85.7	8	77.4	13	69.3	16	(--)	(--)
MESA	72.7	11	68.1	13	74.8	10	77.1	9	73.6	8	82.9	10	78.4	11	73.7	10	(--)	(--)
NORTHWEST	67.9	18	65.7	17	70.8	14	71.8	13	68.2	15	77.8	18	74.7	16	69.7	14	79.2	2
PINNACLE	(--)	(--)	73.3	7	81.2	3	77.3	7	71.1	10	82.4	11	81.6	5	(--)	(--)	(--)	(--)
SKYWEST	72.2	13	69.7	12	79.7	6	78.0	5	75.6	6	82.9	9	80.7	6	75.4	7	(--)	(--)
SOUTHWEST	80.4	4	80.7	3	80.6	4	79.5	4	77.7	3	85.8	6	82.2	4	80.4	3	82.1	1
UNITED	73.8	6	70.2	11	71.5	13	71.3	15	66.2	19	78.2	17	74.4	17	71.8	11	76.1	7
US AIRWAYS	73.5	9	62.4	20	64.3	20	71.7	14	69.3	14	80.1	14	75.7	15	68.0	17	78.1	5
Total	73.4		71.4		73.9		74.2		71.6		81.7		78.2		73.5		78.3	

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.

OCTOBER 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/		170	75.9	31	83.9	93	86.0	294	83.3	112	89.3	H/		27	74.1
AA	716	76.4	1107	75.3	302	79.5	151	76.8	H/		898	73.7	633	79.1	14047	82.0
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		92	69.6	H/		H/		H/		93	65.6	186	78.5	93	75.3
B6	H/		1407	82.4	H/		151	66.9	H/		H/		93	78.5	H/	
CO	423	79.2	605	75.7	178	91.0	10	80.0	H/		389	81.2	352	85.5	340	84.7
DL	13702	79.1	1247	78.7	333	83.5	265	86.4	1685	87.9	930	81.2	384	85.2	379	84.4
EV	11946	64.3	27	66.7	27	88.9	2	100.0	533	74.1	81	63.0	H/		31	80.6
F9	124	87.1	H/		H/		H/		H/		93	79.6	4077	86.6	181	84.0
FL	7516	80.7	784	77.3	1270	84.1	340	78.8	H/		190	78.9	93	84.9	237	80.2
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	62	80.6	897	74.1	155	72.9	483	72.9	511	78.1	866	78.2	H/		8182	82.7
NW	414	67.4	328	68.3	297	76.8	236	60.6	H/		543	69.6	364	72.5	285	69.8
OH	662	59.1	945	70.2	408	81.4	167	71.3	5626	83.8	493	72.6	23	60.9	56	69.6
OO	501	82.6	H/		89	82.0	62	93.5	194	83.0	H/		4034	86.7	181	79.6
UA	241	78.0	869	69.0	456	71.7	182	71.4	62	67.7	460	70.9	6817	80.4	420	71.4
US	283	72.1	1802	76.6	387	72.4	6468	79.9	H/		2157	83.1	327	77.7	563	79.6
WN	H/		H/		5228	84.9	H/		H/		H/		1266	87.6	H/	
XE	134	82.1	38	78.9	213	72.3	353	64.9	274	77.7	174	83.3	124	75.8	115	84.3
YV	218	67.0	55	56.4	31	77.4	2029	80.3	H/		H/		1194	85.7	4	50.0
TOTAL	36942	74.1	10373	75.6	9405	82.6	10992	78.5	9179	83.4	7479	78.2	19967	83.6	25141	81.9

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

OCTOBER 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*	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
9E	4629	85.1	H/		31	77.4	H/		58	86.2	H/		H/		H/	
AA	329	79.9	573	62.3	465	77.6	328	79.0	368	80.7	1050	62.1	616	78.9	2600	73.0
AQ	H/		H/		H/		H/		H/		H/		31	90.3	H/	
AS	H/		62	80.6	H/		H/		H/		H/		420	72.6	608	70.9
B6	H/		296	60.1	812	77.6	639	80.9	H/		4776	74.5	316	82.6	H/	
CO	182	83.0	5118	66.5	468	84.4	43	88.4	7891	86.9	112	70.5	575	87.3	682	80.1
DL	206	85.9	331	71.9	783	76.8	285	81.8	150	84.7	1356	72.0	712	83.3	1246	83.9
EV	92	82.6	79	44.3	H/		5	100.0	80	77.5	H/		H/		H/	
F9	122	80.3	H/		31	96.8	H/		86	91.9	H/		244	74.6	185	75.1
FL	172	84.9	167	61.1	503	74.4	172	84.9	H/		H/		260	89.2	141	75.9
HA	H/		H/		H/		H/		H/		H/		62	74.2	79	79.7
MQ	236	67.8	120	62.5	H/		H/		H/		636	72.8	123	78.9	1743	86.7
NW	7203	81.9	366	51.6	151	49.7	266	78.6	267	75.3	182	53.8	434	74.2	486	65.0
OH	253	77.1	89	56.2	H/		75	86.7	79	82.3	1709	67.2	H/		H/	
OO	4	100.0	113	50.4	26	84.6	H/		141	80.1	H/		286	74.8	4222	83.8
UA	244	76.6	425	60.7	129	72.9	2162	77.2	213	66.2	418	66.5	1064	75.6	2745	74.9
US	255	78.8	277	51.6	510	65.3	121	77.7	148	74.3	172	61.0	2890	74.5	773	75.4
WN	646	84.1	H/		1295	82.2	360	83.6	H/		H/		7258	81.6	3419	82.0
XE	200	55.5	4800	60.1	H/		278	74.1	6842	83.5	H/		83	89.2	1379	81.9
YV	194	72.7	66	81.8	H/		2220	75.9	199	79.4	81	69.1	523	79.5	115	72.2
TOTAL	14967	82.1	12882	62.7	5204	76.9	6954	78.0	16522	84.6	10492	70.7	15897	79.5	20423	79.5

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

OCTOBER 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*																
	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
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	147	49.7	H/		H/		H/		2838	71.6	H/		H/		H/	
AA	1874	57.2	894	69.8	H/		3338	73.2	526	68.1	120	75.0	6339	73.0	185	68.6
AQ	H/		H/		H/		H/		H/		108	94.4	H/		H/	
AS	H/		93	66.7	H/		31	58.1	H/		453	70.0	124	63.7	1051	74.9
B6	245	65.3	911	79.9	H/		H/		H/		375	81.6	204	70.6	31	61.3
CO	390	59.7	664	82.8	50	70.0	269	86.6	134	72.4	93	83.9	474	77.0	155	75.5
DL	1777	71.4	1061	79.3	H/		345	72.5	192	68.8	74	89.2	324	81.5	247	80.2
EV	54	48.1	H/		147	74.8	H/		62	75.8	H/		H/		H/	
F9	92	63.0	62	75.8	176	88.6	H/		93	77.4	H/		H/		106	72.6
FL	432	56.0	1539	81.5	583	79.2	132	69.7	285	73.0	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		62	82.3
MQ	1637	55.8	H/		H/		546	75.3	H/		H/		7810	78.2	H/	
NW	595	48.9	500	63.8	259	76.8	93	76.3	7343	76.0	H/		638	69.4	186	74.2
OH	1221	56.5	37	89.2	31	71.0	48	64.6	138	46.4	H/		296	67.2	H/	
OO	H/		H/		H/		H/		201	67.2	275	82.9	4264	77.4	761	82.3
UA	668	52.4	562	69.6	H/		35	48.6	489	62.6	243	73.3	8250	77.6	676	71.3
US	1239	66.2	745	71.1	H/		229	66.8	258	69.8	175	72.6	654	71.4	243	66.7
WN	H/		3524	84.9	6811	84.5	H/		H/		4332	79.7	H/		1211	82.0
XE	35	54.3	H/		93	78.5	26	76.9	194	64.4	124	88.7	117	74.4	76	73.7
YV	81	42.0	H/		H/		H/		H/		59	84.7	2518	75.7	H/	
TOTAL	10487	59.6	10592	79.0	8150	83.6	5092	73.4	12753	73.2	6431	79.4	32012	76.2	4990	76.8

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

OCTOBER 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*																
	PHL		PHX		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	143	71.3	H/		H/		H/		H/		H/		146	77.4	H/	
AA	546	66.1	488	73.4	554	76.9	514	66.5	1111	65.6	213	78.4	1656	82.1	612	77.1
AQ	H/		H/		31	90.3	H/		H/		H/		H/		H/	
AS	H/		283	74.9	364	66.8	4178	66.8	435	57.5	H/		H/		H/	
B6	H/		62	77.4	176	84.1	93	68.8	182	61.0	155	89.0	H/		269	77.7
CO	205	77.6	364	86.8	283	88.3	381	70.6	424	69.3	74	79.7	H/		401	83.8
DL	339	69.9	417	85.9	405	88.6	449	75.1	471	78.8	2555	87.9	184	87.0	783	78.7
EV	H/		H/		H/		H/		H/		H/		33	54.5	H/	
F9	62	83.9	153	79.1	184	82.6	135	62.2	182	76.9	176	89.2	120	90.8	31	83.9
FL	513	73.5	82	89.0	70	65.7	82	57.3	110	74.5	H/		145	78.6	552	80.8
HA	H/		31	77.4	62	87.1	93	77.4	31	67.7	H/		H/		H/	
MQ	H/		H/		793	85.2	H/		147	62.6	H/		93	78.5	H/	
NW	367	64.9	301	72.4	186	64.0	399	65.4	302	56.3	93	79.6	268	79.9	249	57.8
OH	220	60.9	H/		H/		H/		H/		H/		160	77.5	4	75.0
OO	85	62.4	212	84.0	573	81.7	464	78.9	3468	66.3	7114	86.9	57	57.9	H/	
UA	488	65.0	523	78.2	754	73.7	862	65.8	3831	69.2	186	74.2	93	68.8	315	71.1
US	3617	67.8	5834	81.5	497	80.3	355	66.2	590	61.7	155	82.6	123	74.8	618	73.0
WN	1853	73.9	6081	84.7	3144	80.2	1239	78.2	550	74.5	1351	81.0	2116	81.7	2509	83.3
XE	81	71.6	170	85.9	576	87.8	115	67.8	182	67.0	161	85.1	303	72.9	H/	
YV	59	67.8	2670	83.6	8	75.0	H/		26	46.2	49	75.5	27	70.4	H/	
TOTAL	8578	69.4	17671	82.6	8660	80.3	9359	69.3	12042	67.4	12282	86.0	5524	80.4	6343	79.1

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

OCTOBER 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	83.3	76.8	75.0	87.3	82.5	J/	94.5	84.8	J/	80.8	61.1	68.5	95.3	74.3	75.8	83.8	83.9	78.0
700 - 759 AM	90.8	83.8	95.5	89.2	94.8	95.4	92.6	89.6	89.4	90.8	82.4	83.3	89.4	83.1	93.7	92.3	81.6	81.5
800 - 859 AM	83.3	83.6	95.2	83.7	89.6	90.3	93.0	87.6	90.6	86.6	100.0	86.1	90.0	82.4	93.7	90.5	80.2	96.9
900 - 959 AM	77.3	91.8	92.6	86.1	85.8	91.1	89.9	86.6	83.8	95.8	87.4	88.5	89.8	89.9	91.1	86.5	74.0	92.8
1000 - 1059 AM	79.9	87.0	92.0	79.1	84.5	84.9	87.6	84.4	87.6	90.6	88.3	87.1	88.5	84.3	83.7	82.0	68.2	87.3
1100 - 1159 AM	80.7	82.6	91.3	81.1	93.0	82.2	86.5	86.1	85.0	85.6	88.9	84.5	87.9	89.2	81.0	81.5	69.8	82.3
1200 - 1259 PM	79.6	84.3	90.9	83.2	86.0	82.8	85.0	85.2	85.2	79.5	79.5	87.1	87.7	84.1	82.6	85.3	62.2	82.9
100 - 159 PM	75.1	85.3	91.5	84.3	91.5	85.2	82.5	84.9	86.9	67.0	82.4	89.0	87.3	87.4	81.6	79.6	60.0	85.9
200 - 259 PM	74.4	83.3	87.0	80.9	85.8	79.0	82.7	83.7	81.5	51.2	79.6	87.2	85.2	82.1	84.4	81.2	56.4	81.8
300 - 359 PM	68.5	78.7	86.2	77.6	90.7	83.0	83.0	82.6	84.9	48.3	80.7	79.2	86.0	70.1	75.1	80.4	54.0	84.5
400 - 459 PM	73.1	69.1	81.0	76.0	83.0	74.4	81.4	80.2	81.2	48.2	75.0	72.4	81.5	65.7	75.7	77.5	52.9	77.4
500 - 559 PM	66.9	72.9	79.1	70.5	67.7	72.9	78.2	75.7	84.2	44.8	77.6	82.1	78.7	61.7	74.2	74.5	53.7	77.3
600 - 659 PM	67.3	64.8	77.3	69.7	78.7	70.0	75.9	78.4	75.6	48.7	72.1	72.1	82.3	56.4	76.5	76.8	49.9	73.2
700 - 759 PM	64.3	66.4	73.2	73.1	81.5	76.3	77.9	77.4	83.9	47.5	70.9	72.3	77.1	46.9	72.8	73.1	48.4	74.7
800 - 859 PM	64.8	60.6	71.9	73.6	70.8	64.9	78.5	76.1	74.3	46.8	69.4	72.2	76.4	55.8	74.0	75.3	48.4	69.6
900 - 959 PM	63.9	69.4	71.0	76.7	67.1	69.9	82.1	75.6	76.3	54.9	65.9	78.5	75.9	56.3	71.9	70.6	48.8	69.8
1000 - 1059 PM	70.4	65.6	68.0	73.3	68.9	65.0	77.6	69.6	64.5	59.2	68.2	74.2	75.3	56.3	72.8	74.6	52.7	63.1
1100 - 559 AM	80.5	70.9	73.5	76.7	76.1	72.7	80.2	77.0	82.3	69.6	64.4	67.0	85.4	73.4	72.0	73.4	61.6	69.4
TOTAL, ALL ARRIVALS, BY AIRPORT	74.1	75.6	82.6	78.5	83.4	78.2	83.6	81.9	82.1	62.7	76.9	78.0	84.6	70.7	79.5	79.5	59.6	79.0

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

OCTOBER 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	100.0	71.7	84.2	J/	88.8	77.8	80.3	92.8	J/	84.9	95.8	J/	91.3	88.2	85.7
700 - 759 AM	95.7	77.4	86.2	95.7	87.3	90.9	96.7	87.5	87.4	90.4	88.5	92.0	91.2	100.0	89.5
800 - 859 AM	92.9	90.1	82.1	91.4	86.0	95.7	77.8	89.8	86.1	80.6	87.1	92.6	95.3	91.6	87.5
900 - 959 AM	89.8	85.1	77.6	86.1	86.6	86.7	76.4	83.9	90.0	79.7	79.1	88.7	88.5	93.4	85.9
1000 - 1059 AM	92.8	84.2	69.7	89.8	82.9	86.2	76.8	88.7	85.7	75.0	67.7	91.9	88.7	90.8	83.4
1100 - 1159 AM	88.6	79.9	69.7	89.5	82.3	82.3	79.3	88.3	85.2	70.6	67.3	92.2	83.4	87.7	82.7
1200 - 1259 PM	92.4	68.0	71.1	81.0	81.8	72.7	79.9	85.6	77.8	65.5	67.4	88.8	89.8	81.5	81.5
100 - 159 PM	88.4	75.0	69.5	76.7	79.1	84.6	72.8	81.0	77.9	71.4	56.5	84.5	84.4	82.8	79.5
200 - 259 PM	88.0	72.8	68.7	79.8	78.5	75.8	73.7	81.4	81.9	67.7	62.7	84.2	88.0	82.7	78.5
300 - 359 PM	87.4	68.1	76.3	79.6	73.7	77.3	70.0	80.7	73.8	68.9	62.8	85.8	80.9	88.1	76.3
400 - 459 PM	83.9	69.6	77.9	75.9	74.0	70.8	63.9	81.1	83.7	67.8	66.9	84.0	78.9	77.1	74.8
500 - 559 PM	80.6	78.4	70.7	78.6	69.2	75.8	62.6	83.5	73.4	66.3	62.4	78.3	77.5	79.7	72.0
600 - 659 PM	80.5	56.3	64.9	75.1	66.4	77.4	66.6	74.1	79.1	67.1	64.6	82.7	67.9	69.2	71.7
700 - 759 PM	68.7	66.5	73.0	75.9	64.6	70.6	54.8	78.4	79.6	65.7	65.2	82.9	74.6	72.3	69.9
800 - 859 PM	71.4	71.0	72.4	71.1	60.5	70.5	64.7	78.3	76.0	65.1	65.0	80.2	73.3	74.9	69.3
900 - 959 PM	76.9	71.0	64.0	76.5	61.3	68.2	68.0	77.4	74.4	64.4	58.3	88.4	66.9	74.3	68.5
1000 - 1059 PM	67.2	49.3	70.4	64.7	67.9	67.2	63.4	72.4	76.1	63.3	55.6	78.8	74.7	63.3	67.4
1100 - 559 AM	79.8	71.3	79.1	68.9	80.6	75.9	67.3	80.4	77.9	71.6	72.8	74.7	72.3	66.2	73.7
TOTAL, ALL ARRIVALS, BY AIRPORT	83.6	73.4	73.2	79.4	76.2	76.8	69.4	82.6	80.3	69.3	67.4	86.0	80.4	79.1	77.4

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

OCTOBER 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	96.8	94.7	96.3	92.4	93.7	95.3	94.9	91.2	92.9	93.7	96.3	94.6	92.5	93.1	97.0	93.1	92.5	96.4
700 - 759 AM	89.0	89.2	94.9	88.8	90.9	93.6	94.9	88.2	93.5	95.6	94.9	90.0	94.0	89.7	94.3	92.9	91.3	96.8
800 - 859 AM	89.8	89.0	92.7	88.2	89.0	89.6	91.5	85.7	91.8	90.0	97.0	87.0	90.4	89.7	93.1	91.7	90.6	92.6
900 - 959 AM	83.1	89.9	91.7	87.6	91.1	90.1	87.7	85.0	91.4	89.5	96.3	89.1	93.1	88.5	89.4	88.2	88.8	92.6
1000 - 1059 AM	78.1	90.5	88.9	85.1	87.5	90.0	87.2	83.1	87.4	92.2	91.1	89.3	92.4	90.7	86.2	82.4	84.6	92.0
1100 - 1159 AM	79.5	87.6	91.4	83.2	88.5	84.9	85.4	81.1	85.8	90.5	85.3	90.6	87.5	87.6	80.5	84.2	76.3	88.4
1200 - 1259 PM	76.7	85.3	86.5	79.2	89.6	83.5	79.4	80.7	86.5	83.7	79.4	81.1	89.4	87.1	78.3	83.3	81.6	85.0
100 - 159 PM	77.0	83.6	81.2	80.0	87.0	82.1	81.4	79.2	84.0	77.9	83.0	83.0	86.4	83.7	80.6	81.5	76.1	82.9
200 - 259 PM	71.9	76.8	83.4	78.0	91.3	80.1	79.7	79.6	78.6	66.9	79.0	77.1	85.5	87.0	79.2	79.5	71.3	78.0
300 - 359 PM	69.6	77.2	78.4	63.1	84.0	77.8	81.2	77.8	85.2	56.7	66.5	85.2	83.6	74.7	75.8	80.5	67.7	77.2
400 - 459 PM	69.8	74.5	76.3	78.6	82.0	81.9	77.3	78.7	79.4	51.7	82.5	67.6	79.9	68.9	73.5	81.3	65.2	77.6
500 - 559 PM	69.1	68.9	74.3	73.6	84.2	73.9	79.7	73.6	85.2	50.9	68.2	68.9	78.6	71.1	66.2	79.0	63.5	75.8
600 - 659 PM	70.6	69.5	69.0	74.2	64.8	75.1	79.2	74.2	69.2	53.5	72.2	73.0	77.7	67.5	75.2	76.6	60.9	70.4
700 - 759 PM	70.3	63.1	65.4	73.3	75.4	73.3	80.1	75.0	80.3	49.9	76.8	65.3	79.1	59.1	73.0	77.1	53.4	76.0
800 - 859 PM	65.9	68.1	68.4	74.8	77.1	78.2	81.1	75.1	77.5	51.2	68.5	67.8	81.0	55.3	65.5	77.5	58.8	70.1
900 - 959 PM	64.5	69.0	57.5	77.2	81.6	71.5	85.4	75.1	86.0	54.7	88.9	78.7	86.7	49.5	66.4	79.1	55.3	72.3
1000 - 1059 PM	72.4	J/	J/	79.7	100.0	J/	89.1	77.6	89.7	J/	J/	82.3	85.2	67.0	77.7	86.3	J/	66.7
1100 - 559 AM	79.4	92.8	100.0	J/	J/	100.0	90.7	94.1	J/	90.3	96.8	J/	89.7	88.7	81.9	82.5	96.8	84.2
TOTAL, ALL DEPARTURES, BY AIRPORT	75.0	81.3	81.9	80.3	84.5	83.3	83.9	80.1	85.7	73.2	83.2	79.6	86.1	77.9	80.1	83.8	74.9	83.8

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

OCTOBER 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	96.2	89.7	89.1	95.8	89.4	95.5	92.5	95.6	94.6	93.4	93.6	95.6	95.6	97.0	93.8
700 - 759 AM	94.4	86.8	86.5	95.8	87.5	95.6	88.1	89.4	93.9	91.0	91.7	96.8	97.4	96.4	91.8
800 - 859 AM	91.8	84.0	86.9	88.5	87.6	90.1	90.1	87.9	87.5	85.4	89.5	93.3	92.6	94.1	89.7
900 - 959 AM	87.9	83.9	88.5	88.1	84.2	88.3	79.2	81.9	87.1	76.9	85.2	90.4	92.7	93.1	87.3
1000 - 1059 AM	84.5	85.5	82.7	84.2	83.1	81.6	77.3	83.8	82.4	79.7	76.0	93.5	88.4	91.1	85.2
1100 - 1159 AM	89.3	85.6	74.9	86.7	80.8	87.5	79.0	83.7	82.5	74.8	67.1	92.7	86.8	90.7	83.6
1200 - 1259 PM	82.6	75.8	75.7	79.3	79.8	84.0	82.6	84.2	81.5	74.1	68.6	87.3	82.6	90.1	81.3
100 - 159 PM	83.7	69.2	76.5	77.7	77.8	78.2	78.4	82.3	74.8	70.3	65.6	85.9	88.2	85.0	79.8
200 - 259 PM	77.2	68.1	74.3	70.3	74.7	84.0	73.0	79.3	77.8	74.2	64.6	88.8	80.4	76.7	77.1
300 - 359 PM	83.2	66.8	77.1	75.5	73.1	81.6	69.4	75.9	80.4	69.1	64.6	87.9	77.2	81.1	76.0
400 - 459 PM	78.3	73.3	72.6	68.6	70.1	67.6	66.8	81.0	79.0	68.0	69.2	86.4	79.2	75.5	74.3
500 - 559 PM	64.7	72.4	76.2	74.0	69.1	80.6	62.2	74.6	79.9	71.8	64.3	91.0	82.1	76.4	73.0
600 - 659 PM	62.3	63.1	73.5	79.1	65.0	77.3	64.4	79.2	76.8	71.3	66.5	74.6	66.1	73.9	71.0
700 - 759 PM	61.5	75.5	81.3	71.1	63.2	78.1	66.5	73.4	82.1	66.0	67.4	85.6	67.5	69.5	72.2
800 - 859 PM	53.4	78.7	87.1	66.9	66.5	80.4	64.1	73.8	76.1	66.1	71.0	89.8	68.9	73.3	70.2
900 - 959 PM	57.4	67.4	85.5	71.6	63.7	77.6	62.8	82.3	83.7	74.8	66.7	87.8	76.7	76.9	74.6
1000 - 1059 PM	J/	69.0	87.0	88.5	72.5	88.6	75.0	85.5	89.1	81.7	77.2	J/	79.2	J/	79.8
1100 - 559 AM	92.6	J/	94.4	90.9	100.0	85.4	83.1	86.3	96.8	82.7	85.8	91.8	J/	J/	86.1
TOTAL, ALL DEPARTURES, BY AIRPORT	78.5	76.2	80.3	81.1	76.3	84.9	74.9	82.4	83.5	77.5	74.9	89.7	83.5	84.6	80.4

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

OCTOBER 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
OH	4949	JFK-DCA	2040	27	92.59	74	67
OH	5674	LIT-ATL	1651	26	92.31	58	53
OH	5418	JFK-MHT	1925	31	90.32	56	33
CO	540	PIT-EWR	1740	27	88.89	94	51
CO	537	EWR-PIT	1540	27	88.89	75	42
OH	5123	SYR-JFK	1730	27	88.89	60	35
AS	203	SFO-SEA	2118	15	86.67	52	48
OH	5674	ATL-LIT	1552	26	84.62	52	48
AA	585	MIA-SJU	1945	31	83.87	77	78
EV	4848	SHV-ATL	1715	17	82.35	62	51
9E	5693	MSP-MCI	700	22	81.82	28	28
XE	2225	EWR-PVD	1650	27	81.48	52	52
OH	5622	ATL-CMH	2157	26	80.77	67	27
EV	4241	CHS-ATL	1911	26	80.77	53	44
EV	4415	CHA-ATL	1833	26	80.77	39	30
OH	5520	JFK-BOS	1900	31	80.65	52	32
AA	257	JFK-LAS	1630	31	80.65	49	28
NW	895	DTW-JFK	1343	31	80.65	47	35
XE	2641	MHT-EWR	1320	30	80.00	80	67
AS	202	SEA-SFO	830	15	80.00	56	61
UA	663	ORD-LAX	1830	20	80.00	52	39

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

OCTOBER 2007

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
COMAIR	703	22	3.1
ATLANTIC SOUTHEAST	863	21	2.4
EXPRESSJET	1,309	21	1.6
ALASKA	435	6	1.4
CONTINENTAL	920	9	1.0
NORTHWEST	1,117	7	0.6
US AIRWAYS	1,365	8	0.6
FRONTIER	272	1	0.4
AMERICAN	1,766	6	0.3
UNITED	1,365	4	0.3
AIRTRAN	727	2	0.3
SOUTHWEST	3,364	5	0.1
DELTA	1,418	2	0.1
PINNACLE	744	1	0.1
SKYWEST	1,715	2	0.1
AMERICAN EAGLE	1,526	1	0.1
MESA	761	0	0.0
JETBLUE	510	0	0.0
HAWAIIAN	150	0	0.0
ALOHA	124	0	0.0
TOTAL	21,154	118	0.6

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

OCTOBER 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)	74.6	84.6	240	240
ADAK ISLAND AK (ADK)	75.0	87.5	8	8
AGUADILLA PR (BQN)	78.9	93.9	114	114
AKRON/CANTON OH (CAK)	76.9	84.0	913	913
ALBANY GA (ABY)	57.0	64.9	114	114
ALBANY NY (ALB)	75.4	81.2	1,313	1,315
ALBUQUERQUE NM (ABQ)	83.7	85.2	3,666	3,665
ALEXANDRIA LA (AEX)	67.6	77.2	219	219
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	79.4	86.8	475	477
AMARILLO TX (AMA)	82.1	88.6	602	603
ANCHORAGE AK (ANC)	72.1	80.4	1,470	1,470
APPLETON WI (ATW)	76.3	80.4	566	566
ASHEVILLE NC (AVL)	65.8	67.1	371	371
ASPEN CO (ASE)	80.6	83.1	299	301
ATLANTA GA (ATL)	74.1	75.0	36,942	36,941
ATLANTIC CITY NJ (ACY)	58.3	78.4	48	51
AUGUSTA GA (AGS)	57.7	65.8	222	222
AUSTIN TX (AUS)	83.0	87.1	4,714	4,716
BAKERSFIELD CA (BFL)	80.9	87.4	413	412
BALTIMORE MD (BWI)	82.6	81.9	9,405	9,405
BANGOR ME (BGR)	75.0	78.6	332	332
BARROW AK (BRW)	85.5	79.0	62	62
BATON ROUGE LA (BTR)	76.4	79.4	835	833
BEAUMONT/PORT ARTHUR TX (BPT)	74.2	100.0	31	31
BELLINGHAM WA (BLI)	93.5	96.8	31	31
BEMIDJI MN (BJI)	70.4	74.1	27	27
BEND/REDMOND OR (RDM)	83.6	86.6	298	298
BETHEL AK (BET)	84.3	76.4	89	89
BILLINGS MT (BIL)	81.9	93.7	381	381
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	82.3	88.7	62	62
BIRMINGHAM AL (BHM)	81.3	85.7	2,105	2,103
BISMARCK/MANDAN ND (BIS)	76.7	78.8	240	241
BLOOMINGTON IL (BMI)	78.3	83.4	456	457
BOISE ID (BOI)	82.4	88.3	1,593	1,593
BOSTON MA (BOS)	75.6	81.3	10,373	10,378
BOZEMAN MT (BZN)	82.3	86.1	424	425
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	59.3	67.2	118	119
BROWNSVILLE TX (BRO)	85.4	90.7	151	151
BRUNSWICK GA (BQK)	52.3	69.3	88	88
BUFFALO NY (BUF)	79.0	84.3	2,063	2,063
BURBANK CA (BUR)	78.9	81.9	2,840	2,841
BURLINGTON VT (BTV)	75.2	79.5	529	531
BUTTE MT (BTM)	82.3	93.5	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	84.4	86.6	224	224
CASPER WY (CPR)	88.9	89.2	306	306
CEDAR RAPIDS/IOWA CITY IA (CID)	78.5	84.9	1,016	1,011
CHAMPAIGN/URBANA IL (CMI)	77.0	85.2	244	244
CHARLESTON SC (CHS)	76.1	80.0	1,458	1,458
CHARLESTON/DUNBAR WV (CRW)	67.4	77.0	288	287
CHARLOTTE AMALIE VI (STT)	69.4	84.0	144	144
CHARLOTTE NC (CLT)	78.5	80.3	10,992	10,992
CHARLOTTESVILLE VA (CHO)	68.3	78.3	120	120
CHATTANOOGA TN (CHA)	72.0	77.7	354	355
CHICAGO IL (MDW)	83.6	78.5	8,150	8,149
CHICAGO IL (ORD)	76.2	76.3	32,012	31,988
CHICO CA (CIC)	58.3	67.5	120	120
CHRISTIANSTED VI (STX)	72.0	76.0	25	25
CLEVELAND OH (CLE)	80.9	84.7	6,123	6,121
CODY WY (COD)	83.3	88.5	96	96
COLLEGE STATION/BRYAN TX (CLL)	70.9	83.4	151	151
COLORADO SPRINGS CO (COS)	83.8	88.4	1,591	1,582
COLUMBIA SC (CAE)	70.9	76.6	900	901
COLUMBUS GA (CSG)	56.6	67.1	143	143
COLUMBUS MS (GTR)	62.5	70.1	88	87
COLUMBUS OH (CMH)	79.8	84.2	3,191	3,191
CORDOVA AK (CDV)	75.8	83.9	62	62
CORPUS CHRISTI TX (CRP)	79.7	85.8	429	431
COVINGTON KY (CVG)	83.4	84.5	9,179	9,177
CRESCENT CITY CA (CEC)	63.7	53.8	91	93
DALLAS TX (DAL)	83.7	82.9	4,707	4,706
DALLAS/FT.WORTH TX (DFW)	81.9	80.1	25,141	25,138
DAYTON OH (DAY)	81.2	85.6	1,483	1,482
DAYTONA BEACH FL (DAB)	80.2	81.1	242	243
DEADHORSE AK (SCC)	80.6	85.5	62	62
DENVER CO (DEN)	83.6	83.9	19,967	19,995
DES MOINES IA (DSM)	79.9	85.6	1,490	1,489
DETROIT MI (DTW)	82.1	85.7	14,967	14,975
DOTHAN AL (DHN)	62.4	73.8	125	126
DUBUQUE IA (DBQ)	76.7	85.8	120	120
DULUTH MN (DLH)	80.4	78.5	209	209
DURANGO CO (DRO)	86.4	92.1	301	302
EAGLE CO (EGE)	82.5	85.3	143	143
EL CENTRO CA (IPL)	86.1	87.8	115	115
EL PASO TX (ELP)	84.8	90.1	1,820	1,822
ELKO NV (EKO)	88.7	94.7	150	151
ELMIRA/CORNING NY (ELM)	96.5	95.3	85	85

OCTOBER 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)	85.8	88.3	120	120
EUGENE OR (EUG)	75.9	82.4	556	556
EUREKA/ARCATA CA (ACV)	62.3	66.0	324	324
EVANSVILLE IN (EVV)	76.8	85.5	517	517
FAIRBANKS AK (FAI)	76.8	83.0	400	400
FARGO ND (FAR)	82.6	87.1	380	380
FAYETTEVILLE AR (XNA)	75.5	78.0	1,276	1,281
FAYETTEVILLE NC (FAY)	59.9	63.2	212	212
FLAGSTAFF AZ (FLG)	86.5	89.0	155	155
FLINT MI (FNT)	78.9	84.7	660	660
FLORENCE SC (FLO)	55.7	75.4	61	61
FORT LAUDERDALE FL (FLL)	76.9	83.2	5,204	5,205
FORT SMITH AR (FSM)	78.1	86.0	274	272
FORT WAYNE IN (FWA)	80.0	82.4	569	568
FRESNO CA (FAT)	81.7	85.8	1,364	1,389
FT. MYERS FL (RSW)	81.8	85.8	1,745	1,744
GAINESVILLE FL (GNV)	54.7	65.0	137	137
GRAND FORKS ND (GFK)	89.4	86.6	113	112
GRAND JUNCTION CO (GJT)	83.1	86.9	372	344
GRAND RAPIDS MI (GRR)	78.9	86.0	1,358	1,358
GREAT FALLS MT (GTF)	84.5	89.2	213	213
GREEN BAY/CLINTONVILLE WI (GRB)	79.6	83.7	681	680
GREENSBORO/HIGH POINT NC (GSO)	74.6	78.5	1,216	1,216
GREENVILLE/SPARTANBURG SC (GSP)	78.4	82.9	1,159	1,160
GULFPORT/BILOXI MS (GPT)	75.8	79.8	719	719
GUNNISON CO (GUC)	87.7	89.2	65	65
HANCOCK/HOUGHTON MI (CMX)	74.2	90.3	31	31
HARLINGEN/SAN BENITO TX (HRL)	85.3	88.0	374	374
HARRISBURG PA (MDT)	72.8	81.5	625	626
HARTFORD CT (BDL)	78.8	86.2	2,783	2,782
HELENA MT (HLN)	85.8	89.4	141	141
HILO HI (ITO)	94.7	94.9	798	798
HILTON HEAD SC (HHH)	55.9	63.6	111	110
HONOLULU HI (HNL)	89.6	92.2	5,483	5,448
HOUSTON TX (HOU)	83.3	82.6	4,848	4,849
HOUSTON TX (IAH)	84.6	86.1	16,522	16,522
HUNTSVILLE AL (HSV)	77.2	83.4	990	991
IDAHO FALLS ID (IDA)	85.0	87.8	294	296
INDIANAPOLIS IN (IND)	80.2	85.4	3,664	3,666
INDIO/PALM SPRINGS CA (PSP)	74.6	85.5	1,043	1,015
INTERNATIONAL FALLS MN (INL)	74.2	77.4	31	31
INYOKERN CA (IYK)	76.2	88.2	84	85
ISLIP NY (ISP)	81.4	88.0	1,018	1,018

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON WY (JAC)	81.4	86.3	226	227
JACKSON/VICKSBURG MS (JAN)	78.8	86.0	1,208	1,208
JACKSONVILLE FL (JAX)	78.6	84.0	2,960	2,955
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	62.7	73.3	102	101
JUNEAU AK (JNU)	75.0	73.6	336	337
KAHULUI HI (OGG)	90.6	92.0	2,022	2,054
KALAMAZOO MI (AZO)	78.3	80.9	410	413
KALISPELL MT (FCA)	75.4	86.1	281	281
KANSAS CITY MO (MCI)	81.2	84.1	6,053	6,051
KETCHIKAN AK (KTN)	68.3	72.6	186	186
KEY WEST FL (EYW)	74.6	71.0	63	62
KILLEEN TX (GRK)	78.1	86.9	425	426
KNOXVILLE TN (TYS)	78.2	80.9	1,260	1,260
KODIAK AK (ADQ)	85.5	85.5	62	62
KONA HI (KOA)	91.3	91.4	1,259	1,259
KOTZEBUE AK (OTZ)	76.3	72.0	93	93
LA CROSSE WI (LSE)	79.3	85.8	232	232
LAFAYETTE LA (LFT)	78.7	84.6	479	481
LAKE CHARLES LA (LCH)	82.8	93.5	93	93
LANSING MI (LAN)	80.3	86.8	365	365
LAREDO TX (LRD)	88.8	89.3	178	178
LAS VEGAS NV (LAS)	79.5	80.1	15,897	15,901
LAWTON/FORT SILL OK (LAW)	75.1	86.1	209	208
LEWISBURG WV (LWB)	80.6	77.4	31	31
LEWISTON ID (LWS)	85.5	90.3	62	62
LEXINGTON KY (LEX)	78.8	83.8	784	785
LIHUE HI (LIH)	91.0	92.4	1,231	1,231
LINCOLN NE (LNK)	79.2	80.8	360	360
LITTLE ROCK AR (LIT)	75.9	82.9	1,401	1,401
LONG BEACH CA (LGB)	82.4	89.0	1,151	1,151
LONGVIEW/KILGOR/GLADWATR TX (GGG)	67.7	81.7	93	93
LOS ANGELES CA (LAX)	79.5	83.8	20,423	20,424
LOUISVILLE KY (SDF)	79.9	82.2	2,031	2,030
LUBBOCK TX (LBB)	80.0	85.6	724	724
LYNCHBURG VA (LYH)	68.4	82.5	57	57
MACON GA (MCN)	60.6	74.2	66	66
MADISON WI (MSN)	76.6	81.6	1,152	1,144
MANCHESTER NH (MHT)	76.7	82.7	1,835	1,836
MARQUETTE MI (MQT)	72.9	85.9	85	85
MEDFORD OR (MFR)	75.3	81.4	527	501
MELBOURNE FL (MLB)	65.8	80.0	146	145
MEMPHIS TN (MEM)	81.5	84.9	7,299	7,297
MERIDIAN MS (MEI)	51.7	58.6	58	58

OCTOBER 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.
MIAMI FL (MIA)	73.4	76.2	5,092	5,088
MIDLAND/ODESSA TX (MAF)	81.1	88.0	650	650
MILWAUKEE WI (MKE)	78.1	83.1	2,912	2,915
MINNEAPOLIS/ST. PAUL MN (MSP)	73.2	80.3	12,753	12,755
MINOT ND (MOT)	76.3	82.8	93	93
MISSION/MCALLEN/EDINBURG TX (MFE)	84.6	89.7	435	435
MISSOULA MT (MSO)	84.2	90.2	265	265
MOBILE AL (MOB)	77.5	80.7	534	534
MODESTO CA (MOD)	71.8	77.6	255	255
MOLINE IL (MLI)	79.2	83.8	879	879
MONROE LA (MLU)	67.8	75.6	258	258
MONTEREY CA (MRY)	80.3	81.4	775	778
MONTGOMERY AL (MGM)	69.9	77.5	326	325
MONTROSE/DELTA CO (MTJ)	90.8	93.1	131	131
MYRTLE BEACH SC (MYR)	63.3	71.9	602	601
NASHVILLE TN (BNA)	80.2	83.1	5,169	5,168
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	64.3	69.0	84	84
NEW ORLEANS LA (MSY)	80.4	85.0	3,346	3,342
NEW YORK NY (JFK)	70.7	77.9	10,492	10,478
NEW YORK NY (LGA)	59.6	74.9	10,487	10,488
NEWARK NJ (EWR)	62.7	73.2	12,882	12,882
NEWBURGH/POUGHKEEPSIE NY (SWF)	82.0	83.3	460	460
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	77.3	83.5	498	498
NOME AK (OME)	76.3	77.4	93	93
NORFOLK VA (ORF)	76.6	82.8	1,686	1,688
OAKLAND CA (OAK)	79.4	81.1	6,431	6,432
OKLAHOMA CITY OK (OKC)	79.3	86.3	2,484	2,490
OMAHA NE (OMA)	78.8	84.2	2,457	2,456
ONTARIO/SAN BERNARDINO CA (ONT)	80.2	82.5	3,760	3,761
ORLANDO FL (MCO)	79.0	83.8	10,592	10,589
OXNARD/VENTURA CA (OXR)	85.7	91.6	119	119
PALMDALE CA (PMD)	82.8	82.8	58	58
PANAMA CITY FL (PFN)	61.8	72.8	335	334
PASCO/KENNEWICK/RICHLAND WA (PSC)	81.4	94.4	237	233
PELLSTON MI (PLN)	94.8	94.8	58	58
PENSACOLA FL (PNS)	76.9	81.1	884	884
PEORIA IL (PIA)	79.4	85.5	525	524
PETERSBURG AK (PSG)	62.9	67.7	62	62
PHILADELPHIA PA (PHL)	69.4	74.9	8,578	8,577
PHOENIX AZ (PHX)	82.6	82.4	17,671	17,667
PITTSBURGH PA (PIT)	78.4	82.1	4,172	4,173
POCATELLO ID (PIH)	91.7	96.8	156	155
PONCE PR (PSE)	88.6	97.7	88	88

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND ME (PWM)	77.3	79.4	774	775
PORTLAND OR (PDX)	76.8	84.9	4,990	4,989
PROVIDENCE RI (PVD)	74.4	79.2	2,213	2,215
RALEIGH/DURHAM NC (RDU)	78.7	81.9	5,839	5,839
RAPID CITY SD (RAP)	83.1	85.9	354	355
REDDING CA (RDD)	62.7	78.1	153	151
RENO NV (RNO)	79.8	83.7	2,203	2,203
RHINELANDER WI (RHI)	59.3	66.7	27	27
RICHMOND VA (RIC)	77.2	82.0	1,794	1,794
ROANOKE VA (ROA)	70.2	73.2	299	298
ROCHESTER MN (RST)	78.9	80.6	360	360
ROCHESTER NY (ROC)	75.3	80.2	1,397	1,396
ROCKFORD IL (RFD)	82.8	96.6	58	58
ROSWELL NM (ROW)	80.6	87.1	62	62
SACRAMENTO CA (SMF)	78.9	81.2	5,120	5,121
SAGINAW/BAY CITY/MIDLAND MI (MBS)	80.2	87.5	298	321
SALEM OR (SLE)	70.2	86.2	57	58
SALT LAKE CITY UT (SLC)	86.0	89.7	12,282	12,267
SAN ANGELO TX (SJT)	85.8	87.7	155	155
SAN ANTONIO TX (SAT)	83.0	88.0	4,271	4,271
SAN DIEGO CA (SAN)	80.3	83.5	8,660	8,664
SAN FRANCISCO CA (SFO)	67.4	74.9	12,042	12,090
SAN JOSE CA (SJC)	79.1	83.1	5,364	5,364
SAN JUAN PR (SJU)	74.1	84.2	1,561	1,561
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	81.9	85.7	630	631
SANTA ANA CA (SNA)	79.7	81.8	4,501	4,501
SANTA BARBARA CA (SBA)	82.4	84.4	1,193	1,193
SANTA MARIA CA (SMX)	78.8	85.4	151	151
SARASOTA/BRADENTON FL (SRQ)	78.3	83.7	429	429
SAVANNAH GA (SAV)	74.7	81.2	1,282	1,283
SCRANTON/WILKES-BARRE PA (AVP)	72.4	80.7	246	243
SEATTLE WA (SEA)	69.3	77.5	9,359	9,359
SHREVEPORT LA (SHV)	76.9	82.7	766	768
SIOUX CITY IA (SUX)	79.3	86.2	58	58
SIOUX FALLS SD (FSD)	77.4	81.3	521	520
SITKA AK (SIT)	64.5	78.5	93	93
SO.PINES/PINHRST/ABERDEEN NC (SOP)	59.1	63.6	22	22
SOUTH BEND IN (SBN)	75.5	75.7	493	493
SPOKANE WA (GEG)	81.1	85.6	1,413	1,412
SPRINGFIELD IL (SPI)	71.5	70.9	151	151
SPRINGFIELD MO (SGF)	80.5	83.6	946	940
ST. GEORGE UT (SGU)	86.7	91.3	309	310
ST. LOUIS MO (STL)	80.4	83.5	5,524	5,523

OCTOBER 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.
STATE COLLEGE PA (SCE)	85.5	96.8	62	62
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	92.9	93.5	155	155
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	87.6	90.4	249	260
SYRACUSE NY (SYR)	76.9	80.9	1,166	1,168
TALLAHASSEE FL (TLH)	79.7	81.7	389	389
TAMPA FL (TPA)	79.1	84.6	6,343	6,341
TEXARKANA AR (TXK)	79.8	84.7	124	124
TOLEDO OH (TOL)	74.6	83.1	177	177
TRAVERSE CITY MI (TVC)	79.8	86.2	326	326
TUCSON AZ (TUS)	84.8	89.5	2,509	2,508
TULSA OK (TUL)	77.8	85.7	2,280	2,281
TUPELO MS (TUP)	50.0	59.1	44	44
TWIN FALLS ID (TWF)	88.4	93.2	164	162
TYLER TX (TYR)	65.6	79.4	154	155
VALDOSTA GA (VLD)	57.0	67.0	114	115
VALPARAISO FL (VPS)	70.4	84.2	611	612
WACO TX (ACT)	66.5	81.3	209	208
WASHINGTON DC (DCA)	78.2	83.3	7,479	7,480
WASHINGTON DC (IAD)	78.0	79.6	6,954	6,956
WATERLOO IA (ALO)	81.5	85.2	27	27
WAUSAU/MARSHFIELD WI (CWA)	80.8	86.8	151	151
WEST PALM BEACH/PALM BEACH FL (PBI)	78.6	83.5	2,096	2,097
WHITE PLAINS NY (HPN)	75.4	78.0	1,148	1,149
WICHITA FALLS TX (SPS)	67.5	78.5	209	209
WICHITA KS (ICT)	78.4	82.7	1,278	1,276
WILMINGTON NC (ILM)	66.6	76.6	302	303
WRANGELL AK (WRG)	64.5	75.8	62	62
YAKIMA WA (YKM)	83.9	93.5	62	62
YAKUTAT AK (YAK)	72.6	82.3	62	62
YUMA AZ (YUM)	82.4	84.0	306	306

OCTOBER 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
PINNACLE	13	8,722	272	3.1	113	22,290	614	2.8
MESA	22	12,426	270	2.2	116	23,148	542	2.3
ATLANTIC SOUTHEAST	16	13,193	266	2.0	131	25,033	521	2.1
COMAIR	22	12,729	263	2.1	90	19,719	397	2.0
AMERICAN EAGLE	18	25,038	472	1.9	114	46,034	831	1.8
UNITED	31	34,879	639	1.8	80	41,235	725	1.8
EXPRESSJET	28	17,264	375	2.2	120	38,320	630	1.6
ALASKA	16	8,565	102	1.2	45	13,337	213	1.6
SKYWEST	23	27,373	309	1.1	146	51,029	644	1.3
AMERICAN	30	43,152	435	1.0	76	53,472	523	1.0
ALOHA	3	171	1	0.6	11	3,763	35	0.9
DELTA	31	33,617	326	1.0	93	41,345	354	0.9
US AIRWAYS	30	32,468	247	0.8	82	40,018	304	0.8
JETBLUE	19	11,189	70	0.6	47	15,518	107	0.7
SOUTHWEST	19	54,193	324	0.6	64	100,212	510	0.5
NORTHWEST	30	23,601	124	0.5	99	33,446	164	0.5
CONTINENTAL	30	21,727	103	0.5	72	27,381	121	0.4
AIRTRAN	25	16,368	61	0.4	55	21,706	79	0.4
HAWAIIAN	7	420	2	0.5	14	4,707	10	0.2
FRONTIER	22	6,720	2	0.0	44	8,279	3	0.0
Total		403,815	4,663	1.2	Total	629,992	7,327	1.2

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.

OCTOBER 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	22290	18190	81.61%	614	2.75%	37	0.17%	1028	4.61%	73	0.33%	1484	6.66%	3	0.01%	861	3.86%
AA	53472	40676	76.07%	523	0.98%	107	0.20%	2988	5.59%	435	0.81%	5072	9.49%	12	0.02%	3659	6.84%
AQ	3763	3445	91.55%	35	0.93%	1	0.03%	145	3.85%	1	0.03%	7	0.19%	0	0.00%	129	3.43%
AS	13337	9351	70.11%	213	1.60%	49	0.37%	917	6.87%	58	0.43%	1440	10.80%	11	0.09%	1298	9.73%
B6	15518	12012	77.41%	107	0.69%	30	0.19%	422	2.72%	37	0.24%	1939	12.50%	13	0.08%	958	6.17%
CO	27381	22024	80.44%	121	0.44%	87	0.32%	871	3.18%	119	0.43%	2899	10.59%	13	0.05%	1248	4.56%
DL	41345	33355	80.67%	354	0.86%	61	0.15%	1686	4.08%	50	0.12%	3856	9.33%	6	0.01%	1977	4.78%
EV	25033	15932	63.64%	521	2.08%	47	0.19%	4166	16.64%	893	3.57%	2155	8.61%	10	0.04%	1309	5.23%
F9	8279	6987	84.39%	3	0.04%	4	0.05%	356	4.30%	22	0.27%	637	7.70%	0	0.00%	269	3.25%
FL	21706	17375	80.05%	79	0.36%	36	0.17%	768	3.54%	11	0.05%	1662	7.66%	0	0.00%	1775	8.18%
HA	4707	4455	94.65%	10	0.21%	0	0.00%	188	3.99%	1	0.03%	2	0.03%	4	0.08%	48	1.01%
MQ	46034	36032	78.27%	831	1.81%	84	0.18%	2300	5.00%	254	0.55%	3028	6.58%	3	0.01%	3501	7.61%
NW	33446	24990	74.72%	164	0.49%	31	0.09%	1991	5.95%	329	0.98%	4444	13.29%	12	0.03%	1486	4.44%
OH	19719	14675	74.42%	397	2.01%	29	0.15%	1534	7.78%	805	4.08%	2073	10.51%	24	0.12%	181	0.92%
OO	51029	41168	80.68%	644	1.26%	42	0.08%	4626	9.07%	241	0.47%	1174	2.30%	37	0.07%	3097	6.07%
UA	41235	30698	74.45%	725	1.76%	58	0.14%	2135	5.18%	115	0.28%	3589	8.70%	0	0.00%	3915	9.49%
US	40018	30283	75.67%	304	0.76%	51	0.13%	2335	5.83%	42	0.11%	4360	10.89%	20	0.05%	2623	6.55%
WN	100212	82410	82.24%	510	0.51%	92	0.09%	3516	3.51%	263	0.26%	3792	3.78%	97	0.10%	9532	9.51%
XE	38320	30487	79.56%	630	1.64%	134	0.35%	1337	3.49%	141	0.37%	3025	7.89%	15	0.04%	2550	6.66%
YV	23148	18143	78.38%	542	2.34%	20	0.09%	2152	9.30%	126	0.54%	891	3.85%	7	0.03%	1267	5.47%
TOTAL	629992	492688		7327		1000		35459		4018		47530		287		41683	
			78.21%		1.16%		0.16%		5.63%		0.64%		7.54%		0.05%		6.62%

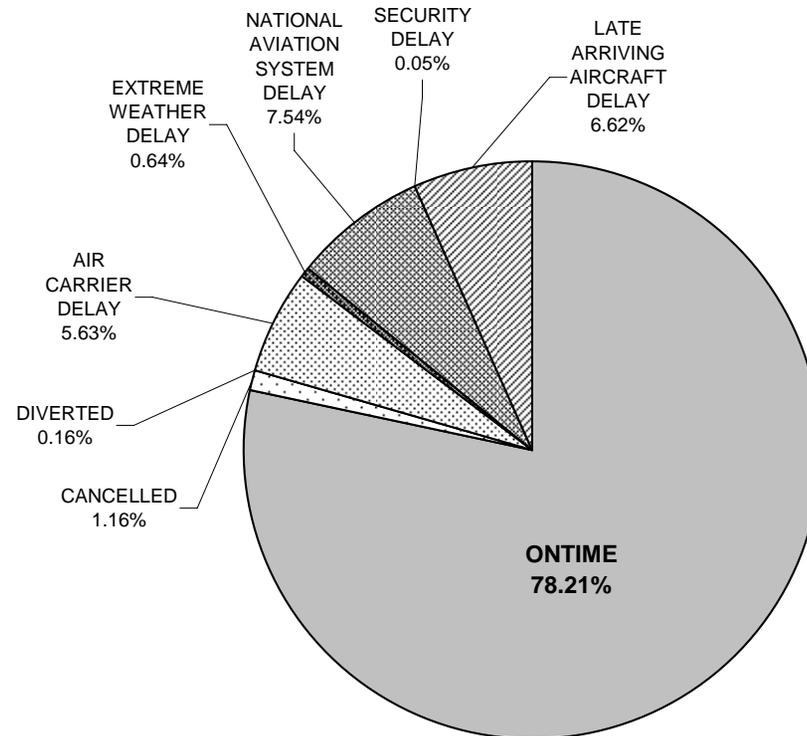
***Causes of Delay:**

- 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.

OCTOBER 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.
- 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 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 32 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**

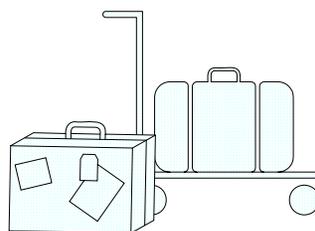
AQ	Aloha Airlines (eff. 04/06)
HA	Hawaiian Airlines (eff. 01/07)

* 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.



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

RANK	AIRLINE	OCTOBER 2007			OCTOBER 2006		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	JETBLUE AIRWAYS	5,345	1,641,382	3.26	6,196	1,573,566	3.94
2	HAWAIIAN AIRLINES	2,069	613,250	3.37	1,757	530,938	3.31
3	CONTINENTAL AIRLINES	11,613	3,228,193	3.60	19,065	3,129,836	6.09
4	AIRTRAN AIRWAYS	7,501	2,084,606	3.60	7,180	1,662,864	4.32
5	NORTHWEST AIRLINES	14,534	3,715,902	3.91	20,277	3,922,117	5.17
6	FRONTIER AIRLINES	3,581	876,515	4.09	4,352	829,552	5.25
7	UNITED AIRLINES	20,147	4,921,731	4.09	34,246	5,079,915	6.74
8	ALOHA AIRLINES	1,385	334,025	4.15	1,963	307,016	6.39
9	SOUTHWEST AIRLINES	39,307	8,739,459	4.50	49,058	8,336,068	5.89
10	AMERICAN AIRLINES	35,580	6,723,311	5.29	41,902	6,492,911	6.45
11	ALASKA AIRLINES	7,328	1,263,010	5.80	6,060	1,235,653	4.90
12	US AIRWAYS	28,590	4,456,335	6.42	35,466	4,495,517	7.89
13	DELTA AIR LINES	35,804	5,460,845	6.56	46,888	5,487,344	8.54
14	EXPRESSJET AIRLINES	9,205	1,352,613	6.81	15,630	1,412,266	11.07
15	PINNACLE AIRLINES	6,253	865,512	7.22	*	*	*
16	COMAIR	5,965	820,704	7.27	14,100	912,384	15.45
17	SKYWEST AIRLINES	14,906	1,933,852	7.71	18,506	1,722,689	10.74
18	MESA AIRLINES	8,363	1,078,054	7.76	12,251	1,133,551	10.81
19	ATLANTIC SOUTHEAST AIRLINES	10,215	1,078,529	9.47	20,938	957,766	21.86
20	AMERICAN EAGLE AIRLINES	15,351	1,604,364	9.57	24,699	1,610,842	15.33
TOTALS**		283,042	52,792,192	5.36	380,534	50,832,795	7.49

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 October 2006 reflect the deletion of ATA's data for that month.

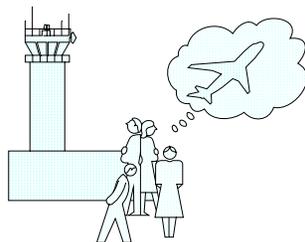
OVERSALES

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.



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

**JULY-SEPTEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES***

RANK	AIRLINE	JULY - SEPTEMBER 2007				JULY - SEPTEMBER 2006			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	3	7	5,528,265	0.01	20	34	4,773,316	0.07
2	HAWAIIAN AIRLINES	41	3	1,879,970	0.02	588	0	1,604,739	0.00
3	AIRTRAN AIRWAYS	8,873	86	6,442,786	0.13	3,117	35	5,137,151	0.07
4	ALOHA AIRLINES	34	49	1,024,161	0.48	22	14	904,449	0.15
5	FRONTIER AIRLINES	1,148	164	2,842,192	0.58	583	47	2,635,897	0.18
6	AMERICAN AIRLINES	15,517	1,381	22,581,220	0.61	14,551	1,222	22,118,373	0.55
7	NORTHWEST AIRLINES	19,753	928	12,369,153	0.75	17,052	648	12,810,659	0.51
8	UNITED AIRLINES	23,109	1,226	16,278,945	0.75	15,438	659	16,391,356	0.40
9	AMERICAN EAGLE AIRLINES	265	51	639,514	0.80	247	66	635,900	1.04
10	ALASKA AIRLINES	4,918	382	4,566,785	0.84	4,233	423	4,380,456	0.97
11	US AIRWAYS	14,620	1,265	14,238,888	0.89	12,706	965	13,840,598	0.70
12	SOUTHWEST AIRLINES	29,744	3,138	27,242,613	1.15	23,812	1,525	24,880,646	0.61
13	CONTINENTAL AIRLINES	9,398	1,401	10,922,476	1.28	8,124	1,226	10,283,941	1.19
14	SKYWEST AIRLINES	5,281	337	2,120,292	1.59	2,895	153	1,530,085	1.00
15	MESA AIRLINES	1,068	92	500,221	1.84	3,657	171	1,594,847	1.07
16	DELTA AIR LINES	15,971	3,581	17,820,084	2.01	15,377	2,243	17,401,642	1.29
17	COMAIR	1,185	113	402,849	2.81	1,570	180	603,739	2.98
18	ATLANTIC SOUTHEAST AIRLINES	2,196	473	1,150,031	4.11	1,999	333	1,012,369	3.29
	TOTALS **	153,124	14,677	148,550,445	0.99	125,991	9,944	142,540,163	0.70

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 ATCR) consists of aircraft with 60 seats or less.

**ATA Airlines' ranking in this table ceased effective the 1st quarter 2007. Totals for the 3rd quarter 2006 reflect the deletion of ATA's data for that period.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2007				JANUARY - SEPTEMBER 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	3	40	16,206,105	0.02	63	97	13,632,949	0.07
2	AIRTRAN AIRWAYS	23,335	302	17,845,917	0.17	12,917	145	15,033,987	0.10
3	HAWAIIAN AIRLINES	841	101	5,330,835	0.19	1,876	41	4,591,856	0.09
4	ALOHA AIRLINES	280	104	2,967,507	0.35	*	*	*	*
5	ALASKA AIRLINES	12,365	817	12,204,805	0.67	14,705	1,400	11,849,064	1.18
6	UNITED AIRLINES	74,259	3,511	48,060,762	0.73	54,669	2,355	47,787,857	0.49
7	AMERICAN AIRLINES	60,186	5,156	66,125,039	0.78	59,555	5,516	66,592,818	0.83
8	NORTHWEST AIRLINES	61,050	3,496	36,451,399	0.96	56,219	3,137	36,804,574	0.85
9	FRONTIER AIRLINES	3,554	773	7,978,011	0.97	1,922	337	7,407,100	0.45
10	AMERICAN EAGLE AIRLINES	915	213	1,856,387	1.15	1,309	260	1,777,930	1.46
11	SOUTHWEST AIRLINES	71,455	8,934	77,035,059	1.16	82,642	6,976	72,202,988	0.97
12	US AIRWAYS	58,562	5,229	41,961,111	1.25	52,702	4,605	41,460,615	1.11
13	MESA AIRLINES	9,434	617	4,217,097	1.46	11,766	916	5,237,886	1.75
14	CONTINENTAL AIRLINES	29,380	5,257	32,151,774	1.64	31,214	5,645	30,575,280	1.85
15	SKYWEST AIRLINES	16,417	1,152	5,983,462	1.93	10,701	470	4,229,370	1.11
16	DELTA AIR LINES	70,166	14,682	51,225,231	2.87	73,281	9,398	52,010,989	1.81
17	COMAIR	4,463	425	1,260,678	3.37	5,365	458	1,659,913	2.76
18	ATLANTIC SOUTHEAST AIRLINES	7,967	1,556	3,287,924	4.73	7,874	1,449	3,163,642	4.58
	TOTALS**	504,632	52,365	432,149,103	1.21	478,780	43,205	416,018,818	1.04

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 first three quarters 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

	OCTOBER 2007				OCTOBER 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	914	43	2	109	476	72	1	95
FOREIGN AIRLINES	158	3	0	10	134	0	1	9
TRAVEL AGENTS	14	1	0	2	9	0	0	2
TOUR OPERATORS	2	0	0	0	1	0	0	0
MISCELLANEOUS	8	12	0	16	9	1	0	18
INDUSTRY TOTALS	1,096	59	2	137	629	73	2	124

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	OCTOBER 2007			OCTOBER 2006		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	349		1	163	
DELAYS			136			32
CANCELLATIONS			116			53
MISCONNECTIONS			49			37
BAGGAGE	2	234		2	161	
RES/TKTG/BOARDING	3	142		3	73	
CUSTOMER SERVICE	4	101		4	65	
REFUNDS	5	100		5	49	
DISABILITY	6	56		6	29	
FARES	7	43		9	22	
OVERSALES	8	28		8	24	
OTHER	8	28		7	26	
FREQUENT FLYER			25			20
DISCRIMINATION	10	11		10	10	
ADVERTISING	11	3		11	6	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		1,096			629	

* 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*

OCTOBER 2007

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AI RTRAN AIRWAYS	11	0	1	0	1	1	1	4	0	0	0	0	19
ALASKA AIRLINES	3	1	0	0	0	4	1	2	0	0	0	0	11
AMERICAN AIRLINES	43	3	9	5	3	31	8	7	0	2	1	3	115
AMERICAN EAGLE AIRLINES	12	2	1	0	1	4	0	0	0	1	0	0	21
ATLANTIC SOUTHEAST AIRLINES	14	0	0	0	0	4	1	1	0	0	0	0	20
CHAUTAUQUA AIRLINES	6	0	0	0	0	0	0	0	0	0	0	1	7
COMAIR	9	1	0	1	0	0	1	0	0	0	0	0	12
CONTINENTAL AIRLINES	13	1	6	1	5	12	3	2	0	2	0	1	46
DELTA AIRLINES	29	4	10	7	10	34	9	4	0	0	0	6	113
FREEDOM AIRLINES	8	0	0	0	0	0	0	1	0	0	0	0	9
FRONTIER AIRLINES	3	1	1	0	2	2	1	2	0	0	0	1	13
HAWAIIAN AIRLINES	2	1	2	1	1	0	0	2	0	0	0	0	9
HORIZON AIRLINES	3	0	0	0	0	2	1	1	0	0	0	0	7
JETBLUE AIRWAYS	9	0	3	1	0	2	1	0	0	0	0	0	16
MESA AIRLINES	9	0	0	0	0	1	4	0	0	0	0	0	14
MESABA AVIATION	5	0	0	0	1	0	0	0	0	0	0	0	6
NORTHWEST AIRLINES	10	0	15	3	2	11	4	2	0	1	0	1	49
PIEDMONT AIRLINES	1	2	0	0	0	2	0	0	0	0	0	0	5
PI NNACLE AIRLINES	8	0	0	0	0	0	2	0	0	0	0	0	10
SHUTTLE AMERICA	4	1	0	0	1	0	1	0	0	0	0	0	7
SKYBUS AIRLINES	2	0	0	1	0	3	0	0	0	0	0	0	6
SKYWEST AIRLINES	4	0	2	0	0	2	0	0	0	0	0	0	8
SOUTHWEST AIRLINES	0	0	2	0	1	7	2	7	0	0	0	0	19
SPIRIT AIRLINES	15	4	21	4	15	22	2	0	1	0	0	2	86
TRANS STATES AIRLINES	3	0	1	0	0	0	1	0	0	0	0	0	5
UNITED AIRLINES	24	3	16	2	17	20	15	7	0	3	0	6	113
US AIRWAYS	41	1	17	8	14	13	20	3	1	0	0	4	122
OTHER U. S. AIRLINES	23	1	1	1	4	8	7	0	0	0	0	1	46
TOTAL OCTOBER 2007	314	26	108	35	78	185	85	45	2	9	1	26	914
% OF TOTAL COMPLAINTS	34.4	2.8	11.8	3.8	8.5	20.2	9.3	4.9	0.2	1.0	0.1	2.8	
TOTAL OCTOBER 2006	139	18	56	16	32	104	54	23	4	6	1	23	476
% OF TOTAL COMPLAINTS	29.2	3.8	11.8	3.4	6.7	21.8	11.3	4.8	0.8	1.3	0.2	4.8	

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

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (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

OCTOBER 2007

U. S. AIRLINES*	COMPS RECD IN OCT	INCI - DENTS IN OCT	PERCENT	INCI - DENTS IN SEP	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	19	4	21.1	4	21.1	11	57.9	0	0.0
ALASKA AIRLINES	11	3	27.3	3	27.3	3	27.3	2	18.2
AMERICAN AIRLINES	115	40	34.8	22	19.1	38	33.0	15	13.0
AMERICAN EAGLE AIRLINES	21	10	47.6	2	9.5	7	33.3	2	9.5
ATLANTIC SOUTHEAST AIRLINES	20	7	35.0	6	30.0	5	25.0	2	10.0
CHAUTAUQUA AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
COMAIR	12	5	41.7	3	25.0	4	33.3	0	0.0
CONTINENTAL AIRLINES	46	12	26.1	10	21.7	19	41.3	5	10.9
DELTA AIRLINES	113	42	37.2	17	15.0	43	38.1	11	9.7
FREEDOM AIRLINES	9	1	11.1	4	44.4	3	33.3	1	11.1
FRONTIER AIRLINES	13	5	38.5	4	30.8	2	15.4	2	15.4
HAWAIIAN AIRLINES	9	3	33.3	1	11.1	3	33.3	2	22.2
HORIZON AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
JETBLUE AIRWAYS	16	10	62.5	0	0.0	6	37.5	0	0.0
MESA AIRLINES	14	6	42.9	5	35.7	2	14.3	1	7.1
MESABA AVIATION	6	3	50.0	3	50.0	0	0.0	0	0.0
NORTHWEST AIRLINES	49	13	26.5	10	20.4	21	42.9	5	10.2
PIEDMONT AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
PINNACLE AIRLINES	10	4	40.0	5	50.0	0	0.0	1	10.0
SHUTTLE AMERICA	7	2	28.6	1	14.3	4	57.1	0	0.0
SKYBUS AIRLINES	6	0	0.0	0	0.0	4	66.7	2	33.3
SKYWEST AIRLINES	8	4	50.0	0	0.0	3	37.5	1	12.5
SOUTHWEST AIRLINES	19	9	47.4	3	15.8	6	31.6	1	5.3
SPIRIT AIRLINES	86	19	22.1	18	20.9	38	44.2	11	12.8
TRANS STATES AIRLINES	5	0	0.0	1	20.0	3	60.0	1	20.0
UNITED AIRLINES	113	25	22.1	26	23.0	51	45.1	11	9.7
US AIRWAYS	122	46	37.7	22	18.0	40	32.8	14	11.5
OTHER U. S. AIRLINES	46	24	52.2	8	17.4	9	19.6	5	10.9
TOTALS	914	311	34.0	180	19.7	328	35.9	95	10.4
PREVIOUS YEAR'S TOTALS	476	183	38.4	78	16.4	129	27.1	86	18.1

*AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (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**

OCTOBER 2007

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANI MALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	3	0	0	0	2	8	0	2	0	0	0	0	15
AIR INDIA	5	0	0	0	2	0	2	0	0	0	0	0	9
AIR TAHITI NUI	1	0	1	0	0	1	1	1	0	0	0	0	5
ALITALIA AIRLINES	2	0	4	0	1	6	2	0	0	0	0	0	15
BRITISH AIRWAYS	5	0	1	1	2	5	1	0	1	0	0	0	16
EUROFLY	3	0	2	0	0	3	0	1	0	0	0	0	9
KLM	3	1	1	0	0	4	2	0	0	0	0	0	11
LUFTHANSA	1	0	1	0	1	3	0	1	0	0	0	0	7
OTHER FOREIGN AIRLINES	11	1	15	3	7	19	6	6	0	2	0	1	71
TOTALS	34	2	25	4	15	49	14	11	1	2	0	1	158
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	7	3	3	0	1	0	0	0	0	0	14
TOTALS	0	0	7	3	3	0	1	0	0	0	0	0	14
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	1	2
TOTALS	0	0	0	0	1	0	0	0	0	0	0	1	2
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	2	1	3	0	1	0	0	0	0	0	8
TOTALS	1	0	2	1	3	0	1	0	0	0	0	0	8

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (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

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

RANK	AIRLINE	OCTOBER 2007			OCTOBER 2006		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALOHA AIRLINES	0	315,232	0.00	1	288,215	0.35
2	SOUTHWEST AIRLINES	19	8,531,972	0.22	19	8,146,835	0.23
3	EXPRESSJET AIRLINES	4	1,480,505	0.27	3	1,523,574	0.20
4	SKYWEST AIRLINES	8	1,910,751	0.42	13	1,707,310	0.76
5	ALASKA AIRLINES	11	1,362,022	0.81	8	1,333,275	0.60
6	AIRTRAN AIRWAYS	19	2,022,685	0.94	10	1,606,626	0.62
7	JETBLUE AIRWAYS	16	1,625,534	0.98	6	1,512,825	0.40
8	NORTHWEST AIRLINES	49	4,433,803	1.11	41	4,638,008	0.88
9	PINNACLE AIRLINES	10	885,331	1.13	*	*	*
10	CONTINENTAL AIRLINES	46	3,964,167	1.16	44	3,786,538	1.16
11	AMERICAN EAGLE AIRLINES	21	1,618,269	1.30	14	1,621,397	0.86
12	MESA AIRLINES ***	14	1,034,407	1.35	8	1,061,412	0.75
13	AMERICAN AIRLINES	115	8,181,254	1.41	62	7,852,672	0.79
14	COMAIR	12	838,872	1.43	8	929,615	0.86
15	FRONTIER AIRLINES	13	885,753	1.47	2	810,168	0.25
16	HAWAIIAN AIRLINES	9	607,393	1.48	1	523,988	0.19
17	ATLANTIC SOUTHEAST AIRLINES	20	1,100,152	1.82	6	978,926	0.61
18	DELTA AIR LINES	113	6,089,929	1.86	56	6,040,346	0.93
19	UNITED AIRLINES	113	5,653,589	2.00	80	5,787,155	1.38
20	US AIRWAYS	122	4,708,582	2.59	51	4,724,871	1.08
TOTAL**		734	57,250,202	1.28	433	54,873,756	0.79

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 October 2006 reflect the deletion of ATA's data for that month.

***On December 5, 2007, Mesa Airlines submitted a correction to its October 2007 "Systemwide Enplanements." This table was revised after it was originally published on December 3, 2007, to reflect the change from Mesa's original ranking (6) and ratio (0.88).

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 oversales 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 October 2007
as provided by the Transportation Security Administration ^a**

The Transportation Security Administration screened approximately 59.8 million airline passengers and their 53.8 million checked bags during October 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 October.

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
475	.0008	77	.0001	112	.0002	796	.001

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
276	.00046	1295	.002

NOTES

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

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available 24 hours a day.

^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 October.

October 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
Comair			1
SkyWest Airlines		1	
American Airlines	1		
Delta Air Lines	1		
Total	2	1	1