



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: September 2006



Flight Delays¹	July 2006 12 Months Ending July 2006
Mishandled Baggage¹	July 2006
Oversales¹	2nd Quarter 2006 January-June 2006
Consumer Complaints² (Includes Disability and Discrimination Complaints)	July 2006
Customer Service Reports to the Dept. of Homeland Security³	July 2006
Airline Animal Incident Reports⁴	July 2006

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings (OAEP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

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

The report normally is released by the end of the first week of each month. The report is available via the Internet at <http://airconsumer.ost.dot.gov/>



FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 20* U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues.

The rule requires carriers to currently report on operations to and from the 31 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 20* reporting air carriers, 13 carriers (America West*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Southwest, United, and US Airways*) use ACARS exclusively; 3 carriers (AirTran, Atlantic Southeast, and Comair) record arrival times manually; and 4 carriers (Alaska, ATA, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 31 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 31 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system.

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

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/>. Airline Service Quality Performance data is available for purchase as a CD product from the BTS Product Distribution Center. It can be purchased by calling 202-366-DATA (3282). The Department cannot respond to inquiries about the performance of individual flights.

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

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

JULY 2006

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	6	85.2	14	95.8
ALOHA AIRLINES S/V	3	73.6	11	92.0
FRONTIER AIRLINES S/	21	81.0	41	80.8
SKYWEST AIRLINES S/	16	81.7	130	80.0
NORTHWEST AIRLINES S/	29	79.3	102	78.8
SOUTHWEST AIRLINES S/	16	77.7	62	77.8
DELTA AIRLINES S/	30	77.2	100	77.0
AIRTRAN AIRWAYS S/	23	75.9	49	75.6
AMERICAN AIRLINES S/	29	74.9	80	75.4
UNITED AIRLINES S/	31	73.1	79	72.7
JETBLUE AIRWAYS S/	17	71.4	38	72.3
US AIRWAYS S/	29	72.1	83	72.1
AMERICAN EAGLE AIRLINES S/	23	72.8	117	71.5
ALASKA AIRLINES S/	15	68.6	46	69.5
COMAIR S/	23	69.2	106	68.6
CONTINENTAL AIRLINES S/	28	68.8	70	68.5
EXPRESSJET AIRLINES S/	24	67.0	116	67.9
ATA AIRLINES S/	9	63.6	14	67.4
MESA AIRLINE S/	24	66.2	115	66.7
ATLANTIC SOUTHEAST AIRLINES S/	20	61.3	146	57.3
TOTAL		73.8		73.7

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table.

JULY 2006

AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME AND CARRIER RANK, BY MONTH, QUARTER, AND DATABASE TO DATE

CARRIER	3rd QUARTER		4th QUARTER		1st QUARTER		2nd QUARTER		MAY - 06		JUNE - 06		JULY - 06		12 MONTHS ENDING JULY 2006		DATABASE TO DATE SEPT 1987-JULY 2006	
	07 - 09 2005		10 - 12 2005		01 - 03 2006		04 - 06 2006		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	68.4	19	72.6	19	75.8	9	76.6	12	78.8	12	71.5	11	75.6	8	74.8	12	(--)	(--)
ALASKA	70.2	18	74.4	15	71.7	17	76.9	11	81.6	8	72.9	10	69.5	14	73.8	15	75.8	8
ALOHA	(--)	(--)	(--)	(--)	(--)	(--)	82.6	2	88.7	2	85.5	2	92	2	(--)	(--)	(--)	(--)
AMERICA WEST	81.6	5	82.6	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	73.7	13	76.9	12	76.2	7	76.5	13	76.7	14	75.9	6	75.4	9	76.6	8	79	3
AMERICAN EAGLE	75.1	11	76.2	13	74.6	12	69.7	19	68.4	19	68.6	15	71.5	13	73.9	14	75.1	9
ATA	82.5	4	79.3	8	71	18	65	20	66.1	20	63.7	19	67.4	18	76.1	10	(--)	(--)
ATLANTIC SOUTHEAST	66.8	20	73.4	18	73.1	15	70.8	18	74.6	15	63.5	20	57.3	20	70.6	18	(--)	(--)
COMAIR	81.1	6	79.5	7	81	3	78.3	8	80.8	10	69.2	14	68.6	15	79.5	5	(--)	(--)
CONTINENTAL	74.7	12	76	14	73.3	14	71.5	17	74.1	17	67.8	16	68.5	16	73.8	16	78.7	4
DELTA	72.3	15	77.2	11	77.4	6	79.6	6	82.2	5	74	8	77	7	77.5	7	77.7	6
EXPRESSJET	72	16	74.3	16	74.2	13	71.8	16	73.1	18	67.4	17	67.9	17	73	17	(--)	(--)
FRONTIER	85.7	2	79.7	6	74.8	11	82.2	3	84	3	79.4	4	80.8	3	80.7	2	(--)	(--)
HAWAIIAN	96.8	1	95.4	1	93.7	1	94.6	1	95	1	94.6	1	95.8	1	95.1	1	(--)	(--)
INDEPENDENCE AIR	76.5	10	81.9	3	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
JETBLUE	72.7	14	70.8	20	70.6	19	78	9	81.7	7	71.1	12	72.3	11	73.9	13	(--)	(--)
MESA	(--)	(--)	(--)	(--)	76	8	73.7	15	77.4	13	66.7	18	66.7	19	(--)	(--)	(--)	(--)
NORTHWEST	70.5	17	73.7	17	78.2	5	80.9	4	82.8	4	77.8	5	78.8	5	76.4	9	79.7	2
SKYWEST	85.3	3	78.8	9	75.1	10	80.9	5	81.9	6	80.1	3	80	4	79.7	4	(--)	(--)
SOUTHWEST	79.3	7	80.6	4	81	4	78.6	7	81	9	75.2	7	77.8	6	80	3	82.2	1
UNITED	78.8	8	77.4	10	73	16	73.7	14	74.3	16	70.6	13	72.7	10	75.7	11	76.3	7
US AIRWAYS	77.1	9	79.7	5	81	2	77.9	10	80.6	11	73	9	72.1	12	79.2	6	78.5	5
Total	76.1		77.5		76.8		76.5		78.3		72.8		73.7		76.9		78.6	

➤ 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.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Mesa Airlines' reporting effective January 2006; Aloha Airlines' reporting (voluntary) effective April 2006. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table. Independence Air ceased operations in December 2005. Effective January 2006, the carrier is no longer ranked in the ATCR.

JULY 2006

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT *																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	723	76.6	1149	70.5	431	74.7	152	81.6	H/		829	70.4	707	79.8	13999	81.8
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		62	75.8	H/		H/		H/		93	59.1	217	73.7	93	73.1
B6	H/		1357	73.6	H/		80	52.5	H/		H/		124	71.8	H/	
CO	421	64.6	583	62.3	180	67.8	H/		H/		380	70.0	416	74.0	321	62.9
DL	13934	82.6	1288	74.2	349	71.9	103	68.9	2090	83.9	927	65.7	407	73.7	436	73.6
EV	10475	59.6	H/		6	50.0	74	66.2	453	85.9	24	62.5	H/		5	60.0
F9	89	69.7	H/		31	83.9	H/		H/		88	70.5	3992	83.0	189	77.8
FL	6965	79.1	904	69.0	1323	74.7	308	70.5	H/		160	72.5	124	82.3	496	84.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	119	70.6	1392	64.1	246	66.7	451	66.5	388	71.6	895	65.7	H/		8521	81.6
NW	449	70.6	391	74.9	320	71.2	237	70.5	H/		584	76.2	278	79.5	248	83.1
OH	1360	49.8	1157	59.7	335	67.2	223	66.8	7342	82.4	594	61.8	56	80.4	56	96.4
OO	H/		H/		H/		H/		62	82.3	H/		4677	84.4	62	62.9
TZ	H/		H/		H/		H/		H/		109	61.5	H/		122	64.8
UA	217	68.7	953	70.9	482	65.4	153	69.9	31	58.1	450	64.0	7272	77.3	566	69.1
US**	186	60.8	1726	69.6	390	62.3	5477	75.9	H/		2395	76.8	493	70.6	464	63.4
WN	H/		H/		4995	77.6	H/		H/		H/		681	67.8	H/	
XE***	236	78.8	40	77.5	208	56.7	434	60.8	259	68.3	269	63.9	26	88.5	268	72.8
YV	245	62.9	170	41.8	73	84.9	2037	69.4	H/		H/		1464	70.1	83	74.7
TOTAL	35419	72.9	11172	68.5	9369	74.1	9729	72.6	10625	82.0	7797	70.2	20934	79.0	25929	80.5

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

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

*** Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

JULY 2006

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT *																
CARRIER*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	338	74.0	659	62.5	526	76.0	337	76.3	487	75.4	1069	65.4	617	75.9	2668	75.0
AQ	H/		H/		H/		H/		H/		H/		18	61.1	H/	
AS	H/		62	50.0	H/		H/		H/		H/		337	62.6	713	66.1
B6	H/		355	60.6	712	73.3	517	81.8	H/		4316	67.9	341	78.3	H/	
CO	184	69.6	4988	61.7	447	71.6	H/		7703	75.5	93	62.4	518	67.6	784	68.1
DL	155	71.0	371	61.7	837	72.4	316	73.1	149	71.1	1140	56.9	643	67.8	1230	80.2
EV	113	51.3	H/		H/		5	20.0	145	44.1	31	48.4	31	74.2	31	35.5
F9	93	65.6	H/		31	87.1	H/		88	71.6	H/		187	81.8	356	78.4
FL	277	79.4	274	58.4	403	67.7	212	65.6	H/		H/		155	81.3	186	80.6
HA	H/		H/		H/		H/		H/		H/		58	75.9	80	88.8
MQ	232	56.0	286	45.5	H/		149	63.1	H/		675	66.2	124	75.0	1851	89.5
NW	7941	80.1	360	57.2	217	80.2	211	73.5	243	78.6	154	74.0	469	80.4	648	83.0
OH	254	71.3	93	52.7	43	53.5	112	78.6	118	80.5	1391	45.3	H/		H/	
OO	123	68.3	H/		H/		H/		92	68.5	H/		259	73.0	4189	78.3
TZ	H/		H/		H/		H/		H/		1	0.0	30	60.0	84	72.6
UA	186	62.9	427	56.9	184	66.3	2331	72.1	185	56.8	407	71.0	1134	77.7	3121	76.4
US **	216	68.1	311	49.5	697	72.2	206	68.4	150	68.0	217	66.4	3505	71.9	930	71.3
WN	459	71.0	H/		1276	79.5	H/		H/		H/		6762	78.2	3527	76.9
XE ***	202	62.9	5281	58.1	H/		402	63.7	10384	71.8	31	74.2	H/		H/	
YV	246	66.3	152	43.4	H/		3220	60.9	176	61.9	153	62.1	759	68.5	90	58.9
TOTAL	11019	76.8	13619	59.0	5373	74.2	8018	67.7	19920	73.0	9678	63.0	15947	75.1	20488	77.4

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

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JULY 2006

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT *																
CARRIER*	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1805	61.8	992	71.5	90	81.1	3503	71.3	334	79.0	124	79.0	6524	69.3	554	69.0
AQ	H/		H/		H/		H/		H/		99	77.8	H/		H/	
AS	H/		62	79.0	H/		31	58.1	H/		491	74.3	124	67.7	H/	
B6	247	70.4	793	72.5	H/		H/		H/		557	84.6	H/		H/	
CO	383	61.1	614	67.9	95	49.5	313	69.6	134	67.9	91	76.9	457	60.0	204	59.8
DL	1787	64.0	1106	72.2	H/		340	70.0	62	77.4	103	79.6	403	72.7	355	56.6
EV	34	67.6	5	80.0	255	52.2	H/		231	52.4	26	61.5	H/		H/	
F9	92	69.6	63	66.7	155	74.8	H/		116	85.3	H/		H/		62	82.3
FL	470	52.6	1311	80.3	971	75.0	123	71.5	366	82.0	H/		H/		604	67.9
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	1693	54.4	10	70.0	62	75.8	592	70.1	212	72.2	H/		7957	67.2	62	45.2
NW	651	60.1	537	82.5	242	75.6	93	77.4	8451	83.9	H/		576	70.7	396	61.1
OH	1137	53.1	274	76.6	25	28.0	93	65.6	211	71.1	H/		168	66.7	174	51.1
OO	H/		H/		H/		H/		31	93.5	205	87.3	4267	74.6	H/	
TZ	237	54.9	H/		407	64.9	H/		H/		124	74.2	H/		H/	
UA	671	53.9	677	71.8	88	56.8	186	63.4	495	70.5	360	72.5	8152	73.5	545	55.4
US **	1210	70.2	857	72.3	H/		315	64.1	217	67.7	211	75.4	645	58.0	4050	65.3
WN	H/		2855	79.7	6236	76.9	H/		H/		4161	80.3	H/		1990	66.2
XE ***	128	62.5	25	76.0	136	77.2	31	93.5	306	65.4	H/		274	66.4	120	75.8
YV	188	47.3	H/		62	50.0	H/		62	61.3	36	72.2	2343	58.6	152	46.7
TOTAL	10733	59.9	10181	75.7	8824	74.5	5620	70.4	11228	80.9	6588	79.5	31890	69.4	9268	64.2

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

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

*** Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

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AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT *														
	PHX		PIT		SAN		SEA		SFO		SLC		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
AA	454	78.6	H/		584	72.6	586	72.9	1137	75.8	217	74.7	679	76.3
AQ	H/		H/		31	67.7	H/		H/		H/		H/	
AS	247	58.7	H/		371	62.0	4586	70.0	398	67.8	H/		H/	
B6	93	76.3	186	69.9	122	79.5	93	47.3	H/		93	77.4	247	75.7
CO	334	75.4	55	69.1	365	73.4	487	63.4	481	70.7	92	58.7	382	65.7
DL	354	83.1	139	69.1	416	75.2	511	71.4	500	73.8	2694	84.1	768	70.1
EV	31	67.7	89	51.7	H/		H/		H/		1011	76.9	H/	
F9	182	81.9	H/		181	75.7	146	80.1	293	88.7	181	72.9	31	77.4
FL	H/		155	72.3	H/		62	59.7	93	83.9	H/		527	76.9
HA	31	77.4	H/		62	90.3	49	87.8	31	87.1	H/		H/	
MQ	H/		431	61.0	903	90.5	H/		144	85.4	H/		H/	
NW	309	82.5	123	69.9	186	76.3	556	76.4	432	77.8	98	77.6	279	72.8
OH	H/		268	62.3	H/		H/		H/		H/		31	45.2
OO	198	81.3	84	81.0	727	71.4	404	84.9	3399	77.1	6658	90.5	H/	
TZ	61	59.0	H/		H/		H/		H/		H/		H/	
UA	623	74.3	191	55.0	762	74.1	1019	73.8	4020	76.5	246	70.7	306	66.0
US **	6168	78.0	1297	74.6	584	69.7	481	67.4	697	74.0	119	87.4	702	69.4
WN	6111	81.2	612	71.4	2776	79.1	1197	82.5	H/		1295	75.8	2179	75.9
XE***	53	71.7	312	55.8	H/		H/		H/		81	70.4	52	69.2
YV	3158	78.2	153	45.8	103	74.8	36	80.6	H/		62	71.0	H/	
TOTAL	18407	78.8	4095	67.4	8173	76.7	10213	72.6	11625	76.4	12847	85.0	6183	73.1

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

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

*** Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

JULY 2006

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	80.3	75.7	56.5	72.6	88.0	84.2	84.7	91.7	J/	67.8	44.4	75.9	87.7	65.2	85.5	86.0	85.7	60.5
700 - 759 AM	93.3	81.2	93.9	91.7	88.8	88.3	92.2	94.0	89.7	76.2	41.0	80.1	86.0	77.4	93.1	91.1	84.3	85.2
800 - 859 AM	88.9	87.1	95.4	85.7	90.5	85.8	93.9	91.9	91.3	81.5	97.5	84.3	86.7	74.9	93.6	91.0	79.9	87.4
900 - 959 AM	81.6	85.0	93.6	86.9	86.2	84.4	89.5	91.1	82.4	81.7	93.5	78.9	87.1	86.4	91.1	87.9	77.7	94.4
1000 - 1059 AM	87.7	81.0	92.2	80.7	77.2	82.4	87.2	90.7	90.9	81.6	91.3	76.2	82.1	79.4	89.2	83.2	72.6	91.1
1100 - 1159 AM	83.4	82.3	88.4	80.2	86.2	81.3	89.0	86.5	82.8	83.8	87.1	74.3	77.3	82.5	84.1	82.9	73.3	84.8
1200 - 1259 PM	79.0	80.8	85.4	81.2	88.8	78.6	80.5	86.3	82.4	75.1	86.0	77.6	75.6	64.8	87.5	84.7	76.0	87.5
100 - 159 PM	74.4	76.4	84.6	80.9	85.7	77.4	78.8	87.3	85.7	73.7	77.8	79.8	70.6	76.4	81.6	79.7	64.7	84.9
200 - 259 PM	69.5	78.2	84.5	80.5	86.7	76.6	81.7	84.4	79.6	61.7	77.8	70.4	68.6	72.3	81.7	82.1	62.0	78.6
300 - 359 PM	73.3	74.9	81.8	76.2	82.2	75.4	76.4	79.0	82.3	59.7	73.0	68.0	69.8	67.8	72.3	77.7	56.9	74.0
400 - 459 PM	67.9	63.8	74.4	71.6	76.5	68.5	74.1	75.4	77.9	47.0	71.5	64.4	64.6	51.1	72.3	76.8	52.2	78.3
500 - 559 PM	68.2	63.1	63.4	59.7	80.8	66.4	73.3	72.4	71.5	44.1	68.6	62.2	61.1	58.1	70.1	74.0	49.1	71.2
600 - 659 PM	63.3	53.6	60.8	57.9	82.4	58.3	63.8	73.1	68.5	46.8	65.9	58.7	62.3	49.4	60.3	69.2	47.1	71.5
700 - 759 PM	59.5	50.7	65.2	74.6	73.1	58.4	67.0	69.9	69.0	42.5	63.6	56.7	63.1	56.4	64.2	70.1	48.6	63.1
800 - 859 PM	54.6	52.9	53.3	57.9	52.5	55.2	68.7	71.4	66.4	38.1	65.3	52.3	66.9	53.9	63.2	65.2	44.1	67.1
900 - 959 PM	54.4	52.4	49.9	53.8	58.1	56.6	69.1	64.7	62.6	43.8	51.2	54.4	66.5	53.0	67.0	65.7	44.9	62.0
1000 - 1059 PM	63.5	55.4	61.2	47.4	56.1	52.1	68.8	62.9	51.9	43.8	66.8	74.3	63.3	50.8	56.0	62.2	44.8	58.3
1100 - 559 AM	72.0	64.8	63.3	45.0	66.3	57.1	72.6	67.7	70.1	57.1	59.6	63.3	69.0	57.4	62.7	71.6	53.3	57.0
TOTAL, ALL ARRIVALS, BY AIRPORT	72.9	68.5	74.1	72.6	82.0	70.2	79.0	80.5	76.8	59.0	74.2	67.7	73.0	63.0	75.1	77.4	59.9	75.7

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

JUNE 2006
AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	94.7	58.1	91.6	J/	87.4	74.7	86.6	58.4	100.0	89.8	88.7	96.8	62.9	81.7
700 - 759 AM	89.2	72.3	92.0	89.6	82.8	82.2	90.6	94.3	84.7	94.5	92.2	94.7	J/	88.2
800 - 859 AM	91.7	88.2	89.0	97.8	77.9	80.1	88.5	92.9	89.0	93.4	89.4	94.6	98.6	87.9
900 - 959 AM	83.1	88.0	87.9	94.5	77.8	77.1	79.1	82.5	89.0	93.6	81.5	92.1	94.9	85.8
1000 - 1059 AM	91.6	83.4	87.4	94.4	79.6	81.2	89.3	73.4	85.3	79.7	78.6	86.3	93.2	85.2
1100 - 1159 AM	84.4	81.7	84.1	89.9	76.9	81.2	87.8	72.2	84.8	86.5	80.8	88.1	89.6	83.2
1200 - 1259 PM	83.1	71.8	91.5	83.0	73.2	79.6	86.3	84.3	81.3	81.7	76.5	89.7	87.1	81.1
100 - 159 PM	83.7	72.7	81.1	85.7	72.9	75.5	84.8	71.1	85.0	80.1	76.9	68.7	83.8	78.8
200 - 259 PM	81.7	79.1	84.7	86.1	68.4	73.2	77.6	75.1	81.2	73.9	77.8	90.3	80.7	76.6
300 - 359 PM	77.9	68.5	80.9	82.1	64.4	64.1	78.4	66.4	81.0	80.1	73.9	84.8	73.6	73.9
400 - 459 PM	70.1	64.9	73.0	74.1	66.2	55.5	76.6	61.6	81.2	77.8	74.8	83.6	67.1	68.9
500 - 559 PM	62.4	64.2	81.3	76.1	58.1	53.6	75.9	71.6	74.4	61.1	72.4	80.8	68.5	67.6
600 - 659 PM	64.4	62.3	72.0	71.6	59.3	50.8	71.9	53.4	70.8	62.6	74.8	85.6	59.0	64.2
700 - 759 PM	63.3	61.8	73.5	69.1	56.2	43.1	67.3	60.9	68.7	59.5	70.3	78.3	63.3	63.0
800 - 859 PM	56.6	55.4	76.3	69.3	57.6	45.7	66.0	70.7	67.1	59.6	73.1	78.5	62.9	61.4
900 - 959 PM	58.4	62.3	65.2	67.1	59.0	54.4	61.3	43.7	60.6	62.2	66.3	69.0	51.2	59.1
1000 - 1059 PM	62.9	50.5	75.5	72.1	61.0	52.1	65.1	57.3	60.5	63.0	63.6	67.9	57.5	59.4
1100 - 559 AM	54.4	67.3	74.3	67.9	72.5	61.9	65.6	58.2	79.0	63.2	73.6	63.9	55.8	64.6
TOTAL, ALL ARRIVALS, BY AIRPORT	74.5	70.4	80.9	79.5	69.4	64.2	78.8	67.4	76.7	72.6	76.4	85.0	73.1	73.8

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

JULY 2006

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	93.2	93.3	92.5	86.9	95.7	92.4	93.5	92.3	91.8	90.1	97.4	89.9	91.6	90.8	95.0	93.3	88.6	96.4
700 - 759 AM	90.0	87.0	90.0	84.6	80.0	89.1	93.3	85.7	92.4	86.4	95.6	84.2	90.3	89.4	93.5	91.2	85.0	91.7
800 - 859 AM	87.1	86.1	89.2	88.9	89.0	86.8	89.2	85.6	88.1	79.6	83.1	78.8	83.0	78.1	90.0	89.2	86.0	91.6
900 - 959 AM	80.7	83.6	90.0	84.6	89.9	85.2	88.3	85.2	89.7	77.2	92.9	82.1	87.3	79.1	87.2	86.1	74.7	90.3
1000 - 1059 AM	76.1	85.2	86.3	81.5	88.6	85.5	83.3	84.2	86.0	77.9	93.5	80.5	81.9	79.7	82.9	84.1	76.4	90.1
1100 - 1159 AM	81.7	80.2	85.4	76.9	81.7	83.6	83.3	79.6	82.0	80.1	88.4	78.1	77.7	83.4	80.7	79.5	77.3	87.6
1200 - 1259 PM	74.7	81.3	78.2	76.6	88.5	81.4	78.8	79.2	77.9	75.4	82.5	73.6	75.8	76.0	75.2	81.1	76.4	80.3
100 - 159 PM	72.2	69.4	73.6	90.7	81.3	79.5	75.6	76.2	77.7	66.2	82.1	73.5	73.4	67.7	76.4	77.6	74.7	82.0
200 - 259 PM	61.8	68.3	75.3	74.7	86.6	76.1	75.0	77.1	77.4	62.9	76.3	66.7	66.8	73.1	71.6	76.4	68.6	63.6
300 - 359 PM	58.4	68.2	62.8	73.1	82.4	77.9	72.2	71.8	69.3	53.7	72.1	66.5	67.7	65.8	59.7	76.8	61.6	63.6
400 - 459 PM	58.8	64.7	66.9	66.7	81.6	63.5	66.1	66.5	77.6	48.0	64.2	53.1	70.1	62.6	62.2	79.9	56.7	63.2
500 - 559 PM	56.5	56.7	56.2	66.4	67.8	65.9	69.5	66.0	72.4	40.8	66.6	48.6	61.7	51.3	61.8	70.6	53.7	60.5
600 - 659 PM	58.4	58.1	56.7	46.9	76.5	67.7	64.4	65.2	66.1	44.2	69.7	61.1	59.3	53.8	57.4	71.8	55.8	67.1
700 - 759 PM	57.6	52.4	52.7	63.6	75.2	53.8	62.0	62.2	66.1	39.1	70.1	54.4	61.6	44.1	55.3	69.7	50.5	63.0
800 - 859 PM	48.9	57.3	51.6	58.5	78.7	66.7	68.2	64.8	61.8	36.4	63.1	53.5	61.8	52.9	56.5	69.1	49.2	59.2
900 - 959 PM	47.9	52.1	40.3	59.3	87.5	54.5	66.8	66.1	75.4	39.3	53.1	51.2	71.7	57.3	47.3	70.3	50.4	57.1
1000 - 1059 PM	52.8	34.6	56.0	80.6	J/	J/	65.2	58.6	62.0	50.0	J/	46.0	68.0	60.6	62.5	80.2	J/	29.0
1100 - 559 AM	63.8	92.7	80.0	J/	J/	J/	81.1	95.3	J/	80.4	100.0	96.8	91.7	80.8	69.3	78.4	100.0	48.4
TOTAL, ALL DEPARTURES, BY AIRPORT	66.9	73.5	73.5	73.0	84.2	76.8	76.5	75.3	77.4	63.7	80.3	66.6	73.4	68.3	72.3	80.2	69.3	76.4

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *														
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	92.8	88.8	92.5	95.5	87.2	87.8	93.8	92.1	92.6	92.6	91.5	93.4	93.8	92.0
700 - 759 AM	92.7	86.3	89.5	96.1	83.7	88.3	88.6	89.9	88.4	91.9	89.4	93.4	92.5	89.2
800 - 859 AM	84.3	86.0	85.6	91.1	79.9	84.8	83.3	87.8	88.5	84.9	86.2	91.9	93.4	85.8
900 - 959 AM	82.3	90.6	87.6	89.5	76.1	74.6	76.7	86.6	88.0	86.6	83.7	89.5	89.9	83.5
1000 - 1059 AM	79.2	83.1	84.8	84.4	73.5	76.6	80.9	75.8	82.7	85.0	77.7	83.4	93.5	82.0
1100 - 1159 AM	72.4	80.6	81.6	88.4	73.0	75.7	78.0	78.0	84.0	75.6	75.3	88.6	89.1	80.6
1200 - 1259 PM	72.6	81.6	84.9	79.5	71.8	73.4	83.6	68.1	82.0	80.9	77.1	83.4	88.6	78.3
100 - 159 PM	59.8	69.2	82.3	78.3	68.8	71.4	78.9	78.6	79.0	74.3	75.8	85.5	83.1	75.0
200 - 259 PM	68.8	70.6	76.4	74.2	61.5	69.0	67.0	61.3	82.6	70.2	75.6	82.0	80.4	71.4
300 - 359 PM	56.7	70.9	73.0	79.3	61.9	47.6	71.9	68.2	78.1	66.8	75.0	86.0	66.5	67.5
400 - 459 PM	59.7	62.8	74.0	72.3	59.4	51.0	69.2	53.1	78.5	78.0	73.0	78.3	60.2	65.3
500 - 559 PM	55.4	57.7	71.6	62.5	60.4	44.5	63.3	59.7	72.7	64.7	68.1	83.5	61.4	61.9
600 - 659 PM	44.2	64.5	73.5	64.4	55.5	48.0	66.4	66.7	75.3	58.9	77.9	66.5	61.1	62.0
700 - 759 PM	49.4	57.2	75.4	64.0	54.2	38.9	65.0	52.3	73.3	69.4	74.2	87.0	56.6	60.0
800 - 859 PM	40.6	70.8	75.0	62.8	54.8	38.2	56.5	56.8	64.5	61.6	73.5	82.3	67.2	59.4
900 - 959 PM	41.1	52.8	77.0	71.9	54.7	41.1	70.2	J/	70.4	59.5	69.8	83.9	48.2	62.6
1000 - 1059 PM	J/	J/	75.7	75.5	59.3	49.3	79.9	J/	79.5	74.9	80.6	J/	J/	66.7
1100 - 559 AM	90.9	67.7	88.3	89.0	89.7	90.0	86.2	100.0	J/	78.3	79.5	87.4	J/	76.9
TOTAL, ALL DEPARTURES, BY AIRPORT	67.3	73.1	79.9	79.4	67.2	64.2	75.8	73.5	81.7	76.4	78.9	85.8	78.7	73.8

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

JULY 2006

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	5073	JFK-ATL	1929	31	100.00	88	73
DL	929	JFK-SJU	1900	31	100.00	83	78
OH	5285	SAT-ATL	1625	31	100.00	81	68
OH	5285	ATL-RDU	2045	31	96.77	75	65
OH	5062	ATL-CRW	2021	25	96.00	72	45
OH	5189	LEX-ATL	1930	25	96.00	66	44
OH	5306	JFK-PIT	1930	24	95.83	95	67
OH	5596	JFK-BUF	935	19	94.74	54	42
OH	5541	JFK-CLE	855	19	94.74	50	39
AS	358	SEA-BUR	1848	31	93.55	57	51
EV	4525	BTR-ATL	1616	15	93.33	72	57
XE***	3085	EWR-BUF	2050	29	93.10	54	45
US**	1105	EWR-CLT	1630	26	92.31	77	51
OH	5036	JFK-RIC	2000	25	92.00	96	80
XE	2744	EWR-BNA	1905	25	92.00	89	69
XE***	2534	EWR-CVG	1820	25	92.00	81	59
OH	5162	JFK-BUF	2059	25	92.00	71	56
XE***	2864	EWR-PIT	2005	25	92.00	62	41
WN	105	LAX-LAS	2115	25	92.00	48	41
EV	4874	ATL-RIC	1700	24	91.67	62	66
OH	5490	CMH-LGA	1923	24	91.67	52	31
WN	2483	HOU-SAT	2100	24	91.67	52	39
OH	5145	AVP-ATL	1710	24	91.67	48	35
OH	5297	DCA-JFK	1459	31	90.32	72	55
EV	4843	ATL-BTR	2027	31	90.32	72	62
US**	461	ORD-CLT	1750	31	90.32	63	34
OH	5382	ATL-SAT	1436	31	90.32	58	45
EV	4539	ATL-VPS	1458	31	90.32	41	41

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

CARRIER *	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OH	5590	JFK-BTV	2050	27	88.89	83	68
OH	5058	JFK-RIC	845	27	88.89	49	30
XE***	2379	EWB-SDF	1845	26	88.46	99	71
US**	549	PHL-PIT	1830	26	88.46	47	32
OH	5411	JFK-CLE	1855	25	88.00	111	70
XE	2292	EWB-GSO	1930	25	88.00	83	71
XE***	1281	EWB-IAD	1905	25	88.00	74	61
OH	5573	JFK-RDU	1940	25	88.00	72	59
EV	4394	MLI-ATL	1710	25	88.00	61	41
OH	5077	ATL-LEX	1740	25	88.00	48	36
OH	4966	AUS-CVG	1030	25	88.00	28	24
OH	5040	JFK-ROC	2055	24	87.50	73	55
XE***	3070	EWB-CLT	2005	24	87.50	69	58
EV	4399	DTW-ATL	1952	24	87.50	57	53
EV	4458	ATL-EVV	1657	24	87.50	40	28
OH	5388	JFK-BOS	1800	31	87.10	88	62
XE***	2669	EWB-MCI	2015	31	87.10	79	55
OH	5094	ATL-JFK	1936	31	87.10	73	63
AA	1389	JFK-DFW	1809	31	87.10	66	46
EV	4527	SRQ-ATL	1900	31	87.10	61	33
EV	4240	ATL-PFN	1726	31	87.10	59	46
EV	4446	LFT-ATL	1705	31	87.10	56	42
EV	4328	ATL-PIT	1003	31	87.10	56	31
EV	4446	ATL-LFT	1603	31	87.10	52	35
EV	4093	ATL-AVL	1640	31	87.10	48	35
EV	4241	AVL-ATL	1825	31	87.10	41	37
AS	717	PHX-SEA	1517	31	87.10	34	33
OH	5147	ATL-PWM	940	31	87.10	31	26

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
EV	4526	TLH-ATL	1900	22	86.36	50	43
DL	1867	JFK-MCO	2025	27	85.19	52	50
OH	5350	ATL-RSW	2209	27	85.19	52	36
XE***	3074	CMH-EWR	1938	20	85.00	74	49
XE***	3243	EWR-RDU	2025	26	84.62	90	60
US**	465	EWR-CLT	1830	26	84.62	76	49
MQ	4626	EWR-RDU	1910	26	84.62	72	46
XE***	1280	IAD-EWR	1900	26	84.62	61	45
US**	1149	RDU-PHL	1750	26	84.62	43	29
XE***	2174	EWR-GSO	1710	25	84.00	79	70
EV	4507	MDT-ATL	1915	25	84.00	53	45
EV	4391	GRR-ATL	1730	25	84.00	51	34
XE***	3022	MAF-IAH	1625	25	84.00	45	30
DL	1618	JFK-LAS	1829	31	83.87	78	66
MQ	4659	EWR-RDU	1700	31	83.87	74	49
CO	501	EWR-FLL	2040	31	83.87	67	51
US**	762	PHL-ROC	1955	31	83.87	66	57
EV	4297	ATL-IAH	1859	31	83.87	64	38
EV	4742	ATL-ISP	2045	31	83.87	63	61
US**	145	PHL-CLT	1855	31	83.87	62	35
OH	5015	RDU-LGA	1627	31	83.87	60	41
CO	318	EWR-TPA	2035	31	83.87	60	59
EV	4296	ISO-ATL	1240	31	83.87	59	70
US**	1093	PHL-MCO	2010	31	83.87	59	48
EV	4547	ATL-TOL	1849	31	83.87	56	57
US	43	PHL-CLT	1630	31	83.87	54	51
XE***	3185	ACK-EWR	1845	31	83.87	53	22
US**	72	PHL-BUF	2025	31	83.87	51	33

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OH	5023	JFK-ATL	840	31	83.87	51	47
OH	5007	ATL-MKE	1453	31	83.87	50	45
EV	4442	ATL-VPS	1740	31	83.87	49	34
EV	4296	ATL-ISO	1050	31	83.87	49	59
OH	5334	ATL-AVP	1844	31	83.87	48	41
EV	4539	VPS-ATL	1531	31	83.87	46	40
OH	5224	MCO-ROC	1740	31	83.87	46	39
EV	4198	DTW-ATL	1258	31	83.87	26	26
XE**	2064	EWR-ROC	1705	24	83.33	93	50
XE***	3005	PIT-EWR	2016	24	83.33	79	60
EV	4514	ROA-ATL	1830	24	83.33	68	46
EV	4514	ATL-ROA	1641	24	83.33	66	50
XE**	2877	EWR-MSP	1840	24	83.33	65	57
XE**	2147	RIC-EWR	1912	24	83.33	59	32
EV	4774	ATL-GPT	1906	30	83.33	57	38
EV	4515	ATL-ROA	2129	18	83.33	54	48
OH	5033	LGA-SAV	940	24	83.33	49	29
EV	4700	ROC-ATL	1929	24	83.33	44	44
OO	3826	DFW-SLC	1230	30	83.33	25	24
XE**	2076	EWR-IND	1915	29	82.76	96	65
CO	1611	EWR-IAH	2035	29	82.76	90	72
DL	844	ATL-LGA	1945	29	82.76	63	42
DL	174	LAX-ATL	1330	23	82.61	38	22
EV	4662	ATL-GSO	1843	17	82.35	38	24
XE**	3166	EWR-MSY	1940	28	82.14	61	48
EV	4526	ATL-TLH	1730	22	81.82	41	37
OH	5590	RIC-JFK	1840	27	81.48	66	43
EV	4603	ATL-MDW	1600	27	81.48	39	26

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
CO	1142	EWR-DFW	2025	16	81.25	107	37
XE***	2665	DTW-EWR	2032	21	80.95	91	83
US**	982	ORD-PHL	1855	21	80.95	56	44
UA	656	ORD-EWR	1935	26	80.77	91	42
AA	353	LGA-ORD	1850	26	80.77	78	58
B6	1021	BOS-JFK	2045	26	80.77	74	32
XE***	2763	EWR-DTW	1755	26	80.77	69	47
WN	343	PHL-OAK	1750	26	80.77	66	51
XE***	3067	CLT-EWR	1735	26	80.77	65	33
MQ	4513	EWR-BOS	1754	26	80.77	62	48
XE***	2609	EWR-MKE	1845	26	80.77	60	45
XE***	2675	EWR-GSP	1945	26	80.77	54	38
OH	5273	JFK-BOS	2030	26	80.77	52	40
DL	518	ATL-JFK	2152	26	80.77	49	28
XE***	2323	ORF-EWR	1459	31	80.65	92	42
DL	1872	LAS-JFK	2210	31	80.65	85	68
OH	5640	ATL-ABE	2022	31	80.65	76	47
EV	4824	ATL-ICT	2040	31	80.65	75	75
YV	7149	BNA-IAD	1759	31	80.65	74	46
OH	5283	BUF-JFK	1505	31	80.65	73	32
CO	784	EWR-PDX	1755	31	80.65	66	50
XE***	3227	PIT-EWR	1545	31	80.65	65	47
XE***	2410	EWR-BWI	1955	31	80.65	64	68
OH	5283	JFK-DCA	1715	31	80.65	62	32
MQ	4583	BOS-STL	1940	31	80.65	62	37
DL	1871	JFK-SAN	1805	31	80.65	59	47
MQ	4909	LGA-PIT	2000	31	80.65	59	41
US**	1149	PHL-ORD	2005	31	80.65	57	54
MQ	4240	PHL-ORD	2003	31	80.65	55	37

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
EV	4215	ATL-MOB	2130	31	80.65	55	48
EV	4487	ATL-BTR	1925	31	80.65	55	39
EV	4422	ATL-SRQ	1703	31	80.65	52	28
OH	5573	ROC-JFK	1730	31	80.65	51	32
OH	5073	ATL-LEX	2245	31	80.65	50	37
EV	4743	CAE-ATL	1857	31	80.65	49	35
OH	5520	HPN-ATL	1430	31	80.65	48	31
CO	85	EWR-ATL	1745	31	80.65	47	34
EV	4230	ATL-CLE	1955	31	80.65	46	37
EV	4127	ATL-PNS	1330	31	80.65	46	34
EV	4442	CAE-ATL	1545	31	80.65	39	31
OH	5393	FNT-ATL	1305	31	80.65	36	28
WN	269	JAN-MDW	1825	31	80.65	34	28
US**	190	SAN-CLT	1250	31	80.65	23	20
FL	579	EWR-ATL	1753	25	80.00	87	44
XE***	2782	EWR-RIC	1915	25	80.00	86	48
CO	445	EWR-RDU	1805	25	80.00	84	61
CO	1187	EWR-ORD	1900	25	80.00	83	60
XE***	2943	PIT-EWR	1830	25	80.00	73	53
XE***	2575	EWR-PIT	1800	25	80.00	73	45
EV	4795	ATL-TUL	1723	25	80.00	61	62
XE***	2383	BTV-EWR	1850	30	80.00	56	30
XE***	2652	EWR-BTV	1655	25	80.00	54	40
XE***	2882	BNA-EWR	1900	25	80.00	52	41
CO	753	EWR-CMH	1950	25	80.00	51	28
EV	4239	ATL-PFN	1430	30	80.00	48	26
OH	5350	MDW-ATL	1825	25	80.00	48	38
EV	4870	ATL-ABE	1702	30	80.00	46	35
EV	4337	SDF-ATL	1920	30	80.00	43	42

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TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ATLANTIC SOUTHEAST	814	132	16.2
COMAIR	875	85	9.7
EXPRESSJET	1,384	76	5.5
ALASKA	473	15	3.2
CONTINENTAL	921	26	2.8
MESA	894	20	2.2
US AIRWAYS	1,428	31	2.2
JETBLUE	450	9	2.0
AIRTRAN	686	13	1.9
AMERICAN EAGLE	1,588	23	1.4
DELTA	1,457	18	1.2
SOUTHWEST	3,158	23	0.7
AMERICAN	1,800	10	0.6
UNITED	1,422	7	0.5
NORTHWEST	1,228	2	0.2
SKYWEST	1,580	2	0.1
FRONTIER	274	0	0.0
HAWAIIAN	152	0	0.0
ALOHA	152	0	0.0
ATA	54	0	0.0
TOTAL	20,790	492	2.4

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

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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)	78.0	90.5	241	241
ADAK ISLAND AK (ADK)	55.6	22.2	9	9
AGUADILLA PR (BQN)	57.3	82.3	143	124
AKRON/CANTON OH (CAK)	70.9	78.7	801	801
ALBANY GA (ABY)	55.5	72.4	110	116
ALBANY NY (ALB)	63.0	73.9	1,231	1,231
ALBUQUERQUE NM (ABQ)	77.3	80.4	3,256	3,258
ALEXANDRIA LA (AEX)	65.2	79.3	227	227
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	63.9	72.5	477	477
AMARILLO TX (AMA)	72.8	80.2	728	728
ANCHORAGE AK (ANC)	66.7	75.4	2,302	2,298
APPLETON WI (ATW)	62.3	74.1	400	379
ASHEVILLE NC (AVL)	50.2	63.3	259	278
ASHLAND WV (HTS)	85.7	89.3	56	56
ASPEN CO (ASE)	67.8	72.4	540	540
ATLANTA GA (ATL)	72.9	66.9	35,419	35,827
ATLANTIC CITY NJ (ACY)	69.0	88.5	87	87
AUGUSTA GA (AGS)	50.7	65.3	203	202
AUSTIN TX (AUS)	75.2	81.0	3,855	3,857
BAKERSFIELD CA (BFL)	79.7	82.4	483	484
BALTIMORE MD (BWI)	74.1	73.5	9,369	9,367
BANGOR ME (BGR)	60.4	74.6	417	405
BARROW AK (BRW)	88.7	85.5	62	62
BATON ROUGE LA (BTR)	65.0	75.2	906	914
BEAUMONT/PORT ARTHUR TX (BPT)	71.0	90.3	31	31
BELLINGHAM WA (BLI)	91.9	95.2	62	62
BEND/REDMOND OR (RDM)	85.2	89.7	330	330
BETHEL AK (BET)	83.0	76.0	100	100
BILLINGS MT (BIL)	81.7	87.1	464	465
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	69.4	87.1	62	62
BIRMINGHAM AL (BHM)	71.7	76.0	1,574	1,576
BISMARCK/MANDAN ND (BIS)	77.4	89.4	217	217
BLOOMINGTON IL (BMI)	64.3	72.4	442	427
BOISE ID (BOI)	82.0	88.4	1,564	1,564
BOSTON MA (BOS)	68.5	73.5	11,172	11,165
BOZEMAN MT (BZN)	81.8	86.9	505	505
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	64.5	72.6	107	106
BROWNSVILLE TX (BRO)	64.9	84.7	202	202
BRUNSWICK GA (BQK)	42.4	60.9	92	92
BUFFALO NY (BUF)	65.7	73.6	2,499	2,504
BURBANK CA (BUR)	77.8	82.3	2,838	2,838
BURLINGTON VT (BTV)	58.1	69.6	627	626
BUTTE MT (BTM)	89.9	91.0	89	89

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	70.7	75.1	249	249
CASPER WY (CPR)	89.4	91.6	274	273
CEDAR RAPIDS/IOWA CITY IA (CID)	65.4	74.0	696	712
CHAMPAIGN/URBANA IL (CMI)	61.1	81.9	270	270
CHARLESTON SC (CHS)	63.4	75.6	1,084	1,085
CHARLESTON/DUNBAR WV (CRW)	65.5	72.1	359	359
CHARLOTTE AMALIE VI (STT)	77.7	80.8	265	265
CHARLOTTE NC (CLT)	72.6	73.0	9,729	9,731
CHARLOTTESVILLE VA (CHO)	70.4	82.7	179	179
CHATTANOOGA TN (CHA)	67.8	84.3	407	407
CHICAGO IL (MDW)	74.5	67.3	8,824	8,744
CHICAGO IL (ORD)	69.4	67.2	31,890	31,845
CHICO CA (CIC)	71.4	81.3	112	112
CHRISTIANSTED VI (STX)	75.5	69.4	49	36
CLEVELAND OH (CLE)	72.5	78.9	7,499	7,506
CODY WY (COD)	82.1	89.0	156	155
COLLEGE STATION/BRYAN TX (CLL)	77.5	94.2	120	120
COLORADO SPRINGS CO (COS)	73.6	81.3	1,525	1,526
COLUMBIA SC (CAE)	58.3	70.6	872	857
COLUMBUS GA (CSG)	60.5	69.3	114	114
COLUMBUS MS (GTR)	65.2	81.5	92	92
COLUMBUS OH (CMH)	66.0	75.4	3,162	3,163
CORDOVA AK (CDV)	79.0	80.6	62	62
CORPUS CHRISTI TX (CRP)	72.8	80.1	836	820
COVINGTON KY (CVG)	82.0	84.2	10,625	10,599
CRESCENT CITY CA (CEC)	78.3	79.5	83	83
DALLAS TX (DAL)	82.0	79.7	4,211	4,211
DALLAS/FT.WORTH TX (DFW)	80.5	75.3	25,929	25,916
DAYTON OH (DAY)	69.9	79.0	1,126	1,126
DAYTONA BEACH FL (DAB)	64.2	75.4	310	248
DEADHORSE AK (SCC)	85.5	82.3	62	62
DENVER CO (DEN)	79.0	76.5	20,934	20,971
DES MOINES IA (DSM)	66.0	76.3	1,113	1,112
DETROIT MI (DTW)	76.8	77.4	11,019	11,026
DILLINGHAM AK (DLG)	61.3	41.9	31	31
DOTHAN AL (DHN)	45.1	68.1	144	144
DUBUQUE IA (DBQ)	63.6	79.8	118	119
DULUTH MN (DLH)	74.7	86.2	87	87
DURANGO CO (DRO)	76.2	78.0	424	423
EAGLE CO (EGE)	71.2	83.7	184	184
EL CENTRO CA (IPL)	70.2	77.9	104	104
EL PASO TX (ELP)	77.4	84.0	1,911	1,911
ELKO NV (EKO)	95.1	96.6	144	145

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ERIE PA (ERI)	87.5	89.3	56	56
EUGENE OR (EUG)	80.7	87.7	565	563
EUREKA/ARCATA CA (ACV)	72.5	78.6	320	322
EVANSVILLE IN (EVV)	59.5	67.6	259	259
FAIRBANKS AK (FAI)	68.3	81.8	539	538
FARGO ND (FAR)	73.8	86.5	447	446
FAYETTEVILLE AR (XNA)	68.9	74.5	988	988
FAYETTEVILLE NC (FAY)	50.7	61.5	144	117
FLAGSTAFF AZ (FLG)	77.3	79.2	154	154
FLINT MI (FNT)	64.9	73.3	499	495
FLORENCE SC (FLO)	61.3	83.9	62	62
FORT LAUDERDALE FL (FLL)	74.2	80.3	5,373	5,375
FORT SMITH AR (FSM)	69.8	76.0	149	150
FORT WAYNE IN (FWA)	61.1	69.8	368	368
FRESNO CA (FAT)	74.9	80.3	1,297	1,295
FT. MYERS FL (RSW)	78.9	83.3	1,816	1,815
GAINESVILLE FL (GNV)	50.3	64.3	149	143
GRAND FORKS ND (GFK)	86.4	91.4	81	81
GRAND JUNCTION CO (GJT)	75.8	84.7	414	413
GRAND RAPIDS MI (GRR)	70.8	81.6	1,305	1,318
GREAT FALLS MT (GTF)	80.2	93.4	273	273
GREEN BAY/CLINTONVILLE WI (GRB)	70.1	76.9	629	629
GREENSBORO/HIGH POINT NC (GSO)	63.1	73.5	1,205	1,205
GREENVILLE/SPARTANBURG SC (GSP)	64.0	74.8	984	984
GULFPORT/BILOXI MS (GPT)	62.5	69.2	659	659
GUNNISON CO (GUC)	78.3	80.8	120	120
GUSTAVUS AK (GST)	54.8	67.7	31	31
HARLINGEN/SAN BENITO TX (HRL)	76.3	80.7	502	502
HARRISBURG PA (MDT)	64.5	73.4	671	672
HARTFORD CT (BDL)	71.0	77.4	2,796	2,798
HELENA MT (HLN)	82.4	92.6	148	148
HILO HI (ITO)	92.1	94.7	813	813
HONOLULU HI (HNL)	90.9	94.4	6,706	6,703
HOUSTON TX (HOU)	76.3	71.6	4,719	4,719
HOUSTON TX (IAH)	73.0	73.4	19,920	19,938
HUNTSVILLE AL (HSV)	65.1	77.4	614	614
IDAHO FALLS ID (IDA)	89.2	95.7	278	277
INDIANAPOLIS IN (IND)	76.1	83.8	3,357	3,357
INDIO/PALM SPRINGS CA (PSP)	74.2	80.9	840	837
INYOKERN CA (IYK)	73.8	82.7	80	81
ISLIP NY (ISP)	71.1	78.2	1,039	1,039
JACKSON WY (JAC)	73.9	82.1	429	430
JACKSON/VICKSBURG MS (JAN)	67.9	69.2	938	919

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE FL (JAX)	74.5	79.7	2,722	2,724
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	75.0	75.0	4	4
JUNEAU AK (JNU)	70.3	74.8	532	531
KAHULUI HI (OGG)	90.4	90.9	2,641	2,640
KALAMAZOO MI (AZO)	74.7	82.6	387	386
KALISPELL MT (FCA)	74.8	84.9	278	278
KANSAS CITY MO (MCI)	74.4	79.8	4,749	4,748
KETCHIKAN AK (KTN)	71.4	72.6	248	248
KEY WEST FL (EYW)	54.9	57.9	71	76
KILLEEN TX (GRK)	72.0	77.5	414	414
KING SALMON AK (AKN)	69.1	34.5	55	55
KINSTON NC (ISO)	24.2	54.8	62	62
KNOXVILLE TN (TYS)	67.0	80.1	831	833
KODIAK AK (ADQ)	72.6	62.9	62	62
KONA HI (KOA)	92.6	93.0	1,512	1,512
KOTZEBUE AK (OTZ)	63.7	69.2	91	91
LA CROSSE WI (LSE)	63.1	78.8	103	104
LAFAYETTE LA (LFT)	62.9	72.3	466	466
LAKE CHARLES LA (LCH)	70.8	77.9	113	113
LANSING MI (LAN)	67.9	78.8	377	378
LAREDO TX (LRD)	76.5	87.2	226	226
LAS VEGAS NV (LAS)	75.1	72.3	15,947	15,954
LAWTON/FORT SILL OK (LAW)	78.3	84.9	180	179
LEWISBURG WV (LWB)	61.3	67.7	31	31
LEWISTON ID (LWS)	82.3	95.2	62	62
LEXINGTON KY (LEX)	66.6	78.3	775	750
LIHUE HI (LIH)	93.6	95.8	1,550	1,550
LINCOLN NE (LNK)	66.3	69.9	246	246
LITTLE ROCK AR (LIT)	71.6	78.1	1,408	1,407
LONG BEACH CA (LGB)	82.4	88.3	1,187	1,187
LONGVIEW/KILGOR/GLADWATR TX (GGG)	75.3	87.1	93	93
LOS ANGELES CA (LAX)	77.4	80.2	20,488	20,492
LOUISVILLE KY (SDF)	68.1	72.5	1,522	1,521
LUBBOCK TX (LBB)	76.2	81.3	793	792
LYNCHBURG VA (LYH)	57.0	79.1	86	86
MACON GA (MCN)	34.4	88.2	93	93
MADISON WI (MSN)	68.9	79.1	1,119	1,102
MANCHESTER NH (MHT)	67.3	75.4	1,823	1,823
MARQUETTE MI (MQT)	56.6	79.5	83	83
MEDFORD OR (MFR)	77.0	82.4	560	562
MELBOURNE FL (MLB)	59.8	72.6	179	179
MEMPHIS TN (MEM)	77.1	81.8	3,918	3,919
MERIDIAN MS (MEI)	54.7	68.6	86	86

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIAMI FL (MIA)	70.4	73.1	5,620	5,616
MIDLAND/ODESSA TX (MAF)	71.7	78.4	731	731
MILWAUKEE WI (MKE)	68.4	80.4	2,084	2,067
MINNEAPOLIS/ST. PAUL MN (MSP)	80.9	79.9	11,228	11,223
MINOT ND (MOT)	82.8	95.7	93	93
MISSION/MCALLEN/EDINBURG TX (MFE)	70.6	78.7	435	431
MISSOULA MT (MSO)	85.7	88.3	435	436
MOBILE AL (MOB)	59.0	70.7	420	420
MODESTO CA (MOD)	67.4	77.8	239	239
MOLINE IL (MLI)	63.0	73.0	629	627
MONROE LA (MLU)	59.2	78.0	260	246
MONTEREY CA (MRY)	77.1	78.8	676	679
MONTGOMERY AL (MGM)	65.8	73.2	269	269
MONTROSE/DELTA CO (MTJ)	84.1	94.4	252	252
MYRTLE BEACH SC (MYR)	70.8	77.3	664	683
NANTUCKET MA (ACK)	45.7	46.7	92	92
NAPLES FL (APF)	52.5	90.3	59	62
NASHVILLE TN (BNA)	72.6	74.4	5,152	5,152
NEW ORLEANS LA (MSY)	75.4	79.5	2,687	2,704
NEW YORK NY (JFK)	63.0	68.3	9,678	9,682
NEW YORK NY (LGA)	59.9	69.3	10,733	10,753
NEWARK NJ (EWR)	59.0	63.7	13,619	13,612
NEWBURGH/POUGHKEEPSIE NY (SWF)	64.5	68.8	93	93
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	66.2	74.4	551	550
NOME AK (OME)	71.0	73.1	93	93
NORFOLK VA (ORF)	63.5	71.6	1,815	1,815
OAKLAND CA (OAK)	79.5	79.4	6,588	6,590
OKLAHOMA CITY OK (OKC)	72.5	79.3	1,878	1,879
OMAHA NE (OMA)	70.7	79.1	1,960	1,969
ONTARIO/SAN BERNARDINO CA (ONT)	79.4	83.8	3,144	3,144
ORLANDO FL (MCO)	75.7	76.4	10,181	10,180
OXNARD/VENTURA CA (OXR)	68.2	78.5	129	130
PANAMA CITY FL (PFN)	47.5	63.3	221	221
PASCO/KENNEWICK/RICHLAND WA (PSC)	88.6	95.2	211	210
PENSACOLA FL (PNS)	66.5	77.9	953	921
PEORIA IL (PIA)	69.2	77.7	377	364
PETERSBURG AK (PSG)	53.2	61.3	62	62
PHILADELPHIA PA (PHL)	64.2	64.2	9,268	9,266
PHOENIX AZ (PHX)	78.8	75.8	18,407	18,405
PITTSBURGH PA (PIT)	67.4	73.5	4,095	4,075
POCATELLO ID (PIH)	94.2	99.4	155	155
PONCE PR (PSE)	52.9	80.6	68	62
PORTLAND ME (PWM)	54.9	63.4	711	711

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND OR (PDX)	78.4	85.1	5,269	5,269
PROVIDENCE RI (PVD)	71.6	77.2	2,179	2,163
RALEIGH/DURHAM NC (RDU)	65.1	73.1	4,966	4,967
RAPID CITY SD (RAP)	70.9	83.7	495	496
REDDING CA (RDD)	73.0	78.2	174	174
RENO NV (RNO)	77.4	81.4	2,264	2,264
RICHMOND VA (RIC)	59.9	72.2	1,727	1,727
ROANOKE VA (ROA)	56.1	65.1	426	439
ROCHESTER MN (RST)	70.2	80.6	242	242
ROCHESTER NY (ROC)	58.6	70.5	1,591	1,591
ROCKFORD IL (RFD)	73.2	86.0	56	57
SACRAMENTO CA (SMF)	79.7	84.0	4,713	4,700
SAGINAW/BAY CITY/MIDLAND MI (MBS)	67.6	82.2	247	247
SALT LAKE CITY UT (SLC)	85.0	85.8	12,847	12,836
SAN ANGELO TX (SJT)	81.9	86.5	155	155
SAN ANTONIO TX (SAT)	76.6	83.0	3,604	3,603
SAN DIEGO CA (SAN)	76.7	81.7	8,173	8,178
SAN FRANCISCO CA (SFO)	76.4	78.9	11,625	11,627
SAN JOSE CA (SJC)	79.9	83.1	5,271	5,272
SAN JUAN PR (SJU)	67.2	78.7	2,403	2,405
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	77.4	79.5	585	586
SANTA ANA CA (SNA)	80.6	83.5	4,519	4,515
SANTA BARBARA CA (SBA)	80.8	83.5	1,210	1,212
SANTA MARIA CA (SMX)	72.7	81.1	143	143
SARASOTA/BRADENTON FL (SRQ)	68.9	78.5	501	502
SAVANNAH GA (SAV)	65.6	79.0	1,178	1,178
SCRANTON/WILKES-BARRE PA (AVP)	56.6	70.6	235	235
SEATTLE WA (SEA)	72.6	76.4	10,213	10,218
SHREVEPORT LA (SHV)	64.6	79.4	591	533
SIOUX FALLS SD (FSD)	76.7	82.2	493	493
SITKA AK (SIT)	76.1	86.5	155	155
SO.PINES/PINHRST/ABERDEEN NC (SOP)	70.4	63.0	27	27
SOUTH BEND IN (SBN)	52.6	52.6	38	38
SPOKANE WA (GEG)	77.1	87.0	1,297	1,297
SPRINGFIELD IL (SPI)	70.3	73.0	148	148
SPRINGFIELD MO (SGF)	72.1	81.1	788	789
ST. GEORGE UT (SGU)	83.2	90.3	310	310
ST. LOUIS MO (STL)	74.1	75.6	5,463	5,458
STATE COLLEGE PA (SCE)	87.7	91.4	81	81
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	68.4	81.9	155	155
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	90.6	93.5	341	341
SYRACUSE NY (SYR)	63.4	78.9	1,058	1,064
TALLAHASSEE FL (TLH)	61.8	70.2	325	325

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TAMPA FL (TPA)	73.1	78.7	6,183	6,182
TEXARKANA AR (TXK)	77.4	91.4	93	93
TOLEDO OH (TOL)	72.5	82.4	346	346
TRAVERSE CITY MI (TVC)	70.8	76.3	544	544
TUCSON AZ (TUS)	77.0	82.7	2,040	2,040
TULSA OK (TUL)	71.5	78.2	1,844	1,844
TUPELO MS (TUP)	56.5	88.7	62	62
TWIN FALLS ID (TWF)	88.6	98.7	158	154
TYLER TX (TYR)	79.0	89.5	124	124
VALDOSTA GA (VLD)	45.2	78.5	93	93
VALPARAISO FL (VPS)	59.3	71.0	621	621
WACO TX (ACT)	84.6	90.8	240	240
WASHINGTON DC (DCA)	70.2	76.8	7,797	7,847
WASHINGTON DC (IAD)	67.7	66.6	8,018	8,022
WAUSAU/MARSHFIELD WI (CWA)	67.5	79.5	123	122
WEST PALM BEACH/PALM BEACH FL (PBI)	73.9	81.3	2,048	2,048
WEST YELLOWSTONE MT (WYS)	75.0	88.9	72	72
WHITE PLAINS NY (HPN)	56.0	66.5	591	579
WICHITA FALLS TX (SPS)	82.0	86.9	205	206
WICHITA KS (ICT)	69.4	76.7	1,128	1,125
WILMINGTON DE (ILG)	49.2	90.3	59	31
WILMINGTON NC (ILM)	59.3	71.1	275	273
WRANGELL AK (WRG)	62.9	72.6	62	62
YAKUTAT AK (YAK)	75.8	83.9	62	62
YUMA AZ (YUM)	64.8	72.8	287	287

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
MESA	24	15,223	630	4.1	115	27,242	1,083	4.0
AMERICAN EAGLE	23	27,385	1,121	4.1	117	47,779	1,857	3.9
COMAIR	23	15,514	514	3.3	106	25,190	769	3.1
ATLANTIC SOUTHEAST	20	13,415	396	3.0	141	24,342	733	3.0
EXPRESSJET	24	19,558	667	3.4	116	39,468	1,158	2.9
UNITED	31	36,439	835	2.3	79	43,350	956	2.2
DELTA	30	33,914	645	1.9	100	42,809	752	1.8
AMERICAN	29	42,271	656	1.6	80	54,842	843	1.5
ALOHA	3	149	0	0.0	11	4,607	68	1.5
ALASKA	15	7,892	85	1.1	46	14,683	206	1.4
SKYWEST	16	25,452	327	1.3	127	47,690	659	1.4
US AIRWAYS	29	34,915	463	1.3	83	42,070	553	1.3
ATA	8	1,179	12	1.0	13	1,600	16	1.0
CONTINENTAL	28	21,510	157	0.7	70	26,812	192	0.7
NORTHWEST	29	25,677	167	0.7	102	37,208	219	0.6
SOUTHWEST	16	47,110	242	0.5	62	93,583	507	0.5
AIRTRAN	23	16,470	90	0.5	49	21,077	105	0.5
JETBLUE	17	10,232	30	0.3	38	13,836	37	0.3
HAWAIIAN	6	310	1	0.3	14	4,778	11	0.2
FRONTIER	21	6,647	9	0.1	41	8,278	11	0.1
Total		401,262	7,047	1.8	Total	621,244	10,735	1.7

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

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	54842	41356	75.41%	843	1.54%	234	0.43%	3429	6.25%	649	1.18%	4484	8.18%	17	0.03%	3830	6.98%
AQ	4607	4238	91.99%	68	1.48%	0	0.00%	135	2.94%	0	0.00%	31	0.67%	3	0.07%	132	2.86%
AS	14683	10210	69.54%	206	1.40%	47	0.32%	1227	8.36%	48	0.32%	1039	7.08%	51	0.35%	1856	12.64%
B6	13836	10010	72.35%	37	0.27%	110	0.80%	634	4.58%	114	0.82%	1557	11.26%	9	0.07%	1365	9.86%
CO	26812	18378	68.54%	192	0.72%	187	0.70%	1821	6.79%	396	1.48%	3379	12.60%	30	0.11%	2429	9.06%
DL	42809	32946	76.96%	752	1.76%	152	0.36%	2724	6.36%	206	0.48%	3464	8.09%	6	0.01%	2558	5.97%
EV	24342	13950	57.31%	733	3.01%	54	0.22%	4131	16.97%	1270	5.22%	2604	10.70%	4	0.02%	1596	6.56%
F9	8278	6689	80.80%	11	0.13%	10	0.12%	477	5.76%	34	0.41%	727	8.78%	0	0.00%	330	3.99%
FL	21077	15925	75.56%	105	0.50%	59	0.28%	1141	5.41%	62	0.30%	1595	7.57%	0	0.00%	2189	10.39%
HA	4778	4575	95.75%	11	0.23%	0	0.00%	118	2.47%	2	0.04%	10	0.21%	4	0.08%	58	1.22%
MQ	47779	34151	71.48%	1857	3.89%	110	0.23%	3291	6.89%	353	0.74%	3248	6.80%	5	0.01%	4764	9.97%
NW	37208	29314	78.78%	219	0.59%	90	0.24%	3005	8.08%	509	1.37%	2640	7.10%	14	0.04%	1417	3.81%
OH	25190	17292	68.65%	769	3.05%	65	0.26%	2612	10.37%	1251	4.97%	2796	11.10%	3	0.01%	402	1.60%
OO	47690	38147	79.99%	659	1.38%	40	0.08%	4919	10.31%	243	0.51%	751	1.57%	37	0.08%	2894	6.07%
TZ	1600	1078	67.38%	16	1.00%	1	0.06%	110	6.90%	1	0.08%	219	13.67%	3	0.18%	172	10.72%
UA	43350	31521	72.71%	956	2.21%	152	0.35%	2670	6.16%	285	0.66%	3216	7.42%	1	0.00%	4549	10.49%
US***	42070	30321	72.07%	553	1.31%	105	0.25%	3495	8.31%	362	0.86%	4050	9.63%	25	0.06%	3159	7.51%
WN	93583	72798	77.79%	507	0.54%	202	0.22%	4886	5.22%	694	0.74%	3149	3.36%	53	0.06%	11295	12.07%
XE****	39468	26782	67.86%	1158	2.93%	220	0.56%	2162	5.48%	510	1.29%	4534	11.49%	47	0.12%	4056	10.28%
YV	27242	18179	66.73%	1083	3.98%	40	0.15%	3807	13.97%	175	0.64%	982	3.60%	12	0.04%	2964	10.88%
TOT	621244	457860		10735		1878		46795		7165		44476		322		52013	
			73.70%		1.73%		0.30%		7.53%		1.15%		7.16%		0.05%		8.37%

***Causes of Delay:**

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

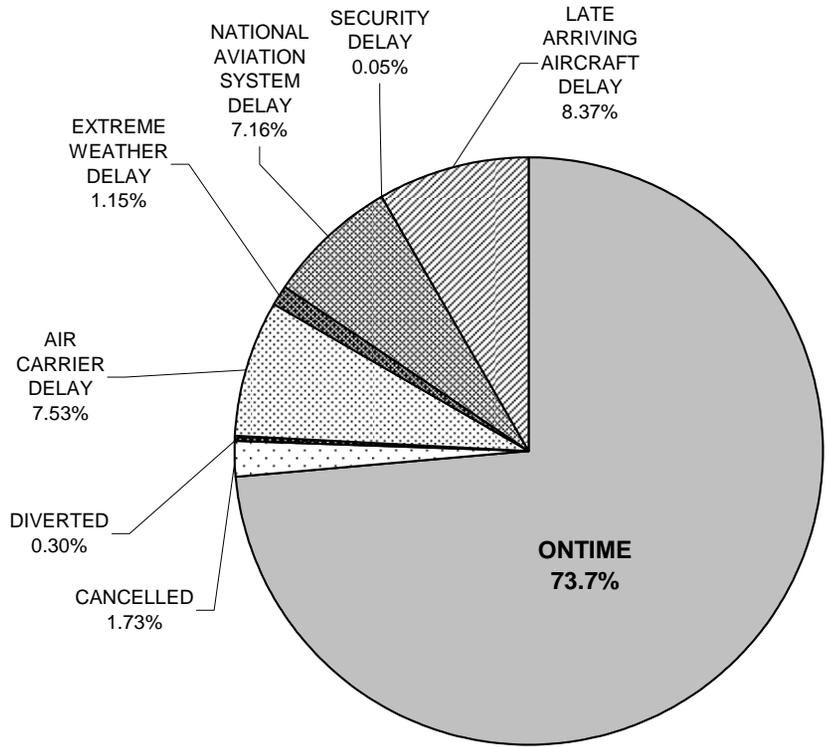
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

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

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

**** Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

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TABLE 10. OVERALL CAUSES OF DELAY***



***Causes of Delay:**

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

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

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

FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 31 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

Airports Covered by the Rule (14 CFR PART 234 *)

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Int'l Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Cincinnati: Greater Cincinnati	CVG
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Oakland : International	OAK
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Pittsburgh: Greater International	PIT
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Reagan National	DCA
Washington: Dulles	IAD

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

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

Air Carriers Voluntarily Reporting

Data to DOT and to CRS Vendors

AQ	Aloha Airlines (eff. 04/06)
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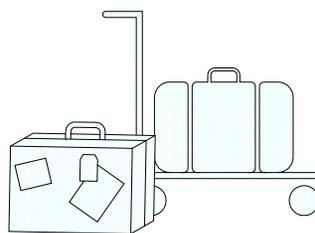
* Revised January 2006, based on Bureau of Transportation Statistic's Technical Reporting Directive #13, issued September 20, 2005.

** Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

*** 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.



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

RANK	AIRLINE	JULY 2006			JULY 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,530	575,025	2.66	1,906	552,110	3.45
2	JETBLUE AIRWAYS	6,472	1,733,222	3.73	7,701	1,383,619	5.57
3	NORTHWEST AIRLINES	18,077	4,280,209	4.22	26,491	4,734,105	5.60
4	FRONTIER AIRLINES	5,033	1,050,236	4.79	5,315	869,042	6.12
5	SOUTHWEST AIRLINES	43,276	8,994,888	4.81	43,358	8,664,916	5.00
6	ALOHA AIRLINES	1,711	347,671	4.92	*	*	*
7	CONTINENTAL AIRLINES	17,297	3,386,876	5.11	17,584	3,211,696	5.47
8	UNITED AIRLINES	30,325	5,618,165	5.40	23,513	5,401,240	4.35
9	ATA AIRLINES	1,289	234,043	5.51	2,371	534,326	4.44
10	AMERICAN AIRLINES	42,233	7,310,884	5.78	61,487	7,692,122	7.99
11	AIRTRAN AIRWAYS	12,258	2,065,008	5.94	6,876	1,659,924	4.14
12	ALASKA AIRLINES	10,184	1,553,936	6.55	12,832	1,515,736	8.47
13	DELTA AIR LINES	40,292	6,098,406	6.61	68,846	7,756,797	8.88
14	US AIRWAYS	41,381	4,836,522	8.56	27,277	3,506,975	7.78
15	SKYWEST AIRLINES	15,887	1,815,208	8.75	16,462	1,525,020	10.79
16	EXPRESSJET AIRLINES	13,689	1,524,753	8.98	11,070	1,346,047	8.22
17	MESA AIRLINES	12,850	1,278,241	10.05	*	*	*
18	COMAIR	12,158	1,025,356	11.86	14,382	1,227,985	11.71
19	AMERICAN EAGLE AIRLINES	23,184	1,721,446	13.47	19,701	1,581,318	12.46
20	ATLANTIC SOUTHEAST AIRLINES	18,610	1,101,126	16.90	24,443	1,085,836	22.51
TOTALS		367,736	56,551,221	6.50	391,615	54,248,814	7.22

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Reporting by Mesa Airlines effective January 2006. Reporting by Aloha Airlines (voluntary) effective April 2006.

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

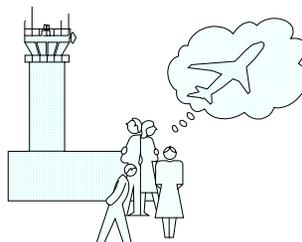
OVERSALES

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues *and* operate aircraft with a passenger capacity of more than 60 seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are three exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; and 3) aircraft of smaller capacity is substituted. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include "shuttle" service on which reservations are not offered, nor do they include inbound international service, since the rule does not apply to these flights.



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

RANK	AIRLINE	APRIL-JUNE 2006				APRIL-JUNE 2005			
		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	ALOHA AIRLINES	41	7	829,591	0.08	*	*	*	*
2	AIRTRAN AIRWAYS	4,907	49	5,409,351	0.09	6,214	215	4,295,783	0.50
3	JETBLUE AIRWAYS	26	58	4,524,719	0.13	10	0	3,695,906	0.00
4	HAWAIIAN AIRLINES	641	27	1,526,360	0.18	685	9	1,432,005	0.06
5	FRONTIER AIRLINES	829	146	2,606,079	0.56	213	58	2,111,042	0.27
6	UNITED AIRLINES	21,728	1,203	16,623,145	0.72	27,662	849	15,628,125	0.54
7	AMERICAN AIRLINES	22,493	1,829	23,260,971	0.79	23,387	1,416	22,957,833	0.62
8	SOUTHWEST AIRLINES	29,026	2,570	25,306,858	1.02	18,571	1,593	22,777,542	0.70
9	NORTHWEST AIRLINES	20,071	1,373	12,838,318	1.07	18,299	1,435	13,695,253	1.05
10	SKYWEST AIRLINES	3,662	163	1,473,391	1.11	1,212	30	655,568	0.46
11	ATA AIRLINES	165	91	682,065	1.33	1,023	206	1,309,913	1.57
12	AMERICAN EAGLE AIRLINES	479	85	634,272	1.34	371	13	572,193	0.23
13	US AIRWAYS**	20,930	2,214	14,249,711	1.55	14,728	675	10,967,859	0.62
14	DELTA AIR LINES	19,648	2,840	17,530,094	1.62	23,197	3,094	21,995,159	1.41
15	CONTINENTAL AIRLINES	10,863	1,919	10,680,150	1.80	9,242	1,382	9,614,684	1.44
16	ALASKA AIRLINES	5,620	789	4,043,982	1.95	7,375	462	3,877,571	1.19
17	COMAIR	1,652	143	601,010	2.38	305	27	706,715	0.38
18	MESA AIRLINES	4,281	415	1,696,331	2.45	*	*	*	*
19	ATLANTIC SOUTHEAST AIRLINES	1,983	402	1,115,387	3.60	566	146	1,109,149	1.32
	TOTALS**	169,045	16,323	145,631,785	1.12	153,060	11,610	137,402,300	0.84

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 (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ACR) consists of aircraft with 60 seats or less. Mesa Airlines' ranking in this table effective the 1st quarter 2006. Aloha Airlines' ranking in this table effective with this report (voluntary flight delay and mishandled baggage reporting effective April 2006).

** Effective the 1st quarter 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways in this table. Independence Air ceased operating in December 2005. Effective the 1st quarter 2006, America West and Independence Air are no longer ranked in this table. Totals for the 2nd quarter 2005 reflect the deletion of America West's and Independence Air's data for that quarter.

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

RANK	AIRLINE	JANUARY-JUNE 2006				JANUARY-JUNE 2005			
		<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	43	63	8,859,633	0.07	25	0	7,095,992	0.00
2	AIRTRAN AIRWAYS	9,800	110	9,896,836	0.11	14,548	431	7,839,593	0.55
3	HAWAIIAN AIRLINES	1,288	41	2,987,117	0.14	1,429	14	2,808,672	0.05
4	UNITED AIRLINES	39,231	1,696	31,396,501	0.54	49,349	1,442	29,788,694	0.48
5	FRONTIER AIRLINES	1,339	290	4,771,203	0.61	*	*	*	*
6	AMERICAN AIRLINES	45,004	4,294	44,474,445	0.97	41,074	2,894	43,581,626	0.66
7	NORTHWEST AIRLINES	39,167	2,489	23,993,915	1.04	41,451	3,483	25,756,467	1.35
8	SOUTHWEST AIRLINES	58,830	5,451	47,322,342	1.15	40,101	3,066	42,558,288	0.72
9	SKYWEST AIRLINES	7,806	317	2,699,285	1.17	2,606	58	1,055,440	0.55
10	ALASKA AIRLINES	10,472	977	7,468,608	1.31	13,659	973	7,383,195	1.32
11	US AIRWAYS**	39,996	3,640	27,620,017	1.32	32,630	1,689	21,042,015	0.80
12	AMERICAN EAGLE AIRLINES	1,062	194	1,142,030	1.70	1,053	53	1,075,791	0.49
13	ATA AIRLINES	463	238	1,322,165	1.80	2,919	1,118	2,842,714	3.93
14	MESA AIRLINES	8,109	745	3,643,039	2.04	*	*	*	*
15	DELTA AIR LINES	57,904	7,155	34,609,347	2.07	41,691	5,279	42,645,537	1.24
16	CONTINENTAL AIRLINES	23,090	4,419	20,291,339	2.18	22,515	4,024	18,390,500	2.19
17	COMAIR	3,795	278	1,056,174	2.63	998	99	1,372,310	0.72
18	ATLANTIC SOUTHEAST AIRLINES	5,875	1,116	2,151,273	5.19	1,640	418	2,122,271	1.97
	ALOHA AIRLINES	*	*	*	*	*	*	*	*
	TOTALS**	353,274	33,513	275,705,269	1.22	307,688	25,041	257,359,105	0.97

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ATCR) consists of aircraft with 60 seats or less. Frontier Airlines was ranked in this table for the first time with the 2nd quarter (April-June) 2005 (voluntary flight delay and mishandled baggage reporting effective May 2005). Mesa Airlines' ranking in this table effective the 1st quarter 2006. Aloha Airlines' ranking in this table effective the 2nd quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006).

** Effective the 1st quarter 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways in this table. Independence Air ceased operating in December 2005. Effective the 1st quarter 2006, America West and Independence Air are no longer ranked in this table. Totals for January-June 2005 reflect the deletion of America West's and Independence Air'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.). Beginning with the October 2000 report, "Animals" was added as a new category. A detailed explanation of each category appears at the end of the report.

U.S. Airlines - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

Companies Other Than U.S. Airlines - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

Airline Rankings - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JULY 2006				JULY 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	681	95	5	111	723	77	4	95
FOREIGN AIRLINES	126	0	0	7	108	3	0	9
TRAVEL AGENTS	19	1	0	0	15	1	0	0
TOUR OPERATORS	0	0	0	1	2	0	0	0
MISCELLANEOUS	7	6	0	47	11	3	0	72
INDUSTRY TOTALS	833	102	5	166	859	84	4	176

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JULY 2006			JULY 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	237		1	263	
CANCELLATIONS			102			92
MISCONNECTIONS			51			44
DELAYS			47			63
BAGGAGE	2	164		2	167	
CUSTOMER SERVICE	3	125		3	118	
RES/TKTG/BOARDING	4	110		4	112	
REFUNDS	5	72		5	56	
DISABILITY	6	46		6	40	
OVERSALES	7	33		7	39	
OTHER	8	20		8	26	
FREQUENT FLYER			15			24
FARES	9	17		9	17	
DISCRIMINATION	10	7		10	16	
ADVERTISING	11	2		11	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		833			859	

* 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*
 JULY 2006

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-I NATION	ANI MALS	OTHER	TOTAL
AIR WISCONSIN	4	1	3	0	0	0	0	0	0	0	0	0	8
AIRTRAN AIRWAYS	4	0	1	0	0	5	1	0	0	1	0	0	12
ALASKA AIRLINES	4	0	0	0	0	3	0	1	0	0	0	1	9
AMERICAN AIRLINES	25	1	14	1	6	27	6	7	0	1	0	0	88
AMERICAN EAGLE AIRLINES	4	1	2	0	1	5	5	2	0	0	0	0	20
ATA AIRLINES	3	0	0	0	0	3	0	0	0	0	0	0	6
ATLANTIC SOUTHEAST AIRLINES	7	1	0	0	0	0	1	0	0	0	0	0	9
CHAUTAUQUA AIRLINES	5	0	0	0	0	2	0	0	0	0	0	0	7
COMAIR	7	0	0	0	0	0	1	0	0	0	0	0	8
CONTINENTAL AIRLINES	19	1	6	0	3	8	6	6	0	0	0	0	49
DELTA AIR LINES	21	0	10	3	5	16	12	7	0	0	0	3	77
EXPRESSJET AIRLINES	2	0	0	0	0	2	2	0	0	0	0	0	6
JETBLUE AIRWAYS	0	1	0	0	0	0	2	3	0	0	0	0	6
MESA AIRLINES	11	1	0	0	0	1	2	0	0	0	0	0	15
NORTHWEST AIRLINES	12	6	11	1	5	6	5	5	0	0	0	2	53
PIDMONT AIRLINES	2	0	0	0	0	2	2	0	0	0	0	0	6
PINNACLE AIRLINES	1	3	0	0	0	0	1	0	0	0	0	0	5
SHUTTLE AMERICA	2	0	0	0	1	0	2	0	0	0	0	0	5
SKYWEST AIRLINES	5	0	2	0	0	3	2	0	0	1	0	0	13
SOUTHWEST AIRLINES	0	2	3	0	0	11	4	0	1	0	0	0	21
SPIRIT AIRLINES	2	0	2	0	0	2	3	0	0	0	0	0	9
TRANS STATES AIRLINES	3	0	0	0	1	0	2	0	0	0	0	0	6
UNITED AIRLINES	39	2	12	4	9	10	24	5	0	0	0	6	111
US AIRWAYS ***	19	7	20	0	13	17	21	1	1	2	0	1	102
OTHER U. S. AIRLINES	12	0	1	2	2	4	6	1	0	1	0	1	30
TOTAL JULY 2006	213	27	87	11	46	127	110	38	2	6	0	14	681
% OF TOTAL COMPLAINTS	31.3	4.0	12.8	1.6	6.8	18.6	16.2	5.6	0.3	0.9	0	2.1	
TOTAL JULY 2005	239	29	86	13	45	129	105	37	4	13	0	23	723
% OF TOTAL COMPLAINTS	33.1	4.0	11.9	1.8	6.2	17.8	14.5	5.1	0.6	1.8	0	3.2	

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

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

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

Table 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE
JULY 2006

U. S. AIRLINES*	COMPS RECD IN JULY	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN JUNE	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	8	6	75.0	1	12.5	0	0.0	1	12.5
AIRTRAN AIRWAYS	12	4	33.3	3	25.0	3	25.0	2	16.7
ALASKA AIRLINES	9	6	66.7	2	22.2	1	11.1	0	0.0
AMERICA WEST AIRLINES	12	3	25.0	4	33.3	2	16.7	3	25.0
AMERICAN EAGLE AIRLINES	20	5	25.0	6	30.0	7	35.0	2	10.0
ATA AIRLINES	6	4	66.7	2	33.3	0	0.0	0	0.0
ATLANTIC SOUTHEAST AIRLINES	9	5	55.6	4	44.4	0	0.0	0	0.0
CHAUTAUQUA AIRLINES	7	2	28.6	5	71.4	0	0.0	0	0.0
COMAIR	8	3	37.5	4	50.0	1	12.5	0	0.0
CONTINENTAL AIRLINES	49	16	32.7	16	32.7	14	28.6	3	6.1
DELTA AIRLINES	77	27	35.1	17	22.1	17	22.1	16	20.8
EXPRESSJET AIRLINES	6	1	16.7	5	83.3	0	0.0	0	0.0
JETBLUE AIRWAYS	6	3	50.0	3	50.0	0	0.0	0	0.0
MESA AIRLINES	15	6	40.0	6	40.0	2	13.3	1	6.7
NORTHWEST AIRLINES	53	11	20.8	14	26.4	13	24.5	15	28.3
PIDMONT AIRLINES	6	6	100.0	0	0.0	0	0.0	0	0.0
PINNACLE AIRLINES	5	2	40.0	0	0.0	1	20.0	2	40.0
SHUTTLE AMERICA	5	3	60.0	1	20.0	1	20.0	0	0.0
SKYWEST AIRLINES	13	3	23.1	5	38.5	2	15.4	3	23.1
SOUTHWEST AIRLINES	21	9	42.9	3	14.3	5	23.8	4	19.0
SPIRIT AIRLINES	9	6	66.7	0	0.0	1	11.1	2	22.2
TRANS STATES AIRLINES	6	5	83.3	1	16.7	0	0.0	0	0.0
UNITED AIRLINES	111	45	40.5	39	35.1	14	12.6	13	11.7
US AIRWAYS **	102	39	38.2	26	25.5	18	17.6	19	18.6
OTHER U. S. AIRLINES	30	9	30.0	8	26.7	8	26.7	5	16.7
TOTALS	681	258	37.9	202	29.7	121	17.8	100	14.7
PREVIOUS YEAR'S TOTALS	723	275	38.0	209	28.9	98	13.6	141	19.5

* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

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

Table 5

AIR TRAVEL CONSUMER REPORT
 COMPANIES OTHER THAN U. S. AIRLINES*
 BY COMPLAINT CATEGORY**
 JULY 2006

	FLI GHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVI CE	DI SAB- LI LI TY	ADVERT- I SI NG	DI SCRIM- I NATION	ANI MALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROCALIFORNIA	5	0	0	0	0	0	0	0	0	0	0	0	5
AIR CANADA	2	0	1	0	1	0	1	0	0	1	0	0	6
AIR FRANCE	0	1	3	0	1	1	0	0	0	0	0	0	6
AIR JAMAICA	2	0	1	0	0	4	0	0	0	0	0	0	7
ALITALIA AIRLINES	1	2	0	1	0	5	1	0	0	0	0	1	11
BRITISH AIRWAYS	0	1	2	1	4	6	4	2	0	0	0	1	21
KLM	1	0	1	0	1	2	1	0	0	0	0	0	6
LUFTHANSA	0	0	1	0	0	6	1	0	0	0	0	1	9
OTHER FOREIGN AIRLINES	9	2	8	1	8	13	7	5	0	0	0	2	55
TOTALS	20	6	17	3	15	37	15	7	0	1	0	5	126
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	5	3	9	0	0	0	0	0	0	1	19
TOTALS	1	0	5	3	9	0	0	0	0	0	0	1	19
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	3	0	1	0	2	0	0	1	0	0	0	0	7
TOTALS	3	0	1	0	2	0	0	1	0	0	0	0	7

* 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

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

RANK	AIRLINE	JULY 2006			JULY 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ALOHA AIRLINES</i>	0	324,584	0.00	*	*	*
2	<i>FRONTIER AIRLINES</i>	2	985,369	0.20	8	830,103	0.96
3	<i>SOUTHWEST AIRLINES</i>	21	8,769,533	0.24	21	8,789,220	0.24
4	<i>JETBLUE AIRWAYS</i>	6	1,671,123	0.36	7	1,344,966	0.52
5	<i>EXPRESSJET AIRLINES</i>	6	1,670,248	0.36	9	1,504,080	0.60
6	<i>ALASKA AIRLINES</i>	9	1,674,266	0.54	19	1,633,507	1.16
7	<i>AIRTRAN AIRWAYS</i>	12	1,961,653	0.61	21	1,622,920	1.29
8	<i>HAWAIIAN AIRLINES</i>	4	571,569	0.70	6	547,316	1.10
9	<i>SKYWEST AIRLINES</i>	13	1,787,530	0.73	6	1,483,392	0.40
10	<i>COMAIR</i>	8	1,046,595	0.76	9	1,214,818	0.74
11	<i>ATLANTIC SOUTHEAST AIRLINES</i>	9	1,111,575	0.81	1	1,085,469	0.09
12	<i>AMERICAN AIRLINES</i>	88	9,194,085	0.96	115	9,550,233	1.20
13	<i>NORTHWEST AIRLINES</i>	53	5,078,110	1.04	53	5,543,582	0.96
14	<i>DELTA AIR LINES</i>	77	6,936,538	1.11	90	8,252,005	1.09
15	<i>CONTINENTAL AIRLINES</i>	49	4,385,934	1.12	30	4,082,944	0.73
16	<i>AMERICAN EAGLE AIRLINES</i>	20	1,723,328	1.16	11	1,582,499	0.70
17	<i>MESA AIRLINES</i>	15	1,216,898	1.23	*	*	*
18	<i>UNITED AIRLINES</i>	111	6,480,848	1.71	74	6,175,493	1.20
19	<i>US AIRWAYS **</i>	102	5,250,968	1.94	76	4,008,878	1.90
20	<i>ATA AIRLINES</i>	6	255,069	2.35	4	548,810	0.73
	TOTAL	611	62,095,823	0.98	560	59,800,235	0.94

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Mesa Airlines' ranking in this table effective January 2006. Aloha Airlines' ranking in this table effective April 2006.

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

COMPLAINT CATEGORIES

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether or not the airline complied with DOT oversale regulations.

Reservations, Ticketing, Boarding: Airline or travel agent mistakes made in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets; problems boarding the aircraft (except oversales).

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

Baggage: Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

Disability: Civil rights complaints by air travelers with disabilities.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

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

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

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



Customer Service Reports to the Department of Homeland Security for the Month of July 2006 as provided by the Transportation Security Administration ^a

The Transportation Security Administration protects approximately 58 million airline passengers and screens their 75 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 July.

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
238	.0004	91	.00014	32	.00005	606	.0009

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
250	.0004	1279	.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 July.

July 2006 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
Continental Airlines	4	2	
<i>Total</i>	4	2	