



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

*Issued: November 2006*



<b>Flight Delays<sup>1</sup></b>	September 2006 12 Months Ending September 2006
<b>Mishandled Baggage<sup>1</sup></b>	September 2006 January-September 2006
<b>Oversales<sup>1</sup></b>	3rd Quarter 2006 January-September 2006
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	September 2006 January-September 2006
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	September 2006
<b>Airline Animal Incident Reports<sup>4</sup></b>	September 2006

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

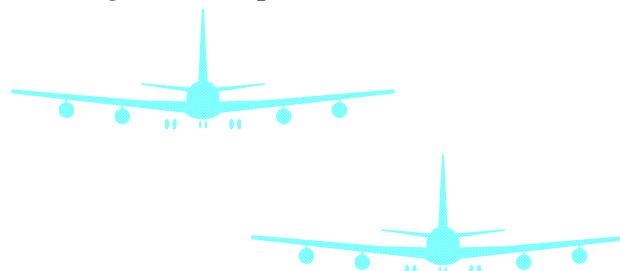
<sup>2</sup> Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> 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.**

SEPTEMBER 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	86.9	14	96.0
ALOHA AIRLINES S/ V/	3	87.1	11	95.8
FRONTIER AIRLINES S/	21	86.1	43	86.2
SOUTHWEST AIRLINES S/	16	83.3	62	84.0
EXPRESSJET AIRLINES S/	24	80.1	117	81.6
CONTINENTAL AIRLINES S/	29	80.9	71	81.3
ALASKA AIRLINES S/	15	78.8	45	78.7
SKYWEST AIRLINES S/	16	79.0	132	78.0
US AIRWAYS S/ *	29	76.2	84	76.8
AMERICAN AIRLINES S/	29	75.3	80	76.5
JETBLUE AIRWAYS S/	17	76.6	42	76.3
UNITED AIRLINES S/	31	75.4	79	75.6
ATA AIRLINES S/	8	71.0	13	74.1
NORTHWEST AIRLINES S/	29	73.4	105	73.8
MESA AIRLINE S/	25	72.7	119	73.3
AMERICAN EAGLE AIRLINES S/	23	72.2	117	72.5
AIRTRAN AIRWAYS S/	23	70.3	49	70.8
DELTA AIRLINES S/	30	69.5	101	68.6
COMAIR S/	23	69.8	108	68.6
ATLANTIC SOUTHEAST AIRLINES S/	22	55.9	153	55.5
<b>TOTAL</b>		<b>75.4</b>		<b>76.2</b>

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.

## SEPTEMBER 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 *	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		JULY - 06		AUG - 06		SEP - 06		12 MONTHS ENDING SEPTEMBER 2006		DATABASE TO DATE SEP 1987-SEPTEMBER 2006	
	10 - 12 2005		01 - 03 2006		04 - 06 2006		07 - 09 2006		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	72.6	19	75.8	9	76.6	12	73.0	14	75.6	8	72.3	16	70.8	17	74.5	11	(--)	(--)
ALASKA	74.4	15	71.7	17	76.9	11	72.0	16	69.5	14	68.5	18	78.7	7	73.8	14	75.7	8
ALOHA	(--)	(--)	(--)	(--)	82.6	2	93.8	2	92.0	2	93.9	2	95.8	2	(--)	(--)	(--)	(--)
AMERICA WEST	82.6	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	76.9	12	76.2	7	76.5	13	75.7	7	75.4	9	75.3	13	76.5	10	76.4	9	78.9	3
AMERICAN EAGLE	76.2	13	74.6	12	69.7	19	72.3	15	71.5	13	72.9	15	72.5	16	73.1	16	75.0	9
ATA	79.3	8	71.0	18	65.0	20	69.8	18	67.4	18	68.3	19	74.1	13	72.6	17	(--)	(--)
ATLANTIC SOUTHEAST	73.4	18	73.1	15	70.8	18	57.0	20	57.3	20	58.1	20	55.5	20	68.6	18	(--)	(--)
COMAIR	79.5	7	81.0	3	78.3	8	69.2	19	68.6	15	70.3	17	68.6	19	77.0	8	(--)	(--)
CONTINENTAL	76.0	14	73.3	14	71.5	17	75.1	8	68.5	16	76.3	9	81.3	6	74.0	12	78.6	4
DELTA	77.2	11	77.4	6	79.6	6	74.0	13	77.0	7	76.0	10	68.6	18	77.1	7	77.7	6
EXPRESSJET	74.3	16	74.2	13	71.8	16	75.1	9	67.9	17	76.5	7	81.6	5	73.8	13	(--)	(--)
FRONTIER	79.7	6	74.8	11	82.2	3	83.5	3	80.8	3	83.7	3	86.2	3	80.3	2	(--)	(--)
HAWAIIAN	95.4	1	93.7	1	94.6	1	95.8	1	95.8	1	95.7	1	96.0	1	94.9	1	(--)	(--)
INDEPENDENCE AIR	81.9	3	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
JETBLUE	70.8	20	70.6	19	78.0	9	74.8	11	72.3	11	75.9	11	76.3	11	73.8	15	(--)	(--)
MESA	(--)	(--)	76.0	8	73.7	15	71.2	17	66.7	19	73.7	14	73.3	15	(--)	(--)	(--)	(--)
NORTHWEST	73.7	17	78.2	5	80.9	4	76.6	6	78.8	5	77.1	6	73.8	14	77.3	6	79.7	2
SKYWEST	78.8	9	75.1	10	80.9	5	78.9	5	80.0	4	78.6	5	78.0	8	78.5	4	(--)	(--)
SOUTHWEST	80.6	4	81.0	4	78.6	7	80.9	4	77.8	6	81.0	4	84.0	4	80.3	3	82.2	1
UNITED	77.4	10	73.0	16	73.7	14	74.9	10	72.7	10	76.3	8	75.6	12	74.7	10	76.3	7
US AIRWAYS	79.7	5	81.0	2	77.9	10	74.8	12	72.1	12	75.7	12	76.8	9	78.3	5	78.5	5
<b>Total</b>	<b>77.5</b>		<b>76.8</b>		<b>76.5</b>		<b>75.2</b>		<b>73.7</b>		<b>75.8</b>		<b>76.2</b>		<b>76.5</b>		<b>78.6</b>	

➤ 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 ATRC.

SEPTEMBER 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 *																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	672	63.7	1059	79.8	314	81.8	144	81.2	H/		861	80.8	666	77.3	13426	81.0
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		60	75.0	H/		H/		H/		90	84.4	189	78.3	90	85.6
B6	H/		1261	80.3	H/		120	60.0	H/		H/		95	62.1	H/	
CO	398	61.1	537	79.7	167	91.6	H/		H/		370	86.2	329	82.1	308	78.9
DL	13431	65.3	1208	79.1	331	71.3	138	53.6	1763	85.6	912	76.0	349	67.3	343	62.4
EV	9589	51.6	H/		12	58.3	42	71.4	431	76.1	86	74.4	H/		12	66.7
F9	90	84.4	H/		30	93.3	H/		H/		85	92.9	3831	87.2	205	86.8
FL	6595	66.2	816	70.5	1181	81.9	297	69.7	H/		151	72.8	90	60.0	384	70.8
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	115	62.6	1282	71.0	243	72.0	414	64.5	428	70.3	832	69.8	H/		8064	79.1
NW	425	52.2	379	70.7	368	72.0	226	54.9	H/		519	67.1	260	63.8	336	74.1
OH	717	46.3	1226	64.2	324	66.0	194	68.0	7133	81.4	510	57.6	52	57.7	103	76.7
OO	H/		H/		H/		H/		98	70.4	H/		4136	81.0	85	68.2
TZ	H/		H/		H/		H/		H/		108	69.4	H/		132	66.7
UA	208	66.3	936	76.0	465	76.1	194	76.3	55	76.4	435	70.8	6822	80.0	541	74.1
US**	239	68.2	1738	73.9	360	76.4	5744	79.4	H/		2315	81.9	430	77.0	513	72.9
WN	H/		H/		4905	87.6	H/		H/		H/		959	83.2	H/	
XE***	214	70.6	18	83.3	195	69.7	414	74.2	276	76.8	240	82.9	24	95.8	220	75.9
YV	234	56.8	162	54.3	69	84.1	1840	75.7	H/		H/		1336	72.8	65	75.4
<b>TOTAL</b>	<b>32927</b>	<b>60.9</b>	<b>10682</b>	<b>74.2</b>	<b>8964</b>	<b>82.8</b>	<b>9767</b>	<b>76.1</b>	<b>10184</b>	<b>81.2</b>	<b>7514</b>	<b>76.4</b>	<b>19568</b>	<b>80.5</b>	<b>24827</b>	<b>79.4</b>

\* 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.

SEPTEMBER 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	322	72.0	587	62.2	484	82.6	321	89.7	425	81.2	936	74.1	598	74.9	2521	75.3
AQ	H/		H/		H/		H/		H/		H/		18	83.3	H/	
AS	H/		60	61.7	H/		H/		H/		H/		387	77.8	646	77.4
B6	H/		309	71.8	666	75.5	614	84.9	H/		4166	76.0	305	77.0	H/	
CO	167	81.4	4373	71.5	360	84.7	21	90.5	7034	89.4	95	74.7	510	79.6	623	72.9
DL	204	56.9	372	67.7	792	71.7	290	74.1	161	57.1	988	69.0	626	58.5	1102	61.6
EV	80	62.5	H/		H/		5	60.0	134	74.6	30	86.7	5	80.0	5	20.0
F9	85	83.5	H/		29	96.6	H/		84	88.1	H/		206	82.0	332	81.6
FL	257	75.5	249	64.7	377	72.9	199	72.9	H/		H/		119	48.7	173	60.1
HA	H/		H/		H/		H/		H/		H/		58	84.5	77	81.8
MQ	226	58.8	261	49.4	H/		149	66.4	H/		650	71.4	120	80.8	1666	86.0
NW	7984	74.0	385	58.4	131	64.1	197	67.5	255	70.2	149	59.7	455	74.5	570	70.2
OH	241	65.1	108	66.7	6	33.3	198	56.6	106	67.0	1740	48.9	H/		H/	
OO	60	43.3	H/		H/		H/		90	72.2	H/		208	71.2	4185	76.2
TZ	H/		H/		H/		H/		H/		H/		30	76.7	64	90.6
UA	233	68.2	410	68.0	128	78.1	2190	81.7	206	71.8	397	73.0	1120	78.8	2923	77.8
US**	274	78.8	300	64.7	606	74.3	155	82.6	119	82.4	210	73.3	3431	74.8	912	72.7
WN	511	83.0	H/		1225	84.7	H/		H/		H/		6578	82.5	3391	81.1
XE***	191	70.2	4998	69.6	H/		354	79.4	8850	87.8	30	66.7	H/		H/	
YV	200	73.0	102	64.7	H/		3051	71.5	186	68.8	250	66.4	573	76.3	76	73.7
<b>TOTAL</b>	<b>11035</b>	<b>73.4</b>	<b>12514</b>	<b>68.8</b>	<b>4804</b>	<b>78.1</b>	<b>7744</b>	<b>76.4</b>	<b>17650</b>	<b>87.0</b>	<b>9641</b>	<b>69.2</b>	<b>15347</b>	<b>78.0</b>	<b>19266</b>	<b>76.8</b>

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

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AUGUST 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	1720	67.3	929	76.3	12	75.0	3193	74.3	402	76.1	116	75.9	6167	64.6	529	66.4
AQ	H/		H/		H/		H/		H/		84	88.1	H/		H/	
AS	H/		60	86.7	H/		30	86.7	H/		451	87.4	120	55.8	H/	
B6	240	72.9	702	80.3	H/		H/		H/		454	81.5	H/		H/	
CO	360	71.4	454	84.1	95	75.8	255	85.5	117	86.3	90	73.3	419	68.5	188	73.9
DL	1665	74.7	962	77.3	H/		255	69.0	131	61.1	74	74.3	309	58.9	313	62.6
EV	49	51.0	1	100.0	203	53.2	H/		139	71.2	30	73.3	H/		H/	
F9	63	79.4	61	86.9	171	83.6	H/		90	81.1	H/		H/		60	86.7
FL	447	61.7	1076	80.9	848	73.2	103	60.2	344	79.9	H/		H/		523	64.2
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	1652	63.7	9	100.0	10	70.0	535	71.4	32	93.8	H/		7750	64.9	10	60.0
NW	565	57.7	439	73.8	277	68.6	91	70.3	7969	80.1	H/		607	57.0	379	53.8
OH	1131	64.0	201	84.1	24	41.7	136	66.9	124	70.2	H/		216	60.2	168	47.0
OO	H/		H/		H/		H/		30	96.7	250	82.0	4175	71.0	H/	
TZ	229	55.5	H/		412	72.1	H/		H/		120	81.7	H/		H/	
UA	644	62.1	516	80.0	12	75.0	154	70.8	469	70.1	275	76.4	7793	69.6	524	61.1
US**	1179	72.4	745	80.0	H/		240	67.5	249	69.5	183	72.1	678	62.8	3925	69.7
WN	H/		2772	85.8	5997	81.3	H/		H/		4064	85.3	H/		1896	69.9
XE***	115	60.0	29	93.1	128	75.8	23	87.0	314	84.1	H/		255	69.4	106	74.5
YV	178	52.8	H/		10	80.0	H/		9	66.7	56	83.9	2279	60.2	149	58.4
<b>TOTAL</b>	<b>10237</b>	<b>66.7</b>	<b>8956</b>	<b>81.4</b>	<b>8199</b>	<b>78.6</b>	<b>5015</b>	<b>73.4</b>	<b>10419</b>	<b>79.0</b>	<b>6247</b>	<b>83.7</b>	<b>30768</b>	<b>66.3</b>	<b>8770</b>	<b>67.4</b>

\* 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	464	72.2	H/		565	76.1	504	79.0	1058	73.6	206	77.2	659	80.3
AQ	H/		H/		30	86.7	H/		H/		H/		H/	
AS	261	78.5	H/		360	82.5	4226	78.5	367	78.5	H/		H/	
B6	90	63.3	176	68.8	107	67.3	65	81.5	H/		90	73.3	232	69.4
CO	308	77.3	51	80.4	274	77.7	363	81.3	392	76.8	74	79.7	327	84.7
DL	326	63.8	194	58.2	339	58.1	410	67.3	379	62.0	2438	83.2	706	73.4
EV	5	60.0	85	51.8	56	87.5	H/		25	72.0	789	84.4	H/	
F9	209	87.1	H/		179	83.8	117	88.9	271	79.7	172	84.9	30	90.0
FL	H/		162	79.6	H/		14	78.6	94	76.6	H/		526	78.9
HA	30	83.3	H/		56	91.1	47	89.4	30	96.7	H/		H/	
MQ	H/		432	64.1	794	87.3	H/		145	81.4	H/		H/	
NW	300	74.7	260	66.9	150	75.3	390	81.8	330	76.1	90	84.4	269	69.5
OH	H/		248	70.2	H/		H/		H/		H/		8	75.0
OO	218	88.1	45	86.7	670	80.4	411	90.3	3290	72.9	6196	87.9	H/	
TZ	52	92.3	H/		H/		H/		H/		H/		H/	
UA	624	75.8	180	66.1	725	77.4	897	79.3	3789	78.2	234	74.8	298	75.8
US**	5644	80.8	1187	81.9	538	70.8	392	71.9	647	73.1	165	80.0	656	77.6
WN	5919	85.0	578	79.8	2679	85.5	1156	84.2	H/		1249	81.8	2114	82.8
XE***	58	82.8	311	73.0	H/		H/		H/		47	85.1	6	66.7
YV	3009	85.1	192	72.4	71	80.3	10	70.0	4	75.0	34	76.5	H/	
<b>TOTAL</b>	<b>17517</b>	<b>82.2</b>	<b>4101</b>	<b>73.9</b>	<b>7593</b>	<b>80.6</b>	<b>9002</b>	<b>79.5</b>	<b>10821</b>	<b>75.3</b>	<b>11784</b>	<b>85.2</b>	<b>5831</b>	<b>79.0</b>

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	84.2	85.5	91.8	86.7	81.3	92.1	87.5	85.4	J/	81.9	81.7	89.4	94.9	86.7	86.7	89.7	93.2	88.1
700 - 759 AM	91.9	91.3	97.8	92.4	86.3	90.7	88.6	88.8	82.9	92.3	89.7	87.0	92.8	84.9	93.3	90.2	88.4	92.1
800 - 859 AM	73.2	87.9	93.4	78.4	80.7	82.8	91.7	87.0	83.0	92.1	91.6	87.1	91.1	74.5	92.6	87.5	85.3	91.6
900 - 959 AM	63.6	88.7	90.4	86.0	82.0	84.7	88.3	86.1	82.1	93.7	88.3	76.5	91.8	85.0	90.0	81.8	79.4	93.8
1000 - 1059 AM	66.7	83.6	91.5	80.6	82.4	85.2	84.3	85.4	85.4	94.1	88.9	75.6	85.8	86.8	83.3	83.3	79.8	92.5
1100 - 1159 AM	69.1	85.3	89.6	84.1	81.8	84.6	86.7	83.7	81.0	88.5	82.8	83.8	84.8	82.5	80.9	78.5	77.3	87.4
1200 - 1259 PM	68.2	82.2	88.7	84.7	84.5	81.1	84.5	83.5	76.2	82.6	79.7	86.8	94.5	70.1	77.5	82.9	80.8	87.6
100 - 159 PM	66.0	78.3	89.7	81.1	88.2	77.8	81.6	83.6	76.7	77.6	84.0	82.5	87.4	86.5	80.8	76.9	72.3	83.3
200 - 259 PM	59.5	79.3	88.7	81.3	81.6	82.8	83.0	78.1	74.9	66.0	86.5	80.9	87.6	79.0	78.9	77.7	65.8	82.1
300 - 359 PM	56.3	79.5	86.5	78.6	85.1	77.5	76.5	77.7	79.6	64.6	83.8	76.2	87.3	70.0	76.2	77.3	61.5	85.9
400 - 459 PM	53.9	69.0	79.8	75.9	69.8	74.5	73.9	74.9	75.1	55.4	74.1	76.3	84.0	55.9	75.8	75.8	63.2	79.9
500 - 559 PM	52.2	68.5	82.2	71.2	80.7	74.8	75.9	76.1	70.4	50.1	78.0	76.8	81.9	64.1	79.4	72.9	57.0	76.8
600 - 659 PM	49.3	64.5	74.0	67.2	83.6	69.8	72.7	75.3	61.4	55.8	74.4	63.8	85.3	54.5	73.4	72.3	52.7	77.4
700 - 759 PM	49.7	60.5	77.2	78.8	79.5	61.9	70.7	73.7	63.8	50.6	69.0	70.4	83.4	58.0	73.7	70.0	54.7	73.7
800 - 859 PM	46.4	57.8	75.9	67.2	66.7	71.2	77.7	72.3	56.9	55.0	74.8	66.3	84.4	54.7	69.3	66.4	53.6	73.4
900 - 959 PM	48.3	62.2	69.2	60.2	82.7	68.5	67.1	68.3	64.9	59.5	65.3	66.7	72.3	58.4	70.9	67.3	53.0	74.4
1000 - 1059 PM	54.0	64.0	69.0	64.7	68.8	61.0	74.9	65.3	67.5	60.4	69.4	57.3	68.2	59.8	64.4	67.4	58.1	70.4
1100 - 559 AM	79.1	73.5	76.1	58.6	46.9	71.6	75.3	78.4	74.7	70.5	69.3	79.1	79.0	76.7	76.6	77.6	65.8	67.0
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>60.9</b>	<b>74.2</b>	<b>82.8</b>	<b>76.1</b>	<b>81.2</b>	<b>76.4</b>	<b>80.5</b>	<b>79.4</b>	<b>73.4</b>	<b>68.8</b>	<b>78.1</b>	<b>76.4</b>	<b>87.0</b>	<b>69.2</b>	<b>78.0</b>	<b>76.8</b>	<b>66.7</b>	<b>81.4</b>

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	95.2	83.8	89.6	91.4	86.9	83.5	92.1	86.6	J/	92.8	94.3	92.6	82.0	88.5
700 - 759 AM	92.4	91.1	89.0	96.4	81.8	91.9	92.7	87.6	92.3	89.0	93.6	95.8	100.0	89.2
800 - 859 AM	85.2	86.4	91.3	95.5	75.9	78.8	90.7	96.2	85.2	92.8	87.7	89.5	94.3	84.5
900 - 959 AM	83.4	83.8	86.8	91.1	77.1	79.3	83.9	85.9	89.4	90.7	73.7	90.8	94.8	83.5
1000 - 1059 AM	87.5	87.2	81.0	93.7	74.8	80.1	86.2	83.2	87.4	88.8	69.9	88.1	88.6	82.7
1100 - 1159 AM	85.5	80.5	79.8	88.3	73.3	71.3	83.6	77.6	80.9	84.1	67.1	88.5	89.7	80.8
1200 - 1259 PM	83.2	68.6	83.7	83.4	73.6	77.4	84.0	89.3	80.3	85.1	69.2	87.2	79.8	80.9
100 - 159 PM	83.9	74.4	82.2	84.0	69.6	66.4	83.3	70.7	88.1	82.0	72.4	71.3	86.2	78.7
200 - 259 PM	87.5	65.4	80.3	85.6	66.7	65.9	82.2	80.6	82.2	85.0	79.9	89.5	84.6	77.0
300 - 359 PM	80.2	74.4	79.6	84.6	59.4	65.4	82.6	78.0	81.5	79.2	78.4	85.2	81.8	74.5
400 - 459 PM	78.0	73.4	72.6	83.0	59.3	64.2	82.1	77.9	86.2	82.3	67.7	82.0	81.3	71.4
500 - 559 PM	70.9	72.9	78.9	82.9	55.1	58.7	81.3	76.5	79.5	73.0	71.3	82.9	76.2	70.5
600 - 659 PM	69.5	67.8	67.5	78.9	53.3	62.4	73.2	55.8	74.4	75.5	78.2	84.5	70.3	68.2
700 - 759 PM	64.6	67.2	72.8	83.7	52.1	49.2	77.5	63.7	77.2	70.6	76.1	77.7	72.2	66.8
800 - 859 PM	69.1	59.8	73.1	75.7	51.5	58.5	74.0	69.8	66.7	72.2	75.0	79.6	71.3	65.8
900 - 959 PM	63.7	62.9	69.5	75.8	49.8	61.7	73.1	61.3	77.5	71.0	71.0	75.2	69.0	64.8
1000 - 1059 PM	76.8	56.6	63.2	75.6	64.2	67.5	74.4	58.2	74.2	68.5	73.1	72.8	66.2	66.4
1100 - 559 AM	76.4	56.9	73.5	73.3	79.1	65.3	78.0	65.8	78.2	77.2	80.7	75.9	69.0	74.3
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>78.6</b>	<b>73.4</b>	<b>79.0</b>	<b>83.7</b>	<b>66.3</b>	<b>67.4</b>	<b>82.2</b>	<b>73.9</b>	<b>80.6</b>	<b>79.5</b>	<b>75.3</b>	<b>85.2</b>	<b>79.0</b>	<b>75.4</b>

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

SEPTEMBER 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	88.1	94.8	94.3	86.0	94.3	94.2	96.2	90.4	93.2	92.9	98.4	92.3	94.0	92.7	94.2	95.6	94.3	96.3
700 - 759 AM	89.5	91.5	91.9	88.8	90.4	91.5	92.8	89.4	90.7	94.0	97.8	89.2	93.7	91.3	94.0	91.3	90.7	94.8
800 - 859 AM	88.1	91.2	89.7	87.1	85.2	90.1	89.6	88.3	86.6	91.5	93.1	87.6	90.3	85.0	89.4	88.2	91.7	93.6
900 - 959 AM	77.6	87.8	88.9	88.5	88.0	87.6	88.1	82.9	90.9	91.7	94.3	85.8	93.5	85.8	89.4	85.9	86.9	91.6
1000 - 1059 AM	69.2	86.2	84.9	78.7	86.4	90.4	86.4	82.5	84.7	91.4	92.4	73.7	91.2	86.1	82.5	83.7	86.4	90.8
1100 - 1159 AM	71.4	86.1	90.3	87.2	89.5	87.3	84.4	81.4	87.7	92.2	88.5	90.3	88.5	90.0	80.1	82.1	84.3	91.4
1200 - 1259 PM	70.1	86.0	82.4	80.7	78.8	84.5	84.6	80.6	86.2	86.4	82.0	79.9	90.3	77.8	76.9	83.7	82.6	85.3
100 - 159 PM	70.9	77.8	83.8	85.8	86.4	84.1	81.7	78.5	74.5	81.7	80.2	82.3	90.6	81.1	71.4	81.9	84.3	82.2
200 - 259 PM	66.8	75.6	84.3	80.9	83.2	83.6	81.5	76.4	78.3	72.1	82.7	71.2	88.6	82.6	78.3	80.1	77.7	72.4
300 - 359 PM	58.6	74.3	78.7	74.3	84.3	79.3	79.8	75.2	71.8	68.9	76.7	67.0	86.6	75.6	67.6	80.0	75.6	76.6
400 - 459 PM	57.5	73.8	75.7	78.3	82.6	74.4	74.5	73.6	80.4	65.0	79.1	60.1	89.4	67.6	73.1	79.2	70.2	71.8
500 - 559 PM	56.8	66.9	74.0	79.4	60.0	70.3	74.7	70.7	74.0	58.9	67.3	64.2	85.8	55.7	71.8	75.0	68.1	75.0
600 - 659 PM	55.1	67.9	71.9	71.8	77.5	75.7	74.3	73.1	71.0	59.1	74.0	66.7	83.7	67.7	74.1	77.9	67.1	73.1
700 - 759 PM	52.8	60.0	66.4	75.0	76.2	68.1	73.6	73.3	65.8	58.9	70.9	64.6	89.6	61.3	71.4	74.9	56.9	77.9
800 - 859 PM	48.7	62.1	70.2	72.5	70.7	70.6	76.3	71.3	59.9	58.9	74.3	54.3	88.0	58.5	72.0	77.3	62.8	72.6
900 - 959 PM	51.2	68.2	70.4	76.5	80.4	78.5	81.2	74.8	72.2	58.9	81.5	68.9	91.3	64.4	63.9	77.5	61.5	72.3
1000 - 1059 PM	55.3	25.0	63.2	100.0	J/	J/	81.8	77.3	71.0	66.7	J/	63.0	92.4	71.9	79.1	86.7	J/	73.7
1100 - 559 AM	65.7	95.5	80.8	J/	88.0	J/	84.5	93.2	J/	93.8	100.0	100.0	96.2	91.8	81.6	86.7	96.7	83.3
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>65.3</b>	<b>79.9</b>	<b>81.9</b>	<b>81.3</b>	<b>82.8</b>	<b>82.8</b>	<b>82.0</b>	<b>78.7</b>	<b>78.3</b>	<b>77.6</b>	<b>84.1</b>	<b>75.1</b>	<b>89.6</b>	<b>75.4</b>	<b>78.9</b>	<b>83.1</b>	<b>78.8</b>	<b>83.1</b>

\* 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	93.1	92.8	94.3	95.1	88.7	92.2	95.4	92.7	94.3	92.6	93.7	92.9	95.7	93.3
700 - 759 AM	94.6	88.0	87.9	94.6	85.4	89.7	92.4	89.7	93.8	92.4	92.6	92.2	95.6	91.3
800 - 859 AM	90.5	89.1	88.2	89.0	83.1	86.7	90.3	92.7	88.7	89.2	89.9	93.8	92.1	89.0
900 - 959 AM	82.8	83.7	88.9	91.9	76.8	82.6	84.2	89.6	87.5	85.2	84.2	90.7	91.8	85.6
1000 - 1059 AM	77.9	79.0	85.7	86.7	76.7	81.4	85.9	82.3	85.8	82.8	75.9	88.0	90.3	83.2
1100 - 1159 AM	81.1	86.7	84.8	82.8	73.5	77.4	83.1	89.0	83.8	83.3	71.4	91.9	86.2	83.2
1200 - 1259 PM	81.0	84.7	82.6	79.6	74.7	71.4	84.0	80.9	85.4	83.2	73.9	86.8	89.8	80.7
100 - 159 PM	71.1	66.1	80.8	83.0	71.5	75.2	84.0	81.5	81.9	78.1	72.1	88.3	78.9	79.3
200 - 259 PM	78.7	62.3	82.4	73.7	65.9	67.3	76.3	76.0	82.9	80.5	78.0	88.5	79.7	76.9
300 - 359 PM	72.5	69.7	78.4	79.9	63.4	63.1	83.1	74.2	79.4	79.2	80.4	84.5	76.7	74.4
400 - 459 PM	70.9	62.2	78.4	75.2	60.3	65.4	81.7	70.7	83.3	80.6	78.6	74.7	75.2	72.0
500 - 559 PM	65.0	65.9	76.0	78.9	59.8	58.5	77.3	70.6	87.3	78.6	68.8	86.2	79.2	70.2
600 - 659 PM	61.4	69.3	80.1	80.9	56.2	60.0	80.5	75.4	86.2	76.7	78.6	74.8	73.9	70.8
700 - 759 PM	61.0	53.9	80.5	76.1	55.9	51.6	77.9	58.6	80.8	77.5	77.6	88.9	68.9	69.2
800 - 859 PM	59.2	77.1	57.1	73.6	52.9	56.3	74.0	74.8	82.7	69.8	76.7	76.7	77.3	66.0
900 - 959 PM	61.5	78.1	84.3	86.7	55.5	54.0	84.0	71.4	76.0	78.8	77.7	87.0	68.8	72.8
1000 - 1059 PM	J/	40.0	78.8	81.7	63.3	79.1	90.6	J/	95.5	86.3	90.4	J/	J/	76.8
1100 - 559 AM	100.0	20.0	100.0	96.9	92.3	76.2	83.2	J/	96.0	87.0	89.8	90.0	J/	85.2
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>76.0</b>	<b>75.8</b>	<b>82.9</b>	<b>83.9</b>	<b>69.0</b>	<b>72.2</b>	<b>84.0</b>	<b>80.6</b>	<b>86.1</b>	<b>83.3</b>	<b>80.8</b>	<b>88.3</b>	<b>83.7</b>	<b>78.9</b>

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

SEPTEMBER 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	5283	JFK-DCA	1815	30	100.00	79	68
OH	5073	JFK-ATL	1929	22	95.45	82	75
OH	5458	JFK-BUF	920	22	95.45	53	49
OH	4954	DCA-JFK	1730	21	95.24	91	68
EV	4585	CAK-ATL	1830	21	95.24	82	66
OH	5093	JFK-DCA	2045	21	95.24	70	58
EV	4311	CHA-ATL	1700	21	95.24	67	45
DL	1658	ATL-LAS	2057	21	95.24	62	51
OH	5072	JFK-CMH	2000	21	95.24	60	46
EV	4638	ATL-CHA	1547	21	95.24	48	35
OH	5094	ATL-JFK	1955	18	94.44	73	43
OH	5524	JFK-ALB	1647	15	93.33	82	50
OH	5463	JFK-BUF	1745	25	92.00	79	80
OH	5197	JFK-RIC	1645	25	92.00	78	54
OH	5109	JFK-RIC	2030	25	92.00	77	60
OH	5487	JFK-CMH	1704	25	92.00	76	44
OH	5635	SRQ-ATL	1910	25	92.00	72	68
OH	5510	BUF-JFK	1050	25	92.00	68	70
EV	4098	BGR-ATL	1315	25	92.00	55	37
OH	5515	BOS-JFK	1600	25	92.00	38	28
OH	5534	JFK-BTV	2050	21	90.48	58	50
OH	5023	JFK-ATL	835	30	90.00	72	71
DL	1556	ATL-LAX	700	20	90.00	26	26
EV	4370	FAY-ATL	1855	17	88.24	47	48
OH	4983	JFK-DCA	1545	25	88.00	72	45

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

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
EV	4174	ATL-CAE	1715	25	88.00	60	57
OH	5052	BUF-JFK	1450	25	88.00	58	44
OH	5660	RIC-JFK	1810	25	88.00	50	45
OH	4979	JFK-RIC	835	25	88.00	46	32
XE**	2782	EWR-RIC	1905	24	87.50	51	32
DL	397	ATL-SAN	1559	24	87.50	36	31
EV	4162	ATL-LYH	2109	30	86.67	55	37
OH	5517	JFK-CLE	1900	21	85.71	78	60
AA	1659	EWR-ORD	1830	21	85.71	71	35
FL	131	EWR-ATL	1751	21	85.71	68	56
EV	4881	ILM-ATL	1855	21	85.71	66	63
OH	5417	LGA-GSP	1941	21	85.71	62	53
DL	1811	ATL-ORD	1725	21	85.71	55	35
OH	5495	JFK-IAD	2035	21	85.71	50	44
OH	5521	BOS-JFK	1900	21	85.71	46	39
OO	5740	LAX-YUM	1229	28	85.71	32	27
EV	4351	CRP-ATL	1305	27	85.19	68	49
OO	5740	YUM-IPL	1547	27	85.19	39	36
EV	4276	BTR-ATL	1235	19	84.21	46	32
EV	4269	ALB-ATL	1630	25	84.00	75	70
EV	4767	ACY-ATL	1750	25	84.00	64	66
OH	5378	IAD-JFK	1500	25	84.00	58	53
OH	5471	JFK-ROC	1955	25	84.00	57	45
OH	5635	ATL-SRQ	1710	25	84.00	54	46
OH	5418	LGA-PWM	1529	25	84.00	53	43

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

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



## SEPTEMBER 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	5503	JFK-ROC	935	25	84.00	52	38
AA	2394	ATL-LGA	1905	25	84.00	50	44
OO	5769	MOD-LAX	955	25	84.00	36	26
FL	299	EWR-ATL	1950	18	83.33	74	68
OH	5334	DSM-ATL	1647	18	83.33	60	39
XE**	2763	EWR-DTW	1800	30	83.33	58	50
MQ	4659	EWR-RDU	1820	30	83.33	57	47
EV	4428	ILM-ATL	1445	30	83.33	54	30
FL	915	PHF-ATL	2005	18	83.33	52	26
OH	5283	DCA-MLB	2005	24	83.33	48	40
DL	363	ATL-SAN	1905	24	83.33	43	42
OO	5778	YUM-LAX	1259	24	83.33	31	28
WN	803	PIT-PHL	1805	29	82.76	55	40
DL	1287	JFK-TPA	1955	28	82.14	49	42
DL	582	ATL-SFO	1030	28	82.14	35	22
OO	5751	MOD-LAX	1755	28	82.14	30	30
OH	5195	JFK-IAD	855	22	81.82	50	42
EV	4095	OKC-ATL	1140	16	81.25	36	28
EV	4488	CHO-ATL	1700	21	80.95	59	30
US***	1909	PHL-ATL	2000	21	80.95	55	55
EV	4598	ATL-MLB	2118	21	80.95	54	47
EV	4176	TOL-ATL	1610	21	80.95	53	28
EV	4118	DTW-ATL	1945	21	80.95	53	42
EV	4238	MDW-ATL	1921	21	80.95	52	32
OH	5519	JFK-BNA	2000	21	80.95	52	34

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

\*\* 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 will appear only as US in this table. The designated flight was operated by US Airways, and the flight number is a US Airways flight number.

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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	5351	LGA-BHM	2015	21	80.95	48	45
OH	5672	JFK-BOS	2030	21	80.95	46	35
OH	5167	PHL-CVG	1832	21	80.95	45	32
AA	791	LGA-DFW	2020	21	80.95	44	36
EV	4610	PIT-ATL	1340	21	80.95	40	25
EV	4360	ATL-CAK	1620	21	80.95	38	30
OH	5050	ATL-JFK	2146	25	80.00	76	81
EV	4167	MDW-ATL	1720	25	80.00	70	72
YV	7472	ORD-CLT	1806	25	80.00	66	32
AA	363	LGA-ORD	1929	25	80.00	66	56
OH	5518	JFK-BOS	1800	25	80.00	65	55
OH	5244	RIC-JFK	1438	25	80.00	64	30
OH	5378	JFK-DTW	1730	25	80.00	61	55
AA	357	LGA-ORD	2020	25	80.00	57	43
OH	4958	HPN-ATL	1440	25	80.00	56	39
YV	7339	IAD-CHS	1646	30	80.00	56	39
FL	504	MIA-ATL	1452	25	80.00	53	34
XE**	2744	EWR-BNA	1905	20	80.00	52	39
OH	4969	JFK-IND	1905	25	80.00	52	45
OH	5240	JFK-RIC	1250	25	80.00	48	25
OH	5226	DCA-JFK	1530	25	80.00	46	30
OH	5278	JFK-ROC	1250	25	80.00	45	31
OO	6263	SFO-FAT	1045	25	80.00	40	21
DL	758	ATL-LAS	1500	25	80.00	30	27

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

\*\* 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 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	749	80	10.7
COMAIR	842	70	8.3
ATA	54	2	3.7
DELTA	1,419	40	2.8
AIRTRAN	646	12	1.9
EXPRESSJET	1,331	18	1.4
MESA	863	8	0.9
SKYWEST	1,556	13	0.8
NORTHWEST	1,265	10	0.8
JETBLUE	432	3	0.7
AMERICAN	1,757	11	0.6
US AIRWAYS *	1,424	7	0.5
CONTINENTAL	857	3	0.4
UNITED	1,405	4	0.3
AMERICAN EAGLE	1,561	4	0.3
SOUTHWEST	3,058	4	0.1
ALASKA	429	0	0.0
FRONTIER	271	0	0.0
HAWAIIAN	144	0	0.0
ALOHA	124	0	0.0
<b>TOTAL</b>	<b>20,187</b>	<b>289</b>	<b>1.4</b>

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

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	76.8	87.1	233	232
ADAK ISLAND AK (ADK)	62.5	0.0	8	8
AGUADILLA PR (BQN)	79.7	89.1	118	101
AKRON/CANTON OH (CAK)	70.1	78.2	693	701
ALBANY GA (ABY)	50.5	57.7	111	111
ALBANY NY (ALB)	72.7	82.0	1,154	1,154
ALBUQUERQUE NM (ABQ)	82.2	86.7	2,984	2,984
ALEXANDRIA LA (AEX)	70.4	83.1	243	243
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	71.1	78.6	425	426
AMARILLO TX (AMA)	80.9	88.1	697	698
ANCHORAGE AK (ANC)	74.1	80.7	1,685	1,694
APPLETON WI (ATW)	64.2	72.1	338	384
ASHEVILLE NC (AVL)	62.3	66.3	244	243
ASHLAND WV (HTS)	87.0	83.6	54	55
ASPEN CO (ASE)	66.4	69.7	396	399
ATLANTA GA (ATL)	60.9	65.3	32,927	33,102
ATLANTIC CITY NJ (ACY)	63.2	56.4	38	39
AUGUSTA GA (AGS)	47.1	52.0	204	204
AUSTIN TX (AUS)	80.0	86.6	3,705	3,703
BAKERSFIELD CA (BFL)	81.5	82.5	465	464
BALTIMORE MD (BWI)	82.8	81.9	8,964	8,961
BANGOR ME (BGR)	65.7	76.4	364	368
BARROW AK (BRW)	80.0	71.7	60	60
BATON ROUGE LA (BTR)	75.7	80.9	885	885
BEAUMONT/PORT ARTHUR TX (BPT)	90.0	86.7	30	30
BELLINGHAM WA (BLI)	83.3	88.3	60	60
BEND/REDMOND OR (RDM)	79.8	83.8	297	297
BETHEL AK (BET)	83.3	83.3	96	96
BILLINGS MT (BIL)	82.6	90.3	380	380
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	63.6	67.3	55	55
BIRMINGHAM AL (BHM)	75.7	81.7	1,668	1,670
BISMARCK/MANDAN ND (BIS)	77.3	89.2	194	195
BLOOMINGTON IL (BMI)	59.8	64.9	338	333
BOISE ID (BOI)	84.2	89.2	1,395	1,398
BOSTON MA (BOS)	74.2	79.9	10,682	10,679
BOZEMAN MT (BZN)	78.5	83.5	390	389
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	59.6	58.4	89	89
BROWNSVILLE TX (BRO)	87.5	91.4	184	185
BRUNSWICK GA (BQK)	44.0	61.9	84	84
BUFFALO NY (BUF)	72.4	79.0	2,377	2,379
BURBANK CA (BUR)	83.4	86.9	2,687	2,689
BURLINGTON VT (BTV)	66.5	77.0	562	564
BUTTE MT (BTM)	78.9	87.0	76	77

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	63.2	67.2	247	247
CASPER WY (CPR)	78.7	83.6	263	262
CEDAR RAPIDS/IOWA CITY IA (CID)	72.5	79.3	650	662
CHAMPAIGN/URBANA IL (CMI)	63.5	77.2	263	263
CHARLESTON SC (CHS)	66.8	78.9	1,090	1,088
CHARLESTON/DUNBAR WV (CRW)	65.1	71.7	324	325
CHARLOTTE AMALIE VI (STT)	83.5	83.6	127	128
CHARLOTTE NC (CLT)	76.1	81.3	9,767	9,755
CHARLOTTESVILLE VA (CHO)	67.1	76.0	146	146
CHATTANOOGA TN (CHA)	68.0	76.0	387	388
CHICAGO IL (MDW)	78.6	76.0	8,199	8,194
CHICAGO IL (ORD)	66.3	69.0	30,768	30,751
CHICO CA (CIC)	56.5	67.0	108	109
CHRISTIANSTED VI (STX)	96.0	75.0	25	24
CLEVELAND OH (CLE)	81.6	86.6	6,877	6,875
CODY WY (COD)	84.5	90.7	148	150
COLLEGE STATION/BRYAN TX (CLL)	86.1	87.4	151	151
COLORADO SPRINGS CO (COS)	77.8	85.3	1,307	1,305
COLUMBIA SC (CAE)	64.5	76.4	856	850
COLUMBUS GA (CSG)	53.3	67.6	105	105
COLUMBUS MS (GTR)	53.8	61.3	80	80
COLUMBUS OH (CMH)	72.2	77.8	3,107	3,108
CORDOVA AK (CDV)	70.0	71.7	60	60
CORPUS CHRISTI TX (CRP)	82.5	86.7	773	774
COVINGTON KY (CVG)	81.2	82.8	10,184	10,153
CRESCENT CITY CA (CEC)	65.9	60.5	82	81
DALLAS TX (DAL)	86.7	86.1	4,088	4,089
DALLAS/FT.WORTH TX (DFW)	79.4	78.7	24,827	24,806
DAYTON OH (DAY)	73.1	79.6	1,118	1,120
DAYTONA BEACH FL (DAB)	60.1	69.0	293	294
DEADHORSE AK (SCC)	77.8	77.8	63	63
DENVER CO (DEN)	80.5	82.0	19,568	19,577
DES MOINES IA (DSM)	69.5	79.2	1,218	1,219
DETROIT MI (DTW)	73.4	78.3	11,035	10,993
DILLINGHAM AK (DLG)	77.8	83.3	18	18
DOTHAN AL (DHN)	52.9	57.9	140	140
DUBUQUE IA (DBQ)	70.4	81.7	115	115
DULUTH MN (DLH)	79.3	94.0	82	84
DURANGO CO (DRO)	79.5	81.2	405	405
EAGLE CO (EGE)	70.6	83.6	126	128
EL CENTRO CA (IPL)	45.0	50.9	109	112
EL PASO TX (ELP)	81.7	87.5	1,762	1,763
ELKO NV (EKO)	90.0	94.3	140	140

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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.
ERIE PA (ERI)	76.4	78.6	55	56
EUGENE OR (EUG)	82.8	89.5	523	522
EUREKA/ARCATA CA (ACV)	65.1	66.9	301	308
EVANSVILLE IN (EVV)	69.5	72.5	269	269
FAIRBANKS AK (FAI)	82.0	82.7	395	398
FARGO ND (FAR)	76.1	85.0	460	461
FAYETTEVILLE AR (XNA)	73.3	74.9	842	844
FAYETTEVILLE NC (FAY)	50.6	57.8	162	161
FLAGSTAFF AZ (FLG)	72.0	75.3	150	150
FLINT MI (FNT)	69.8	78.6	540	542
FLORENCE SC (FLO)	56.6	67.9	53	53
FORT LAUDERDALE FL (FLL)	78.1	84.1	4,804	4,800
FORT SMITH AR (FSM)	81.9	85.2	149	149
FORT WAYNE IN (FWA)	63.5	71.3	323	324
FRESNO CA (FAT)	76.3	80.4	1,211	1,211
FT. MYERS FL (RSW)	76.2	83.5	1,557	1,559
GAINESVILLE FL (GNV)	58.2	65.1	170	146
GRAND FORKS ND (GFK)	86.5	92.0	74	75
GRAND JUNCTION CO (GJT)	79.4	80.3	393	386
GRAND RAPIDS MI (GRR)	75.1	82.6	1,368	1,360
GREAT FALLS MT (GTF)	82.7	89.7	301	302
GREEN BAY/CLINTONVILLE WI (GRB)	66.9	74.6	607	606
GREENSBORO/HIGH POINT NC (GSO)	67.9	76.1	1,156	1,157
GREENVILLE/SPARTANBURG SC (GSP)	65.8	79.0	903	903
GULFPORT/BILOXI MS (GPT)	72.1	73.5	580	597
GUNNISON CO (GUC)	73.4	76.6	94	94
HARLINGEN/SAN BENITO TX (HRL)	89.4	90.2	471	471
HARRISBURG PA (MDT)	67.8	75.8	668	669
HARTFORD CT (BDL)	77.9	84.1	2,677	2,677
HELENA MT (HLN)	86.0	90.1	121	121
HILO HI (ITO)	96.2	97.3	773	773
HONOLULU HI (HNL)	93.2	94.8	5,774	5,774
HOUSTON TX (HOU)	82.9	79.8	4,549	4,550
HOUSTON TX (IAH)	87.0	89.6	17,650	17,657
HUNTSVILLE AL (HSV)	71.9	78.8	551	551
IDAHO FALLS ID (IDA)	85.2	91.5	237	234
INDIANAPOLIS IN (IND)	78.1	85.8	2,953	2,945
INDIO/PALM SPRINGS CA (PSP)	76.2	84.8	933	933
INYOKERN CA (IYK)	80.5	87.0	77	77
ISLIP NY (ISP)	84.6	88.0	985	1,000
JACKSON WY (JAC)	76.9	85.8	320	325
JACKSON/VICKSBURG MS (JAN)	76.1	82.4	945	947
JACKSONVILLE FL (JAX)	76.8	85.3	2,566	2,569

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	100.0	100.0	1	1
JUNEAU AK (JNU)	76.2	74.7	374	376
KAHULUI HI (OGG)	93.4	94.6	2,207	2,206
KALAMAZOO MI (AZO)	72.2	81.0	396	399
KALISPELL MT (FCA)	81.4	91.3	231	231
KANSAS CITY MO (MCI)	78.6	84.8	4,585	4,588
KETCHIKAN AK (KTN)	74.2	75.3	198	198
KEY WEST FL (EYW)	53.8	36.1	65	36
KILLEEN TX (GRK)	75.2	80.0	468	466
KING SALMON AK (AKN)	64.3	39.3	28	28
KINSTON NC (ISO)	45.5	50.0	55	56
KNOXVILLE TN (TYS)	70.4	81.1	837	837
KODIAK AK (ADQ)	79.5	69.2	39	39
KONA HI (KOA)	94.3	94.5	1,259	1,259
KOTZEBUE AK (OTZ)	76.7	72.2	90	90
LA CROSSE WI (LSE)	73.0	78.2	141	142
LAFAYETTE LA (LFT)	78.3	84.9	480	482
LAKE CHARLES LA (LCH)	87.4	91.6	119	119
LANSING MI (LAN)	72.2	83.2	410	410
LAREDO TX (LRD)	77.9	87.6	235	234
LAS VEGAS NV (LAS)	78.0	78.9	15,347	15,351
LAWTON/FORT SILL OK (LAW)	80.5	87.5	200	200
LEWISBURG WV (LWB)	73.3	60.0	30	30
LEWISTON ID (LWS)	78.3	93.3	60	60
LEXINGTON KY (LEX)	70.5	78.1	721	723
LIHUE HI (LIH)	95.7	96.6	1,394	1,394
LINCOLN NE (LNK)	65.7	74.6	213	213
LITTLE ROCK AR (LIT)	74.1	79.7	1,342	1,367
LONG BEACH CA (LGB)	81.1	88.5	1,049	1,047
LONGVIEW/KILGOR/GLADWATR TX (GGG)	80.0	91.1	90	90
LOS ANGELES CA (LAX)	76.8	83.1	19,266	19,264
LOUISVILLE KY (SDF)	76.0	80.9	1,588	1,583
LUBBOCK TX (LBB)	79.0	85.1	768	770
LYNCHBURG VA (LYH)	41.0	67.5	83	83
MACON GA (MCN)	34.1	74.7	88	87
MADISON WI (MSN)	70.9	78.6	1,104	1,104
MANCHESTER NH (MHT)	77.0	83.8	1,774	1,774
MARQUETTE MI (MQT)	57.0	71.3	79	80
MEDFORD OR (MFR)	76.3	82.4	545	545
MELBOURNE FL (MLB)	47.9	71.1	165	166
MEMPHIS TN (MEM)	75.9	81.5	4,039	4,010
MERIDIAN MS (MEI)	47.5	59.3	80	81
MIAMI FL (MIA)	73.4	75.8	5,015	5,018

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIDLAND/ODESSA TX (MAF)	78.4	86.3	693	693
MILWAUKEE WI (MKE)	72.2	80.9	1,955	1,936
MINNEAPOLIS/ST. PAUL MN (MSP)	79.0	82.9	10,419	10,398
MINOT ND (MOT)	83.0	93.2	88	88
MISSION/MCALLEN/EDINBURG TX (MFE)	81.0	86.5	384	385
MISSOULA MT (MSO)	84.1	85.2	359	359
MOBILE AL (MOB)	73.2	78.6	444	444
MODESTO CA (MOD)	60.0	66.3	245	246
MOLINE IL (MLI)	65.4	71.1	520	492
MONROE LA (MLU)	63.1	77.0	255	244
MONTEREY CA (MRY)	77.1	77.3	664	662
MONTGOMERY AL (MGM)	59.9	71.0	277	259
MONTROSE/DELTA CO (MTJ)	79.9	86.7	209	211
MYRTLE BEACH SC (MYR)	72.7	75.8	686	686
NANTUCKET MA (ACK)	18.2	58.3	11	12
NAPLES FL (APF)	58.9	84.2	56	57
NASHVILLE TN (BNA)	79.3	82.7	5,244	5,236
NEW ORLEANS LA (MSY)	80.9	86.8	2,636	2,640
NEW YORK NY (JFK)	69.2	75.4	9,641	9,618
NEW YORK NY (LGA)	66.7	78.8	10,237	10,242
NEWARK NJ (EWR)	68.8	77.6	12,514	12,530
NEWBURGH/POUGHKEEPSIE NY (SWF)	73.3	77.8	90	90
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	67.1	72.8	413	416
NOME AK (OME)	75.6	74.4	90	90
NORFOLK VA (ORF)	69.5	78.3	1,657	1,653
OAKLAND CA (OAK)	83.7	83.9	6,247	6,229
OKLAHOMA CITY OK (OKC)	76.4	83.9	1,813	1,806
OMAHA NE (OMA)	75.6	84.6	1,936	1,965
ONTARIO/SAN BERNARDINO CA (ONT)	82.9	86.3	2,982	2,978
ORLANDO FL (MCO)	81.4	83.1	8,956	8,950
OXNARD/VENTURA CA (OXR)	73.1	80.0	130	130
PANAMA CITY FL (PFN)	49.6	57.0	226	221
PASCO/KENNEWICK/RICHLAND WA (PSC)	83.2	88.4	190	190
PENSACOLA FL (PNS)	72.6	79.5	878	853
PEORIA IL (PIA)	63.7	68.9	383	383
PETERSBURG AK (PSG)	68.3	71.7	60	60
PHILADELPHIA PA (PHL)	67.4	72.2	8,770	8,774
PHOENIX AZ (PHX)	82.2	84.0	17,517	17,508
PITTSBURGH PA (PIT)	73.9	80.6	4,101	4,096
POCATELLO ID (PIH)	90.8	96.7	153	150
PONCE PR (PSE)	75.4	96.7	69	60
PORTLAND ME (PWM)	64.0	69.6	641	642
PORTLAND OR (PDX)	82.3	88.7	4,865	4,869

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PROVIDENCE RI (PVD)	79.0	84.5	2,170	2,165
RALEIGH/DURHAM NC (RDU)	72.9	78.8	5,010	5,008
RAPID CITY SD (RAP)	75.5	80.4	437	439
REDDING CA (RDD)	69.2	72.8	172	169
RENO NV (RNO)	82.6	85.6	2,161	2,160
RICHMOND VA (RIC)	64.3	74.4	1,725	1,728
ROANOKE VA (ROA)	63.5	64.6	323	336
ROCHESTER MN (RST)	70.4	74.6	196	197
ROCHESTER NY (ROC)	66.6	75.2	1,590	1,593
ROCKFORD IL (RFD)	64.3	83.9	56	56
SACRAMENTO CA (SMF)	81.9	87.5	4,502	4,493
SAGINAW/BAY CITY/MIDLAND MI (MBS)	68.7	78.6	284	285
SALT LAKE CITY UT (SLC)	85.2	88.3	11,784	11,789
SAN ANGELO TX (SJT)	82.8	83.4	145	145
SAN ANTONIO TX (SAT)	79.7	86.1	3,509	3,500
SAN DIEGO CA (SAN)	80.6	86.1	7,593	7,596
SAN FRANCISCO CA (SFO)	75.3	80.8	10,821	10,829
SAN JOSE CA (SJC)	82.4	86.6	5,013	5,014
SAN JUAN PR (SJU)	78.5	84.9	1,696	1,706
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	78.0	77.7	555	555
SANTA ANA CA (SNA)	83.1	86.3	4,284	4,291
SANTA BARBARA CA (SBA)	80.4	84.7	1,171	1,173
SANTA MARIA CA (SMX)	82.4	82.5	142	143
SARASOTA/BRADENTON FL (SRQ)	66.9	78.4	504	504
SAVANNAH GA (SAV)	67.6	73.9	1,205	1,202
SCRANTON/WILKES-BARRE PA (AVP)	63.2	76.0	204	204
SEATTLE WA (SEA)	79.5	83.3	9,002	9,001
SHREVEPORT LA (SHV)	73.2	80.2	605	602
SIOUX FALLS SD (FSD)	75.3	82.8	571	565
SITKA AK (SIT)	76.9	91.7	108	108
SO. PINES/PINHRST/ABERDEEN NC (SOP)	69.2	76.9	26	26
SOUTH BEND IN (SBN)	49.0	55.1	51	49
SPOKANE WA (GEG)	81.2	89.8	1,193	1,195
SPRINGFIELD IL (SPI)	76.5	72.1	136	136
SPRINGFIELD MO (SGF)	69.5	74.9	789	785
ST. GEORGE UT (SGU)	88.1	90.2	294	296
ST. LOUIS MO (STL)	80.9	84.0	5,268	5,265
STATE COLLEGE PA (SCE)	77.1	90.4	83	83
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	75.2	82.0	133	133
SUN VALLEY/HALEY/KETCHUM ID (SUN)	87.4	93.1	302	303
SYRACUSE NY (SYR)	73.3	82.6	1,006	1,018
TALLAHASSEE FL (TLH)	69.3	76.6	290	290
TAMPA FL (TPA)	79.0	83.7	5,831	5,837

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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.
TEXARKANA AR (TXK)	74.4	86.7	90	90
TOLEDO OH (TOL)	70.0	72.4	220	221
TRAVERSE CITY MI (TVC)	72.3	79.8	350	351
TUCSON AZ (TUS)	79.8	86.6	2,004	2,006
TULSA OK (TUL)	75.7	83.1	1,786	1,788
TUPELO MS (TUP)	44.7	66.0	47	47
TWIN FALLS ID (TWF)	88.3	95.4	154	152
TYLER TX (TYR)	71.7	84.9	120	119
VALDOSTA GA (VLD)	44.9	66.3	69	86
VALPARAISO FL (VPS)	64.0	75.6	553	546
WACO TX (ACT)	82.4	89.1	182	183
WASHINGTON DC (DCA)	76.4	82.8	7,514	7,511
WASHINGTON DC (IAD)	76.4	75.1	7,744	7,749
WAUSAU/MARSHFIELD WI (CWA)	63.5	68.7	115	115
WEST PALM BEACH/PALM BEACH FL (PBI)	75.4	84.5	1,823	1,817
WEST YELLOWSTONE MT (WYS)	82.6	92.9	69	70
WHITE PLAINS NY (HPN)	69.3	70.4	665	645
WICHITA FALLS TX (SPS)	78.4	84.4	199	199
WICHITA KS (ICT)	71.8	77.1	1,074	1,068
WILMINGTON DE (ILG)	49.1	57.1	55	56
WILMINGTON NC (ILM)	65.4	73.6	260	276
WRANGELL AK (WRG)	70.0	80.0	60	60
YAKUTAT AK (YAK)	68.3	80.0	60	60
YUMA AZ (YUM)	60.1	69.3	288	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
AMERICAN EAGLE	23	25,805	1,117	4.3	117	45,627	1,952	4.3
ATLANTIC SOUTHEAST	22	11,906	358	3.0	150	21,976	683	3.1
COMAIR	23	14,889	424	2.8	109	23,452	651	2.8
MESA	25	14,144	342	2.4	119	25,406	630	2.5
SKYWEST	16	24,180	481	2.0	127	45,269	998	2.2
NORTHWEST	29	24,736	432	1.7	105	36,358	693	1.9
DELTA	30	31,510	577	1.8	102	39,867	751	1.9
AMERICAN	29	39,846	713	1.8	80	51,661	919	1.8
UNITED	31	34,393	621	1.8	79	40,830	680	1.7
ALOHA	3	132	3	2.3	11	3,784	46	1.2
US AIRWAYS*	29	33,765	414	1.2	84	40,818	478	1.2
ALASKA	15	7,389	64	0.9	45	13,308	154	1.2
AIRTRAN	23	15,021	156	1.0	49	19,326	202	1.0
EXPRESSJET	24	17,416	176	1.0	117	35,372	290	0.8
SOUTHWEST	16	45,988	389	0.8	62	91,088	696	0.8
HAWAIIAN	6	299	5	1.7	14	4,407	31	0.7
ATA	8	1,147	6	0.5	13	1,531	10	0.7
JETBLUE	17	9,692	31	0.3	42	13,069	41	0.3
FRONTIER	21	6,403	15	0.2	42	7,936	19	0.2
CONTINENTAL	29	19,057	24	0.1	71	23,852	26	0.1
<b>Total</b>		<b>377,718</b>	<b>6,348</b>	<b>1.7</b>	<b>Total</b>	<b>584,937</b>	<b>9,950</b>	<b>1.7</b>

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	51661	39514	76.49%	919	1.78%	209	0.40%	2436	4.71%	630	1.22%	4559	8.83%	8	0.02%	3386	6.55%
AQ	3784	3624	95.77%	46	1.22%	0	0.00%	56	1.47%	0	0.00%	7	0.18%	0	0.00%	51	1.36%
AS	13308	10475	78.71%	154	1.16%	38	0.29%	826	6.21%	24	0.18%	847	6.36%	17	0.13%	927	6.96%
B6	13069	9973	76.31%	41	0.31%	24	0.18%	488	3.73%	26	0.20%	1608	12.30%	12	0.09%	897	6.87%
CO	23852	19385	81.27%	26	0.11%	49	0.21%	706	2.96%	83	0.35%	2778	11.65%	37	0.16%	787	3.30%
DL	39867	27350	68.60%	751	1.88%	88	0.22%	2460	6.17%	125	0.31%	5766	14.46%	2	0.01%	3324	8.34%
EV	21976	12198	55.51%	683	3.11%	36	0.16%	2915	13.26%	1404	6.39%	3563	16.21%	3	0.01%	1174	5.34%
F9	7936	6838	86.16%	19	0.24%	13	0.16%	258	3.25%	16	0.20%	550	6.93%	0	0.00%	242	3.04%
FL	19326	13686	70.82%	202	1.05%	40	0.21%	639	3.31%	21	0.11%	2331	12.06%	0	0.00%	2407	12.45%
HA	4407	4229	95.96%	31	0.70%	0	0.00%	122	2.78%	0	0.00%	3	0.07%	0	0.00%	22	0.49%
MQ	45627	33074	72.49%	1952	4.28%	148	0.32%	2573	5.64%	342	0.75%	3380	7.41%	2	0.00%	4156	9.11%
NW	36358	26827	73.79%	693	1.91%	61	0.17%	2511	6.91%	498	1.37%	4325	11.89%	26	0.07%	1418	3.90%
OH	23452	16084	68.58%	651	2.78%	46	0.20%	2500	10.66%	1028	4.38%	2894	12.34%	5	0.02%	244	1.04%
OO	45269	35296	77.97%	998	2.20%	80	0.18%	4600	10.16%	259	0.57%	996	2.20%	68	0.15%	2972	6.57%
TZ	1531	1135	74.13%	10	0.65%	0	0.00%	64	4.18%	2	0.13%	187	12.23%	1	0.03%	132	8.64%
UA	40830	30881	75.63%	680	1.67%	91	0.22%	1878	4.60%	158	0.39%	3820	9.35%	0	0.00%	3322	8.14%
US***	40818	31336	76.77%	478	1.17%	65	0.16%	2085	5.11%	112	0.27%	4243	10.40%	15	0.04%	2484	6.09%
WN	91088	76473	83.96%	696	0.76%	105	0.12%	2890	3.17%	404	0.44%	2937	3.22%	109	0.12%	7475	8.21%
XE****	35372	28853	81.57%	290	0.82%	97	0.27%	940	2.66%	134	0.38%	3144	8.89%	36	0.10%	1878	5.31%
YV	25406	18619	73.29%	630	2.48%	47	0.18%	2611	10.28%	135	0.53%	1046	4.12%	16	0.06%	2302	9.06%
TOTAL	584937	445850		9950		1237		33557		5401		48984		358		39600	
			76.22%		1.70%		0.21%		5.74%		0.92%		8.37%		0.06%		6.77%

**\*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.

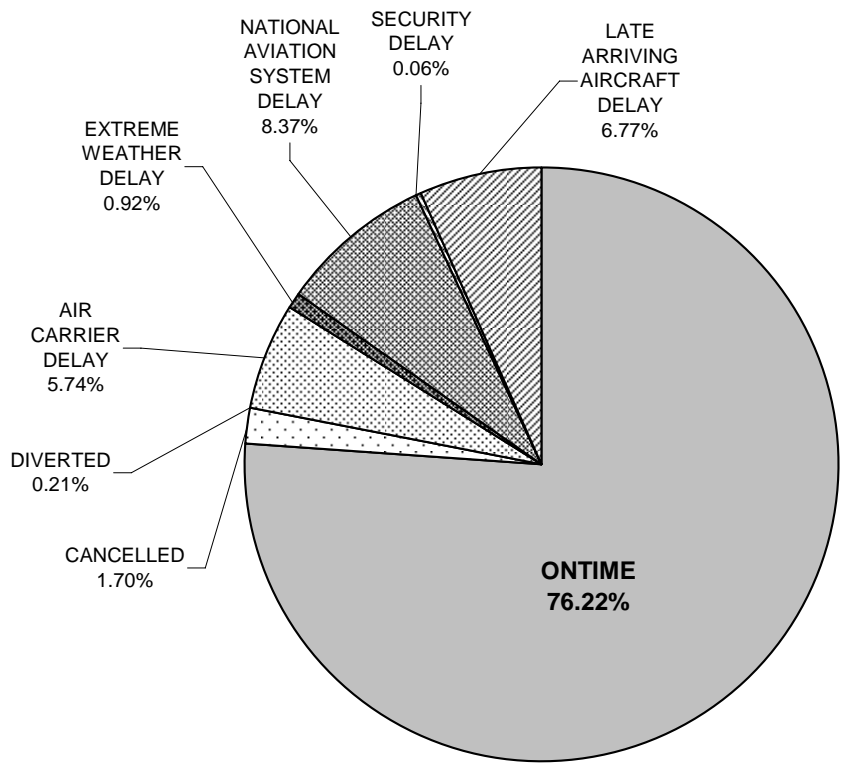
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's 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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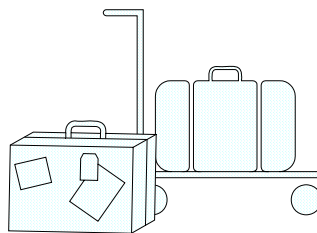
\* Revised January 2006, based on Bureau of Transportation Statistic's Technical Reporting Directive #13, issued September 20, 2005.

\*\* 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.



**SEPTEMBER**  
**MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	SEPTEMBER 2006			SEPTEMBER 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,421	490,547	2.90	1,236	473,588	2.61
2	JETBLUE AIRWAYS	5,538	1,348,697	4.11	2,967	1,069,063	2.78
3	CONTINENTAL AIRLINES	13,228	2,767,715	4.78	9,051	2,496,647	3.63
4	ALOHA AIRLINES	1,497	280,837	5.33	*	*	*
5	AIRTRAN AIRWAYS	7,660	1,428,901	5.36	2,975	1,289,188	2.31
6	NORTHWEST AIRLINES	19,472	3,598,567	5.41	14,137	3,638,392	3.89
7	FRONTIER AIRLINES	4,446	750,245	5.93	2,270	649,009	3.50
8	ATA AIRLINES	1,134	187,527	6.05	1,407	391,661	3.59
9	SOUTHWEST AIRLINES	51,781	7,638,509	6.78	25,832	7,123,890	3.63
10	AMERICAN AIRLINES	43,647	5,910,392	7.38	27,751	6,160,224	4.50
11	ALASKA AIRLINES	9,858	1,276,193	7.72	5,586	1,248,664	4.47
12	UNITED AIRLINES	37,039	4,707,524	7.87	14,138	4,589,154	3.08
13	EXPRESSJET AIRLINES	11,245	1,294,454	8.69	5,736	1,138,277	5.04
14	US AIRWAYS	35,380	3,960,327	8.93	14,104	2,664,343	5.29
15	DELTA AIR LINES	46,653	4,868,678	9.58	29,698	5,878,000	5.05
16	MESA AIRLINES	12,197	1,069,979	11.40	*	*	*
17	SKYWEST AIRLINES	18,473	1,617,331	11.42	9,267	1,419,121	6.53
18	AMERICAN EAGLE AIRLINES	25,922	1,477,269	17.55	12,636	1,473,347	8.58
19	COMAIR	15,549	863,688	18.00	8,620	1,074,570	8.02
20	ATLANTIC SOUTHEAST AIRLINES	20,721	858,871	24.13	12,216	979,629	12.47
TOTALS		382,861	46,396,251	8.25	199,627	43,756,767	4.56

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 September 2005 reflect the deletion of America West's and Independence Air's data for that month.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2006			JANUARY - SEPTEMBER 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	13,820	4,631,001	2.98	13,150	4,418,824	2.98
2	JETBLUE AIRWAYS	53,232	13,744,264	3.87	44,633	10,973,080	4.07
3	NORTHWEST AIRLINES	149,418	34,596,591	4.32	174,936	37,066,106	4.72
4	CONTINENTAL AIRLINES	125,978	28,087,096	4.49	105,382	25,890,695	4.07
5	FRONTIER AIRLINES	36,871	7,589,158	4.86	*	*	*
6	SOUTHWEST AIRLINES	364,627	73,871,191	4.94	273,007	67,543,689	4.04
7	AIRTRAN AIRWAYS	77,474	15,506,783	5.00	43,762	12,521,002	3.50
8	UNITED AIRLINES	236,089	45,313,855	5.21	187,686	43,752,347	4.29
9	ALASKA AIRLINES	65,167	11,849,064	5.50	60,940	11,608,934	5.25
10	ATA AIRLINES	11,092	1,907,049	5.82	16,805	4,217,383	3.98
11	AMERICAN AIRLINES	364,742	60,390,004	6.04	356,019	60,812,109	5.85
12	DELTA AIR LINES	332,644	50,205,533	6.63	471,453	63,119,744	7.47
13	US AIRWAYS	311,131	40,446,359	7.69	293,888	29,251,952	10.05
14	EXPRESSJET AIRLINES	107,291	12,458,251	8.61	66,874	10,854,732	6.16
15	SKYWEST AIRLINES	141,934	14,832,862	9.57	128,396	12,509,504	10.26
16	MESA AIRLINES	106,459	10,330,959	10.30	*	*	*
17	COMAIR	90,472	8,120,107	11.14	111,570	10,038,682	11.11
18	AMERICAN EAGLE AIRLINES	197,395	14,090,791	14.01	126,671	13,048,169	9.71
19	ATLANTIC SOUTHEAST AIRLINES	159,004	9,013,811	17.64	165,638	8,963,788	18.48
*	ALOHA AIRLINES	*	*	*	*	*	*
TOTALS		2,944,840	456,984,729	6.44	2,640,810	426,590,740	6.19

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 Frontier Airlines effective May 2005. 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 January-September 2005 reflect the deletion of America West's and Independence Air's data for that month.

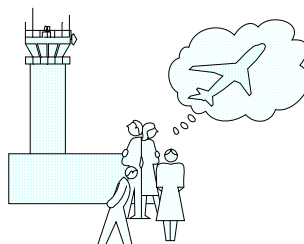
## OVERSALES

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

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

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

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





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

**JULY – SEPTEMBER**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	JULY - SEPTEMBER 2006				JULY - SEPTEMBER 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	<b>HAWAIIAN AIRLINES</b>	588	0	1,604,739	<b>0.00</b>	872	8	1,549,659	<b>0.05</b>
2	<b>AIRTRAN AIRWAYS</b>	3,117	35	5,137,151	<b>0.07</b>	2,900	139	4,396,524	<b>0.32</b>
3	<b>JETBLUE AIRWAYS</b>	20	34	4,773,316	<b>0.07</b>	1	0	3,782,567	<b>0.00</b>
4	<b>ALOHA AIRLINES</b>	22	14	904,449	<b>0.15</b>	*	*	*	*
5	<b>FRONTIER AIRLINES</b>	583	47	2,635,897	<b>0.18</b>	119	38	2,220,146	<b>0.17</b>
6	<b>UNITED AIRLINES</b>	15,438	659	16,391,356	<b>0.40</b>	15,909	771	15,840,982	<b>0.49</b>
7	<b>NORTHWEST AIRLINES</b>	17,052	648	12,810,659	<b>0.51</b>	18,895	630	13,435,834	<b>0.47</b>
8	<b>AMERICAN AIRLINES</b>	14,551	1,222	22,118,373	<b>0.55</b>	18,803	1,220	22,928,627	<b>0.53</b>
9	<b>SOUTHWEST AIRLINES</b>	23,812	1,525	24,880,646	<b>0.61</b>	18,208	1,662	23,595,749	<b>0.70</b>
10	<b>US AIRWAYS**</b>	12,706	965	13,840,598	<b>0.70</b>	9,344	471	9,916,541	<b>0.47</b>
11	<b>ALASKA AIRLINES</b>	4,233	423	4,380,456	<b>0.97</b>	6,180	882	4,293,756	<b>2.05</b>
12	<b>SKYWEST AIRLINES</b>	2,895	153	1,530,085	<b>1.00</b>	1,650	13	836,137	<b>0.16</b>
13	<b>AMERICAN EAGLE AIRLINES</b>	247	66	635,900	<b>1.04</b>	271	26	561,746	<b>0.46</b>
14	<b>MESA AIRLINES</b>	3,657	171	1,594,847	<b>1.07</b>	*	*	*	*
15	<b>CONTINENTAL AIRLINES</b>	8,124	1,226	10,283,941	<b>1.19</b>	7,833	1,276	9,557,668	<b>1.34</b>
16	<b>DELTA AIR LINES</b>	15,377	2,243	17,401,642	<b>1.29</b>	22,864	2,685	21,197,383	<b>1.27</b>
17	<b>ATA AIRLINES</b>	421	146	693,046	<b>2.11</b>	1,072	232	1,468,849	<b>1.58</b>
18	<b>COMAIR</b>	1,570	180	603,739	<b>2.98</b>	86	10	702,971	<b>0.14</b>
19	<b>ATLANTIC SOUTHEAST AIRLINES</b>	1,999	333	1,012,369	<b>3.29</b>	441	43	1,105,913	<b>0.39</b>
	<b>TOTALS**</b>	126,412	10,090	143,233,209	<b>0.70</b>	125,448	10,106	137,391,052	<b>0.74</b>

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 1<sup>st</sup> 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 1<sup>st</sup> quarter 2006, America West and Independence Air are no longer ranked in this table. Totals for the 3<sup>rd</sup> quarter 2005 reflect the deletion of America West's and Independence Air's data for that quarter.

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

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2006				JANUARY - SEPTEMBER 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	<b>JETBLUE AIRWAYS</b>	63	97	13,632,949	<b>0.07</b>	26	0	10,878,559	<b>0.00</b>
2	<b>HAWAIIAN AIRLINES</b>	1,876	41	4,591,856	<b>0.09</b>	2,301	22	4,358,331	<b>0.05</b>
3	<b>AIRTRAN AIRWAYS</b>	12,917	145	15,033,987	<b>0.10</b>	17,448	570	12,236,117	<b>0.47</b>
4	<b>FRONTIER AIRLINES</b>	1,922	337	7,407,100	<b>0.45</b>	*	*	*	*
5	<b>UNITED AIRLINES</b>	54,669	2,355	47,787,857	<b>0.49</b>	65,258	2,213	45,629,676	<b>0.48</b>
6	<b>AMERICAN AIRLINES</b>	59,555	5,516	66,592,818	<b>0.83</b>	59,877	4,114	66,510,253	<b>0.62</b>
7	<b>NORTHWEST AIRLINES</b>	56,219	3,137	36,804,574	<b>0.85</b>	60,346	4,113	39,192,301	<b>1.05</b>
8	<b>SOUTHWEST AIRLINES</b>	82,642	6,976	72,202,988	<b>0.97</b>	58,309	4,728	66,154,037	<b>0.71</b>
9	<b>US AIRWAYS **</b>	52,702	4,605	41,460,615	<b>1.11</b>	41,974	2,160	30,958,556	<b>0.70</b>
10	<b>SKYWEST AIRLINES</b>	10,701	470	4,229,370	<b>1.11</b>	4,256	71	1,891,577	<b>0.38</b>
11	<b>ALASKA AIRLINES</b>	14,705	1,400	11,849,064	<b>1.18</b>	19,839	1,855	11,676,951	<b>1.59</b>
12	<b>AMERICAN EAGLE AIRLINES</b>	1,309	260	1,777,930	<b>1.46</b>	1,324	79	1,637,537	<b>0.48</b>
13	<b>MESA AIRLINES</b>	11,766	916	5,237,886	<b>1.75</b>	*	*	*	*
14	<b>DELTA AIR LINES</b>	73,281	9,398	52,010,989	<b>1.81</b>	64,555	7,964	63,842,920	<b>1.25</b>
15	<b>CONTINENTAL AIRLINES</b>	31,214	5,645	30,575,280	<b>1.85</b>	30,348	5,300	27,948,168	<b>1.90</b>
16	<b>ATA AIRLINES</b>	884	384	2,015,211	<b>1.91</b>	3,991	1,350	4,311,563	<b>3.13</b>
17	<b>COMAIR</b>	5,365	458	1,659,913	<b>2.76</b>	1,084	109	2,075,281	<b>0.53</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	7,874	1,449	3,163,642	<b>4.58</b>	2,081	461	3,228,184	<b>1.43</b>
	<b>ALOHA AIRLINES</b>	*	*	*	*	*	*	*	*
	<b>TOTALS **</b>	<b>479,664</b>	<b>43,589</b>	<b>418,034,029</b>	<b>1.04</b>	<b>433,017</b>	<b>35,109</b>	<b>392,530,011</b>	<b>0.89</b>

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 ATRC) 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 1<sup>st</sup> quarter 2006. Aloha Airlines' ranking in this table effective the 2<sup>nd</sup> 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 1<sup>st</sup> quarter 2006, America West and Independence Air are no longer ranked in this table. Totals for January-September 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

	SEPTEMBER 2006				SEPTEMBER 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	466	52	7	80	476	54	2	89
FOREIGN AIRLINES	132	1	0	10	172	2	0	28
TRAVEL AGENTS	17	0	0	0	11	0	0	3
TOUR OPERATORS	2	0	0	0	3	0	0	0
MISCELLANEOUS	9	1	0	28	10	14	0	83
<b>INDUSTRY TOTALS</b>	<b>626</b>	<b>54</b>	<b>7</b>	<b>118</b>	<b>672</b>	<b>70</b>	<b>2</b>	<b>203</b>

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	SEPTEMBER 2006			SEPTEMBER 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	178		1	156	
CANCELLATIONS			67			63
DELAYS			44			38
MISCONNECTIONS			40			27
BAGGAGE	2	164		2	127	
CUSTOMER SERVICE	3	73		5	71	
RES/TKTG/BOARDING	4	66		4	84	
REFUNDS	5	55		3	109	
DISABILITY	6	28		8	28	
FARES	7	19		6	30	
OVERSALES	8	17		7	29	
OTHER	9	15		9	27	
FREQUENT FLYER			11			17
DISCRIMINATION	10	8		10	8	
ADVERTISING	11	3		11	3	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		626			672	

\* 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\*  
 SEPTEMBER 2006

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	3	0	1	0	0	2	0	1	0	0	0	0	7
ALASKA AIRLINES	2	0	1	0	0	2	1	0	1	0	0	0	7
AMERICAN AIRLINES	32	1	8	1	6	21	8	7	1	0	0	2	87
AMERICAN EAGLE AIRLINES	9	1	2	0	0	5	2	0	0	2	0	0	21
ATLANTIC SOUTHEAST AIRLINES	11	0	0	0	0	0	2	0	0	0	0	0	13
COMAIR	5	0	0	0	0	0	0	0	0	0	0	0	5
CONTINENTAL AIRLINES	8	1	2	0	2	5	3	2	0	0	0	2	25
DELTA AIRLINES	8	1	4	2	5	16	11	2	0	1	0	1	51
EXPRESSJET AIRLINES	2	0	0	0	0	1	3	0	0	0	0	0	6
FREEDOM AIRLINES	6	0	0	0	0	1	0	0	0	0	0	0	7
JETBLUE AIRWAYS	2	0	2	1	0	1	1	0	0	0	0	0	7
MESA AIRLINES	12	0	0	0	0	0	2	3	0	0	0	0	17
NORTHWEST AIRLINES	6	1	5	0	4	7	3	2	0	0	0	0	28
PIEDMONT AIRLINES	2	1	0	0	0	2	1	0	0	0	0	0	6
SKYWEST AIRLINES	2	1	0	0	0	4	0	1	0	0	0	0	8
SOUTHWEST AIRLINES	2	0	1	0	0	2	2	0	0	0	0	1	8
UNITED AIRLINES	19	0	12	2	11	17	8	4	0	0	0	0	73
US AIRWAYS ***	9	1	3	3	2	10	7	1	0	2	0	3	41
OTHER U. S. AIRLINES	9	5	4	0	5	13	9	3	0	0	0	1	49
TOTAL SEPTEMBER 2006	149	13	45	9	35	109	63	26	2	5	0	10	466
% OF TOTAL COMPLAINTS	32.0	2.8	9.7	1.9	7.5	23.4	13.5	5.6	0.4	1.1	0	2.1	
TOTAL SEPTEMBER 2005	113	18	53	25	67	91	61	21	3	3	0	21	476
% OF TOTAL COMPLAINTS	23.7	3.8	11.1	5.3	14.1	19.1	12.8	4.4	0.6	0.6	0	4.4	

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

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

\*\*\* 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  
 SEPTEMBER 2006

U. S. AIRLINES*	COMPS RECD IN SEPT	INCI - DENTS IN SEPT	PERCENT	INCI - DENTS IN AUG	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AI RTRAN AI RWAYS	7	4	57.1	1	14.3	2	28.6	0	0.0
ALASKA AI RLI NES	7	2	28.6	2	28.6	2	28.6	1	14.3
AMERI CAN AI RLI NES	87	24	27.6	25	28.7	22	25.3	16	18.4
AMERI CAN EAGLE AI RLI NES	21	8	38.1	4	19.0	7	33.3	2	9.5
ATLANTI C SOUTHEAST AI RLI NES	13	4	30.8	6	46.2	2	15.4	1	7.7
COMAIR	5	2	40.0	1	20.0	0	0.0	2	40.0
CONTI NENTAL AI RLI NES	25	3	12.0	6	24.0	11	44.0	5	20.0
DELTA AI R LI NES	51	25	49.0	6	11.8	10	19.6	10	19.6
EXPRESSJET AI RLI NES	6	3	50.0	0	0.0	2	33.3	1	16.7
FREEDOM AI RLNES	7	2	28.6	3	42.9	1	14.3	1	14.3
JETBLUE AI RWAYS	7	2	28.6	0	0.0	2	28.6	3	42.9
MESA AI RLI NES	17	1	5.9	3	17.6	9	52.9	4	23.5
NORTHWEST AI RLI NES	28	6	21.4	6	21.4	6	21.4	10	35.7
PI EDMONT AI RLI NES	6	3	50.0	0	0.0	2	33.3	1	16.7
SKYWEST AI RLI NES	8	5	62.5	0	0.0	1	12.5	2	25.0
SOUTHWEST AI RLI NES	8	4	50.0	1	12.5	2	25.0	1	12.5
UNI TED AI RLI NES	73	21	28.8	13	17.8	26	35.6	13	17.8
US AI RWAYS **	41	13	31.7	8	19.5	10	24.4	6	14.6
OTHER U. S. AI RLI NES	49	14	28.6	12	24.5	17	34.7	10	20.4
<b>TOTALS</b>	<b>466</b>	<b>146</b>	<b>31.3</b>	<b>97</b>	<b>20.8</b>	<b>134</b>	<b>28.8</b>	<b>89</b>	<b>19.1</b>
<b>PREVIOUS YEAR' S TOTALS</b>	<b>476</b>	<b>127</b>	<b>26.7</b>	<b>105</b>	<b>22.1</b>	<b>148</b>	<b>31.1</b>	<b>96</b>	<b>20.2</b>

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

Table 5

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	5	0	0	0	0	0	1	0	0	0	0	0	6
AIR INDIA	3	0	1	0	0	3	0	0	0	0	0	0	7
ALITALIA AIRLINES	0	2	1	1	1	8	0	0	0	1	0	0	14
BRITISH AIRWAYS	2	0	5	2	2	15	3	0	0	0	0	0	29
LUFTHANSA	0	0	1	0	0	3	2	0	0	1	0	1	8
OTHER FOREIGN AIRLINES	16	2	9	2	8	24	3	2	0	1	0	1	68
<b>TOTALS</b>	<b>26</b>	<b>4</b>	<b>17</b>	<b>5</b>	<b>11</b>	<b>53</b>	<b>9</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>132</b>
<b><u>TRAVEL AGENTS</u></b>													
ORBITZ.COM	2	0	1	3	0	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	0	0	3	1	7	0	0	0	0	0	0	0	11
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	1	1	0	0	0	0	0	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	1	0	0	0	1	2	1	0	1	0	0	3	9
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>9</b>

\* 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

SEPTEMBER  
CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES \*

RANK	AIRLINE	SEPTEMBER 2006			SEPTEMBER 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ALOHA AIRLINES</i>	0	262,711	0.00	*	*	*
2	<i>SOUTHWEST AIRLINES</i>	8	7,466,937	0.11	10	6,996,349	0.14
3	<i>FRONTIER AIRLINES</i>	2	738,663	0.27	2	633,240	0.32
4	<i>EXPRESSJET AIRLINES</i>	6	1,397,804	0.43	2	1,234,683	0.16
5	<i>SKYWEST AIRLINES</i>	8	1,600,719	0.50	9	1,381,736	0.65
6	<i>AIRTRAN AIRWAYS</i>	7	1,378,642	0.51	12	1,255,906	0.96
7	<i>ALASKA AIRLINES</i>	7	1,365,727	0.51	17	1,343,439	1.27
8	<i>JETBLUE AIRWAYS</i>	7	1,294,545	0.54	1	1,034,289	0.10
9	<i>COMAIR</i>	5	880,416	0.57	4	1,062,591	0.38
10	<i>NORTHWEST AIRLINES</i>	28	4,330,147	0.65	52	4,386,650	1.19
11	<i>CONTINENTAL AIRLINES</i>	25	3,429,399	0.73	29	3,099,693	0.94
12	<i>HAWAIIAN AIRLINES</i>	4	485,001	0.82	0	470,409	0.00
13	<i>DELTA AIR LINES</i>	51	5,451,246	0.94	53	6,309,481	0.84
14	<i>US AIRWAYS**</i>	41	4,201,235	0.98	52	2,988,474	1.74
15	<i>AMERICAN AIRLINES</i>	87	7,262,089	1.20	78	7,468,775	1.04
16	<i>UNITED AIRLINES</i>	73	5,429,887	1.34	42	5,290,810	0.79
17	<i>AMERICAN EAGLE AIRLINES</i>	21	1,486,228	1.41	9	1,475,689	0.61
18	<i>ATLANTIC SOUTHEAST AIRLINES</i>	13	875,399	1.49	3	980,287	0.31
19	<i>ATA AIRLINES</i>	3	198,006	1.52	3	394,680	0.76
20	<i>MESA AIRLINES</i>	17	1,035,833	1.64	*	*	*
<b>TOTAL</b>		<b>413</b>	<b>50,570,634</b>	<b>0.82</b>	<b>378</b>	<b>47,807,181</b>	<b>0.79</b>

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 September 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 September 2005 reflect the deletion of Independence Air's data for that month.

Table 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - SEPTEMBER 2006				JANUARY - SEPTEMBER 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	5,073	693	32	971	5,556	611	33	868
FOREIGN AIRLINES	1,162	18	0	108	1,084	21	3	101
TRAVEL AGENTS	156	7	0	3	169	10	0	17
TOUR OPERATORS	18	1	0	5	24	0	0	0
MISCELLANEOUS	93	70	0	362	81	56	0	548
<b>INDUSTRY TOTALS</b>	<b>6,502</b>	<b>789</b>	<b>32</b>	<b>1,449</b>	<b>6,914</b>	<b>698</b>	<b>36</b>	<b>1,534</b>

Table 2 (YTD)

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2006			JANUARY - SEPTEMBER 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,683		1	1809	
CANCELLATIONS			657			714
DELAYS			388			438
MISCONNECTIONS			351			310
BAGGAGE	2	1,457		2	1654	
CUSTOMER SERVICE	3	834		4	759	
RES/TKTG/BOARDING	4	801		3	772	
REFUNDS	5	639		5	562	
DISABILITY	6	334		6	403	
OVERSALES	7	265		7	318	
OTHER	8	187		8	260	
FREQUENT FLYER			140			170
FARES	9	183		9	225	
DISCRIMINATION	10	86		10	103	
ADVERTISING	11	32		11	46	
ANIMALS	12	1		12	3	
<b>COMPLAINT TOTAL</b>		<b>6,502</b>			<b>6,914</b>	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY\*  
JANUARY - SEPTEMBER 2006

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-I-NATION	ANI-MALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	24	7	12	0	0	8	6	1	0	0	0	0	58
AIRTRAN AIRWAYS	28	2	6	1	1	34	14	7	1	2	0	1	97
ALASKA AIRLINES	23	0	5	2	3	17	12	4	1	0	0	4	71
ALLEGIAN AIR	5	0	1	1	1	2	1	2	1	0	0	0	14
AMERICAN AIRLINES	232	17	81	15	74	238	116	51	3	14	0	29	870
AMERICAN EAGLE AIRLINES	53	9	14	0	7	40	23	6	0	3	0	0	155
ATA AIRLINES	7	2	0	0	2	9	2	1	1	0	0	0	24
ATLANTIC SOUTHEAST AIRLINES	48	4	2	0	0	6	5	6	0	1	0	0	72
CHAUTAUQUA AIRLINES	19	2	1	0	1	7	5	3	0	0	0	0	38
COMAIR	32	3	1	0	0	3	3	1	0	1	0	0	44
CONTINENTAL AIRLINES	76	19	42	11	23	61	55	24	0	7	0	7	325
DELTA AIR LINES	139	20	80	22	50	140	80	23	1	7	0	30	592
EXECUTIVE AIRLINES	9	0	1	1	2	9	2	0	0	0	0	0	24
EXPRESSJET AIRLINES	25	1	3	0	2	4	14	0	0	0	0	0	49
FLORIDA COASTAL AIRLINES	7	0	0	0	10	0	1	0	0	0	0	0	18
FRONTIER AIRLINES	8	2	6	0	4	8	6	4	0	0	0	2	40
HAWAIIAN AIRLINES	2	0	2	5	2	7	4	2	0	0	0	0	24
HOOTERS AIRLINES	5	1	1	0	6	1	1	0	0	0	0	0	15
HORIZON AIRLINES	3	0	1	1	1	5	0	1	0	0	0	0	12
INDEPENDENCE AIR	4	0	0	0	3	3	0	0	0	0	0	0	10
JETBLUE AIRWAYS	17	1	5	1	3	14	7	4	0	2	0	0	54
MESA AIRLINES	93	2	3	0	3	20	15	14	0	1	0	1	152
MESABA AVIATION	12	6	4	1	0	1	3	2	0	0	0	0	29
MIDWEST AIRLINES	4	0	0	0	1	5	3	1	0	0	0	0	14
NORTHWEST AIRLINES	66	23	60	11	37	57	52	26	2	6	0	16	356
PEDMONT AIRLINES	5	0	1	0	0	7	4	1	0	0	0	0	18
PINNACLE AIRLINES	10	9	4	0	0	1	11	5	0	0	0	0	40
PSA AIRLINES	4	1	0	0	0	1	4	0	0	0	0	0	10
PEDMONT AIRLINES	2	1	0	0	0	4	2	2	0	0	0	0	11
REPUBLIC AIRWAYS	8	0	0	0	0	2	0	0	0	0	0	0	10
SHUTTLE AMERICA	9	0	0	0	2	6	3	2	0	0	0	1	23
SKYWEST AIRLINES	48	6	5	0	0	21	9	7	0	4	0	0	100
SOUTHWEST AIRLINES	15	5	9	0	3	35	32	14	5	4	0	3	125
SPIRIT AIRLINES	18	6	7	0	5	14	5	0	1	0	0	0	56
TRANS STATES AIRLINES	13	0	0	0	1	5	5	0	0	0	0	0	24
UNITED AIRLINES	196	31	103	20	66	138	106	34	5	10	1	23	733
UNITED EXPRESS	4	1	1	0	0	4	2	1	0	0	0	0	13
US AIRWAYS***	124	33	98	25	61	133	89	38	3	6	0	26	636
USA3000	12	0	3	1	11	1	4	0	0	2	0	0	34
OTHER U. S. AIRLINES	25	4	2	1	17	18	7	2	0	0	0	7	83
<b>TOTAL JAN-SEP 2006</b>	<b>1,434</b>	<b>218</b>	<b>564</b>	<b>119</b>	<b>402</b>	<b>1,089</b>	<b>713</b>	<b>289</b>	<b>24</b>	<b>70</b>	<b>1</b>	<b>150</b>	<b>5,073</b>
% OF TOTAL COMPLAINTS	28.3	4.3	11.1	2.3	7.9	21.5	14.1	5.7	0.5	1.4	0	3.0	
<b>TOTAL JANUARY-SEP 2005</b>	<b>1,589</b>	<b>237</b>	<b>529</b>	<b>167</b>	<b>368</b>	<b>1,332</b>	<b>655</b>	<b>338</b>	<b>35</b>	<b>78</b>	<b>3</b>	<b>225</b>	<b>5,556</b>
% OF TOTAL COMPLAINTS	28.6	4.3	9.5	3.0	6.6	24	11.8	6.1	0.6	1.4	0.1	4.0	

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

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

\*\*\* 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 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U. S. AIRLINES\*, BY COMPLAINT CATEGORY\*\*  
JANUARY - SEPTEMBER 2006

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROCALIFORNIA	51	1	0	0	3	2	0	0	0	0	0	0	57
AEROMEXICO	5	3	1	0	4	3	2	0	0	0	0	0	18
AIR CANADA	16	1	6	1	6	7	3	1	0	1	0	0	42
AIR FRANCE	11	4	15	7	15	28	9	6	0	4	0	0	99
AIR INDIA	10	0	2	1	2	14	4	0	0	1	0	0	34
AIR JAMAICA	9	2	5	0	5	9	4	1	0	0	0	0	35
ALITALIA AIRLINES	6	9	10	5	11	57	6	0	0	1	0	3	108
AVIANCA	3	1	6	2	2	0	1	0	0	0	0	0	15
BRITISH AIRWAYS	9	1	19	6	19	54	13	11	2	0	0	4	138
COPA	2	0	2	1	2	2	1	0	0	0	0	1	11
EL AL ISRAEL	1	0	1	1	1	2	3	0	0	1	0	0	10
EMIRATES AIRLINES	1	0	1	0	0	5	2	0	0	1	0	0	10
IBERIA AIRLINES	2	1	2	1	5	15	0	2	0	0	0	1	29
ICELANDAIR	4	1	0	2	2	3	3	0	0	0	0	0	15
KLM	5	2	6	3	6	13	8	2	0	1	0	1	47
LAN CHILE AIRLINES	3	1	0	1	1	2	3	0	0	0	0	0	11
LOT POLISH AIRLINES	2	1	3	0	1	4	0	0	0	0	0	0	11
LUFTHANSA	3	1	16	2	2	31	9	3	0	2	0	3	72
MEXICANA	6	3	9	0	6	8	0	3	0	1	0	0	36
QANTAS AIRWAYS	1	0	0	1	3	4	0	1	0	0	0	0	10
TACA INTERNATIONAL AIRLINES	1	1	5	1	4	5	0	0	0	0	0	0	17
UNIVERSAL AIRLINES	5	0	0	0	24	0	0	0	0	0	0	1	30
VARG AIRLINES	8	0	1	0	2	2	2	0	0	0	0	1	16
VIRGIN ATLANTIC AIRWAYS	6	1	4	0	4	10	3	6	0	0	0	1	35
OTHER FOREIGN AIRLINES	45	10	42	5	30	74	30	8	1	2	0	9	256
<b>TOTALS</b>	<b>215</b>	<b>44</b>	<b>156</b>	<b>40</b>	<b>160</b>	<b>354</b>	<b>106</b>	<b>44</b>	<b>3</b>	<b>15</b>	<b>0</b>	<b>25</b>	<b>1,162</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAP TICKETS	3	0	10	2	5	0	0	0	0	0	0	0	20
EXPEDIA.COM	0	0	12	2	5	1	2	0	0	0	0	0	22
ORBITZ.COM	3	0	12	4	6	0	1	0	1	0	0	0	27
PRI CELINE.COM	0	0	12	0	3	0	1	0	0	0	0	0	16
TRAVELOCITY.COM	3	0	11	5	7	0	0	0	0	0	0	0	26
OTHER TRAVEL AGENTS	0	0	10	8	20	1	2	0	3	0	0	1	45
<b>TOTALS</b>	<b>9</b>	<b>0</b>	<b>67</b>	<b>21</b>	<b>46</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>156</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	3	0	1	1	12	0	0	0	0	0	0	1	18
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>18</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	22	3	13	2	19	12	9	1	1	1	0	7	90
<b>TOTALS</b>	<b>22</b>	<b>3</b>	<b>13</b>	<b>2</b>	<b>19</b>	<b>12</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>90</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 5 (YTD)

## JANUARY – SEPTEMBER/CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES \*

RANK	AIRLINE	JANUARY - SEPTEMBER 2006			JANUARY - SEPTEMBER 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	125	72,255,542	0.17	118	66,520,126	0.18
2	<b>EXPRESSJET AIRLINES</b>	49	13,574,683	0.36	45	11,796,293	0.38
3	<b>JETBLUE AIRWAYS</b>	54	13,298,668	0.41	32	10,655,453	0.30
4	<b>HAWAIIAN AIRLINES</b>	24	4,591,856	0.52	29	4,358,331	0.67
5	<b>COMAIR</b>	44	8,239,173	0.53	187	9,964,088	1.88
6	<b>FRONTIER AIRLINES</b>	40	7,443,104	0.54	*	*	*
7	<b>ALASKA AIRLINES</b>	71	13,057,989	0.54	112	12,715,574	0.88
8	<b>AIRTRAN AIRWAYS</b>	97	15,024,206	0.65	135	12,240,064	1.10
9	<b>SKYWEST AIRLINES</b>	100	14,609,949	0.68	61	12,237,756	0.50
10	<b>ATLANTIC SOUTHEAST AIRLINES</b>	72	9,102,499	0.79	53	8,993,504	0.59
11	<b>NORTHWEST AIRLINES</b>	356	41,272,207	0.86	448	43,673,805	1.03
12	<b>CONTINENTAL AIRLINES</b>	325	35,215,322	0.92	299	32,062,683	0.93
13	<b>DELTA AIR LINES</b>	592	55,785,945	1.06	764	67,027,659	1.14
14	<b>AMERICAN EAGLE AIRLINES</b>	155	14,119,261	1.10	86	13,015,053	0.66
15	<b>AMERICAN AIRLINES</b>	870	74,526,233	1.17	819	74,297,509	1.10
16	<b>ATA AIRLINES</b>	24	2,054,442	1.17	36	4,356,375	0.83
17	<b>UNITED AIRLINES</b>	733	52,620,652	1.39	541	50,304,571	1.08
18	<b>US AIRWAYS**</b>	636	43,600,187	1.46	630	32,720,045	1.93
19	<b>MESA AIRLINES</b>	152	10,008,192	1.52	*	*	*
*	<b>ALOHA AIRLINES</b>	*	*	*	*	*	*
	<b>TOTAL</b>	<b>4,519</b>	<b>500,400,110</b>	<b>0.90</b>	<b>4,395</b>	<b>466,938,889</b>	<b>0.94</b>

**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 tonine.**

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Frontier Airlines' ranking in this table effective May 2005. Mesa Airlines' ranking in this table effective January 2006. 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 January-September 2005 reflect the deletion of America West's data for that period. Independence Air ceased operating in December 2005. Effective January 2006, Independence Air is no longer ranked in this table. Totals for January-September 2005 reflect the deletion of Independence Air's data for that period.

## **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.

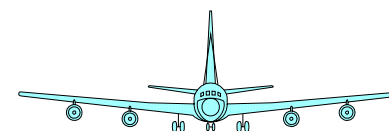
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 September 2006 as provided by the Transportation Security Administration <sup>a</sup>

The Transportation Security Administration protects approximately 62 million airline passengers and screens their 81 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 September.

**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 <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public <sup>c</sup>	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
155	.0003	92	.00017	10	.00002	372	.0007

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
228	.00004	1268	.0018

**NOTES**

<sup>a</sup> 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.

<sup>b</sup> 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).

<sup>c</sup> 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 September.



## September 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 21<sup>st</sup> 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>).

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">ATA Airlines</a>			1
<a href="#">Continental Airlines</a>	1		
<a href="#">Midwest Airlines</a>	1	1	
<b><i>Total</i></b>	<b>2</b>	<b>1</b>	<b>1</b>