



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: December 2006*



<b>Flight Delays<sup>1</sup></b>	October 2006 12 Months Ending October 2006
<b>Mishandled Baggage<sup>1</sup></b>	October 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)	October 2006
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	October 2006
<b>Airline Animal Incident Reports<sup>4</sup></b>	October 2006

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

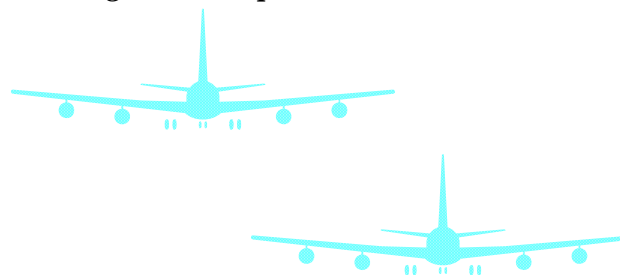
<sup>2</sup> Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

<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. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/). 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.**

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## 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	70.9	14	91.6
ALOHA AIRLINES S/V/	3	79.3	11	91.4
FRONTIER AIRLINES S/	21	84.7	41	85.3
SOUTHWEST AIRLINES S/	17	81.3	63	81.0
ALASKA AIRLINES S/	15	79.5	45	79.5
AMERICAN AIRLINES S/	28	75.9	75	77.1
SKYWEST AIRLINES S/	16	76.8	128	75.9
US AIRWAYS S/	29	73.9	83	74.6
UNITED AIRLINES S/	30	73.6	77	73.7
ATA AIRLINES S/	8	70.4	13	73.3
CONTINENTAL AIRLINES S/	29	70.7	70	71.4
MESA AIRLINE S/	22	70.6	115	71.3
JETBLUE AIRWAYS S/	17	73.1	43	71.3
EXPRESSJET AIRLINES S/	23	67.4	112	70.5
AMERICAN EAGLE AIRLINES S/	20	68.6	114	69.4
AIRTRAN AIRWAYS S/	22	67.3	48	67.1
NORTHWEST AIRLINES S/	29	66.9	106	67.0
DELTA AIRLINES S/	30	67.3	98	65.9
COMAIR S/	21	66.6	92	64.9
ATLANTIC SOUTHEAST AIRLINES S/	19	56.6	136	55.0
<b>TOTAL</b>		<b>72.4</b>		<b>72.9</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.

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		AUG - 06		SEP - 06		OCT - 06		12 MONTHS ENDING OCTOBER 2006		DATABASE TO DATE SEP 1987-OCT 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	14	72.3	16	70.8	17	67.1	16	73.8	11	(--)	(--)
ALASKA	74.4	15	71.7	17	76.9	11	72	16	68.5	18	78.7	7	79.5	5	73.7	12	75.8	8
ALOHA	(--)	(--)	(--)	(--)	82.6	2	93.8	2	93.9	2	95.8	2	91.4	2	(--)	(--)	(--)	(--)
AMERICA WEST	82.6	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	76.9	12	76.2	7	76.5	13	75.7	7	75.3	13	76.5	10	77.1	6	75.9	7	78.9	3
AMERICAN EAGLE	76.2	13	74.6	12	69.7	19	72.3	15	72.9	15	72.5	16	69.4	15	72	16	74.9	9
ATA	79.3	8	71	18	65	20	69.8	18	68.3	19	74.1	13	73.3	10	71.1	17	(--)	(--)
ATLANTIC SOUTHEAST	73.4	18	73.1	15	70.8	18	57	20	58.1	20	55.5	20	55	20	66.6	18	(--)	(--)
COMAIR	79.5	7	81	3	78.3	8	69.2	19	70.3	17	68.6	19	64.9	19	75.2	9	(--)	(--)
CONTINENTAL	76	14	73.3	14	71.5	17	75.1	8	76.3	9	81.3	6	71.4	11	73.4	13	78.6	4
DELTA	77.2	11	77.4	6	79.6	6	74	13	76	10	68.6	18	65.9	18	75.8	8	77.6	6
EXPRESSJET	74.3	16	74.2	13	71.8	16	75.1	9	76.5	7	81.6	5	70.5	14	73.3	15	(--)	(--)
FRONTIER	79.7	6	74.8	11	82.2	3	83.5	3	83.7	3	86.2	3	85.3	3	80.3	3	(--)	(--)
HAWAIIAN	95.4	1	93.7	1	94.6	1	95.8	1	95.7	1	96	1	91.6	1	94.5	1	(--)	(--)
INDEPENDENCE AIR	81.9	3	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
JETBLUE	70.8	20	70.6	19	78	9	74.8	11	75.9	11	76.3	11	71.3	13	73.4	14	(--)	(--)
MESA	(--)	(--)	76	8	73.7	15	71.2	17	73.7	14	73.3	15	71.3	12	(--)	(--)	(--)	(--)
NORTHWEST	73.7	17	78.2	5	80.9	4	76.6	6	77.1	6	73.8	14	67	17	76.2	6	79.6	2
SKYWEST	78.8	9	75.1	10	80.9	5	78.9	5	78.6	5	78	8	75.9	7	77.6	5	(--)	(--)
SOUTHWEST	80.6	4	81	4	78.6	7	80.9	4	81	4	84	4	81	4	80.3	2	82.2	1
UNITED	77.4	10	73	16	73.7	14	74.9	10	76.3	8	75.6	12	73.7	9	74	10	76.2	7
US AIRWAYS	79.7	5	81	2	77.9	10	74.8	12	75.7	12	76.8	9	74.6	8	77.9	4	78.5	5
<b>Total</b>	<b>77.5</b>		<b>76.8</b>		<b>76.5</b>		<b>75.2</b>		<b>75.8</b>		<b>76.2</b>		<b>72.9</b>		<b>75.8</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.

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	691	63.8	1090	78.0	306	81.7	151	79.5	H/		905	83.4	691	79.3	13859	81.1
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		58	86.2	H/		H/		H/		93	86.0	186	86.6	93	91.4
B6	H/		1416	76.8	H/		124	59.7	H/		H/		93	47.3	H/	
CO	426	59.6	589	67.9	176	81.8	H/		H/		396	78.0	319	67.7	336	70.8
DL	14313	63.2	1305	76.9	355	61.7	155	51.0	1775	83.7	978	66.5	357	64.7	372	59.7
EV	9981	52.7	H/		8	37.5	41	78.0	702	77.5	84	76.2	H/		5	60.0
F9	91	80.2	H/		31	96.8	H/		H/		89	91.0	3892	85.4	212	85.4
FL	7008	63.3	846	70.7	1215	81.3	310	67.7	H/		154	60.4	94	43.6	389	58.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	120	56.7	1325	69.1	253	70.0	425	63.8	453	66.7	874	66.7	H/		8323	77.8
NW	442	50.9	392	63.8	377	62.9	232	55.2	H/		550	69.8	271	51.3	344	60.5
OH	663	57.5	1341	59.1	407	66.6	189	63.0	6785	79.0	537	46.2	53	52.8	110	74.5
OO	H/		H/		H/		H/		111	68.5	H/		4228	78.1	94	70.2
TZ	H/		H/		H/		H/		H/		115	79.1	H/		143	67.8
UA	218	58.7	991	75.0	487	77.8	212	75.5	62	79.0	472	70.8	7011	76.9	566	73.9
US**	257	64.6	1846	73.2	387	78.0	6152	76.8	H/		2440	81.4	438	71.2	543	68.7
WN	H/		H/		5165	88.6	H/		H/		H/		992	79.8	H/	
XE***	248	62.1	34	70.6	203	70.0	479	64.9	317	66.6	253	77.1	27	74.1	239	67.8
YV	234	62.8	165	58.2	71	76.1	1882	71.5	H/		H/		1283	70.1	85	60.0
<b>TOTAL</b>	<b>34692</b>	<b>59.9</b>	<b>11398</b>	<b>71.6</b>	<b>9441</b>	<b>82.3</b>	<b>10352</b>	<b>73.1</b>	<b>10205</b>	<b>78.7</b>	<b>7940</b>	<b>73.7</b>	<b>19935</b>	<b>77.5</b>	<b>25713</b>	<b>78.3</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 *																
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	337	73.0	601	63.1	496	87.1	332	85.5	430	74.9	952	81.1	619	76.3	2602	72.4
AQ	H/		H/		H/		H/		H/		H/		17	70.6	H/	
AS	H/		62	74.2	H/		H/		H/		H/		420	75.2	649	81.0
B6	H/		310	61.0	711	69.9	656	84.1	H/		4409	76.6	328	57.9	H/	
CO	176	65.9	4984	66.2	458	82.1	41	75.6	7650	74.3	106	61.3	553	69.8	619	61.2
DL	217	49.8	416	56.5	846	74.2	305	56.7	176	50.6	1028	71.3	649	60.4	1150	58.4
EV	85	60.0	H/		H/		9	66.7	127	67.7	39	71.8	22	31.8	H/	
F9	91	83.5	H/		33	93.9	H/		89	80.9	H/		213	80.3	354	84.2
FL	247	61.9	256	60.2	442	75.1	232	73.3	H/		H/		123	35.0	183	43.7
HA	H/		H/		H/		H/		H/		H/		57	61.4	78	66.7
MQ	234	46.6	271	44.3	H/		155	71.0	H/		668	69.0	124	75.0	1709	86.1
NW	8348	65.8	393	55.5	190	62.6	207	61.4	258	54.3	181	63.5	467	55.5	589	55.2
OH	256	60.5	110	60.0	H/		221	52.9	106	49.1	1952	50.0	H/		H/	
OO	57	42.1	H/		H/		H/		90	68.9	H/		208	75.5	4401	73.8
TZ	H/		H/		H/		H/		H/		H/		31	80.6	62	90.3
UA	248	72.6	428	61.0	124	79.0	2310	83.9	218	71.1	433	83.4	1112	74.9	3008	71.8
US**	298	77.2	315	63.5	623	75.4	156	84.6	120	70.0	217	77.0	3546	71.0	945	69.9
WN	586	77.8	H/		1276	89.7	324	85.2	H/		H/		6872	77.5	3538	76.7
XE****	201	58.7	5228	60.0	H/		357	72.0	9590	71.3	31	71.0	H/		H/	
YV	210	61.0	94	56.4	H/		3146	71.6	199	59.8	280	65.7	548	77.0	87	71.3
<b>TOTAL</b>	<b>11591</b>	<b>65.9</b>	<b>13468</b>	<b>62.1</b>	<b>5199</b>	<b>79.4</b>	<b>8451</b>	<b>76.0</b>	<b>19053</b>	<b>71.9</b>	<b>10296</b>	<b>70.5</b>	<b>15909</b>	<b>73.3</b>	<b>19974</b>	<b>73.0</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PHL	
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	1788	62.4	957	81.8	H/		3260	84.5	440	77.5	120	82.5	6432	62.2	550	73.8
AQ	H/		H/		H/		H/		H/		92	78.3	H/		H/	
AS	H/		62	88.7	H/		31	96.8	H/		455	80.0	124	71.8	H/	
B6	246	64.6	689	77.5	H/		H/		H/		451	66.5	H/		H/	
CO	395	59.5	633	83.6	102	66.7	263	84.4	124	74.2	93	80.6	445	59.1	199	68.8
DL	1803	69.1	1015	79.3	H/		260	68.1	150	62.7	85	67.1	310	47.4	317	66.9
EV	53	52.8	H/		159	60.4	H/		141	62.4	31	87.1	H/		H/	
F9	62	74.2	62	90.3	176	84.7	H/		93	82.8	H/		H/		62	87.1
FL	464	49.8	1183	79.1	901	73.6	111	64.9	358	75.4	H/		H/		544	69.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	1734	55.4	8	75.0	H/		544	82.0	H/		H/		8056	57.0	H/	
NW	590	50.0	570	75.4	294	67.0	96	77.1	8211	75.0	H/		626	56.5	394	65.0
OH	1181	53.4	124	77.4	27	66.7	119	77.3	110	73.6	H/		230	50.0	145	51.0
OO	H/		H/		H/		H/		31	90.3	270	83.0	4394	67.7	H/	
TZ	244	52.5	H/		439	73.1	H/		H/		124	77.4	H/		H/	
UA	685	59.6	582	81.4	H/		155	78.1	496	73.0	273	70.0	8241	69.0	549	71.9
US**	1249	68.0	770	77.7	H/		244	74.6	264	64.4	186	72.0	715	56.8	4092	71.6
WN	H/		2933	86.9	6446	81.2	H/		H/		4233	82.5	H/		1960	74.1
XE***	111	42.3	8	87.5	133	70.7	27	81.5	364	72.5	H/		282	64.5	118	77.1
YV	184	47.8	H/		H/		H/		H/		62	80.6	2389	55.6	153	65.4
<b>TOTAL</b>	<b>10789</b>	<b>59.9</b>	<b>9596</b>	<b>81.9</b>	<b>8677</b>	<b>78.8</b>	<b>5110</b>	<b>82.0</b>	<b>10782</b>	<b>74.4</b>	<b>6475</b>	<b>80.0</b>	<b>32244</b>	<b>62.5</b>	<b>9083</b>	<b>71.4</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	492	69.3	H/		585	77.8	515	75.9	1090	74.8	213	79.8	682	86.7
AQ	H/		H/		31	87.1	H/		H/		H/		H/	
AS	281	73.7	H/		374	82.9	4210	79.0	385	78.2	H/		H/	
B6	93	38.7	182	71.4	111	38.7	62	56.5	H/		93	67.7	248	66.9
CO	378	64.6	79	77.2	278	65.8	310	64.8	398	63.8	75	66.7	407	82.6
DL	336	68.2	213	59.2	348	62.1	412	62.9	383	59.3	2445	81.6	772	79.7
EV	H/		93	46.2	57	82.5	H/		31	45.2	660	82.6	H/	
F9	217	82.5	H/		186	82.3	122	81.1	289	84.4	179	82.1	31	100.0
FL	H/		173	67.1	H/		H/		86	68.6	H/		549	78.5
HA	31	64.5	H/		62	88.7	57	70.2	31	71.0	H/		H/	
MQ	H/		456	66.0	818	88.3	H/		150	84.7	H/		H/	
NW	316	56.6	247	64.0	186	52.7	397	70.0	338	61.8	93	68.8	283	68.2
OH	H/		252	72.6	H/		H/		H/		H/		H/	
OO	231	82.7	43	76.7	699	76.1	439	82.5	3479	72.5	6429	86.3	H/	
TZ	53	73.6	H/		H/		H/		H/		H/		H/	
UA	659	72.1	185	75.1	764	74.1	914	72.6	3900	74.4	242	69.4	314	79.9
US**	5840	75.8	1210	79.8	553	72.2	391	65.7	671	64.8	179	82.1	681	80.5
WN	6198	79.2	601	81.5	2790	80.6	1206	80.1	H/		1302	80.7	2263	84.6
XE***	54	66.7	311	65.3	H/		H/		H/		53	66.0	H/	
YV	3093	84.3	205	71.7	70	84.3	4	25.0	H/		34	79.4	H/	
<b>TOTAL</b>	<b>18272</b>	<b>77.3</b>	<b>4250</b>	<b>72.8</b>	<b>7912</b>	<b>77.3</b>	<b>9039</b>	<b>76.1</b>	<b>11231</b>	<b>72.4</b>	<b>11997</b>	<b>83.4</b>	<b>6230</b>	<b>81.5</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	80.0	83.0	83.3	86.3	82.6	74.2	92.3	89.0	100.0	83.6	77.4	89.4	83.6	82.7	76.3	87.4	95.1	85.7
700 - 759 AM	90.7	89.4	96.2	91.1	90.4	83.5	81.9	85.9	73.7	90.8	93.8	84.7	79.0	84.8	93.0	88.2	84.4	93.8
800 - 859 AM	71.9	87.7	93.1	75.2	77.6	85.8	84.8	84.4	74.6	89.9	94.7	86.3	74.8	79.9	85.7	87.2	85.9	91.8
900 - 959 AM	61.3	86.4	90.3	81.0	78.5	87.1	84.8	81.9	70.9	90.7	82.2	82.2	79.6	84.3	84.1	79.3	78.8	93.5
1000 - 1059 AM	70.0	88.3	89.2	78.4	78.4	78.5	77.7	83.5	75.5	89.5	90.1	72.2	71.9	81.5	76.9	78.8	74.9	89.3
1100 - 1159 AM	69.3	82.2	89.1	81.2	67.1	77.7	83.0	82.1	69.6	80.5	82.3	82.4	73.0	80.3	72.4	75.8	72.3	87.1
1200 - 1259 PM	66.6	78.5	85.9	76.4	81.3	79.0	75.9	80.8	70.6	78.1	82.8	80.6	80.1	68.9	77.1	79.3	69.5	82.7
100 - 159 PM	62.5	79.2	88.2	77.9	94.3	73.4	76.6	79.8	65.3	71.0	82.8	81.9	69.9	88.9	73.9	72.5	61.5	81.1
200 - 259 PM	58.3	79.9	88.7	77.7	83.3	76.6	79.5	78.5	63.2	57.9	85.1	84.2	69.6	82.6	75.1	71.2	55.4	82.1
300 - 359 PM	54.9	75.9	82.8	72.8	81.6	74.2	74.7	79.0	72.1	58.6	82.2	76.0	72.6	67.9	73.8	75.4	49.8	87.8
400 - 459 PM	52.6	64.8	79.7	72.2	73.5	71.9	74.1	71.2	68.0	46.7	77.5	71.0	69.5	64.3	69.5	68.6	57.6	81.9
500 - 559 PM	53.9	62.7	79.8	68.7	69.8	69.9	77.5	76.7	56.0	42.2	81.1	76.5	67.5	69.1	72.5	67.9	49.4	80.4
600 - 659 PM	49.6	61.1	70.8	63.4	84.1	69.0	73.5	75.5	54.0	44.8	77.0	66.2	67.6	55.5	70.0	67.2	45.3	79.7
700 - 759 PM	47.5	52.4	79.8	76.9	72.4	58.7	69.0	74.1	60.8	43.5	67.1	82.1	67.6	59.0	69.3	64.0	50.5	75.5
800 - 859 PM	41.8	46.4	79.8	64.5	68.6	70.6	75.9	73.4	56.7	45.3	74.9	67.7	67.8	55.5	65.8	63.5	48.0	77.3
900 - 959 PM	49.6	59.9	71.0	66.3	79.7	69.2	72.4	70.3	58.9	50.0	78.0	56.4	59.2	57.1	69.2	63.6	47.1	77.6
1000 - 1059 PM	54.4	67.2	73.5	64.2	53.0	63.6	72.3	64.5	58.7	54.7	73.8	68.3	62.9	64.8	60.4	69.5	47.8	69.6
1100 - 559 AM	81.2	75.1	75.8	61.2	48.5	67.8	78.7	80.4	78.1	72.7	69.8	82.4	69.6	79.6	69.8	68.8	58.4	70.5
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>59.9</b>	<b>71.6</b>	<b>82.3</b>	<b>73.1</b>	<b>78.7</b>	<b>73.7</b>	<b>77.5</b>	<b>78.3</b>	<b>65.9</b>	<b>62.1</b>	<b>79.4</b>	<b>76.0</b>	<b>71.9</b>	<b>70.5</b>	<b>73.3</b>	<b>73.0</b>	<b>59.9</b>	<b>81.9</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	98.5	90.1	86.8	85.2	85.6	82.6	85.3	83.3	100.0	81.0	91.2	100.0	80.8	85.3
700 - 759 AM	90.2	86.6	77.6	96.7	77.8	91.5	89.3	84.4	94.1	91.1	92.4	94.1	100.0	85.8
800 - 859 AM	87.2	94.5	83.1	97.2	74.1	80.0	86.0	95.1	89.5	86.0	89.8	91.1	94.0	81.4
900 - 959 AM	87.8	90.5	79.1	91.3	73.7	79.7	75.7	78.5	93.7	89.6	80.2	88.2	96.3	80.4
1000 - 1059 AM	89.6	89.0	74.8	90.1	68.6	79.6	81.9	79.2	81.9	85.8	72.6	84.3	91.5	79.3
1100 - 1159 AM	84.0	81.8	79.4	86.4	67.6	78.8	80.0	75.2	71.8	78.8	70.0	87.7	91.5	77.7
1200 - 1259 PM	84.0	86.4	84.2	77.5	67.4	79.5	78.9	88.4	79.5	78.8	66.1	84.5	76.3	76.6
100 - 159 PM	85.2	79.0	75.8	79.9	62.0	74.8	78.7	73.9	80.5	83.5	68.2	71.9	83.0	73.8
200 - 259 PM	86.8	81.5	81.0	81.8	62.7	71.1	76.7	79.7	81.0	75.9	73.4	85.6	86.1	73.4
300 - 359 PM	78.7	83.8	72.0	78.2	56.0	71.3	78.3	79.0	71.6	79.9	73.0	84.9	81.4	71.8
400 - 459 PM	71.3	80.3	63.1	78.2	56.3	65.7	76.3	73.3	80.3	75.4	65.3	81.9	81.4	67.8
500 - 559 PM	65.7	84.4	77.3	78.4	51.5	62.6	76.4	74.5	78.7	71.8	71.6	74.0	82.9	67.9
600 - 659 PM	71.7	81.2	66.9	73.8	51.1	65.7	67.3	50.5	76.1	72.1	72.1	85.4	77.0	65.6
700 - 759 PM	68.5	79.0	66.9	76.5	51.3	54.4	77.8	65.7	69.6	71.5	67.9	77.7	80.6	64.2
800 - 859 PM	70.6	71.9	69.4	67.1	47.4	64.3	70.8	70.4	64.0	65.7	69.1	80.9	73.2	62.7
900 - 959 PM	68.6	68.2	66.5	76.3	48.3	68.6	68.5	59.7	72.0	66.6	62.3	71.2	70.8	62.9
1000 - 1059 PM	74.5	69.1	67.1	74.7	58.5	72.5	70.8	67.1	69.6	65.5	59.8	67.0	69.3	65.3
1100 - 559 AM	78.8	56.4	71.3	70.0	78.2	75.6	73.9	66.2	79.3	78.1	72.8	67.1	70.4	73.9
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>78.8</b>	<b>82.0</b>	<b>74.4</b>	<b>80.0</b>	<b>62.5</b>	<b>71.4</b>	<b>77.3</b>	<b>72.8</b>	<b>77.3</b>	<b>76.1</b>	<b>72.4</b>	<b>83.4</b>	<b>81.5</b>	<b>72.4</b>

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

OCTOBER 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	92.2	92.8	93.2	84.1	90.5	95.0	93.9	93.6	93.8	92.3	97.2	92.7	90.3	92.0	96.2	94.9	93.8	96.5
700 - 759 AM	88.3	91.3	94.6	89.6	88.6	92.8	92.5	88.4	90.1	93.5	95.4	90.5	89.4	88.9	92.7	91.3	90.1	95.5
800 - 859 AM	87.8	89.1	90.5	88.4	93.8	91.0	87.0	84.6	82.0	91.3	98.1	86.1	79.2	83.8	85.7	87.4	88.4	93.7
900 - 959 AM	76.5	85.4	91.6	85.4	85.5	88.1	87.9	81.2	84.9	91.2	96.6	85.5	83.9	83.9	84.0	83.5	87.1	94.2
1000 - 1059 AM	70.0	87.8	86.3	78.4	79.6	84.2	84.5	81.5	77.0	88.4	93.0	73.9	83.5	85.0	79.5	81.4	82.9	90.6
1100 - 1159 AM	71.9	82.3	86.1	83.9	81.6	84.2	80.0	80.2	76.7	87.0	86.4	81.5	75.9	88.0	72.9	77.8	83.0	86.2
1200 - 1259 PM	69.8	85.0	81.7	78.9	65.6	76.3	81.0	78.6	76.3	82.1	76.7	80.1	80.5	75.9	74.3	78.8	77.8	81.6
100 - 159 PM	66.9	77.2	81.5	78.6	82.1	85.1	79.1	74.1	70.5	79.4	78.7	82.9	81.1	73.5	66.8	76.0	77.6	77.4
200 - 259 PM	62.3	75.9	80.0	77.6	82.7	77.4	79.6	75.0	72.9	69.8	81.6	69.4	71.8	82.6	71.8	72.3	69.0	78.2
300 - 359 PM	55.5	73.3	73.9	71.6	80.5	73.2	77.1	75.1	63.6	62.3	76.1	74.2	69.0	76.6	68.4	78.4	65.9	77.3
400 - 459 PM	55.3	75.0	74.4	71.2	77.9	72.7	74.5	73.5	70.8	55.5	76.4	64.2	74.2	61.7	70.3	73.6	62.9	75.9
500 - 559 PM	55.8	62.7	70.2	75.4	40.2	67.0	80.3	69.4	70.2	50.1	77.8	65.1	70.0	63.7	64.5	74.6	60.6	78.3
600 - 659 PM	54.8	64.4	73.5	74.5	70.3	75.4	78.6	72.4	59.8	49.8	76.1	64.0	72.1	73.8	69.2	73.0	59.7	78.4
700 - 759 PM	51.6	55.9	67.7	70.9	75.9	71.8	75.5	74.7	62.4	47.0	75.4	66.7	68.3	59.9	62.1	72.0	53.2	81.4
800 - 859 PM	47.1	58.7	77.3	71.4	66.6	71.7	78.4	72.9	54.6	50.6	73.8	62.7	75.6	61.3	66.0	72.4	60.3	74.0
900 - 959 PM	47.6	59.2	70.0	69.5	77.5	76.0	82.2	74.7	70.7	43.3	87.3	69.1	72.8	50.8	60.2	75.8	48.5	74.2
1000 - 1059 PM	61.5	66.7	75.0	J/	J/	J/	91.3	74.1	60.8	J/	J/	45.5	66.1	70.9	75.4	84.0	J/	92.6
1100 - 559 AM	63.4	95.8	81.5	J/	100.0	J/	90.6	98.2	J/	96.7	100.0	J/	95.8	91.9	80.6	80.6	93.5	83.9
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>64.2</b>	<b>78.2</b>	<b>81.4</b>	<b>77.9</b>	<b>79.4</b>	<b>80.8</b>	<b>81.4</b>	<b>77.7</b>	<b>72.9</b>	<b>73.1</b>	<b>84.3</b>	<b>75.6</b>	<b>76.8</b>	<b>74.7</b>	<b>74.9</b>	<b>79.9</b>	<b>74.0</b>	<b>83.7</b>

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

OCTOBER 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	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	92.3	91.5	95.3	93.7	89.0	91.6	94.7	91.4	95.7	93.3	92.6	92.9	96.0	93.1
700 - 759 AM	93.2	90.5	89.6	94.1	84.5	90.3	89.6	93.3	92.6	91.7	90.3	94.7	96.2	90.7
800 - 859 AM	84.0	88.9	84.8	93.7	84.1	88.8	84.9	92.4	89.4	87.1	88.9	93.0	93.8	87.6
900 - 959 AM	83.4	90.4	89.0	92.9	75.1	83.3	79.6	87.2	89.7	86.0	88.7	86.8	95.9	83.8
1000 - 1059 AM	83.1	79.1	79.9	87.6	76.7	82.2	82.1	83.3	86.8	82.6	77.2	86.5	94.7	81.5
1100 - 1159 AM	77.3	86.7	79.2	85.6	66.3	79.4	77.8	80.2	83.1	83.0	71.1	89.8	89.5	79.4
1200 - 1259 PM	76.9	82.8	82.7	76.6	68.3	75.7	79.9	77.8	77.0	81.7	73.3	87.8	90.8	77.5
100 - 159 PM	68.8	82.8	78.1	75.9	65.6	80.3	78.6	86.8	73.3	81.4	67.0	85.8	80.4	75.6
200 - 259 PM	71.5	76.0	78.2	74.0	60.9	68.5	70.1	71.0	77.9	80.9	75.7	84.7	77.7	72.8
300 - 359 PM	70.9	77.6	76.7	70.5	58.3	67.2	77.9	70.2	73.4	76.2	74.4	81.9	81.9	70.5
400 - 459 PM	65.2	78.2	70.4	70.6	54.7	65.7	78.6	69.5	78.9	70.8	76.4	75.1	79.5	68.7
500 - 559 PM	58.0	64.7	72.6	73.6	55.1	60.6	70.6	61.7	82.7	76.3	67.8	86.6	76.5	67.7
600 - 659 PM	57.5	78.1	77.1	73.2	54.5	63.3	80.3	72.7	81.8	78.4	77.7	73.5	79.9	68.9
700 - 759 PM	59.3	66.3	77.5	72.0	53.3	59.5	73.3	57.3	78.5	72.9	73.6	88.3	75.5	66.4
800 - 859 PM	54.5	84.0	84.8	67.5	53.0	61.8	72.6	70.9	81.3	72.6	73.0	79.5	83.0	65.3
900 - 959 PM	59.5	82.2	76.2	77.0	52.4	69.6	83.7	85.2	73.9	77.6	75.9	87.6	81.9	69.1
1000 - 1059 PM	33.3	48.4	78.5	77.3	64.0	79.4	86.7	J/	87.7	87.1	85.0	J/	33.3	75.0
1100 - 559 AM	100.0	J/	90.9	90.3	94.0	96.0	81.0	J/	96.8	88.0	83.3	90.8	J/	83.7
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>73.2</b>	<b>82.4</b>	<b>79.8</b>	<b>81.2</b>	<b>66.0</b>	<b>74.7</b>	<b>80.0</b>	<b>78.5</b>	<b>83.4</b>	<b>82.5</b>	<b>79.0</b>	<b>87.3</b>	<b>86.4</b>	<b>76.4</b>

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

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
OH	5463	JFK-BUF	1745	31	100.00	113	92
OH	5283	JFK-DCA	1815	31	100.00	92	78
OH	5197	JFK-RIC	1655	31	96.77	85	59
OO	5751	MOD-LAX	1756	31	96.77	40	29
OH	5109	JFK-RIC	2045	27	96.30	107	88
OH	5609	DCA-HSV	2005	27	96.30	93	82
OH	5534	JFK-BTV	2110	27	96.30	68	48
OH	5192	DCA-CMH	1742	27	96.30	56	52
OO	5778	YUM-LAX	1358	27	96.30	53	43
OO	5769	MOD-LAX	950	27	96.30	35	30
OH	5073	JFK-ATL	1945	22	95.45	78	68
FL	573	EWR-ATL	1950	16	93.75	67	40
OH	5518	JFK-BOS	1800	31	93.55	76	78
OH	5244	RIC-JFK	1442	31	93.55	65	66
EV	4399	ALB-ATL	1630	31	93.55	64	43
EV	4098	BGR-ATL	1315	31	93.55	50	49
OH	5029	JFK-ROC	1955	27	92.59	81	75
AA	1659	EWR-ORD	1825	27	92.59	67	42
OH	5035	ALB-JFK	1810	27	92.59	63	40
OH	4954	DCA-JFK	1730	27	92.59	52	41
OH	5023	JFK-ATL	845	27	92.59	52	53
DL	698	MSY-ATL	1755	27	92.59	44	27
OH	5123	CMH-DCA	1600	27	92.59	44	44
EV	4361	AEX-ATL	1725	22	90.91	48	42
OH	4969	JFK-IND	1905	31	90.32	69	50

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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
OH	5297	DCA-JFK	1430	31	90.32	68	72
OH	5638	RSW-CMH	1309	31	90.32	39	33
OO	5946	SAV-ORD	1414	30	90.00	78	38
OH	5458	JFK-BUF	920	30	90.00	49	39
US**	164	ATL-LAS	1857	28	89.29	48	42
FL	116	ATL-DFW	1523	28	89.29	40	32
OH	5517	JFK-CLE	1905	27	88.89	67	74
EV	4848	ATL-CRW	2038	18	88.89	63	44
OH	5093	JFK-DCA	2045	27	88.89	60	60
EV	4413	BHM-ATL	1600	27	88.89	56	39
DL	948	EWR-ATL	1815	26	88.46	64	36
OH	5610	HSV-DCA	725	26	88.46	52	42
DL	1658	ATL-LAS	2115	26	88.46	49	42
FL	132	SAV-ATL	1826	16	87.50	56	38
OH	5248	JFK-RDU	1730	31	87.10	77	60
OH	5395	JFK-IAD	1650	31	87.10	70	55
XE***	3068	EWR-CLT	1810	31	87.10	62	46
OH	5520	JFK-BOS	1900	31	87.10	61	57
OH	5102	JFK-ROC	925	31	87.10	44	40
OH	5240	JFK-RIC	1245	31	87.10	43	32
OH	5608	BUF-JFK	1700	31	87.10	43	33
EV	4597	GRK-ATL	1250	31	87.10	42	34
OH	4941	JFK-DCA	1245	31	87.10	41	30
OH	5011	SAV-LGA	1230	31	87.10	38	29
FL	773	ATL-LAS	2120	30	86.67	56	37

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

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\*\*\* 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 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
FL	41	ATL-LAX	2110	30	86.67	53	37
WN	803	PIT-PHL	1810	30	86.67	43	34
OH	5495	JFK-IAD	1955	27	85.19	73	59
XE**	2753	EWR-LIT	1935	27	85.19	73	47
OH	5519	JFK-BNA	2000	27	85.19	71	65
OH	5072	JFK-CMH	2000	27	85.19	62	56
OH	5521	BOS-JFK	1900	27	85.19	62	44
AA	1914	ORD-EWR	2045	27	85.19	60	42
DL	609	ATL-GSO	1954	27	85.19	52	45
DL	1030	IND-ATL	1850	27	85.19	47	35
XE**	2675	EWR-GSP	1945	27	85.19	46	32
OO	5778	IPL-YUM	1223	27	85.19	38	23
EV	4255	CVG-ATL	1935	27	85.19	35	27
OH	5195	JFK-IAD	855	26	84.62	47	46
EV	4400	ATL-VPS	2008	31	83.87	62	52
XE**	3166	EWR-MSY	1830	31	83.87	61	51
EV	4471	GSO-ATL	1545	31	83.87	57	31
TZ	4208	MDW-LGA	1905	31	83.87	55	31
OH	4997	BWI-JFK	1515	31	83.87	53	50
DL	771	ATL-IAH	1509	31	83.87	53	40
DL	1670	ATL-DTW	1535	31	83.87	46	38
EV	4167	MDW-ATL	1720	31	83.87	44	37
FL	358	DFW-ATL	1720	31	83.87	41	30
OH	5045	BOS-SAV	900	31	83.87	37	27
OH	5436	LGA-JAX	1445	31	83.87	36	36

\* 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 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
B6	197	JFK-LAS	920	31	83.87	29	24
EV	4629	ATL-PFN	1724	18	83.33	77	41
EV	4240	PFN-ATL	1825	18	83.33	74	40
XE***	3216	EWR-CMH	2010	24	83.33	53	37
DL	1424	CHS-ATL	1931	18	83.33	39	31
US**	1843	PVD-CLT	630	24	83.33	24	22
NW	759	DTW-MSP	2050	29	82.76	37	35
XE***	2052	PIT-EWR	1430	28	82.14	73	68
XE***	2323	ORF-EWR	1459	28	82.14	62	46
FL	254	ATL-RSW	2105	28	82.14	57	44
US****	283	JFK-PHX	1800	28	82.14	43	28
NW	745	DTW-MSP	1517	28	82.14	33	29
EV	4557	ATL-OMA	1940	22	81.82	64	48
EV	4552	ATL-MHT	1937	22	81.82	53	41
EV	4577	ATL-AEX	2047	22	81.82	53	50
DL	741	JFK-LAS	2000	22	81.82	36	37
OH	5478	IAD-JFK	1850	27	81.48	70	50
AA	353	LGA-ORD	1845	27	81.48	64	55
OH	5522	JFK-BOS	2030	27	81.48	60	48
EV	4503	ATL-PIA	2042	27	81.48	59	59
AA	1497	EWR-ORD	2025	27	81.48	59	56
MQ	4513	EWR-BOS	1900	27	81.48	56	50
OH	5357	LGA-LEX	2130	27	81.48	53	38
EV	4881	ILM-ATL	1855	27	81.48	53	41
EV	4418	ATL-BHM	1542	27	81.48	48	44

\* 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
MQ	4626	EWR-RDU	2005	27	81.48	48	53
OH	5486	CMH-CVG	1925	27	81.48	42	33
MQ	4627	RDU-EWR	1855	27	81.48	40	36
OH	5488	LGA-SAV	1955	27	81.48	35	26
NW	663	EWR-DTW	1805	27	81.48	35	23
FL	66	PNS-ATL	1815	16	81.25	57	41
NW	1919	JFK-DTW	1612	26	80.77	47	27
OH	5378	JFK-DTW	1730	31	80.65	69	71
XE***	2602	PWM-EWR	1335	31	80.65	68	48
YV	7192	IAD-EWR	1440	31	80.65	62	54
EV	4559	MLI-ATL	1658	31	80.65	53	38
DL	1190	IAH-ATL	1659	31	80.65	52	31
EV	4351	CRP-ATL	1305	31	80.65	52	31
FL	274	ATL-BOS	1806	31	80.65	52	26
YV	2809	JFK-CLT	1650	31	80.65	51	39
OH	5418	LGA-PWM	1529	31	80.65	45	40
NW	337	DTW-LAX	1533	31	80.65	44	32
OH	4983	JFK-DCA	1545	31	80.65	43	30
NW	1431	ATL-MSP	1433	31	80.65	40	33
US**	915	PHL-SFO	1755	31	80.65	39	41
EV	4727	ATL-GNV	1022	31	80.65	34	26
XE***	2292	EWR-GSO	1950	25	80.00	76	74
B6	1099	JFK-CMH	2140	25	80.00	58	40

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ATLANTIC SOUTHEAST	775	93	12.0
COMAIR	816	83	10.2
ATA	54	3	5.6
AIRTRAN	682	34	5.0
JETBLUE	452	20	4.4
DELTA	1,444	46	3.2
EXPRESSJET	1,374	43	3.1
NORTHWEST	1,278	36	2.8
AMERICAN EAGLE	1,558	28	1.8
CONTINENTAL	907	15	1.7
MESA	850	14	1.6
US AIRWAYS *	1,435	21	1.5
AMERICAN	1,758	16	0.9
UNITED	1,403	9	0.6
SKYWEST	1,568	9	0.6
SOUTHWEST	3,213	7	0.2
ALASKA	429	0	0.0
FRONTIER	266	0	0.0
HAWAIIAN	149	0	0.0
ALOHA	124	0	0.0
<b>TOTAL</b>	<b>20,535</b>	<b>477</b>	<b>2.3</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 DEPA

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	76.2	87.7	244	244
ADAK ISLAND AK (ADK)	55.6	11.1	9	9
AGUADILLA PR (BQN)	80.2	97.8	101	93
AKRON/CANTON OH (CAK)	68.0	78.7	731	703
ALBANY GA (ABY)	58.3	68.7	115	115
ALBANY NY (ALB)	72.6	78.9	1,207	1,201
ALBUQUERQUE NM (ABQ)	75.4	80.2	3,134	3,131
ALEXANDRIA LA (AEX)	58.6	73.0	256	256
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	72.3	78.3	458	457
AMARILLO TX (AMA)	78.1	84.8	739	739
ANCHORAGE AK (ANC)	67.9	82.7	1,472	1,472
APPLETON WI (ATW)	56.4	68.2	404	403
ASHEVILLE NC (AVL)	59.3	65.4	253	254
ASHLAND WV (HTS)	92.5	92.3	53	52
ASPEN CO (ASE)	64.2	69.3	282	287
ATLANTA GA (ATL)	59.9	64.2	34,692	34,882
ATLANTIC CITY NJ (ACY)	67.7	61.3	31	31
AUGUSTA GA (AGS)	51.3	61.8	191	191
AUSTIN TX (AUS)	74.1	83.0	3,876	3,879
BAKERSFIELD CA (BFL)	78.4	80.7	485	483
BALTIMORE MD (BWI)	82.3	81.4	9,441	9,442
BANGOR ME (BGR)	59.3	65.9	376	375
BARROW AK (BRW)	82.3	72.6	62	62
BATON ROUGE LA (BTR)	69.4	78.2	921	912
BEAUMONT/PORT ARTHUR TX (BPT)	74.3	85.7	35	35
BELLINGHAM WA (BLI)	86.9	88.7	61	62
BEND/REDMOND OR (RDM)	80.7	82.4	306	306
BETHEL AK (BET)	87.6	82.5	97	97
BILLINGS MT (BIL)	79.2	88.5	384	384
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	62.1	70.7	58	58
BIRMINGHAM AL (BHM)	69.6	77.0	1,803	1,801
BISMARCK/MANDAN ND (BIS)	73.9	87.1	203	202
BLOOMINGTON IL (BMI)	48.4	59.6	337	337
BOISE ID (BOI)	80.3	87.6	1,422	1,419
BOSTON MA (BOS)	71.6	78.2	11,398	11,424
BOZEMAN MT (BZN)	72.2	82.5	388	388
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	45.3	60.5	86	86
BROWNSVILLE TX (BRO)	65.8	73.2	199	198
BRUNSWICK GA (BQK)	37.1	62.9	89	89
BUFFALO NY (BUF)	65.6	70.5	2,485	2,484
BURBANK CA (BUR)	80.7	85.0	2,799	2,798
BURLINGTON VT (BTV)	65.1	76.5	587	586
BUTTE MT (BTM)	86.7	88.7	60	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	70.0	73.8	263	263
CASPER WY (CPR)	82.0	82.3	272	271
CEDAR RAPIDS/IOWA CITY IA (CID)	69.5	78.4	686	682
CHAMPAIGN/URBANA IL (CMI)	53.1	73.4	213	214
CHARLESTON SC (CHS)	64.5	75.0	1,185	1,186
CHARLESTON/DUNBAR WV (CRW)	66.4	79.2	333	332
CHARLOTTE AMALIE VI (STT)	81.0	88.1	126	126
CHARLOTTE NC (CLT)	73.1	77.9	10,352	10,354
CHARLOTTESVILLE VA (CHO)	64.8	82.1	145	145
CHATTANOOGA TN (CHA)	71.5	80.7	404	404
CHICAGO IL (MDW)	78.8	73.2	8,677	8,732
CHICAGO IL (ORD)	62.5	66.0	32,244	32,247
CHICO CA (CIC)	64.7	68.1	116	116
CHRISTIANSTED VI (STX)	77.3	95.5	22	22
CLEVELAND OH (CLE)	76.7	82.1	7,437	7,438
CODY WY (COD)	81.1	86.5	95	96
COLLEGE STATION/BRYAN TX (CLL)	82.1	85.4	156	157
COLORADO SPRINGS CO (COS)	69.1	77.0	1,335	1,332
COLUMBIA SC (CAE)	60.1	71.3	938	940
COLUMBUS GA (CSG)	56.8	72.1	111	111
COLUMBUS MS (GTR)	50.6	75.0	87	56
COLUMBUS OH (CMH)	68.4	74.5	3,376	3,374
CORDOVA AK (CDV)	88.7	90.3	62	62
CORPUS CHRISTI TX (CRP)	72.3	78.6	823	823
COVINGTON KY (CVG)	78.7	79.4	10,205	10,258
CRESCENT CITY CA (CEC)	54.0	55.7	87	88
DALLAS TX (DAL)	79.8	78.9	4,474	4,473
DALLAS/FT.WORTH TX (DFW)	78.3	77.7	25,713	25,712
DAYTON OH (DAY)	69.3	77.4	1,210	1,209
DAYTONA BEACH FL (DAB)	60.0	67.1	310	310
DEADHORSE AK (SCC)	85.5	82.3	62	62
DENVER CO (DEN)	77.5	81.4	19,935	19,908
DES MOINES IA (DSM)	67.2	75.9	1,294	1,281
DETROIT MI (DTW)	65.9	72.9	11,591	11,589
DILLINGHAM AK (DLG)	84.6	100.0	13	13
DOTHAN AL (DHN)	53.6	68.2	151	151
DUBUQUE IA (DBQ)	58.3	74.2	120	120
DULUTH MN (DLH)	72.7	74.7	88	87
DURANGO CO (DRO)	78.9	81.2	412	414
EAGLE CO (EGE)	73.2	77.2	123	123
EL CENTRO CA (IPL)	44.2	47.5	113	120
EL PASO TX (ELP)	77.7	84.4	1,842	1,843
ELKO NV (EKO)	89.4	93.4	151	151

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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)	81.0	75.4	58	57
EUGENE OR (EUG)	78.7	86.7	540	542
EUREKA/ARCATA CA (ACV)	69.5	73.7	292	293
EVANSVILLE IN (EVV)	65.2	68.5	279	279
FAIRBANKS AK (FAI)	79.1	85.1	368	369
FARGO ND (FAR)	70.0	82.4	473	472
FAYETTEVILLE AR (XNA)	66.4	70.5	862	861
FAYETTEVILLE NC (FAY)	38.7	54.2	173	142
FLAGSTAFF AZ (FLG)	87.7	87.1	155	155
FLINT MI (FNT)	63.6	72.4	635	634
FLORENCE SC (FLO)	60.4	69.8	53	53
FORT LAUDERDALE FL (FLL)	79.4	84.3	5,199	5,195
FORT SMITH AR (FSM)	76.1	81.9	155	155
FORT WAYNE IN (FWA)	64.3	70.5	333	332
FRESNO CA (FAT)	76.2	81.8	1,260	1,256
FT. MYERS FL (RSW)	72.5	81.1	1,766	1,763
GAINESVILLE FL (GNV)	44.0	47.5	182	120
GRAND FORKS ND (GFK)	68.4	91.0	79	78
GRAND JUNCTION CO (GJT)	79.3	80.2	405	404
GRAND RAPIDS MI (GRR)	70.1	82.0	1,430	1,431
GREAT FALLS MT (GTF)	77.0	90.3	309	310
GREEN BAY/CLINTONVILLE WI (GRB)	62.4	72.9	630	631
GREENSBORO/HIGH POINT NC (GSO)	66.0	74.4	1,284	1,285
GREENVILLE/SPARTANBURG SC (GSP)	61.6	73.3	975	974
GULFPORT/BILOXI MS (GPT)	70.6	73.7	595	596
GUNNISON CO (GUC)	75.0	76.9	64	65
HARLINGEN/SAN BENITO TX (HRL)	74.9	79.4	499	499
HARRISBURG PA (MDT)	64.8	71.6	718	715
HARTFORD CT (BDL)	77.3	82.6	2,810	2,811
HELENA MT (HLN)	77.0	82.3	126	124
HILO HI (ITO)	92.7	94.2	796	796
HONOLULU HI (HNL)	89.0	92.0	5,899	5,895
HOUSTON TX (HOU)	74.6	73.6	4,819	4,816
HOUSTON TX (IAH)	71.9	76.8	19,053	19,041
HUNTSVILLE AL (HSV)	67.5	75.4	505	505
IDAHO FALLS ID (IDA)	80.3	88.9	238	234
INDIANAPOLIS IN (IND)	71.3	82.3	3,098	3,099
INDIO/PALM SPRINGS CA (PSP)	71.9	82.7	1,046	1,043
INYOKERN CA (IYK)	77.5	80.0	80	80
ISLIP NY (ISP)	87.8	89.3	1,051	1,051
JACKSON WY (JAC)	72.1	74.2	244	248
JACKSON/VICKSBURG MS (JAN)	71.6	80.0	980	992
JACKSONVILLE FL (JAX)	75.2	83.0	2,750	2,752

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JUNEAU AK (JNU)	80.7	79.3	337	338
KAHULUI HI (OGG)	90.3	91.3	2,252	2,254
KALAMAZOO MI (AZO)	65.0	77.4	409	411
KALISPELL MT (FCA)	80.6	90.7	216	216
KANSAS CITY MO (MCI)	73.1	80.4	4,791	4,788
KETCHIKAN AK (KTN)	78.5	82.3	186	186
KEY WEST FL (EYW)	50.7	44.4	75	72
KILLEEN TX (GRK)	72.5	78.5	495	511
KING SALMON AK (AKN)	43.5	39.1	23	23
KINSTON NC (ISO)	57.9	66.7	57	57
KNOXVILLE TN (TYS)	65.0	76.3	922	921
KODIAK AK (ADQ)	82.4	82.4	34	34
KONA HI (KOA)	91.1	89.7	1,282	1,284
KOTZEBUE AK (OTZ)	84.9	80.6	93	93
LA CROSSE WI (LSE)	67.6	75.5	148	147
LAFAYETTE LA (LFT)	72.4	76.2	508	522
LAKE CHARLES LA (LCH)	65.8	75.8	120	120
LANSING MI (LAN)	64.4	76.8	410	409
LAREDO TX (LRD)	74.6	83.3	252	252
LAS VEGAS NV (LAS)	73.3	74.9	15,909	15,916
LAWTON/FORT SILL OK (LAW)	86.8	88.5	182	182
LEWISBURG WV (LWB)	75.9	62.1	29	29
LEWISTON ID (LWS)	67.7	93.5	62	62
LEXINGTON KY (LEX)	70.3	80.7	787	783
LIHUE HI (LIH)	92.1	92.5	1,424	1,423
LINCOLN NE (LNK)	68.1	70.4	213	213
LITTLE ROCK AR (LIT)	68.4	74.8	1,435	1,440
LONG BEACH CA (LGB)	70.9	88.2	1,087	1,070
LONGVIEW/KILGOR/GLADWATR TX (GGG)	84.9	93.5	93	93
LOS ANGELES CA (LAX)	73.0	79.9	19,974	19,972
LOUISVILLE KY (SDF)	71.8	76.6	1,677	1,678
LUBBOCK TX (LBB)	75.6	81.6	815	814
LYNCHBURG VA (LYH)	55.1	77.5	89	89
MACON GA (MCN)	37.6	72.3	93	94
MADISON WI (MSN)	67.5	74.7	1,167	1,165
MANCHESTER NH (MHT)	76.9	82.8	1,847	1,847
MARQUETTE MI (MQT)	51.8	66.7	85	84
MEDFORD OR (MFR)	75.8	81.7	570	569
MELBOURNE FL (MLB)	63.8	75.1	174	173
MEMPHIS TN (MEM)	71.3	78.7	4,157	4,161
MERIDIAN MS (MEI)	53.6	63.1	84	84
MIAMI FL (MIA)	82.0	82.4	5,110	5,114
MIDLAND/ODESSA TX (MAF)	75.5	82.2	752	752

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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.
MILWAUKEE WI (MKE)	69.1	78.4	2,077	2,031
MINNEAPOLIS/ST. PAUL MN (MSP)	74.4	79.8	10,782	10,768
MINOT ND (MOT)	73.9	94.6	92	92
MISSION/MCALLEN/EDINBURG TX (MFE)	69.5	77.7	403	403
MISSOULA MT (MSO)	77.4	85.6	363	362
MOBILE AL (MOB)	67.0	72.5	518	517
MODESTO CA (MOD)	59.3	66.0	263	262
MOLINE IL (MLI)	54.8	62.1	496	496
MONROE LA (MLU)	58.4	68.5	267	267
MONTEREY CA (MRY)	78.2	79.6	692	692
MONTGOMERY AL (MGM)	59.0	67.1	300	301
MONTROSE/DELTA CO (MTJ)	82.5	85.8	177	176
MYRTLE BEACH SC (MYR)	69.0	75.7	696	719
NAPLES FL (APF)	61.4	69.8	44	43
NASHVILLE TN (BNA)	75.1	78.8	5,485	5,487
NEW ORLEANS LA (MSY)	76.1	80.4	2,819	2,815
NEW YORK NY (JFK)	70.5	74.7	10,296	10,298
NEW YORK NY (LGA)	59.9	74.0	10,789	10,803
NEWARK NJ (EWR)	62.1	73.1	13,468	13,467
NEWBURGH/POUGHKEEPSIE NY (SWF)	64.5	63.4	93	93
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	64.0	68.8	405	448
NOME AK (OME)	83.9	83.9	93	93
NORFOLK VA (ORF)	68.0	78.6	1,698	1,698
OAKLAND CA (OAK)	80.0	81.2	6,475	6,473
OKLAHOMA CITY OK (OKC)	71.1	79.1	1,899	1,892
OMAHA NE (OMA)	71.9	81.0	2,024	2,000
ONTARIO/SAN BERNARDINO CA (ONT)	78.5	84.1	3,108	3,105
ORLANDO FL (MCO)	81.9	83.7	9,596	9,596
OXNARD/VENTURA CA (OXR)	73.7	83.2	137	137
PANAMA CITY FL (PFN)	46.2	58.2	225	239
PASCO/KENNEWICK/RICHLAND WA (PSC)	83.2	89.7	196	194
PENSACOLA FL (PNS)	67.9	74.4	938	939
PEORIA IL (PIA)	66.4	73.3	402	401
PETERSBURG AK (PSG)	75.8	77.4	62	62
PHILADELPHIA PA (PHL)	71.4	74.7	9,083	9,088
PHOENIX AZ (PHX)	77.3	80.0	18,272	18,276
PITTSBURGH PA (PIT)	72.8	78.5	4,250	4,247
POCATELLO ID (PIH)	84.6	95.5	156	155
PONCE PR (PSE)	75.4	95.2	65	62
PORTLAND ME (PWM)	60.1	65.9	667	665
PORTLAND OR (PDX)	78.6	87.1	5,009	5,004
PROVIDENCE RI (PVD)	79.1	82.6	2,304	2,288
RALEIGH/DURHAM NC (RDU)	71.5	76.6	5,280	5,275

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RAPID CITY SD (RAP)	74.0	81.8	389	391
REDDING CA (RDD)	72.3	75.7	177	177
RENO NV (RNO)	80.4	84.8	2,238	2,241
RICHMOND VA (RIC)	62.1	72.6	1,808	1,807
ROANOKE VA (ROA)	58.4	59.0	344	346
ROCHESTER MN (RST)	64.6	67.6	206	204
ROCHESTER NY (ROC)	63.1	71.6	1,620	1,623
ROCKFORD IL (RFD)	76.2	90.2	63	61
SACRAMENTO CA (SMF)	79.0	84.6	4,653	4,657
SAGINAW/BAY CITY/MIDLAND MI (MBS)	64.4	77.0	275	274
SALT LAKE CITY UT (SLC)	83.4	87.3	11,997	11,985
SAN ANGELO TX (SJT)	85.2	87.1	155	155
SAN ANTONIO TX (SAT)	73.9	82.8	3,702	3,701
SAN DIEGO CA (SAN)	77.3	83.4	7,912	7,915
SAN FRANCISCO CA (SFO)	72.4	79.0	11,231	11,261
SAN JOSE CA (SJC)	79.6	83.8	5,190	5,192
SAN JUAN PR (SJU)	80.1	87.7	1,657	1,656
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	77.7	80.6	573	573
SANTA ANA CA (SNA)	80.2	84.1	4,435	4,426
SANTA BARBARA CA (SBA)	81.0	83.8	1,212	1,212
SANTA MARIA CA (SMX)	84.0	83.4	150	151
SARASOTA/BRADENTON FL (SRQ)	67.5	77.7	550	551
SAVANNAH GA (SAV)	62.9	71.8	1,214	1,218
SCRANTON/WILKES-BARRE PA (AVP)	55.4	70.4	213	213
SEATTLE WA (SEA)	76.1	82.5	9,039	9,041
SHREVEPORT LA (SHV)	62.9	75.0	680	681
SIOUX FALLS SD (FSD)	63.7	67.7	564	561
SITKA AK (SIT)	76.3	88.2	93	93
SO.PINES/PINHRST/ABERDEEN NC (SOP)	50.0	61.5	26	26
SOUTH BEND IN (SBN)	50.0	45.3	54	53
SPOKANE WA (GEG)	80.4	89.0	1,210	1,209
SPRINGFIELD IL (SPI)	69.7	72.5	142	142
SPRINGFIELD MO (SGF)	68.1	73.8	814	781
ST. GEORGE UT (SGU)	81.4	89.2	306	306
ST. LOUIS MO (STL)	76.9	79.8	5,573	5,568
STATE COLLEGE PA (SCE)	76.2	88.1	84	84
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	78.6	79.3	140	140
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	93.5	93.9	276	279
SYRACUSE NY (SYR)	65.2	77.6	1,050	1,027
TALLAHASSEE FL (TLH)	66.8	75.6	283	283
TAMPA FL (TPA)	81.5	86.4	6,230	6,225
TEXARKANA AR (TXK)	78.5	83.9	93	93
TOLEDO OH (TOL)	69.5	72.8	213	213

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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.
TRAVERSE CITY MI (TVC)	63.8	74.6	354	354
TUCSON AZ (TUS)	73.2	82.4	2,112	2,111
TULSA OK (TUL)	68.9	77.9	1,901	1,900
TUPELO MS (TUP)	73.5	69.4	49	49
TWIN FALLS ID (TWF)	90.4	94.8	156	155
TYLER TX (TYR)	87.1	91.9	124	124
VALDOSTA GA (VLD)	44.9	66.3	89	89
VALPARAISO FL (VPS)	64.3	75.8	594	563
WACO TX (ACT)	79.7	88.5	182	182
WASHINGTON DC (DCA)	73.7	80.8	7,940	7,926
WASHINGTON DC (IAD)	76.0	75.6	8,451	8,450
WAUSAU/MARSHFIELD WI (CWA)	52.5	62.2	118	119
WEST PALM BEACH/PALM BEACH FL (PBI)	76.3	83.6	2,111	2,105
WHITE PLAINS NY (HPN)	72.0	71.8	728	747
WICHITA FALLS TX (SPS)	82.7	86.6	208	209
WICHITA KS (ICT)	68.1	76.0	1,125	1,125
WILMINGTON DE (ILG)	56.9	66.7	58	57
WILMINGTON NC (ILM)	67.1	70.8	319	322
WRANGELL AK (WRG)	75.8	80.6	62	62
YAKUTAT AK (YAK)	79.0	90.3	62	62
YUMA AZ (YUM)	65.3	69.4	303	301



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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	20	26,697	1,062	4.0	114	47,259	1,865	3.9
EXPRESSJET	23	18,663	679	3.6	112	38,190	1,208	3.2
MESA	22	14,479	412	2.8	115	25,943	771	3.0
SKYWEST	16	25,214	687	2.7	126	47,166	1,383	2.9
ATLANTIC SOUTHEAST	19	12,532	340	2.7	137	23,101	674	2.9
NORTHWEST	29	25,899	555	2.1	106	37,828	846	2.2
COMAIR	21	14,933	354	2.4	92	23,174	518	2.2
UNITED	30	35,870	675	1.9	77	42,495	784	1.8
DELTA	30	33,259	590	1.8	99	42,100	725	1.7
HAWAIIAN	6	316	3	0.9	14	4,545	75	1.7
ALASKA	15	7,483	83	1.1	45	13,311	164	1.2
AMERICAN	28	41,192	523	1.3	75	53,342	640	1.2
ATA	8	1,211	13	1.1	13	1,605	19	1.2
ALOHA	3	141	5	3.5	11	3,885	42	1.1
US AIRWAYS *	29	35,339	323	0.9	83	42,842	411	1.0
AIRTRAN	22	15,867	145	0.9	48	20,446	187	0.9
SOUTHWEST	17	48,690	451	0.9	63	96,143	843	0.9
CONTINENTAL	29	21,014	142	0.7	70	26,345	179	0.7
FRONTIER	21	6,569	28	0.4	41	8,074	32	0.4
JETBLUE	17	10,237	24	0.2	43	13,924	33	0.2
<b>Total</b>		<b>395,605</b>	<b>7,094</b>	<b>1.8</b>	<b>Total</b>	<b>611,718</b>	<b>11,399</b>	<b>1.9</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	53342	41114	77.08%	640	1.20%	130	0.24%	2347	4.40%	592	1.11%	4908	9.20%	10	0.02%	3601	6.75%
AQ	3885	3552	91.43%	42	1.08%	2	0.05%	176	4.53%	2	0.05%	38	0.98%	1	0.03%	72	1.85%
AS	13311	10583	79.51%	164	1.23%	39	0.29%	742	5.57%	27	0.20%	855	6.42%	15	0.12%	886	6.66%
B6	13924	9923	71.27%	33	0.24%	30	0.22%	515	3.70%	23	0.16%	2200	15.80%	17	0.12%	1183	8.49%
CO	26345	18814	71.41%	179	0.68%	126	0.48%	1199	4.55%	300	1.14%	4134	15.69%	26	0.10%	1567	5.95%
DL	42100	27762	65.94%	725	1.72%	58	0.14%	2931	6.96%	150	0.36%	6522	15.49%	3	0.01%	3949	9.38%
EV	23101	12717	55.05%	674	2.92%	27	0.12%	3295	14.26%	1189	5.15%	3854	16.69%	15	0.06%	1329	5.75%
F9	8074	6890	85.34%	32	0.40%	3	0.04%	271	3.35%	17	0.21%	620	7.68%	0	0.00%	241	2.99%
FL	20446	13724	67.12%	187	0.91%	32	0.16%	831	4.06%	10	0.05%	2613	12.78%	0	0.00%	3049	14.91%
HA	4545	4164	91.62%	75	1.65%	2	0.04%	243	5.34%	2	0.04%	3	0.06%	2	0.04%	55	1.21%
MQ	47259	32796	69.40%	1865	3.95%	98	0.21%	2730	5.78%	442	0.93%	4029	8.53%	6	0.01%	5293	11.20%
NW	37828	25359	67.04%	846	2.24%	59	0.16%	3197	8.45%	463	1.22%	5901	15.60%	21	0.05%	1983	5.24%
OH	23174	15030	64.86%	518	2.24%	26	0.11%	2729	11.78%	1259	5.43%	3242	13.99%	11	0.05%	359	1.55%
OO	47166	35814	75.93%	1383	2.93%	50	0.11%	5448	11.55%	248	0.53%	1005	2.13%	69	0.15%	3149	6.68%
TZ	1605	1176	73.27%	19	1.18%	1	0.06%	63	3.95%	2	0.12%	226	14.10%	1	0.05%	117	7.27%
UA	42495	31300	73.66%	784	1.84%	94	0.22%	1934	4.55%	95	0.22%	4746	11.17%	0	0.00%	3542	8.33%
US***	42842	31965	74.61%	411	0.96%	53	0.12%	2373	5.54%	73	0.17%	5080	11.86%	21	0.05%	2865	6.69%
WN	96143	77901	81.03%	843	0.88%	119	0.12%	3593	3.74%	315	0.33%	3529	3.67%	103	0.11%	9741	10.13%
XE***	38190	26931	70.52%	1208	3.16%	253	0.66%	1530	4.01%	445	1.16%	4486	11.75%	26	0.07%	3312	8.67%
YV	25943	18504	71.33%	771	2.97%	31	0.12%	2633	10.15%	168	0.65%	1246	4.80%	36	0.14%	2554	9.84%
TOTAL	611718	446019		11399		1233		38779		5822		59238		382		48847	
			72.91%		1.86%		0.20%		6.34%		0.95%		9.68%		0.06%		7.99%

**\*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.

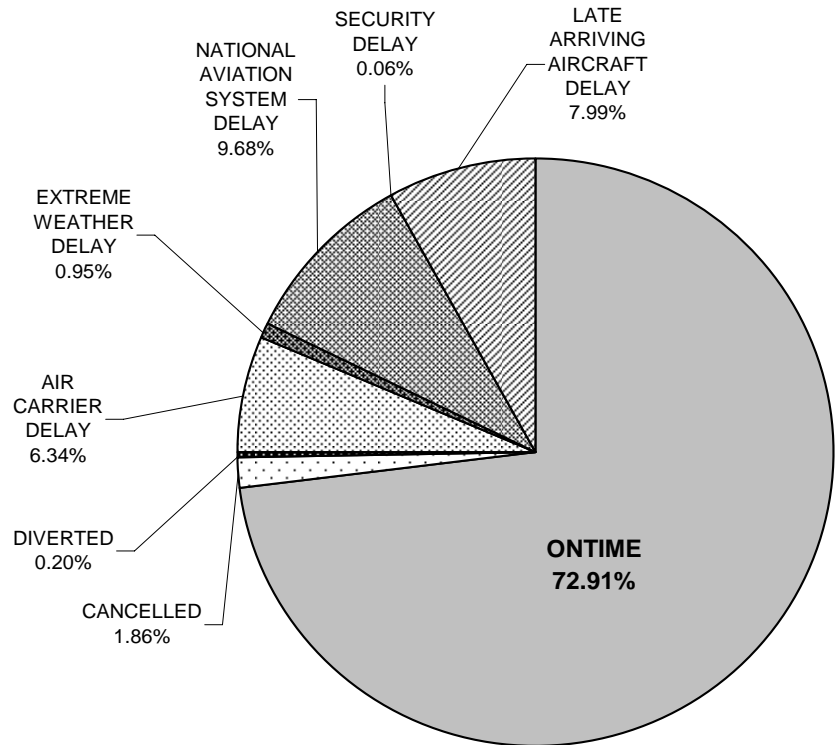
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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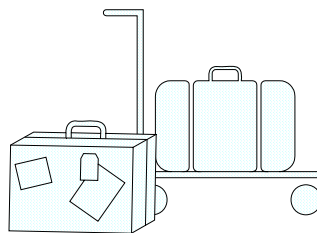
\* Revised January 2006, based on Bureau of Transportation Statistic's Technical Reporting Directive #13, issued September 20, 2005.

\*\* 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.



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

RANK	AIRLINE	OCTOBER 2006			OCTOBER 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,757	530,938	3.31	1,443	512,877	2.81
2	JETBLUE AIRWAYS	6,196	1,573,566	3.94	3,089	1,153,305	2.68
3	AIRTRAN AIRWAYS	7,180	1,662,864	4.32	4,366	1,473,907	2.96
4	ALASKA AIRLINES	6,060	1,235,653	4.90	4,178	1,199,807	3.48
5	NORTHWEST AIRLINES	20,277	3,922,117	5.17	14,430	3,718,359	3.88
6	FRONTIER AIRLINES	4,352	829,552	5.25	2,894	711,164	4.07
7	SOUTHWEST AIRLINES	49,058	8,336,068	5.89	34,717	7,746,027	4.48
8	CONTINENTAL AIRLINES	19,065	3,129,836	6.09	11,083	2,918,228	3.80
9	ATA AIRLINES	1,231	197,777	6.22	1,508	408,085	3.70
10	ALOHA AIRLINES	1,963	307,016	6.39	*	*	*
11	AMERICAN AIRLINES	41,902	6,492,911	6.45	29,011	6,478,844	4.48
12	UNITED AIRLINES	35,640	5,079,915	7.02	16,628	4,882,465	3.41
13	US AIRWAYS **	35,466	4,495,517	7.89	22,384	2,849,973	7.85
14	DELTA AIR LINES	46,888	5,487,344	8.54	30,627	6,073,852	5.04
15	SKYWEST AIRLINES	18,506	1,722,689	10.74	10,546	1,530,073	6.89
16	MESA AIRLINES	12,251	1,133,551	10.81	*	*	*
17	EXPRESSJET AIRLINES	15,630	1,412,266	11.07	8,133	1,301,545	6.25
18	AMERICAN EAGLE AIRLINES	24,699	1,610,842	15.33	14,258	1,561,466	9.13
19	COMAIR	14,100	912,384	15.45	9,636	1,150,829	8.37
20	ATLANTIC SOUTHEAST AIRLINES	20,938	957,766	21.86	12,565	1,026,027	12.25
TOTALS **		383,159	51,030,572	7.51	231,496	46,696,833	4.96

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

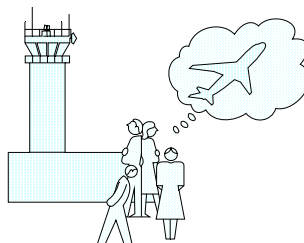
## OVERSALES

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.





**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	<i>HAWAIIAN AIRLINES</i>	588	0	1,604,739	<b>0.00</b>	872	8	1,549,659	<b>0.05</b>
2	<i>AIRTRAN AIRWAYS</i>	3,117	35	5,137,151	<b>0.07</b>	2,900	139	4,396,524	<b>0.32</b>
3	<i>JETBLUE AIRWAYS</i>	20	34	4,773,316	<b>0.07</b>	1	0	3,782,567	<b>0.00</b>
4	<i>ALOHA AIRLINES</i>	22	14	904,449	<b>0.15</b>	*	*	*	*
5	<i>FRONTIER AIRLINES</i>	583	47	2,635,897	<b>0.18</b>	119	38	2,220,146	<b>0.17</b>
6	<i>UNITED AIRLINES</i>	15,438	659	16,391,356	<b>0.40</b>	15,909	771	15,840,982	<b>0.49</b>
7	<i>NORTHWEST AIRLINES</i>	17,052	648	12,810,659	<b>0.51</b>	18,895	630	13,435,834	<b>0.47</b>
8	<i>AMERICAN AIRLINES</i>	14,551	1,222	22,118,373	<b>0.55</b>	18,803	1,220	22,928,627	<b>0.53</b>
9	<i>SOUTHWEST AIRLINES</i>	23,812	1,525	24,880,646	<b>0.61</b>	18,208	1,662	23,595,749	<b>0.70</b>
10	<i>US AIRWAYS**</i>	12,706	965	13,840,598	<b>0.70</b>	9,344	471	9,916,541	<b>0.47</b>
11	<i>ALASKA AIRLINES</i>	4,233	423	4,380,456	<b>0.97</b>	6,180	882	4,293,756	<b>2.05</b>
12	<i>SKYWEST AIRLINES</i>	2,895	153	1,530,085	<b>1.00</b>	1,650	13	836,137	<b>0.16</b>
13	<i>AMERICAN EAGLE AIRLINES</i>	247	66	635,900	<b>1.04</b>	271	26	561,746	<b>0.46</b>
14	<i>MESA AIRLINES</i>	3,657	171	1,594,847	<b>1.07</b>	*	*	*	*
15	<i>CONTINENTAL AIRLINES</i>	8,124	1,226	10,283,941	<b>1.19</b>	7,833	1,276	9,557,668	<b>1.34</b>
16	<i>DELTA AIR LINES</i>	15,377	2,243	17,401,642	<b>1.29</b>	22,864	2,685	21,197,383	<b>1.27</b>
17	<i>ATA AIRLINES</i>	421	146	693,046	<b>2.11</b>	1,072	232	1,468,849	<b>1.58</b>
18	<i>COMAIR</i>	1,570	180	603,739	<b>2.98</b>	86	10	702,971	<b>0.14</b>
19	<i>ATLANTIC SOUTHEAST AIRLINES</i>	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 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 the 3<sup>rd</sup> quarter 2005 reflect the deletion of America West's and Independence Air's data for that quarter.

**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>	479,664	43,589	418,034,029	<b>1.04</b>	433,017	35,109	392,530,011	<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 ACR) 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

	OCTOBER 2006				OCTOBER 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	475	72	1	95	478	53	0	131
FOREIGN AIRLINES	132	0	1	9	157	3	0	17
TRAVEL AGENTS	9	0	0	2	13	0	0	3
TOUR OPERATORS	1	0	0	0	3	0	0	0
MISCELLANEOUS	11	1	0	18	7	16	0	67
<b>INDUSTRY TOTALS</b>	<b>628</b>	<b>73</b>	<b>2</b>	<b>124</b>	<b>658</b>	<b>72</b>	<b>0</b>	<b>218</b>

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	OCTOBER 2006			OCTOBER 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	163		1	145	
CANCELLATIONS			53			68
MISCONNECTIONS			37			32
DELAYS			32			29
BAGGAGE	2	161		2	141	
RES/TKTG/BOARDING	3	73		5	62	
CUSTOMER SERVICE	4	65		4	69	
REFUNDS	5	49		3	114	
DISABILITY	6	29		6	48	
OTHER	7	26		8	22	
FREQUENT FLYER			20			10
OVERSALES	8	24		9	19	
FARES	9	21		7	26	
DISCRIMINATION	10	10		10	8	
ADVERTISING	11	6		11	4	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		628			658	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	4	3	2	0	0	0	1	0	0	0	0	0	10
ALASKA AIRLINES	0	1	0	0	0	4	1	1	0	0	0	1	8
AMERICAN AIRLINES	7	1	9	2	6	20	9	3	0	2	1	2	62
AMERICAN EAGLE AIRLINES	8	3	0	0	0	1	2	0	0	0	0	0	14
ATLANTIC SOUTHEAST AIRLINES	5	0	0	0	0	1	0	0	0	0	0	0	6
COMAIR	3	0	0	0	0	2	3	0	0	0	0	0	8
CONTINENTAL AIRLINES	7	2	1	4	5	11	8	2	0	1	0	3	44
DELTA AIRLINES	13	3	5	2	3	18	6	4	0	0	0	2	56
HORIZON AIRLINES	2	0	2	0	0	0	0	0	1	0	0	0	5
JETBLUE AIRWAYS	0	0	3	0	1	1	1	0	0	0	0	0	6
MESA AIRLINES	8	0	0	0	0	0	0	0	0	0	0	0	8
NORTHWEST AIRLINES	10	0	10	3	2	6	3	4	2	0	0	1	41
SKYWEST AIRLINES	9	0	1	0	0	1	2	0	0	0	0	0	13
SOUTHWEST AIRLINES	2	0	2	0	1	7	2	4	0	0	0	1	19
UNITED AIRLINES	21	1	14	2	5	16	8	3	0	0	0	10	80
US AIRWAYS ***	17	2	4	1	7	8	5	1	0	2	0	3	50
OTHER U. S. AIRLINES	23	2	3	1	2	8	3	1	1	1	0	0	45
<b>TOTAL OCTOBER 2006</b>	<b>139</b>	<b>18</b>	<b>56</b>	<b>15</b>	<b>32</b>	<b>104</b>	<b>54</b>	<b>23</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>23</b>	<b>475</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>29.2</b>	<b>3.8</b>	<b>11.8</b>	<b>3.2</b>	<b>6.7</b>	<b>21.8</b>	<b>11.3</b>	<b>4.8</b>	<b>0.8</b>	<b>1.3</b>	<b>0.2</b>	<b>4.8</b>	
<b>TOTAL OCTOBER 2005</b>	<b>113</b>	<b>15</b>	<b>40</b>	<b>20</b>	<b>72</b>	<b>84</b>	<b>61</b>	<b>41</b>	<b>4</b>	<b>7</b>	<b>0</b>	<b>21</b>	<b>478</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>23.6</b>	<b>3.1</b>	<b>8.4</b>	<b>4.2</b>	<b>15.1</b>	<b>17.6</b>	<b>12.8</b>	<b>8.6</b>	<b>0.8</b>	<b>1.5</b>	<b>0</b>	<b>4.4</b>	

\* 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  
OCTOBER 2006

U. S. AIRLINES*	COMPS RECD IN OCT	INCI - DENTS IN OCT	PERCENT	INCI - DENTS IN SEP	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AI RTRAN AI RWAYS	10	4	40.0	1	10.0	4	40.0	1	10.0
ALASKA AI RLI NES	8	2	25.0	2	25.0	4	50.0	0	0.0
AMERI CAN AI RLI NES	62	18	29.0	14	22.6	22	35.5	8	12.9
AMERI CAN EAGLE AI RLI NES	14	10	71.4	3	21.4	0	0.0	1	7.1
ATLANTI C SOUTHEAST AI RLI NES	6	2	33.3	1	16.7	0	0.0	3	50.0
COMAIR	8	2	25.0	2	25.0	1	12.5	3	37.5
CONTI NENTAL AI RLI NES	44	14	31.8	7	15.9	13	29.5	10	22.7
DELTA AI R LI NES	56	16	28.6	9	16.1	20	35.7	11	19.6
HORI ZON AI RLI NES	5	4	80.0	1	20.0	0	0.0	0	0.0
JETBLUE AI RWAYS	6	3	50.0	1	16.7	0	0.0	2	33.3
MESA AI RLI NES	8	3	37.5	3	37.5	1	12.5	1	12.5
NORTHWEST AI RLI NES	41	16	39.0	3	7.3	9	22.0	13	31.7
SKYWEST AI RLI NES	13	7	53.8	1	7.7	4	30.8	1	7.7
SOUTHWEST AI RLI NES	19	10	52.6	3	15.8	4	21.1	2	10.5
UNI TED AI RLI NES	80	31	38.8	9	11.2	22	27.5	18	22.5
US AI RWAYS	50	14	28.0	13	26.0	17	34.0	6	12.0
OTHER U. S. AI RLI NES	45	28	62.2	5	11.1	7	15.6	5	11.1
<b>TOTALS</b>	<b>475</b>	<b>184</b>	<b>38.7</b>	<b>78</b>	<b>16.4</b>	<b>128</b>	<b>26.9</b>	<b>85</b>	<b>17.9</b>
<b>PREVIOUS YEAR' S TOTALS</b>	<b>478</b>	<b>162</b>	<b>33.9</b>	<b>68</b>	<b>14.2</b>	<b>157</b>	<b>32.8</b>	<b>91</b>	<b>19.0</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.'

Table 5

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	4	0	1	0	2	6	1	2	0	1	0	0	17
ALITALIA	1	2	3	1	1	17	0	0	0	0	0	1	26
BRITISH AIRWAYS	1	0	1	1	6	10	0	0	0	0	0	0	19
IBERIA AIRLINES	0	1	0	0	1	3	2	0	0	0	0	0	7
LUFTHANSA	1	1	1	0	0	2	1	1	0	0	0	0	7
OTHER FOREIGN AIRLINES	15	0	4	2	5	16	6	3	1	3	0	1	56
<b>TOTALS</b>	<b>22</b>	<b>4</b>	<b>10</b>	<b>4</b>	<b>15</b>	<b>54</b>	<b>10</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>132</b>
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	0	1	2	0	1	0	0	0	1	0	0	0	5
OTHER TRAVEL AGENTS	1	0	3	0	0	0	0	0	0	0	0	0	4
<b>TOTALS</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	1	1	2	2	1	3	1	0	0	0	0	0	11
<b>TOTALS</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</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

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

RANK	AIRLINE	OCTOBER 2006			OCTOBER 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HAWAIIAN AIRLINES	1	523,988	0.19	0	488,638	0.00
2	EXPRESSJET AIRLINES	3	1,523,574	0.20	0	1,409,273	0.00
3	SOUTHWEST AIRLINES	19	8,146,835	0.23	18	7,577,674	0.24
4	FRONTIER AIRLINES	2	810,168	0.25	5	686,655	0.73
5	ALOHA AIRLINES	1	288,215	0.35	*	*	*
6	JETBLUE AIRWAYS	6	1,512,825	0.40	3	1,034,289	0.29
7	ATA AIRLINES	1	209,567	0.48	4	414,713	0.96
8	ALASKA AIRLINES	8	1,333,275	0.60	5	1,299,476	0.38
9	ATLANTIC SOUTHEAST AIRLINES	6	978,926	0.61	6	1,027,134	0.58
10	AIRTRAN AIRWAYS	10	1,606,626	0.62	13	1,438,150	0.90
11	MESA AIRLINES	8	1,061,412	0.75	*	*	*
12	SKYWEST AIRLINES	13	1,707,310	0.76	4	1,488,338	0.27
13	AMERICAN AIR LINES	62	7,852,672	0.79	62	7,716,273	0.80
14	COMAIR	8	929,615	0.86	2	1,140,486	0.18
15	AMERICAN EAGLE AIRLINES	14	1,621,397	0.86	10	1,560,030	0.64
16	NORTHWEST AIRLINES	41	4,638,008	0.88	31	4,406,064	0.70
17	DELTA AIR LINES	56	6,040,346	0.93	65	6,484,777	1.00
18	US AIRWAYS **	50	4,724,871	1.06	55	3,159,238	1.74
19	CONTINENTAL AIRLINES	44	3,786,538	1.16	36	3,506,591	1.03
20	UNITED AIRLINES	80	5,787,155	1.38	40	5,560,247	0.72
<b>TOTAL **</b>		<b>433</b>	<b>55,083,323</b>	<b>0.79</b>	<b>359</b>	<b>50,398,046</b>	<b>0.71</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 October 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 October 2005 reflect the deletion of Independence Air's data for that month.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

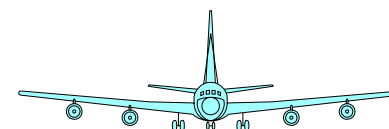
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



**Customer Service Reports to the Department of Homeland Security for the Month of October 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 October.

**Note:** Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. TSA data represent the entire universe of feedback provided to the TSA Contact Center, which is easily accessible to the traveling public. By contrast, complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report.

Courtesy <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
286	.0005	107	.0002	44	.00008	447	.0008

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
222	.0003	1319	.002

**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 October.

## October 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="#">American Airlines</a>	2		
<a href="#">Atlantic Southeast Airlines</a>	1		
<a href="#">Frontier Airlines</a>		1	
<a href="#">Hawaiian Airlines</a>			1
<b>Total</b>	<b>3</b>	<b>1</b>	<b>1</b>