



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: January 2007*



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

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

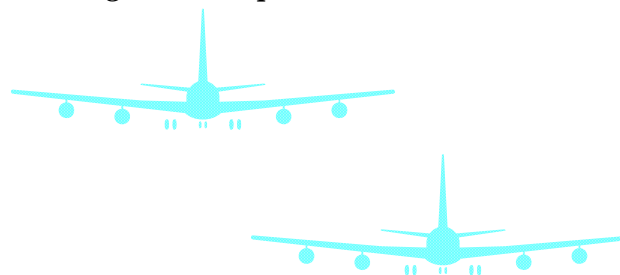
<sup>2</sup> Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

<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/
ALOHA AIRLINES S/ V/	3	85.7	11	93.2
HAWAIIAN AIRLINES S/	6	74.4	14	90.9
FRONTIER AIRLINES S/	21	87.0	39	87.1
SOUTHWEST AIRLINES S/	17	83.6	63	83.4
UNITED AIRLINES S/	30	78.6	75	78.5
SKYWEST AIRLINES S/	16	78.0	128	77.1
AIRTRAN AIRWAYS S/	22	76.8	48	76.9
AMERICAN AIRLINES S/	28	75.8	76	76.9
MESA AIRLINE S/	22	75.6	112	76.8
EXPRESSJET AIRLINES S/	24	74.4	112	76.7
CONTINENTAL AIRLINES S/	29	75.6	69	76.4
DELTA AIRLINES S/	30	76.3	98	75.9
AMERICAN EAGLE AIRLINES S/	19	74.5	113	75.1
US AIRWAYS S/	29	75.0	81	75.1
ATA AIRLINES S/	8	72.8	13	73.3
ALASKA AIRLINES S/	15	70.4	45	71.2
NORTHWEST AIRLINES S/	29	70.3	104	70.1
JETBLUE AIRWAYS S/	18	69.7	44	70.1
COMAIR S/	22	67.5	93	66.8
ATLANTIC SOUTHEAST AIRLINES S/	19	67.8	136	65.7
<b>TOTAL</b>		<b>76.0</b>		<b>76.5</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.

## NOVEMBER 2006

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		SEP - 06		OCT - 06		NOV - 06		12 MONTHS ENDING NOVEMBER 2006		DATABASE TO DATE SEP 1987-NOVEMBER 2006	
	10 - 12 2005		01 - 03 2006		04 - 06 2006		07 - 09 2006											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	72.6	19	75.8	9	76.6	12	73.0	14	70.8	17	67.1	16	76.9	7	73.8	10	(--)	(--)
ALASKA	74.4	15	71.7	17	76.9	11	72.0	16	78.7	7	79.5	5	71.2	16	73.4	12	75.8	8
ALOHA	(--)	(--)	(--)	(--)	82.6	2	93.8	2	95.8	2	91.4	2	93.2	1	(--)	(--)	(--)	(--)
AMERICA WEST	82.6	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	76.9	12	76.2	7	76.5	13	75.7	7	76.5	10	77.1	6	76.9	8	75.7	7	78.9	3
AMERICAN EAGLE	76.2	13	74.6	12	69.7	19	72.3	15	72.5	16	69.4	15	75.1	13	71.8	16	74.9	9
ATA	79.3	8	71.0	18	65.0	20	69.8	18	74.1	13	73.3	10	73.3	15	69.8	17	(--)	(--)
ATLANTIC SOUTHEAST	73.4	18	73.1	15	70.8	18	57.0	20	55.5	20	55	20	65.7	20	65.7	18	(--)	(--)
COMAIR	79.5	7	81.0	3	78.3	8	69.2	19	68.6	19	64.9	19	66.8	19	74.1	9	(--)	(--)
CONTINENTAL	76.0	14	73.3	14	71.5	17	75.1	8	81.3	6	71.4	11	76.4	11	73.2	14	78.6	4
DELTA	77.2	11	77.4	6	79.6	6	74.0	13	68.6	18	65.9	18	75.9	12	75.6	8	77.6	6
EXPRESSJET	74.3	16	74.2	13	71.8	16	75.1	9	81.6	5	70.5	14	76.7	10	73.3	13	(--)	(--)
FRONTIER	79.7	6	74.8	11	82.2	3	83.5	3	86.2	3	85.3	3	87.1	3	80.5	2	(--)	(--)
HAWAIIAN	95.4	1	93.7	1	94.6	1	95.8	1	96.0	1	91.6	1	90.9	2	94.1	1	(--)	(--)
INDEPENDENCE AIR	81.9	3	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
JETBLUE	70.8	20	70.6	19	78.0	9	74.8	11	76.3	11	71.3	13	70.1	18	73.0	15	(--)	(--)
MESA	(--)	(--)	76.0	8	73.7	15	71.2	17	73.3	15	71.3	12	76.8	9	(--)	(--)	(--)	(--)
NORTHWEST	73.7	17	78.2	5	80.9	4	76.6	6	73.8	14	67	17	70.1	17	75.8	6	79.6	2
SKYWEST	78.8	9	75.1	10	80.9	5	78.9	5	78.0	8	75.9	7	77.1	6	77.3	5	(--)	(--)
SOUTHWEST	80.6	4	81.0	4	78.6	7	80.9	4	84.0	4	81.0	4	83.4	4	80.3	3	82.2	1
UNITED	77.4	10	73.0	16	73.7	14	74.9	10	75.6	12	73.7	9	78.5	5	73.8	11	76.2	7
US AIRWAYS	79.7	5	81.0	2	77.9	10	74.8	12	76.8	9	74.6	8	75.1	14	77.3	4	78.5	5
<b>Total</b>	<b>77.5</b>		<b>76.8</b>		<b>76.5</b>		<b>75.2</b>		<b>76.2</b>		<b>72.9</b>		<b>76.5</b>		<b>75.5</b>		<b>78.6</b>	

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

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

NOVEMBER 2006

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	660	79.1	1041	74.1	293	77.5	144	69.4	H/		866	76.7	664	81.5	13282	81.7
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		30	93.3	H/		H/		H/		90	87.8	179	81.0	90	82.2
B6	H/		1511	76.2	H/		118	54.2	H/		H/		88	65.9	H/	
CO	399	75.9	550	67.3	167	80.8	H/		H/		372	73.9	312	72.8	320	78.4
DL	13804	77.7	1274	80.1	336	72.3	146	71.9	1681	86.9	929	71.8	344	77.6	364	70.1
EV	9703	66.5	H/		8	37.5	36	69.4	618	80.1	81	71.6	H/		3	33.3
F9	86	83.7	H/		30	93.3	H/		H/		82	78.0	3591	90.1	197	84.8
FL	7003	77.8	878	74.5	1143	81.8	294	75.9	H/		157	75.8	90	74.4	358	67.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	116	70.7	1271	65.6	243	79.0	411	67.6	428	78.0	831	67.3	H/		7830	83.8
NW	400	62.2	375	59.2	315	62.2	200	55.5	H/		530	58.7	269	61.0	314	67.5
OH	660	65.2	1290	56.9	332	69.0	188	63.3	6160	81.2	514	43.2	50	60.0	108	73.1
OO	H/		H/		H/		H/		91	80.2	H/		4065	81.0	111	73.9
TZ	H/		H/		H/		H/		H/		106	80.2	H/		134	73.1
UA	232	68.5	951	74.0	465	73.8	174	77.0	56	89.3	438	77.6	6411	83.2	519	79.8
US**	213	68.1	1701	70.3	372	65.3	5960	76.6	H/		2264	80.3	415	82.2	515	73.8
WN	H/		H/		4927	85.0	H/		H/		H/		947	88.1	H/	
XE***	236	80.5	36	80.6	194	66.5	452	67.7	309	72.8	239	74.9	29	100.0	235	77.9
YV	179	69.8	104	64.4	72	80.6	1828	74.9	H/		H/		1126	80.9	65	73.8
<b>TOTAL</b>	<b>33691</b>	<b>73.9</b>	<b>11012</b>	<b>70.7</b>	<b>8897</b>	<b>80.4</b>	<b>9951</b>	<b>74.3</b>	<b>9343</b>	<b>81.8</b>	<b>7499</b>	<b>72.6</b>	<b>18580</b>	<b>83.3</b>	<b>24445</b>	<b>81.4</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 *																
	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	323	64.4	575	54.4	478	80.8	318	79.6	413	79.9	929	65.1	596	78.5	2533	75.7
AQ	H/		H/		H/		H/		H/		H/		18	88.9	H/	
AS	H/		60	58.3	H/		H/		H/		H/		325	70.5	612	77.9
B6	H/		345	52.5	805	67.5	660	70.6	H/		4447	68.0	266	80.5	1	0.0
CO	172	77.3	4829	60.8	477	79.7	46	80.4	7381	85.6	102	60.8	513	83.8	615	72.4
DL	177	61.6	373	58.7	844	74.2	304	79.3	172	73.3	997	70.3	632	71.2	1099	68.2
EV	115	66.1	H/		H/		4	0.0	85	74.1	30	66.7	22	63.6	H/	
F9	85	85.9	H/		33	78.8	H/		85	82.4	H/		194	90.2	334	82.0
FL	241	79.3	260	59.2	519	77.5	232	77.2	H/		H/		122	63.9	162	62.3
HA	H/		H/		H/		H/		H/		H/		54	79.6	77	74.0
MQ	226	56.6	257	42.8	H/		119	73.1	H/		646	69.0	120	80.0	1647	84.8
NW	7791	71.4	348	52.0	214	63.1	204	64.2	234	76.9	174	46.6	432	60.2	565	63.2
OH	250	68.0	134	52.2	2	100.0	216	59.7	105	57.1	1821	49.2	H/		H/	
OO	26	61.5	H/		H/		H/		86	82.6	H/		199	79.9	4095	79.0
TZ	H/		H/		H/		H/		H/		H/		30	93.3	70	68.6
UA	236	76.3	406	63.8	132	81.1	2431	81.0	234	81.6	437	70.5	1016	83.8	2893	82.7
US**	305	75.1	296	50.7	689	70.4	157	78.3	114	75.4	208	64.4	3346	75.8	875	74.9
WN	557	80.1	H/		1226	86.5	358	80.4	H/		H/		6502	84.7	3390	80.1
XE***	187	63.6	4953	60.2	H/		334	68.6	9219	82.8	29	48.3	H/		H/	
YV	176	66.5	116	64.7	H/		3238	69.4	191	62.8	277	58.1	676	81.7	99	80.8
<b>TOTAL</b>	<b>10867</b>	<b>71.4</b>	<b>12952</b>	<b>59.2</b>	<b>5419</b>	<b>76.6</b>	<b>8621</b>	<b>74.0</b>	<b>18319</b>	<b>83.3</b>	<b>10097</b>	<b>63.9</b>	<b>15063</b>	<b>80.4</b>	<b>19067</b>	<b>78.2</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	1713	58.7	923	81.7	H/		3169	81.2	420	78.8	115	80.0	6149	67.9	523	65.0
AQ	H/		H/		H/		H/		H/		92	89.1	H/		H/	
AS	H/		60	78.3	H/		30	66.7	H/		425	75.8	120	58.3	H/	
B6	231	62.3	706	73.2	H/		H/		H/		459	80.8	H/		H/	
CO	394	54.3	625	85.6	93	69.9	278	73.4	124	91.1	87	83.9	415	69.6	183	64.5
DL	1718	69.3	999	82.8	H/		258	77.5	173	81.5	79	60.8	305	67.9	310	67.1
EV	53	45.3	H/		205	69.3	H/		96	68.8	28	42.9	H/		H/	
F9	70	61.4	60	80.0	161	82.6	H/		90	88.9	H/		H/		58	82.8
FL	398	56.5	1275	82.4	892	78.0	117	76.9	352	81.2	H/		H/		530	66.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	1660	58.6	H/		H/		511	80.4	H/		H/		7634	69.2	H/	
NW	571	44.8	544	69.3	305	74.8	120	59.2	8039	80.4	H/		612	59.2	333	45.0
OH	1147	53.4	101	76.2	28	53.6	98	72.4	107	71.0	H/		223	57.0	139	60.4
OO	H/		H/		H/		H/		58	87.9	248	63.3	4033	75.4	H/	
TZ	230	49.6	H/		413	76.3	H/		H/		114	86.8	H/		H/	
UA	700	58.6	596	81.7	H/		150	70.7	478	82.8	242	79.3	7913	78.1	521	64.5
US**	1167	68.6	745	77.7	H/		301	73.8	246	81.7	181	75.7	680	69.0	3959	64.1
WN	H/		2832	86.5	6128	84.5	H/		H/		4045	81.9	H/		1838	70.2
XE***	111	54.1	18	61.1	106	80.2	31	96.8	334	79.3	H/		262	74.0	111	66.7
YV	145	43.4	H/		H/		H/		H/		59	76.3	2191	71.4	85	52.9
<b>TOTAL</b>	<b>10308</b>	<b>59.5</b>	<b>9484</b>	<b>81.8</b>	<b>8331</b>	<b>82.3</b>	<b>5063</b>	<b>79.0</b>	<b>10517</b>	<b>80.5</b>	<b>6174</b>	<b>80.0</b>	<b>30537</b>	<b>71.9</b>	<b>8590</b>	<b>65.0</b>

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

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

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 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	471	76.6	H/		561	80.0	493	67.5	1047	66.9	204	82.4	658	83.7
AQ	H/		H/		30	73.3	H/		H/		H/		H/	
AS	298	65.4	H/		405	64.0	3764	69.1	518	67.2	H/		H/	
B6	89	62.9	173	65.3	88	72.7	59	52.5	H/		90	75.6	280	68.9
CO	341	84.5	75	78.7	269	77.3	321	67.0	362	74.3	70	74.3	464	84.1
DL	327	77.7	206	77.2	327	70.3	388	59.5	367	56.7	2302	83.0	742	84.5
EV	H/		88	69.3	30	83.3	H/		28	28.6	448	82.1	H/	
F9	198	90.4	H/		176	85.8	117	62.4	276	77.2	164	88.4	33	90.9
FL	H/		174	87.9	H/		H/		60	63.3	H/		594	83.5
HA	28	53.6	H/		56	76.8	65	70.8	29	89.7	H/		H/	
MQ	H/		436	71.1	812	84.0	H/		116	71.6	H/		H/	
NW	362	63.5	281	69.4	179	55.9	329	58.1	299	50.2	89	68.5	360	63.3
OH	H/		215	66.5	H/		H/		H/		H/		H/	
OO	218	79.8	87	83.9	648	81.2	422	69.7	3269	63.3	6317	85.1	H/	
TZ	53	94.3	H/		H/		H/		H/		H/		H/	
UA	580	82.9	149	77.2	698	79.4	824	67.1	3736	76.7	205	82.0	391	84.4
US**	5656	84.0	1135	81.9	527	76.9	348	60.1	616	67.0	149	84.6	710	76.1
WN	5921	86.4	570	84.6	2649	82.3	1151	78.1	H/		1233	82.3	2225	85.2
XE***	71	80.3	295	71.2	H/		H/		H/		51	72.5	8	100.0
YV	2911	88.5	182	79.1	64	87.5	2	50.0	H/		61	70.5	H/	
<b>TOTAL</b>	<b>17524</b>	<b>84.4</b>	<b>4066</b>	<b>77.4</b>	<b>7519</b>	<b>79.2</b>	<b>8283</b>	<b>68.5</b>	<b>10723</b>	<b>68.9</b>	<b>11383</b>	<b>83.8</b>	<b>6465</b>	<b>81.8</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	88.3	79.2	72.4	80.8	82.6	80.0	85.1	87.3	J/	81.0	79.3	73.1	92.3	70.7	96.4	86.1	75.0	82.4
700 - 759 AM	92.1	88.8	93.9	92.1	92.1	76.5	89.1	90.8	80.9	93.4	100.0	82.7	85.9	78.8	93.0	89.3	85.5	73.3
800 - 859 AM	81.2	79.5	93.1	78.6	85.7	75.1	89.0	87.2	79.9	90.4	96.2	89.9	86.7	72.6	89.1	89.6	80.8	95.1
900 - 959 AM	72.1	79.9	89.9	78.1	81.6	87.6	88.2	88.1	78.5	90.4	88.0	86.0	88.5	78.0	91.9	83.1	75.2	90.7
1000 - 1059 AM	78.4	81.1	91.1	78.5	80.6	80.3	84.3	86.4	80.8	90.9	87.5	70.0	87.6	82.2	84.9	84.8	66.4	92.2
1100 - 1159 AM	77.2	75.2	90.0	82.9	77.8	78.2	87.0	83.9	75.3	85.0	83.3	78.9	88.7	81.0	80.3	77.9	64.7	87.3
1200 - 1259 PM	78.8	75.6	88.2	81.6	84.1	76.6	86.1	85.8	73.8	74.1	78.3	83.9	88.7	67.5	79.0	84.9	66.5	83.9
100 - 159 PM	75.4	79.7	89.4	82.3	93.3	74.7	82.6	83.1	79.7	71.3	78.9	81.0	83.8	87.6	84.1	78.6	60.2	81.1
200 - 259 PM	73.5	73.2	81.7	79.9	85.4	73.8	85.1	84.3	75.6	56.1	81.5	77.3	81.4	78.5	82.6	79.2	55.5	84.6
300 - 359 PM	71.6	70.6	78.9	77.0	87.0	68.9	84.5	83.9	79.9	47.6	74.1	70.6	83.6	61.1	80.3	81.7	59.6	84.8
400 - 459 PM	70.9	65.9	80.4	72.3	78.4	68.8	80.5	78.8	75.5	46.5	70.9	67.9	81.7	57.5	82.2	80.1	59.3	82.1
500 - 559 PM	71.8	69.6	74.9	73.1	67.9	66.9	79.8	79.2	69.3	34.6	76.5	68.5	77.8	53.2	77.9	75.3	52.5	79.7
600 - 659 PM	69.7	65.2	75.4	65.1	84.1	72.0	78.9	77.5	59.6	41.0	76.6	70.6	76.4	46.4	81.9	70.4	48.5	78.7
700 - 759 PM	67.5	60.8	77.4	62.7	71.5	65.4	76.4	76.3	64.3	39.3	66.8	75.8	79.5	56.3	77.7	71.1	49.8	75.3
800 - 859 PM	62.5	53.7	67.8	63.2	71.8	68.7	80.9	72.5	51.9	40.7	74.3	66.9	78.6	46.8	77.0	70.1	49.0	77.9
900 - 959 PM	68.6	54.9	70.7	64.8	83.3	65.6	75.2	69.5	63.4	46.3	79.8	59.9	75.1	53.2	74.0	70.1	47.1	74.1
1000 - 1059 PM	71.5	67.7	67.1	74.6	72.9	63.0	77.5	61.0	69.2	49.2	71.0	63.5	78.1	51.0	67.6	68.8	50.2	74.1
1100 - 559 AM	83.5	70.9	73.1	60.7	59.3	72.5	79.9	77.4	73.1	61.8	65.8	76.1	75.9	65.6	73.4	74.0	57.2	68.5
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>73.9</b>	<b>70.7</b>	<b>80.4</b>	<b>74.3</b>	<b>81.8</b>	<b>72.6</b>	<b>83.3</b>	<b>81.4</b>	<b>71.4</b>	<b>59.2</b>	<b>76.6</b>	<b>74.0</b>	<b>83.3</b>	<b>63.9</b>	<b>80.4</b>	<b>78.2</b>	<b>59.5</b>	<b>81.8</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	100.0	79.2	89.4	89.5	91.6	65.7	92.9	81.6	J/	77.3	94.4	88.9	82.7	85.6
700 - 759 AM	94.2	84.3	84.8	95.9	86.3	81.1	91.2	90.7	85.0	89.0	90.5	94.6	100.0	88.2
800 - 859 AM	87.6	91.9	86.5	91.5	84.3	72.0	91.1	95.3	84.4	86.8	86.3	94.9	95.3	85.1
900 - 959 AM	88.5	85.7	85.3	85.1	80.6	68.4	89.1	83.4	85.1	83.6	71.9	88.7	95.3	83.9
1000 - 1059 AM	85.9	87.6	80.1	85.6	79.2	69.3	87.6	88.1	85.0	79.1	69.4	84.0	92.1	82.5
1100 - 1159 AM	87.7	82.7	84.9	87.6	76.4	66.1	88.9	87.8	81.5	73.6	63.9	90.0	89.6	80.8
1200 - 1259 PM	87.5	73.2	84.9	82.3	77.1	72.0	89.0	85.1	79.4	75.0	60.0	83.5	84.2	80.1
100 - 159 PM	88.0	75.0	85.6	83.6	73.7	69.8	85.6	80.0	89.7	72.6	65.0	80.1	84.7	79.5
200 - 259 PM	90.9	78.1	81.6	86.8	73.2	62.7	85.6	78.9	87.8	66.3	64.2	83.7	84.3	77.3
300 - 359 PM	84.5	80.6	83.2	80.1	67.1	65.0	84.1	85.0	85.4	72.2	69.1	88.0	78.5	75.9
400 - 459 PM	82.1	81.1	75.5	77.7	65.7	64.8	85.0	73.5	85.8	66.0	65.0	85.6	76.0	73.4
500 - 559 PM	78.0	82.2	82.8	77.0	64.6	62.1	78.0	80.0	79.4	64.8	65.5	75.8	79.6	71.8
600 - 659 PM	69.8	81.4	77.9	71.0	62.2	55.9	81.7	62.3	80.3	65.2	65.8	81.4	80.3	70.6
700 - 759 PM	75.0	74.3	73.5	78.1	58.7	52.5	81.8	65.2	71.2	62.4	60.4	75.1	73.5	68.4
800 - 859 PM	74.5	65.6	72.7	74.8	55.7	59.5	81.2	81.4	71.4	60.6	72.2	81.5	80.5	66.9
900 - 959 PM	73.6	70.4	70.7	74.2	58.2	61.7	78.7	73.6	71.1	56.3	65.0	74.5	81.7	66.7
1000 - 1059 PM	71.7	66.7	67.5	73.1	68.4	66.7	75.6	60.8	65.7	61.4	61.2	70.4	76.3	67.2
1100 - 559 AM	78.6	58.7	83.5	72.6	79.0	69.4	74.4	68.0	65.3	63.9	76.1	67.8	66.3	71.4
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>82.3</b>	<b>79.0</b>	<b>80.5</b>	<b>80.0</b>	<b>71.9</b>	<b>65.0</b>	<b>84.4</b>	<b>77.4</b>	<b>79.2</b>	<b>68.5</b>	<b>68.9</b>	<b>83.8</b>	<b>81.8</b>	<b>76.0</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	95.2	95.0	95.4	85.7	95.1	94.7	96.3	92.1	91.2	93.0	94.0	93.0	94.6	90.8	95.0	93.3	93.0	95.7
700 - 759 AM	89.9	89.2	93.6	88.1	86.8	92.6	93.8	88.2	90.8	93.8	94.4	86.7	94.5	88.5	94.1	89.3	90.6	97.5
800 - 859 AM	88.8	88.0	90.1	85.6	87.9	88.6	90.5	86.4	86.6	90.7	95.7	86.0	86.2	80.2	91.0	88.4	88.9	92.1
900 - 959 AM	80.5	83.0	89.0	85.1	89.8	87.6	88.6	83.3	86.0	90.2	94.4	86.6	90.8	80.5	85.9	87.4	84.6	92.8
1000 - 1059 AM	76.0	85.7	86.5	87.5	84.6	87.6	83.7	82.5	84.5	88.5	90.0	80.4	89.4	81.9	84.1	81.3	79.0	91.6
1100 - 1159 AM	76.9	79.9	90.0	83.2	88.7	85.2	84.2	80.6	76.1	90.1	82.4	75.7	85.7	86.1	78.7	79.0	74.7	88.9
1200 - 1259 PM	74.7	80.7	85.9	80.8	69.6	77.7	84.1	82.2	78.4	80.0	74.0	81.0	89.1	75.4	79.8	81.5	72.6	81.8
100 - 159 PM	75.8	76.2	78.9	75.1	86.0	87.8	83.2	78.2	72.6	74.2	68.0	82.6	88.4	74.4	78.8	81.1	74.0	81.0
200 - 259 PM	71.8	76.6	79.8	76.5	82.5	74.1	79.6	78.9	70.9	67.8	76.4	73.9	84.5	77.7	77.4	74.6	68.7	72.5
300 - 359 PM	65.9	70.9	75.5	75.4	82.7	75.1	84.2	79.5	67.8	59.5	69.2	71.5	81.0	78.5	77.5	77.2	67.4	76.9
400 - 459 PM	64.5	69.3	66.5	77.8	83.7	68.2	80.9	78.4	75.1	56.6	69.4	67.1	83.9	60.1	74.6	81.7	65.3	77.0
500 - 559 PM	67.7	61.9	71.4	73.2	61.9	67.2	81.6	75.0	77.3	47.9	69.1	68.4	80.5	61.3	75.1	75.3	64.4	75.8
600 - 659 PM	68.8	63.9	71.0	62.2	66.4	78.0	78.6	74.1	67.2	49.5	68.9	75.4	78.6	63.8	74.2	75.2	55.7	76.5
700 - 759 PM	67.1	62.7	71.1	67.9	75.8	69.5	77.7	74.6	62.0	46.1	69.0	67.1	80.8	58.4	73.8	71.2	56.0	76.9
800 - 859 PM	66.5	54.7	66.6	50.8	72.1	69.9	80.4	73.2	55.3	46.5	72.3	67.9	77.9	55.4	70.9	73.7	56.8	70.9
900 - 959 PM	59.6	66.7	62.6	66.9	80.4	76.7	82.9	71.2	65.1	51.5	64.9	72.7	84.4	52.1	65.8	78.4	48.5	72.8
1000 - 1059 PM	73.0	40.0	75.0	61.5	J/	J/	92.9	71.9	61.7	100.0	J/	64.4	88.5	69.1	79.3	85.8	J/	75.9
1100 - 559 AM	76.6	92.5	93.3	J/	90.0	J/	86.9	94.5	J/	83.3	100.0	75.0	100.0	83.0	79.1	84.0	100.0	83.3
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>73.1</b>	<b>77.0</b>	<b>80.8</b>	<b>77.1</b>	<b>82.9</b>	<b>80.6</b>	<b>83.7</b>	<b>79.8</b>	<b>75.1</b>	<b>72.2</b>	<b>79.5</b>	<b>77.1</b>	<b>85.8</b>	<b>72.2</b>	<b>79.9</b>	<b>81.6</b>	<b>72.9</b>	<b>83.2</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *														
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	94.7	92.1	94.7	93.7	90.9	90.8	96.5	94.3	88.3	89.5	92.5	92.6	97.0	93.0
700 - 759 AM	94.8	90.9	91.0	89.1	89.1	86.7	95.6	95.4	87.9	88.0	86.3	91.4	94.5	91.0
800 - 859 AM	90.1	89.5	86.2	87.9	87.2	86.2	90.7	95.8	81.2	82.8	87.7	91.9	93.6	88.3
900 - 959 AM	86.7	87.9	89.1	84.3	82.2	74.7	87.9	91.9	84.8	80.5	79.1	88.9	95.3	85.4
1000 - 1059 AM	84.3	79.6	81.5	81.0	80.8	72.5	81.0	86.1	78.6	76.0	66.4	86.5	91.6	82.5
1100 - 1159 AM	83.0	90.8	82.8	81.1	76.8	72.2	85.7	89.1	84.0	75.0	69.9	89.9	90.8	82.1
1200 - 1259 PM	78.4	85.4	85.8	75.1	76.2	65.6	83.8	86.0	81.9	74.1	69.1	80.7	86.7	79.5
100 - 159 PM	79.5	77.8	81.0	76.4	74.0	73.9	85.3	87.7	78.1	68.5	65.7	87.6	83.0	78.6
200 - 259 PM	79.5	75.9	78.4	71.0	71.9	61.9	83.8	74.3	86.7	67.0	67.2	85.4	82.1	75.9
300 - 359 PM	77.1	76.5	76.6	73.3	67.8	64.1	80.1	76.4	86.3	64.3	61.4	86.7	81.9	74.1
400 - 459 PM	75.6	69.6	77.6	62.7	62.9	66.1	82.4	70.6	83.8	65.5	71.9	82.9	70.2	72.0
500 - 559 PM	69.8	70.6	74.4	71.4	62.5	61.7	79.9	70.0	81.7	67.4	63.6	87.7	76.7	71.6
600 - 659 PM	66.8	76.1	81.5	63.5	63.3	62.6	72.8	74.7	83.6	65.2	68.3	60.1	78.5	70.4
700 - 759 PM	61.0	82.0	79.8	64.4	61.1	54.8	80.4	61.2	77.4	58.8	62.7	87.6	74.5	69.4
800 - 859 PM	62.1	84.2	77.8	76.4	60.2	60.1	77.9	75.9	70.8	58.4	64.5	77.7	73.3	67.6
900 - 959 PM	66.8	83.3	78.4	76.7	64.6	50.0	77.1	75.0	77.4	70.1	72.4	86.6	81.6	71.7
1000 - 1059 PM	56.0	46.7	73.8	85.7	72.2	66.7	84.0	J/	87.1	73.3	82.9	J/	75.9	77.6
1100 - 559 AM	96.7	J/	100.0	82.8	94.0	91.5	80.3	J/	86.7	75.3	80.7	87.4	100.0	82.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>78.6</b>	<b>82.5</b>	<b>81.7</b>	<b>78.0</b>	<b>73.5</b>	<b>71.0</b>	<b>83.5</b>	<b>82.8</b>	<b>82.8</b>	<b>73.9</b>	<b>73.8</b>	<b>87.6</b>	<b>85.4</b>	<b>78.6</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 AVERAGE	LATE MEDIAN
OH	5518	JFK-BOS	1800	30	96.67	71	52
OH	5073	JFK-ATL	1935	30	96.67	64	68
OH	5195	JFK-IAD	855	26	96.15	53	40
OH	5093	JFK-DCA	2045	25	96.00	62	47
OH	4954	DCA-JFK	1730	25	96.00	57	32
OH	5458	JFK-BUF	920	30	93.33	57	43
OO	5778	YUM-LAX	1358	30	93.33	37	36
OH	4979	JFK-RIC	835	29	93.10	67	67
OH	5638	RSW-CMH	1259	29	93.10	37	33
EV	4802	ACY-ATL	1430	29	93.10	36	28
OH	4954	JFK-ROC	1955	27	92.59	68	65
OH	5123	CMH-DCA	1547	26	92.31	44	36
OH	5517	JFK-CLE	1905	25	92.00	66	57
OH	5522	JFK-BOS	2030	22	90.91	78	72
US**	1865	EWR-CLT	1830	21	90.48	60	45
OH	5244	RIC-JFK	1442	30	90.00	68	46
AA	1639	JFK-SJU	1755	30	90.00	54	37
OH	4969	JFK-IND	1905	29	89.66	60	45
OH	5339	BUF-CVG	1115	27	88.89	49	35
OH	5266	RIC-LGA	1905	26	88.46	65	55
OH	5350	LGA-PWM	2145	26	88.46	58	43
OH	5495	JFK-IAD	1955	26	88.46	57	40
OH	5192	DCA-CMH	1735	26	88.46	41	36
OH	5243	EWR-CVG	1730	25	88.00	68	42
AA	1659	EWR-ORD	1825	25	88.00	63	50
OH	5283	JFK-DCA	1830	30	86.67	63	51

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

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AIR TRAVEL CONSUMER REPORT  
TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS // 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	5261	RIC-LGA	1023	30	86.67	57	53
OH	5011	SAV-LGA	1227	30	86.67	53	37
OO	5740	YUM-IPL	1647	30	86.67	45	48
NW	467	DTW-ATL	1337	30	86.67	44	35
OO	4079	DFW-SLC	1230	30	86.67	28	29
WN	803	PIT-PHL	1810	29	86.21	48	34
OH	5350	RDU-LGA	1938	27	85.19	68	54
OO	5761	MOD-LAX	1327	27	85.19	33	27
OH	5166	LGA-CVG	2100	26	84.62	68	49
OH	5478	IAD-JFK	1850	26	84.62	65	50
OH	5519	JFK-BNA	2000	26	84.62	59	45
AA	1497	EWR-ORD	2025	25	84.00	68	64
OH	5534	JFK-BTV	2110	25	84.00	64	45
AA	1914	ORD-EWR	2045	25	84.00	59	46
XE**	3043	GSP-EWR	1755	25	84.00	56	32
OH	5274	JFK-PIT	2015	25	84.00	45	43
XE**	1280	IAD-EWR	1900	24	83.33	58	51
YV	2809	JFK-CLT	1650	24	83.33	56	38
YV	7318	JFK-IAD	1853	30	83.33	55	37
OH	5463	JFK-BUF	1745	30	83.33	50	45
OH	5524	CMH-JFK	1510	30	83.33	46	31
OH	4941	JFK-DCA	1245	30	83.33	41	26
OH	5297	DCA-JFK	1430	29	82.76	58	46
OH	5573	JFK-RDU	1950	29	82.76	58	57
TZ	4220	MDW-LGA	1235	29	82.76	53	26
XE**	2410	EWR-BWI	1945	29	82.76	48	31

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

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



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AIR TRAVEL CONSUMER REPORT  
TABLE 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	5517	BOS-JFK	1700	29	82.76	46	30
MQ	4508	BOS-EWR	1300	29	82.76	43	34
CO	1162	ORD-EWR	1910	23	82.61	99	93
FL	299	EWR-ATL	1950	23	82.61	71	69
OH	5520	JFK-BOS	1900	28	82.14	57	42
CO	251	AUS-EWR	1214	28	82.14	55	34
OH	5023	JFK-ATL	845	27	81.48	49	45
US***	1582	CLT-EWR	1600	21	80.95	61	47
CO	1550	MCI-EWR	1420	26	80.77	82	42
XE**	3195	CLT-EWR	1505	26	80.77	73	61
OH	5072	JFK-CMH	2000	26	80.77	60	60
OH	5568	GSO-LGA	1715	26	80.77	50	48
EV	4184	CAE-LGA	1859	26	80.77	47	37
MQ	4719	RDU-JFK	1910	30	80.00	69	56
XE**	2900	EWR-DTW	1945	25	80.00	66	53
B6	1018	JFK-BOS	2010	25	80.00	62	48
MQ	4626	EWR-RDU	2005	25	80.00	61	56
OH	5197	JFK-RIC	1655	30	80.00	60	41
OH	5446	BUF-JFK	2005	15	80.00	58	45
CO	1195	BOS-EWR	1630	25	80.00	55	30
XE**	2759	GSO-EWR	1740	25	80.00	53	37
OH	5416	BWI-BOS	2050	15	80.00	52	30
OH	5213	BOS-DCA	1900	25	80.00	45	41
NW	1225	DTW-DEN	1906	30	80.00	40	35
CO	1883	MCO-EWR	1605	30	80.00	37	32
NW	819	DTW-FNT	2225	25	80.00	31	23

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

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

\*\*\* Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and will appear only as US in this table. The designated flight was operated by US Airways, and the flight number is a US Airways flight number.

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
COMAIR	777	73	9.4
JETBLUE	462	18	3.9
ATA	54	2	3.7
EXPRESSJET	1,373	38	2.8
CONTINENTAL	915	22	2.4
ATLANTIC SOUTHEAST	769	15	2.0
NORTHWEST	1,259	24	1.9
AIRTRAN	696	7	1.0
US AIRWAYS	1,436	13	0.9
AMERICAN EAGLE	1,533	11	0.7
DELTA	1,441	10	0.7
SKYWEST	1,562	10	0.6
AMERICAN	1,773	11	0.6
MESA	859	5	0.6
UNITED	1,408	1	0.1
SOUTHWEST	3,234	2	0.1
ALASKA	421	0	0.0
FRONTIER	262	0	0.0
HAWAIIAN	146	0	0.0
ALOHA	126	0	0.0
<b>TOTAL</b>	<b>20,506</b>	<b>262</b>	<b>1.3</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)	78.5	85.8	233	233
ADAK ISLAND AK (ADK)	62.5	50.0	8	8
AGUADILLA PR (BQN)	75.0	93.0	116	100
AKRON/CANTON OH (CAK)	74.1	78.3	676	676
ALBANY GA (ABY)	71.2	78.4	111	111
ALBANY NY (ALB)	75.0	83.8	1,157	1,139
ALBUQUERQUE NM (ABQ)	82.2	86.8	2,991	2,990
ALEXANDRIA LA (AEX)	71.0	78.6	248	248
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	70.4	77.8	429	432
AMARILLO TX (AMA)	81.0	84.8	704	704
ANCHORAGE AK (ANC)	65.8	72.0	1,308	1,307
APPLETON WI (ATW)	71.6	79.5	384	385
ASHEVILLE NC (AVL)	72.5	68.0	244	244
ASHLAND WV (HTS)	90.4	90.4	52	52
ASPEN CO (ASE)	71.4	66.2	259	260
ATLANTA GA (ATL)	73.9	73.1	33,691	33,944
ATLANTIC CITY NJ (ACY)	62.7	63.5	75	74
AUGUSTA GA (AGS)	61.7	72.9	188	188
AUSTIN TX (AUS)	82.0	85.6	3,686	3,685
BAKERSFIELD CA (BFL)	82.3	80.8	453	453
BALTIMORE MD (BWI)	80.4	80.8	8,897	8,897
BANGOR ME (BGR)	66.4	75.4	345	345
BARROW AK (BRW)	82.8	79.3	58	58
BATON ROUGE LA (BTR)	75.8	81.3	899	870
BEAUMONT/PORT ARTHUR TX (BPT)	78.8	90.9	33	33
BELLINGHAM WA (BLI)	64.8	74.1	54	58
BEND/REDMOND OR (RDM)	73.7	78.5	289	289
BETHEL AK (BET)	80.0	69.2	90	91
BILLINGS MT (BIL)	83.6	88.8	341	340
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	85.7	100.0	56	28
BIRMINGHAM AL (BHM)	77.7	83.6	1,653	1,653
BISMARCK/MANDAN ND (BIS)	75.0	85.4	192	192
BLOOMINGTON IL (BMI)	63.1	71.1	314	336
BOISE ID (BOI)	78.1	84.0	1,316	1,314
BOSTON MA (BOS)	70.7	77.0	11,012	11,014
BOZEMAN MT (BZN)	78.3	88.5	313	314
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	63.8	74.1	80	81
BROWNSVILLE TX (BRO)	75.1	86.8	189	189
BRUNSWICK GA (BQK)	60.0	78.8	85	85
BUFFALO NY (BUF)	71.7	77.9	2,405	2,407
BURBANK CA (BUR)	81.2	83.1	2,611	2,611
BURLINGTON VT (BTV)	69.9	75.1	532	507
BUTTE MT (BTM)	78.6	87.9	56	58

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	84.2	82.6	247	247
CASPER WY (CPR)	88.7	89.9	256	257
CEDAR RAPIDS/IOWA CITY IA (CID)	78.4	81.9	726	728
CHAMPAIGN/URBANA IL (CMI)	67.8	80.0	205	205
CHARLESTON SC (CHS)	70.6	78.1	1,095	1,097
CHARLESTON/DUNBAR WV (CRW)	73.8	84.3	328	319
CHARLOTTE AMALIE VI (STT)	79.3	82.8	174	174
CHARLOTTE NC (CLT)	74.3	77.1	9,951	9,951
CHARLOTTESVILLE VA (CHO)	68.1	78.0	141	141
CHATTANOOGA TN (CHA)	78.9	85.3	389	388
CHICAGO IL (MDW)	82.3	78.6	8,331	8,330
CHICAGO IL (ORD)	71.9	73.5	30,537	30,535
CHICO CA (CIC)	63.4	66.1	112	112
CHRISTIANSTED VI (STX)	80.8	88.5	26	26
CLEVELAND OH (CLE)	80.7	84.7	7,085	7,081
CODY WY (COD)	88.9	94.4	90	90
COLLEGE STATION/BRYAN TX (CLL)	81.0	87.6	153	153
COLORADO SPRINGS CO (COS)	78.1	83.3	1,288	1,283
COLUMBIA SC (CAE)	67.1	73.4	918	891
COLUMBUS GA (CSG)	70.0	74.5	110	110
COLUMBUS MS (GTR)	77.8	85.4	54	82
COLUMBUS OH (CMH)	71.3	78.8	3,243	3,243
CORDOVA AK (CDV)	79.3	79.3	58	58
CORPUS CHRISTI TX (CRP)	83.9	85.9	745	745
COVINGTON KY (CVG)	81.8	82.9	9,343	9,342
CRESCENT CITY CA (CEC)	42.0	38.6	88	88
DALLAS TX (DAL)	82.9	81.4	4,269	4,269
DALLAS/FT.WORTH TX (DFW)	81.4	79.8	24,445	24,443
DAYTON OH (DAY)	77.5	83.3	1,180	1,180
DAYTONA BEACH FL (DAB)	68.2	74.0	299	300
DEADHORSE AK (SCC)	81.0	79.3	58	58
DENVER CO (DEN)	83.3	83.7	18,580	18,572
DES MOINES IA (DSM)	74.7	80.9	1,188	1,186
DETROIT MI (DTW)	71.4	75.1	10,867	10,863
DILLINGHAM AK (DLG)	83.3	83.3	12	12
DOTHAN AL (DHN)	63.1	70.9	141	141
DUBUQUE IA (DBQ)	81.6	83.3	114	114
DULUTH MN (DLH)	80.2	86.4	81	81
DURANGO CO (DRO)	84.4	85.7	378	378
EAGLE CO (EGE)	80.0	80.0	105	105
EL CENTRO CA (IPL)	55.9	61.3	111	111
EL PASO TX (ELP)	83.0	87.9	1,792	1,792
ELKO NV (EKO)	92.4	93.8	144	144

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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)	87.8	82.9	82	82
EUGENE OR (EUG)	71.7	82.5	509	509
EUREKA/ARCATA CA (ACV)	54.0	58.8	278	279
EVANSVILLE IN (EVV)	69.4	77.0	304	304
FAIRBANKS AK (FAI)	72.6	78.8	325	325
FARGO ND (FAR)	78.0	88.5	446	445
FAYETTEVILLE AR (XNA)	74.1	73.9	826	827
FAYETTEVILLE NC (FAY)	48.6	71.0	138	138
FLAGSTAFF AZ (FLG)	87.7	89.7	146	146
FLINT MI (FNT)	72.0	82.9	568	568
FLORENCE SC (FLO)	70.4	81.5	54	54
FORT LAUDERDALE FL (FLL)	76.6	79.5	5,419	5,415
FORT SMITH AR (FSM)	76.5	81.9	149	149
FORT WAYNE IN (FWA)	75.7	76.7	350	343
FRESNO CA (FAT)	74.4	80.9	1,142	1,143
FT. MYERS FL (RSW)	72.7	81.2	2,116	2,113
GAINESVILLE FL (GNV)	54.6	67.8	174	174
GRAND FORKS ND (GFK)	77.3	92.0	75	75
GRAND JUNCTION CO (GJT)	81.3	85.2	380	379
GRAND RAPIDS MI (GRR)	77.2	86.2	1,309	1,309
GREAT FALLS MT (GTF)	77.3	89.2	295	297
GREEN BAY/CLINTONVILLE WI (GRB)	76.7	83.1	606	608
GREENSBORO/HIGH POINT NC (GSO)	68.0	75.4	1,142	1,127
GREENVILLE/SPARTANBURG SC (GSP)	71.8	80.9	911	913
GULFPORT/BILOXI MS (GPT)	75.0	80.5	572	543
GUNNISON CO (GUC)	79.7	78.0	59	59
HARLINGEN/SAN BENITO TX (HRL)	83.3	86.1	468	468
HARRISBURG PA (MDT)	68.0	75.2	757	757
HARTFORD CT (BDL)	74.7	83.1	2,644	2,647
HELENA MT (HLN)	83.6	92.2	116	115
HILO HI (ITO)	94.6	97.1	766	767
HONOLULU HI (HNL)	88.2	94.3	5,725	5,720
HOUSTON TX (HOU)	82.9	79.5	4,557	4,556
HOUSTON TX (IAH)	83.3	85.8	18,319	18,320
HUNTSVILLE AL (HSV)	75.3	80.0	522	525
IDAHO FALLS ID (IDA)	81.6	89.8	228	226
INDIANAPOLIS IN (IND)	78.4	86.0	3,052	3,052
INDIO/PALM SPRINGS CA (PSP)	78.8	85.4	1,133	1,130
INYOKERN CA (IYK)	85.7	92.9	84	84
ISLIP NY (ISP)	81.1	83.6	1,015	1,003
JACKSON WY (JAC)	79.3	85.5	232	234
JACKSON/VICKSBURG MS (JAN)	77.1	84.7	948	961
JACKSONVILLE FL (JAX)	75.4	82.0	2,736	2,735

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JUNEAU AK (JNU)	62.8	60.8	296	296
KAHULUI HI (OGG)	88.8	90.2	2,223	2,228
KALAMAZOO MI (AZO)	75.7	82.4	407	404
KALISPELL MT (FCA)	77.3	89.9	207	208
KANSAS CITY MO (MCI)	79.9	84.7	4,629	4,627
KETCHIKAN AK (KTN)	59.0	62.4	178	178
KEY WEST FL (EYW)	59.7	60.0	62	90
KILLEEN TX (GRK)	80.2	84.9	484	483
KING SALMON AK (AKN)	70.0	65.0	20	20
KINSTON NC (ISO)	70.7	79.3	58	58
KNOXVILLE TN (TYS)	75.2	80.9	771	742
KODIAK AK (ADQ)	74.1	72.4	58	58
KONA HI (KOA)	92.5	93.5	1,273	1,272
KOTZEBUE AK (OTZ)	66.7	71.3	87	87
LA CROSSE WI (LSE)	77.5	83.8	142	142
LAFAYETTE LA (LFT)	78.8	85.6	501	501
LAKE CHARLES LA (LCH)	85.2	87.0	115	115
LANSING MI (LAN)	71.4	80.0	385	385
LAREDO TX (LRD)	80.2	87.2	242	242
LAS VEGAS NV (LAS)	80.4	79.9	15,063	15,068
LAWTON/FORT SILL OK (LAW)	81.4	84.2	177	177
LEWISTON ID (LWS)	87.9	93.1	58	58
LEXINGTON KY (LEX)	76.7	84.5	730	705
LIHUE HI (LIH)	92.6	94.7	1,386	1,385
LINCOLN NE (LNK)	78.0	78.0	205	205
LITTLE ROCK AR (LIT)	77.0	82.1	1,374	1,380
LONG BEACH CA (LGB)	82.8	88.5	1,096	1,100
LONGVIEW/KILGOR/GLADWATR TX (GGG)	85.2	94.4	88	89
LOS ANGELES CA (LAX)	78.2	81.6	19,067	19,056
LOUISVILLE KY (SDF)	77.2	82.5	1,572	1,573
LUBBOCK TX (LBB)	81.1	86.8	778	778
LYNCHBURG VA (LYH)	66.7	84.5	84	84
MACON GA (MCN)	61.8	77.5	89	89
MADISON WI (MSN)	75.2	81.7	1,094	1,094
MANCHESTER NH (MHT)	75.4	80.9	1,749	1,742
MARQUETTE MI (MQT)	64.6	82.7	82	81
MEDFORD OR (MFR)	67.7	70.7	508	505
MELBOURNE FL (MLB)	75.0	80.1	140	166
MEMPHIS TN (MEM)	77.6	82.3	4,016	4,014
MERIDIAN MS (MEI)	69.5	76.8	82	82
MIAMI FL (MIA)	79.0	82.5	5,063	5,061
MIDLAND/ODESSA TX (MAF)	84.5	89.1	723	723
MILWAUKEE WI (MKE)	76.5	83.9	1,896	1,881

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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.
MINNEAPOLIS/ST. PAUL MN (MSP)	80.5	81.7	10,517	10,515
MINOT ND (MOT)	74.2	86.5	89	89
MISSION/MCALLEN/EDINBURG TX (MFE)	75.3	81.8	389	363
MISSOULA MT (MSO)	77.0	84.7	318	314
MOBILE AL (MOB)	75.3	82.1	481	497
MODESTO CA (MOD)	59.5	58.3	257	259
MOLINE IL (MLI)	69.6	80.1	454	453
MONROE LA (MLU)	67.1	74.7	252	253
MONTEREY CA (MRY)	76.8	78.6	655	653
MONTGOMERY AL (MGM)	65.7	75.7	280	280
MONTROSE/DELTA CO (MTJ)	82.4	85.1	148	148
MYRTLE BEACH SC (MYR)	69.7	78.6	575	575
NAPLES FL (APF)	74.5	92.2	51	51
NASHVILLE TN (BNA)	78.3	79.6	5,230	5,230
NEW ORLEANS LA (MSY)	80.1	84.3	2,841	2,841
NEW YORK NY (JFK)	63.9	72.2	10,097	10,086
NEW YORK NY (LGA)	59.5	72.9	10,308	10,313
NEWARK NJ (EWR)	59.2	72.2	12,952	12,954
NEWBURGH/POUGHKEEPSIE NY (SWF)	69.7	77.5	89	89
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	76.3	75.6	456	472
NOME AK (OME)	75.9	73.6	87	87
NORFOLK VA (ORF)	66.9	77.0	1,653	1,655
OAKLAND CA (OAK)	80.0	78.0	6,174	6,173
OKLAHOMA CITY OK (OKC)	75.9	83.6	1,860	1,893
OMAHA NE (OMA)	78.4	86.9	1,980	1,980
ONTARIO/SAN BERNARDINO CA (ONT)	80.4	83.4	2,966	2,968
ORLANDO FL (MCO)	81.8	83.2	9,484	9,481
OXNARD/VENTURA CA (OXR)	83.5	89.9	109	109
PANAMA CITY FL (PFN)	57.5	68.0	228	228
PASCO/KENNEWICK/RICHLAND WA (PSC)	83.3	91.7	204	206
PENSACOLA FL (PNS)	76.8	83.6	900	900
PEORIA IL (PIA)	73.0	76.7	408	390
PETERSBURG AK (PSG)	48.3	51.7	58	58
PHILADELPHIA PA (PHL)	65.0	71.0	8,590	8,589
PHOENIX AZ (PHX)	84.4	83.5	17,524	17,529
PITTSBURGH PA (PIT)	77.4	82.8	4,066	4,066
POCATELLO ID (PIH)	90.6	98.0	149	149
PONCE PR (PSE)	66.2	76.7	65	60
PORTLAND ME (PWM)	59.0	68.9	617	599
PORTLAND OR (PDX)	75.0	82.7	4,744	4,742
PROVIDENCE RI (PVD)	74.4	79.8	2,193	2,176
RALEIGH/DURHAM NC (RDU)	71.3	76.4	5,091	5,088
RAPID CITY SD (RAP)	81.4	88.5	349	349

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
REDDING CA (RDD)	56.6	66.7	145	144
RENO NV (RNO)	81.3	84.9	2,121	2,122
RICHMOND VA (RIC)	67.1	72.9	1,689	1,691
ROANOKE VA (ROA)	72.3	77.5	311	311
ROCHESTER MN (RST)	75.3	78.1	219	219
ROCHESTER NY (ROC)	68.1	76.1	1,532	1,509
ROCKFORD IL (RFD)	72.1	90.0	61	60
SACRAMENTO CA (SMF)	77.3	81.4	4,403	4,402
SAGINAW/BAY CITY/MIDLAND MI (MBS)	70.9	79.7	227	227
SALT LAKE CITY UT (SLC)	83.8	87.6	11,383	11,394
SAN ANGELO TX (SJT)	86.5	85.1	148	148
SAN ANTONIO TX (SAT)	80.5	86.8	3,448	3,449
SAN DIEGO CA (SAN)	79.2	82.8	7,519	7,524
SAN FRANCISCO CA (SFO)	68.9	73.8	10,723	10,730
SAN JOSE CA (SJC)	80.5	83.1	4,906	4,905
SAN JUAN PR (SJU)	77.9	85.2	1,766	1,765
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	82.7	84.4	554	552
SANTA ANA CA (SNA)	82.2	84.9	4,237	4,232
SANTA BARBARA CA (SBA)	81.9	83.0	1,183	1,179
SANTA MARIA CA (SMX)	82.0	87.1	139	140
SARASOTA/BRADENTON FL (SRQ)	79.2	84.9	634	635
SAVANNAH GA (SAV)	68.6	77.7	1,137	1,141
SCRANTON/WILKES-BARRE PA (AVP)	65.2	80.8	184	198
SEATTLE WA (SEA)	68.5	73.9	8,283	8,282
SHREVEPORT LA (SHV)	73.7	79.4	624	625
SIOUX FALLS SD (FSD)	73.6	77.8	557	558
SITKA AK (SIT)	56.7	70.0	90	90
SO.PINES/PINHRST/ABERDEEN NC (SOP)	72.7	90.9	11	11
SOUTH BEND IN (SBN)	74.0	75.0	77	76
SPOKANE WA (GEG)	76.1	82.1	1,150	1,151
SPRINGFIELD IL (SPI)	75.9	73.2	137	138
SPRINGFIELD MO (SGF)	74.6	79.7	808	809
ST. GEORGE UT (SGU)	87.6	92.3	299	299
ST. LOUIS MO (STL)	80.3	82.1	5,225	5,192
STATE COLLEGE PA (SCE)	78.0	95.1	82	82
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	86.4	85.9	147	149
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	92.4	91.1	238	247
SYRACUSE NY (SYR)	73.2	82.1	1,103	1,114
TALLAHASSEE FL (TLH)	74.1	80.7	274	275
TAMPA FL (TPA)	81.8	85.4	6,465	6,466
TEXARKANA AR (TXK)	75.3	87.6	89	89
TOLEDO OH (TOL)	73.8	79.3	202	203
TRAVERSE CITY MI (TVC)	71.7	80.0	205	205

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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.
TUCSON AZ (TUS)	79.1	87.4	2,027	2,027
TULSA OK (TUL)	77.5	83.9	1,790	1,791
TUPELO MS (TUP)	82.4	92.2	51	51
TWIN FALLS ID (TWF)	89.2	94.7	176	170
TYLER TX (TYR)	81.7	85.8	120	120
VALDOSTA GA (VLD)	62.1	78.2	87	87
VALPARAISO FL (VPS)	73.3	81.1	574	544
WACO TX (ACT)	85.7	88.0	175	175
WASHINGTON DC (DCA)	72.6	80.6	7,499	7,488
WASHINGTON DC (IAD)	74.0	77.1	8,621	8,621
WAUSAU/MARSHFIELD WI (CWA)	67.8	75.6	90	90
WEST PALM BEACH/PALM BEACH FL (PBI)	72.4	78.5	2,314	2,312
WHITE PLAINS NY (HPN)	72.3	72.9	721	733
WICHITA FALLS TX (SPS)	81.7	87.9	197	198
WICHITA KS (ICT)	75.3	80.5	1,084	1,084
WILMINGTON DE (ILG)	73.2	62.5	56	56
WILMINGTON NC (ILM)	68.1	75.5	313	314
WRANGELL AK (WRG)	56.9	53.4	58	58
YAKUTAT AK (YAK)	69.0	79.3	58	58
YUMA AZ (YUM)	67.0	72.6	288	288

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AIR TRAVEL CONSUMER REPORT

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	19	25,307	913	3.6	113	44,561	1,555	3.5
COMAIR	22	13,874	425	3.1	96	21,458	639	3.0
SKYWEST	16	23,981	619	2.6	125	44,827	1,203	2.7
AMERICAN	28	39,558	973	2.5	76	51,390	1,284	2.5
MESA	22	13,848	350	2.5	112	25,109	608	2.4
ALASKA	15	7,006	125	1.8	45	12,529	290	2.3
EXPRESSJET	24	17,851	460	2.6	112	36,402	773	2.1
ATLANTIC SOUTHEAST	19	11,921	232	1.9	134	21,990	447	2.0
ATA	8	1,149	19	1.7	13	1,534	19	1.2
UNITED	30	34,213	393	1.1	75	40,745	472	1.2
DELTA	30	31,973	389	1.2	98	40,492	468	1.2
SOUTHWEST	17	46,499	420	0.9	63	91,903	864	0.9
US AIRWAYS	29	33,852	303	0.9	81	40,987	355	0.9
ALOHA	3	139	0	0.0	11	3,782	30	0.8
AIRTRAN	22	15,852	125	0.8	48	20,428	147	0.7
NORTHWEST	29	24,790	151	0.6	105	36,215	230	0.6
HAWAIIAN	6	314	1	0.3	14	4,440	26	0.6
FRONTIER	21	6,122	31	0.5	39	7,457	36	0.5
JETBLUE	17	10,414	35	0.3	43	14,357	42	0.3
CONTINENTAL	29	20,359	59	0.3	69	25,591	70	0.3
<b>Total</b>		<b>379,022</b>	<b>6,023</b>	<b>1.6</b>		<b>586,197</b>	<b>9,558</b>	<b>1.6</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.

\* 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.

**NOVEMBER 2006  
AIR TRAVEL CONSUMER REPORT  
TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	51390	39512	76.89%	1284	2.50%	125	0.24%	2307	4.49%	428	0.83%	4484	8.73%	3	0.01%	3246	6.32%
AQ	3782	3525	93.20%	30	0.79%	4	0.11%	127	3.36%	3	0.08%	29	0.77%	3	0.08%	61	1.61%
AS	12529	8921	71.20%	290	2.31%	75	0.60%	913	7.28%	115	0.91%	945	7.54%	22	0.17%	1250	9.97%
B6	14357	10064	70.10%	42	0.29%	49	0.34%	603	4.20%	45	0.31%	2094	14.59%	9	0.06%	1451	10.11%
CO	25591	19564	76.45%	70	0.27%	44	0.17%	886	3.46%	173	0.68%	3610	14.10%	30	0.12%	1213	4.74%
DL	40492	30746	75.93%	468	1.16%	54	0.13%	2044	5.05%	127	0.31%	4642	11.46%	4	0.01%	2407	5.95%
EV	21990	14448	65.70%	447	2.03%	29	0.13%	2986	13.58%	621	2.83%	2270	10.32%	10	0.05%	1179	5.36%
F9	7457	6493	87.07%	36	0.48%	9	0.12%	257	3.45%	12	0.17%	461	6.18%	2	0.03%	186	2.50%
FL	20428	15710	76.90%	147	0.72%	30	0.15%	732	3.58%	5	0.02%	1738	8.51%	0	0.00%	2066	10.12%
HA	4440	4037	90.92%	26	0.59%	4	0.09%	218	4.91%	4	0.09%	8	0.18%	3	0.06%	141	3.17%
MQ	44561	33456	75.08%	1555	3.49%	90	0.20%	2173	4.88%	356	0.80%	3130	7.02%	5	0.01%	3797	8.52%
NW	36215	25389	70.11%	230	0.64%	48	0.13%	3206	8.85%	446	1.23%	5067	13.99%	24	0.07%	1805	4.99%
OH	21458	14340	66.83%	639	2.98%	35	0.16%	2273	10.59%	1105	5.15%	2710	12.63%	3	0.01%	354	1.65%
OO	44827	34583	77.15%	1203	2.68%	57	0.13%	4722	10.53%	301	0.67%	1130	2.52%	32	0.07%	2799	6.24%
TZ	1534	1125	73.34%	19	1.24%	0	0.00%	50	3.27%	1	0.04%	228	14.89%	1	0.09%	109	7.14%
UA	40745	32001	78.54%	472	1.16%	68	0.17%	1615	3.96%	98	0.24%	3523	8.65%	0	0.00%	2968	7.28%
US***	40987	30769	75.07%	355	0.87%	65	0.16%	2372	5.79%	88	0.21%	4521	11.03%	33	0.08%	2784	6.79%
WN	91903	76683	83.44%	864	0.94%	143	0.16%	3312	3.60%	337	0.37%	2667	2.90%	75	0.08%	7822	8.51%
XE****	36402	27922	76.70%	773	2.12%	85	0.23%	1113	3.06%	214	0.59%	3883	10.67%	31	0.09%	2380	6.54%
YV	25109	19292	76.83%	608	2.42%	55	0.22%	2288	9.11%	155	0.62%	1048	4.17%	20	0.08%	1643	6.54%
TOTAL	586197	448580		9558		1069		34197		4634		48186		312		39662	
			76.52%		1.63%		0.18%		5.83%		0.79%		8.22%		0.05%		6.77%

**\*Causes of Delay:**

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

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

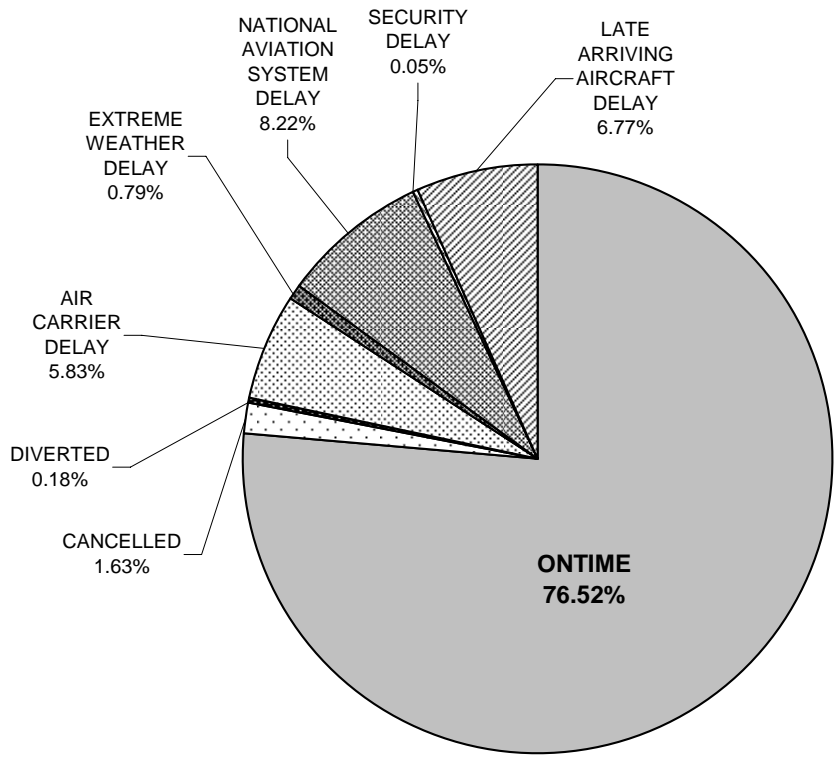
\*\* See Appendix at the end of this section for list of carrier codes.

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

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



**NOVEMBER 2006  
AIR TRAVEL CONSUMER REPORT  
TABLE 10. OVERALL CAUSES OF DELAY\***



**\*Causes of Delay:**

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

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

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 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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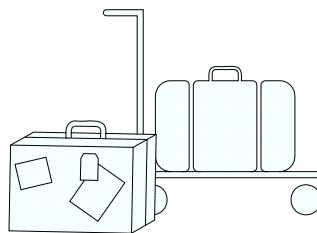
\* Revised January 2006, based on Bureau of Transportation Statistic's Technical Reporting Directive #13, issued September 20, 2005.

\*\* 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.



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

RANK	AIRLINE	NOVEMBER 2006			NOVEMBER 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALOHA AIRLINES	1,044	312,938	3.34	*	*	*
2	HAWAIIAN AIRLINES	1,790	534,369	3.35	1,286	490,377	2.62
3	AIRTRAN AIRWAYS	6,082	1,701,661	3.57	4,492	1,479,875	3.04
4	CONTINENTAL AIRLINES	13,452	3,128,903	4.30	10,265	2,942,137	3.49
5	JETBLUE AIRWAYS	7,151	1,648,717	4.34	4,402	1,312,680	3.35
6	FRONTIER AIRLINES	3,421	769,982	4.44	2,588	691,418	3.74
7	NORTHWEST AIRLINES	18,095	3,783,591	4.78	17,923	3,541,978	5.06
8	AMERICAN AIRLINES	34,256	6,327,525	5.41	32,812	6,582,273	4.98
9	SOUTHWEST AIRLINES	44,900	8,220,987	5.46	31,335	7,535,207	4.16
10	ALASKA AIRLINES	6,864	1,215,384	5.65	4,499	1,195,559	3.76
11	ATA AIRLINES	1,069	187,982	5.69	1,311	340,104	3.85
12	UNITED AIRLINES	28,896	4,757,928	6.07	15,254	4,701,413	3.24
13	DELTA AIR LINES	35,927	5,344,375	6.72	29,993	5,978,685	5.02
14	US AIRWAYS	31,826	4,473,831	7.11	18,602	2,722,877	6.83
15	EXPRESSJET AIRLINES	10,742	1,358,922	7.90	8,015	1,253,254	6.40
16	MESA AIRLINES	10,204	1,114,104	9.16	*	*	*
17	SKYWEST AIRLINES	14,842	1,618,751	9.17	10,919	1,383,486	7.89
18	AMERICAN EAGLE AIRLINES	18,954	1,512,933	12.53	14,440	1,485,296	9.72
19	COMAIR	10,559	834,474	12.65	9,778	1,127,061	8.68
20	ATLANTIC SOUTHEAST AIRLINES	14,499	919,396	15.77	12,603	1,010,778	12.47
TOTALS **		314,573	49,766,753	6.32	230,517	45,774,458	5.04

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

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

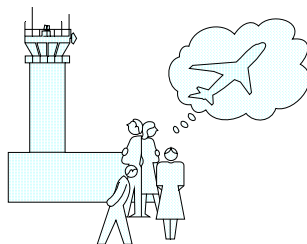
## OVERSALES

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.



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

RANK	AIRLINE	JULY - SEPTEMBER 2006				JULY - SEPTEMBER 2005			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>HAWAIIAN AIRLINES</b>	588	0	1,604,739	<b>0.00</b>	872	8	1,549,659	<b>0.05</b>
2	<b>AIRTRAN AIRWAYS</b>	3,117	35	5,137,151	<b>0.07</b>	2,900	139	4,396,524	<b>0.32</b>
3	<b>JETBLUE AIRWAYS</b>	20	34	4,773,316	<b>0.07</b>	1	0	3,782,567	<b>0.00</b>
4	<b>ALOHA AIRLINES</b>	22	14	904,449	<b>0.15</b>	*	*	*	*
5	<b>FRONTIER AIRLINES</b>	583	47	2,635,897	<b>0.18</b>	119	38	2,220,146	<b>0.17</b>
6	<b>UNITED AIRLINES</b>	15,438	659	16,391,356	<b>0.40</b>	15,909	771	15,840,982	<b>0.49</b>
7	<b>NORTHWEST AIRLINES</b>	17,052	648	12,810,659	<b>0.51</b>	18,895	630	13,435,834	<b>0.47</b>
8	<b>AMERICAN AIRLINES</b>	14,551	1,222	22,118,373	<b>0.55</b>	18,803	1,220	22,928,627	<b>0.53</b>
9	<b>SOUTHWEST AIRLINES</b>	23,812	1,525	24,880,646	<b>0.61</b>	18,208	1,662	23,595,749	<b>0.70</b>
10	<b>US AIRWAYS**</b>	12,706	965	13,840,598	<b>0.70</b>	9,344	471	9,916,541	<b>0.47</b>
11	<b>ALASKA AIRLINES</b>	4,233	423	4,380,456	<b>0.97</b>	6,180	882	4,293,756	<b>2.05</b>
12	<b>SKYWEST AIRLINES</b>	2,895	153	1,530,085	<b>1.00</b>	1,650	13	836,137	<b>0.16</b>
13	<b>AMERICAN EAGLE AIRLINES</b>	247	66	635,900	<b>1.04</b>	271	26	561,746	<b>0.46</b>
14	<b>MESA AIRLINES</b>	3,657	171	1,594,847	<b>1.07</b>	*	*	*	*
15	<b>CONTINENTAL AIRLINES</b>	8,124	1,226	10,283,941	<b>1.19</b>	7,833	1,276	9,557,668	<b>1.34</b>
16	<b>DELTA AIR LINES</b>	15,377	2,243	17,401,642	<b>1.29</b>	22,864	2,685	21,197,383	<b>1.27</b>
17	<b>ATA AIRLINES</b>	421	146	693,046	<b>2.11</b>	1,072	232	1,468,849	<b>1.58</b>
18	<b>COMAIR</b>	1,570	180	603,739	<b>2.98</b>	86	10	702,971	<b>0.14</b>
19	<b>ATLANTIC SOUTHEAST AIRLINES</b>	1,999	333	1,012,369	<b>3.29</b>	441	43	1,105,913	<b>0.39</b>
	<b>TOTALS**</b>	126,412	10,090	143,233,209	<b>0.70</b>	125,448	10,106	137,391,052	<b>0.74</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ACR) consists of aircraft with 60 seats or less. Mesa Airlines' ranking in this table effective the 1<sup>st</sup> quarter 2006. Aloha Airlines' ranking in this table effective 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.

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

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2006				JANUARY - SEPTEMBER 2005			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	63	97	13,632,949	<b>0.07</b>	26	0	10,878,559	<b>0.00</b>
2	<b>HAWAIIAN AIRLINES</b>	1,876	41	4,591,856	<b>0.09</b>	2,301	22	4,358,331	<b>0.05</b>
3	<b>AIRTRAN AIRWAYS</b>	12,917	145	15,033,987	<b>0.10</b>	17,448	570	12,236,117	<b>0.47</b>
4	<b>FRONTIER AIRLINES</b>	1,922	337	7,407,100	<b>0.45</b>	*	*	*	*
5	<b>UNITED AIRLINES</b>	54,669	2,355	47,787,857	<b>0.49</b>	65,258	2,213	45,629,676	<b>0.48</b>
6	<b>AMERICAN AIRLINES</b>	59,555	5,516	66,592,818	<b>0.83</b>	59,877	4,114	66,510,253	<b>0.62</b>
7	<b>NORTHWEST AIRLINES</b>	56,219	3,137	36,804,574	<b>0.85</b>	60,346	4,113	39,192,301	<b>1.05</b>
8	<b>SOUTHWEST AIRLINES</b>	82,642	6,976	72,202,988	<b>0.97</b>	58,309	4,728	66,154,037	<b>0.71</b>
9	<b>US AIRWAYS **</b>	52,702	4,605	41,460,615	<b>1.11</b>	41,974	2,160	30,958,556	<b>0.70</b>
10	<b>SKYWEST AIRLINES</b>	10,701	470	4,229,370	<b>1.11</b>	4,256	71	1,891,577	<b>0.38</b>
11	<b>ALASKA AIRLINES</b>	14,705	1,400	11,849,064	<b>1.18</b>	19,839	1,855	11,676,951	<b>1.59</b>
12	<b>AMERICAN EAGLE AIRLINES</b>	1,309	260	1,777,930	<b>1.46</b>	1,324	79	1,637,537	<b>0.48</b>
13	<b>MESA AIRLINES</b>	11,766	916	5,237,886	<b>1.75</b>	*	*	*	*
14	<b>DELTA AIR LINES</b>	73,281	9,398	52,010,989	<b>1.81</b>	64,555	7,964	63,842,920	<b>1.25</b>
15	<b>CONTINENTAL AIRLINES</b>	31,214	5,645	30,575,280	<b>1.85</b>	30,348	5,300	27,948,168	<b>1.90</b>
16	<b>ATA AIRLINES</b>	884	384	2,015,211	<b>1.91</b>	3,991	1,350	4,311,563	<b>3.13</b>
17	<b>COMAIR</b>	5,365	458	1,659,913	<b>2.76</b>	1,084	109	2,075,281	<b>0.53</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	7,874	1,449	3,163,642	<b>4.58</b>	2,081	461	3,228,184	<b>1.43</b>
	<b>ALOHA AIRLINES</b>	*	*	*	*	*	*	*	*
	<b>TOTALS **</b>	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

	NOVEMBER 2006				NOVEMBER 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	443	78	1	98	396	55	2	77
FOREIGN AIRLINES	125	3	0	6	97	4	0	10
TRAVEL AGENTS	13	0	0	0	17	0	0	1
TOUR OPERATORS	1	0	0	0	5	0	0	1
MISCELLANEOUS	6	4	0	22	10	9	0	43
<b>INDUSTRY TOTALS</b>	<b>588</b>	<b>85</b>	<b>1</b>	<b>126</b>	<b>525</b>	<b>68</b>	<b>2</b>	<b>132</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	NOVEMBER 2006			NOVEMBER 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
BAGGAGE	1	163		2	86	
FLIGHT PROBLEMS	2	152		1	133	
CANCELLATIONS			54			65
MISCONNECTIONS			38			17
DELAYS			24			24
RES/TKTG/BOARDING	3	68		3	82	
CUSTOMER SERVICE	4	49		5	43	
REFUNDS	5	44		4	75	
DISABILITY	6	33		6	28	
OVERSALES	7	32		9	19	
FARES	8	22		7	27	
OTHER	9	13		8	24	
FREQUENT FLYER			11			17
DISCRIMINATION	10	9		10	5	
ADVERTISING	11	2		11	3	
ANIMALS	12	1		12	0	
<b>COMPLAINT TOTAL</b>		<b>588</b>			<b>525</b>	

\* 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\*  
 NOVEMBER 2006

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DI SCRIM-I NATION	ANI MALS	OTHER	TOTAL
AIRTRAN AIRWAYS	3	0	0	0	0	5	2	1	0	1	0	0	12
AMERICAN AIRLINES	18	6	6	1	7	16	8	4	0	1	0	0	67
AMERICAN EAGLE AIRLINES	5	3	0	0	1	3	2	1	0	0	0	0	15
ATLANTIC SOUTHEAST AIRLINES	5	0	0	0	0	1	0	1	0	0	0	0	7
COMAIR	5	2	0	0	0	0	1	0	0	0	0	0	8
CONTINENTAL AIRLINES	4	2	4	1	2	6	4	0	0	0	0	2	25
DELTA AIR LINES	13	2	5	5	2	20	3	2	1	1	1	3	58
EXPRESSJET AIRLINES	5	1	0	0	0	1	0	1	0	0	0	0	8
HAWAIIAN AIRLINES	2	0	1	0	1	1	0	3	0	0	0	0	8
JETBLUE AIRWAYS	0	0	0	0	0	1	2	1	0	1	0	0	5
NORTHWEST AIRLINES	13	2	8	5	4	5	4	5	0	1	0	1	48
SKYWEST AIRLINES	3	1	1	0	0	3	0	0	0	0	0	0	8
SOUTHWEST AIRLINES	3	0	1	0	0	6	4	2	0	1	0	0	17
SPIRIT AIRLINES	1	0	0	0	1	1	0	1	0	0	0	1	5
UNITED AIRLINES	19	1	6	0	7	14	7	2	1	0	0	2	59
US AIRWAYS***	16	2	6	3	1	11	4	2	0	0	0	3	48
OTHER U. S. AIRLINES	18	3	6	2	1	9	4	2	0	0	0	0	45
<b>TOTAL NOVEMBER 2006</b>	<b>133</b>	<b>25</b>	<b>44</b>	<b>17</b>	<b>27</b>	<b>103</b>	<b>45</b>	<b>28</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>12</b>	<b>443</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>30.0</b>	<b>5.6</b>	<b>9.9</b>	<b>3.8</b>	<b>6.1</b>	<b>23.3</b>	<b>10.2</b>	<b>6.3</b>	<b>0.5</b>	<b>1.4</b>	<b>0.2</b>	<b>2.7</b>	
<b>TOTAL NOVEMBER 2005</b>	<b>117</b>	<b>16</b>	<b>54</b>	<b>19</b>	<b>46</b>	<b>59</b>	<b>30</b>	<b>26</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>22</b>	<b>396</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>29.5</b>	<b>4.0</b>	<b>13.6</b>	<b>4.8</b>	<b>11.6</b>	<b>14.9</b>	<b>7.6</b>	<b>6.6</b>	<b>0.5</b>	<b>1.3</b>	<b>0</b>	<b>5.6</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  
NOVEMBER 2006

U. S. AIRLINES*	COMPS RECD IN NOV	INCI - DENTS IN NOV	PERCENT	INCI - DENTS IN OCT	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AI RTRAN AI RWAYS	12	4	33.3	4	33.3	4	33.3	0	0.0
AMERI CAN AI RLI NES	67	15	22.4	18	26.9	22	32.8	12	17.9
AMERI CAN EAGLE AI RLI NES	15	6	40.0	4	26.7	3	20.0	2	13.3
ATLANTI C SOUTHEAST AI RLI NES	7	5	71.4	1	14.3	1	14.3	0	0.0
COMAIR	8	3	37.5	0	0.0	3	37.5	2	25.0
CONTI NENTAL AI RLI NES	25	8	32.0	4	16.0	7	28.0	6	24.0
DELTA AI R LI NES	58	22	37.9	12	20.7	16	27.6	8	13.8
EXPRESSJET AI RLI NES	8	0	0.0	4	50.0	3	37.5	1	12.5
HAWAI IAN AI RLI NES	8	1	12.5	3	37.5	3	37.5	1	12.5
JETBLUE AI RWAYS	5	3	60.0	1	20.0	0	0.0	1	20.0
NORTHWEST AI RLI NES	48	10	20.8	12	25.0	13	27.1	13	27.1
SKYWEST AI RLI NES	8	2	25.0	3	37.5	2	25.0	1	12.5
SOUTHWEST AI RLI NES	17	4	23.5	7	41.2	5	29.4	1	5.9
SPI RIT AI RLI NES	5	3	60.0	0	0.0	1	20.0	1	20.0
UNI TED AI RLI NES	59	9	15.3	22	37.3	17	28.8	11	18.6
US AI RWAYS	48	12	25.0	11	22.9	11	22.9	14	29.2
OTHER U. S. AI RLI NES	45	18	40.0	14	31.1	7	15.6	6	13.3
<b>TOTALS</b>	<b>443</b>	<b>125</b>	<b>28.2</b>	<b>120</b>	<b>27.1</b>	<b>118</b>	<b>26.6</b>	<b>80</b>	<b>18.1</b>
<b>PREVIOUS YEAR' S TOTALS</b>	<b>396</b>	<b>144</b>	<b>36.4</b>	<b>87</b>	<b>22.0</b>	<b>112</b>	<b>28.3</b>	<b>53</b>	<b>13.4</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\*\*  
 NOVEMBER 2006

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	0	2	1	0	1	6	0	3	0	0	0	0	13
ALITALIA AIRLINES	0	1	3	1	5	13	1	0	0	0	0	0	24
BRITISH AIRWAYS	4	0	1	2	2	15	1	0	0	1	0	0	26
LUFTHANSA	1	0	1	0	1	2	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	10	3	10	1	3	23	2	2	0	2	0	1	57
<b>TOTALS</b>	<b>15</b>	<b>6</b>	<b>16</b>	<b>4</b>	<b>12</b>	<b>59</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>125</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	1	6	1	4	0	0	0	0	0	0	0	13
<b>TOTALS</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	3	0	2	0	0	1	0	0	0	0	0	0	6
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</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

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

RANK	AIRLINE	NOVEMBER 2006			NOVEMBER 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ALOHA AIRLINES</i>	0	293,170	0.00	*	*	*
2	<i>SOUTHWEST AIRLINES</i>	17	8,071,639	0.21	6	7,414,217	0.08
3	<i>FRONTIER AIRLINES</i>	2	760,269	0.26	4	674,267	0.59
4	<i>MESA AIRLINES</i>	3	1,105,813	0.27	*	*	*
5	<i>ALASKA AIRLINES</i>	4	1,360,851	0.29	7	1,345,026	0.52
6	<i>JETBLUE AIRWAYS</i>	5	1,596,680	0.31	3	1,276,869	0.23
7	<i>SKYWEST AIRLINES</i>	8	1,604,428	0.50	4	1,409,539	0.28
8	<i>EXPRESSJET AIRLINES</i>	8	1,460,538	0.55	1	1,361,077	0.07
9	<i>CONTINENTAL AIRLINES</i>	25	3,802,619	0.66	28	3,501,371	0.80
10	<i>AIRTRAN AIRWAYS</i>	12	1,655,746	0.72	9	1,446,213	0.62
11	<i>ATLANTIC SOUTHEAST AIRLINES</i>	7	942,915	0.74	8	1,014,195	0.79
12	<i>AMERICAN AIRLINES</i>	67	7,697,959	0.87	55	7,849,036	0.70
13	<i>COMAIR</i>	8	850,063	0.94	6	1,117,971	0.54
14	<i>AMERICAN EAGLE AIRLINES</i>	15	1,528,876	0.98	11	1,485,285	0.74
15	<i>DELTA AIR LINES</i>	58	5,863,594	0.99	53	6,357,694	0.83
16	<i>ATA AIRLINES</i>	2	200,283	1.00	13	344,419	3.77
17	<i>US AIRWAYS **</i>	48	4,736,599	1.01	42	3,003,253	1.40
18	<i>UNITED AIRLINES</i>	59	5,474,613	1.08	39	5,352,397	0.73
19	<i>NORTHWEST AIRLINES</i>	48	4,446,235	1.08	24	4,164,980	0.58
20	<i>HAWAIIAN AIRLINES</i>	8	530,159	1.51	3	488,113	0.61
	<b>TOTAL **</b>	<b>404</b>	<b>53,983,049</b>	<b>0.75</b>	<b>316</b>	<b>49,605,922</b>	<b>0.64</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 November 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 November 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.

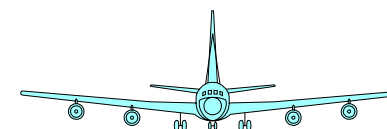
**Disability:** Civil rights complaints by air travelers with disabilities.

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

The Transportation Security Administration protects approximately 57 million airline passengers and screens their 73 million checked bags every month as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of November.

**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
169	.0003	85	.00015	11	.00002	269	.00047

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
269	.00047	1250	.0017

**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 November.

## November 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="#">United Airlines</a>	1		
<b><i>Total</i></b>	<b>1</b>		