



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: February 2007*



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

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

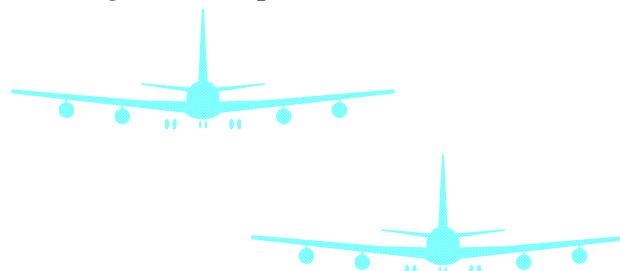
<sup>2</sup> Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

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

<sup>4</sup> Data collected by the Aviation Consumer Protection Division

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. 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	83.3	11	93.7
HAWAIIAN AIRLINES S/	6	61.7	14	90.1
DELTA AIR LINES S/	30	80.8	104	80.8
SOUTHWEST AIRLINES S/	17	77.2	63	76.9
AIRTRAN AIRWAYS S/	22	76.0	47	75.8
CONTINENTAL AIRLINES S/	29	72.7	71	73.4
FRONTIER AIRLINES S/	21	71.9	39	71.8
US AIRWAYS S/	29	70.9	82	70.9
MESA AIRLINE S/	22	68.3	115	69.9
ATLANTIC SOUTHEAST AIRLINES S/	19	71.5	138	69.9
UNITED AIRLINES S/	30	69.8	80	69.4
EXPRESSJET AIRLINES S/	24	66.1	113	69.4
ATA AIRLINES S/	8	70.1	13	68.8
COMAIR S/	22	68.9	96	68.5
AMERICAN AIRLINES S/	28	66.4	80	67.1
NORTHWEST AIRLINES S/	30	67.2	108	66.6
ALASKA AIRLINES S/	15	66.1	45	66.3
JETBLUE AIRWAYS S/	17	64.8	44	64.8
AMERICAN EAGLE AIRLINES S/	19	64.2	115	64.3
SKYWEST AIRLINES S/	17	64.8	128	63.9
<b>TOTAL</b>		<b>70.5</b>		<b>70.8</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.

## DECEMBER 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 *	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		OCT - 06		NOV - 06		DEC - 06		12 MONTHS ENDING DECEMBER 2006		DATABASE TO DATE SEP 1987-DECEMBER 2006	
	01 - 03 2006		04 - 06 2006		07 - 09 2006		10 - 12 2006		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.8	9	76.6	12	73	14	73.3	10	67.1	16	76.9	7	75.8	5	74.6	9	(--)	(--)
ALASKA	71.7	17	76.9	11	72	16	72.4	12	79.5	5	71.2	16	66.3	17	73.3	15	75.8	8
ALOHA	(--)	(--)	82.6	2	93.8	2	92.8	1	91.4	2	93.2	1	93.7	1	(--)	(--)	(--)	(--)
AMERICAN	76.2	7	76.5	13	75.7	7	73.6	8	77.1	6	76.9	8	67.1	15	75.5	8	78.9	3
AMERICAN EAGLE	74.6	12	69.7	19	72.3	15	69.5	16	69.4	15	75.1	13	64.3	19	71.5	17	74.9	9
ATA	71.0	18	65.0	20	69.8	18	71.7	15	73.3	10	73.3	15	68.8	13	69.4	18	(--)	(--)
ATLANTIC SOUTHEAST	73.1	15	70.8	18	57.0	20	63.3	20	55.0	20	65.7	20	69.9	10	66.0	19	(--)	(--)
COMAIR	81.0	3	78.3	8	69.2	19	66.7	19	64.9	19	66.8	19	68.5	14	73.8	11	(--)	(--)
CONTINENTAL	73.3	14	71.5	17	75.1	8	73.7	7	71.4	11	76.4	11	73.4	6	73.4	12	78.6	4
DELTA	77.4	6	79.6	6	74.0	13	74.1	5	65.9	18	75.9	12	80.8	3	76.3	6	77.6	6
EXPRESSJET	74.2	13	71.8	16	75.1	9	72.1	14	70.5	14	76.7	10	69.4	12	73.3	14	(--)	(--)
FRONTIER	74.8	11	82.2	3	83.5	3	81.4	3	85.3	3	87.1	3	71.8	7	80.7	2	(--)	(--)
HAWAIIAN	93.7	1	94.6	1	95.8	1	90.9	2	91.6	1	90.9	2	90.1	2	93.8	1	(--)	(--)
JETBLUE	70.6	19	78.0	9	74.8	11	68.6	17	71.3	13	70.1	18	64.8	18	72.9	16	(--)	(--)
MESA	76.0	8	73.7	15	71.2	17	72.7	11	71.3	12	76.8	9	69.9	9	73.3	13	(--)	(--)
NORTHWEST	78.2	5	80.9	4	76.6	6	67.9	18	67.0	17	70.1	17	66.6	16	75.8	7	79.6	2
SKYWEST	75.1	10	80.9	5	78.9	5	72.2	13	75.9	7	77.1	6	63.9	20	76.8	5	(--)	(--)
SOUTHWEST	81.0	4	78.6	7	80.9	4	80.4	4	81.0	4	83.4	4	76.9	4	80.2	3	82.2	1
UNITED	73.0	16	73.7	14	74.9	10	73.8	6	73.7	9	78.5	5	69.4	11	73.9	10	76.3	7
US AIRWAYS	81.0	2	77.9	10	74.8	12	73.5	9	74.6	8	75.1	14	70.9	8	76.9	4	78.4	5
<b>Total</b>	<b>76.8</b>		<b>77.0</b>		<b>75.2</b>		<b>73.4</b>		<b>72.9</b>		<b>76.5</b>		<b>70.8</b>		<b>75.4</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. 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.

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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	681	70.0	1055	74.1	323	80.8	147	75.5	H/		868	71.8	697	57.7	13963	72.2
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		31	80.6	H/		H/		H/		93	77.4	186	60.2	93	60.2
B6	H/		1652	75.7	H/		124	50.8	H/		H/		93	47.3	H/	
CO	403	76.9	524	75.2	172	81.4	H/		H/		373	76.1	379	66.5	325	73.5
DL	13216	82.8	1300	86.7	336	83.6	146	82.2	1738	84.2	899	79.0	309	79.0	305	74.1
EV	9208	72.5	H/		H/		44	72.7	669	77.7	84	81.0	16	25.0	3	66.7
F9	88	72.7	H/		31	67.7	H/		H/		83	77.1	3659	74.4	195	65.1
FL	7087	78.7	919	79.0	1081	79.8	288	78.5	H/		165	69.1	102	64.7	351	64.7
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	119	63.9	1295	74.4	194	63.9	441	57.4	438	62.8	852	72.1	H/		8199	70.8
NW	378	63.0	391	68.8	310	63.9	214	59.3	11	63.6	532	65.2	302	47.0	324	61.7
OH	659	73.3	1265	69.2	306	70.6	232	67.2	6294	75.7	517	60.2	72	55.6	107	59.8
OO	91	65.9	H/		H/		H/		93	58.1	H/		4371	54.8	108	50.0
TZ	H/		H/		H/		H/		H/		109	81.7	H/		134	69.4
UA	214	72.4	917	74.7	473	72.1	163	71.2	57	77.2	407	67.1	6803	67.0	537	67.2
US**	225	64.9	1557	78.7	375	65.1	6087	73.5	H/		2282	79.4	416	65.9	524	58.6
WN	H/		H/		5038	83.7	H/		H/		H/		996	69.2	H/	
XE***	240	78.3	34	67.6	198	60.1	448	62.1	283	65.7	240	70.0	47	68.1	212	74.5
YV	186	67.7	110	74.5	75	81.3	1927	71.6	H/		H/		1151	59.5	84	60.7
<b>TOTAL</b>	<b>32795</b>	<b>77.8</b>	<b>11050</b>	<b>76.3</b>	<b>8912</b>	<b>79.5</b>	<b>10261</b>	<b>71.5</b>	<b>9583</b>	<b>76.3</b>	<b>7504</b>	<b>73.9</b>	<b>19599</b>	<b>64.6</b>	<b>25464</b>	<b>70.9</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.

DECEMBER 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 *																
	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	348	68.4	608	49.0	550	69.1	325	76.0	419	68.5	975	64.3	618	71.4	2659	68.2
AQ	H/		H/		H/		H/		H/		H/		19	73.7	H/	
AS	H/		62	56.5	H/		H/		H/		H/		332	66.0	634	74.1
B6	H/		364	47.5	921	58.1	701	71.0	H/		4769	61.9	276	73.6	H/	
CO	181	81.2	5056	62.3	534	74.9	47	85.1	7744	78.6	102	59.8	462	81.8	669	74.4
DL	182	81.3	371	64.7	911	73.1	293	82.9	159	74.2	1067	66.2	591	81.7	1150	81.0
EV	68	75.0	H/		H/		H/		76	48.7	3	33.3	59	49.2	85	50.6
F9	82	70.7	H/		50	54.0	H/		82	69.5	H/		200	68.0	334	73.7
FL	287	80.1	256	59.4	612	66.7	239	76.2	H/		H/		129	72.9	127	75.6
HA	H/		H/		H/		H/		H/		H/		57	52.6	79	63.3
MQ	213	61.0	278	43.5	H/		124	63.7	H/		653	61.1	142	75.4	1789	82.4
NW	8094	71.3	367	44.7	272	57.4	211	65.9	241	61.8	178	48.3	447	61.1	586	65.0
OH	257	69.3	126	51.6	H/		210	60.5	110	61.8	1817	56.3	H/		H/	
OO	33	60.6	H/		H/		H/		86	65.1	H/		237	70.0	4295	75.2
TZ	H/		H/		H/		H/		H/		H/		31	90.3	98	51.0
UA	242	67.4	420	59.5	154	58.4	2520	79.8	246	70.7	433	68.4	982	73.4	2990	78.9
US**	311	69.8	302	45.7	787	68.9	164	78.7	119	64.7	217	62.7	3489	69.4	893	71.4
WN	583	75.3	H/		1252	77.4	369	80.8	H/		H/		6651	76.3	3471	74.9
XE***	207	54.1	5090	53.5	H/		329	66.6	9795	73.0	28	53.6	H/		H/	
YV	181	68.5	137	56.9	H/		3178	69.4	185	48.6	286	46.9	728	76.5	118	72.9
<b>TOTAL</b>	<b>11269</b>	<b>71.2</b>	<b>13437</b>	<b>56.5</b>	<b>6043</b>	<b>69.1</b>	<b>8710</b>	<b>73.7</b>	<b>19262</b>	<b>74.5</b>	<b>10528</b>	<b>61.1</b>	<b>15450</b>	<b>73.6</b>	<b>19977</b>	<b>74.9</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.

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DECEMBER 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 *																
	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	1776	58.5	922	67.9	H/		3391	70.1	439	68.6	115	78.3	6486	51.5	541	61.6
AQ	H/		H/		H/		H/		H/		100	85.0	H/		H/	
AS	H/		62	48.4	H/		31	35.5	H/		435	69.9	124	46.8	H/	
B6	246	61.4	760	66.7	H/		H/		H/		441	75.7	H/		H/	
CO	390	59.5	650	74.5	90	56.7	320	75.6	135	85.2	91	76.9	405	57.5	193	64.2
DL	1734	77.9	1089	76.7	H/		325	79.1	144	86.8	81	81.5	305	67.9	329	74.8
EV	52	42.3	H/		211	69.2	H/		135	58.5	45	37.8	H/		H/	
F9	88	52.3	77	66.2	157	66.2	H/		92	71.7	H/		H/		59	67.8
FL	399	55.4	1347	77.5	909	72.8	135	72.6	364	72.0	H/		H/		533	70.0
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	1672	61.1	H/		H/		534	65.9	H/		H/		7847	50.8	H/	
NW	552	50.9	583	62.6	314	60.8	150	54.0	8260	72.7	H/		575	45.6	359	52.6
OH	1149	62.8	133	81.2	27	77.8	56	69.6	113	75.2	H/		230	50.4	125	54.4
OO	H/		H/		H/		H/		58	62.1	249	59.8	4239	55.3	H/	
TZ	230	54.8	H/		415	73.0	H/		H/		134	81.3	H/		H/	
UA	709	59.7	641	70.0	H/		174	59.8	482	69.7	247	67.2	7999	66.3	536	66.4
US**	1100	74.5	797	70.9	H/		352	71.3	265	62.3	186	62.4	695	52.4	3981	66.6
WN	H/		2980	81.9	6314	75.5	H/		H/		4121	75.0	H/		1864	73.5
XE***	111	57.7	31	83.9	98	57.1	14	64.3	312	68.6	H/		239	51.9	96	64.6
YV	150	50.7	H/		H/		H/		H/		58	77.6	2255	54.2	72	58.3
<b>TOTAL</b>	<b>10358</b>	<b>63.6</b>	<b>10072</b>	<b>74.8</b>	<b>8535</b>	<b>73.8</b>	<b>5482</b>	<b>69.7</b>	<b>10799</b>	<b>72.1</b>	<b>6303</b>	<b>73.7</b>	<b>31399</b>	<b>55.9</b>	<b>8688</b>	<b>67.4</b>

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

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

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *															
	PHX		PIT		SAN		SEA		SFO		SLC		TPA		
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	
AA	489	63.6	H/		580	69.3	487	62.0	1075	63.9	215	68.4	692	73.0	
AQ	H/		H/		31	83.9	H/		H/		H/		H/		
AS	310	63.2	H/		419	69.9	3902	65.5	533	65.9	H/		H/		
B6	93	58.1	178	63.5	93	73.1	62	58.1	H/		93	69.9	344	62.5	
CO	375	79.7	67	86.6	332	77.1	411	65.0	407	72.5	83	74.7	522	78.0	
DL	338	84.6	165	86.7	308	86.0	391	72.9	352	73.0	2457	85.1	813	79.6	
EV	H/		70	84.3	31	71.0	H/		57	52.6	434	62.9	H/		
F9	204	71.1	H/		180	72.2	119	56.3	305	68.2	162	70.4	40	70.0	
FL	H/		178	82.6	H/		H/		62	74.2	H/		695	79.4	
HA	31	38.7	H/		62	74.2	74	58.1	31	80.6	H/		H/		
MQ	H/		452	61.7	873	80.9	H/		119	68.9	H/		H/		
NW	367	64.9	253	72.3	182	63.7	400	60.8	322	57.8	105	56.2	463	56.2	
OH	H/		224	58.9	H/		H/		H/		H/		11	72.7	
OO	223	70.0	108	63.0	690	77.2	460	59.6	3401	59.2	6815	72.6	H/		
TZ	58	84.5	H/		H/		H/		H/		H/		H/		
UA	568	67.8	153	66.0	717	72.9	890	62.7	3779	72.7	213	63.8	420	72.1	
US**	5906	72.7	1181	77.5	541	71.7	367	62.7	622	65.3	155	72.3	773	69.5	
WN	6083	77.9	584	82.9	2687	78.7	1186	72.2	H/		1276	70.8	2306	79.4	
XE***	57	86.0	312	63.5	H/		H/		H/		85	77.6	21	76.2	
YV	3143	80.1	201	71.1	62	79.0	17	52.9	H/		81	72.8	H/		
<b>TOTAL</b>	<b>18245</b>	<b>75.3</b>	<b>4126</b>	<b>73.3</b>	<b>7788</b>	<b>76.2</b>	<b>8766</b>	<b>65.3</b>	<b>11065</b>	<b>66.3</b>	<b>12174</b>	<b>74.3</b>	<b>7100</b>	<b>74.8</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	80.9	80.9	79.2	74.2	69.7	87.5	70.3	76.2	J/	68.9	80.6	76.5	85.5	70.9	70.7	84.9	54.8	74.7
700 - 759 AM	89.8	89.1	94.6	85.5	93.1	74.1	72.4	82.3	73.7	87.2	100.0	75.3	83.8	80.5	88.9	89.5	84.2	41.9
800 - 859 AM	84.2	85.9	90.0	75.2	79.9	75.5	66.7	79.2	77.2	87.3	89.8	82.8	78.8	73.7	85.3	87.4	80.7	89.7
900 - 959 AM	80.1	86.3	89.1	72.3	82.3	86.0	70.4	76.4	76.6	86.3	83.7	79.4	74.8	77.7	87.3	83.0	78.9	88.3
1000 - 1059 AM	82.2	81.9	91.3	76.0	79.2	77.2	67.5	78.0	83.5	88.8	81.6	69.1	77.1	82.3	80.6	78.5	79.9	84.8
1100 - 1159 AM	79.6	84.2	91.0	76.2	56.7	77.5	70.3	74.7	79.0	80.2	74.2	79.8	77.8	78.5	75.8	73.9	73.3	79.8
1200 - 1259 PM	80.1	77.9	88.8	76.7	74.8	76.6	64.1	75.8	75.3	77.5	69.4	81.1	80.5	68.2	73.5	79.4	69.8	77.0
100 - 159 PM	77.5	83.9	84.1	76.0	81.1	78.1	64.0	74.3	75.4	71.6	69.8	76.0	77.0	70.6	75.9	72.9	65.6	76.1
200 - 259 PM	76.3	81.5	84.2	81.1	78.6	74.5	60.2	72.8	71.8	55.4	76.5	75.8	76.0	76.8	73.1	73.2	65.7	76.9
300 - 359 PM	77.0	78.5	81.3	73.0	78.5	72.3	65.5	71.6	76.5	44.6	70.1	76.1	72.2	63.1	73.6	77.6	58.3	81.0
400 - 459 PM	79.4	75.2	81.6	71.6	73.7	73.2	62.5	65.6	74.8	40.6	68.3	69.0	73.1	54.9	71.6	76.1	58.5	75.7
500 - 559 PM	75.2	74.9	71.1	71.2	63.7	71.0	60.3	65.1	66.4	32.7	68.2	73.5	71.6	54.8	68.9	70.4	59.3	71.2
600 - 659 PM	75.3	72.0	73.2	65.9	80.0	73.2	60.8	65.3	62.7	35.6	70.2	67.2	64.0	48.0	75.4	66.4	50.6	70.4
700 - 759 PM	73.3	66.6	78.9	54.8	66.8	64.4	56.1	66.1	69.2	31.5	60.7	78.8	71.5	48.0	67.8	70.5	54.4	69.4
800 - 859 PM	70.4	62.3	69.3	63.7	69.9	73.1	65.7	65.1	58.3	32.7	61.7	67.6	68.9	38.3	67.3	68.7	48.7	67.9
900 - 959 PM	72.8	63.7	68.1	57.4	68.1	67.5	57.3	61.4	61.4	40.9	53.5	71.7	63.3	40.8	69.5	68.3	52.8	65.8
1000 - 1059 PM	71.7	70.1	64.2	59.7	71.0	64.9	63.0	51.9	62.7	50.6	63.7	62.3	73.8	41.9	63.7	66.4	54.6	60.1
1100 - 559 AM	75.5	73.9	69.6	57.3	56.6	70.9	64.3	64.2	70.3	66.9	57.1	73.2	64.2	64.1	64.6	70.7	60.6	64.2
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>77.8</b>	<b>76.3</b>	<b>79.5</b>	<b>71.5</b>	<b>76.3</b>	<b>73.9</b>	<b>64.6</b>	<b>70.9</b>	<b>71.2</b>	<b>56.5</b>	<b>69.1</b>	<b>73.7</b>	<b>74.5</b>	<b>61.1</b>	<b>73.6</b>	<b>74.9</b>	<b>63.6</b>	<b>74.8</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	64.3	78.2	86.0	81.1	69.2	73.3	79.0	J/	60.2	84.7	93.5	66.1	78.4
700 - 759 AM	88.2	70.3	77.4	95.5	75.9	87.4	82.1	80.0	91.4	84.7	81.8	86.8	100.0	81.8
800 - 859 AM	85.8	85.4	79.6	89.5	71.7	76.1	82.9	83.3	88.2	82.2	80.4	87.6	92.6	80.8
900 - 959 AM	83.8	84.4	76.7	80.8	67.8	73.0	81.9	80.8	82.9	84.2	74.6	78.6	88.9	78.8
1000 - 1059 AM	83.7	77.9	79.2	81.2	66.3	77.9	74.5	71.4	84.8	71.2	65.2	78.3	87.8	77.7
1100 - 1159 AM	80.7	79.4	77.5	84.0	65.4	76.0	80.8	84.3	78.5	69.0	65.1	77.6	80.3	76.0
1200 - 1259 PM	80.4	67.3	79.1	77.6	62.0	72.5	81.6	84.5	75.1	71.2	61.8	72.1	74.9	74.3
100 - 159 PM	80.4	72.1	76.5	73.2	55.5	73.2	77.0	71.5	82.0	69.5	59.1	61.9	80.5	73.0
200 - 259 PM	78.5	74.0	73.7	78.7	51.7	69.1	76.8	73.3	80.6	64.6	59.8	75.7	82.4	71.4
300 - 359 PM	77.0	66.2	72.0	70.0	47.2	67.9	73.2	77.3	74.2	69.5	67.1	75.3	77.5	70.2
400 - 459 PM	71.5	64.0	66.5	73.8	46.6	63.2	75.6	69.7	74.3	60.2	61.7	73.3	70.9	67.4
500 - 559 PM	67.4	70.8	70.3	68.6	41.5	65.5	71.3	75.9	76.9	61.0	59.9	75.7	72.4	65.0
600 - 659 PM	63.6	67.0	67.0	62.6	44.7	59.3	73.6	62.5	74.4	56.2	64.0	74.0	71.5	64.9
700 - 759 PM	60.9	62.9	64.9	67.4	41.3	52.2	70.2	67.2	67.8	62.0	60.8	60.4	64.3	62.2
800 - 859 PM	61.1	60.4	64.4	69.6	37.8	65.8	72.6	79.2	71.0	59.5	66.0	75.0	65.4	62.7
900 - 959 PM	66.4	60.9	63.2	68.4	45.5	63.7	70.0	70.6	71.6	60.8	60.6	61.5	68.7	62.2
1000 - 1059 PM	60.9	55.3	62.0	65.6	52.0	63.1	69.3	61.6	68.8	59.9	61.7	60.6	69.0	62.8
1100 - 559 AM	68.1	53.9	67.1	67.8	69.7	66.5	67.1	64.5	65.9	57.5	75.9	58.6	61.0	66.2
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>73.8</b>	<b>69.7</b>	<b>72.1</b>	<b>73.7</b>	<b>55.9</b>	<b>67.4</b>	<b>75.3</b>	<b>73.3</b>	<b>76.2</b>	<b>65.3</b>	<b>66.3</b>	<b>74.3</b>	<b>74.8</b>	<b>70.5</b>

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

DECEMBER 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	87.9	91.2	89.1	86.2	91.3	93.1	81.8	89.1	89.2	92.3	91.8	87.3	88.4	86.8	94.1	92.5	90.0	94.5
700 - 759 AM	87.1	89.9	87.5	82.6	81.3	91.1	80.2	81.5	84.9	87.5	91.8	76.0	90.3	90.0	92.0	88.5	89.2	93.8
800 - 859 AM	87.2	84.1	89.1	83.1	78.2	84.6	72.0	79.0	82.2	87.2	90.9	81.2	77.6	75.5	85.5	86.3	83.6	91.2
900 - 959 AM	78.7	84.7	87.2	78.9	77.8	84.5	69.3	74.4	83.0	87.6	91.8	77.7	80.9	77.2	79.7	82.1	82.2	89.6
1000 - 1059 AM	77.6	84.5	86.6	69.9	76.5	81.4	65.0	72.8	80.2	83.4	89.8	77.3	80.0	77.5	73.4	75.5	81.2	85.4
1100 - 1159 AM	77.3	78.6	83.8	77.6	80.1	78.3	64.8	70.0	79.2	84.3	70.9	74.5	75.3	79.0	70.0	72.6	82.5	80.1
1200 - 1259 PM	74.3	80.0	85.3	73.0	57.8	74.9	66.7	68.8	74.9	76.4	68.4	79.7	75.0	72.8	72.7	74.5	79.6	76.3
100 - 159 PM	72.8	78.3	76.5	72.0	71.4	80.9	60.4	63.6	71.5	72.3	61.7	75.6	80.2	63.4	69.5	71.6	74.0	76.7
200 - 259 PM	70.7	77.5	77.2	69.2	72.4	73.6	59.5	64.8	73.8	66.9	66.1	68.9	76.8	70.5	70.0	67.6	72.1	66.5
300 - 359 PM	66.9	76.8	75.6	72.8	68.8	73.4	60.9	63.6	63.4	57.0	63.8	67.7	73.1	75.0	66.2	71.7	66.3	69.9
400 - 459 PM	71.5	76.2	73.5	72.6	71.6	70.1	61.8	63.0	69.7	51.8	61.7	66.3	76.7	58.7	64.4	74.3	64.2	71.4
500 - 559 PM	71.0	67.0	66.1	69.7	64.8	68.0	60.6	58.8	68.5	44.4	66.7	63.1	68.6	55.0	63.7	70.0	64.3	71.6
600 - 659 PM	72.8	66.5	66.9	56.9	50.9	76.5	63.3	60.0	64.0	42.3	66.1	66.9	69.7	55.8	64.0	67.2	60.0	68.2
700 - 759 PM	67.4	67.7	69.7	65.0	65.2	72.7	59.7	61.0	62.6	41.8	70.8	59.5	69.5	49.0	59.1	66.7	54.8	68.0
800 - 859 PM	66.2	64.3	67.3	58.5	65.5	76.3	64.2	58.4	52.9	43.5	60.4	68.5	67.8	46.9	62.4	68.9	59.1	68.9
900 - 959 PM	65.8	54.0	57.5	59.2	79.4	82.1	68.2	64.8	65.3	43.1	47.2	71.6	75.9	40.7	58.4	67.9	54.3	63.5
1000 - 1059 PM	72.5	64.3	69.4	82.9	100.0	J/	65.0	62.1	59.1	J/	27.3	70.9	75.9	58.8	73.9	81.7	52.0	50.0
1100 - 559 AM	72.3	90.7	87.1	J/	84.6	J/	67.1	96.4	J/	83.9	93.6	100.0	J/	79.3	66.4	75.8	96.7	77.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>73.7</b>	<b>78.5</b>	<b>78.6</b>	<b>72.2</b>	<b>72.7</b>	<b>79.0</b>	<b>65.1</b>	<b>67.9</b>	<b>72.3</b>	<b>68.3</b>	<b>74.0</b>	<b>72.9</b>	<b>76.7</b>	<b>67.0</b>	<b>71.3</b>	<b>76.1</b>	<b>73.5</b>	<b>77.8</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	90.7	90.1	85.6	85.9	81.3	87.8	95.9	88.6	91.1	84.0	87.7	90.0	94.4	89.1
700 - 759 AM	87.1	88.4	80.1	83.6	77.5	83.4	93.6	91.1	92.2	83.6	79.4	88.7	93.9	86.3
800 - 859 AM	83.0	83.6	82.5	83.3	75.0	82.2	85.9	91.1	88.1	79.3	81.9	84.5	91.7	82.7
900 - 959 AM	81.8	82.4	79.3	76.6	67.3	74.9	78.4	85.1	85.0	71.3	74.6	76.4	92.0	78.8
1000 - 1059 AM	79.4	78.8	77.9	72.6	65.4	71.2	73.3	81.9	80.2	71.4	64.0	75.5	87.0	75.6
1100 - 1159 AM	74.9	79.5	76.2	74.1	64.0	76.2	75.0	83.4	78.5	67.3	66.9	78.2	84.1	74.4
1200 - 1259 PM	66.9	80.6	75.9	68.9	60.8	66.8	74.7	80.5	73.2	64.0	65.4	73.4	78.1	72.5
100 - 159 PM	71.6	67.6	73.8	62.5	61.6	71.4	74.8	88.0	68.6	65.8	62.9	73.2	73.6	70.3
200 - 259 PM	65.0	69.6	69.1	64.1	54.2	66.2	75.2	67.4	76.7	63.4	60.1	70.2	72.7	68.3
300 - 359 PM	65.1	70.6	67.8	61.2	50.6	69.0	68.4	69.5	75.1	60.2	62.4	72.2	79.1	66.4
400 - 459 PM	64.4	64.7	64.5	60.6	48.0	67.8	70.8	63.6	71.5	60.3	65.2	72.6	63.1	65.7
500 - 559 PM	60.3	60.4	63.7	65.7	47.2	58.8	70.1	62.6	77.2	62.3	69.0	74.7	71.1	64.1
600 - 659 PM	56.2	72.0	71.2	57.7	46.1	61.5	62.1	70.7	77.2	60.6	63.9	50.0	72.8	62.9
700 - 759 PM	52.8	63.3	68.8	48.0	45.8	53.1	67.6	61.1	67.4	59.4	58.1	79.8	67.9	62.1
800 - 859 PM	42.6	76.4	52.3	63.3	43.0	59.6	66.6	77.8	68.0	62.4	62.5	62.7	67.0	60.1
900 - 959 PM	49.8	71.0	68.7	68.8	46.7	57.6	63.1	76.0	74.2	63.0	66.3	76.6	65.6	65.2
1000 - 1059 PM	39.1	30.6	66.7	74.3	57.0	66.1	77.9	J/	89.9	74.4	78.1	J/	51.7	72.7
1100 - 559 AM	96.7	J/	80.9	74.5	75.4	90.2	78.7	J/	90.3	70.7	75.4	82.6	90.0	73.8
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>69.1</b>	<b>75.0</b>	<b>72.6</b>	<b>69.5</b>	<b>58.6</b>	<b>70.3</b>	<b>74.2</b>	<b>77.9</b>	<b>79.2</b>	<b>69.1</b>	<b>69.9</b>	<b>76.5</b>	<b>79.7</b>	<b>71.7</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
OO	4047	ASE-SLC	1130	16	100.00	85	69
OO	4055	DFW-SLC	1200	16	100.00	65	52
OO	4022	SLC-HDN	1115	16	100.00	63	40
OO	4053	MSY-SLC	1555	17	100.00	59	43
OO	5800	ASE-ORD	1308	18	94.44	78	71
OO	4063	SLC-BZN	1459	17	94.12	71	57
OH	5028	JAX-JFK	1406	17	94.12	61	41
OO	5778	YUM-LAX	1408	31	93.55	44	44
OO	4060	SLC-BZN	2129	15	93.33	63	46
CO	1465	EWR-ABQ	1910	15	93.33	60	32
OH	5557	JFK-ROC	930	15	93.33	56	48
NW	1059	JFK-DTW	900	15	93.33	49	44
OO	5740	YUM-IPL	1651	28	92.86	47	45
AA	1497	EWR-ORD	2020	24	91.67	72	70
XE**	3070	EWR-CLT	2045	23	91.30	77	49
CO	1141	MDW-EWR	1910	23	91.30	72	53
AA	1392	ORD-EWR	1630	29	89.66	67	66
AA	1498	DEN-ORD	1310	18	88.89	75	53
OO	6873	SGF-ORD	1834	27	88.89	70	33
OO	6657	DEN-ASE	1546	18	88.89	54	24
AA	1940	ORD-MIA	1855	18	88.89	52	46
OO	4067	BZN-SLC	1650	17	88.24	73	54
OO	4027	ASE-SLC	1251	17	88.24	65	63
OO	4054	SLC-LAS	1301	17	88.24	63	59
OO	3974	LAX-SLC	1120	17	88.24	53	34
OO	4025	SLC-AUS	1035	17	88.24	50	38

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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
YV	2809	JFK-CLT	1640	24	87.50	69	50
UA	647	EWR-ORD	1953	24	87.50	57	44
OO	4005	SLC-SAT	1033	16	87.50	56	48
OO	4054	JAC-SLC	1130	16	87.50	53	43
EV	4883	OAK-SLC	949	16	87.50	43	30
B6	1080	CLT-JFK	2000	31	87.10	78	53
NW	656	DTW-EWR	1530	31	87.10	50	51
AA	1450	ORD-EWR	1450	30	86.67	52	50
OO	4037	SLC-ASE	1120	15	86.67	48	28
OO	6861	LNK-ORD	1810	29	86.21	70	45
OO	4048	DFW-SLC	1815	29	86.21	52	37
TZ	4220	MDW-LGA	1235	29	86.21	35	25
XE**	3127	PIT-EWR	1715	28	85.71	64	52
XE**	2292	MHT-EWR	1705	27	85.19	63	64
OH	5501	JFK-PIT	840	27	85.19	43	29
XE**	2065	ROC-EWR	1750	26	84.62	69	67
AA	1659	EWR-ORD	1845	25	84.00	91	72
NW	649	EWR-DTW	1958	25	84.00	37	33
AA	873	ORD-LAX	1820	31	83.87	78	51
B6	1057	JFK-PIT	2125	24	83.33	70	42
YV	7381	IAD-JFK	1450	30	83.33	68	48
XE**	3154	BHM-EWR	1635	24	83.33	64	39
AA	1028	DEN-DFW	1410	18	83.33	61	38
OO	5715	CEC-SFO	855	18	83.33	57	27
UA	1440	DEN-FLL	1830	18	83.33	49	37
AA	331	PHL-MIA	1235	18	83.33	48	41

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

CARRIER *	FLIGHT NUMBER	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
NW	624	MSP-EWR	1300	18	83.33	42	37
NW	331	EWR-DTW	1617	18	83.33	41	32
OO	6329	MFR-SFO	917	18	83.33	35	26
OH	4979	JFK-RIC	835	29	82.76	54	56
AA	2357	ORD-DFW	2005	29	82.76	46	41
CO	220	IND-EWR	1725	23	82.61	71	75
CO	1147	MDW-EWR	1305	23	82.61	70	63
XE**	2943	PIT-EWR	1850	23	82.61	68	46
CO	1174	ORD-EWR	1800	23	82.61	60	37
OO	6576	DEN-COS	1850	17	82.35	65	37
B6	854	RSW-JFK	1810	17	82.35	52	47
YV	7070	ASE-DEN	904	17	82.35	41	45
CO	407	IAH-ANC	1735	17	82.35	33	33
YV	2994	TEX-PHX	1150	17	82.35	31	23
XE**	2491	BWI-EWR	1730	28	82.14	50	44
OO	5740	LAX-YUM	1431	28	82.14	34	32
XE**	2928	CMH-EWR	1945	22	81.82	51	47
XE**	2567	BNA-EWR	1620	27	81.48	48	51
OH	4965	JFK-BUF	1725	16	81.25	61	65
OO	6752	ASE-DEN	1917	16	81.25	35	21
MQ	4437	HPN-ORD	1825	21	80.95	59	50
XE**	2338	BUF-EWR	1755	26	80.77	49	47
DL	17	JFK-ATL	825	31	80.65	61	49
AA	1707	ORD-PHX	2035	31	80.65	57	34
B6	1608	JFK-PWM	2110	31	80.65	45	29
NW	661	EWR-DTW	1808	31	80.65	39	41

\* 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
WN	803	PIT-PHL	1810	31	80.65	30	27
EV	4247	SLC-IAH	810	15	80.00	63	33
B6	1079	JFK-RIC	2135	25	80.00	61	52
OO	4079	SLC-JAC	1414	15	80.00	59	41
EV	4733	IAH-SLC	1247	15	80.00	58	24
OH	5093	JFK-DCA	2045	25	80.00	56	65
XE**	3227	PIT-EWR	1545	25	80.00	56	40
OO	4043	SLC-ASE	959	15	80.00	54	48
XE**	2043	GRR-EWR	1730	15	80.00	50	62
OO	6532	BUR-DEN	1458	15	80.00	49	23
OO	3897	LAX-SLC	1840	15	80.00	48	31
NW	820	DTW-JFK	2056	15	80.00	47	46
XE**	2746	EWR-MHT	2130	15	80.00	46	51
OO	4058	SLC-BOI	1130	15	80.00	46	24
WN	906	RNO-PDX	1525	15	80.00	37	23
CO	1579	LAX-EWR	2350	15	80.00	37	29
AS	70	JNU-SIT	2222	30	80.00	31	29

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
JETBLUE	526	47	8.9
EXPRESSJET	1,230	67	5.4
SKYWEST	1,568	85	5.4
AMERICAN	1,781	68	3.8
COMAIR	727	19	2.6
CONTINENTAL	919	23	2.5
MESA	840	19	2.3
ATLANTIC SOUTHEAST	643	14	2.2
AMERICAN EAGLE	1,543	30	1.9
NORTHWEST	1,205	23	1.9
ATA	60	1	1.7
ALASKA	424	5	1.2
US AIRWAYS *	1,361	13	1.0
UNITED	1,353	10	0.7
HAWAIIAN	157	1	0.6
DELTA	1,314	2	0.2
AIRTRAN	704	1	0.1
SOUTHWEST	3,240	4	0.1
FRONTIER	264	0	0.0
ALOHA	127	0	0.0
<b>TOTAL</b>	<b>19,986</b>	<b>432</b>	<b>2.2</b>

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

\*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)	68.0	78.3	241	240
ADAK ISLAND AK (ADK)	33.3	22.2	9	9
AGUADILLA PR (BQN)	77.3	93.6	128	110
AKRON/CANTON OH (CAK)	72.3	77.3	689	679
ALBANY GA (ABY)	73.5	80.5	113	113
ALBANY NY (ALB)	71.9	80.5	1,145	1,176
ALBUQUERQUE NM (ABQ)	68.8	72.2	3,104	3,110
ALEXANDRIA LA (AEX)	68.9	72.3	302	303
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	70.7	76.0	434	437
AMARILLO TX (AMA)	70.4	73.7	706	707
ANCHORAGE AK (ANC)	61.9	69.1	1,426	1,424
APPLETON WI (ATW)	54.0	62.5	339	376
ASHEVILLE NC (AVL)	70.2	67.5	205	197
ASHLAND WV (HTS)	81.1	87.0	53	54
ASPEN CO (ASE)	44.1	43.5	513	522
ATLANTA GA (ATL)	77.8	73.7	32,795	32,926
ATLANTIC CITY NJ (ACY)	79.5	78.3	88	92
AUGUSTA GA (AGS)	67.3	82.5	162	177
AUSTIN TX (AUS)	72.0	77.7	3,725	3,742
BAKERSFIELD CA (BFL)	81.9	81.7	469	471
BALTIMORE MD (BWI)	79.5	78.6	8,912	8,916
BANGOR ME (BGR)	66.5	76.6	364	363
BARROW AK (BRW)	66.7	50.0	60	60
BATON ROUGE LA (BTR)	65.1	71.8	910	941
BEAUMONT/PORT ARTHUR TX (BPT)	74.2	68.8	31	32
BELLINGHAM WA (BLI)	67.2	80.0	58	60
BEND/REDMOND OR (RDM)	66.6	79.0	305	305
BETHEL AK (BET)	75.0	63.6	88	88
BILLINGS MT (BIL)	65.6	76.4	366	364
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	79.6	87.0	54	54
BIRMINGHAM AL (BHM)	71.6	77.3	1,645	1,645
BISMARCK/MANDAN ND (BIS)	58.9	67.7	192	192
BLOOMINGTON IL (BMI)	58.0	63.5	336	337
BOISE ID (BOI)	66.1	74.4	1,390	1,388
BOSTON MA (BOS)	76.3	78.5	11,050	11,050
BOZEMAN MT (BZN)	54.0	68.7	354	355
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	81.0	85.4	79	82
BROWNSVILLE TX (BRO)	71.6	81.3	197	198
BRUNSWICK GA (BQK)	59.8	76.5	82	68
BUFFALO NY (BUF)	67.7	71.9	2,427	2,428
BURBANK CA (BUR)	75.0	76.6	2,641	2,641
BURLINGTON VT (BTV)	62.6	65.9	508	510
BUTTE MT (BTM)	75.9	77.0	58	61

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	78.2	83.7	238	239
CASPER WY (CPR)	66.1	68.0	280	281
CEDAR RAPIDS/IOWA CITY IA (CID)	65.0	69.7	759	762
CHAMPAIGN/URBANA IL (CMI)	50.2	64.5	211	211
CHARLESTON SC (CHS)	68.2	73.9	1,096	1,097
CHARLESTON/DUNBAR WV (CRW)	69.4	76.0	320	312
CHARLOTTE AMALIE VI (STT)	73.5	83.0	272	271
CHARLOTTE NC (CLT)	71.5	72.2	10,261	10,256
CHARLOTTESVILLE VA (CHO)	78.3	88.4	138	138
CHATTANOOGA TN (CHA)	69.9	77.9	385	385
CHICAGO IL (MDW)	73.8	69.1	8,535	8,545
CHICAGO IL (ORD)	55.9	58.6	31,399	31,396
CHICO CA (CIC)	50.4	56.6	113	113
CHRISTIANSTED VI (STX)	75.0	67.5	40	40
CLEVELAND OH (CLE)	74.5	79.1	7,102	7,090
CODY WY (COD)	78.5	87.1	93	93
COLLEGE STATION/BRYAN TX (CLL)	71.3	77.0	150	152
COLORADO SPRINGS CO (COS)	63.5	69.3	1,345	1,347
COLUMBIA SC (CAE)	67.8	70.1	913	905
COLUMBUS GA (CSG)	66.7	69.5	105	105
COLUMBUS MS (GTR)	65.8	66.0	76	53
COLUMBUS OH (CMH)	67.2	75.1	3,349	3,348
CORDOVA AK (CDV)	71.7	81.7	60	60
CORPUS CHRISTI TX (CRP)	70.3	76.8	745	745
COVINGTON KY (CVG)	76.3	72.7	9,583	9,531
CRESCENT CITY CA (CEC)	51.7	46.1	89	89
DALLAS TX (DAL)	76.8	74.8	4,331	4,330
DALLAS/FT.WORTH TX (DFW)	70.9	67.9	25,464	25,449
DAYTON OH (DAY)	73.0	80.1	1,160	1,151
DAYTONA BEACH FL (DAB)	66.8	71.9	319	320
DEADHORSE AK (SCC)	60.0	60.0	60	60
DENVER CO (DEN)	64.6	65.1	19,599	19,589
DES MOINES IA (DSM)	65.8	73.8	1,206	1,210
DETROIT MI (DTW)	71.2	72.3	11,269	11,270
DILLINGHAM AK (DLG)	64.3	50.0	14	14
DOTHAN AL (DHN)	60.3	65.1	141	129
DUBUQUE IA (DBQ)	54.6	58.8	119	119
DULUTH MN (DLH)	63.6	78.8	99	99
DURANGO CO (DRO)	64.2	68.8	371	372
EAGLE CO (EGE)	58.8	62.5	357	355
EL CENTRO CA (IPL)	42.1	46.5	114	114
EL PASO TX (ELP)	74.1	78.1	1,887	1,887
ELKO NV (EKO)	85.3	92.4	143	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)	84.0	81.7	81	82
EUGENE OR (EUG)	63.2	73.1	527	527
EUREKA/ARCATA CA (ACV)	52.4	58.3	290	295
EVANSVILLE IN (EVV)	61.6	64.3	237	238
FAIRBANKS AK (FAI)	68.3	76.0	338	338
FARGO ND (FAR)	52.7	74.9	446	447
FAYETTEVILLE AR (XNA)	63.1	63.0	818	806
FAYETTEVILLE NC (FAY)	63.6	68.7	165	134
FLAGSTAFF AZ (FLG)	84.5	85.8	155	155
FLINT MI (FNT)	69.0	78.7	609	628
FLORENCE SC (FLO)	81.6	80.0	49	50
FORT LAUDERDALE FL (FLL)	69.1	74.0	6,043	6,034
FORT SMITH AR (FSM)	68.3	78.3	167	166
FORT WAYNE IN (FWA)	61.0	66.4	356	357
FRESNO CA (FAT)	70.2	77.2	1,199	1,196
FT. MYERS FL (RSW)	59.5	69.9	2,704	2,698
GAINESVILLE FL (GNV)	62.0	62.5	171	112
GRAND FORKS ND (GFK)	64.6	82.3	79	79
GRAND JUNCTION CO (GJT)	62.4	71.7	423	417
GRAND RAPIDS MI (GRR)	66.6	75.7	1,307	1,307
GREAT FALLS MT (GTF)	62.7	78.1	244	242
GREEN BAY/CLINTONVILLE WI (GRB)	60.9	69.9	662	662
GREENSBORO/HIGH POINT NC (GSO)	71.3	72.5	1,152	1,155
GREENVILLE/SPARTANBURG SC (GSP)	66.0	74.1	952	953
GULFPORT/BILOXI MS (GPT)	70.6	74.3	514	514
GUNNISON CO (GUC)	53.9	58.8	115	114
HARLINGEN/SAN BENITO TX (HRL)	72.3	77.3	481	481
HARRISBURG PA (MDT)	65.2	72.7	707	692
HARTFORD CT (BDL)	75.5	81.0	2,705	2,707
HELENA MT (HLN)	69.7	78.2	119	119
HILO HI (ITO)	95.0	97.2	795	794
HONOLULU HI (HNL)	88.4	93.1	5,940	5,944
HOUSTON TX (HOU)	73.6	71.5	4,701	4,700
HOUSTON TX (IAH)	74.5	76.7	19,262	19,256
HUNTSVILLE AL (HSV)	72.6	78.6	554	555
IDAHO FALLS ID (IDA)	66.1	78.5	239	237
INDIANAPOLIS IN (IND)	71.5	80.8	3,068	3,072
INDIO/PALM SPRINGS CA (PSP)	73.4	78.6	1,235	1,235
INYOKERN CA (IYK)	83.1	95.2	83	84
ISLIP NY (ISP)	79.7	80.6	1,022	1,038
JACKSON WY (JAC)	44.1	46.4	263	267
JACKSON/VICKSBURG MS (JAN)	73.0	77.5	973	978
JACKSONVILLE FL (JAX)	71.2	77.5	2,840	2,836

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	74.4	81.0	43	42
JUNEAU AK (JNU)	56.2	47.2	306	305
KAHULUI HI (OGG)	88.2	91.2	2,410	2,409
KALAMAZOO MI (AZO)	62.4	69.5	386	387
KALISPELL MT (FCA)	52.7	71.4	207	213
KANSAS CITY MO (MCI)	73.7	78.0	4,758	4,758
KETCHIKAN AK (KTN)	54.3	58.7	184	184
KEY WEST FL (EYW)	72.0	64.0	82	89
KILLEEN TX (GRK)	72.9	75.1	462	477
KING SALMON AK (AKN)	50.0	40.9	22	22
KINSTON NC (ISO)	66.1	76.8	56	56
KNOXVILLE TN (TYS)	65.6	75.3	822	823
KODIAK AK (ADQ)	59.3	63.0	54	54
KONA HI (KOA)	92.9	93.4	1,341	1,343
KOTZEBUE AK (OTZ)	60.0	57.8	90	90
LA CROSSE WI (LSE)	63.0	71.6	162	162
LAFAYETTE LA (LFT)	69.7	72.9	499	480
LAKE CHARLES LA (LCH)	69.0	77.6	116	116
LANSING MI (LAN)	60.7	73.8	394	393
LAREDO TX (LRD)	68.6	78.8	245	245
LAS VEGAS NV (LAS)	73.6	71.3	15,450	15,434
LAWTON/FORT SILL OK (LAW)	78.3	81.3	180	182
LEWISTON ID (LWS)	73.3	80.3	60	61
LEXINGTON KY (LEX)	69.4	75.3	761	764
LIHUE HI (LIH)	93.3	96.0	1,412	1,413
LINCOLN NE (LNK)	51.4	55.9	214	213
LITTLE ROCK AR (LIT)	70.3	73.2	1,433	1,434
LONG BEACH CA (LGB)	81.4	84.1	1,132	1,134
LONGVIEW/KILGOR/GLADWATR TX (GGG)	74.2	80.9	93	94
LOS ANGELES CA (LAX)	74.9	76.1	19,977	19,958
LOUISVILLE KY (SDF)	73.8	75.6	1,627	1,628
LUBBOCK TX (LBB)	73.1	75.9	789	790
LYNCHBURG VA (LYH)	72.1	83.9	86	87
MACON GA (MCN)	71.1	76.1	76	92
MADISON WI (MSN)	59.6	69.7	1,060	1,048
MANCHESTER NH (MHT)	74.2	80.4	1,718	1,725
MARQUETTE MI (MQT)	39.8	74.7	83	83
MEDFORD OR (MFR)	62.2	60.3	524	527
MELBOURNE FL (MLB)	74.3	86.2	187	188
MEMPHIS TN (MEM)	71.0	73.9	4,042	4,043
MERIDIAN MS (MEI)	62.3	71.4	69	70
MIAMI FL (MIA)	69.7	75.0	5,482	5,486
MIDLAND/ODESSA TX (MAF)	71.6	78.3	747	748

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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)	65.7	74.5	1,953	1,957
MINNEAPOLIS/ST. PAUL MN (MSP)	72.1	72.6	10,799	10,810
MINOT ND (MOT)	67.0	80.2	91	91
MISSION/MCALLEN/EDINBURG TX (MFE)	74.2	83.9	414	404
MISSOULA MT (MSO)	60.9	70.0	312	310
MOBILE AL (MOB)	70.0	75.4	436	426
MODESTO CA (MOD)	52.9	58.4	261	262
MOLINE IL (MLI)	59.8	65.8	493	494
MONROE LA (MLU)	60.6	67.7	221	226
MONTEREY CA (MRY)	69.6	72.4	675	680
MONTGOMERY AL (MGM)	73.6	70.8	261	288
MONTROSE/DELTA CO (MTJ)	51.3	64.0	240	239
MYRTLE BEACH SC (MYR)	74.1	81.0	529	531
NAPLES FL (APF)	76.1	85.1	67	67
NASHVILLE TN (BNA)	74.0	75.6	5,199	5,198
NEW ORLEANS LA (MSY)	73.9	77.5	2,789	2,805
NEW YORK NY (JFK)	61.1	67.0	10,528	10,532
NEW YORK NY (LGA)	63.6	73.5	10,358	10,352
NEWARK NJ (EWR)	56.5	68.3	13,437	13,441
NEWBURGH/POUGHKEEPSIE NY (SWF)	60.7	66.7	117	117
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	77.0	80.6	479	480
NOME AK (OME)	65.6	57.8	90	90
NORFOLK VA (ORF)	69.3	76.3	1,673	1,673
OAKLAND CA (OAK)	73.7	69.5	6,303	6,307
OKLAHOMA CITY OK (OKC)	67.5	73.7	1,942	1,944
OMAHA NE (OMA)	67.2	73.3	2,056	2,047
ONTARIO/SAN BERNARDINO CA (ONT)	75.1	79.7	3,062	3,061
ORLANDO FL (MCO)	74.8	77.8	10,072	10,067
OXNARD/VENTURA CA (OXR)	81.3	86.7	112	113
PANAMA CITY FL (PFN)	66.4	77.3	211	181
PASCO/KENNEWICK/RICHLAND WA (PSC)	63.8	74.1	229	228
PENSACOLA FL (PNS)	70.8	75.4	869	839
PEORIA IL (PIA)	54.6	57.5	390	414
PETERSBURG AK (PSG)	48.3	56.7	60	60
PHILADELPHIA PA (PHL)	67.4	70.3	8,688	8,683
PHOENIX AZ (PHX)	75.3	74.2	18,245	18,243
PITTSBURGH PA (PIT)	73.3	77.9	4,126	4,124
POCATELLO ID (PIH)	85.7	93.5	154	154
PONCE PR (PSE)	70.0	93.5	70	62
PORTLAND ME (PWM)	62.6	70.6	559	558
PORTLAND OR (PDX)	69.3	76.2	4,884	4,883
PROVIDENCE RI (PVD)	75.8	80.9	2,182	2,184
RALEIGH/DURHAM NC (RDU)	72.0	76.0	5,289	5,287

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RAPID CITY SD (RAP)	61.7	76.7	347	347
REDDING CA (RDD)	61.2	66.4	152	152
RENO NV (RNO)	70.1	73.7	2,242	2,243
RICHMOND VA (RIC)	67.9	70.3	1,657	1,632
ROANOKE VA (ROA)	70.7	73.8	321	321
ROCHESTER MN (RST)	60.8	68.3	240	240
ROCHESTER NY (ROC)	62.4	67.3	1,555	1,548
ROCKFORD IL (RFD)	55.7	80.3	61	61
SACRAMENTO CA (SMF)	72.0	75.0	4,522	4,522
SAGINAW/BAY CITY/MIDLAND MI (MBS)	60.4	73.9	273	272
SALT LAKE CITY UT (SLC)	74.3	76.5	12,174	12,147
SAN ANGELO TX (SJT)	70.8	74.0	154	154
SAN ANTONIO TX (SAT)	72.9	80.1	3,530	3,535
SAN DIEGO CA (SAN)	76.2	79.2	7,788	7,796
SAN FRANCISCO CA (SFO)	66.3	69.9	11,065	11,057
SAN JOSE CA (SJC)	74.2	74.3	5,061	5,059
SAN JUAN PR (SJU)	70.6	81.5	2,126	2,118
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	79.4	81.5	572	573
SANTA ANA CA (SNA)	77.5	78.6	4,377	4,375
SANTA BARBARA CA (SBA)	77.5	78.0	1,228	1,229
SANTA MARIA CA (SMX)	82.9	83.6	146	146
SARASOTA/BRADENTON FL (SRQ)	75.8	81.8	732	730
SAVANNAH GA (SAV)	68.3	75.3	1,118	1,120
SCRANTON/WILKES-BARRE PA (AVP)	73.0	74.5	185	208
SEATTLE WA (SEA)	65.3	69.1	8,766	8,767
SHREVEPORT LA (SHV)	68.2	74.3	660	665
SIOUX FALLS SD (FSD)	62.8	66.6	540	542
SITKA AK (SIT)	43.5	63.4	92	93
SOUTH BEND IN (SBN)	57.0	44.9	79	78
SPOKANE WA (GEG)	64.4	75.9	1,188	1,189
SPRINGFIELD IL (SPI)	54.5	54.9	145	144
SPRINGFIELD MO (SGF)	62.8	66.3	807	810
ST. GEORGE UT (SGU)	81.0	90.5	306	305
ST. LOUIS MO (STL)	73.3	74.1	5,275	5,276
STATE COLLEGE PA (SCE)	77.4	88.1	84	84
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	51.4	56.8	280	280
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	84.1	84.2	232	240
SYRACUSE NY (SYR)	69.4	74.2	1,109	1,130
TALLAHASSEE FL (TLH)	78.9	84.6	251	240
TAMPA FL (TPA)	74.8	79.7	7,100	7,092
TELLURIDE CO (TEX)	41.2	35.3	34	34
TEXARKANA AR (TXK)	58.1	75.3	93	93
TOLEDO OH (TOL)	62.2	70.1	193	194

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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)	56.5	69.0	214	213
TRENTON NJ (TTN)	68.6	74.5	51	51
TUCSON AZ (TUS)	69.3	79.7	2,120	2,121
TULSA OK (TUL)	68.2	72.7	1,870	1,874
TUPELO MS (TUP)	85.0	85.7	40	56
TWIN FALLS ID (TWF)	76.4	78.4	229	222
TYLER TX (TYR)	78.2	85.4	124	123
VALDOSTA GA (VLD)	62.2	75.9	82	83
VALPARAISO FL (VPS)	70.1	78.0	559	577
WACO TX (ACT)	73.4	81.6	177	179
WASHINGTON DC (DCA)	73.9	79.0	7,504	7,506
WASHINGTON DC (IAD)	73.7	72.9	8,710	8,712
WAUSAU/MARSHFIELD WI (CWA)	46.2	52.7	93	93
WEST PALM BEACH/PALM BEACH FL (PBI)	70.1	75.6	2,717	2,712
WHITE PLAINS NY (HPN)	69.8	70.0	746	766
WICHITA FALLS TX (SPS)	80.1	84.3	186	185
WICHITA KS (ICT)	65.9	70.6	1,110	1,082
WILMINGTON DE (ILG)	75.9	67.9	54	56
WILMINGTON NC (ILM)	73.2	76.2	272	244
WRANGELL AK (WRG)	48.3	60.0	60	60
YAKUTAT AK (YAK)	63.3	73.3	60	60
YUMA AZ (YUM)	56.7	63.7	300	300

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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
FRONTIER	21	6,281	580	9.2	39	7,638	703	9.2
SKYWEST	17	25,529	1,504	5.9	127	47,675	2,944	6.2
UNITED	30	35,082	1,801	5.1	80	42,008	2,229	5.3
COMAIR	22	14,013	751	5.4	99	21,685	1,122	5.2
AMERICAN EAGLE	19	26,220	1,327	5.1	115	46,180	2,358	5.1
MESA	22	14,380	596	4.1	115	25,830	1,091	4.2
AMERICAN	28	41,446	1,480	3.6	80	54,171	1,881	3.5
EXPRESSJET	24	18,523	691	3.7	113	37,455	1,295	3.5
ATLANTIC SOUTHEAST	19	11,456	347	3.0	136	21,093	669	3.2
ALASKA	15	7,248	130	1.8	45	12,953	306	2.4
US AIRWAYS *	29	34,659	548	1.6	82	42,019	642	1.5
NORTHWEST	30	25,754	388	1.5	108	37,496	539	1.4
SOUTHWEST	17	47,753	708	1.5	63	94,287	1,330	1.4
ATA	8	1,208	16	1.3	13	1,650	19	1.2
DELTA	30	31,788	356	1.1	104	40,188	435	1.1
AIRTRAN	22	16,273	187	1.1	47	21,308	223	1.0
HAWAIIAN	6	331	3	0.9	14	4,646	36	0.8
CONTINENTAL	29	21,429	169	0.8	71	27,094	185	0.7
ALOHA	3	150	0	0.0	11	3,933	20	0.5
JETBLUE	17	11,209	49	0.4	44	15,449	67	0.4
<b>Total</b>		<b>390,732</b>	<b>11,631</b>	<b>3.0</b>	<b>Total</b>	<b>604,758</b>	<b>18,094</b>	<b>3.0</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	54171	36373	67.14%	1881	3.47%	161	0.30%	4036	7.45%	804	1.48%	5503	10.16%	28	0.05%	5386	9.94%
AQ	3933	3686	93.72%	20	0.51%	2	0.05%	125	3.17%	5	0.13%	26	0.66%	3	0.08%	66	1.68%
AS	12953	8588	66.30%	306	2.36%	75	0.58%	1169	9.02%	71	0.55%	1090	8.41%	37	0.29%	1618	12.49%
B6	15449	10016	64.83%	67	0.43%	45	0.29%	908	5.88%	33	0.21%	2296	14.86%	15	0.10%	2068	13.39%
CO	27094	19878	73.37%	185	0.68%	59	0.22%	1295	4.78%	191	0.71%	3768	13.91%	61	0.23%	1656	6.11%
DL	40188	32456	80.76%	435	1.08%	61	0.15%	2034	5.06%	183	0.45%	3024	7.52%	5	0.01%	1991	4.95%
EV	21093	14735	69.86%	669	3.17%	55	0.26%	2880	13.65%	353	1.67%	1359	6.44%	12	0.06%	1030	4.88%
F9	7638	5481	71.76%	703	9.20%	2	0.03%	314	4.11%	165	2.15%	688	9.00%	1	0.02%	285	3.73%
FL	21308	16148	75.78%	223	1.05%	41	0.19%	1106	5.19%	8	0.04%	1549	7.27%	0	0.00%	2232	10.48%
HA	4646	4188	90.14%	36	0.77%	0	0.00%	286	6.15%	1	0.02%	3	0.07%	2	0.03%	130	2.81%
MQ	46180	29673	64.26%	2358	5.11%	151	0.33%	3155	6.83%	685	1.48%	3951	8.56%	13	0.03%	6193	13.41%
NW	37496	24976	66.61%	539	1.44%	43	0.11%	4245	11.32%	491	1.31%	4908	13.09%	53	0.14%	2241	5.98%
OH	21685	14853	68.49%	1122	5.17%	42	0.19%	2557	11.79%	873	4.03%	1902	8.77%	5	0.02%	330	1.52%
OO	47675	30476	63.92%	2944	6.18%	46	0.10%	7370	15.46%	555	1.16%	1552	3.26%	83	0.17%	4649	9.75%
TZ	1650	1135	68.79%	19	1.15%	1	0.06%	82	4.97%	0	0.00%	281	17.02%	2	0.09%	131	7.92%
UA	42008	29160	69.42%	2229	5.31%	50	0.12%	2570	6.12%	138	0.33%	4187	9.97%	1	0.00%	3673	8.74%
US***	42019	29795	70.91%	642	1.53%	129	0.31%	3450	8.21%	185	0.44%	4280	10.19%	50	0.12%	3488	8.30%
WN	94287	72486	76.88%	1330	1.41%	210	0.22%	5137	5.45%	473	0.50%	3008	3.19%	173	0.18%	11470	12.16%
XE****	37455	25977	69.36%	1295	3.46%	159	0.42%	1610	4.30%	428	1.14%	4519	12.06%	51	0.14%	3417	9.12%
YV	25830	18063	69.93%	1091	4.22%	61	0.24%	2826	10.94%	238	0.92%	1382	5.35%	22	0.09%	2147	8.31%
TOTAL	604758	428143		18094		1393		47155		5879		49275		617		54201	
			70.80%		2.99%		0.23%		7.80%		0.97%		8.15%		0.10%		8.96%

**\*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.

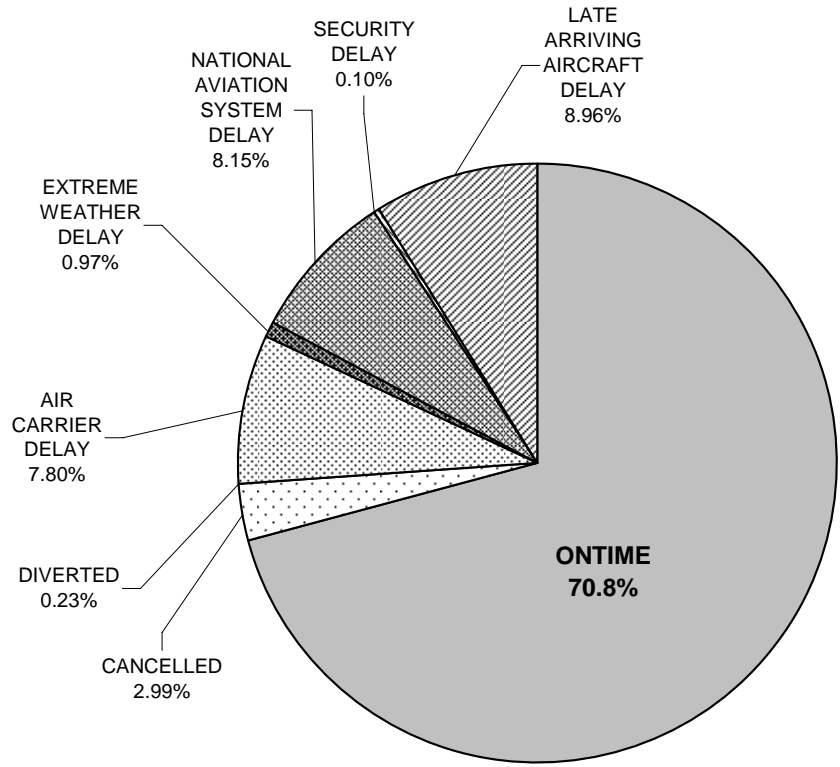
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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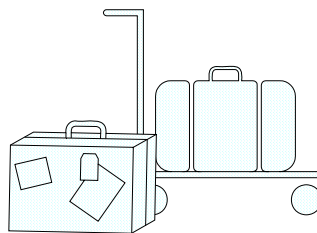
\* Revised January 2006, based on Bureau of Transportation Statistic's Technical Reporting Directive #13, issued September 20, 2005.

\*\* 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.



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

RANK	AIRLINE	DECEMBER 2006			DECEMBER 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	6,801	1,801,632	3.77	6,086	1,537,671	3.96
2	ALOHA AIRLINES	1,296	332,341	3.90	*	*	*
3	HAWAIIAN AIRLINES	2,252	560,600	4.02	1,629	506,095	3.22
4	JETBLUE AIRWAYS	9,863	1,742,853	5.66	8,302	1,434,774	5.79
5	CONTINENTAL AIRLINES	18,522	3,198,317	5.79	16,783	3,072,680	5.46
6	NORTHWEST AIRLINES	24,358	3,837,049	6.35	25,640	3,630,965	7.06
7	DELTA AIR LINES	40,741	5,274,144	7.72	41,346	5,735,079	7.21
8	SOUTHWEST AIRLINES	67,318	8,027,315	8.39	44,181	7,416,707	5.96
9	ALASKA AIRLINES	10,655	1,247,610	8.54	7,088	1,233,461	5.75
10	UNITED AIRLINES	40,483	4,668,833	8.67	29,235	4,851,280	6.03
11	ATA AIRLINES	1,856	203,522	9.12	1,863	313,563	5.94
12	FRONTIER AIRLINES	6,714	728,969	9.21	4,363	753,451	5.79
13	US AIRWAYS	42,359	4,397,901	9.63	23,908	2,486,919	9.61
14	AMERICAN AIRLINES	63,635	6,490,106	9.80	58,733	6,659,759	8.82
15	EXPRESSJET AIRLINES	15,053	1,367,629	11.01	13,812	1,273,734	10.84
16	ATLANTIC SOUTHEAST AIRLINES	9,956	874,520	11.38	17,562	969,944	18.11
17	MESA AIRLINES	15,593	1,114,610	13.99	*	*	*
18	COMAIR	12,799	807,890	15.84	10,935	889,479	12.29
19	SKYWEST AIRLINES	25,778	1,620,836	15.90	20,113	1,466,389	13.72
20	AMERICAN EAGLE AIRLINES	28,556	1,477,993	19.32	24,696	1,473,586	16.76
TOTALS **		444,588	49,774,670	8.93	356,275	45,705,536	7.80

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

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

RANK	AIRLINE	JANUARY - DECEMBER 2006			JANUARY - DECEMBER 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	19,619	6,256,908	3.14	17,508	5,928,173	2.95
2	JETBLUE AIRWAYS	76,442	18,709,400	4.09	60,426	14,873,839	4.06
3	NORTHWEST AIRLINES	212,148	46,139,348	4.60	232,929	47,957,408	4.86
4	AIRTRAN AIRWAYS	97,537	20,672,940	4.72	58,706	17,012,455	3.45
5	CONTINENTAL AIRLINES ***	178,605	37,544,152	4.76	143,513	34,823,740	4.12
6	FRONTIER AIRLINES	51,358	9,917,661	5.18	*	*	*
7	SOUTHWEST AIRLINES	525,903	98,455,561	5.34	383,240	90,241,630	4.25
8	UNITED AIRLINES ***	339,714	59,820,531	5.68	248,803	58,187,505	4.28
9	ALASKA AIRLINES	88,746	15,547,711	5.71	76,705	15,237,761	5.03
10	ATA AIRLINES	15,248	2,496,330	6.11	21,487	5,279,135	4.07
11	AMERICAN AIRLINES	504,535	79,700,546	6.33	476,575	80,532,985	5.92
12	DELTA AIR LINES	456,200	66,311,396	6.88	573,419	80,907,360	7.09
13	US AIRWAYS	420,785	53,813,611	7.82	358,782	37,311,721	9.62
14	EXPRESSJET AIRLINES	148,716	16,597,068	8.96	96,834	14,683,265	6.59
15	SKYWEST AIRLINES	201,060	19,795,138	10.16	169,974	16,889,452	10.06
16	MESA AIRLINES	144,507	13,693,224	10.55	*	*	*
17	COMAIR	127,930	10,674,855	11.98	141,919	13,206,051	10.75
18	AMERICAN EAGLE AIRLINES	269,604	18,692,559	14.42	180,065	17,568,517	10.25
19	ATLANTIC SOUTHEAST AIRLINES	204,397	11,765,493	17.37	208,368	11,970,537	17.41
*	ALOHA AIRLINES	*	*	*	*	*	*
TOTALS **		4,083,054	606,604,432	6.73	3,449,253	562,611,534	6.13

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

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

ENPLANED PASSENGERS—For the domestic system only.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Reporting by Frontier Airlines effective May 2005. Reporting by Mesa Airlines effective January 2006. Reporting by Aloha Airlines (voluntary) effective April 2006.

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

\*\*\*United Airlines' and Continental Airlines' "Total Baggage Reports" for January-December 2006 reflect those carriers' corrections of October 2006, and June and August 2006 data, respectively.

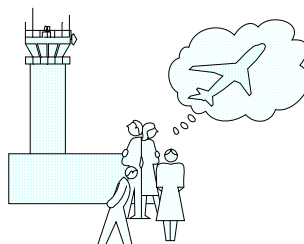
## OVERSALES

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

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

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

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





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

**OCTOBER-DECEMBER  
PASSENGERS DENIED BOARDING  
BY U.S. AIRLINES\***

RANK	AIRLINE	OCTOBER-DECEMBER 2006				OCTOBER-DECEMBER 2005			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>ALOHA AIRLINES</b>	32	0	887,148	<b>0.00</b>	*	*	*	*
2	<b>AIRTRAN AIRWAYS</b>	4,781	18	5,017,232	<b>0.04</b>	3,240	45	4,388,198	<b>0.10</b>
3	<b>JETBLUE AIRWAYS</b>	10	29	4,931,609	<b>0.06</b>	6		3,850,507	<b>0.00</b>
4	<b>HAWAIIAN AIRLINES</b>	340	38	1,610,807	<b>0.24</b>	844	16	1,481,486	<b>0.11</b>
5	<b>FRONTIER AIRLINES</b>	644	113	2,249,061	<b>0.50</b>	213	56	2,096,971	<b>0.27</b>
6	<b>UNITED AIRLINES</b>	17,225	866	15,369,958	<b>0.56</b>	12,835	669	15,016,704	<b>0.45</b>
7	<b>NORTHWEST AIRLINES</b>	17,740	851	12,235,357	<b>0.70</b>	16,128	733	11,493,344	<b>0.64</b>
8	<b>SOUTHWEST AIRLINES</b>	24,785	1,748	24,073,919	<b>0.73</b>	15,350	1,368	22,225,722	<b>0.62</b>
9	<b>AMERICAN AIRLINES</b>	21,987	1,877	21,307,774	<b>0.88</b>	18,218	1,443	21,556,675	<b>0.67</b>
10	<b>AMERICAN EAGLE AIRLINES</b>	415	54	610,898	<b>0.88</b>	357	54	560,082	<b>0.96</b>
11	<b>US AIRWAYS **</b>	15,471	1,359	13,695,451	<b>0.99</b>	7,893	357	8,619,527	<b>0.41</b>
12	<b>MESA AIRLINES</b>	3,028	179	1,659,022	<b>1.08</b>	*	*	*	*
13	<b>SKYWEST AIRLINES</b>	3,090	177	1,556,835	<b>1.14</b>	1,465	29	940,641	<b>0.31</b>
14	<b>DELTA AIR LINES</b>	15,096	2,246	16,664,534	<b>1.35</b>	26,089	2,779	18,067,377	<b>1.54</b>
15	<b>CONTINENTAL AIRLINES</b>	8,296	1,442	10,232,687	<b>1.41</b>	9,444	1,918	9,570,637	<b>2.00</b>
16	<b>ALASKA AIRLINES</b>	3,972	549	3,642,976	<b>1.51</b>	4,454	558	3,628,827	<b>1.54</b>
17	<b>COMAIR</b>	1,831	101	599,762	<b>1.68</b>	855	53	573,735	<b>0.92</b>
18	<b>ATA AIRLINES</b>	547	194	620,591	<b>3.13</b>	335	129	1,070,737	<b>1.20</b>
19	<b>ATLANTIC SOUTHEAST AIRLINES</b>	1,657	397	967,995	<b>4.10</b>	1,264	199	979,025	<b>2.03</b>
	<b>TOTALS **</b>	140,947	12,238	137,933,616	<b>0.89</b>	118,990	10,406	126,120,195	<b>0.83</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ATRC) consists of aircraft with 60 seats or less. 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 1<sup>st</sup> 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 - DECEMBER  
PASSENGERS DENIED BOARDING  
BY U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - DECEMBER 2006				JANUARY - DECEMBER 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>	73	126	18,564,558	<b>0.07</b>	32	0	14,729,066	<b>0.00</b>
2	<b>AIRTRAN AIRWAYS</b>	17,698	163	20,051,219	<b>0.08</b>	20,688	615	16,624,315	<b>0.37</b>
3	<b>HAWAIIAN AIRLINES</b>	2,216	79	6,202,663	<b>0.13</b>	3,145	38	5,839,817	<b>0.07</b>
4	<b>FRONTIER AIRLINES</b>	2,566	450	9,656,161	<b>0.47</b>	*	*	*	*
5	<b>UNITED AIRLINES</b>	71,894	3,221	63,157,815	<b>0.51</b>	78,093	2,882	60,646,380	<b>0.48</b>
6	<b>NORTHWEST AIRLINES</b>	73,959	3,988	49,039,931	<b>0.81</b>	76,474	4,846	50,685,645	<b>0.96</b>
7	<b>AMERICAN AIRLINES</b>	81,542	7,393	87,900,592	<b>0.84</b>	78,095	5,557	88,066,928	<b>0.63</b>
8	<b>SOUTHWEST AIRLINES</b>	107,427	8,724	96,276,907	<b>0.91</b>	73,659	6,096	88,379,759	<b>0.69</b>
9	<b>US AIRWAYS</b>	68,174	5,965	55,156,067	<b>1.08</b>	49,867	2,517	39,578,083	<b>0.64</b>
10	<b>SKYWEST AIRLINES</b>	13,791	647	5,786,205	<b>1.12</b>	5,721	100	2,832,218	<b>0.35</b>
11	<b>ALASKA AIRLINES</b>	18,677	1,949	15,492,040	<b>1.26</b>	24,293	2,413	15,305,778	<b>1.58</b>
12	<b>AMERICAN EAGLE AIRLINES</b>	1,724	314	2,388,828	<b>1.31</b>	1,681	133	2,197,619	<b>0.61</b>
13	<b>MESA AIRLINES</b>	14,794	1,095	6,896,908	<b>1.59</b>	*	*	*	*
14	<b>DELTA AIR LINES</b>	88,377	11,644	68,675,523	<b>1.70</b>	90,644	10,743	81,910,297	<b>1.31</b>
15	<b>CONTINENTAL AIRLINES</b>	39,510	7,087	40,807,967	<b>1.74</b>	39,792	7,218	37,518,805	<b>1.92</b>
16	<b>ATA AIRLINES</b>	1,431	578	2,635,802	<b>2.19</b>	4,326	1,479	5,382,300	<b>2.75</b>
17	<b>COMAIR</b>	7,196	559	2,259,675	<b>2.47</b>	1,939	162	2,649,016	<b>0.61</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	9,531	1,846	4,131,637	<b>4.47</b>	3,345	660	4,207,209	<b>1.57</b>
*	<b>ALOHA AIRLINES</b>	*	*	*	*	*	*	*	*
	<b>TOTALS</b>	620,580	55,828	555,080,498	<b>1.01</b>	551,794	45,459	516,553,235	<b>0.88</b>

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

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

\*\* Effective the 1st quarter 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways in this table. Independence Air ceased operating in December 2005. Effective the 1<sup>st</sup> quarter 2006, America West and Independence Air are no longer ranked in this table. Totals for January-December 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

	DECEMBER 2006				DECEMBER 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	459	47	6	111	470	43	5	101
FOREIGN AIRLINES	124	0	0	13	147	0	1	9
TRAVEL AGENTS	10	1	0	1	11	0	0	1
TOUR OPERATORS	1	0	0	0	2	0	0	0
MISCELLANEOUS	10	4	0	26	14	4	0	58
<b>INDUSTRY TOTALS</b>	<b>604</b>	<b>52</b>	<b>6</b>	<b>151</b>	<b>644</b>	<b>47</b>	<b>6</b>	<b>169</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	DECEMBER 2006			DECEMBER 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	167		2	147	
CANCELLATIONS			68			54
DELAYS			31			39
MISCONNECTIONS			29			24
BAGGAGE	2	156		1	154	
CUSTOMER SERVICE	3	71		5	71	
RES/TKTG/BOARDING	4	65		4	73	
REFUNDS	5	43		3	89	
DISABILITY	6	27		6	32	
FARES	7	25		7	21	
OTHER	8	21		9	19	
FREQUENT FLYER			19			10
OVERSALES	9	20		8	19	
DISCRIMINATION	10	9		10	13	
ANIMALS	11	0		12	1	
ADVERTISING	12	0		11	5	
<b>COMPLAINT TOTAL</b>		<b>604</b>			<b>644</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\*  
DECEMBER 2006

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	3	1	1	0	0	0	1	0	0	0	0	0	6
AIRTRAN AIRWAYS	4	1	0	0	0	1	0	0	0	0	0	0	6
ALASKA AIRLINES	4	0	1	0	0	1	0	1	0	0	0	0	7
ALLEGiant AIR	2	0	0	0	2	0	2	0	0	0	0	0	6
AMERICAN AIRLINES	18	0	7	1	4	25	4	3	0	3	0	3	68
AMERICAN EAGLE AIRLINES	4	2	0	0	1	2	1	0	0	0	0	0	10
COMAIR	8	0	0	0	0	0	0	0	0	0	0	0	8
CONTINENTAL AIRLINES	4	1	2	3	0	4	3	1	0	1	0	1	20
DELTA AIR LINES	13	0	6	4	1	16	7	2	0	1	0	5	55
HAWAIIAN AIRLINES	5	0	0	1	0	1	0	0	0	0	0	0	7
JETBLUE AIRWAYS	2	0	0	1	0	1	1	2	0	0	0	0	7
NORTHWEST AIRLINES	9	2	3	4	2	8	7	2	0	1	0	2	40
Piedmont AIRLINES	7	0	0	0	0	2	0	0	0	0	0	0	9
Pinnacle AIRLINES	3	0	0	0	0	0	1	1	0	0	0	0	5
SKYWEST AIRLINES	5	0	0	0	0	3	1	2	0	0	0	0	11
SOUTHWEST AIRLINES	1	0	1	0	2	7	0	2	0	1	0	0	14
SPIRIT AIRLINES	1	0	2	0	1	2	0	1	0	0	0	0	7
UNited AIRLINES	17	3	13	2	5	18	9	2	0	0	0	5	74
US AIRWAYS***	12	2	3	5	4	8	10	1	0	1	0	4	50
OTHER U. S. AIRLINES	20	2	5	0	3	6	11	2	0	0	0	0	49
TOTAL DECEMBER 2006	142	14	44	21	25	105	58	22	0	8	0	20	459
% OF TOTAL COMPLAINTS	30.9	3.1	9.6	4.6	5.4	22.9	12.6	4.8	0	1.7	0	4.4	
TOTAL DECEMBER 2005	123	16	56	13	44	111	54	25	4	10	0	14	470
% OF TOTAL COMPLAINTS	26.2	3.4	11.9	2.8	9.4	23.6	11.5	5.3	0.9	2.1	0	3	

\* 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  
DECEMBER 2006

U. S. AIRLINES*	COMPS RECD IN DEC	INCI - DENTS IN DEC	PERCENT	INCI - DENTS IN NOV	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	6	3	50.0	2	33.3	0	0.0	1	16.7
AIRTRAN AIRWAYS	6	2	33.3	0	0.0	4	66.7	0	0.0
ALASKA AIRLINES	7	3	42.9	1	14.3	2	28.6	1	14.3
ALLEGANT AIR	6	2	33.3	2	33.3	2	33.3	0	0.0
AMERICAN AIRLINES	68	18	26.5	11	16.2	19	27.9	20	29.4
AMERICAN EAGLE AIRLINES	10	6	60.0	1	10.0	1	10.0	2	20.0
COMAIR	8	3	37.5	3	37.5	2	25.0	0	0.0
CONTINENTAL AIRLINES	20	7	35.0	5	25.0	3	15.0	5	25.0
DELTA AIRLINES	55	22	40.0	7	12.7	19	34.5	7	12.7
HAWAIIAN AIRLINES	7	3	42.9	4	57.1	0	0.0	0	0.0
JETBLUE AIRWAYS	7	5	71.4	2	28.6	0	0.0	0	0.0
NORTHWEST AIRLINES	40	15	37.5	1	2.5	11	27.5	13	32.5
PIEDMONT AIRLINES	9	7	77.8	2	22.2	0	0.0	0	0.0
PINNACLE AIRLINES	5	0	0.0	3	60.0	0	0.0	2	40.0
SKYWEST AIRLINES	11	8	72.7	0	0.0	3	27.3	0	0.0
SOUTHWEST AIRLINES	14	3	21.4	2	14.3	6	42.9	3	21.4
SPIRIT AIRLINES	7	4	57.1	0	0.0	2	28.6	1	14.3
UNITED AIRLINES	74	23	31.1	14	18.9	26	35.1	11	14.9
US AIRWAYS	50	11	22.0	12	24.0	13	26.0	14	28.0
OTHER U. S. AIRLINES	49	17	34.7	15	30.6	11	22.4	6	12.2
<b>TOTALS</b>	<b>459</b>	<b>162</b>	<b>35.3</b>	<b>87</b>	<b>19.0</b>	<b>124</b>	<b>27.0</b>	<b>86</b>	<b>18.7</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>470</b>	<b>201</b>	<b>42.8</b>	<b>88</b>	<b>18.7</b>	<b>83</b>	<b>17.7</b>	<b>98</b>	<b>20.9</b>

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

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

Table 5

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

	FLI GHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- L I T Y	ADVERT- I S I N G	DI SCR I M- I N A T I O N	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	0	1	1	0	0	1	0	1	0	1	0	0	5
AIR FRANCE	1	0	2	0	3	10	4	0	0	0	0	0	20
AL I T A L I A A I R L I N E S	0	3	3	0	2	10	0	0	0	0	0	0	18
B R I T I S H A I R W A Y S	4	0	1	0	2	6	2	1	0	0	0	0	16
I B E R I A A I R L I N E S	0	0	1	0	0	3	1	0	0	0	0	0	5
M E X I C A N A	0	0	0	1	3	0	0	1	0	0	0	0	5
OT H E R F O R E I G N A I R L I N E S	13	2	6	2	5	20	4	2	0	0	0	1	55
<b>TOTALS</b>	<b>18</b>	<b>6</b>	<b>14</b>	<b>3</b>	<b>15</b>	<b>50</b>	<b>11</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>124</b>
<b><u>TRAVEL AGENTS</u></b>													
OT H E R T R A V E L A G E N T S	3	0	4	0	3	0	0	0	0	0	0	0	10
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>
<b><u>TOUR OPERATORS</u></b>													
OT H E R T O U R O P E R A T O R S	0	0	0	0	0	0	1	0	0	0	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>0</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>1</b>
<b><u>MISCELLANEOUS</u></b>													
OT H E R M I S C E L L A N E O U S	4	0	3	1	0	1	1	0	0	0	0	0	10
<b>TOTALS</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</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

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

RANK	AIRLINE	DECEMBER 2006			DECEMBER 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ALOHA AIRLINES</i>	0	312,739	0.00	*	*	*
2	<i>SOUTHWEST AIRLINES</i>	14	7,875,367	0.18	18	7,261,578	0.25
3	<i>EXPRESSJET AIRLINES</i>	3	1,491,664	0.20	4	1,423,449	0.28
4	<i>ATLANTIC SOUTHEAST AIRLINES</i>	3	908,385	0.33	3	975,888	0.31
5	<i>AIRTRAN AIRWAYS</i>	6	1,752,311	0.34	9	1,503,069	0.60
6	<i>MESA AIRLINES</i>	4	1,101,861	0.36	*	*	*
7	<i>JETBLUE AIRWAYS</i>	7	1,690,538	0.41	4	1,399,053	0.29
8	<i>FRONTIER AIRLINES</i>	3	623,759	0.48	0	708,835	0.00*
9	<i>ALASKA AIRLINES</i>	7	1,412,386	0.50	5	1,398,865	0.36
10	<i>CONTINENTAL AIRLINES</i>	20	3,971,440	0.50	28	3,751,574	0.75
11	<i>AMERICAN EAGLE AIRLINES</i>	10	1,496,181	0.67	16	1,473,806	1.09
12	<i>SKYWEST AIRLINES</i>	11	1,613,453	0.68	11	1,441,666	0.76
13	<i>AMERICAN AIRLINES</i>	68	8,065,602	0.84	68	8,174,897	0.83
14	<i>NORTHWEST AIRLINES</i>	40	4,531,226	0.88	27	4,293,213	0.63
15	<i>DELTA AIR LINES</i>	55	5,964,653	0.92	56	6,234,971	0.90
16	<i>COMAIR</i>	8	825,623	0.97	6	880,340	0.68
17	<i>US AIRWAYS **</i>	50	4,694,642	1.07	50	2,790,516	1.79
18	<i>HAWAIIAN AIRLINES</i>	7	556,660	1.26	3	504,735	0.59
19	<i>ATA AIRLINES</i>	3	221,875	1.35	1	321,788	0.31
20	<i>UNITED AIRLINES</i>	74	5,442,620	1.36	62	5,585,649	1.11
<b>TOTAL**</b>		<b>393</b>	<b>54,552,985</b>	<b>0.72</b>	<b>371</b>	<b>50,123,892</b>	<b>0.74</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 December 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 December 2005 reflect the deletion of Independence Air's data for that month.

Table 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

	JANUARY - DECEMBER 2006				JANUARY - DECEMBER 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	6,448	892	40	1,278	6,900	762	40	1,177
FOREIGN AIRLINES	1,544	21	1	136	1,485	28	4	137
TRAVEL AGENTS	188	8	0	6	210	10	0	22
TOUR OPERATORS	21	1	0	5	34	0	0	1
MISCELLANEOUS	120	79	0	428	112	85	0	716
<b>INDUSTRY TOTALS</b>	<b>8,321</b>	<b>1,001</b>	<b>41</b>	<b>1,853</b>	<b>8,741</b>	<b>885</b>	<b>44</b>	<b>2,053</b>

Table 2 (YTD)

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - DECEMBER 2006			JANUARY - DECEMBER 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,162		1	2,234	
CANCELLATIONS			832			901
DELAYS			475			530
MISCONNECTIONS			453			383
BAGGAGE	2	1,936		2	2,035	
CUSTOMER SERVICE	3	1,019		4	942	
RES/TKTG/BOARDING	4	1,007		3	989	
REFUNDS	5	774		5	840	
DISABILITY	6	427		6	511	
OVERSALES	7	341		7	375	
FARES	8	251		9	299	
OTHER	9	247		8	325	
FREQUENT FLYER			190			207
DISCRIMINATION	10	114		10	129	
ADVERTISING	11	40		11	58	
ANIMALS	12	3		12	4	
COMPLAINT TOTAL		8,321			8,741	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 (YTD)

COMPLAINTS AGAINST U. S. AIRLINES/BY COMPLAINT CATEGORY\*  
JANUARY - DECEMBER 2006

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANI MALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	31	9	14	0	0	8	7	1	0	0	0	0	70
AIRTRAN AIRWAYS	39	6	8	1	1	40	17	8	1	3	0	1	125
ALASKA AIRLINES	29	1	7	2	3	22	14	6	1	0	0	5	90
ALLEGiant AIR	9	0	2	3	3	3	3	2	1	0	0	0	26
AMERICAN AIRLINES	275	24	103	19	91	299	137	61	3	20	1	34	1,067
AMERICAN EAGLE AIRLINES	70	17	14	0	9	46	28	7	0	3	0	0	194
ATA AIRLINES	10	3	0	0	2	9	3	2	1	0	0	0	30
ATLANTIC SOUTHEAST AIRLINES	58	5	2	0	0	9	6	7	0	1	0	0	88
CHAUTAUQUA AIRLINES	25	2	3	0	1	8	7	3	0	0	0	0	49
COLGAN AIRWAYS CORPORATION	6	0	0	0	0	4	2	0	0	0	0	0	12
COMAIR	48	5	1	0	0	5	7	1	0	1	0	0	68
CONTINENTAL AIRLINES	90	24	49	19	30	82	70	27	0	9	0	13	413
DELTA AIRLINES	178	25	96	33	56	194	96	32	2	9	1	40	762
EXECUTIVE AIRLINES	10	1	1	1	2	11	2	0	0	0	0	0	28
EXPRESSJET AIRLINES	34	2	3	0	2	6	15	1	0	0	0	0	63
FLORIDA COASTAL AIRLINES	7	0	0	0	10	0	1	0	0	0	0	0	18
FREEDOM AIRLINES	10	0	1	0	0	1	0	0	0	0	0	0	12
FRONTIER AIRLINES	8	2	7	1	4	9	9	4	1	0	0	2	47
HAWAIIAN AIRLINES	9	0	3	6	3	9	5	5	0	0	0	0	40
HOOTERS AIRLINES	5	1	1	0	6	1	1	0	0	0	0	0	15
HORIZON AIRLINES	6	0	3	1	1	5	0	1	1	0	0	0	18
INDEPENDENCE AIR	4	0	0	0	3	3	0	0	0	0	0	0	10
JETBLUE AIRWAYS	19	1	8	2	4	17	11	7	0	3	0	0	72
MESA AIRLINES	105	2	4	0	3	21	15	15	0	1	0	1	167
MESABA AVIATION	13	8	5	1	0	1	3	2	0	0	0	0	33
MIDWEST AIRLINES	5	0	0	0	1	7	5	1	0	0	0	0	19
NORTHWEST AIRLINES	98	27	81	23	45	76	66	37	4	8	0	20	485
PIEDMONT AIRLINES	12	0	1	0	0	9	4	1	0	0	0	0	27
PINNACLE AIRLINES	16	10	4	0	0	1	12	6	0	0	0	0	49
PSA AIRLINES	6	1	0	0	0	2	4	1	0	0	0	0	14
PIEDMONT AIRLINES	3	1	0	0	0	8	2	2	0	0	0	0	16
REPUBLIC AIRWAYS	15	0	0	0	0	3	0	0	0	1	0	0	19
SHUTTLE AMERICA	9	0	0	0	2	6	3	2	0	0	0	1	23
SKYWEST AIRLINES	65	7	7	0	0	28	12	9	0	4	0	0	132
SOUTHWEST AIRLINES	21	5	13	0	6	55	38	22	5	6	0	4	175
SPIRIT AIRLINES	21	6	9	0	7	18	5	2	1	0	0	1	70
TRANS STATES AIRLINES	14	0	0	0	1	5	7	2	0	0	0	0	29
UNITED AIRLINES	251	36	136	24	82	185	130	42	6	10	1	40	943
UNITED EXPRESS	4	1	2	0	0	5	2	1	0	0	0	0	15
US AIRWAYS ***	169	39	111	34	73	160	108	43	3	9	0	36	785
USA3000	12	0	3	1	11	2	4	0	0	2	0	0	35
OTHER U. S. AIRLINES	26	4	6	1	23	17	9	2	0	0	0	7	95
<b>TOTAL JAN-DEC 2006</b>	<b>1,845</b>	<b>275</b>	<b>708</b>	<b>172</b>	<b>485</b>	<b>1,400</b>	<b>870</b>	<b>365</b>	<b>30</b>	<b>90</b>	<b>3</b>	<b>205</b>	<b>6,448</b>
% OF TOTAL COMPLAINTS	28.6	4.3	11	2.7	7.5	21.7	13.5	5.7	0.5	1.4	0	3.2	
TOTAL JAN-DEC 2005	1,942	284	679	219	530	1,586	800	430	45	100	3	282	6,900
% OF TOTAL COMPLAINTS	28.1	4.1	9.8	3.2	7.7	23	11.6	6.2	0.7	1.4	0	4.1	

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

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

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

TABLE 4 (YTD)

## COMPANIES OTHER THAN U. S. AIRLINES/BY COMPLAINT CATEGORY/JANUARY-DECEMBER 2006

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROCALIFORNIA	52	1	0	0	3	2	0	0	0	0	0	0	58
AEROFLOT	1	2	3	0	0	7	0	0	0	0	0	1	14
AEROMEXICO	5	3	3	0	5	4	3	1	0	0	0	0	24
AIR CANADA	16	2	7	1	6	12	3	2	0	2	0	0	51
AIR FRANCE	16	6	19	7	21	50	14	11	0	5	0	0	149
AIR INDIA	14	1	3	1	2	14	4	2	0	1	0	0	42
AIR JAMAICA	15	4	6	0	5	11	4	1	0	0	0	0	46
ALITALIA AIRLINES	7	15	19	7	19	97	7	1	0	1	0	3	176
AVIANCA	3	1	6	2	2	0	1	0	0	0	0	0	15
BRITISH AIRWAYS	18	1	22	9	29	85	16	12	2	1	0	4	199
BRITISH MIDLAND AIRWAYS	4	0	1	0	0	6	0	0	0	0	0	0	11
BWIA	4	2	1	0	0	2	0	0	0	0	0	1	10
CATHAY PACIFIC AIRWAYS	3	0	2	0	0	1	3	0	0	0	0	1	10
CHINA AIRLINES	1	0	2	0	1	4	2	1	0	0	0	0	11
COPA	3	0	3	1	2	2	1	1	0	0	0	1	14
EL AL ISRAEL	1	1	1	1	1	3	3	0	0	1	0	0	12
EMIRATES AIRLINES	1	0	2	1	0	7	3	0	0	1	0	0	15
IBERIA AIRLINES	2	2	3	1	6	25	3	2	0	0	0	1	45
ICELANDAIR	5	1	0	2	3	5	3	0	0	0	0	0	19
KLM	5	2	6	3	6	17	8	2	0	1	0	1	51
KOREAN AIRLINES	0	0	4	0	2	1	0	2	0	1	0	0	10
LAN CHILE AIRLINES	4	1	2	2	1	5	3	0	0	0	0	0	18
LOT POLISH AIRLINES	5	1	3	0	1	5	0	2	0	1	0	0	18
LUFTHANSA	5	2	18	2	3	36	12	4	0	2	0	3	87
MEXICANA	6	3	9	2	10	10	1	4	0	1	0	0	46
QANTAS AIRWAYS	1	0	0	1	3	4	1	1	0	1	0	0	12
SOUTH AFRICAN AIRWAYS	1	0	0	1	0	2	3	0	0	2	0	1	10
TACA INTERNATIONAL AIRLINES	3	1	7	1	4	7	0	0	0	0	0	0	23
UNIVERSAL AIRLINES	5	0	0	0	24	0	0	0	0	0	0	1	30
VARIG AIRLINES	10	0	1	0	5	2	2	0	0	0	0	2	22
VIRGIN ATLANTIC AIRWAYS	9	1	5	1	4	15	4	6	0	0	0	1	46
OTHER FOREIGN AIRLINES	45	7	38	5	34	76	27	6	2	2	0	7	249
<b>TOTALS</b>	<b>270</b>	<b>60</b>	<b>196</b>	<b>51</b>	<b>202</b>	<b>517</b>	<b>131</b>	<b>61</b>	<b>4</b>	<b>23</b>	<b>0</b>	<b>28</b>	<b>1,544</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAP TICKETS	4	0	10	2	5	0	0	0	0	0	0	0	21
EXPEDIA.COM	0	1	17	2	6	1	2	0	1	0	0	0	30
ORBITZ.COM	6	0	14	4	9	0	1	0	1	0	0	0	35
PRI CELINE.COM	0	1	13	0	4	0	1	0	0	0	0	0	19
TRAVELOCITY.COM	3	0	14	5	8	0	0	0	0	0	0	0	30
OTHER TRAVEL AGENTS	1	0	14	9	22	1	2	0	3	0	0	1	53
<b>TOTALS</b>	<b>14</b>	<b>2</b>	<b>82</b>	<b>22</b>	<b>54</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>188</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	3	0	1	1	13	0	1	0	0	0	0	2	21
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>13</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>21</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	30	4	20	5	20	17	11	1	1	1	0	10	120
<b>TOTALS</b>	<b>30</b>	<b>4</b>	<b>20</b>	<b>5</b>	<b>20</b>	<b>17</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>10</b>	<b>120</b>

TABLE 5 (YTD)

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

RANK	AIRLINE	JANUARY - DECEMBER 2006			JANUARY - DECEMBER 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	175	96,349,383	<b>0.18</b>	160	88,773,595	<b>0.18</b>
2	<b>EXPRESSJET AIRLINES</b>	63	18,050,459	<b>0.35</b>	50	15,990,092	<b>0.31</b>
3	<b>JETBLUE AIRWAYS</b>	72	18,098,711	<b>0.40</b>	42	14,365,664	<b>0.29</b>
4	<b>FRONTIER AIRLINES</b>	47	9,637,300	<b>0.49</b>	*	*	*
5	<b>ALASKA AIRLINES</b>	90	17,164,501	<b>0.52</b>	129	16,758,941	<b>0.77</b>
6	<b>AIRTRAN AIRWAYS</b>	125	20,038,889	<b>0.62</b>	166	16,627,496	<b>1.00</b>
7	<b>COMAIR</b>	68	10,844,474	<b>0.63</b>	201	13,102,885	<b>1.53</b>
8	<b>HAWAIIAN AIRLINES</b>	40	6,202,663	<b>0.64</b>	35	5,839,817	<b>0.60</b>
9	<b>SKYWEST AIRLINES</b>	132	19,535,140	<b>0.68</b>	80	16,577,299	<b>0.48</b>
10	<b>ATLANTIC SOUTHEAST AIRLINES</b>	88	11,932,725	<b>0.74</b>	70	12,010,721	<b>0.58</b>
11	<b>CONTINENTAL AIRLINES</b>	413	46,775,919	<b>0.88</b>	391	42,822,219	<b>0.91</b>
12	<b>NORTHWEST AIRLINES</b>	485	54,887,676	<b>0.88</b>	530	56,538,062	<b>0.94</b>
13	<b>AMERICAN EAGLE AIRLINES</b>	194	18,765,715	<b>1.03</b>	123	17,534,174	<b>0.70</b>
14	<b>DELTA AIR LINES</b>	762	73,654,538	<b>1.03</b>	938	86,105,101	<b>1.09</b>
15	<b>AMERICAN AIRLINES</b>	1,067	98,142,466	<b>1.09</b>	1,004	98,037,715	<b>1.02</b>
16	<b>ATA AIRLINES</b>	30	2,686,167	<b>1.12</b>	54	5,437,295	<b>0.99</b>
17	<b>MESA AIRLINES</b>	167	13,277,278	<b>1.26</b>	*	*	*
18	<b>US AIRWAYS **</b>	785	57,756,302	<b>1.36</b>	777	41,673,052	<b>1.86</b>
19	<b>UNITED AIRLINES</b>	943	69,325,040	<b>1.36</b>	682	66,802,864	<b>1.02</b>
*	<b>ALOHA AIRLINES</b>	*	*	*	*	*	*
	<b>TOTAL **</b>	<b>5,746</b>	<b>663,125,346</b>	<b>0.87</b>	<b>5,432</b>	<b>614,996,992</b>	<b>0.88</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. Frontier Airlines' ranking in this table effective May 2005. Mesa Airlines' ranking in this table effective January 2006. Aloha Airlines' ranking in this table effective April 2006.

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

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

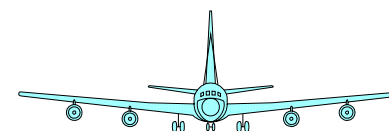
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



## Customer Service Reports to the Department of Homeland Security for the Month of December 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 December.

**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
123	.0002	50	.00009	7	.00001	183	.0003

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
265	.0004	1186	.0016

### 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 December.



## December 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="#">Alaska Airlines</a>	1	2	
<a href="#">Delta Air Lines</a>			1
<a href="#">Northwest Airlines</a>			2
<a href="#">United Airlines</a>			1
<b><i>Total</i></b>	<b>1</b>	<b>2</b>	<b>4</b>