



U.S. Department
of Transportation



Air Travel Consumer Report

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OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division

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Flight Delays¹	April 2007 12 Months Ending April 2007
Mishandled Baggage¹	April 2007
Oversales¹	1st Quarter 2007
Consumer Complaints² (Includes Disability and Discrimination Complaints)	April 2007
Customer Service Reports to the Dept. of Homeland Security³	April 2007
Airline Animal Incident Reports⁴	April 2007

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>2	<i>Mishandled Baggage</i>	
<i>Flight Delays</i>		Explanation29
Explanation3	Ranking--Month30
Table 14	<i>Oversales</i>	
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		Explanation31
Table 1A5	Ranking--Quarter32
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		<i>Consumer Complaints</i>	
Table 26	Explanation33
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		Complaint Tables 1-534
Table 310	Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Rankings, Table 6 (Month)39
Table 412	Complaint Categories40
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		<i>Customer Service Reports to the Department of Homeland Security</i> 41
Table 514	<i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation</i> 42
List of Regularly Scheduled Flights Arriving Late 80% of the Time or More			
Table 619		
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More			
Table 720		
On-Time Arrival and Departure Percentage, by Airport			
Table 824		
Overall Number and Percentage of Flight Cancellations, by Carrier			
Table 925		
Flight Causation Data, By Airline and Category			
Table 1026		
Flight Causation Data, Graphic Representation			
Footnotes27		
Appendix28		



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 19* U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two** carriers that currently report flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 32 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 21* reporting air carriers, 14 carriers (America West*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways*) use ACARS exclusively; 4 carriers (AirTran, Aloha, Atlantic Southeast, and Comair) record arrival times manually; and 3 carriers (Alaska, 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 32 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 32 "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.

Except for the flights listed in Table 5, this report provides summary information - 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/ Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml> CDs for earlier months can be purchased by sending an email to: Orders@bts.gov Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>

Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

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.**

****Aloha Airlines and Hawaiian Airlines currently report flight delay data voluntarily, as permitted by Part 234.**

APRIL 2007

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 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	88.7	11	95.4
HAWAIIAN AIRLINES S/V/	7	71.5	14	95.1
PINNACLE AIRLINES S/	14	85.5	109	84.2
SOUTHWEST AIRLINES S/	18	84.1	63	83.4
FRONTIER AIRLINES S/	22	83.3	42	83.0
AIRTRAN AIRWAYS S/	22	81.7	50	81.8
DELTA AIRLINES S/	31	81.1	100	81.5
SKYWEST AIRLINES S/	19	81.6	139	80.3
ALASKA AIRLINES S/	16	79.0	45	79.9
MESA AIRLINE S/	24	72.5	116	74.2
NORTHWEST AIRLINES S/	30	73.8	105	73.6
CONTINENTAL AIRLINES S/	29	72.7	77	73.5
UNITED AIRLINES S/	31	72.7	84	72.9
AMERICAN EAGLE AIRLINES S/	19	72.2	117	72.7
EXPRESSJET AIRLINES S/	24	68.7	115	71.9
ATLANTIC SOUTHEAST AIRLINES S/	21	73.1	142	70.7
AMERICAN AIRLINES S/	30	69.8	81	70.7
COMAIR S/	23	67.2	96	67.9
JETBLUE AIRWAYS S/	18	64.2	46	64.8
US AIRWAYS S/	30	63.1	81	63.1
TOTAL		74.7		75.7

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaints" sections of this report.

APRIL 2007

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	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		FEB - 07		MAR - 07		APR - 07		12 MONTHS ENDING APRIL 2007		DATABASE TO DATE SEP 1987-APRIL 2007	
	04 - 06 2006		07 - 09 2006		10 - 12 2006		01 - 03 2007											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	76.6	12	73.0	14	73.3	10	76.5	6	71.2	8	78.4	7	81.8	6	75.1	7	(--)	(--)
ALASKA	76.9	11	72.0	16	72.4	12	72.0	9	72.3	7	73.2	9	79.9	9	73.6	8	75.7	8
ALOHA	82.6	2	93.8	2	92.8	1	92.0	2	91.1	2	93.2	2	95.4	1	92.2	2	(--)	(--)
AMERICAN	76.5	13	75.7	7	73.6	8	67.8	14	64.2	12	71.4	12	70.7	17	72.9	10	78.7	3
AMERICAN EAGLE	69.7	19	72.3	15	69.5	16	67.3	15	62.3	15	71.8	11	72.7	14	69.8	16	74.4	9
ATA	65.0	20	69.8	18	71.7	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
ATLANTIC SOUTHEAST	70.8	18	57.0	20	63.3	20	66.1	16	60.5	16	70.4	15	70.7	16	64.0	19	(--)	(--)
COMAIR	78.3	8	69.2	19	66.7	19	63.0	19	53.5	20	66.9	17	67.9	18	68.1	18	(--)	(--)
CONTINENTAL	71.5	17	75.1	8	73.7	7	73.0	8	73.7	5	71.2	13	73.5	12	73.4	9	78.5	4
DELTA	79.6	6	74.0	13	74.1	5	78.7	4	76.7	4	79.7	5	81.5	7	76.4	5	77.7	6
EXPRESSJET	71.8	16	75.1	9	72.1	14	70.6	10	70.7	9	69.6	16	71.9	15	72.2	12	(--)	(--)
FRONTIER	82.2	3	83.5	3	81.4	3	77.7	5	72.7	6	84.8	3	83.0	5	81.2	3	(--)	(--)
HAWAIIAN	94.6	1	95.8	1	90.9	2	92.5	1	91.4	1	93.9	1	95.1	2	93.5	1	(--)	(--)
JETBLUE	78.0	9	74.8	11	68.6	17	63.4	18	57.4	19	63.6	19	64.8	19	69.4	17	(--)	(--)
MESA	73.7	15	71.2	17	72.7	11	68.1	13	62.5	14	70.7	14	74.2	10	71.2	14	(--)	(--)
NORTHWEST	80.9	4	76.6	6	67.9	18	65.7	17	58.8	18	66.0	18	73.6	11	72.1	13	79.3	2
PINNACLE	(--)	(--)	(--)	(--)	(--)	(--)	73.3	7	64.2	13	78.1	8	84.2	3	(--)	(--)	(--)	(--)
SKYWEST	80.9	5	78.9	5	72.2	13	69.7	12	65.0	10	78.4	6	80.3	8	75.4	6	(--)	(--)
SOUTHWEST	78.6	7	80.9	4	80.4	4	80.7	3	77.3	3	82.0	4	83.4	4	80.5	4	82.2	1
UNITED	73.7	14	74.9	10	73.8	6	70.2	11	64.5	11	72.4	10	72.9	13	72.9	11	76.2	7
US AIRWAYS	77.9	10	74.8	12	73.5	9	62.4	20	60.0	17	55.5	20	63.1	20	70.8	15	78.2	5
Total	76.5		75.2		73.4		71.4		67.3		73.3		75.7		73.9		78.5	

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, plus other carriers that report voluntarily. Pinnacle Airlines' reporting is effective January 2007. ATA Airlines' ranking in this table ceased effective January 2007.

APRIL 2007

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		127	62.2	37	83.8	90	83.3	291	86.3	162	83.3	90	73.3	71	85.9
AA	694	73.3	1081	68.2	327	82.9	128	74.2	H/		845	76.3	666	70.3	13445	75.4
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		60	80.0	H/		H/		H/		90	76.7	180	84.4	90	85.6
B6	H/		1638	68.9	H/		120	57.5	H/		H/		90	72.2	H/	
CO	416	76.4	592	64.2	167	88.6	H/		H/		377	77.7	345	78.3	331	68.9
DL	12285	85.8	1369	76.0	305	85.2	208	84.6	1703	82.9	876	80.5	326	82.2	323	78.3
EV	9412	73.4	H/		H/		23	65.2	1067	76.8	99	82.8	31	71.0	62	66.1
F9	115	81.7	H/		H/		H/		H/		86	82.6	3808	85.5	189	78.8
FL	7047	85.5	844	74.3	1111	81.8	284	82.0	H/		158	84.8	134	76.1	263	75.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	77	71.4	1040	72.1	150	58.0	441	70.7	438	72.1	842	74.9	H/		7778	79.2
NW	432	70.6	363	56.2	285	64.2	203	72.9	H/		505	73.7	271	72.0	306	76.1
OH	394	80.2	1314	53.0	304	62.2	177	66.7	5226	79.4	467	58.5	30	90.0	47	72.3
OO	690	84.2	H/		H/		H/		121	73.6	H/		4145	79.7	112	75.0
UA	216	79.2	878	60.9	440	72.7	156	78.2	79	74.7	446	71.5	6759	78.0	456	72.6
US	197	62.9	1779	59.3	365	57.8	5986	63.8	H/		2376	68.0	394	65.5	572	56.8
WN	H/		H/		5117	86.3	H/		H/		H/		1016	81.3	H/	
XE	248	76.2	131	75.6	205	62.9	430	66.3	257	64.6	249	69.9	29	72.4	221	66.1
YV	206	63.1	188	56.9	46	84.8	2081	74.9	H/		H/		1265	82.5	7	85.7
TOTAL	32429	81.0	11404	65.7	8859	81.2	10327	68.0	9182	79.1	7578	72.8	19579	79.8	24273	76.1

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

APRIL 2007

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	4189	86.2	H/		H/		86	82.6	38	86.8	H/		H/		H/	
AA	313	66.5	552	50.4	485	74.8	302	80.1	376	67.0	940	63.6	575	71.8	2538	73.2
AQ	H/		H/		H/		H/		H/		H/		30	90.0	H/	
AS	H/		60	61.7	H/		H/		H/		H/		330	83.6	615	85.7
B6	H/		433	45.0	1105	66.9	643	75.0	H/		5016	59.7	257	73.5	H/	
CO	176	83.0	5254	60.5	560	74.5	17	94.1	7603	80.7	103	67.0	536	74.8	587	73.1
DL	140	87.1	300	64.3	848	73.5	264	85.2	129	80.6	1189	59.4	595	76.0	1105	77.4
EV	49	65.3	40	62.5	H/		10	100.0	44	65.9	H/		74	74.3	385	64.4
F9	90	71.1	H/		60	86.7	H/		86	83.7	H/		246	78.0	267	83.9
FL	286	85.7	146	60.3	756	77.9	206	88.8	H/		H/		120	84.2	104	76.0
HA	H/		H/		H/		H/		H/		H/		60	70.0	78	64.1
MQ	219	58.4	146	39.0	H/		86	68.6	H/		613	62.8	120	86.7	1422	91.4
NW	7669	74.7	390	47.7	292	68.8	146	69.9	272	77.6	175	49.7	394	72.6	499	73.3
OH	235	68.1	109	49.5	39	87.2	214	60.3	91	73.6	1710	49.4	H/		H/	
OO	136	71.3	H/		H/		H/		221	80.1	H/		239	85.4	4177	85.2
UA	186	70.4	419	51.6	177	66.7	2425	76.2	177	66.7	417	70.5	1048	71.5	2860	77.0
US	257	52.9	294	40.8	768	55.5	159	61.0	119	76.5	210	63.8	3102	65.3	829	65.5
WN	606	81.8	H/		1255	84.5	360	83.1	H/		H/		6829	85.2	3499	83.8
XE	187	52.4	4748	52.2	H/		358	67.6	7861	80.0	94	45.7	H/		H/	
YV	206	61.2	179	52.5	H/		2963	67.9	169	60.9	198	55.6	671	83.9	128	75.8
TOTAL	14944	77.2	13070	55.1	6345	72.8	8239	73.0	17186	79.6	10665	58.7	15226	78.2	19093	80.0

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

APRIL 2007

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
	# 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
9E	116	63.8	H/		H/		H/		2604	87.6	H/		H/		H/	
AA	1807	54.7	920	71.4	H/		3304	71.7	433	66.5	117	72.6	6276	58.5	180	76.1
AQ	H/		H/		H/		H/		H/		99	88.9	H/		H/	
AS	H/		60	83.3	H/		30	86.7	H/		426	82.6	120	70.8	949	77.7
B6	238	59.7	962	68.1	H/		H/		H/		440	80.7	201	48.8	30	53.3
CO	403	63.5	670	80.3	47	63.8	335	76.7	128	84.4	90	72.2	430	57.4	120	70.0
DL	1778	67.4	1145	76.0	H/		381	78.5	85	85.9	70	74.3	298	77.5	204	84.3
EV	50	48.0	H/		106	59.4	H/		63	79.4	74	74.3	38	39.5	H/	
F9	89	50.6	82	82.9	152	79.6	H/		90	85.6	H/		H/		106	80.2
FL	402	58.2	1614	83.0	762	74.5	182	83.5	329	83.3	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		60	86.7
MQ	1598	60.8	H/		H/		589	78.9	H/		H/		7569	63.1	H/	
NW	559	49.7	600	73.7	307	68.1	187	65.8	8009	79.8	H/		615	57.6	150	70.7
OH	1133	55.3	178	87.1	77	50.6	44	70.5	56	82.1	H/		316	50.3	H/	
OO	H/		H/		H/		H/		255	73.7	275	80.4	4367	66.2	740	91.8
UA	681	51.0	694	74.5	H/		152	60.5	494	69.2	235	70.6	7716	70.1	697	74.2
US	1221	58.1	877	53.2	H/		402	59.7	253	62.8	135	63.7	662	47.3	222	60.4
WN	H/		3159	86.0	6547	81.0	H/		H/		4128	84.8	H/		1161	84.1
XE	85	52.9	6	83.3	89	67.4	4	100.0	274	70.4	H/		223	59.2	H/	
YV	175	38.9	H/		H/		H/		28	71.4	64	89.1	2461	61.0	H/	
TOTAL	10335	58.1	10967	77.3	8087	79.1	5610	72.3	13101	80.1	6153	82.6	31292	63.5	4619	80.0

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

APRIL 2007

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	PHL		PHX		SAN		SEA		SFO		SLC		STL		TPA	
	# 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
9E	148	70.3	H/		H/		H/		H/		H/		147	89.8	H/	
AA	514	61.5	475	70.9	569	69.1	490	67.1	1040	69.6	207	70.0	1685	76.7	668	74.4
AQ	H/		H/		30	86.7	H/		H/		H/		H/		H/	
AS	H/		328	83.2	407	80.1	3897	77.1	519	78.8	H/		H/		H/	
B6	H/		90	72.2	90	67.8	60	80.0	H/		90	83.3	H/		359	66.6
CO	193	72.5	410	73.7	287	73.2	348	74.4	365	68.8	90	68.9	H/		521	76.4
DL	322	76.7	404	85.1	292	83.2	411	74.9	357	72.8	2418	90.9	133	85.7	791	79.5
EV	40	62.5	H/		H/		H/		90	76.7	190	77.4	49	77.6	H/	
F9	60	73.3	196	80.1	175	86.3	107	80.4	290	81.0	165	80.0	112	84.8	40	92.5
FL	521	72.9	90	82.2	H/		H/		56	75.0	H/		H/		732	84.7
HA	H/		30	63.3	60	71.7	72	70.8	30	73.3	H/		H/		H/	
MQ	H/		H/		666	92.0	H/		154	72.7	H/		107	73.8	H/	
NW	327	63.9	332	77.7	171	73.7	374	74.3	310	74.2	120	80.8	279	75.6	428	72.0
OH	67	82.1	H/		H/		H/		H/		H/		28	92.9	6	83.3
OO	56	37.5	232	81.5	671	83.5	431	90.7	3365	79.5	6628	90.7	61	82.0	H/	
UA	499	67.5	559	64.9	734	71.9	866	71.1	3787	75.4	201	75.6	90	74.4	377	71.9
US	4018	56.1	5786	72.8	457	67.6	278	61.2	587	58.8	154	76.0	89	76.4	786	58.3
WN	1928	77.4	6027	85.0	2790	85.1	1179	85.5	H/		1303	85.8	2074	82.1	2348	85.4
XE	102	65.7	76	71.1	H/		H/		H/		63	82.5	341	63.6	4	75.0
YV	59	62.7	2736	85.1	41	85.4	46	78.3	26	80.8	72	87.5	90	76.7	H/	
TOTAL	8854	64.7	17771	79.3	7440	80.6	8559	76.9	10976	75.2	11701	88.6	5285	78.7	7060	77.5

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

APRIL 2007

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	87.4	75.0	58.3	80.8	83.5	95.2	92.0	85.7	J/	77.7	80.8	76.2	92.8	68.9	94.6	80.7	51.7	77.8
700 - 759 AM	91.6	79.4	91.4	81.1	91.5	78.4	89.4	87.5	83.7	84.2	63.3	81.2	85.2	82.4	95.2	94.5	84.1	88.3
800 - 859 AM	88.4	78.0	90.6	70.0	81.7	81.2	90.3	83.3	83.6	81.8	95.3	87.3	79.2	75.3	92.1	93.2	73.0	92.2
900 - 959 AM	89.1	78.7	88.0	72.3	86.4	86.6	85.9	82.1	83.3	91.2	87.8	85.2	82.9	82.8	90.8	90.6	69.3	88.5
1000 - 1059 AM	86.5	81.1	92.5	74.5	83.9	83.0	83.9	82.7	81.2	85.2	86.4	80.3	83.9	82.2	82.0	85.6	70.1	84.7
1100 - 1159 AM	82.7	77.2	91.0	74.6	84.7	80.9	86.4	83.7	81.6	79.2	78.4	77.4	86.5	80.9	81.2	80.8	63.8	80.4
1200 - 1259 PM	82.8	77.3	89.2	72.7	81.9	77.9	80.9	80.7	81.3	67.6	76.2	76.9	83.0	68.7	85.8	85.2	65.8	79.2
100 - 159 PM	82.2	75.7	88.5	71.7	88.9	78.4	80.5	80.4	82.4	57.1	75.3	75.3	82.0	71.4	80.3	80.8	60.5	82.7
200 - 259 PM	79.2	70.7	84.9	75.7	83.4	74.2	80.8	76.7	78.4	44.3	75.3	81.5	81.1	76.1	77.4	82.4	58.4	79.2
300 - 359 PM	80.1	71.1	79.3	67.9	81.2	70.3	79.6	75.9	84.1	49.3	84.2	72.2	82.8	61.2	76.2	79.5	58.0	81.5
400 - 459 PM	79.8	60.4	78.4	64.6	76.0	71.5	76.5	72.0	80.6	40.6	66.7	66.4	78.1	53.0	74.6	79.4	51.0	78.2
500 - 559 PM	79.5	56.9	79.6	64.4	66.7	69.9	76.8	72.2	74.0	37.7	73.4	70.3	78.3	48.7	76.4	76.8	50.7	74.3
600 - 659 PM	73.4	53.3	74.1	59.9	76.2	66.5	70.5	72.4	70.5	39.4	71.4	66.2	73.0	36.2	77.4	78.9	52.4	73.5
700 - 759 PM	73.8	55.0	75.7	63.0	72.3	65.6	71.7	70.3	76.8	34.6	64.4	72.5	73.1	44.0	72.7	74.9	50.1	74.3
800 - 859 PM	73.6	46.0	75.0	54.3	69.6	63.6	71.0	66.4	69.9	36.5	68.4	68.3	68.1	26.3	73.4	70.9	43.3	67.5
900 - 959 PM	73.4	55.7	75.0	73.7	63.7	60.8	73.6	64.0	61.2	39.5	64.8	59.9	67.7	40.3	75.4	68.3	48.8	69.3
1000 - 1059 PM	72.8	56.1	67.4	66.0	63.1	67.8	71.2	55.9	63.5	45.8	65.1	65.1	70.7	39.2	65.8	70.0	44.6	66.8
1100 - 559 AM	80.6	59.7	77.5	60.6	69.6	65.5	76.9	70.1	65.8	64.8	57.6	69.4	80.6	64.2	63.1	72.4	55.4	68.1
TOTAL, ALL ARRIVALS, BY AIRPORT	81.0	65.7	81.2	68.0	79.1	72.8	79.8	76.1	77.2	55.1	72.8	73.0	79.6	58.7	78.2	80.0	58.1	77.3

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

APRIL 2007

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	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	90.8	87.8	79.9	J/	86.7	69.2	72.8	89.9	J/	87.5	92.4	100.0	96.2	71.7	83.7
700 - 759 AM	92.6	78.8	83.6	98.7	79.4	93.5	91.5	89.2	96.6	95.1	90.6	96.5	93.4	100.0	87.2
800 - 859 AM	89.2	89.1	87.2	93.2	73.7	92.2	71.7	89.8	93.0	87.8	89.3	91.6	96.1	95.7	84.4
900 - 959 AM	86.5	85.5	83.3	91.6	71.6	91.1	69.3	75.1	90.8	88.5	82.0	91.6	88.4	87.4	84.0
1000 - 1059 AM	87.0	82.5	82.4	93.2	70.0	87.7	72.2	86.9	87.0	82.3	76.4	91.4	88.6	85.3	82.6
1100 - 1159 AM	85.6	78.0	80.7	85.5	70.0	91.1	74.3	85.4	86.8	84.7	75.1	93.2	84.2	84.8	80.8
1200 - 1259 PM	87.0	72.2	85.6	84.5	69.1	81.7	70.5	83.7	81.2	80.8	73.1	87.9	83.6	76.6	79.2
100 - 159 PM	84.4	75.1	81.6	90.3	66.4	85.3	69.0	83.3	84.1	76.4	75.0	85.0	83.6	83.1	77.9
200 - 259 PM	79.3	67.9	80.0	86.6	62.9	77.7	62.4	76.8	82.0	81.7	78.7	90.5	80.8	81.5	75.9
300 - 359 PM	76.4	72.2	80.9	82.5	57.8	82.7	70.2	78.6	80.9	76.5	77.5	89.5	79.5	82.5	74.3
400 - 459 PM	76.8	67.7	77.1	82.4	58.0	75.5	61.9	75.4	81.2	78.1	72.0	87.5	77.2	75.1	71.3
500 - 559 PM	76.6	74.2	80.3	78.2	55.8	83.7	69.2	76.9	75.4	75.6	68.3	85.3	69.5	74.5	70.7
600 - 659 PM	69.8	66.0	79.1	74.3	54.4	74.4	54.3	67.4	78.2	76.3	74.0	88.3	70.8	73.2	68.0
700 - 759 PM	68.7	65.8	80.6	75.1	51.3	73.0	48.6	77.1	78.1	64.0	72.3	86.6	77.5	75.8	67.8
800 - 859 PM	70.1	71.0	71.1	79.1	49.5	74.2	60.7	74.3	67.9	68.9	67.7	88.0	68.5	73.9	65.1
900 - 959 PM	66.4	60.6	69.5	79.2	49.6	76.4	59.1	74.2	76.3	72.4	67.6	83.0	68.9	66.8	65.2
1000 - 1059 PM	70.9	52.9	76.6	72.1	48.6	70.4	64.3	71.3	69.4	65.1	62.4	73.8	62.0	69.5	63.5
1100 - 559 AM	80.8	58.2	73.8	69.5	70.7	69.2	65.3	77.3	76.7	71.3	70.0	70.0	64.6	65.1	68.7
TOTAL, ALL ARRIVALS, BY AIRPORT	79.1	72.3	80.1	82.6	63.5	80.0	64.7	79.3	80.6	76.9	75.2	88.6	78.7	77.5	74.7

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

APRIL 2007

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	91.7	89.6	93.6	93.9	89.4	94.5	93.9	88.3	94.6	91.2	93.3	89.3	93.2	91.7	95.3	92.5	91.1	96.3
700 - 759 AM	89.6	83.6	89.8	85.7	89.2	89.8	93.6	87.3	92.0	91.5	90.8	87.0	90.0	88.3	92.6	90.0	88.4	93.5
800 - 859 AM	89.8	85.1	89.2	88.4	87.2	82.4	88.7	83.7	90.5	84.3	91.4	85.9	82.0	82.4	90.1	88.9	88.0	94.1
900 - 959 AM	82.7	81.3	85.3	77.1	88.4	85.8	87.6	81.4	86.1	85.0	89.1	88.5	87.5	77.4	87.6	89.3	82.6	89.2
1000 - 1059 AM	82.9	80.2	85.7	90.5	84.8	83.3	83.0	79.5	83.2	82.7	82.1	83.2	82.1	80.6	85.6	86.9	75.8	87.6
1100 - 1159 AM	83.2	78.8	88.2	75.6	87.2	80.4	85.4	80.6	82.0	82.2	78.9	80.5	82.9	78.6	79.8	84.9	77.3	82.0
1200 - 1259 PM	79.0	73.3	84.0	71.6	86.7	79.7	82.0	82.0	81.7	76.5	72.8	74.3	84.2	75.1	79.5	80.0	74.0	75.5
100 - 159 PM	78.0	76.9	81.1	69.2	84.5	75.3	77.0	77.0	79.6	64.4	68.0	77.7	82.2	58.6	77.6	79.1	73.3	78.9
200 - 259 PM	74.1	69.8	78.6	66.4	78.1	75.2	77.5	72.6	76.8	59.7	70.7	69.5	79.7	71.4	73.6	77.9	69.2	71.5
300 - 359 PM	71.0	65.8	74.7	61.7	78.8	67.0	77.3	73.2	77.7	50.7	68.5	69.9	79.0	70.3	73.0	76.7	64.1	77.9
400 - 459 PM	72.2	66.2	70.9	65.3	79.5	62.3	75.1	70.7	75.3	47.7	70.2	65.4	80.5	56.7	68.9	79.0	63.8	74.5
500 - 559 PM	73.3	58.0	69.0	58.0	74.6	71.0	74.6	69.6	79.1	43.6	67.1	66.6	77.1	55.9	70.3	75.5	60.0	74.3
600 - 659 PM	75.3	55.2	71.5	56.1	63.6	70.2	73.2	71.2	65.8	39.6	63.8	60.9	74.3	49.7	71.5	76.3	59.2	72.9
700 - 759 PM	69.5	55.6	64.8	54.1	72.6	66.7	73.9	67.1	76.2	39.5	73.5	62.5	73.1	42.7	74.7	75.8	59.7	68.4
800 - 859 PM	68.0	48.7	68.9	49.3	73.0	66.5	76.7	65.0	63.4	39.1	64.5	67.4	70.6	42.4	71.9	77.5	57.3	72.3
900 - 959 PM	70.1	60.0	78.1	40.1	81.0	51.9	76.3	63.9	81.7	39.5	56.5	68.3	75.0	33.1	72.3	70.6	48.9	69.3
1000 - 1059 PM	79.4	48.5	88.9	65.0	J/	J/	70.8	68.5	68.3	30.8	50.0	68.8	83.3	43.4	81.1	82.9	J/	J/
1100 - 559 AM	78.6	86.1	92.6	J/	J/	J/	82.8	97.2	J/	87.2	84.7	J/	86.1	84.1	72.5	79.7	100.0	69.3
TOTAL, ALL DEPARTURES, BY AIRPORT	77.4	72.3	79.7	66.5	81.3	76.5	80.4	75.8	80.6	65.0	76.4	74.8	80.6	65.8	78.6	82.1	72.1	80.5

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

APRIL 2007

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	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	91.5	95.7	94.2	93.7	89.1	95.7	88.5	94.4	95.1	94.7	93.1	97.3	94.7	96.5	92.7
700 - 759 AM	93.4	87.1	87.1	95.3	82.8	91.8	82.7	90.5	95.7	90.3	92.1	93.8	92.4	92.4	89.3
800 - 859 AM	89.8	85.1	85.2	90.1	80.7	92.9	84.4	84.9	90.0	87.5	87.0	94.3	92.1	93.6	87.2
900 - 959 AM	81.7	80.6	85.3	91.0	74.4	88.1	71.2	80.2	90.7	81.9	87.8	89.5	90.1	87.4	83.3
1000 - 1059 AM	83.5	81.9	85.4	89.1	72.1	92.3	71.1	83.1	87.7	82.3	77.4	90.3	85.3	85.4	82.6
1100 - 1159 AM	82.0	79.0	83.3	84.1	68.4	89.3	73.4	80.5	85.3	83.4	71.3	93.6	84.1	82.6	81.3
1200 - 1259 PM	80.8	80.4	82.5	78.9	67.8	85.3	72.3	80.9	82.4	83.6	77.1	87.9	81.4	82.7	78.8
100 - 159 PM	79.5	65.7	85.6	82.2	65.9	83.2	67.5	81.9	78.1	80.9	73.4	89.7	77.0	74.2	76.5
200 - 259 PM	77.3	69.4	83.4	75.7	62.1	84.7	64.7	73.3	82.4	79.1	73.4	84.4	81.2	76.1	73.4
300 - 359 PM	68.4	64.0	83.2	75.9	61.1	88.6	56.1	71.6	79.9	77.8	75.7	89.2	79.6	84.3	72.3
400 - 459 PM	67.5	63.6	79.1	78.1	57.8	74.2	60.8	74.1	72.7	77.3	76.6	86.6	66.7	71.9	69.6
500 - 559 PM	68.7	69.9	74.7	73.5	55.6	85.2	59.7	67.1	80.4	76.8	71.7	89.9	77.9	73.8	69.2
600 - 659 PM	63.8	73.0	82.6	70.9	57.6	81.5	62.3	73.3	78.5	79.4	72.5	81.4	65.2	74.4	68.6
700 - 759 PM	62.0	67.8	86.2	63.4	55.7	71.5	60.5	66.7	80.2	78.1	75.1	89.3	67.9	66.6	67.4
800 - 859 PM	59.8	75.6	82.1	73.9	54.2	82.3	46.1	74.8	79.9	72.3	73.9	90.7	70.0	71.5	65.2
900 - 959 PM	60.4	72.8	80.7	78.5	59.3	68.9	76.9	76.0	78.3	80.2	76.5	92.1	64.3	70.1	69.8
1000 - 1059 PM	J/	45.1	78.4	85.7	64.2	88.5	47.2	84.0	93.0	87.2	77.6	J/	74.1	J/	76.6
1100 - 559 AM	96.7	J/	93.2	88.8	90.8	89.8	93.1	84.9	98.3	83.8	74.6	88.5	J/	87.0	80.7
TOTAL, ALL DEPARTURES, BY AIRPORT	76.4	75.2	83.4	82.3	66.5	86.8	67.6	79.1	84.8	83.1	78.9	90.7	80.7	81.3	77.0

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

APRIL 2007

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
US	1543	BOS-CLT	1835	15	100.00	53	56
OH	5463	JFK-BUF	1852	30	96.67	75	60
OO	2570	CMH-MKE	2055	26	96.15	42	24
US	1582	CLT-EWR	1545	24	95.83	67	60
OH	5625	JFK-JAX	1735	16	93.75	79	81
US	656	DCA-PHX	1639	16	93.75	71	34
US	619	ATL-LAS	2147	16	93.75	42	23
B6	1606	JFK-PWM	1740	30	93.33	60	35
AA	1639	JFK-SJU	1905	30	93.33	54	34
OH	4997	ORF-JFK	1900	28	92.86	95	79
XE	2740	EWR-RIC	1555	26	92.31	69	52
B6	1079	JFK-RIC	2135	26	92.31	61	45
B6	30	JFK-ROC	2240	26	92.31	51	36
US	1972	CLT-EWR	1406	23	91.30	61	54
AA	882	MIA-JFK	1755	21	90.48	76	60
US	1105	EWR-CLT	1640	21	90.48	61	54
XE	2396	EWR-DTW	1805	30	90.00	75	62
XE	2174	PVD-EWR	1815	19	89.47	79	84
OH	5244	RIC-JFK	1540	18	88.89	61	43
XE	3037	EWR-BNA	1915	26	88.46	82	71
XE	3074	CMH-EWR	1930	26	88.46	80	81
B6	1058	PIT-JFK	1925	26	88.46	70	77
XE	2840	ORF-EWR	1935	26	88.46	67	47
OH	5478	IAD-JFK	1835	26	88.46	67	56
MQ	4632	EWR-RDU	1930	26	88.46	65	56

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

APRIL 2007

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
B6	1057	JFK-PIT	2125	26	88.46	64	56
OH	4970	EWR-CVG	1745	26	88.46	63	48
NW	897	DTW-JFK	2106	25	88.00	42	40
DL	1227	JFK-MCO	1620	16	87.50	75	69
OH	5262	JFK-BNA	2125	16	87.50	64	62
XE	3077	STL-EWR	1625	24	87.50	51	31
OH	5515	BOS-JFK	1600	16	87.50	51	29
OH	5517	BOS-JFK	1700	16	87.50	50	31
EV	4399	ALB-ATL	1610	16	87.50	43	32
B6	1076	RIC-JFK	1845	30	86.67	78	62
XE	6098	CMH-JFK	1850	30	86.67	77	62
B6	5	BUF-JFK	1930	30	86.67	70	79
B6	1108	RDU-JFK	1910	30	86.67	67	60
OH	5513	BOS-JFK	1520	30	86.67	66	55
OH	5283	JFK-DCA	1810	30	86.67	57	51
B6	1046	BNA-JFK	1720	30	86.67	50	38
US	714	CLT-BOS	2140	30	86.67	43	32
US	707	PHL-SFO	1745	30	86.67	40	39
OH	5587	BOS-TTN	1859	20	85.00	65	70
XE	2404	GSO-EWR	1320	26	84.62	84	50
XE	2669	EWR-MCI	2010	26	84.62	77	57
XE	2996	EWR-STL	1850	26	84.62	70	68
XE	1281	EWR-IAD	1930	26	84.62	62	73
OH	5603	JFK-CLE	1925	26	84.62	61	46
MQ	4627	RDU-EWR	1925	26	84.62	57	54

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APRIL 2007

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

CARRIER *	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
AA	357	LGA-ORD	2045	26	84.62	53	48
US	1760	EWR-CLT	1825	26	84.62	48	41
US	2188	DCA-LGA	2100	26	84.62	47	29
OO	2552	CMH-MKE	1340	25	84.00	52	40
OH	5659	MDW-BOS	1950	25	84.00	48	32
B6	1069	JFK-AUS	2050	30	83.33	78	54
US	1012	STT-PHL	1450	30	83.33	76	39
AA	1491	EWR-ORD	1545	18	83.33	57	29
B6	1607	PWM-JFK	1940	30	83.33	56	35
US	1470	ORD-PHL	1610	30	83.33	54	40
OH	5492	ORD-JFK	1445	30	83.33	51	51
B6	6	JFK-BUF	1725	30	83.33	49	35
US	1706	CLT-PHL	1730	30	83.33	44	37
OO	2543	CMH-MKE	1700	30	83.33	39	25
AA	1659	ORD-MCI	2025	18	83.33	37	27
US	1857	CLT-MCO	2130	30	83.33	34	31
AA	1659	EWR-ORD	1755	29	82.76	55	41
OH	5315	BOS-TTN	1652	23	82.61	48	41
XE	2740	PWM-EWR	1335	28	82.14	83	65
OH	5274	RDU-JFK	1648	28	82.14	51	41
OH	5492	JFK-ORD	1900	28	82.14	50	56
DL	481	TPA-JFK	1915	28	82.14	41	26
YV	7150	IAD-HSV	1700	16	81.25	85	48
OH	5243	JFK-ROC	1915	16	81.25	61	43
DL	675	JFK-SFO	1630	16	81.25	57	25

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APRIL 2007

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
EV	4113	ATL-GNV	1457	16	81.25	46	27
DL	1865	JFK-FLL	1640	16	81.25	43	26
DL	1456	MCO-JFK	1500	16	81.25	43	22
OH	5295	JFK-IAD	1120	16	81.25	41	19
OH	5685	CMH-JFK	1610	16	81.25	39	23
OH	5318	JFK-DTW	1735	16	81.25	38	41
DL	725	JFK-LAS	1650	16	81.25	33	28
US	1010	EWR-CLT	1500	21	80.95	62	42
US	1783	BOS-PHL	1330	21	80.95	51	27
US	1470	PHL-MHT	2010	21	80.95	49	37
AA	543	LGA-TPA	1830	21	80.95	44	39
AA	585	MIA-SJU	1945	21	80.95	44	39
AA	588	MIA-JFK	2105	21	80.95	40	30
XE	2665	DTW-EWR	2050	26	80.77	94	107
XE	2147	ROC-EWR	1740	26	80.77	74	69
XE	2836	EWR-ORF	1730	26	80.77	70	54
B6	1099	JFK-CMH	2140	26	80.77	64	68
XE	2338	EWR-RIC	2045	26	80.77	64	38
XE	2332	PIT-EWR	1540	26	80.77	64	47
US	605	ORD-LAS	1500	26	80.77	60	36
CO	1112	DCA-EWR	1659	26	80.77	58	44
B6	1020	JFK-BOS	2245	26	80.77	55	39
CO	1114	DCA-EWR	1900	26	80.77	52	63
XE	2675	EWR-GSP	2000	26	80.77	50	47
XE	2991	RIC-CLE	1800	26	80.77	48	31

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APRIL 2007

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	561	MDW-PIT	2000	26	80.77	47	35
US	942	SFO-PHL	2200	26	80.77	45	49
XE	2558	EWR-OMA	1915	26	80.77	34	32
XE	3053	DTW-EWR	1450	30	80.00	86	74
US	1024	SJU-PHL	1430	30	80.00	76	54
XE	3142	EWR-CMH	1705	30	80.00	64	56
XE	2435	EWR-BTV	1655	25	80.00	62	41
CO	661	SAT-EWR	1215	30	80.00	58	44
B6	1308	IAD-JFK	1735	30	80.00	58	44
XE	3070	BTV-EWR	1845	25	80.00	58	41
B6	79	JFK-MCO	2130	30	80.00	57	49
B6	1019	BOS-JFK	1930	30	80.00	56	50
XE	2076	EWR-IND	1930	30	80.00	56	30
B6	11	JFK-FLL	2130	30	80.00	52	39
B6	84	FLL-JFK	1840	30	80.00	49	45
B6	809	JFK-FLL	2150	15	80.00	49	28
B6	38	JFK-ROC	1725	30	80.00	48	24
AA	1450	ORD-EWR	1350	30	80.00	48	29
US	1740	BUF-PHL	1800	25	80.00	47	32
B6	153	JFK-MCO	1645	30	80.00	45	29
DL	192	ATL-JFK	1435	30	80.00	37	42

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

APRIL 2007

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
JETBLUE	556	63	11.3
COMAIR	619	47	7.6
EXPRESSJET	1,226	74	6.0
US AIRWAYS	1,371	61	4.4
CONTINENTAL	947	35	3.7
AMERICAN	1,746	36	2.1
DELTA	1,216	14	1.2
ATLANTIC SOUTHEAST	641	7	1.1
UNITED	1,377	11	0.8
AMERICAN EAGLE	1,494	11	0.7
NORTHWEST	1,214	6	0.5
SKYWEST	1,581	7	0.4
MESA	828	3	0.4
SOUTHWEST	3,296	5	0.2
AIRTRAN	701	1	0.1
PINNACLE	712	0	0.0
ALASKA	429	0	0.0
FRONTIER	268	0	0.0
HAWAIIAN	150	0	0.0
ALOHA	131	0	0.0
TOTAL	20,503	381	1.9

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.

APRIL 2007

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	80.9	90.3	236	237
ADAK ISLAND AK (ADK)	66.7	44.4	9	9
AGUADILLA PR (BQN)	69.2	90.0	120	120
AKRON/CANTON OH (CAK)	74.5	82.7	698	699
ALBANY GA (ABY)	78.9	87.2	109	109
ALBANY NY (ALB)	72.2	77.1	1,203	1,199
ALBUQUERQUE NM (ABQ)	80.5	83.3	3,151	3,149
ALEXANDRIA LA (AEX)	79.6	86.6	274	277
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	76.0	81.1	499	498
AMARILLO TX (AMA)	75.7	83.6	589	590
ANCHORAGE AK (ANC)	78.4	84.6	1,361	1,360
APPLETON WI (ATW)	72.8	79.5	489	513
ASHEVILLE NC (AVL)	71.3	76.6	244	252
ASHLAND WV (HTS)	88.9	98.1	54	53
ASPEN CO (ASE)	81.3	74.7	171	178
ATLANTA GA (ATL)	81.0	77.4	32,429	32,642
ATLANTIC CITY NJ (ACY)	66.3	86.3	80	80
AUGUSTA GA (AGS)	66.4	80.1	223	211
AUSTIN TX (AUS)	77.4	83.4	4,017	4,014
BAKERSFIELD CA (BFL)	87.4	89.2	436	436
BALTIMORE MD (BWI)	81.2	79.7	8,859	8,873
BANGOR ME (BGR)	67.6	78.4	346	348
BARROW AK (BRW)	83.3	58.3	60	60
BATON ROUGE LA (BTR)	74.3	79.3	873	879
BEAUMONT/PORT ARTHUR TX (BPT)	80.0	86.7	30	30
BELLINGHAM WA (BLI)	94.5	96.4	55	55
BEND/REDMOND OR (RDM)	86.3	88.7	293	293
BETHEL AK (BET)	76.3	79.6	93	93
BILLINGS MT (BIL)	80.6	88.5	356	357
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	81.7	83.6	115	116
BIRMINGHAM AL (BHM)	78.8	82.1	1,827	1,826
BISMARCK/MANDAN ND (BIS)	76.4	87.3	237	236
BLOOMINGTON IL (BMI)	72.7	79.6	289	289
BOISE ID (BOI)	82.3	89.1	1,410	1,408
BOSTON MA (BOS)	65.7	72.3	11,404	11,408
BOZEMAN MT (BZN)	79.7	89.4	384	385
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	70.7	77.1	82	83
BROWNSVILLE TX (BRO)	80.5	81.6	123	125
BRUNSWICK GA (BQK)	72.5	82.5	80	80
BUFFALO NY (BUF)	65.6	73.2	2,364	2,354
BURBANK CA (BUR)	82.2	84.5	2,705	2,703
BURLINGTON VT (BTV)	63.2	76.8	628	628
BUTTE MT (BTM)	89.6	91.4	67	70

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	87.5	83.9	224	224
CASPER WY (CPR)	84.7	88.2	320	322
CEDAR RAPIDS/IOWA CITY IA (CID)	76.2	81.4	892	888
CHAMPAIGN/URBANA IL (CMI)	67.4	75.7	227	226
CHARLESTON SC (CHS)	73.1	77.6	1,281	1,285
CHARLESTON/DUNBAR WV (CRW)	66.5	75.0	316	316
CHARLOTTE AMALIE VI (STT)	74.4	72.8	312	313
CHARLOTTE NC (CLT)	68.0	66.5	10,327	10,326
CHARLOTTESVILLE VA (CHO)	79.0	88.4	138	138
CHATTANOOGA TN (CHA)	75.4	84.6	415	415
CHICAGO IL (MDW)	79.1	76.4	8,087	8,092
CHICAGO IL (ORD)	63.5	66.5	31,292	31,296
CHICO CA (CIC)	75.9	80.2	116	116
CHRISTIANSTED VI (STX)	88.6	86.4	44	44
CLEVELAND OH (CLE)	73.4	79.1	7,115	7,074
CODY WY (COD)	91.0	96.7	89	90
COLLEGE STATION/BRYAN TX (CLL)	82.7	93.3	150	150
COLORADO SPRINGS CO (COS)	75.1	81.2	1,223	1,223
COLUMBIA SC (CAE)	64.7	73.3	898	875
COLUMBUS GA (CSG)	66.7	74.1	108	108
COLUMBUS MS (GTR)	80.2	83.7	86	86
COLUMBUS OH (CMH)	70.3	77.7	3,261	3,260
CORDOVA AK (CDV)	88.3	91.7	60	60
CORPUS CHRISTI TX (CRP)	79.2	85.9	610	610
COVINGTON KY (CVG)	79.1	81.3	9,182	9,184
CRESCENT CITY CA (CEC)	60.7	68.2	84	85
DALLAS TX (DAL)	81.8	81.1	4,424	4,424
DALLAS/FT.WORTH TX (DFW)	76.1	75.8	24,273	24,262
DAYTON OH (DAY)	77.0	84.1	1,250	1,252
DAYTONA BEACH FL (DAB)	85.4	89.7	377	378
DEADHORSE AK (SCC)	76.7	70.0	60	60
DENVER CO (DEN)	79.8	80.4	19,579	19,583
DES MOINES IA (DSM)	76.9	82.0	1,495	1,490
DETROIT MI (DTW)	77.2	80.6	14,944	14,954
DILLINGHAM AK (DLG)	92.3	84.6	13	13
DOTHAN AL (DHN)	72.6	82.1	135	134
DUBUQUE IA (DBQ)	74.1	75.9	116	116
DULUTH MN (DLH)	81.7	77.7	180	179
DURANGO CO (DRO)	81.6	85.1	343	343
EAGLE CO (EGE)	79.2	84.2	269	272
EAU CLAIRE WI (EAU)	100.0	85.7	7	7
EL CENTRO CA (IPL)	81.9	79.0	105	105
EL PASO TX (ELP)	79.4	84.6	1,787	1,788

APRIL 2007

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.
ELKO NV (EKO)	95.2	97.3	145	146
ELMIRA/CORNING NY (ELM)	85.0	88.8	107	107
ERIE PA (ERI)	77.6	81.0	116	116
EUGENE OR (EUG)	83.4	90.0	489	488
EUREKA/ARCATA CA (ACV)	70.8	80.6	312	314
EVANSVILLE IN (EVV)	76.9	81.5	480	481
FAIRBANKS AK (FAI)	76.7	88.3	360	360
FARGO ND (FAR)	75.3	83.5	462	460
FAYETTEVILLE AR (XNA)	70.0	76.0	1,124	1,129
FAYETTEVILLE NC (FAY)	68.0	69.7	172	145
FLAGSTAFF AZ (FLG)	90.0	90.7	150	150
FLINT MI (FNT)	72.4	81.4	653	646
FLORENCE SC (FLO)	64.3	75.0	56	56
FORT LAUDERDALE FL (FLL)	72.8	76.4	6,345	6,355
FORT SMITH AR (FSM)	74.5	84.5	188	187
FORT WAYNE IN (FWA)	70.8	74.9	565	566
FRESNO CA (FAT)	83.1	89.1	1,196	1,193
FT. MYERS FL (RSW)	73.8	78.1	3,063	3,070
GAINESVILLE FL (GNV)	57.6	75.6	172	172
GRAND FORKS ND (GFK)	79.1	92.2	91	90
GRAND JUNCTION CO (GJT)	84.3	88.7	453	452
GRAND RAPIDS MI (GRR)	72.6	82.4	1,352	1,341
GREAT FALLS MT (GTF)	82.6	88.9	288	288
GREEN BAY/CLINTONVILLE WI (GRB)	73.2	78.5	730	730
GREENSBORO/HIGH POINT NC (GSO)	73.2	75.3	1,212	1,217
GREENVILLE MS (GLH)	100.0	100.0	2	2
GREENVILLE/SPARTANBURG SC (GSP)	76.7	82.3	1,111	1,113
GULFPORT/BILOXI MS (GPT)	73.4	78.8	594	593
GUNNISON CO (GUC)	78.5	82.3	93	96
HANCOCK/HOUGHTON MI (CMX)	82.8	92.9	29	28
HARLINGEN/SAN BENITO TX (HRL)	79.9	80.7	493	493
HARRISBURG PA (MDT)	71.9	79.4	758	744
HARTFORD CT (BDL)	78.0	83.7	2,656	2,659
HELENA MT (HLN)	84.0	88.7	144	141
HILO HI (ITO)	99.0	99.5	799	799
HILTON HEAD SC (HHH)	57.3	71.7	89	60
HONOLULU HI (HNL)	93.8	96.1	5,574	5,575
HOUSTON TX (IAH)	80.9	78.8	4,625	4,626
HOUSTON TX (IAH)	79.6	80.6	17,186	17,172
HUNTSVILLE AL (HSV)	76.0	81.7	749	733
IDAHO FALLS ID (IDA)	85.6	92.8	278	279
INDIANAPOLIS IN (IND)	75.0	83.4	3,583	3,587
INDIO/PALM SPRINGS CA (PSP)	81.9	81.0	1,307	1,313

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INYOKERN CA (IYK)	89.9	93.8	79	80
ISLIP NY (ISP)	81.1	86.1	1,029	1,013
JACKSON WY (JAC)	79.8	91.2	203	204
JACKSON/VICKSBURG MS (JAN)	81.5	86.4	1,075	1,074
JACKSONVILLE FL (JAX)	75.5	80.5	2,885	2,888
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	72.1	64.3	86	56
JUNEAU AK (JNU)	85.2	81.9	305	304
KAHULUI HI (OGG)	93.4	95.0	2,076	2,076
KALAMAZOO MI (AZO)	71.0	77.9	417	443
KALISPELL MT (FCA)	90.7	95.3	214	214
KANSAS CITY MO (MCI)	77.7	83.3	4,779	4,781
KETCHIKAN AK (KTN)	77.8	82.2	180	180
KEY WEST FL (EYW)	73.6	74.5	106	106
KILLEEN TX (GRK)	79.1	82.3	407	434
KING SALMON AK (AKN)	60.9	56.5	23	23
KNOXVILLE TN (TYS)	79.5	85.0	1,101	1,104
KODIAK AK (ADQ)	73.1	73.1	52	52
KONA HI (KOA)	94.8	93.5	1,378	1,378
KOTZEBUE AK (OTZ)	70.0	62.2	90	90
LA CROSSE WI (LSE)	71.6	78.1	197	196
LAFAYETTE LA (LFT)	78.2	82.0	481	483
LAKE CHARLES LA (LCH)	81.9	87.1	116	116
LANSING MI (LAN)	70.3	73.6	414	413
LAREDO TX (LRD)	77.4	84.3	248	248
LAS VEGAS NV (LAS)	78.2	78.6	15,226	15,206
LAWTON/FORT SILL OK (LAW)	86.4	91.5	176	176
LEWISBURG WV (LWB)	100.0	100.0	1	1
LEWISTON ID (LWS)	100.0	98.2	57	57
LEXINGTON KY (LEX)	71.1	82.5	841	844
LIHUE HI (LIH)	96.1	96.9	1,279	1,280
LINCOLN NE (LNK)	76.5	82.9	357	357
LITTLE ROCK AR (LIT)	73.7	79.1	1,421	1,422
LONG BEACH CA (LGB)	83.8	85.5	1,142	1,138
LONGVIEW/KILGOR/GLADWATR TX (GGG)	84.4	88.9	90	90
LOS ANGELES CA (LAX)	80.0	82.1	19,093	19,094
LOUISVILLE KY (SDF)	75.2	79.4	1,643	1,628
LUBBOCK TX (LBB)	73.1	78.7	737	737
LYNCHBURG VA (LYH)	64.0	82.6	86	86
MACON GA (MCN)	72.5	76.9	91	78
MADISON WI (MSN)	69.5	78.9	1,152	1,150
MANCHESTER NH (MHT)	74.7	81.1	1,848	1,847
MARATHON FL (MTH)	73.5	76.5	34	34
MARQUETTE MI (MQT)	52.4	70.4	82	81

APRIL 2007

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.
MEDFORD OR (MFR)	78.8	85.2	520	519
MELBOURNE FL (MLB)	79.0	87.4	176	175
MEMPHIS TN (MEM)	80.3	84.2	6,879	6,904
MERIDIAN MS (MEI)	50.0	73.2	56	56
MIAMI FL (MIA)	72.3	75.2	5,610	5,618
MIDLAND/ODESSA TX (MAF)	78.3	87.7	642	643
MILWAUKEE WI (MKE)	65.7	78.5	2,003	2,011
MINNEAPOLIS/ST. PAUL MN (MSP)	80.1	83.4	13,101	13,115
MINOT ND (MOT)	83.3	92.2	90	90
MISSION/MCALLEN/EDINBURG TX (MFE)	74.7	87.1	372	373
MISSOULA MT (MSO)	82.7	89.3	318	318
MOBILE AL (MOB)	74.5	77.8	443	459
MODESTO CA (MOD)	77.4	76.7	257	257
MOLINE IL (MLI)	78.8	84.9	747	746
MONROE LA (MLU)	77.5	79.0	240	248
MONTEREY CA (MRY)	81.6	85.0	626	627
MONTGOMERY AL (MGM)	74.4	82.6	348	334
MONTROSE/DELTA CO (MTJ)	83.3	87.0	192	192
MYRTLE BEACH SC (MYR)	66.3	77.8	582	581
NAPLES FL (APF)	77.8	87.5	72	72
NASHVILLE TN (BNA)	76.9	79.5	5,116	5,115
NEW ORLEANS LA (MSY)	76.7	82.2	2,824	2,825
NEW YORK NY (JFK)	58.7	65.8	10,665	10,663
NEW YORK NY (LGA)	58.1	72.1	10,335	10,338
NEWARK NJ (EWR)	55.1	65.0	13,070	13,056
NEWBURGH/POUGHKEEPSIE NY (SWF)	71.2	85.1	451	451
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	73.6	79.3	436	435
NOME AK (OME)	73.3	63.3	90	90
NORFOLK VA (ORF)	72.2	78.2	1,643	1,641
OAKLAND CA (OAK)	82.6	82.3	6,153	6,146
OKLAHOMA CITY OK (OKC)	75.6	82.7	2,119	2,126
OMAHA NE (OMA)	75.3	81.1	2,259	2,228
ONTARIO/SAN BERNARDINO CA (ONT)	84.3	86.8	3,330	3,327
ORLANDO FL (MCO)	77.3	80.5	10,967	10,974
OXNARD/VENTURA CA (OXR)	84.3	87.0	115	115
PANAMA CITY FL (PFN)	64.2	77.0	268	239
PASCO/KENNEWICK/RICHLAND WA (PSC)	86.4	94.1	221	220
PENSACOLA FL (PNS)	77.1	80.9	833	834
PEORIA IL (PIA)	68.9	74.0	411	423
PETERSBURG AK (PSG)	83.3	88.3	60	60
PHILADELPHIA PA (PHL)	64.7	67.6	8,854	8,859
PHOENIX AZ (PHX)	79.3	79.1	17,771	17,775
PITTSBURGH PA (PIT)	70.6	78.1	4,073	4,077

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
POCATELLO ID (PIH)	94.1	99.3	152	150
PONCE PR (PSE)	76.7	90.0	60	60
PORTLAND ME (PWM)	55.3	65.8	557	558
PORTLAND OR (PDX)	80.0	86.8	4,619	4,618
PROVIDENCE RI (PVD)	70.3	77.8	2,115	2,115
RALEIGH/DURHAM NC (RDU)	73.5	76.3	5,175	5,169
RAPID CITY SD (RAP)	80.0	87.3	411	410
REDDING CA (RDD)	74.0	81.3	150	150
RENO NV (RNO)	81.5	84.9	2,317	2,317
RICHMOND VA (RIC)	70.5	78.0	1,572	1,561
ROANOKE VA (ROA)	73.9	74.9	295	283
ROCHESTER MN (RST)	77.7	81.3	355	353
ROCHESTER NY (ROC)	65.2	75.6	1,504	1,512
ROCKFORD IL (RFD)	80.4	94.4	56	54
SACRAMENTO CA (SMF)	81.8	84.1	4,662	4,656
SAGINAW/BAY CITY/MIDLAND MI (MBS)	71.3	81.1	317	317
SALT LAKE CITY UT (SLC)	88.6	90.7	11,701	11,699
SAN ANGELO TX (SJT)	76.7	83.3	150	150
SAN ANTONIO TX (SAT)	78.0	83.9	3,567	3,557
SAN DIEGO CA (SAN)	80.6	84.8	7,440	7,443
SAN FRANCISCO CA (SFO)	75.2	78.9	10,976	10,964
SAN JOSE CA (SJC)	83.6	85.7	5,028	5,026
SAN JUAN PR (SJU)	73.2	81.1	2,138	2,144
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	84.3	86.4	562	565
SANTA ANA CA (SNA)	82.0	83.7	4,434	4,428
SANTA BARBARA CA (SBA)	83.7	86.6	1,117	1,119
SANTA MARIA CA (SMX)	80.1	87.7	146	146
SARASOTA/BRADENTON FL (SRQ)	77.0	81.6	825	808
SAVANNAH GA (SAV)	71.0	77.2	1,179	1,180
SCRANTON/WILKES-BARRE PA (AVP)	71.2	79.6	264	265
SEATTLE WA (SEA)	76.9	83.1	8,559	8,556
SHREVEPORT LA (SHV)	75.6	82.4	767	766
SIOUX CITY IA (SUX)	89.2	91.9	37	37
SIOUX FALLS SD (FSD)	72.6	80.1	547	547
SITKA AK (SIT)	79.3	87.0	92	92
SO.PINES/PINHRST/ABERDEEN NC (SOP)	54.5	54.5	22	22
SOUTH BEND IN (SBN)	71.7	74.5	428	428
SPOKANE WA (GEG)	84.8	90.5	1,323	1,318
SPRINGFIELD IL (SPI)	67.1	69.7	143	142
SPRINGFIELD MO (SGF)	71.1	76.2	914	920
ST. GEORGE UT (SGU)	89.6	93.6	299	299
ST. LOUIS MO (STL)	78.7	80.7	5,285	5,274
STATE COLLEGE PA (SCE)	81.8	90.9	55	55

APRIL 2007

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.
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	84.0	87.3	162	165
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	88.9	86.1	199	208
SYRACUSE NY (SYR)	63.6	73.1	1,154	1,138
TALLAHASSEE FL (TLH)	83.3	88.4	335	336
TAMPA FL (TPA)	77.5	81.3	7,060	7,066
TEXARKANA AR (TXK)	76.7	86.7	90	90
TOLEDO OH (TOL)	70.3	79.0	175	167
TRAVERSE CITY MI (TVC)	67.4	77.5	276	276
TRENTON NJ (TTN)	45.7	60.6	94	94
TUCSON AZ (TUS)	82.4	87.3	2,324	2,324
TULSA OK (TUL)	75.0	83.3	2,024	2,013
TUPELO MS (TUP)	78.6	82.1	56	56
TWIN FALLS ID (TWF)	97.6	97.6	167	167
TYLER TX (TYR)	84.2	96.7	120	120
VALDOSTA GA (VLD)	65.5	82.8	87	87
VALPARAISO FL (VPS)	73.0	81.7	514	491
WACO TX (ACT)	87.4	90.9	175	176
WASHINGTON DC (DCA)	72.8	76.5	7,578	7,575
WASHINGTON DC (IAD)	73.0	74.8	8,239	8,246
WATERLOO IA (ALO)	85.7	85.7	7	7
WAUSAU/MARSHFIELD WI (CWA)	72.9	79.9	144	144
WEST PALM BEACH/PALM BEACH FL (PBI)	73.8	77.8	3,038	3,038
WHITE PLAINS NY (HPN)	72.6	76.4	999	1,023
WICHITA FALLS TX (SPS)	84.8	90.7	171	172
WICHITA KS (ICT)	76.0	82.0	1,199	1,200
WILMINGTON DE (ILG)	78.6	76.4	56	55
WILMINGTON NC (ILM)	67.2	80.5	302	287
WRANGELL AK (WRG)	80.0	86.7	60	60
YAKUTAT AK (YAK)	93.3	88.3	60	60
YUMA AZ (YUM)	75.6	81.5	287	286

APRIL 2007

AIR TRAVEL CONSUMER REPORT
TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS
BY CARRIER

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	19	24,039	864	3.6	117	43,582	1,600	3.7
MESA	24	14,104	457	3.2	116	25,475	805	3.2
AMERICAN	30	41,941	1,331	3.2	81	52,186	1,630	3.1
ATLANTIC SOUTHEAST	22	12,243	338	2.8	143	22,443	648	2.9
COMAIR	23	12,248	361	2.9	97	19,062	522	2.7
EXPRESSJET	24	16,262	503	3.1	115	34,233	860	2.5
UNITED	31	34,925	869	2.5	84	40,822	982	2.4
SKYWEST	19	26,925	573	2.1	137	48,388	1,148	2.4
JETBLUE	18	11,871	204	1.7	46	16,504	290	1.8
NORTHWEST	30	24,989	399	1.6	105	35,420	585	1.7
ALASKA	16	8,165	84	1.0	45	12,833	203	1.6
US AIRWAYS	30	33,344	454	1.4	81	41,334	569	1.4
PINNACLE	14	8,191	71	0.9	110	21,214	220	1.0
DELTA	31	31,053	251	0.8	100	38,744	283	0.7
SOUTHWEST	18	51,331	292	0.6	63	96,085	502	0.5
AIRTRAN	22	16,139	79	0.5	50	21,754	96	0.4
CONTINENTAL	29	21,503	108	0.5	78	27,331	118	0.4
ALOHA	3	159	1	0.6	11	3,882	16	0.4
FRONTIER	22	6,610	26	0.4	42	7,883	31	0.4
HAWAIIAN	7	390	0	0.0	14	4,565	11	0.2
Total		396,432	7,265	1.8	Total	613,740	11,119	1.8

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.

APRIL 2007
AIR TRAVEL CONSUMER REPORT
TABLE 9. CAUSES OF DELAY*, BY CARRIER**

CARRIER**	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY*									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	21214	17864	84.21%	220	1.04%	67	0.32%	925	4.36%	121	0.57%	1307	6.16%	3	0.02%	707	3.33%
AA	52186	36884	70.68%	1630	3.12%	196	0.38%	3325	6.37%	488	0.93%	5287	10.13%	11	0.02%	4365	8.37%
AQ	3882	3704	95.41%	16	0.41%	0	0.00%	109	2.80%	0	0.00%	17	0.43%	0	0.00%	37	0.95%
AS	12833	10251	79.88%	203	1.58%	42	0.33%	812	6.33%	28	0.22%	620	4.83%	26	0.20%	852	6.64%
B6	16504	10690	64.77%	290	1.76%	42	0.25%	835	5.06%	20	0.12%	2412	14.61%	16	0.10%	2199	13.32%
CO	27331	20096	73.53%	118	0.43%	67	0.25%	1191	4.36%	228	0.83%	3755	13.74%	36	0.13%	1839	6.73%
DL	38744	31587	81.53%	283	0.73%	73	0.19%	1775	4.58%	58	0.15%	3247	8.38%	13	0.03%	1708	4.41%
EV	22443	15870	70.71%	648	2.89%	42	0.19%	2990	13.32%	463	2.06%	1308	5.83%	13	0.06%	1108	4.94%
F9	7883	6542	82.99%	31	0.39%	7	0.09%	333	4.22%	13	0.17%	674	8.54%	2	0.02%	282	3.57%
FL	21754	17798	81.81%	96	0.44%	40	0.18%	864	3.97%	14	0.06%	1319	6.06%	0	0.00%	1624	7.47%
HA	4565	4340	95.07%	11	0.24%	0	0.00%	179	3.92%	0	0.00%	1	0.02%	0	0.01%	34	0.74%
MQ	43582	31680	72.69%	1600	3.67%	103	0.24%	2275	5.22%	377	0.87%	3645	8.36%	4	0.01%	3897	8.94%
NW	35420	26065	73.59%	585	1.65%	45	0.13%	2911	8.22%	280	0.79%	3885	10.97%	30	0.08%	1619	4.57%
OH	19062	12937	67.87%	522	2.74%	34	0.18%	1755	9.21%	1041	5.46%	2497	13.10%	9	0.05%	268	1.40%
OO	48388	38872	80.33%	1148	2.37%	36	0.07%	4242	8.77%	173	0.36%	945	1.95%	43	0.09%	2929	6.05%
UA	40822	29755	72.89%	982	2.41%	55	0.13%	2180	5.34%	166	0.41%	3666	8.98%	1	0.00%	4017	9.84%
US	41334	26092	63.12%	569	1.38%	99	0.24%	4507	10.90%	116	0.28%	5390	13.04%	50	0.12%	4511	10.91%
WN	96085	80097	83.36%	502	0.52%	95	0.10%	3782	3.94%	354	0.37%	2566	2.67%	92	0.10%	8597	8.95%
XE	34233	24604	71.87%	860	2.51%	122	0.36%	1653	4.83%	235	0.69%	3623	10.58%	19	0.05%	3118	9.11%
YV	25475	18905	74.21%	805	3.16%	26	0.10%	2468	9.69%	131	0.51%	1200	4.71%	18	0.07%	1922	7.54%
TOTAL	613740	464633		11119		1191		39111		4305		47363		387		45632	
			75.71%		1.81%		0.19%		6.37%		0.70%		7.72%		0.06%		7.44%

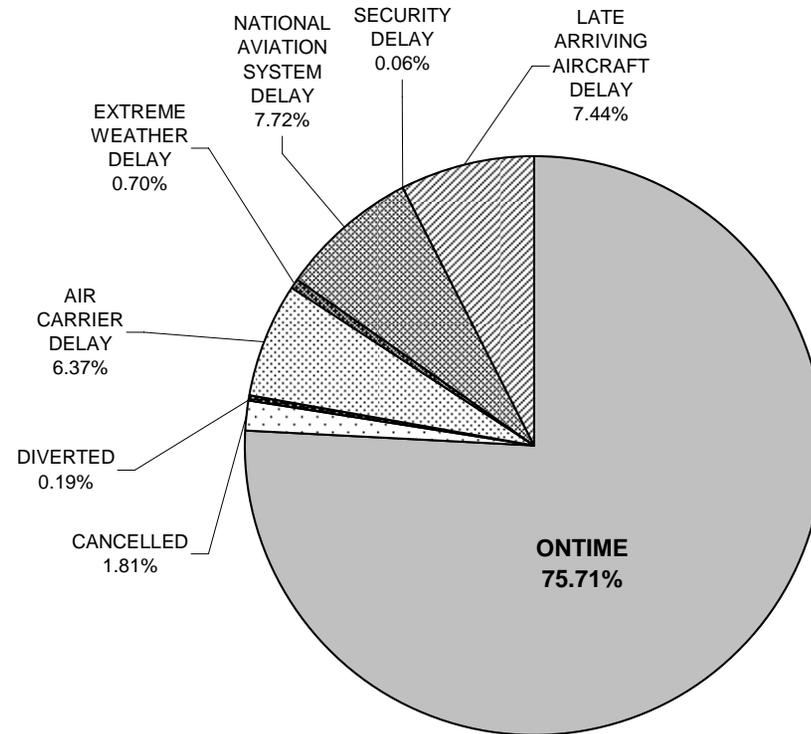
***Causes of Delay:**

- 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.

APRIL 2007
 AIR TRAVEL CONSUMER REPORT
 TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline’s control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
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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 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 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
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
ST. Louis : Lambert International	STL
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
HP**	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
XE	ExpressJet Airlines
F9	Frontier Airlines
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines
9E	Pinnacle Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US**	US Airways

Air Carriers Voluntarily Reporting

Data to DOT and to CRS Vendors

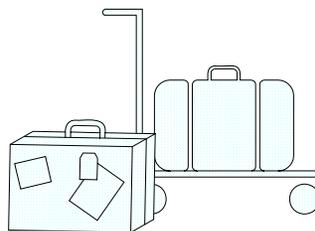
AQ	Aloha Airlines (eff. 04/06)
HA	Hawaiian Airlines (eff. 01/07)

* Revised January 2007, based on Bureau of Transportation Statistics' Technical Reporting Directive #14, issued October 2, 2006.

** 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.



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

RANK	AIRLINE	APRIL 2007			APRIL 2006		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,583	576,588	2.75	1,522	490,053	3.11
2	AIRTRAN AIRWAYS	7,013	2,043,919	3.43	8,051	1,802,327	4.47
3	ALOHA AIRLINES	1,173	337,429	3.48	1,848	275,902	6.70
4	NORTHWEST AIRLINES	15,376	3,883,023	3.96	13,139	3,875,289	3.39
5	FRONTIER AIRLINES	4,647	939,033	4.95	3,176	813,158	3.91
6	UNITED AIRLINES	25,667	5,151,605	4.98	18,019	5,083,738	3.54
7	CONTINENTAL AIRLINES	16,917	3,363,944	5.03	11,276	3,239,640	3.48
8	JETBLUE AIRWAYS	10,182	1,924,199	5.29	4,877	1,611,379	3.03
9	ALASKA AIRLINES	6,973	1,286,778	5.42	4,935	1,254,702	3.93
10	SOUTHWEST AIRLINES	50,455	8,616,192	5.86	37,612	8,291,797	4.54
11	DELTA AIR LINES	33,530	5,450,639	6.15	27,025	5,597,462	4.83
12	PINNACLE AIRLINES	5,162	823,246	6.27	*	*	*
13	AMERICAN AIRLINES	44,737	6,624,037	6.75	37,714	6,848,526	5.51
14	EXPRESSJET AIRLINES	10,122	1,272,117	7.96	10,155	1,403,372	7.24
15	US AIRWAYS	37,437	4,702,875	7.96	27,472	4,701,775	5.84
16	ATLANTIC SOUTHEAST AIRLINES	8,227	994,620	8.27	15,767	994,773	15.85
17	SKYWEST AIRLINES	16,706	1,814,106	9.21	11,942	1,601,463	7.46
18	MESA AIRLINES	11,934	1,207,194	9.89	9,854	1,151,586	8.56
19	COMAIR	9,408	784,376	11.99	7,279	879,658	8.27
20	AMERICAN EAGLE AIRLINES	19,483	1,497,745	13.01	19,726	1,573,209	12.54
TOTALS **		336,732	53,293,665	6.32	271,389	51,489,809	5.27

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.

* 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, plus other carriers that report flight delay data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report. Reporting by Pinnacle Airlines is effective January 2007.

** ATA Airlines' ranking in this table ceased effective January 2007. Totals for April 2006 reflect the deletion of ATA's data for that month.

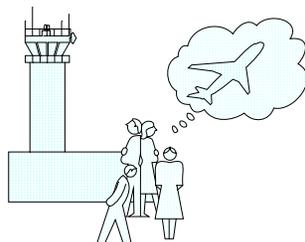
OVERSALES

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

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

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

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



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

RANK	AIRLINE	JANUARY -MARCH 2007				JANUARY -MARCH 2006			
		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	JETBLUE AIRWAYS	0	19	5,090,815	0.04	17	5	4,334,914	0.01
2	ALOHA AIRLINES	141	16	949,892	0.17	*	*	*	*
3	AIRTRAN AIRWAYS	6,484	107	5,080,108	0.21	4,893	61	4,487,485	0.14
4	UNITED AIRLINES	17,517	604	15,013,562	0.40	17,503	493	14,773,356	0.33
5	HAWAIIAN AIRLINES	408	85	1,674,816	0.51	647	14	1,460,757	0.10
6	ALASKA AIRLINES	3,257	347	3,401,586	1.02	4,852	188	3,424,626	0.55
7	AMERICAN AIRLINES	22,133	2,213	20,850,796	1.06	22,511	2,465	21,213,474	1.16
8	AMERICAN EAGLE AIRLINES	319	67	561,144	1.19	583	109	507,758	2.15
9	NORTHWEST AIRLINES	19,515	1,424	11,386,586	1.25	19,096	1,116	11,155,597	1.00
10	SOUTHWEST AIRLINES	19,222	2,874	22,903,022	1.25	29,804	2,881	22,015,484	1.31
11	FRONTIER AIRLINES	1,095	354	2,214,518	1.60	510	144	2,165,124	0.67
12	US AIRWAYS	19,348	2,182	12,994,097	1.68	19,066	1,426	13,370,306	1.07
13	CONTINENTAL AIRLINES	8,576	1,925	9,977,651	1.93	12,227	2,500	9,611,189	2.60
14	MESA AIRLINES	3,358	351	1,813,068	1.94	3,828	330	1,946,708	1.70
15	SKYWEST AIRLINES	5,430	496	1,814,434	2.73	4,144	154	1,225,894	1.26
16	COMAIR	1,845	153	461,448	3.32	2,143	135	455,164	2.97
17	DELTA AIR LINES	27,374	5,516	15,904,335	3.47	38,256	4,315	17,079,253	2.53
18	ATLANTIC SOUTHEAST AIRLINES	2,808	527	970,316	5.43	3,892	714	1,035,886	6.89
	TOTALS**	158,830	19,260	133,062,194	1.45	183,972	17,050	130,262,975	1.31

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 and Pinnacle Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ACR) consists of aircraft with 60 seats or less. Aloha Airlines' ranking in this table is effective the 2nd quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006).

**ATA Airlines' ranking in this table ceased effective the 1st quarter 2007. Totals for the 1st quarter 2006 reflect the deletion of ATA'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.). 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

	APRIL 2007				APRIL 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,075	60	10	129	532	85	2	122
FOREIGN AIRLINES	127	2	0	7	141	2	0	20
TRAVEL AGENTS	26	0	0	3	17	1	0	0
TOUR OPERATORS	5	0	0	1	4	0	0	0
MISCELLANEOUS	13	11	0	34	11	8	0	42
INDUSTRY TOTALS	1,246	73	10	174	705	96	2	184

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	APRIL 2007			APRIL 2006		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	396		1	189	
CANCELLATIONS			191			86
DELAYS			95			27
MISCONNECTIONS			59			40
BAGGAGE	2	252		2	136	
CUSTOMER SERVICE	3	151		3	88	
RES/TKTG/BOARDING	4	134		4	77	
REFUNDS	5	106		5	67	
OVERSALES	6	58		6	44	
OTHER	7	50		8	30	
FREQUENT FLYER			39			25
DISABILITY	8	41		7	37	
FARES	8	41		9	25	
DISCRIMINATION	10	13		10	8	
ADVERTISING	11	4		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,246			705	

* 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*

APRIL 2007

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-I NATION	ANI MALS	OTHER	TOTAL
AIR WISCONSIN	13	0	0	0	0	1	0	0	0	0	0	0	14
AIRTRAN AIRWAYS	4	0	1	0	0	4	3	1	0	1	0	0	14
ALASKA AIRLINES	3	0	0	1	1	1	4	1	0	1	0	0	12
AMERICAN AIRLINES	64	0	13	1	14	37	21	5	0	2	0	3	160
AMERICAN EAGLE AIRLINES	7	1	0	0	0	3	1	0	0	0	0	1	13
ATLANTIC SOUTHEAST AIRLINES	1	0	0	0	1	1	0	1	0	1	0	0	5
CHAUTAUQUA AIRLINES	1	1	0	1	0	1	1	0	0	0	0	0	5
COMAIR	3	2	0	1	0	1	2	0	0	0	0	0	9
CONTINENTAL AIRLINES	23	3	7	5	2	8	9	3	1	0	0	0	61
DELTA AIR LINES	19	16	22	5	4	33	11	9	0	0	0	10	129
EXPRESSJET AIRLINES	2	1	1	0	0	0	0	1	0	0	0	0	5
FREEDOM AIRLINES	4	0	0	0	0	1	1	0	0	0	0	1	7
FRONTIER AIRLINES	1	0	2	1	0	1	0	0	0	0	0	1	6
HAWAIIAN AIRLINES	0	1	2	1	0	1	0	0	0	0	0	0	5
JETBLUE AIRWAYS	4	0	2	0	0	5	2	0	0	1	0	0	14
MESA AIRLINES	7	1	0	0	0	0	2	0	0	1	0	0	11
NORTHWEST AIRLINES	25	1	8	4	4	14	6	5	0	2	0	0	69
PIEDMONT AIRLINES	3	1	0	0	0	0	1	0	0	0	0	1	6
REPUBLIC AIRWAYS	7	0	0	0	0	0	1	0	0	0	0	0	8
SKYWEST AIRLINES	7	0	0	0	0	4	1	0	0	0	0	0	12
SOUTHWEST AIRLINES	4	0	2	1	1	8	6	5	1	0	0	0	28
SPIRIT AIRLINES	7	2	4	3	1	7	3	1	1	0	0	0	29
UNITED AIRLINES	50	8	9	8	14	26	24	4	0	1	0	9	153
US AIRWAYS	82	14	26	5	29	37	34	1	1	1	0	15	245
OTHER U. S. AIRLINES	22	3	7	1	4	12	4	1	0	1	0	0	55
TOTAL APRIL 2007	363	55	106	38	75	206	137	38	4	12	0	41	1,075
% OF TOTAL COMPLAINTS	33.8	5.1	9.9	3.5	7.0	19.2	12.7	3.5	0.4	1.1	0	3.8	
TOTAL APRIL 2006	146	37	45	15	39	106	79	32	3	7	0	23	532
% OF TOTAL COMPLAINTS	27.4	7.0	8.5	2.8	7.3	19.9	14.8	6.0	0.6	1.3	0	4.3	

* 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.'

Table 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE
APRIL 2007

U. S. AIRLINES* ALPHABETICAL	COMPS RECD IN APR	INCI - DENTS IN APR	PERCENT	INCI - DENTS IN MAR	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	14	4	28.6	4	28.6	2	14.3	4	28.6
AIRTRAN AIRWAYS	14	2	14.3	4	28.6	5	35.7	3	21.4
ALASKA AIRLINES	12	1	8.3	6	50.0	4	33.3	1	8.3
AMERICAN AIRLINES	160	33	20.6	45	28.1	46	28.8	36	22.5
AMERICAN EAGLE AIRLINES	13	1	7.7	7	53.8	1	7.7	4	30.8
ATLANTIC SOUTHEAST AIRLINES	5	0	0.0	3	60.0	1	20.0	1	20.0
CHAUTAUQUA AIRLINES	5	2	40.0	1	20.0	0	0.0	2	40.0
COMAIR	9	3	33.3	2	22.2	1	11.1	3	33.3
CONTINENTAL AIRLINES	61	12	19.7	26	42.6	9	14.8	14	23.0
DELTA AIRLINES	129	26	20.2	38	29.5	37	28.7	28	21.7
EXPRESSJET AIRLINES	5	1	20.0	2	40.0	1	20.0	1	20.0
FREEDOM AIRLINES	7	4	57.1	3	42.9	0	0.0	0	0.0
FRONTIER AIRLINES	6	3	50.0	1	16.7	1	16.7	1	16.7
HAWAIIAN AIRLINES	5	0	0.0	0	0.0	1	20.0	4	80.0
JETBLUE AIRWAYS	14	1	7.1	3	21.4	7	50.0	3	21.4
MESA AIRLINES	11	4	36.4	3	27.3	3	27.3	1	9.1
NORTHWEST AIRLINES	69	17	24.6	21	30.4	20	29.0	11	15.9
PEDMONT AIRLINES	6	1	16.7	4	66.7	0	0.0	1	16.7
REPUBLIC AIRWAYS	8	3	37.5	4	50.0	0	0.0	1	12.5
SKYWEST AIRLINES	12	4	33.3	1	8.3	3	25.0	4	33.3
SOUTHWEST AIRLINES	28	8	28.6	8	28.6	7	25.0	5	17.9
SPIRIT AIRLINES	29	4	13.8	11	37.9	6	20.7	8	27.6
UNITED AIRLINES	153	40	26.1	48	31.4	31	20.3	34	22.2
US AIRWAYS	245	42	17.4	97	40.1	41	16.9	62	25.6
OTHER U. S. AIRLINES	55	13	22.4	22	37.9	11	19.0	12	20.7
TOTALS	1,075	229	21.3	364	33.9	238	22.1	244	22.7
PREVIOUS YEAR'S TOTALS	532	193	36.3	124	23.3	129	24.2	86	16.2

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

Table 5

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

APRIL 2007

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DI SCRIM- INATION	ANI MALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	5	0	0	0	0	3	2	0	0	0	0	0	10
AIR INDIA	1	0	1	0	2	1	1	0	0	0	0	0	6
ALITALIA AIRLINES	3	0	0	0	1	6	0	0	0	0	0	0	10
BRITISH AIRWAYS	3	0	0	1	4	10	1	0	0	0	0	2	21
LUFTHANSA	1	0	1	0	1	4	3	1	0	0	0	0	11
MEXICANA	2	1	0	0	0	1	1	0	0	0	0	0	5
VIRGIN ATLANTIC AIRWAYS	1	0	1	0	2	1	1	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	11	2	12	0	9	18	1	2	0	1	0	2	58
TOTALS	27	3	15	1	19	44	10	3	0	1	0	4	127
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	0	0	2	0	3	0	0	0	0	0	0	0	5
ORBITZ.COM	0	0	3	0	2	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	7	2	3	0	3	0	0	0	0	0	16
TOTALS	1	0	12	2	8	0	3	0	0	0	0	0	26
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	0	0	1	0	0	0	0	0	0	3	5
TOTALS	1	0	0	0	1	0	0	0	0	0	0	3	5
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	4	0	1	0	3	2	1	0	0	0	0	2	13
TOTALS	4	0	1	0	3	2	1	0	0	0	0	2	13

* 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

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

RANK	AIRLINE	APRIL 2007			APRIL 2006		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ALOHA AIRLINES</i>	0	320,524	0.00	0	257,630	0
2	<i>SOUTHWEST AIRLINES</i>	28	8,440,574	0.33	13	8,136,357	0.16
3	<i>EXPRESSJET AIRLINES</i>	5	1,397,581	0.36	5	1,523,042	0.33
4	<i>PINNACLE AIRLINES</i>	4	839,758	0.48	*	*	*
5	<i>ATLANTIC SOUTHEAST AIRLINES</i>	5	1,034,192	0.48	7	999,948	0.70
6	<i>SKYWEST AIRLINES</i>	12	1,796,465	0.67	9	1,574,563	0.57
7	<i>AIRTRAN AIRWAYS</i>	14	1,996,929	0.70	9	1,768,359	0.51
8	<i>FRONTIER AIRLINES</i>	6	851,789	0.70	4	810,808	0.49
9	<i>JETBLUE AIRWAYS</i>	14	1,882,947	0.74	4	1,565,299	0.26
10	<i>ALASKA AIRLINES</i>	12	1,447,837	0.83	7	1,420,320	0.49
11	<i>AMERICAN EAGLE AIRLINES</i>	13	1,516,096	0.86	15	1,573,420	0.95
12	<i>HAWAIIAN AIRLINES</i>	5	572,613	0.87	1	487,612	0.21
13	<i>MESA AIRLINES</i>	11	1,167,339	0.94	12	1,092,753	1.10
14	<i>COMAIR</i>	9	799,099	1.13	1	897,465	0.11
15	<i>CONTINENTAL AIRLINES</i>	61	4,219,200	1.45	31	4,038,269	0.77
16	<i>NORTHWEST AIRLINES</i>	69	4,591,530	1.50	36	4,608,336	0.78
17	<i>AMERICAN AIRLINES</i>	160	8,201,916	1.95	96	8,425,477	1.14
18	<i>DELTA AIR LINES</i>	129	6,159,199	2.09	61	6,164,862	0.99
19	<i>UNITED AIRLINES</i>	153	5,903,727	2.59	95	5,842,466	1.63
20	<i>US AIRWAYS</i>	245	5,079,946	4.82	67	5,080,985	1.32
	TOTAL**	955	58,219,261	1.64	473	56,267,971	0.84

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.

* 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, plus other carriers that report flight delay and mishandled baggage data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report. Pinnacle Airlines' ranking in this table is effective January 2007.

** ATA Airlines' ranking in this table ceased effective January 2007. Totals for April 2006 reflect the deletion of ATA's data for that month.

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



Customer Service Reports to the Department of Homeland Security for the Month of April 2007 as provided by the Transportation Security Administration ^a

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 April.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public ^c	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
101	.00017	28	.00005	5	.000008	123	.0002

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
243	.0004	1167	.0015

NOTES

^a Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the Department of Homeland Security (DHS), through its Transportation Security Administration (TSA), has provided this customer service report on passenger and baggage screening complaints and incidents to the Department of Transportation.

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available Monday through Friday, 8:00 AM to 10:00 PM (EST), and Saturdays, Sundays and Holidays, 10:00 AM to 6:00 PM (EST).

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of April.

April 2007 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
Alaska Airlines	1	1	
Continental Airlines	1		1
<i>Total</i>	2	1	1