



U.S. Department
of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	June 2007 12 Months Ending June 2007
Mishandled Baggage¹	June 2007 January-June 2007
Oversales¹	2nd Quarter 2007 January-June 2007
Consumer Complaints² (Includes Disability and Discrimination Complaints)	June 2007 January-June 2007
Customer Service Reports to the Dept. of Homeland Security³	June 2007
Airline Animal Incident Reports⁴	June 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

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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 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, 15 carriers (AirTran, America West*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways*) use ACARS exclusively; 3 carriers (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.**

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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/
HAWAIIAN AIRLINES S/V/	7	80.3	14	92.9
ALOHA AIRLINES S/V/	3	86.3	11	86.8
SKYWEST AIRLINES S/	20	79.2	146	77.9
PINNACLE AIRLINES S/	16	76.2	115	76.0
SOUTHWEST AIRLINES S/	18	77.2	63	75.3
AIRTRAN AIRWAYS S/	25	72.0	55	71.9
FRONTIER AIRLINES S/	22	72.6	44	71.8
ALASKA AIRLINES S/	16	69.7	46	70.5
MESA AIRLINE S/	25	69.3	118	70.0
EXPRESSJET AIRLINES S/	29	65.3	125	69.6
CONTINENTAL AIRLINES S/	29	67.2	72	67.9
DELTA AIRLINES S/	31	67.8	98	67.9
UNITED AIRLINES S/	31	66.0	79	66.0
NORTHWEST AIRLINES S/	30	64.9	105	64.1
COMAIR S/	23	64.1	99	64.0
JETBLUE AIRWAYS S/	19	62.6	48	63.9
US AIRWAYS S/	30	61.8	79	61.6
AMERICAN EAGLE AIRLINES S/	19	61.9	117	60.5
AMERICAN AIRLINES S/	30	57.9	78	57.9
ATLANTIC SOUTHEAST AIRLINES S/	20	59.9	144	56.0
TOTAL		67.5		68.1

➤ 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.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	3rd QUARTER		4th QUARTER		1st QUARTER		2nd QUARTER		APR - 07		MAY - 07		JUNE - 07		12 MONTHS ENDING JUNE 2007		DATABASE TO DATE SEP 1987-JUNE 2007	
	07 - 09 2006		10 - 12 2006		01 - 03 2007		04 - 06 2007		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	73.0	14	73.3	10	76.5	6	79.7	5	81.8	6	85.5	3	71.9	6	75.7	6	(--)	(--)
ALASKA	72.0	16	72.4	12	72.0	9	75.4	9	79.9	9	76.2	14	70.5	8	73.0	9	75.7	8
ALOHA	93.8	2	92.8	1	92.0	2	90.2	2	95.4	1	88.4	2	86.8	2	92.2	2	(--)	(--)
AMERICAN	75.7	7	73.6	8	67.8	14	66.6	19	70.7	17	71.0	19	57.9	19	71.0	13	78.7	3
AMERICAN EAGLE	72.3	15	69.5	16	67.3	15	68.9	17	72.7	14	73.4	18	60.5	18	69.5	15	74.4	9
ATA	69.8	18	71.7	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
ATLANTIC SOUTHEAST	57.0	20	63.3	20	66.1	16	68.2	18	70.7	16	78.8	9	56.0	20	63.6	19	(--)	(--)
COMAIR	69.2	19	66.7	19	63.0	19	69.4	15	67.9	18	76.5	13	64.0	15	67.1	18	(--)	(--)
CONTINENTAL	75.1	8	73.7	7	73.0	8	72.2	12	73.5	12	75.1	16	67.9	11	73.5	8	78.5	4
DELTA	74.0	13	74.1	5	78.7	4	77.7	7	81.5	7	84.0	4	67.9	12	76.0	5	77.7	6
EXPRESSJET	75.1	9	72.1	14	70.6	10	72.7	11	71.9	15	76.8	12	69.6	10	72.7	10	(--)	(--)
FRONTIER	83.5	3	81.4	3	77.7	5	77.2	8	83.0	5	77.1	11	71.8	7	80.0	4	(--)	(--)
HAWAIIAN	95.8	1	90.9	2	92.5	1	93.6	1	95.1	2	92.8	1	92.9	1	93.2	1	(--)	(--)
JETBLUE	74.8	11	68.6	17	63.4	18	68.9	16	64.8	19	78.2	10	63.9	16	68.8	17	(--)	(--)
MESA	71.2	17	72.7	11	68.1	13	74.8	10	74.2	10	80.1	8	70.0	9	71.7	12	(--)	(--)
NORTHWEST	76.6	6	67.9	18	65.7	17	70.8	14	73.6	11	74.6	17	64.1	14	70.3	14	79.3	2
PINNACLE	(--)	(--)	(--)	(--)	73.3	7	81.2	3	84.2	3	83.6	5	76.0	4	(--)	(--)	(--)	(--)
SKYWEST	78.9	5	72.2	13	69.7	12	79.7	6	80.3	8	80.9	7	77.9	3	75.2	7	(--)	(--)
SOUTHWEST	80.9	4	80.4	4	80.7	3	80.6	4	83.4	4	83.2	6	75.3	5	80.7	3	82.2	1
UNITED	74.9	10	73.8	6	70.2	11	71.5	13	72.9	13	75.7	15	66.0	13	72.6	11	76.2	7
US AIRWAYS	74.8	12	73.5	9	62.4	20	64.3	20	63.1	20	67.9	20	61.6	17	68.8	16	78.2	5
Total	75.2		73.4		71.4		73.9		75.7		77.9		68.1		73.4		78.4	

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.

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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
9E	H/		140	52.1	30	83.3	90	75.6	286	75.9	165	70.9	12	91.7	84	63.1
AA	706	53.7	1112	56.2	330	53.9	150	50.0	H/		861	50.2	660	57.4	13614	57.5
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		60	56.7	H/		H/		H/		90	67.8	208	67.3	90	57.8
B6	H/		1307	66.9	H/		175	61.7	H/		H/		115	67.0	H/	
CO	407	65.1	581	65.2	175	73.1	H/		H/		398	66.1	401	69.8	322	58.4
DL	12824	72.7	1280	61.2	313	58.8	235	64.7	1716	74.5	888	66.2	323	69.7	340	61.5
EV	10974	59.5	H/		11	36.4	45	71.1	716	67.2	77	57.1	1	100.0	25	76.0
F9	120	60.8	H/		H/		H/		H/		85	65.9	4039	76.4	196	62.8
FL	7701	75.1	828	67.1	1308	65.4	328	63.7	H/		160	68.1	150	76.7	326	61.0
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	60	51.7	966	64.7	150	59.3	453	59.6	460	52.0	820	66.1	H/		8096	53.1
NW	408	57.6	405	48.6	288	58.0	221	59.3	H/		545	54.1	387	58.9	305	46.2
OH	378	68.0	1151	53.8	355	58.9	158	56.3	5659	75.3	474	56.5	31	45.2	67	56.7
OO	762	70.6	H/		84	65.5	H/		208	69.7	H/		4275	79.6	151	60.9
UA	230	64.3	868	56.0	436	58.0	155	63.9	67	65.7	439	62.9	6828	70.5	407	57.7
US	225	49.3	1748	53.9	368	46.7	6169	61.7	H/		2260	63.6	432	55.8	543	54.1
WN	H/		H/		5202	75.6	H/		H/		H/		1108	72.8	H/	
XE	154	75.3	32	90.6	207	60.4	433	61.4	260	62.3	236	63.1	9	88.9	199	62.3
YV	264	51.5	93	57.0	36	75.0	2100	65.7	H/		H/		1290	78.2	5	40.0
TOTAL	35213	67.9	10571	59.4	9293	68.9	10712	62.4	9372	72.9	7498	61.9	20269	73.2	24770	56.1

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	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
9E	4201	77.8	H/		30	53.3	H/		84	72.6	H/		H/		H/	
AA	319	49.8	561	45.5	450	62.9	325	55.1	360	54.4	919	45.7	565	63.5	2547	66.2
AQ	H/		H/		H/		H/		H/		H/		30	80.0	H/	
AS	H/		60	55.0	H/		H/		H/		H/		330	68.8	689	78.1
B6	H/		297	49.2	788	64.7	677	66.6	H/		4920	59.2	330	70.0	H/	
CO	175	68.6	5124	56.0	503	73.6	1	0.0	7790	74.2	105	49.5	528	71.0	728	64.8
DL	174	63.8	314	47.5	823	63.2	302	68.2	116	62.1	1294	38.5	612	63.1	1267	68.4
EV	68	58.8	63	44.4	H/		11	72.7	76	52.6	H/		H/		10	80.0
F9	106	60.4	H/		30	66.7	H/		85	62.4	H/		272	69.1	230	77.8
FL	186	72.0	168	51.2	600	68.7	234	63.2	H/		H/		120	71.7	180	68.9
HA	H/		H/		H/		H/		H/		H/		60	75.0	82	76.8
MQ	226	52.7	141	45.4	H/		30	93.3	H/		653	58.5	123	83.7	1522	86.4
NW	7841	67.2	393	38.2	168	57.7	174	43.7	239	57.3	175	39.4	375	74.9	587	63.0
OH	248	60.5	82	46.3	8	100.0	214	60.3	109	64.2	1733	47.8	H/		H/	
OO	57	75.4	H/		H/		H/		153	55.6	H/		318	76.7	4070	87.2
UA	195	61.0	411	48.9	176	65.3	2155	66.6	176	49.4	402	56.0	982	67.5	2744	68.7
US	224	56.7	292	43.8	634	56.9	121	45.5	120	73.3	181	55.2	2980	69.1	807	66.2
WN	646	73.4	H/		1280	76.7	346	71.7	H/		H/		6849	80.0	3462	77.2
XE	196	58.2	4787	51.8	H/		338	60.9	6689	72.9	H/		60	90.0	391	55.2
YV	204	56.9	107	50.5	H/		2583	62.7	175	57.1	107	48.6	758	76.9	138	80.4
TOTAL	15066	69.2	12800	52.2	5490	67.3	7511	63.8	16172	72.0	10489	52.8	15292	74.5	19454	75.0

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

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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		PDX	
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
9E	115	51.3	H/		24	58.3	H/		2805	77.6	H/		H/		H/	
AA	1817	50.6	929	55.5	H/		3269	58.8	431	61.3	120	55.0	6108	61.4	180	55.0
AQ	H/		H/		H/		H/		H/		108	86.1	H/		H/	
AS	H/		60	76.7	H/		30	80.0	H/		432	72.9	120	55.8	1005	74.3
B6	238	58.0	909	70.3	H/		H/		H/		446	72.9	210	49.0	30	43.3
CO	376	57.2	658	76.4	51	64.7	308	68.8	126	68.3	90	65.6	448	56.2	204	67.6
DL	1717	60.7	1152	67.2	H/		322	67.4	103	67.0	90	66.7	327	63.6	299	63.2
EV	42	45.2	1	100.0	122	64.8	H/		36	80.6	8	50.0	H/		H/	
F9	89	43.8	90	67.8	163	65.0	H/		120	70.0	H/		H/		120	70.0
FL	403	55.6	1639	79.3	776	76.4	150	63.3	357	73.4	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		60	91.7
MQ	1581	56.5	H/		H/		636	71.1	H/		H/		7671	64.8	H/	
NW	574	46.0	484	61.2	270	62.2	95	63.2	8191	71.6	H/		613	56.4	203	60.1
OH	1150	52.3	295	77.3	30	86.7	70	74.3	115	61.7	H/		297	51.9	H/	
OO	H/		H/		H/		H/		255	62.7	246	77.6	3883	70.2	739	92.4
UA	647	51.0	653	65.2	H/		60	51.7	478	62.8	203	67.0	8068	67.6	689	63.1
US	1187	55.8	809	55.3	H/		263	54.0	230	65.7	174	60.3	663	49.9	269	63.6
WN	H/		3285	79.5	6560	76.5	H/		H/		4127	77.1	H/		1193	78.9
XE	97	53.6	H/		91	71.4	27	88.9	280	64.3	60	91.7	212	63.2	24	87.5
YV	107	40.2	H/		H/		H/		30	43.3	36	88.9	2908	67.1	29	72.4
TOTAL	10140	54.3	10964	71.6	8087	75.4	5230	61.8	13557	71.6	6140	75.3	31528	64.9	5044	73.7

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

JUNE 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*																
	PHL		PHX		SAN		SEA		SFO		SLC		STL		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	# OF ARR.	% ON TIME
9E	142	66.9	H/		H/		H/		H/		30	76.7	126	78.6	H/	
AA	509	46.4	445	62.2	570	61.2	504	56.5	1035	59.8	204	60.3	1688	62.3	630	59.7
AQ	H/		H/		30	93.3	H/		H/		H/		H/		H/	
AS	H/		244	69.3	471	74.9	4379	66.8	566	75.4	H/		H/		H/	
B6	H/		70	54.3	113	69.9	90	47.8	150	54.0	90	60.0	H/		270	74.1
CO	199	63.8	336	75.6	367	72.8	467	69.0	459	66.2	89	52.8	H/		421	72.9
DL	313	62.0	362	68.5	352	63.1	516	56.8	489	66.1	2680	76.8	142	59.2	760	62.6
EV	16	43.8	H/		H/		H/		H/		45	75.6	55	47.3	H/	
F9	60	43.3	167	69.5	175	75.4	125	58.4	280	70.7	161	67.7	116	73.3	31	74.2
FL	501	68.7	82	80.5	61	42.6	106	55.7	114	63.2	H/		143	74.1	580	71.9
HA	H/		30	70.0	60	81.7	78	87.2	30	66.7	H/		H/		H/	
MQ	H/		H/		717	85.2	H/		168	69.6	H/		90	68.9	H/	
NW	378	49.7	292	57.2	180	67.2	534	69.7	408	64.2	93	61.3	304	62.5	249	61.0
OH	176	54.5	H/		H/		H/		H/		H/		107	56.1	28	60.7
OO	55	23.6	261	75.1	634	90.4	441	89.1	3539	74.2	7662	82.2	74	59.5	H/	
UA	476	60.9	507	60.7	732	62.7	867	63.8	3814	66.4	174	67.8	90	66.7	296	67.2
US	3848	51.8	5719	74.2	505	66.9	428	59.8	675	54.5	160	71.9	120	63.3	705	64.8
WN	1943	72.7	5920	77.5	2801	79.2	1199	78.1	H/		1267	75.5	2037	72.3	2386	80.5
XE	105	80.0	51	78.4	532	90.4	24	83.3	104	77.9	228	75.0	241	64.7	30	66.7
YV	37	73.0	2737	80.0	39	89.7	1	100.0	25	80.0	50	60.0	81	65.4	H/	
TOTAL	8758	58.6	17223	75.0	8339	76.1	9759	67.6	11856	67.9	12933	78.8	5414	66.9	6386	71.5

* See Appendix at end of this section for list of airport and carrier 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	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	80.6	55.4	45.1	76.7	68.1	J/	78.6	72.2	J/	65.6	51.9	64.3	87.0	54.5	88.2	83.6	55.2	71.4
700 - 759 AM	86.7	74.8	95.4	73.7	83.1	85.7	89.8	77.4	82.9	86.4	89.7	76.6	87.5	72.0	91.9	91.2	83.3	86.2
800 - 859 AM	86.9	84.2	94.1	78.6	84.9	81.8	88.2	72.4	84.3	77.4	93.7	81.3	88.8	68.1	90.5	90.2	78.4	90.2
900 - 959 AM	80.7	83.6	91.4	79.4	79.6	88.4	84.8	66.9	75.9	84.9	84.6	86.0	85.4	81.3	89.7	82.8	75.1	91.6
1000 - 1059 AM	84.4	79.0	88.8	76.4	86.3	80.8	82.0	68.3	78.9	89.3	86.9	80.5	83.8	81.3	85.7	81.4	76.1	87.8
1100 - 1159 AM	79.8	75.5	90.6	72.6	83.9	76.6	81.1	68.0	80.1	84.5	82.5	77.4	82.2	74.3	80.8	80.8	70.8	86.7
1200 - 1259 PM	80.9	72.1	86.4	74.4	81.3	76.1	82.5	63.6	76.4	73.2	73.2	83.6	80.2	76.0	81.0	80.5	68.4	78.0
100 - 159 PM	78.4	77.6	80.4	70.6	87.7	71.6	80.6	64.9	74.7	67.5	79.2	79.3	71.8	76.3	75.8	77.0	64.0	82.2
200 - 259 PM	73.5	66.6	74.7	70.2	78.1	69.9	74.1	58.9	72.0	53.8	73.5	83.6	66.3	73.1	79.3	82.5	58.9	73.3
300 - 359 PM	67.6	64.7	75.4	61.1	74.1	64.2	71.9	55.0	72.8	41.7	77.0	65.4	64.2	54.8	73.8	78.9	55.6	77.3
400 - 459 PM	64.4	52.3	63.3	51.1	69.5	55.3	67.7	47.6	67.3	36.9	63.4	57.4	65.1	48.9	74.9	71.2	52.9	68.4
500 - 559 PM	58.6	50.9	62.8	50.5	53.4	50.9	59.3	43.5	61.1	25.5	60.2	56.1	61.9	40.1	70.0	72.7	42.3	62.4
600 - 659 PM	54.2	43.4	49.2	44.4	63.4	46.0	61.7	43.7	59.0	29.7	55.0	50.2	58.7	25.1	66.1	73.6	35.1	64.5
700 - 759 PM	46.9	43.3	52.4	50.0	60.0	46.3	57.9	41.2	65.1	27.4	58.2	49.3	59.3	31.5	68.3	67.8	35.0	60.4
800 - 859 PM	42.2	38.1	49.5	43.6	54.0	45.0	63.9	40.7	58.8	30.1	50.0	49.9	57.9	25.2	66.3	63.2	31.9	56.4
900 - 959 PM	41.4	41.0	51.3	49.8	52.2	40.9	58.0	38.3	46.9	34.7	55.7	50.9	44.6	28.7	64.8	60.8	33.3	56.8
1000 - 1059 PM	47.4	42.4	52.2	45.3	42.9	39.2	52.1	41.9	39.7	38.3	47.7	46.0	57.5	26.7	60.3	59.0	28.2	46.9
1100 - 559 AM	61.9	47.1	53.3	47.4	65.9	38.4	64.4	52.7	61.1	53.1	51.9	49.8	68.7	54.1	56.4	61.2	39.4	57.2
TOTAL, ALL ARRIVALS, BY AIRPORT	67.9	59.4	68.9	62.4	72.9	61.9	73.2	56.1	69.3	52.2	67.3	63.8	72.0	52.8	74.5	75.0	54.3	71.6

* 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	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	99.0	79.7	83.9	J/	86.9	96.3	56.3	89.5	J/	78.6	86.9	100.0	95.2	63.3	78.2
700 - 759 AM	92.4	77.8	84.9	93.2	83.9	95.6	72.5	87.8	95.3	94.2	91.6	94.9	91.4	J/	85.7
800 - 859 AM	91.4	87.0	81.5	88.4	79.3	87.2	71.2	86.2	94.4	88.4	84.8	89.6	92.9	94.2	83.9
900 - 959 AM	89.2	83.1	82.0	91.5	80.4	88.6	80.7	76.1	88.8	83.8	71.5	87.8	83.5	91.3	82.1
1000 - 1059 AM	90.4	83.2	73.6	88.0	78.4	87.6	75.2	85.1	85.5	76.6	69.2	84.7	76.1	88.7	81.1
1100 - 1159 AM	89.2	79.9	81.0	82.6	79.6	83.4	83.1	84.1	85.4	75.8	67.7	88.7	79.6	85.5	79.4
1200 - 1259 PM	90.3	74.5	81.6	81.5	75.4	79.0	70.8	79.5	81.4	68.0	68.1	83.4	82.4	76.2	77.2
100 - 159 PM	86.7	69.8	74.7	85.4	70.6	76.8	76.3	80.9	82.7	75.4	70.7	81.3	76.4	84.1	75.2
200 - 259 PM	81.7	62.7	77.6	75.4	64.5	79.7	61.7	76.9	79.8	75.5	67.7	80.2	69.0	76.8	71.2
300 - 359 PM	77.0	62.4	69.7	70.2	55.0	70.7	62.4	73.5	77.1	60.5	70.5	75.3	68.8	75.6	66.5
400 - 459 PM	67.1	55.6	63.1	77.3	55.4	71.7	55.4	64.3	80.0	63.7	63.1	75.9	61.5	72.5	61.4
500 - 559 PM	69.3	54.5	70.5	74.6	50.8	77.2	46.4	73.0	70.6	62.8	58.9	74.5	58.5	68.1	58.1
600 - 659 PM	60.6	44.7	61.7	63.8	50.0	68.0	47.7	62.1	67.0	61.1	67.3	73.8	48.6	67.1	55.3
700 - 759 PM	57.0	41.0	59.9	74.4	47.5	67.5	37.3	67.4	68.8	57.0	63.9	74.4	54.6	63.9	53.9
800 - 859 PM	54.9	36.8	63.1	65.6	46.2	65.9	48.8	68.3	62.2	56.6	63.4	67.3	48.1	61.2	52.0
900 - 959 PM	57.7	40.2	56.5	61.7	44.8	66.7	48.1	59.6	61.2	62.9	60.4	78.6	39.9	49.9	50.9
1000 - 1059 PM	57.0	28.3	56.1	58.3	48.8	56.1	48.2	60.4	54.2	58.7	53.3	57.6	47.1	40.9	49.4
1100 - 559 AM	72.6	41.9	67.0	55.0	66.0	55.7	48.0	67.2	70.5	59.7	62.8	53.9	57.0	54.2	57.1
TOTAL, ALL ARRIVALS, BY AIRPORT	75.4	61.8	71.6	75.3	64.9	73.7	58.6	75.0	76.1	67.6	67.9	78.8	66.9	71.5	67.5

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

JUNE 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	89.8	91.6	87.9	87.3	89.7	88.8	92.6	85.7	85.3	86.4	93.8	87.5	92.6	85.2	93.1	92.9	86.9	95.7
700 - 759 AM	83.4	86.1	86.4	80.1	82.3	86.4	91.4	78.8	87.4	86.3	91.8	80.3	88.7	88.4	90.9	89.3	85.1	91.8
800 - 859 AM	87.5	84.1	86.4	81.9	81.9	85.5	87.3	72.1	85.2	83.3	90.4	82.7	86.3	76.4	81.9	87.2	83.9	91.5
900 - 959 AM	79.6	84.9	83.5	80.1	85.4	83.3	84.3	66.2	83.2	81.7	91.8	83.3	87.4	74.2	85.3	86.2	83.6	86.4
1000 - 1059 AM	76.8	82.9	79.5	81.3	83.4	80.4	81.0	62.6	78.7	82.4	83.2	78.2	82.5	80.5	77.9	81.6	81.5	89.1
1100 - 1159 AM	78.1	77.9	79.3	77.9	84.0	77.8	78.8	64.9	82.7	83.3	77.2	80.5	79.7	73.6	79.9	80.5	79.8	86.9
1200 - 1259 PM	74.0	75.6	78.9	69.4	82.6	75.5	72.5	63.8	82.5	77.3	77.9	74.6	78.8	71.4	71.2	77.5	75.0	82.7
100 - 159 PM	70.3	74.1	74.7	69.9	79.1	72.3	72.4	55.9	70.0	67.4	69.8	79.3	66.9	67.7	68.7	74.9	73.8	75.1
200 - 259 PM	62.9	64.1	70.5	64.2	85.4	65.6	73.3	56.0	67.3	61.2	63.3	69.4	64.6	73.3	65.9	70.6	68.6	67.9
300 - 359 PM	56.0	57.5	55.6	50.1	67.9	59.6	71.6	49.3	65.3	47.6	57.9	64.2	64.1	62.8	64.5	78.2	58.1	62.3
400 - 459 PM	54.9	54.9	56.6	54.0	70.5	57.1	60.6	46.2	65.7	40.0	62.9	52.2	59.7	52.0	64.8	75.2	56.5	59.8
500 - 559 PM	52.0	47.9	46.7	43.8	66.2	54.4	61.8	42.0	65.6	32.6	53.4	53.6	59.8	50.2	62.4	71.5	51.6	60.1
600 - 659 PM	48.2	41.9	44.6	45.4	48.7	49.9	59.9	42.6	57.5	25.8	45.0	53.0	56.8	41.1	65.4	77.0	48.9	52.0
700 - 759 PM	45.7	38.0	41.1	46.0	60.1	41.9	59.7	39.7	59.4	29.3	54.1	45.5	55.4	26.9	62.5	77.0	41.1	57.1
800 - 859 PM	37.4	42.1	44.6	39.8	60.6	53.1	62.0	41.3	52.0	33.2	58.8	45.6	60.6	32.8	57.5	73.9	37.9	58.0
900 - 959 PM	39.1	50.0	46.6	37.9	67.9	39.3	66.1	36.8	67.2	32.0	59.7	53.8	59.6	29.6	59.9	70.6	35.6	48.9
1000 - 1059 PM	44.2	J/	J/	55.7	J/	J/	65.3	43.4	59.0	J/	J/	45.7	62.2	35.8	68.3	78.4	J/	J/
1100 - 559 AM	53.3	75.2	76.9	J/	J/	J/	71.0	94.9	J/	83.7	90.0	100.0	84.2	71.8	66.6	70.9	90.0	68.0
TOTAL, ALL DEPARTURES, BY AIRPORT	62.5	68.4	66.8	61.7	74.0	68.6	72.8	56.3	71.7	60.9	72.5	68.0	71.0	60.6	72.0	79.4	67.3	74.3

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

JUNE 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	96.1	91.1	85.0	95.9	87.3	93.7	86.8	92.0	93.0	91.0	89.6	92.0	93.8	97.1	90.2
700 - 759 AM	93.8	82.8	85.5	94.5	85.3	92.6	79.9	87.6	92.7	87.9	88.7	94.0	91.3	93.3	87.1
800 - 859 AM	89.0	83.3	87.2	81.6	83.3	89.9	73.7	80.7	88.0	87.9	85.0	92.6	88.7	90.2	84.4
900 - 959 AM	82.2	81.0	84.2	81.6	76.6	80.9	67.2	74.9	88.8	81.0	80.0	87.0	87.0	90.0	80.8
1000 - 1059 AM	78.6	78.5	82.2	83.6	76.8	87.6	75.7	80.8	80.7	75.7	69.5	86.0	82.0	88.9	79.4
1100 - 1159 AM	81.4	81.5	79.2	76.9	75.5	79.1	74.3	73.8	81.6	71.1	66.2	85.8	76.0	85.7	78.0
1200 - 1259 PM	76.3	75.3	79.2	72.3	73.1	77.4	72.7	73.1	80.6	65.4	68.4	87.0	80.1	79.4	74.5
100 - 159 PM	72.9	59.1	77.8	72.6	65.8	78.9	67.7	72.7	79.2	61.7	68.2	77.8	77.5	75.9	70.5
200 - 259 PM	64.6	55.3	72.4	64.1	60.4	68.3	63.4	66.5	73.1	65.4	66.2	77.4	67.4	80.8	65.8
300 - 359 PM	66.3	43.9	75.7	73.7	54.3	81.1	49.8	66.4	74.5	67.7	72.1	77.2	60.0	65.9	62.1
400 - 459 PM	54.3	49.0	64.0	62.2	52.2	61.3	49.9	66.6	75.0	56.6	69.4	75.6	59.2	66.7	59.2
500 - 559 PM	45.7	43.6	62.5	71.8	51.7	76.3	46.5	52.1	72.5	65.8	68.1	79.8	56.6	59.4	55.2
600 - 659 PM	45.3	45.0	69.4	66.0	48.3	74.4	43.7	62.7	77.8	63.4	68.0	55.1	45.9	63.0	54.2
700 - 759 PM	43.5	48.8	72.1	65.2	49.9	70.6	42.4	59.5	71.8	57.6	70.5	77.5	40.5	54.2	52.8
800 - 859 PM	36.2	56.7	70.6	65.2	49.4	73.8	35.3	48.4	75.9	54.8	71.9	73.6	53.0	57.3	50.6
900 - 959 PM	39.4	48.6	72.4	68.4	54.3	63.3	52.0	66.1	65.7	62.2	72.3	81.6	37.1	59.0	56.2
1000 - 1059 PM	J/	24.8	68.5	59.3	54.5	65.2	43.3	67.3	77.7	72.6	68.8	J/	J/	J/	60.9
1100 - 559 AM	86.7	J/	95.5	73.3	81.1	78.1	84.5	83.3	93.3	67.6	68.6	72.2	J/	J/	71.3
TOTAL, ALL DEPARTURES, BY AIRPORT	67.4	62.8	75.5	75.7	65.3	80.7	60.4	72.3	80.9	71.8	73.6	82.2	70.8	76.4	69.2

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

JUNE 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	4104	ATL-CHA	1938	24	100.00	153	130
DL	1891	JFK-LAX	2040	20	100.00	135	104
EV	4176	ATL-MYR	1858	24	100.00	112	87
EV	4415	CHA-ATL	1833	20	100.00	111	87
OH	5565	JFK-BUF	2055	20	100.00	108	101
EV	4415	ATL-HHH	2011	24	100.00	89	67
EV	4854	ATL-MKE	2115	24	100.00	87	70
NW	656	DTW-EWR	1519	25	100.00	78	66
AA	585	MIA-SJU	1950	30	96.67	99	77
EV	4281	MYR-ATL	1830	30	96.67	81	80
CO	1189	BOS-EWR	1415	30	96.67	69	43
DL	412	PHX-JFK	1026	30	96.67	68	55
OH	4954	JFK-ROC	2020	29	96.55	146	105
US	1582	CLT-EWR	1545	29	96.55	94	72
OH	5274	RDU-JFK	1643	29	96.55	63	51
CO	1192	EWR-BOS	1900	25	96.00	107	78
DL	95	JFK-LAS	1740	24	95.83	128	104
DL	161	JFK-SAN	1745	24	95.83	119	118
DL	597	JFK-SEA	1908	24	95.83	112	91
OH	5517	ORD-JFK	1444	24	95.83	85	55
OH	5524	CMH-JFK	1616	24	95.83	79	67
EV	4241	ATL-PFN	2028	24	95.83	78	58
EV	4270	OKC-ATL	1731	24	95.83	78	58
EV	4525	ATL-GNV	1519	24	95.83	75	49
DL	1418	SAN-JFK	828	24	95.83	75	65

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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
EV	4826	ATL-MYR	2130	24	95.83	73	67
US	1571	PHL-BDL	2015	24	95.83	71	48
US	1876	PHL-BOS	1830	21	95.24	74	53
YV	2698	CLT-DTW	1755	21	95.24	62	46
OH	5257	EWR-CVG	1750	20	95.00	110	81
DL	1037	BOS-JFK	1650	20	95.00	95	62
EV	4474	LEX-ATL	1855	20	95.00	86	64
EV	4597	ATL-BTR	2024	20	95.00	80	66
EV	4616	MEM-ATL	1815	20	95.00	77	87
EV	4520	DSM-ATL	1730	20	95.00	70	63
EV	4130	ATL-CSG	1639	20	95.00	68	39
EV	4821	ATL-CHA	1710	19	94.74	110	82
OH	5123	PWM-JFK	1750	16	93.75	93	71
AA	882	MIA-JFK	1755	30	93.33	198	110
EV	4126	ATL-MYR	1618	30	93.33	76	56
US	1927	BOS-CLT	1840	30	93.33	63	46
DL	118	SLC-JFK	1005	30	93.33	50	45
OH	5492	JFK-ORD	1900	29	93.10	98	88
DL	776	LAS-JFK	1055	29	93.10	72	70
XE	2970	ORF-EWR	1910	29	93.10	60	64
US	1895	EWR-CLT	1825	28	92.86	95	66
AA	2075	EWR-DFW	1910	25	92.00	112	48
NW	661	EWR-DTW	1802	25	92.00	89	52
XE	2756	EWR-BHM	2005	25	92.00	77	63
OH	5266	RIC-LGA	1715	25	92.00	54	44

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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
DL	1667	JFK-MCO	1950	24	91.67	125	105
DL	1581	JFK-SLC	1910	24	91.67	121	71
DL	677	JFK-ATL	1850	24	91.67	120	78
EV	4522	ATL-MGM	2020	24	91.67	96	65
OH	5189	JFK-STL	1745	24	91.67	95	62
EV	4178	AVL-ATL	1405	24	91.67	85	41
DL	1436	ATL-EWR	2016	24	91.67	79	45
EV	4243	ATL-AVL	1622	24	91.67	74	44
EV	4329	PNS-ATL	1620	24	91.67	74	63
EV	4700	ATL-AVP	1451	24	91.67	71	46
DL	1205	ATL-JAX	2041	24	91.67	71	48
EV	4822	GNV-ATL	1225	24	91.67	65	47
DL	1109	ATL-SAT	2129	24	91.67	62	41
EV	4409	ATL-PNS	1545	24	91.67	58	51
EV	4822	ATL-MYR	1457	24	91.67	53	40
US	1777	BOS-PHL	1830	21	90.48	95	86
US	1222	PHL-BOS	1630	21	90.48	58	61
AA	1639	JFK-SJU	1910	30	90.00	104	81
OH	5108	ORF-JFK	1850	20	90.00	102	81
AA	588	MIA-JFK	2105	30	90.00	98	75
OH	5123	JFK-ORF	2010	20	90.00	96	103
XE	3053	DTW-EWR	1540	30	90.00	91	67
EV	4241	AVL-ATL	1805	20	90.00	89	68
B6	18	FLL-JFK	1815	30	90.00	85	53
EV	4149	PVD-ATL	1745	20	90.00	84	54

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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	4289	AEX-ATL	1755	20	90.00	79	81
EV	4509	ATL-OMA	1910	20	90.00	78	44
EV	4379	ATL-MOB	2120	20	90.00	78	76
EV	4878	MLU-ATL	1755	20	90.00	76	57
DL	85	JFK-SLC	1635	30	90.00	76	47
EV	4339	SWF-ATL	1735	30	90.00	70	48
OH	5513	BOS-JFK	1523	30	90.00	64	60
XE	2396	BDL-EWR	1555	20	90.00	64	62
AA	306	DFW-BOS	1700	30	90.00	62	63
EV	4550	ATL-TRI	1603	20	90.00	62	54
EV	4903	PIA-ATL	1620	20	90.00	58	45
NW	897	DTW-JFK	2111	20	90.00	57	40
DL	1468	JFK-PBI	1620	30	90.00	56	36
EV	4743	TRI-ATL	1800	20	90.00	55	42
EV	4368	ATL-AEX	1650	20	90.00	52	41
XE	7713	SFO-LAX	1240	20	90.00	40	39
DL	1287	JFK-TPA	1935	29	89.66	101	97
FL	577	ATL-EWR	1648	29	89.66	76	51
DL	814	PBI-JFK	1554	29	89.66	65	46
US	715	PHL-LAX	1855	29	89.66	50	35
DL	82	LAX-JFK	930	29	89.66	49	45
US	703	PHL-SFO	1745	28	89.29	67	50
OH	5023	JFK-BGM	1940	18	88.89	107	93
FL	229	SEA-BWI	2305	18	88.89	54	28
CO	1187	EWR-ORD	1845	26	88.46	123	114

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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
XE	2117	SDF-EWR	1610	26	88.46	85	52
XE	2864	BUF-EWR	1805	26	88.46	64	39
MQ	3894	MTJ-DFW	1300	17	88.24	67	49
AA	2483	DFW-LAX	2105	17	88.24	65	50
MQ	3879	DFW-SHV	1650	17	88.24	60	31
AA	1154	DFW-BOS	1820	25	88.00	103	42
XE	3074	CMH-EWR	1930	25	88.00	87	54
XE	2656	MKE-EWR	1550	25	88.00	73	49
MQ	4554	BOS-BGR	2000	25	88.00	72	58
US	2184	DCA-LGA	1900	25	88.00	65	40
US	1607	PIT-PHL	1800	25	88.00	62	38
OH	5478	IAD-JFK	1825	25	88.00	60	55
OH	5225	CMH-LGA	1910	25	88.00	55	40
DL	741	JFK-LAS	1935	24	87.50	107	59
OH	5034	JFK-BTV	2021	24	87.50	98	102
OH	5077	PHL-ATL	1915	24	87.50	95	42
EV	4557	ATL-BGR	2005	24	87.50	93	80
DL	1561	EWR-ATL	1807	24	87.50	92	74
EV	4823	MYR-ATL	1705	24	87.50	92	64
EV	4562	GPT-ATL	1658	24	87.50	84	64
XE	2696	PIT-EWR	1545	24	87.50	82	61
OH	5217	JFK-BNA	1915	24	87.50	79	59
EV	4329	ATL-DSM	1932	24	87.50	77	58
EV	4278	ATL-MGM	1845	24	87.50	74	53
EV	4353	CRW-ATL	1433	24	87.50	67	34

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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	4522	ACY-ATL	1710	24	87.50	67	61
FL	548	ATL-BMI	2115	24	87.50	66	40
DL	1499	BWI-ATL	1724	24	87.50	65	41
US	706	RDU-PHL	1755	24	87.50	64	42
US	1540	CLT-LGA	1545	24	87.50	63	47
CO	486	EWR-SJU	2050	24	87.50	59	39
EV	4730	ATL-GNV	1023	24	87.50	59	48
FL	416	BWI-PWM	2018	24	87.50	56	34
EV	4470	ATL-ACY	1450	24	87.50	55	45
EV	4396	ATL-GTR	1643	24	87.50	54	36
DL	486	ATL-DFW	2120	23	86.96	64	51
XE	3068	EWR-CLT	1810	30	86.67	108	80
B6	916	ORD-JFK	1535	30	86.67	105	93
B6	1017	BOS-JFK	1840	30	86.67	98	77
AA	1115	MIA-ORD	1615	30	86.67	93	70
XE	2396	EWR-DTW	1810	30	86.67	85	62
AA	806	DFW-JFK	1805	30	86.67	84	69
B6	626	HOU-JFK	1700	30	86.67	82	66
DL	31	JFK-LAX	1620	30	86.67	80	52
XE	2996	ORF-EWR	1705	30	86.67	76	68
EV	4562	ATL-SWF	2040	30	86.67	71	39
CO	1150	ATL-EWR	1535	30	86.67	67	43
OH	5283	JFK-DCA	1820	30	86.67	67	40
XE	2088	EWR-PWM	2030	30	86.67	64	73
MQ	3508	CHS-DFW	1700	30	86.67	54	33

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						AVERAGE	MEDIAN
B6	82	OAK-JFK	1340	30	86.67	49	36
DL	1014	ANC-ATL	2030	30	86.67	46	29
US	1511	CLT-PHX	1725	30	86.67	29	25
EV	4151	ATL-SOP	1450	22	86.36	73	60
OH	5366	ORD-JFK	1720	29	86.21	99	83
EV	4206	ABE-ATL	1759	29	86.21	93	50
XE	2266	BUF-EWR	1655	29	86.21	86	61
US	302	PHL-PDX	2030	29	86.21	84	44
XE	2076	EWR-IND	1905	29	86.21	82	65
DL	687	BOS-ATL	1900	29	86.21	64	69
US	738	BOS-PHL	1730	28	85.71	77	64
YV	2623	CLT-ATL	1740	21	85.71	73	63
US	722	CLT-PHL	1735	28	85.71	67	46
US	741	PHL-BOS	1730	28	85.71	66	53
YV	2606	ATL-CLT	1727	28	85.71	47	26
US	729	PHL-BOS	1530	27	85.19	64	39
EV	4227	OMA-ATL	1830	20	85.00	102	73
EV	4190	BWI-CVG	1714	20	85.00	95	50
OH	4954	DCA-JFK	1820	20	85.00	94	74
OH	5557	JFK-IAD	1920	20	85.00	90	69
OH	4949	JFK-DCA	2040	20	85.00	88	70
EV	4637	AVP-ATL	1725	20	85.00	86	51
EV	4104	CSG-ATL	1800	20	85.00	82	67
OH	5256	CVG-EWR	1515	20	85.00	80	41
EV	4302	ATL-AVP	2040	20	85.00	80	57

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						AVERAGE	MEDIAN
YV	2623	EWR-CLT	1500	20	85.00	76	41
US	728	BOS-PHL	1630	20	85.00	74	38
DL	1802	LAS-BOS	2310	20	85.00	74	52
EV	4589	EWR-ATL	1927	20	85.00	72	50
XE	3002	ORF-EWR	1525	20	85.00	67	49
EV	4278	AGS-ATL	1652	20	85.00	66	54
CO	1155	EWR-ATL	1730	20	85.00	63	50
EV	4896	ATL-MLU	1658	20	85.00	62	40
EV	4112	MOB-ATL	1820	20	85.00	61	53
EV	4240	TLH-ATL	1915	20	85.00	60	33
EV	4701	VPS-ATL	1818	20	85.00	60	36
EV	4768	ATL-ICT	1844	20	85.00	60	36
EV	4212	BTR-ATL	1755	20	85.00	56	47
NW	650	DTW-EWR	1914	20	85.00	55	37
OH	5394	PWM-LGA	1805	20	85.00	45	32
DL	139	ATL-MCO	2000	20	85.00	39	31
CO	753	EWR-CMH	2015	26	84.62	101	76
EV	4103	ATL-AGS	1515	26	84.62	58	41
XE	3127	PIT-EWR	1740	26	84.62	58	58
EV	4196	ATL-PVD	1450	26	84.62	56	32
FL	118	DFW-ATL	1907	19	84.21	80	59
OH	5042	SYR-JFK	1540	19	84.21	65	25
XE	3037	EWR-BNA	1915	25	84.00	95	80
AA	1188	DFW-DCA	1720	25	84.00	93	64
CO	1139	EWR-DFW	1805	25	84.00	90	70

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						AVERAGE	MEDIAN
XE	1281	EWR-IAD	1930	25	84.00	81	59
FL	372	ATL-LGA	1737	25	84.00	79	41
XE	2774	DAY-EWR	1710	25	84.00	75	54
DL	1889	BOS-LAS	1930	25	84.00	70	51
OH	5414	BWI-BOS	1850	25	84.00	69	51
XE	2737	GSP-EWR	1725	25	84.00	68	56
WN	28	LIT-BWI	1545	25	84.00	67	40
US	1537	CLT-DEN	1945	25	84.00	66	47
OH	5262	BNA-JFK	1605	25	84.00	63	44
US	2188	DCA-LGA	2100	25	84.00	62	37
US	1972	CLT-EWR	1409	25	84.00	62	62
XE	2807	TYS-EWR	1335	25	84.00	62	61
NW	519	LGA-MSP	1944	25	84.00	61	71
WN	98	MDW-ORF	1945	25	84.00	56	41
US	756	CLT-DCA	1720	25	84.00	55	45
OH	5093	PIT-JFK	1820	25	84.00	52	42
WN	1631	DAL-AUS	2055	25	84.00	52	50
XE	1280	IAD-EWR	1900	25	84.00	50	39
MQ	4627	RDU-EWR	1920	25	84.00	49	45
WN	643	MDW-DTW	1810	25	84.00	47	26
WN	612	MDW-IND	2100	25	84.00	45	35
US	983	PHL-JAX	1535	25	84.00	45	31
MQ	4861	DTW-LGA	1805	25	84.00	40	29
OH	5138	CHS-LGA	1754	25	84.00	29	27
OH	5357	LGA-LEX	2153	25	84.00	20	22

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						AVERAGE	MEDIAN
DL	133	JFK-LAX	1840	30	83.33	117	80
DL	1037	JFK-PHX	2045	24	83.33	113	50
XE	2996	EWR-STL	1920	30	83.33	110	74
B6	919	JFK-ORD	2000	30	83.33	109	86
XE	2161	RDU-EWR	1540	30	83.33	99	84
DL	79	JFK-MIA	1840	30	83.33	96	61
OH	5487	JFK-CMH	1640	30	83.33	93	44
EV	4842	ATL-MDT	2106	24	83.33	93	63
DL	857	ATL-EWR	2135	24	83.33	89	51
UA	894	DEN-LGA	1440	30	83.33	87	43
US	1024	SJU-PHL	1430	30	83.33	86	47
OH	5046	JFK-DTW	1935	24	83.33	83	42
AA	1851	BOS-MIA	1910	30	83.33	82	81
EV	4598	ATL-MLB	2125	24	83.33	82	61
EV	4713	ISP-ATL	1740	24	83.33	82	51
US	731	PHL-LAS	1745	30	83.33	79	46
EV	4852	ATL-FLO	1828	24	83.33	78	54
EV	4606	PFN-ATL	1605	24	83.33	78	56
B6	28	TPA-JFK	1720	30	83.33	78	41
AA	1418	DFW-BOS	1335	30	83.33	75	52
AA	2110	MIA-JFK	1510	30	83.33	70	54
MQ	3629	DFW-PIT	1730	30	83.33	69	54
AA	1219	DCA-MIA	1740	30	83.33	68	30
XE	2994	CLT-EWR	1605	30	83.33	68	39
DL	1624	SFO-JFK	900	24	83.33	68	47

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						AVERAGE	MEDIAN
EV	4228	TLH-ATL	1634	24	83.33	66	49
FL	936	ATL-STL	2115	24	83.33	66	40
OH	5539	JFK-CVG	1926	24	83.33	66	49
AA	2090	MIA-BOS	1500	30	83.33	65	45
EV	4548	ATL-ABE	2047	24	83.33	64	48
AA	585	JFK-MIA	1540	30	83.33	64	44
AA	684	DFW-EWR	1630	30	83.33	64	60
EV	4220	ATL-TUL	2121	24	83.33	64	45
DL	480	JFK-BOS	1630	24	83.33	64	64
MQ	3860	VPS-DFW	1705	30	83.33	63	36
AA	1659	EWR-ORD	1755	30	83.33	63	46
DL	1573	ATL-PDX	2136	24	83.33	63	40
YV	2619	JFK-CLT	1534	24	83.33	62	45
EV	4222	HHH-ATL	1645	24	83.33	62	58
AA	2360	ORD-DTW	1923	30	83.33	60	35
XE	2825	EWR-BNA	1655	30	83.33	57	43
NW	649	EWR-DTW	1940	24	83.33	57	54
AA	282	DFW-PHL	1535	30	83.33	57	33
US	1874	ALB-CLT	1835	24	83.33	56	41
OH	5178	BWI-JFK	1414	24	83.33	54	39
DL	627	ATL-TUS	1949	24	83.33	53	32
NW	658	DTW-EWR	1341	30	83.33	53	58
WN	42	HOU-DAL	1630	30	83.33	52	34
US	740	BOS-PHL	1530	24	83.33	52	35
EV	4355	ATL-TLH	1506	24	83.33	51	49

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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
XE	2030	EWR-OMA	1610	24	83.33	50	37
OH	4934	ATL-MHT	1450	24	83.33	49	33
CO	90	LAX-EWR	1153	30	83.33	41	31
DL	1450	ATL-RIC	2025	24	83.33	40	25
EV	4341	ATL-CRW	1250	24	83.33	40	35
OH	5521	BOS-JFK	1900	29	82.76	93	82
OH	5463	JFK-BUF	1852	29	82.76	83	58
XE	2379	EWR-SDF	1850	29	82.76	70	56
XE	3142	EWR-CMH	1800	29	82.76	69	60
NW	373	BOS-DTW	1808	29	82.76	67	32
XE	3127	EWR-GSO	2000	29	82.76	63	51
DL	530	ATL-LGA	2045	23	82.61	67	45
MQ	3878	SHV-DFW	1820	17	82.35	71	56
AA	2493	DTW-DFW	1905	17	82.35	68	59
MQ	3792	LAW-DFW	1355	17	82.35	68	40
AA	2440	DFW-BNA	1610	17	82.35	48	31
MQ	3292	LFT-DFW	1720	17	82.35	48	34
MQ	3293	DFW-LFT	1500	17	82.35	46	41
MQ	3755	DFW-LAW	1240	17	82.35	39	23
AA	1554	SEA-STL	1315	17	82.35	34	23
OH	5484	TYS-LGA	1825	17	82.35	25	25
US	753	PHL-SEA	1750	28	82.14	84	49
US	723	PHL-CLT	1545	28	82.14	65	40
DL	1893	SEA-JFK	1240	28	82.14	58	43
US	387	ATL-LAS	2205	28	82.14	52	31

* 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
US	759	PHL-MSY	1740	28	82.14	45	31
FL	579	EWR-ATL	1942	22	81.82	69	55
CO	1199	BOS-EWR	1840	22	81.82	57	53
OO	4016	SLC-MSY	1649	22	81.82	42	46
EV	4192	ATL-PWM	2006	27	81.48	63	36
XE	2185	ACK-EWR	1215	16	81.25	87	27
B6	1610	JFK-PWM	1955	16	81.25	83	47
EV	4184	CAE-LGA	1900	16	81.25	44	40
US	1212	PHL-BOS	1800	21	80.95	77	64
EV	4193	AVL-ATL	1620	21	80.95	61	42
US	931	ORF-CLT	1520	21	80.95	61	41
MQ	4437	HPN-ORD	1825	21	80.95	57	32
OH	5483	LGA-TYS	1640	21	80.95	47	21
US	1640	CLT-BDL	1416	21	80.95	46	26
EV	4895	SOP-ATL	1630	26	80.77	69	41
YV	2606	CLT-CLE	1925	26	80.77	66	31
DL	694	BWI-ATL	1845	26	80.77	60	44
US	1703	BDL-CLT	1645	26	80.77	52	45
US	1932	IND-CLT	1650	26	80.77	37	31
CO	334	RDU-EWR	1728	25	80.00	115	71
B6	1308	IAD-JFK	1725	30	80.00	110	71
B6	1021	BOS-JFK	2055	25	80.00	96	59
OH	5520	JFK-BOS	1900	30	80.00	95	82
DL	149	JFK-SFO	1840	30	80.00	94	74
AA	443	PHL-MIA	1900	30	80.00	93	57

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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
CO	220	IND-EWR	1714	25	80.00	92	57
B6	649	JFK-SFO	2100	30	80.00	89	64
CO	1170	ORD-EWR	1600	25	80.00	89	53
XE	2165	CLT-EWR	1850	25	80.00	88	69
XE	2877	EWR-MSP	1840	25	80.00	88	51
OH	4996	CVG-JFK	1925	25	80.00	87	54
OH	5257	CVG-SAT	2045	20	80.00	87	64
MQ	4757	JFK-DCA	2010	30	80.00	82	53
B6	43	JFK-MCO	1910	30	80.00	82	51
XE	2665	DTW-EWR	2100	25	80.00	80	59
9E	4779	IND-LGA	1825	25	80.00	79	81
B6	524	MCO-EWR	1435	30	80.00	79	72
YV	2626	CLT-JFK	2000	30	80.00	78	59
XE	2575	EWR-PIT	1800	30	80.00	78	46
MQ	4616	JFK-BOS	1755	30	80.00	78	71
AA	414	DFW-CLT	1900	30	80.00	75	73
AA	1346	DFW-PHL	2105	30	80.00	74	52
CO	806	EWR-AUS	2030	25	80.00	73	43
XE	2895	IAH-SHV	1849	20	80.00	73	48
AA	762	DFW-LGA	1755	30	80.00	72	46
CO	377	RSW-EWR	1510	30	80.00	70	42
MQ	4639	RDU-EWR	1700	30	80.00	69	52
B6	14	FLL-JFK	1705	30	80.00	69	37
XE	2670	AVL-EWR	1725	20	80.00	69	51
B6	619	JFK-JAX	1955	30	80.00	69	56

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
EV	4706	ATL-VLD	909	30	80.00	69	64
MQ	3781	DFW-GRR	1900	30	80.00	68	50
AA	1389	JFK-DFW	1745	30	80.00	68	49
XE	2692	ALB-EWR	1710	30	80.00	68	69
US	1105	EWR-CLT	1640	25	80.00	68	58
XE	3065	CLT-EWR	1705	25	80.00	68	64
MQ	3371	DFW-CVG	1935	30	80.00	67	41
EV	4932	ATL-CAK	2002	20	80.00	67	36
AA	742	DFW-LGA	1550	25	80.00	67	72
US	1627	LGA-CLT	1640	25	80.00	66	54
AA	2294	DFW-STL	2135	30	80.00	66	58
OH	5268	LGA-RIC	1915	25	80.00	66	48
CO	1430	DTW-EWR	1720	25	80.00	66	56
EV	4445	AGS-ATL	1855	20	80.00	65	69
EV	4356	ATL-DHN	2235	20	80.00	65	47
XE	2480	EWR-BDL	2025	30	80.00	64	39
AA	1377	PHL-DFW	1850	25	80.00	64	58
EV	4557	EYW-ATL	1720	30	80.00	63	34
MQ	3880	CVG-DFW	1820	30	80.00	63	49
US	1097	BOS-PHL	2045	25	80.00	63	52
OH	5676	SGF-ATL	1745	20	80.00	63	56
FL	175	ATL-RSW	2120	30	80.00	62	39
US	2047	BOS-DCA	1845	25	80.00	61	44
AA	1450	ORD-EWR	1345	30	80.00	61	49
AA	624	DFW-DCA	2030	30	80.00	61	65

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
MQ	3759	DFW-LIT	1635	30	80.00	60	35
CO	1160	ATL-EWR	1415	25	80.00	60	38
XE	2286	EWR-DAY	1750	30	80.00	60	43
US	1608	CLT-BOS	2155	20	80.00	59	71
AA	178	SFO-JFK	1315	30	80.00	59	46
OO	2558	MKE-PHL	1935	25	80.00	59	36
WN	1610	MDW-MCI	2105	25	80.00	58	31
DL	453	ATL-FLL	2010	20	80.00	58	52
CO	85	EWR-ATL	2000	30	80.00	57	45
MQ	4652	RDU-EWR	1455	30	80.00	57	50
EV	4880	MDT-ATL	1840	20	80.00	57	27
US	1139	BWI-CLT	1645	25	80.00	57	51
XE	2500	LEX-EWR	1410	25	80.00	57	53
US	46	PHX-DCA	1447	30	80.00	56	33
AA	1860	MIA-ATL	1720	30	80.00	56	44
WN	44	PHX-SAN	1955	25	80.00	55	39
AA	1186	STL-LGA	1615	25	80.00	55	33
MQ	3730	JAN-DFW	1650	30	80.00	54	30
MQ	4632	EWR-RDU	1935	25	80.00	54	32
US	739	PHL-BOS	1430	20	80.00	54	30
OH	5423	CVG-PWM	1940	20	80.00	54	33
AA	1946	MIA-MCO	2230	30	80.00	54	42
AA	2019	LGA-STL	2030	25	80.00	54	48
OH	5570	LGA-GSO	1920	25	80.00	53	43
AA	855	MIA-DFW	2200	30	80.00	53	47

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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
DL	1710	FLL-JFK	1845	30	80.00	52	38
AA	1551	LGA-BNA	1925	25	80.00	52	38
WN	186	DAL-OKC	1950	25	80.00	52	35
EV	4132	JAN-ATL	1815	20	80.00	52	42
EV	4503	ATL-PIA	2048	15	80.00	52	42
XE	2144	MEM-EWR	1750	25	80.00	52	27
MQ	4657	EWR-RDU	1710	30	80.00	51	43
EV	4372	ATL-ABY	1630	20	80.00	51	41
EV	4311	ATL-MOB	1735	20	80.00	51	39
AA	1260	DFW-EWR	1345	30	80.00	50	28
AA	750	DFW-LGA	1730	25	80.00	50	41
EV	4615	ATL-MEM	1721	20	80.00	49	38
WN	862	LAS-SAN	2140	25	80.00	48	36
US	1167	CLT-SFO	1730	30	80.00	48	32
OH	5214	DCA-BOS	2040	25	80.00	47	40
US	1770	CLT-BOS	1420	25	80.00	47	29
WN	848	MDW-OMA	1715	25	80.00	46	31
MQ	4832	LGA-DTW	2050	25	80.00	46	31
US	1051	CLT-BOS	1720	20	80.00	46	32
AA	1866	DFW-MCO	1825	30	80.00	45	31
US	1890	CLT-PIT	1730	20	80.00	45	32
NW	1266	MSP-IAD	1600	30	80.00	45	26
MQ	4902	PIT-LGA	1815	25	80.00	45	29
XE	2410	EWR-BWI	1930	30	80.00	45	33
AA	357	LGA-ORD	2055	25	80.00	44	35

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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	1554	BWI-CLT	1920	25	80.00	43	42
MQ	4017	BHM-ORD	1720	30	80.00	42	23
OH	5597	BOS-TTN	1915	20	80.00	42	27
US	1854	CLT-IAD	1735	20	80.00	41	28
US	1816	CLT-SYR	2130	25	80.00	41	32
XE	2087	EWR-ORF	2115	30	80.00	41	26
NW	465	DTW-ATL	1912	20	80.00	39	32
XE	2343	BTV-EWR	1900	20	80.00	39	19
NW	1710	MSP-DCA	1710	25	80.00	37	31
FL	615	ATL-SAN	1905	30	80.00	37	25
OH	5297	DCA-JFK	1425	30	80.00	36	30
EV	4775	LGA-CAE	2145	25	80.00	35	29
OH	5350	RDU-LGA	1915	25	80.00	35	27
OH	5678	LGA-JAX	2100	25	80.00	34	20
WN	1229	SMF-PDX	2100	25	80.00	30	22
OO	4043	SLC-IAH	1025	20	80.00	29	24
NW	1015	DTW-IND	1922	20	80.00	26	21

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ATLANTIC SOUTHEAST	841	197	23.4
COMAIR	722	93	12.9
JETBLUE	528	55	10.4
US AIRWAYS	1,415	139	9.8
EXPRESSJET	1,294	115	8.9
AMERICAN	1,763	152	8.6
DELTA	1,404	112	8.0
AMERICAN EAGLE	1,543	98	6.4
CONTINENTAL	958	55	5.7
AIRTRAN	766	30	3.9
NORTHWEST	1,239	41	3.3
MESA	872	17	1.9
UNITED	1,386	24	1.7
SOUTHWEST	3,326	48	1.4
SKYWEST	1,736	20	1.2
FRONTIER	287	3	1.0
ALASKA	482	3	0.6
HAWAIIAN	164	1	0.6
PINNACLE	748	3	0.4
ALOHA	133	0	0.0
TOTAL	21,607	1206	5.6

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.

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	46.4	60.3	235	234
ADAK ISLAND AK (ADK)	100.0	100.0	8	8
AGUADILLA PR (BQN)	57.1	80.0	119	120
AKRON/CANTON OH (CAK)	69.4	78.4	725	727
ALBANY GA (ABY)	54.4	72.8	114	114
ALBANY NY (ALB)	61.3	70.6	1,283	1,282
ALBUQUERQUE NM (ABQ)	74.2	78.6	3,659	3,660
ALEXANDRIA LA (AEX)	56.0	64.8	216	216
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	63.8	74.4	478	489
AMARILLO TX (AMA)	56.4	64.8	587	586
ANCHORAGE AK (ANC)	70.6	78.9	2,210	2,202
APPLETON WI (ATW)	64.8	72.1	531	516
ASHEVILLE NC (AVL)	59.8	65.1	341	341
ASHLAND WV (HTS)	79.2	70.8	24	24
ASPEN CO (ASE)	80.6	84.4	453	449
ATLANTA GA (ATL)	67.9	62.5	35,213	35,705
ATLANTIC CITY NJ (ACY)	28.1	50.8	57	61
AUGUSTA GA (AGS)	42.9	55.7	191	192
AUSTIN TX (AUS)	70.3	76.2	4,493	4,490
BAKERSFIELD CA (BFL)	81.2	82.8	441	441
BALTIMORE MD (BWI)	68.9	66.8	9,293	9,313
BANGOR ME (BGR)	59.5	67.9	353	352
BARROW AK (BRW)	68.3	60.0	60	60
BATON ROUGE LA (BTR)	56.3	65.8	820	822
BEAUMONT/PORT ARTHUR TX (BPT)	60.0	90.0	30	30
BELLINGHAM WA (BLI)	84.2	81.0	57	58
BEMIDJI MN (BJI)	79.2	79.2	24	24
BEND/REDMOND OR (RDM)	90.7	95.0	324	323
BETHEL AK (BET)	77.9	75.6	86	86
BILLINGS MT (BIL)	74.0	82.9	466	463
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	57.7	76.9	78	78
BIRMINGHAM AL (BHM)	67.9	71.7	2,088	2,090
BISMARCK/MANDAN ND (BIS)	69.4	82.0	284	283
BLOOMINGTON IL (BMI)	61.6	72.6	307	307
BOISE ID (BOI)	76.5	85.1	1,579	1,580
BOSTON MA (BOS)	59.4	68.4	10,571	10,567
BOZEMAN MT (BZN)	77.4	87.6	509	508
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	48.7	51.4	117	111
BROWNSVILLE TX (BRO)	71.3	72.0	94	93
BRUNSWICK GA (BQK)	53.9	69.7	89	89
BUFFALO NY (BUF)	65.0	74.5	2,303	2,289
BURBANK CA (BUR)	76.0	81.1	2,787	2,790
BURLINGTON VT (BTV)	57.8	73.4	694	692

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUTTE MT (BTM)	83.8	97.5	80	80
CARLSBAD CA (CLD)	88.9	87.2	226	226
CASPER WY (CPR)	84.0	84.8	349	348
CEDAR RAPIDS/IOWA CITY IA (CID)	65.9	74.7	949	974
CHAMPAIGN/URBANA IL (CMI)	57.3	75.7	234	235
CHARLESTON SC (CHS)	65.7	70.6	1,351	1,336
CHARLESTON/DUNBAR WV (CRW)	59.2	60.1	299	301
CHARLOTTE AMALIE VI (STT)	74.8	77.8	234	234
CHARLOTTE NC (CLT)	62.4	61.7	10,712	10,712
CHARLOTTESVILLE VA (CHO)	57.1	69.4	98	98
CHATTANOOGA TN (CHA)	51.1	65.7	360	362
CHICAGO IL (MDW)	75.4	67.4	8,087	8,088
CHICAGO IL (ORD)	64.9	65.3	31,528	31,508
CHICO CA (CIC)	69.0	81.4	113	113
CHRISTIANSTED VI (STX)	83.7	67.4	43	43
CLEVELAND OH (CLE)	71.2	76.1	6,738	6,734
CODY WY (COD)	81.3	91.0	144	144
COLLEGE STATION/BRYAN TX (CLL)	49.0	62.2	147	148
COLORADO SPRINGS CO (COS)	71.9	80.1	1,572	1,565
COLUMBIA SC (CAE)	59.6	71.7	846	837
COLUMBUS GA (CSG)	40.9	60.0	115	115
COLUMBUS MS (GTR)	45.9	75.4	85	57
COLUMBUS OH (CMH)	65.0	72.5	3,173	3,170
CORDOVA AK (CDV)	55.0	58.3	60	60
CORPUS CHRISTI TX (CRP)	60.8	68.0	594	563
COVINGTON KY (CVG)	72.9	74.0	9,372	9,328
CRESCENT CITY CA (CEC)	65.9	64.8	88	88
DALLAS TX (DAL)	66.4	63.2	4,456	4,460
DALLAS/FT.WORTH TX (DFW)	56.1	56.3	24,770	24,764
DAYTON OH (DAY)	66.9	79.1	1,317	1,301
DAYTONA BEACH FL (DAB)	69.6	75.8	286	285
DEADHORSE AK (SCC)	83.3	86.7	60	60
DENVER CO (DEN)	73.2	72.8	20,269	20,283
DES MOINES IA (DSM)	67.7	74.4	1,534	1,515
DETROIT MI (DTW)	69.2	71.7	15,066	15,061
DILLINGHAM AK (DLG)	79.3	82.8	29	29
DOTHAN AL (DHN)	53.2	66.2	139	139
DUBUQUE IA (DBQ)	70.3	81.4	118	118
DULUTH MN (DLH)	69.7	80.0	175	175
DURANGO CO (DRO)	84.3	86.8	325	325
EAGLE CO (EGE)	72.2	81.7	176	175
EAU CLAIRE WI (EAU)	50.0	80.0	4	5
EL CENTRO CA (IPL)	93.1	97.1	102	102

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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.
EL PASO TX (ELP)	70.8	76.2	1,852	1,851
ELKO NV (EKO)	90.6	94.3	159	159
ELMIRA/CORNING NY (ELM)	74.5	82.9	110	111
ERIE PA (ERI)	61.7	70.2	115	114
EUGENE OR (EUG)	78.8	86.0	543	543
EUREKA/ARCATA CA (ACV)	61.8	75.8	338	339
EVANSVILLE IN (EVV)	70.6	75.7	511	510
FAIRBANKS AK (FAI)	68.9	78.4	512	510
FARGO ND (FAR)	70.5	81.8	464	466
FAYETTEVILLE AR (XNA)	64.9	71.1	1,141	1,143
FAYETTEVILLE NC (FAY)	48.3	61.6	174	164
FLAGSTAFF AZ (FLG)	79.8	81.5	178	178
FLINT MI (FNT)	62.9	75.9	590	585
FLORENCE SC (FLO)	47.2	65.5	53	58
FORT LAUDERDALE FL (FLL)	67.3	72.5	5,490	5,488
FORT SMITH AR (FSM)	46.9	55.6	243	243
FORT WAYNE IN (FWA)	69.8	75.1	582	559
FRESNO CA (FAT)	78.5	80.8	1,374	1,374
FT. MYERS FL (RSW)	74.8	78.4	1,745	1,747
GAINESVILLE FL (GNV)	25.4	50.7	177	146
GRAND FORKS ND (GFK)	61.2	89.5	85	86
GRAND JUNCTION CO (GJT)	77.5	83.2	418	416
GRAND RAPIDS MI (GRR)	63.1	77.2	1,460	1,461
GREAT FALLS MT (GTF)	77.9	90.1	244	242
GREEN BAY/CLINTONVILLE WI (GRB)	65.2	73.3	729	731
GREENSBORO/HIGH POINT NC (GSO)	60.6	69.3	1,311	1,312
GREENVILLE/SPARTANBURG SC (GSP)	66.0	73.8	1,175	1,152
GULFPORT/BILOXI MS (GPT)	66.5	70.5	555	577
GUNNISON CO (GUC)	82.1	82.1	84	84
GUSTAVUS AK (GST)	71.4	71.4	28	28
HANCOCK/HOUGHTON MI (CMX)	83.3	86.7	30	30
HARLINGEN/SAN BENITO TX (HRL)	63.2	67.5	416	416
HARRISBURG PA (MDT)	58.5	69.0	804	801
HARTFORD CT (BDL)	61.8	73.5	2,678	2,678
HELENA MT (HLN)	83.3	85.7	168	168
HILO HI (ITO)	89.6	91.0	801	801
HILTON HEAD SC (HHH)	32.6	48.5	86	99
HONOLULU HI (HNL)	85.6	89.5	5,753	5,753
HOUSTON TX (HOU)	69.3	64.0	4,752	4,755
HOUSTON TX (IAH)	72.0	71.0	16,172	16,173
HUNTSVILLE AL (HSV)	64.9	72.6	843	846
IDAHO FALLS ID (IDA)	79.8	86.9	292	291
INDIANAPOLIS IN (IND)	65.5	75.9	3,760	3,759

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INDIO/PALM SPRINGS CA (PSP)	79.5	82.4	864	863
INTERNATIONAL FALLS MN (INL)	64.6	80.9	48	47
INYOKERN CA (IYK)	90.0	93.8	80	81
ISLIP NY (ISP)	67.6	74.2	1,037	1,017
JACKSON WY (JAC)	70.8	80.4	346	342
JACKSON/VICKSBURG MS (JAN)	62.3	68.7	1,142	1,142
JACKSONVILLE FL (JAX)	67.4	76.2	3,151	3,151
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	50.0	65.2	102	89
JUNEAU AK (JNU)	71.3	75.8	501	499
KAHULUI HI (OGG)	86.4	88.5	2,197	2,197
KALAMAZOO MI (AZO)	72.6	78.9	420	421
KALISPELL MT (FCA)	79.2	90.8	337	337
KANSAS CITY MO (MCI)	68.8	74.1	5,581	5,578
KETCHIKAN AK (KTN)	74.4	77.3	238	238
KEY WEST FL (EYW)	52.3	50.0	65	94
KILLEEN TX (GRK)	56.1	65.6	426	416
KING SALMON AK (AKN)	73.3	63.3	30	30
KNOXVILLE TN (TYS)	65.2	75.2	1,208	1,210
KODIAK AK (ADQ)	76.7	73.3	60	60
KONA HI (KOA)	86.2	88.0	1,411	1,411
KOTZEBUE AK (OTZ)	61.8	68.5	89	89
LA CROSSE WI (LSE)	61.7	69.5	201	203
LAFAYETTE LA (LFT)	56.5	67.9	497	498
LAKE CHARLES LA (LCH)	63.3	81.1	90	90
LANSING MI (LAN)	67.0	74.4	388	394
LAREDO TX (LRD)	57.6	65.7	210	210
LAS VEGAS NV (LAS)	74.5	72.0	15,292	15,291
LAWTON/FORT SILL OK (LAW)	57.4	61.4	202	202
LEWISBURG WV (LWB)	56.7	60.0	30	30
LEWISTON ID (LWS)	91.5	93.2	59	59
LEXINGTON KY (LEX)	62.9	75.0	920	924
LIHUE HI (LIH)	90.1	92.5	1,329	1,329
LINCOLN NE (LNK)	72.4	76.4	351	351
LITTLE ROCK AR (LIT)	57.8	66.0	1,456	1,432
LONG BEACH CA (LGB)	77.6	81.4	1,217	1,220
LONGVIEW/KILGOR/GLADWATR TX (GGG)	48.9	70.0	90	90
LOS ANGELES CA (LAX)	75.0	79.4	19,454	19,456
LOUISVILLE KY (SDF)	69.5	75.2	1,877	1,858
LUBBOCK TX (LBB)	59.6	64.6	676	676
LYNCHBURG VA (LYH)	64.5	78.9	76	76
MACON GA (MCN)	48.9	73.0	90	89
MADISON WI (MSN)	64.9	75.2	1,079	1,078
MANCHESTER NH (MHT)	63.5	73.3	1,842	1,829

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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.
MARATHON FL (MTH)	57.1	57.1	7	7
MARQUETTE MI (MQT)	58.8	81.4	97	97
MEDFORD OR (MFR)	76.2	84.7	575	575
MELBOURNE FL (MLB)	61.1	76.0	175	146
MEMPHIS TN (MEM)	71.2	76.5	7,185	7,187
MERIDIAN MS (MEI)	49.2	64.2	59	53
MIAMI FL (MIA)	61.8	62.8	5,230	5,227
MIDLAND/ODESSA TX (MAF)	57.8	67.6	580	580
MILWAUKEE WI (MKE)	61.8	71.6	2,322	2,322
MINNEAPOLIS/ST. PAUL MN (MSP)	71.6	75.5	13,557	13,557
MINOT ND (MOT)	62.2	82.2	90	90
MISSION/MCALLEN/EDINBURG TX (MFE)	63.0	73.2	381	380
MISSOULA MT (MSO)	74.7	84.7	407	406
MOBILE AL (MOB)	63.5	69.4	512	523
MODESTO CA (MOD)	80.2	81.0	252	252
MOLINE IL (MLI)	72.0	76.8	808	809
MONROE LA (MLU)	47.2	65.5	254	249
MONTEREY CA (MRY)	82.6	84.7	764	764
MONTGOMERY AL (MGM)	54.0	67.2	328	326
MONTROSE/DELTA CO (MTJ)	71.3	71.4	202	203
MYRTLE BEACH SC (MYR)	48.2	69.0	610	583
NANTUCKET MA (ACK)	43.1	35.9	65	64
NAPLES FL (APF)	55.2	75.9	58	58
NASHVILLE TN (BNA)	69.7	72.6	5,100	5,103
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	64.3	76.3	70	80
NEW ORLEANS LA (MSY)	70.0	77.6	3,157	3,160
NEW YORK NY (JFK)	52.8	60.6	10,489	10,490
NEW YORK NY (LGA)	54.3	67.3	10,140	10,152
NEWARK NJ (EWR)	52.2	60.9	12,800	12,832
NEWBURGH/POUGHKEEPSIE NY (SWF)	64.7	75.9	510	482
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	68.2	79.4	469	470
NOME AK (OME)	66.3	62.9	89	89
NORFOLK VA (ORF)	61.4	71.2	1,721	1,722
OAKLAND CA (OAK)	75.3	75.7	6,140	6,140
OKLAHOMA CITY OK (OKC)	66.3	76.1	2,276	2,285
OMAHA NE (OMA)	67.4	77.2	2,419	2,412
ONTARIO/SAN BERNARDINO CA (ONT)	77.2	81.4	3,679	3,681
ORLANDO FL (MCO)	71.6	74.3	10,964	10,960
OXNARD/VENTURA CA (OXR)	92.9	94.6	112	112
PALMDALE CA (PMD)	89.6	87.5	48	48
PANAMA CITY FL (PFN)	55.6	65.1	268	258
PASCO/KENNEWICK/RICHLAND WA (PSC)	76.6	92.2	231	231
PELLSTON MI (PLN)	84.5	90.7	97	97

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PENSACOLA FL (PNS)	64.2	69.6	858	858
PEORIA IL (PIA)	65.6	71.5	421	431
PETERSBURG AK (PSG)	60.0	60.0	60	60
PHILADELPHIA PA (PHL)	58.6	60.4	8,758	8,748
PHOENIX AZ (PHX)	75.0	72.3	17,223	17,211
PITTSBURGH PA (PIT)	63.2	72.2	4,192	4,189
POCATELLO ID (PIH)	89.3	96.0	150	150
PONCE PR (PSE)	63.3	77.8	90	90
PORTLAND ME (PWM)	50.4	63.0	791	789
PORTLAND OR (PDX)	73.7	80.7	5,044	5,039
PROVIDENCE RI (PVD)	63.5	70.9	2,085	2,077
RALEIGH/DURHAM NC (RDU)	67.4	73.7	6,041	6,039
RAPID CITY SD (RAP)	74.2	77.4	504	501
REDDING CA (RDD)	68.7	84.0	150	150
RENO NV (RNO)	77.6	84.2	2,271	2,273
RHINELANDER WI (RHI)	70.0	76.7	30	30
RICHMOND VA (RIC)	63.0	73.3	1,628	1,624
ROANOKE VA (ROA)	70.0	70.1	277	278
ROCHESTER MN (RST)	73.1	78.1	331	333
ROCHESTER NY (ROC)	61.0	72.7	1,448	1,453
ROCKFORD IL (RFD)	66.1	91.2	59	57
SACRAMENTO CA (SMF)	73.1	77.0	4,998	4,995
SAGINAW/BAY CITY/MIDLAND MI (MBS)	59.8	76.5	328	328
SALEM OR (SLE)	70.8	91.5	48	47
SALT LAKE CITY UT (SLC)	78.8	82.2	12,933	12,946
SAN ANGELO TX (SJT)	51.3	59.3	150	150
SAN ANTONIO TX (SAT)	68.0	73.9	3,986	3,984
SAN DIEGO CA (SAN)	76.1	80.9	8,339	8,334
SAN FRANCISCO CA (SFO)	67.9	73.6	11,856	11,857
SAN JOSE CA (SJC)	76.5	81.1	5,142	5,141
SAN JUAN PR (SJU)	64.6	74.8	2,016	2,010
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	82.3	86.8	586	583
SANTA ANA CA (SNA)	76.0	77.9	4,411	4,416
SANTA BARBARA CA (SBA)	83.3	83.4	1,166	1,169
SANTA MARIA CA (SMX)	92.4	91.7	145	145
SARASOTA/BRADENTON FL (SRQ)	75.0	82.6	524	529
SAVANNAH GA (SAV)	64.1	71.7	1,279	1,280
SCRANTON/WILKES-BARRE PA (AVP)	53.1	72.1	258	247
SEATTLE WA (SEA)	67.6	71.8	9,759	9,760
SHREVEPORT LA (SHV)	54.0	67.7	713	724
SIOUX CITY IA (SUX)	80.6	93.3	31	30
SIOUX FALLS SD (FSD)	71.3	79.5	595	596
SITKA AK (SIT)	73.6	86.5	148	148

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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.
SO.PINES/PINHRST/ABERDEEN NC (SOP)	23.1	26.9	26	26
SOUTH BEND IN (SBN)	71.7	74.2	446	422
SPOKANE WA (GEG)	79.9	86.3	1,410	1,412
SPRINGFIELD IL (SPI)	57.2	61.6	145	146
SPRINGFIELD MO (SGF)	58.0	69.2	971	969
ST. GEORGE UT (SGU)	82.0	84.3	300	299
ST. LOUIS MO (STL)	66.9	70.8	5,414	5,408
STATE COLLEGE PA (SCE)	55.6	77.4	54	53
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	84.0	83.9	162	161
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	81.2	86.5	319	318
SYRACUSE NY (SYR)	55.2	64.1	1,083	1,084
TALLAHASSEE FL (TLH)	65.0	67.5	400	400
TAMPA FL (TPA)	71.5	76.4	6,386	6,385
TEXARKANA AR (TXK)	40.4	51.1	89	90
TOLEDO OH (TOL)	62.3	76.2	175	151
TRAVERSE CITY MI (TVC)	66.4	74.6	470	468
TRENTON NJ (TTN)	45.5	75.6	77	78
TUCSON AZ (TUS)	76.0	83.3	2,377	2,379
TULSA OK (TUL)	67.3	77.2	2,126	2,093
TUPELO MS (TUP)	58.5	75.0	53	48
TWIN FALLS ID (TWF)	86.5	96.5	171	171
TYLER TX (TYR)	52.5	67.2	120	119
VALDOSTA GA (VLD)	39.3	59.6	89	89
VALPARAISO FL (VPS)	49.9	60.0	613	613
WACO TX (ACT)	56.6	68.4	205	206
WASHINGTON DC (DCA)	61.9	68.6	7,498	7,494
WASHINGTON DC (IAD)	63.8	68.0	7,511	7,509
WATERLOO IA (ALO)	65.5	86.2	29	29
WAUSAU/MARSHFIELD WI (CWA)	68.2	76.2	151	151
WEST PALM BEACH/PALM BEACH FL (PBI)	67.6	75.6	2,136	2,134
WEST YELLOWSTONE MT (WYS)	72.7	98.2	55	55
WHITE PLAINS NY (HPN)	59.8	66.5	1,176	1,142
WICHITA FALLS TX (SPS)	55.3	63.0	199	200
WICHITA KS (ICT)	63.2	72.5	1,190	1,179
WILMINGTON DE (ILG)	51.2	62.3	41	53
WILMINGTON NC (ILM)	57.3	64.4	370	357
WRANGELL AK (WRG)	60.0	66.7	60	60
YAKIMA WA (YKM)	70.8	74.5	48	47
YAKUTAT AK (YAK)	63.3	60.0	60	60
YUMA AZ (YUM)	81.0	85.5	290	290

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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
MESA	25	13,938	928	6.7	118	25,797	1,645	6.4
AMERICAN EAGLE	19	24,555	1,460	5.9	117	44,952	2,669	5.9
NORTHWEST	30	25,371	1,390	5.5	104	36,005	1,895	5.3
COMAIR	23	12,921	683	5.3	101	20,023	1,010	5.0
ATLANTIC SOUTHEAST	19	12,875	549	4.3	143	24,066	1,022	4.2
EXPRESSJET	29	16,108	760	4.7	125	37,140	1,389	3.7
AMERICAN	30	41,922	1,568	3.7	78	52,070	1,929	3.7
US AIRWAYS	30	32,851	956	2.9	79	40,547	1,144	2.8
JETBLUE	19	11,216	274	2.4	48	15,624	389	2.5
ALOHA	3	168	1	0.6	11	3,900	84	2.2
PINNACLE	16	8,368	191	2.3	115	21,816	465	2.1
UNITED	31	34,424	724	2.1	79	40,987	848	2.1
SKYWEST	20	27,881	398	1.4	145	50,818	837	1.6
DELTA	31	32,447	544	1.7	98	40,200	633	1.6
AIRTRAN	25	17,200	209	1.2	55	22,691	286	1.3
CONTINENTAL	29	21,830	264	1.2	72	27,366	312	1.1
ALASKA	16	8,841	86	1.0	46	14,315	162	1.1
SOUTHWEST	18	51,612	204	0.4	63	96,693	423	0.4
FRONTIER	22	6,858	28	0.4	44	8,364	31	0.4
HAWAIIAN	7	400	0	0.0	14	4,808	10	0.2
Total		401,786	11,217	2.8	Total	628,182	17,183	2.7

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.

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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
9E	21816	16585	76.02%	465	2.13%	63	0.29%	1472	6.75%	244	1.12%	1635	7.50%	6	0.03%	1345	6.16%
AA	52070	30158	57.92%	1929	3.70%	389	0.75%	3760	7.22%	1888	3.63%	7039	13.52%	19	0.04%	6889	13.23%
AQ	3900	3387	86.85%	84	2.15%	1	0.03%	261	6.68%	1	0.03%	12	0.30%	2	0.05%	152	3.91%
AS	14315	10087	70.46%	162	1.13%	34	0.24%	1271	8.88%	28	0.19%	1032	7.21%	32	0.22%	1670	11.66%
B6	15624	9986	63.91%	389	2.49%	78	0.50%	839	5.37%	82	0.52%	2531	16.20%	11	0.07%	1708	10.93%
CO	27366	18586	67.92%	312	1.14%	181	0.66%	1550	5.66%	356	1.30%	3978	14.54%	52	0.19%	2351	8.59%
DL	40200	27285	67.87%	633	1.57%	121	0.30%	3234	8.04%	284	0.71%	5214	12.97%	6	0.02%	3424	8.52%
EV	24066	13475	55.99%	1022	4.25%	58	0.24%	3905	16.23%	1126	4.68%	2543	10.57%	11	0.04%	1926	8.00%
F9	8364	6005	71.80%	31	0.37%	15	0.18%	642	7.68%	98	1.17%	1052	12.57%	4	0.05%	517	6.18%
FL	22691	16323	71.94%	286	1.26%	96	0.42%	1142	5.03%	102	0.45%	2101	9.26%	0	0.00%	2641	11.64%
HA	4808	4467	92.91%	10	0.21%	0	0.00%	232	4.83%	3	0.06%	1	0.03%	6	0.13%	89	1.84%
MQ	44952	27215	60.54%	2669	5.94%	239	0.53%	3373	7.50%	922	2.05%	4199	9.34%	7	0.02%	6328	14.08%
NW	36005	23074	64.09%	1895	5.26%	83	0.23%	3772	10.48%	402	1.12%	4535	12.59%	34	0.09%	2210	6.14%
OH	20023	12811	63.98%	1010	5.04%	53	0.26%	2264	11.31%	1202	6.00%	2417	12.07%	5	0.03%	261	1.31%
OO	50818	39568	77.86%	837	1.65%	43	0.08%	5607	11.03%	290	0.57%	908	1.79%	77	0.15%	3488	6.86%
UA	40987	27038	65.97%	848	2.07%	134	0.33%	2871	7.01%	288	0.70%	4532	11.06%	9	0.02%	5267	12.85%
US	40547	24981	61.61%	1144	2.82%	117	0.29%	4505	11.11%	262	0.65%	5122	12.63%	83	0.20%	4333	10.69%
WN	96693	72850	75.34%	423	0.44%	227	0.23%	5346	5.53%	763	0.79%	3709	3.84%	146	0.15%	13229	13.68%
XE	37140	25851	69.60%	1389	3.74%	207	0.56%	2111	5.68%	388	1.05%	3728	10.04%	43	0.12%	3423	9.22%
YV	25797	18066	70.03%	1645	6.38%	55	0.21%	2944	11.41%	168	0.65%	1041	4.04%	30	0.12%	1848	7.16%
TOTAL	628182	427798		17183		2194		51101		8896		57329		584		63098	
			68.10%		2.74%		0.35%		8.13%		1.42%		9.13%		0.09%		10.04%

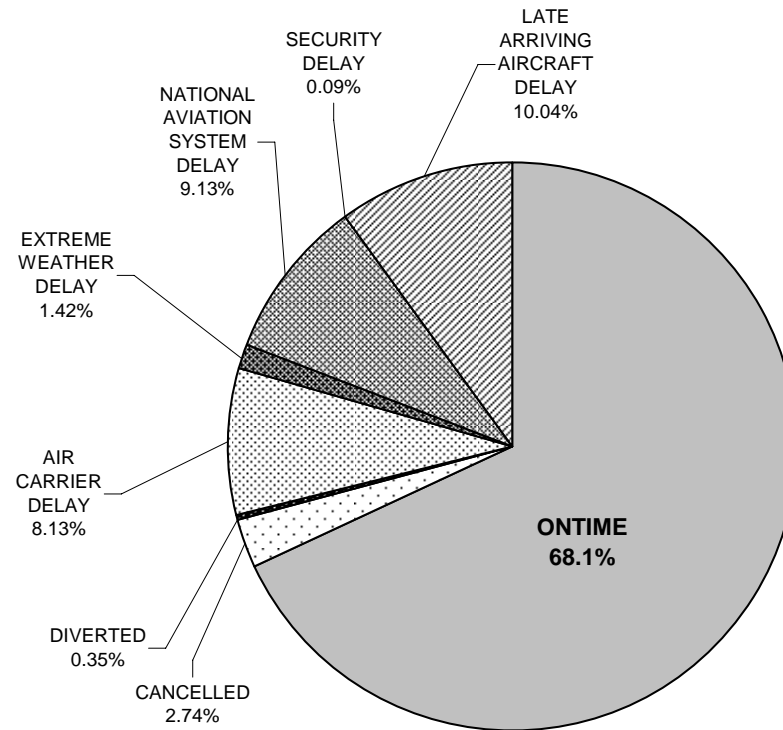
***Causes of Delay:**

- 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.

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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 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 32 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**

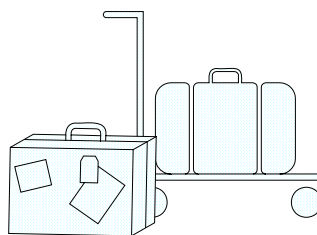
AQ	Aloha Airlines (eff. 04/06)
HA	Hawaiian Airlines (eff. 01/07)

* 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.



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

RANK	AIRLINE	JUNE 2007			JUNE 2006		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	2,163	622,323	3.48	1,411	542,449	2.60
2	AIRTRAN AIRWAYS	10,248	2,309,430	4.44	10,836	1,953,246	5.55
3	ALOHA AIRLINES	1,863	363,601	5.12	1,663	327,096	5.08
4	JETBLUE AIRWAYS	9,549	1,809,921	5.28	4,664	1,513,648	3.08
5	NORTHWEST AIRLINES	22,616	4,033,478	5.61	16,888	4,149,353	4.07
6	UNITED AIRLINES	31,242	5,363,878	5.82	27,588	5,271,180	5.23
7	SOUTHWEST AIRLINES	57,626	9,758,810	5.91	36,665	8,903,745	4.12
8	FRONTIER AIRLINES	7,192	1,057,216	6.80	4,050	943,170	4.29
9	CONTINENTAL AIRLINES	24,069	3,453,009	6.97	18,467	3,313,060	5.57
10	DELTA AIR LINES	46,981	5,814,126	8.08	39,081	5,885,566	6.64
11	ALASKA AIRLINES	12,614	1,536,941	8.21	7,151	1,467,532	4.87
12	AMERICAN AIRLINES	62,402	7,005,579	8.91	38,135	7,175,235	5.31
13	EXPRESSJET AIRLINES	13,614	1,370,543	9.93	16,835	1,522,908	11.05
14	PINNACLE AIRLINES	9,197	895,824	10.27	*	*	*
15	US AIRWAYS	50,214	4,739,723	10.59	25,822	2,861,504	9.02
16	SKYWEST AIRLINES	21,997	2,007,654	10.96	15,042	1,770,577	8.50
17	COMAIR	10,500	857,912	12.24	11,003	987,090	11.15
18	MESA AIRLINES	15,605	1,223,135	12.76	12,980	1,188,801	10.92
19	ATLANTIC SOUTHEAST AIRLINES	15,355	1,096,976	14.00	20,212	1,052,825	19.20
20	AMERICAN EAGLE AIRLINES	26,213	1,647,953	15.91	22,767	1,727,570	13.18
TOTALS **		451,260	56,968,032	7.92	331,260	52,556,555	6.30

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 June 2006 reflect the deletion of ATA's data for that month.

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

RANK	AIRLINE	JANUARY - JUNE 2007			JANUARY - JUNE 2006		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	11,646	3,479,039	3.35	9,136	3,010,927	3.03
2	AIRTRAN AIRWAYS	44,576	11,720,832	3.80	44,627	10,163,649	4.39
3	ALOHA AIRLINES	7,911	2,040,921	3.88	4,881	895,859	5.45
4	NORTHWEST AIRLINES	115,956	22,595,327	5.13	90,431	22,561,168	4.01
5	JETBLUE AIRWAYS	57,174	10,716,492	5.34	31,498	8,923,633	3.53
6	CONTINENTAL AIRLINES	111,279	19,397,253	5.74	78,934	18,687,478	4.22
7	ALASKA AIRLINES	44,854	7,638,020	5.87	32,743	7,468,608	4.38
8	SOUTHWEST AIRLINES	324,527	50,921,453	6.37	215,382	48,383,781	4.45
9	UNITED AIRLINES	192,721	29,981,336	6.43	129,602	29,612,569	4.38
10	FRONTIER AIRLINES	36,241	5,284,223	6.86	22,388	4,840,822	4.62
11	DELTA AIR LINES	228,248	31,807,836	7.18	194,353	33,532,276	5.80
12	AMERICAN AIRLINES	299,647	39,347,241	7.62	232,338	40,401,381	5.75
13	PINNACLE AIRLINES	40,366	4,719,931	8.55	*	*	*
14	US AIRWAYS	244,007	27,264,024	8.95	175,967	25,217,085	6.98
15	EXPRESSJET AIRLINES	71,178	7,645,534	9.31	68,145	8,136,252	8.38
16	ATLANTIC SOUTHEAST AIRLINES	58,760	5,763,196	10.20	97,211	6,011,793	16.17
17	MESA AIRLINES	78,100	6,950,802	11.24	64,744	6,736,679	9.61
18	SKYWEST AIRLINES	129,574	10,742,781	12.06	88,297	9,630,760	9.17
19	COMAIR	58,615	4,573,682	12.82	48,128	5,246,827	9.17
20	AMERICAN EAGLE AIRLINES	131,776	8,958,938	14.71	120,659	9,244,073	13.05
TOTALS **		2,287,156	311,548,861	7.34	1,749,464	298,705,620	5.86

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 January-June 2006 reflect the deletion of ATA's data for that period.

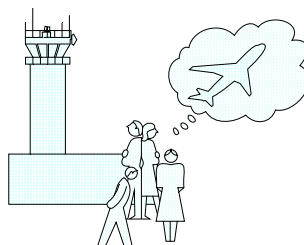
OVERSALES

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.



APRIL - JUNE
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	APRIL - JUNE 2007				APRIL - JUNE 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	<i>JETBLUE AIRWAYS</i>	0	14	5,587,025	0.03	26	58	4,524,719	0.13
2	<i>HAWAIIAN AIRLINES</i>	392	13	1,776,049	0.07	641	27	1,526,360	0.18
3	<i>AIRTRAN AIRWAYS</i>	7,978	109	6,323,023	0.17	4,907	49	5,409,351	0.09
4	<i>ALASKA AIRLINES</i>	4,190	88	4,236,434	0.21	5,620	789	4,043,982	1.95
5	<i>ALOHA AIRLINES</i>	105	39	993,454	0.39	41	7	829,591	0.08
6	<i>AMERICAN AIRLINES</i>	22,536	1,562	22,693,023	0.69	22,493	1,829	23,260,971	0.79
7	<i>FRONTIER AIRLINES</i>	1,311	255	2,921,301	0.87	829	146	2,606,079	0.56
8	<i>NORTHWEST AIRLINES</i>	21,782	1,144	12,695,660	0.90	20,071	1,373	12,838,318	1.07
9	<i>MESA AIRLINES</i>	5,008	174	1,903,808	0.91	4,281	415	1,696,331	2.45
10	<i>UNITED AIRLINES</i>	33,633	1,681	16,768,255	1.00	21,728	1,203	16,623,145	0.72
11	<i>SOUTHWEST AIRLINES</i>	22,489	2,922	26,889,424	1.09	29,026	2,570	25,306,858	1.02
12	<i>US AIRWAYS</i>	24,594	1,782	14,728,126	1.21	20,930	2,214	14,249,711	1.55
13	<i>AMERICAN EAGLE AIRLINES</i>	331	95	655,729	1.45	479	85	634,272	1.34
14	<i>SKYWEST AIRLINES</i>	5,706	319	2,048,736	1.56	3,662	163	1,473,391	1.11
15	<i>CONTINENTAL AIRLINES</i>	11,406	1,931	11,251,647	1.72	10,863	1,919	10,680,150	1.80
16	<i>DELTA AIR LINES</i>	26,821	5,585	17,500,812	3.19	19,648	2,840	17,530,094	1.62
17	<i>COMAIR</i>	1,433	159	396,381	4.01	1,652	143	601,010	2.38
18	<i>ATLANTIC SOUTHEAST AIRLINES</i>	2,963	556	1,167,577	4.76	1,983	402	1,115,387	3.60
	TOTALS**	192,678	18,428	150,536,464	1.22	168,880	16,232	144,949,720	1.12

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 ATCR) consists of aircraft with 60 seats or less.

**ATA Airlines' ranking in this table ceased effective the 1st quarter 2007. Totals for the 2nd quarter 2006 reflect the deletion of ATA's data for that period.

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

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

RANK	AIRLINE	JANUARY - JUNE 2007				JANUARY - JUNE 2006			
		<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	JETBLUE AIRWAYS	0	33	10,677,840	0.03	43	63	8,859,633	0.07
2	AIRTRAN AIRWAYS	14,462	216	11,403,131	0.19	9,800	110	9,896,836	0.11
3	ALOHA AIRLINES	246	55	1,943,346	0.28	*	*	*	*
4	HAWAIIAN AIRLINES	800	98	3,450,865	0.28	1,288	41	2,987,117	0.14
5	ALASKA AIRLINES	7,447	435	7,638,020	0.57	10,472	977	7,468,608	1.31
6	UNITED AIRLINES	51,150	2,285	31,781,817	0.72	39,231	1,696	31,396,501	0.54
7	AMERICAN AIRLINES	44,669	3,775	43,543,819	0.87	45,004	4,294	44,474,445	0.97
8	NORTHWEST AIRLINES	41,297	2,568	24,082,246	1.07	39,167	2,489	23,993,915	1.04
9	SOUTHWEST AIRLINES	41,711	5,796	49,792,446	1.16	58,830	5,451	47,322,342	1.15
10	FRONTIER AIRLINES	2,406	609	5,135,819	1.19	1,339	290	4,771,203	0.61
11	AMERICAN EAGLE AIRLINES	650	162	1,216,873	1.33	1,062	194	1,142,030	1.70
12	MESA AIRLINES	8,366	525	3,716,876	1.41	8,109	745	3,643,039	2.04
13	US AIRWAYS	43,942	3,964	27,722,223	1.43	39,996	3,640	27,620,017	1.32
14	CONTINENTAL AIRLINES	19,982	3,856	21,229,298	1.82	23,090	4,419	20,291,339	2.18
15	SKYWEST AIRLINES	11,136	815	3,863,170	2.11	7,806	317	2,699,285	1.17
16	DELTA AIR LINES	54,195	11,101	33,405,147	3.32	57,904	7,155	34,609,347	2.07
17	COMAIR	3,278	312	857,829	3.64	3,795	278	1,056,174	2.63
18	ATLANTIC SOUTHEAST AIRLINES	5,771	1,083	2,137,893	5.07	5,875	1,116	2,151,273	5.19
	TOTALS**	351,508	37,688	283,598,658	1.33	352,811	33,275	274,383,104	1.21

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 and 2nd quarters 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

	JUNE 2007				JUNE 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	945	56	6	159	607	98	3	141
FOREIGN AIRLINES	119	0	1	9	127	2	0	11
TRAVEL AGENTS	13	1	0	1	18	1	0	1
TOUR OPERATORS	8	0	0	1	3	0	0	0
MISCELLANEOUS	9	7	0	26	8	10	0	49
INDUSTRY TOTALS	1,094	64	7	196	763	111	3	202

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JUNE 2007			JUNE 2006		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	420		1	195	
CANCELLATIONS			211			73
DELAYS			120			57
MISCONNECTIONS			56			33
BAGGAGE	2	201		2	163	
RES/TKTG/BOARDING	3	127		4	87	
CUSTOMER SERVICE	4	118		3	113	
REFUNDS	5	80		5	69	
DISABILITY	6	45		6	48	
OTHER	7	41		10	16	
FREQUENT FLYER			29			11
OVERSALES	8	31		7	29	
FARES	9	22		8	24	
DISCRIMINATION	10	6		9	16	
ADVERTISING	11	3		11	2	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1,094			763	

* 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*

JUNE 2007

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	4	3	2	0	0	0	2	0	0	0	0	0	11
AIRTRAN AIRWAYS	8	0	2	0	0	2	2	3	0	0	0	0	17
ALASKA AIRLINES	2	0	0	0	0	3	2	0	1	0	0	0	8
ALLEGiant AIR	2	0	0	0	2	0	2	0	0	0	0	0	6
AMERICAN AIRLINES	69	3	8	4	7	30	22	5	0	1	0	4	153
AMERICAN EAGLE AIRLINES	10	2	1	0	0	4	3	0	0	2	0	0	22
ATLANTIC SOUTHEAST AIRLINES	9	0	0	0	0	1	2	0	0	0	0	0	12
COMAIR	10	0	0	0	0	1	2	0	0	0	0	0	13
CONTINENTAL AIRLINES	13	2	3	0	2	12	5	3	0	0	0	2	42
DELTA AIRLINES	31	2	16	6	6	19	9	2	0	0	0	10	101
EXECUTIVE AIRLINES	3	0	0	0	0	2	0	0	0	0	0	0	5
EXPRESSJET AIRLINES	6	0	0	0	0	0	1	0	0	0	0	0	7
FRONTIER AIRLINES	2	0	1	0	0	1	1	1	0	0	0	0	6
HAWAIIAN AIRLINES	2	0	1	0	0	0	1	1	0	0	0	0	5
JETBLUE AIRWAYS	4	0	0	0	1	0	0	0	0	0	0	0	5
MESA AIRLINES	12	1	0	0	0	1	1	1	0	0	0	2	18
NORTHWEST AIRLINES	44	1	8	3	4	11	7	6	0	1	0	0	85
PINNACLE AIRLINES	2	0	0	0	0	0	1	3	0	0	0	0	6
Piedmont AIRLINES	3	0	1	0	0	2	0	0	0	0	0	0	6
REPUBLIC AIRWAYS	10	0	0	0	0	0	2	0	0	0	0	0	12
SKYWEST AIRLINES	7	1	0	0	0	4	1	2	0	1	0	0	16
SOUTHWEST AIRLINES	5	2	1	0	2	4	1	0	1	0	0	0	16
SPIRIT AIRLINES	3	2	5	0	3	10	4	0	0	0	0	0	27
TRANS STATES AIRLINES	4	0	0	0	0	1	1	0	0	0	0	0	6
UNITED AIRLINES	40	5	17	1	14	23	16	13	1	0	0	6	136
US AIRWAYS	80	3	27	2	14	26	15	0	0	1	0	9	177
OTHER U. S. AIRLINES	13	1	3	0	1	2	4	3	0	0	0	0	27
TOTAL JUNE 2007	398	28	96	16	56	159	107	43	3	6	0	33	945
% OF TOTAL COMPLAINTS	42.1	3.0	10.2	1.7	5.9	16.8	11.3	4.6	0.3	0.6	0	3.5	
TOTAL JUNE 2006	168	26	65	14	44	124	96	42	2	12	1	13	607
% OF TOTAL COMPLAINTS	27.7	4.3	10.7	2.3	7.2	20.4	15.8	6.9	0.3	2.0	0.2	2.1	

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

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (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
JUNE 2007

U. S. AIRLINES*	COMPS RECD IN JUNE	INCI - DENTS IN JUNE	PERCENT	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	11	5	45.5	4	36.4	1	9.1	1	9.1
AIRTRAN AIRWAYS	17	12	70.6	2	11.8	0	0.0	3	17.6
ALASKA AIRLINES	8	4	50.0	1	12.5	1	12.5	2	25.0
ALLEGIANT AIR	6	1	16.7	1	16.7	1	16.7	3	50.0
AMERICAN AIRLINES	153	59	38.6	22	14.4	31	20.3	41	26.8
AMERICAN EAGLE AIRLINES	22	15	68.2	1	4.5	2	9.1	4	18.2
ATLANTIC SOUTHEAST AIRLINES	12	5	41.7	2	16.7	1	8.3	4	33.3
COMAIR	13	9	69.2	1	7.7	1	7.7	2	15.4
CONTINENTAL AIRLINES	42	16	38.1	6	14.3	11	26.2	9	21.4
DELTA AIRLINES	101	32	31.7	12	11.9	24	23.8	33	32.7
EXECUTIVE AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
EXPRESSJET AIRLINES	7	5	71.4	1	14.3	0	0.0	1	14.3
FRONTIER AIRLINES	6	2	33.3	2	33.3	1	16.7	1	16.7
HAWAIIAN AIRLINES	5	1	20.0	4	80.0	0	0.0	0	0.0
JETBLUE AIRWAYS	5	3	60.0	0	0.0	0	0.0	2	40.0
MESA AIRLINES	18	10	55.6	5	27.8	1	5.6	2	11.1
NORTHWEST AIRLINES	85	41	48.2	11	12.9	8	9.4	25	29.4
PI NNACLE AIRLINES	6	2	33.3	0	0.0	0	0.0	4	66.7
PI EDMONT AIRLINES	6	3	50.0	0	0.0	1	16.7	2	33.3
REPUBLIC AIRWAYS	12	7	58.3	1	8.3	0	0.0	4	33.3
SKYWEST AIRLINES	16	9	56.2	1	6.2	4	25.0	2	12.5
SOUTHWEST AIRLINES	16	5	31.2	1	6.2	5	31.2	5	31.2
SPI RIT AIRLINES	27	11	40.7	8	29.6	2	7.4	6	22.2
TRANS STATES AIRLINES	6	4	66.7	0	0.0	0	0.0	2	33.3
UNI TED AIRLINES	136	50	36.8	17	12.5	31	22.8	38	27.9
US AIRWAYS	177	73	41.2	30	16.9	28	15.8	46	26.0
OTHER U. S. AIRLINES	27	15	55.6	4	14.8	1	3.7	7	25.9
TOTALS	945	402	42.5	138	14.6	156	16.5	249	26.3
PREVIOUS YEAR'S TOTALS	607	260	42.8	116	19.1	121	19.9	110	18.1

*AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (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**

JUNE 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 CANADA	1	0	2	0	0	3	1	0	0	0	0	0	7
AIR FRANCE	2	0	2	1	2	4	1	0	0	0	0	1	13
ALITALIA AIRLINES	0	0	2	0	2	4	0	0	0	0	0	0	8
BRITISH AIRWAYS	2	0	1	0	1	11	1	0	0	0	0	2	18
IBERIA AIRLINES	1	0	1	1	1	3	1	0	0	0	0	1	9
LAN CHILE AIRLINES	3	0	1	0	1	0	0	0	0	0	0	0	5
MEXICANA	1	0	2	0	1	0	0	0	0	0	0	1	5
OTHER FOREIGN AIRLINES	6	3	8	2	10	16	5	1	0	0	0	3	54
TOTALS	16	3	19	4	18	41	9	1	0	0	0	8	119
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	8	1	3	0	0	0	0	0	0	0	13
TOTALS	1	0	8	1	3	0	0	0	0	0	0	0	13
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	4	1	3	0	0	0	0	0	0	0	8
TOTALS	0	0	4	1	3	0	0	0	0	0	0	0	8
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	5	0	0	0	0	1	2	1	0	0	0	0	9
TOTALS	5	0	0	0	0	1	2	1	0	0	0	0	9

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (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

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

RANK	AIRLINE	JUNE 2007			JUNE 2006		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ALOHA AIRLINES</i>	0	345,632	0.00	1	305,848	0.33
2	<i>SOUTHWEST AIRLINES</i>	16	9,535,022	0.17	19	8,693,054	0.22
3	<i>JETBLUE AIRWAYS</i>	5	1,747,207	0.29	6	1,459,971	0.41
4	<i>EXPRESSJET AIRLINES</i>	7	1,494,758	0.47	4	1,646,677	0.24
5	<i>ALASKA AIRLINES</i>	8	1,645,894	0.49	6	1,579,127	0.38
6	<i>FRONTIER AIRLINES</i>	6	1,095,403	0.55	3	927,298	0.32
7	<i>PINNACLE AIRLINES</i>	6	918,408	0.65	*	*	*
8	<i>AIRTRAN AIRWAYS</i>	17	2,244,898	0.76	12	1,865,086	0.64
9	<i>SKYWEST AIRLINES</i>	16	1,983,283	0.81	14	1,742,771	0.80
10	<i>HAWAIIAN AIRLINES</i>	5	616,419	0.81	2	536,640	0.37
11	<i>CONTINENTAL AIRLINES</i>	42	4,434,485	0.95	41	4,201,778	0.98
12	<i>ATLANTIC SOUTHEAST AIRLINES</i>	12	1,125,845	1.07	4	1,066,282	0.38
13	<i>AMERICAN EAGLE AIRLINES</i>	22	1,669,889	1.32	17	1,731,388	0.98
14	<i>COMAIR</i>	13	874,190	1.49	6	1,005,014	0.60
15	<i>DELTA AIR LINES</i>	101	6,708,399	1.51	68	6,674,743	1.02
16	<i>MESA AIRLINES</i>	18	1,182,775	1.52	30	1,155,374	2.60
17	<i>AMERICAN AIRLINES</i>	153	8,658,269	1.77	100	8,844,776	1.13
18	<i>NORTHWEST AIRLINES</i>	85	4,773,724	1.78	47	4,904,837	0.96
19	<i>UNITED AIRLINES</i>	136	6,223,597	2.19	83	6,324,584	1.31
20	<i>US AIRWAYS</i>	177	5,153,942	3.43	85	5,116,256	1.66
	TOTAL **	845	62,432,039	1.35	548	59,781,504	0.92

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 June 2006 reflect the deletion of ATA's data for that month.

Table 1 YTD

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY - JUNE 2007				JANUARY - JUNE 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	5,049	394	32	859	3,268	454	15	649
FOREIGN AIRLINES	843	8	1	53	747	14	0	72
TRAVEL AGENTS	117	1	1	10	92	4	0	2
TOUR OPERATORS	62	0	0	36	15	0	0	4
MISCELLANEOUS	80	59	0	166	56	58	0	250
INDUSTRY TOTALS	6,151	462	34	1,124	4,178	530	15	977

Table 2 YTD

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - JUNE 2007			JANUARY - JUNE 2006		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	2,011		1	1,045	
CANCELLATIONS			949			410
DELAYS			511			235
MISCONNECTIONS			297			215
BAGGAGE	2	1,348		2	923	
CUSTOMER SERVICE	3	686		3	535	
RES/TKTG/BOARDING	4	650		4	501	
REFUNDS	5	504		5	408	
OVERSALES	6	252		7	195	
OTHER	7	238		9	129	
FREQUENT FLYER			141			99
DISABILITY	8	205		6	224	
FARES	9	178		8	130	
DISCRIMINATION	10	47		10	62	
ADVERTISING	11	27		11	25	
ANIMALS	12	5		12	1	
COMPLAINT TOTAL		6,151			4,178	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 YTD

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*
JANUARY - JUNE 2007

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	31	5	3	0	0	1	4	0	0	1	0	0	45
AIRTRAN AIRWAYS	22	4	8	0	1	15	12	8	1	1	0	0	72
ALASKA AIRLINES	16	2	1	1	2	13	15	3	1	2	1	1	58
ALLEGIANT AIR	9	1	2	1	7	2	5	1	1	0	0	0	29
AMERICAN AIRLINES	345	17	54	17	51	209	93	25	2	7	0	21	841
AMERICAN EAGLE AIRLINES	36	9	6	0	2	25	9	3	0	2	0	1	93
ATA AIRLINES	3	3	4	0	0	6	2	2	0	0	0	0	20
ATLANTIC SOUTHEAST AIRLINES	26	3	1	0	1	6	4	2	0	1	0	0	44
CHAUTAUQUA AIRLINES	15	3	2	1	0	1	3	0	0	0	0	0	25
COLGAN AIRWAYS CORPORATION	8	0	1	0	0	0	1	0	0	0	0	1	11
COMAIR	38	6	0	2	0	5	5	0	0	1	0	0	57
CONTINENTAL AIRLINES	70	9	24	9	12	45	38	11	1	2	0	10	231
DELTA AIRLINES	139	38	84	22	22	171	55	25	1	4	1	33	595
EXECUTIVE AIRLINES	7	2	1	0	0	7	0	0	0	0	0	1	18
EXPRESSJET AIRLINES	21	1	1	0	0	0	2	1	0	0	0	1	27
FREEDOM AIRLINES	13	0	0	0	0	2	1	0	0	0	0	1	17
FRONTIER AIRLINES	7	4	6	1	6	4	1	2	1	0	0	1	33
HAWAIIAN AIRLINES	5	1	5	2	1	2	3	4	0	0	0	0	23
HORIZON AIRLINES	4	0	1	0	0	3	2	2	0	0	0	0	12
JETBLUE AIRWAYS	48	0	4	1	3	12	10	7	0	1	0	0	86
MESA AIRLINES	40	2	0	0	0	1	6	3	0	1	0	2	55
MESABA AVIATION	6	1	0	0	0	0	1	2	0	1	0	2	13
MIDWEST AIRLINES	5	0	2	0	0	3	1	0	0	0	0	0	11
NORTHWEST AIRLINES	119	9	33	15	28	71	36	23	0	5	1	12	352
PI NNACLE AIRLINES	23	4	0	0	0	2	9	5	0	1	0	0	44
PSA AIRLINES	8	0	0	0	0	1	2	0	0	0	0	0	11
PI EDMONT AIRLINES	15	1	1	0	0	6	3	1	0	0	0	1	28
REPUBLIC AIRWAYS	35	0	0	0	0	1	4	0	0	0	0	0	40
SHUTTLE AMERICA	9	1	0	0	1	0	1	0	0	0	0	0	12
SKYWEST AIRLINES	42	8	3	0	1	19	8	3	0	2	0	0	86
SOUTHWEST AIRLINES	27	6	10	1	5	29	30	10	4	0	0	1	123
SPIRIT AIRLINES	29	8	20	4	11	33	13	2	2	0	0	0	122
TRANS STATES AIRLINES	12	0	0	0	0	1	2	0	0	0	0	0	15
UNITED AIRLINES	208	30	84	32	87	160	96	31	4	3	0	34	769
UNITED EXPRESS	5	2	0	0	0	2	1	0	0	0	0	0	10
US AIRWAYS	331	43	104	28	91	146	118	9	3	5	0	47	925
USA3000	7	0	1	3	2	1	4	0	0	0	0	1	19
OTHER U. S. AIRLINES	32	0	8	0	9	15	11	1	0	1	0	0	77
TOTAL JANUARY - JUNE 2007	1,816	223	474	140	343	1,020	611	186	21	41	3	171	5,049
% OF TOTAL COMPLAINTS	36.0	4.4	9.4	2.8	6.8	20.2	12.1	3.7	0.4	0.8	0.1	3.4	
TOTAL JANUARY - JUNE 2006	885	164	342	88	248	711	457	196	19	51	1	106	3,268
% OF TOTAL COMPLAINTS	27.1	5.0	10.5	2.7	7.6	21.8	14.0	6	0.6	1.6	0	3.2	

**AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (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.'

Table 4 YTD

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

JANUARY - JUNE 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>													
AEROCALIFORNIA	13	0	0	0	2	0	0	0	0	0	0	0	15
AEROLINEAS ARGENTINAS	4	0	1	0	1	4	0	0	0	0	0	0	10
AEROMEXICO	4	3	2	0	0	1	0	1	0	0	0	1	12
AIR CANADA	5	0	4	0	1	7	2	0	0	1	0	0	20
AIR FRANCE	10	1	8	4	5	36	5	3	0	2	0	2	76
AIR INDIA	12	0	3	0	5	10	4	1	0	0	0	1	36
AIR JAMAICA	7	4	3	0	1	7	5	0	0	0	0	0	27
ALITALIA AIRLINES	12	4	8	1	9	35	2	0	0	0	1	1	73
BRITISH AIRWAYS	20	0	5	5	13	81	6	1	0	1	0	5	137
EMIRATES AIRLINES	2	0	8	0	1	5	2	2	0	1	0	0	21
IBERIA AIRLINES	3	1	5	1	4	9	1	0	0	0	0	1	25
KLM	11	0	3	0	0	3	2	1	0	0	0	1	21
LAN CHILE AIRLINES	6	1	1	1	3	3	2	0	0	0	1	0	18
LUFTHANSA	5	2	7	0	5	17	8	4	1	0	0	1	50
MEXICANA	6	2	4	0	2	6	1	0	0	0	0	1	22
TACA AIRLINES	1	1	1	2	4	7	0	1	0	0	0	0	17
VIRGIN ATLANTIC AIRWAYS	1	1	6	1	2	13	1	0	0	0	0	0	25
OTHER FOREIGN AIRLINES	43	7	40	5	41	66	20	4	0	1	0	11	238
TOTALS	165	27	109	20	99	310	61	18	1	6	2	25	843
<u>TRAVEL AGENTS</u>													
CHEAP TICKETS	1	0	4	2	2	0	2	0	0	0	0	0	11
EXPEDIA.COM	0	0	6	2	9	0	0	0	0	0	0	0	17
ORBITZ.COM	2	0	16	3	6	0	1	0	0	0	0	0	28
TRAVELOCITY.COM	0	1	8	3	9	0	2	0	1	0	0	0	24
OTHER TRAVEL AGENTS	1	1	17	2	11	1	1	0	2	0	0	1	37
TOTALS	4	2	51	12	37	1	6	0	3	0	0	1	117
<u>TOUR OPERATORS</u>													
SKYVALUE USA	0	0	0	0	12	0	0	0	0	0	0	0	12
TRAVELAND	0	0	2	1	0	0	1	0	0	0	0	31	35
OTHER TOUR OPERATORS	1	0	6	1	4	2	0	0	1	0	0	0	15
TOTALS	1	0	8	2	16	2	1	0	1	0	0	31	62
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	25	0	8	4	9	15	7	1	1	0	0	10	80
TOTALS	25	0	8	4	9	15	7	1	1	0	0	10	80

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

TABLE 5 YTD

JANUARY - JUNE
CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES *

RANK	AIRLINE	JANUARY - JUNE 2007			JANUARY - JUNE 2006		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ALOHA AIRLINES</i>	3	1,935,527	0.15	3	834,528	0.36
2	<i>SOUTHWEST AIRLINES</i>	123	49,828,303	0.25	83	47,357,418	0.18
3	<i>EXPRESSJET AIRLINES</i>	27	8,379,872	0.32	28	8,859,834	0.32
4	<i>FRONTIER AIRLINES</i>	33	5,228,664	0.63	29	4,816,535	0.60
5	<i>AIRTRAN AIRWAYS</i>	72	11,399,234	0.63	61	9,890,116	0.62
6	<i>HAWAIIAN AIRLINES</i>	23	3,454,648	0.67	14	2,987,117	0.47
7	<i>ALASKA AIRLINES</i>	58	8,489,414	0.68	49	8,348,162	0.59
8	<i>ATLANTIC SOUTHEAST AIRLINES</i>	44	5,979,938	0.74	42	6,061,053	0.69
9	<i>SKYWEST AIRLINES</i>	86	10,771,737	0.80	69	9,476,937	0.73
10	<i>MESA AIRLINES</i>	55	6,775,383	0.81	102	6,531,419	1.56
11	<i>JETBLUE AIRWAYS</i>	86	10,346,476	0.83	31	8,654,492	0.36
12	<i>PINNACLE AIRLINES</i>	44	4,823,963	0.91	*	*	*
13	<i>CONTINENTAL AIRLINES</i>	231	24,390,255	0.95	211	23,224,182	0.91
14	<i>AMERICAN EAGLE AIRLINES</i>	93	9,070,888	1.03	92	9,254,486	0.99
15	<i>COMAIR</i>	57	4,666,984	1.22	21	5,305,003	0.40
16	<i>NORTHWEST AIRLINES</i>	352	27,010,968	1.30	228	26,905,487	0.85
17	<i>DELTA AIR LINES</i>	595	36,103,499	1.65	378	36,941,003	1.02
18	<i>AMERICAN AIRLINES</i>	841	48,618,988	1.73	581	49,541,398	1.17
19	<i>UNITED AIRLINES</i>	769	34,540,123	2.23	456	34,494,832	1.32
20	<i>US AIRWAYS</i>	925	29,355,266	3.15	405	29,175,592	1.39
	TOTAL	4,517	341,170,130	1.32	2,883	328,659,594	0.88

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 January-June 2006 reflect the deletion of ATA's data for that 6-month 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.

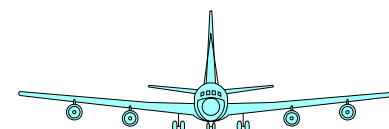
Disability: Civil rights complaints by air travelers with disabilities.

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 June 2007 as provided by the Transportation Security Administration ^a

The Transportation Security Administration protects approximately 65 million airline passengers and screens their 83 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 February.

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
405	.0006	172	.00026	50	.00008	462	.0007

In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data for checked baggage claims below includes claims for which TSA and/or the airlines may be liable.

Number of Damage Claims Received			
Checkpoint (TSA)	% of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	% of Total Checked Bags Screened
250	.0004	1288	.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 June.

June 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	3	1	0
<i>Total</i>	3	1	0