



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

*Issued: November 2007*



<b>Flight Delays<sup>1</sup></b>	September 2007 12 Months Ending September 2007
<b>Mishandled Baggage<sup>1</sup></b>	September 2007 January-September 2007
<b>Oversales<sup>1</sup></b>	3rd Quarter 2007 January-September 2007
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	September 2007 January-September 2007
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	September 2007
<b>Airline Animal Incident Reports<sup>4</sup></b>	September 2007

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

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

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

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

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 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/](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](mailto: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](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/
ALOHA AIRLINES S//	3	92.0	11	95.4
HAWAIIAN AIRLINES S//	7	84.1	14	93.7
FRONTIER AIRLINES S/	22	88.5	44	88.4
CONTINENTAL AIRLINES S/	30	87.4	72	88.0
AIRTRAN AIRWAYS S/	25	85.9	55	86.2
SOUTHWEST AIRLINES S/	19	86.7	64	85.8
EXPRESSJET AIRLINES S/	30	83.1	124	85.8
JETBLUE AIRWAYS S/	19	85.1	48	85.7
SKYWEST AIRLINES S/	24	83.5	153	82.9
MESA AIRLINE S/	22	83.2	115	82.9
PINNACLE AIRLINES S/	13	80.5	111	82.4
DELTA AIRLINES S/	31	81.5	95	82.0
COMAIR S/	23	80.3	90	80.2
US AIRWAYS S/	30	80.1	80	80.1
AMERICAN EAGLE AIRLINES S/	19	80.6	118	79.8
AMERICAN AIRLINES S/	30	78.2	78	78.5
UNITED AIRLINES S/	31	78.6	78	78.2
NORTHWEST AIRLINES S/	30	77.4	103	77.8
ALASKA AIRLINES S/	16	75.3	45	73.3
ATLANTIC SOUTHEAST AIRLINES S/	17	66.3	136	63.4
<b>TOTAL</b>		<b>81.5</b>		<b>81.7</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, 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.

## SEPTEMBER 2007

## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		JUL - 07		AUG - 07		SEP - 07		12 MONTHS ENDING SEPTEMBER 2007		DATABASE TO DATE SEP 1987-SEPTEMBER 2007	
	10 - 12 2006		01 - 03 2007		04 - 06 2007		07 - 09 2007		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	73.3	10	76.5	6	79.7	5	75.0	10	68.9	12	71.2	9	86.2	5	76.2	5	(--)	(--)
ALASKA	72.4	12	72.0	9	75.4	9	69.4	19	68.1	13	67.1	18	73.3	19	72.3	11	75.6	8
ALOHA	92.8	1	92.0	2	90.2	2	94.7	1	91.5	2	97.0	1	95.4	1	92.4	2	(--)	(--)
AMERICAN	73.6	8	67.8	14	66.6	19	70.5	17	63.4	18	69.9	12	78.5	16	69.6	13	78.5	3
AMERICAN EAGLE	69.5	16	67.3	15	68.9	17	70.7	16	65.1	17	67.5	16	79.8	15	69.1	14	73.9	9
ATA	71.7	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
ATLANTIC SOUTHEAST	63.3	20	66.1	16	68.2	18	57.4	20	54.2	20	55.0	20	63.4	20	63.6	19	(--)	(--)
COMAIR	66.7	19	63.0	19	69.4	15	69.6	18	62.4	19	67.2	17	80.2	13	67.1	18	(--)	(--)
CONTINENTAL	73.7	7	73.0	8	72.2	12	77.3	8	69.7	11	75.3	7	88.0	4	74.0	8	78.4	4
DELTA	74.1	5	78.7	4	77.7	7	72.1	12	65.3	16	69.6	13	82.0	12	75.6	6	77.6	6
EXPRESSJET	72.1	14	70.6	10	72.7	11	77.9	6	70.9	8	77.6	4	85.8	7	73.4	9	(--)	(--)
FRONTIER	81.4	3	77.7	5	77.2	8	79.9	3	75.5	6	76.7	5	88.4	3	79.0	4	(--)	(--)
HAWAIIAN	90.9	2	92.5	1	93.6	1	94.0	2	94.7	1	93.6	2	93.7	2	92.8	1	(--)	(--)
JETBLUE	68.6	17	63.4	18	68.9	16	73.9	11	66.8	14	70.1	11	85.7	8	68.7	16	(--)	(--)
MESA	72.7	11	68.1	13	74.8	10	77.1	9	75.5	5	73.6	8	82.9	10	73.1	10	(--)	(--)
NORTHWEST	67.9	18	65.7	17	70.8	14	71.8	13	70.1	9	68.2	15	77.8	18	69.0	15	79.2	2
PINNACLE	(--)	(--)	73.3	7	81.2	3	77.3	7	78.9	3	71.1	10	82.4	11	(--)	(--)	(--)	(--)
SKYWEST	72.2	13	69.7	12	79.7	6	78.0	5	75.9	4	75.6	6	82.9	9	75.0	7	(--)	(--)
SOUTHWEST	80.4	4	80.7	3	80.6	4	79.5	4	75.2	7	77.7	3	85.8	6	80.3	3	82.0	1
UNITED	73.8	6	70.2	11	71.5	13	71.3	15	70.1	10	66.2	19	78.2	17	71.7	12	76.1	7
US AIRWAYS	73.5	9	62.4	20	64.3	20	71.7	14	66.3	15	69.3	14	80.1	14	68.0	17	78.1	5
<b>Total</b>	<b>73.4</b>		<b>71.4</b>		<b>73.9</b>		<b>74.2</b>		<b>69.8</b>		<b>71.7</b>		<b>81.7</b>		<b>73.1</b>		<b>78.3</b>	

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

\* 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 *																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		160	79.4	55	89.1	90	98.9	280	85.0	133	82.0	H/		25	88.0
AA	680	80.6	1067	76.5	294	76.9	143	79.0	H/		856	73.4	615	79.8	13502	82.5
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		82	67.1	H/		H/		H/		90	73.3	188	83.0	90	76.7
B6	H/		1323	90.2	H/		141	81.6	H/		H/		93	80.6	H/	
CO	380	83.9	540	85.0	162	92.0	7	100.0	H/		367	87.5	351	91.5	306	89.9
DL	12567	84.4	1181	79.2	313	84.7	246	90.2	1619	88.1	863	80.4	380	75.5	331	80.7
EV	10716	66.1	21	85.7	24	54.2	4	100.0	558	71.9	72	73.6	H/		34	70.6
F9	119	84.9	H/		H/		H/		H/		90	88.9	3917	90.6	177	83.6
FL	7237	86.2	755	85.8	1229	89.1	328	86.3	H/		184	85.3	94	91.5	264	88.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	60	66.7	924	82.9	150	76.7	464	80.6	482	75.9	809	83.6	H/		8058	81.8
NW	395	75.7	317	73.5	283	81.6	222	73.4	H/		512	73.6	352	70.5	286	77.6
OH	549	74.5	919	78.5	352	82.7	160	80.0	5333	87.3	464	75.4	24	50.0	60	80.0
OO	791	78.8	H/		84	73.8	30	96.7	189	78.3	H/		3792	87.8	162	86.4
UA	233	77.7	830	78.1	404	76.5	169	74.6	61	68.9	425	72.7	6554	84.5	393	73.8
US	246	72.0	1688	79.4	370	77.6	6007	84.1	H/		2020	84.6	325	83.7	524	77.7
WN	H/		H/		5143	88.1	H/		H/		H/		1223	85.7	H/	
XE	103	89.3	41	87.8	195	84.1	329	83.6	244	88.9	165	89.7	122	63.9	100	87.0
YV	195	79.0	49	63.3	29	86.2	1908	86.9	H/		H/		1231	82.0	5	100.0
<b>TOTAL</b>	<b>34271</b>	<b>78.4</b>	<b>9897</b>	<b>81.1</b>	<b>9087</b>	<b>86.0</b>	<b>10248</b>	<b>84.3</b>	<b>8766</b>	<b>85.5</b>	<b>7050</b>	<b>80.5</b>	<b>19261</b>	<b>85.7</b>	<b>24317</b>	<b>82.1</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	4336	86.3	H/		30	83.3	H/		80	78.8	H/		H/		H/	
AA	313	73.2	549	72.1	450	83.1	315	79.0	354	83.1	997	64.6	589	78.1	2509	77.2
AQ	H/		H/		H/		H/		H/		H/		30	96.7	H/	
AS	H/		60	76.7	H/		H/		H/		H/		400	76.5	616	76.3
B6	H/		301	82.1	784	87.6	615	90.9	H/		4721	82.8	312	83.0	H/	
CO	163	90.8	4579	81.5	385	90.6	19	100.0	7162	91.6	97	69.1	525	88.0	642	89.9
DL	166	83.1	315	78.1	729	84.5	261	85.4	131	78.6	1320	66.3	660	76.4	1200	73.4
EV	80	63.8	73	58.9	H/		26	61.5	55	63.6	H/		H/		H/	
F9	120	90.0	H/		30	90.0	H/		86	89.5	H/		226	84.5	183	74.9
FL	169	91.7	160	74.4	489	85.3	171	84.8	H/		H/		240	91.7	142	92.3
HA	H/		H/		H/		H/		H/		H/		60	88.3	77	87.0
MQ	224	67.4	116	79.3	H/		30	80.0	H/		622	77.7	121	80.2	1662	89.0
NW	6902	85.8	355	63.7	115	66.1	236	79.7	229	83.4	175	62.9	397	70.3	485	65.4
OH	238	77.3	84	77.4	6	100.0	92	85.9	78	78.2	1658	70.5	H/		H/	
OO	10	90.0	107	66.4	25	96.0	4	75.0	131	80.2	H/		295	78.6	3957	87.7
UA	229	78.2	404	72.0	123	76.4	2054	82.3	199	75.9	409	74.6	1012	78.1	2544	78.8
US	239	87.0	266	65.4	458	76.4	116	77.6	87	82.8	170	68.2	2782	78.5	754	84.1
WN	617	84.8	H/		1265	87.6	350	88.9	H/		H/		6887	85.7	3418	85.2
XE	188	80.9	4544	77.6	H/		283	85.2	6040	89.4	H/		84	85.7	1362	74.2
YV	181	75.7	68	86.8	H/		2107	81.8	235	84.3	74	66.2	530	82.5	107	76.6
<b>TOTAL</b>	<b>14175</b>	<b>84.9</b>	<b>11981</b>	<b>77.9</b>	<b>4889</b>	<b>84.9</b>	<b>6679</b>	<b>83.3</b>	<b>14867</b>	<b>89.5</b>	<b>10243</b>	<b>75.4</b>	<b>15150</b>	<b>82.3</b>	<b>19658</b>	<b>82.0</b>

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



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	LGA		MCO		MDW		MIA		MSP		OAK		ORD		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	137	66.4	H/		H/		H/		2736	70.6	H/		H/		H/	
AA	1788	69.3	871	72.8	H/		3231	76.7	489	67.7	116	87.9	6007	75.6	180	78.9
AQ	H/		H/		H/		H/		H/		102	92.2	H/		H/	
AS	H/		83	62.7	H/		30	63.3	H/		436	72.9	120	72.5	1033	83.3
B6	210	79.0	881	88.9	H/		H/		H/		394	87.1	208	78.8	30	66.7
CO	368	75.3	510	88.0	48	85.4	258	89.9	114	71.9	86	97.7	432	82.4	180	85.6
DL	1661	78.7	1001	82.6	H/		297	81.1	112	68.8	80	77.5	308	84.1	296	81.4
EV	48	56.2	H/		105	65.7	H/		53	56.6	H/		2	100.0	H/	
F9	89	77.5	64	93.8	175	92.0	H/		94	76.6	H/		H/		120	91.7
FL	418	74.2	1499	89.3	567	81.5	128	82.8	276	71.0	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		60	80.0
MQ	1550	69.7	H/		H/		602	86.9	H/		H/		7472	79.5	H/	
NW	568	61.3	364	71.4	247	80.6	90	86.7	7136	77.0	H/		604	68.7	180	68.3
OH	1117	71.0	59	96.6	27	77.8	51	82.4	111	68.5	H/		279	73.5	H/	
OO	H/		H/		H/		H/		244	64.8	247	83.0	4040	80.6	669	92.5
UA	633	66.0	486	75.1	H/		33	72.7	462	58.9	231	76.6	7874	80.1	656	79.1
US	1150	74.3	712	76.1	H/		208	77.9	251	69.3	166	78.9	614	72.0	260	78.8
WN	H/		3384	89.4	6490	88.1	H/		H/		4227	86.2	H/		1162	88.3
XE	26	69.2	4	75.0	85	81.2	23	91.3	193	74.1	120	80.0	114	80.7	85	78.8
YV	78	59.0	H/		H/		H/		H/		60	90.0	2362	79.1	H/	
<b>TOTAL</b>	<b>9841</b>	<b>71.6</b>	<b>9918</b>	<b>84.6</b>	<b>7744</b>	<b>87.0</b>	<b>4951</b>	<b>79.3</b>	<b>12271</b>	<b>73.6</b>	<b>6265</b>	<b>84.8</b>	<b>30436</b>	<b>78.6</b>	<b>4911</b>	<b>84.2</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	PHL		PHX		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	135	80.7	H/		H/		H/		H/		H/		120	85.0	H/	
AA	517	72.9	463	78.0	537	81.4	497	82.3	1066	71.7	203	78.8	1590	83.6	594	82.7
AQ	H/		H/		30	86.7	H/		H/		H/		H/		H/	
AS	H/		262	71.0	388	66.0	4188	74.8	452	73.0	H/		H/		H/	
B6	H/		60	76.7	173	93.6	90	75.6	175	70.9	150	90.7	H/		264	91.7
CO	186	84.9	308	92.2	302	90.7	390	87.9	409	82.9	87	83.9	H/		341	92.4
DL	317	83.3	369	83.2	395	72.9	545	69.9	477	63.3	2616	84.2	163	85.9	726	83.5
EV	7	85.7	H/		H/		H/		H/		H/		36	50.0	H/	
F9	60	98.3	153	85.6	178	86.5	143	77.6	183	80.9	170	85.9	120	90.8	30	90.0
FL	498	84.5	71	93.0	72	79.2	87	79.3	109	90.8	H/		139	84.9	536	84.5
HA	H/		30	90.0	60	91.7	87	75.9	29	79.3	H/		H/		H/	
MQ	H/		H/		752	86.0	H/		142	69.7	H/		90	80.0	H/	
NW	346	70.8	264	68.6	150	65.3	390	74.6	290	55.2	90	61.1	273	76.9	218	70.2
OH	226	77.9	H/		H/		H/		H/		H/		147	78.2	7	28.6
OO	54	81.5	230	79.6	542	86.5	388	88.4	3274	73.5	6900	86.1	65	53.8	H/	
UA	463	77.1	497	76.3	704	75.9	827	72.1	3643	74.9	178	67.4	88	73.9	289	76.1
US	3472	76.2	5521	83.2	480	81.0	346	74.9	582	69.8	150	79.3	117	82.9	582	79.4
WN	1869	85.6	5880	86.2	3021	86.5	1193	82.5	532	81.6	1293	84.3	2042	85.7	2397	89.2
XE	86	87.2	166	77.7	574	89.4	111	65.8	180	72.8	132	92.4	222	82.4	2	50.0
YV	47	78.7	2610	88.4	31	80.6	H/		24	75.0	46	82.6	30	83.3	H/	
<b>TOTAL</b>	<b>8283</b>	<b>79.4</b>	<b>16884</b>	<b>84.4</b>	<b>8389</b>	<b>83.4</b>	<b>9282</b>	<b>76.8</b>	<b>11567</b>	<b>73.6</b>	<b>12015</b>	<b>84.9</b>	<b>5242</b>	<b>83.3</b>	<b>5986</b>	<b>85.4</b>

\* 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	87.6	79.8	65.0	86.9	87.1	J/	92.0	86.0	J/	80.6	66.7	81.3	92.0	83.6	90.6	88.7	89.7	82.9
700 - 759 AM	91.1	89.6	96.8	91.5	90.8	96.3	93.6	91.6	89.2	95.8	96.7	87.9	92.9	88.9	92.3	93.1	82.8	65.3
800 - 859 AM	86.7	90.2	97.8	88.2	91.1	95.0	93.4	90.0	88.5	97.1	97.3	93.1	92.3	89.0	93.0	92.1	85.4	94.3
900 - 959 AM	84.2	96.1	94.3	94.3	92.3	91.6	92.3	87.8	88.3	95.0	93.5	86.8	92.6	94.8	90.4	88.6	80.6	94.7
1000 - 1059 AM	86.7	90.8	94.4	87.3	91.9	85.8	91.0	86.1	88.1	96.7	91.8	89.0	94.8	88.7	85.8	80.8	79.9	93.5
1100 - 1159 AM	85.6	87.8	94.1	88.8	91.3	87.9	89.4	88.6	90.6	93.1	93.9	88.5	94.7	84.5	82.1	86.3	78.5	90.8
1200 - 1259 PM	86.1	85.4	91.0	89.4	90.0	86.6	90.0	86.3	86.7	87.7	87.5	90.2	93.7	90.4	83.1	89.8	75.1	89.6
100 - 159 PM	82.6	90.7	91.7	89.5	92.2	86.5	84.7	82.9	84.7	80.1	91.6	92.1	93.4	88.1	83.4	78.5	75.4	89.9
200 - 259 PM	80.0	87.4	88.4	87.2	89.3	80.2	84.7	83.3	87.4	70.8	90.5	92.1	86.1	86.7	85.8	84.9	71.7	81.9
300 - 359 PM	73.5	85.8	89.8	84.5	89.8	83.9	83.8	79.8	89.7	66.5	86.4	85.9	86.6	64.5	77.1	82.5	70.4	89.8
400 - 459 PM	75.2	77.8	81.2	78.4	84.6	81.0	83.1	78.1	87.0	64.7	84.2	76.8	89.1	66.1	78.4	80.8	74.7	82.9
500 - 559 PM	71.0	78.4	85.9	77.2	69.2	75.4	80.8	76.6	85.5	66.3	87.2	84.8	85.3	67.8	81.6	79.0	71.2	81.9
600 - 659 PM	71.5	74.6	81.1	79.0	79.7	76.4	77.7	76.5	82.8	69.9	80.1	77.2	85.6	61.0	80.8	82.7	63.5	78.4
700 - 759 PM	68.1	68.5	78.5	84.8	79.2	69.8	78.0	77.0	79.0	68.7	81.9	80.3	86.6	52.1	79.3	78.1	58.9	77.9
800 - 859 PM	66.6	68.2	77.4	76.3	73.6	69.1	79.6	76.4	78.4	70.8	81.4	76.2	86.5	63.0	78.4	77.4	59.3	82.0
900 - 959 PM	67.3	71.7	79.8	79.4	72.7	73.2	81.0	74.8	76.9	75.9	66.7	85.7	81.1	64.8	78.5	71.2	60.4	78.8
1000 - 1059 PM	75.6	72.9	72.5	78.7	74.9	64.7	79.4	75.4	70.6	75.8	72.6	76.6	77.4	70.5	76.7	72.9	63.3	71.8
1100 - 559 AM	80.5	76.7	81.2	83.2	76.2	72.2	85.9	75.7	78.9	82.5	78.6	78.4	90.3	84.1	76.8	77.4	69.8	78.0
TOTAL, ALL ARRIVALS, BY AIRPORT	78.4	81.1	86.0	84.3	85.5	80.5	85.7	82.1	84.9	77.9	84.9	83.3	89.5	75.4	82.3	82.0	71.6	84.6

\* 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	96.9	72.1	95.1	J/	91.9	89.3	82.9	94.0	J/	88.2	90.9	J/	95.7	76.5	88.2
700 - 759 AM	99.2	81.1	85.9	95.9	91.1	93.1	94.9	90.7	94.4	94.5	92.1	93.3	94.7	J/	91.5
800 - 859 AM	91.9	89.2	83.7	94.6	89.1	90.5	86.7	90.9	89.8	85.9	93.0	91.4	97.0	98.7	90.2
900 - 959 AM	91.5	88.9	83.1	92.5	89.7	92.7	88.3	87.6	88.8	90.9	82.6	90.9	89.8	98.7	89.4
1000 - 1059 AM	93.1	89.4	74.2	90.2	88.0	91.1	88.5	90.2	86.9	83.6	70.4	90.7	91.7	96.0	87.3
1100 - 1159 AM	93.7	89.1	74.3	91.6	85.9	90.3	91.7	88.4	89.0	82.8	68.2	88.5	88.9	93.5	87.1
1200 - 1259 PM	95.2	81.2	74.1	86.9	86.1	83.5	84.3	89.1	83.0	80.2	68.6	87.3	90.5	85.7	86.1
100 - 159 PM	92.6	82.8	71.1	87.2	83.2	89.3	86.0	83.4	84.1	73.2	65.5	89.9	83.8	91.6	83.8
200 - 259 PM	91.3	85.3	73.5	86.7	82.8	80.2	79.2	83.2	85.9	79.3	73.5	85.6	90.0	89.0	83.3
300 - 359 PM	91.9	78.7	78.2	80.2	75.3	87.3	79.1	82.7	83.2	79.8	74.2	83.6	85.3	82.1	80.1
400 - 459 PM	86.1	75.1	76.3	81.8	73.7	84.4	76.6	72.7	86.7	77.9	70.6	80.2	83.3	85.1	78.8
500 - 559 PM	86.0	80.6	68.5	87.5	68.8	85.1	78.2	84.7	78.0	70.3	70.1	79.9	79.8	85.7	77.0
600 - 659 PM	81.0	68.9	62.6	84.1	67.5	82.2	77.0	78.1	78.9	73.0	72.8	82.4	73.3	84.3	76.3
700 - 759 PM	75.4	68.9	66.8	84.1	64.5	84.3	63.9	79.7	79.8	73.4	70.4	75.1	82.0	78.2	73.9
800 - 859 PM	78.6	70.4	66.5	81.3	61.3	76.7	74.0	80.1	78.1	68.8	77.3	76.9	76.9	78.2	73.5
900 - 959 PM	80.1	70.1	63.0	81.5	65.4	76.3	77.9	74.2	80.0	71.3	66.8	86.3	67.9	77.6	73.3
1000 - 1059 PM	78.2	58.5	66.3	65.6	66.4	73.1	73.8	78.1	76.9	66.0	64.8	68.1	67.2	68.8	72.2
1100 - 559 AM	79.8	73.8	81.6	75.5	82.4	83.8	77.0	80.8	78.4	75.1	77.0	76.7	78.1	76.2	79.1
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>87.0</b>	<b>79.3</b>	<b>73.6</b>	<b>84.8</b>	<b>78.6</b>	<b>84.2</b>	<b>79.4</b>	<b>84.4</b>	<b>83.4</b>	<b>76.8</b>	<b>73.6</b>	<b>84.9</b>	<b>83.3</b>	<b>85.4</b>	<b>81.5</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	94.9	94.9	96.6	95.8	93.2	95.9	94.1	90.9	94.5	94.8	97.4	94.1	94.6	97.2	95.7	94.6	92.8	96.3
700 - 759 AM	89.5	94.9	95.3	91.0	89.8	93.7	95.1	90.6	95.9	95.9	96.8	95.8	94.4	93.3	95.0	92.8	93.6	96.3
800 - 859 AM	90.3	92.2	94.3	86.1	90.6	93.2	92.8	84.8	92.0	93.0	95.9	89.5	92.0	90.6	91.4	91.7	91.5	93.9
900 - 959 AM	84.3	92.1	93.6	90.7	91.0	94.5	90.9	84.1	92.5	95.4	95.4	89.9	94.8	93.0	88.5	88.2	89.9	94.3
1000 - 1059 AM	81.4	93.2	93.8	93.1	91.7	89.9	90.7	85.8	88.4	93.1	94.7	89.2	93.5	93.8	82.6	81.5	87.4	94.3
1100 - 1159 AM	81.1	91.0	91.8	88.6	90.4	87.7	86.0	82.4	91.3	92.5	93.5	95.0	94.4	89.0	82.1	82.8	86.4	93.5
1200 - 1259 PM	81.5	87.2	91.9	87.2	88.8	91.0	83.7	83.1	90.1	91.9	90.4	86.0	93.8	88.6	77.4	86.4	87.6	87.6
100 - 159 PM	79.1	86.2	85.3	87.8	90.5	84.0	85.1	79.4	86.3	85.6	87.7	86.3	91.1	87.3	80.0	84.6	86.7	89.0
200 - 259 PM	75.0	85.0	86.1	82.8	91.0	85.4	80.8	77.6	81.9	78.8	85.8	86.3	88.6	91.0	79.2	78.6	84.0	84.6
300 - 359 PM	70.2	84.6	84.2	78.6	84.8	83.8	81.1	76.0	85.2	72.9	85.1	88.8	84.6	76.8	77.8	81.9	79.2	84.9
400 - 459 PM	70.6	83.7	78.3	84.1	86.4	84.9	79.5	73.1	82.0	68.0	87.9	74.0	86.1	72.5	77.3	82.1	76.7	85.9
500 - 559 PM	71.1	79.6	76.9	80.0	83.6	82.1	83.0	75.6	84.9	66.9	83.9	72.9	86.0	72.6	74.1	80.5	82.4	77.5
600 - 659 PM	71.3	76.3	79.3	76.3	74.7	76.0	82.4	76.9	75.2	69.9	80.4	83.3	84.6	75.4	77.9	80.6	78.7	73.4
700 - 759 PM	68.2	72.4	69.5	76.2	82.2	81.0	80.5	74.5	83.3	72.3	86.5	71.8	86.7	65.4	78.5	83.9	69.1	79.2
800 - 859 PM	64.3	74.2	70.5	84.9	77.8	80.3	80.3	77.6	78.5	75.7	85.3	81.2	87.0	59.7	72.5	80.0	69.4	78.1
900 - 959 PM	68.5	67.3	72.2	84.8	85.2	77.2	84.4	78.8	87.6	71.7	85.7	82.6	92.5	73.8	72.5	83.9	72.7	80.7
1000 - 1059 PM	72.3	J/	J/	85.4	J/	J/	96.2	78.6	83.6	J/	J/	89.3	89.6	80.8	78.9	86.4	J/	56.5
1100 - 559 AM	80.0	90.4	100.0	J/	J/	90.9	91.6	94.8	J/	93.3	100.0	J/	97.3	96.8	83.9	84.1	90.0	88.9
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>76.4</b>	<b>86.5</b>	<b>85.5</b>	<b>85.5</b>	<b>86.8</b>	<b>87.0</b>	<b>85.5</b>	<b>80.5</b>	<b>87.3</b>	<b>83.0</b>	<b>90.2</b>	<b>84.3</b>	<b>90.1</b>	<b>82.1</b>	<b>81.7</b>	<b>85.1</b>	<b>83.8</b>	<b>87.3</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *															
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	96.4	92.0	92.9	98.0	91.0	95.6	94.6	94.9	96.3	93.2	93.7	93.7	98.6	98.3	94.6
700 - 759 AM	96.6	87.8	92.4	94.7	90.0	90.8	91.2	90.5	94.2	91.1	90.6	95.6	95.2	96.1	92.9
800 - 859 AM	93.8	84.2	87.7	92.2	89.3	91.6	91.1	87.3	90.3	89.3	91.3	92.5	93.4	95.1	90.8
900 - 959 AM	90.2	87.4	88.4	88.4	87.7	93.7	86.9	84.4	89.6	85.3	89.3	90.8	93.3	96.5	89.1
1000 - 1059 AM	89.2	81.0	87.6	89.5	85.3	89.2	86.8	85.8	83.5	80.8	76.6	91.0	93.0	95.1	87.4
1100 - 1159 AM	86.7	87.2	78.6	86.9	85.3	87.5	88.3	88.3	86.3	77.9	76.0	90.5	90.4	94.4	86.3
1200 - 1259 PM	90.1	84.8	78.6	81.6	85.8	86.3	86.4	84.0	85.6	78.3	71.0	89.0	88.5	93.5	85.3
100 - 159 PM	86.7	77.3	80.0	83.1	83.1	85.3	85.2	86.6	78.8	72.4	73.7	87.0	85.0	85.2	83.8
200 - 259 PM	80.1	80.4	74.5	76.7	75.1	85.3	84.1	82.9	83.0	74.6	71.8	87.0	85.7	84.1	80.6
300 - 359 PM	83.4	76.3	76.1	81.0	73.9	85.3	75.3	77.8	84.2	76.1	77.9	88.0	81.6	84.1	79.3
400 - 459 PM	79.7	78.7	74.7	74.3	69.8	80.0	70.1	79.5	82.9	77.3	77.2	84.7	84.0	81.7	77.8
500 - 559 PM	76.8	75.6	77.3	80.8	67.0	85.0	75.7	74.6	79.0	79.1	69.5	86.6	80.5	81.6	77.1
600 - 659 PM	73.1	70.4	70.4	85.2	64.3	87.1	72.5	81.2	83.3	76.6	72.7	75.0	69.7	83.5	75.9
700 - 759 PM	62.7	75.2	75.6	77.4	66.5	87.4	72.0	74.2	83.8	67.0	80.2	84.4	72.8	81.3	76.1
800 - 859 PM	64.9	80.7	76.2	65.9	64.9	85.9	72.7	76.0	80.3	72.1	78.4	82.2	67.6	82.6	73.7
900 - 959 PM	70.5	75.7	77.0	83.2	66.0	82.0	78.2	83.9	87.7	75.6	76.9	87.9	72.3	69.4	78.3
1000 - 1059 PM	J/	78.7	76.5	76.8	70.5	70.8	80.0	89.1	91.9	75.5	81.6	J/	J/	J/	80.7
1100 - 559 AM	96.0	J/	98.1	94.8	96.2	94.7	90.6	90.7	86.7	78.6	86.1	87.0	J/	J/	87.2
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>83.2</b>	<b>80.9</b>	<b>80.0</b>	<b>84.6</b>	<b>78.1</b>	<b>88.4</b>	<b>81.8</b>	<b>83.8</b>	<b>86.3</b>	<b>80.2</b>	<b>80.0</b>	<b>88.4</b>	<b>85.9</b>	<b>88.8</b>	<b>83.3</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	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
OH	5042	PHL-JFK	1028	22	90.91	29	24
EV	4822	ATL-MYR	1452	29	89.66	69	35
EV	4377	LFT-ATL	1756	16	87.50	59	30
EV	4423	ATL-LFT	1651	16	87.50	59	39
AS	688	SFO-LAX	2008	22	86.36	36	23
EV	4415	ATL-PFN	2030	21	85.71	69	57
EV	4361	AEX-ATL	1753	19	84.21	55	43
EV	4802	ICT-ATL	1240	25	84.00	51	24
AA	1639	JFK-SJU	1650	30	83.33	58	44
DL	417	JFK-SEA	1910	18	83.33	49	47
EV	4368	ATL-AEX	1650	23	82.61	71	37
EV	4597	MSP-ATL	908	17	82.35	44	29
EV	4324	GSO-ATL	1910	21	80.95	45	30
OO	1984	MEM-ATL	1818	21	80.95	40	23
EV	4474	ATL-MLU	2125	25	80.00	60	47
EV	4738	OAJ-ATL	1727	15	80.00	49	36
DL	424	LAS-JFK	1103	25	80.00	28	25

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ATLANTIC SOUTHEAST	821	24	2.9
ALASKA	439	4	0.9
COMAIR	683	6	0.9
NORTHWEST	1,120	4	0.4
DELTA	1,402	5	0.4
AMERICAN	1,764	5	0.3
US AIRWAYS	1,333	3	0.2
UNITED	1,362	2	0.1
EXPRESSJET	1,265	1	0.1
SKYWEST	1,722	1	0.1
SOUTHWEST	3,400	1	0.0
AMERICAN EAGLE	1,546	0	0.0
CONTINENTAL	895	0	0.0
MESA	767	0	0.0
PINNACLE	741	0	0.0
AIRTRAN	724	0	0.0
JETBLUE	509	0	0.0
FRONTIER	266	0	0.0
HAWAIIAN	160	0	0.0
ALOHA	125	0	0.0
<b>TOTAL</b>	<b>21,044</b>	<b>56</b>	<b>0.3</b>

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



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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)	78.2	88.6	229	229
ADAK ISLAND AK (ADK)	55.6	100.0	9	9
AGUADILLA PR (BQN)	75.6	96.9	78	96
AKRON/CANTON OH (CAK)	78.6	86.3	859	859
ALBANY GA (ABY)	57.0	68.2	107	107
ALBANY NY (ALB)	77.8	86.1	1,275	1,275
ALBUQUERQUE NM (ABQ)	83.9	86.5	3,431	3,435
ALEXANDRIA LA (AEX)	70.9	82.4	227	227
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	77.5	84.2	445	444
AMARILLO TX (AMA)	75.7	84.3	596	597
ANCHORAGE AK (ANC)	65.3	75.8	1,747	1,755
APPLETON WI (ATW)	75.4	83.1	533	533
ASHEVILLE NC (AVL)	76.4	75.4	330	333
ASPEN CO (ASE)	78.1	81.1	379	380
ATLANTA GA (ATL)	78.4	76.4	34,271	34,258
ATLANTIC CITY NJ (ACY)	62.2	58.7	45	46
AUGUSTA GA (AGS)	57.3	66.9	178	181
AUSTIN TX (AUS)	85.8	90.0	4,540	4,533
BAKERSFIELD CA (BFL)	84.7	89.9	399	398
BALTIMORE MD (BWI)	86.0	85.5	9,087	9,089
BANGOR ME (BGR)	75.5	79.6	339	339
BARROW AK (BRW)	70.0	65.0	60	60
BATON ROUGE LA (BTR)	75.2	79.9	783	787
BEAUMONT/PORT ARTHUR TX (BPT)	76.7	93.3	30	30
BELLINGHAM WA (BLI)	66.7	100.0	33	33
BEMIDJI MN (BJI)	58.8	64.7	17	17
BEND/REDMOND OR (RDM)	87.7	88.4	284	284
BETHEL AK (BET)	75.3	71.8	85	85
BILLINGS MT (BIL)	85.3	93.3	374	374
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	85.0	88.3	60	60
BIRMINGHAM AL (BHM)	83.3	87.3	1,956	1,954
BISMARCK/MANDAN ND (BIS)	82.7	84.3	254	254
BLOOMINGTON IL (BMI)	77.2	83.4	430	429
BOISE ID (BOI)	80.6	87.6	1,534	1,532
BOSTON MA (BOS)	81.1	86.5	9,897	9,901
BOZEMAN MT (BZN)	77.0	84.3	439	439
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	64.8	64.8	88	88
BROWNSVILLE TX (BRO)	93.7	93.6	127	125
BRUNSWICK GA (BQK)	61.0	70.7	82	82
BUFFALO NY (BUF)	83.3	88.4	1,997	1,999
BURBANK CA (BUR)	83.1	86.2	2,729	2,728
BURLINGTON VT (BTV)	80.0	83.9	586	585
BUTTE MT (BTM)	76.7	96.7	60	60

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	90.8	93.2	207	207
CASPER WY (CPR)	90.2	91.1	316	315
CEDAR RAPIDS/IOWA CITY IA (CID)	78.7	84.7	947	949
CHAMPAIGN/URBANA IL (CMI)	73.9	88.5	234	234
CHARLESTON SC (CHS)	81.1	82.9	1,347	1,347
CHARLESTON/DUNBAR WV (CRW)	70.1	76.3	274	274
CHARLOTTE AMALIE VI (STT)	73.2	91.5	142	142
CHARLOTTE NC (CLT)	84.3	85.5	10,248	10,250
CHARLOTTESVILLE VA (CHO)	68.2	80.0	110	110
CHATTANOOGA TN (CHA)	66.6	75.5	326	326
CHICAGO IL (MDW)	87.0	83.2	7,744	7,740
CHICAGO IL (ORD)	78.6	78.1	30,436	30,384
CHICO CA (CIC)	72.3	81.3	112	112
CHRISTIANSTED VI (STX)	78.6	85.7	28	28
CLEVELAND OH (CLE)	83.7	88.7	5,660	5,659
CODY WY (COD)	86.6	87.3	149	150
COLLEGE STATION/BRYAN TX (CLL)	84.7	88.6	150	149
COLORADO SPRINGS CO (COS)	84.4	88.1	1,517	1,517
COLUMBIA SC (CAE)	72.0	78.7	856	856
COLUMBUS GA (CSG)	44.4	62.0	108	108
COLUMBUS MS (GTR)	54.0	65.5	87	87
COLUMBUS OH (CMH)	81.9	87.1	3,021	3,019
CORDOVA AK (CDV)	53.3	65.0	60	60
CORPUS CHRISTI TX (CRP)	78.1	86.4	470	470
COVINGTON KY (CVG)	85.5	86.8	8,766	8,762
CRESCENT CITY CA (CEC)	75.9	67.4	87	89
DALLAS TX (DAL)	84.0	81.6	4,388	4,388
DALLAS/FT.WORTH TX (DFW)	82.1	80.5	24,317	24,301
DAYTON OH (DAY)	83.5	89.8	1,303	1,307
DAYTONA BEACH FL (DAB)	78.7	79.8	230	228
DEADHORSE AK (SCC)	83.3	78.3	60	60
DENVER CO (DEN)	85.7	85.5	19,261	19,277
DES MOINES IA (DSM)	79.1	86.5	1,418	1,420
DETROIT MI (DTW)	84.9	87.3	14,175	14,160
DILLINGHAM AK (DLG)	57.1	64.3	14	14
DOTHAN AL (DHN)	64.7	76.8	139	138
DUBUQUE IA (DBQ)	79.1	86.1	115	115
DULUTH MN (DLH)	75.5	85.0	200	200
DURANGO CO (DRO)	86.5	89.8	296	295
EAGLE CO (EGE)	76.9	79.2	147	149
EL CENTRO CA (IPL)	87.9	91.7	107	108
EL PASO TX (ELP)	84.9	88.8	1,730	1,730
ELKO NV (EKO)	89.8	96.2	157	158

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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.
ELMIRA/CORNING NY (ELM)	80.0	87.7	80	81
ERIE PA (ERI)	83.3	90.1	120	121
EUGENE OR (EUG)	84.7	88.2	536	536
EUREKA/ARCATA CA (ACV)	73.5	78.8	309	307
EVANSVILLE IN (EVV)	75.9	83.0	482	482
FAIRBANKS AK (FAI)	69.0	78.2	416	418
FARGO ND (FAR)	79.9	86.8	417	417
FAYETTEVILLE AR (XNA)	76.3	80.4	1,178	1,182
FAYETTEVILLE NC (FAY)	53.8	64.3	171	171
FLAGSTAFF AZ (FLG)	87.9	87.9	173	173
FLINT MI (FNT)	79.7	87.4	622	621
FLORENCE SC (FLO)	48.2	76.8	56	56
FORT LAUDERDALE FL (FLL)	84.9	90.2	4,889	4,872
FORT SMITH AR (FSM)	75.2	81.4	258	258
FORT WAYNE IN (FWA)	77.1	81.4	542	542
FRESNO CA (FAT)	84.0	88.3	1,247	1,271
FT. MYERS FL (RSW)	88.7	91.1	1,511	1,511
GAINESVILLE FL (GNV)	58.8	66.4	131	131
GRAND FORKS ND (GFK)	73.3	86.2	86	87
GRAND JUNCTION CO (GJT)	82.7	86.2	353	318
GRAND RAPIDS MI (GRR)	79.5	87.3	1,305	1,304
GREAT FALLS MT (GTF)	77.1	87.3	205	205
GREEN BAY/CLINTONVILLE WI (GRB)	76.7	81.5	661	659
GREENSBORO/HIGH POINT NC (GSO)	79.5	85.1	1,131	1,131
GREENVILLE/SPARTANBURG SC (GSP)	80.3	84.8	1,109	1,107
GULFPORT/BILOXI MS (GPT)	79.6	82.2	657	657
GUNNISON CO (GUC)	80.0	80.0	75	75
HANCOCK/HOUGHTON MI (CMX)	76.7	90.0	30	30
HARLINGEN/SAN BENITO TX (HRL)	80.7	80.8	363	364
HARRISBURG PA (MDT)	76.6	85.0	623	625
HARTFORD CT (BDL)	81.8	88.5	2,686	2,689
HELENA MT (HLN)	86.0	90.4	136	136
HILO HI (ITO)	94.2	96.0	797	797
HILTON HEAD SC (HHH)	46.3	65.1	108	109
HONOLULU HI (HNL)	90.5	93.9	5,334	5,334
HOUSTON TX (HOU)	83.5	81.0	4,673	4,674
HOUSTON TX (IAH)	89.5	90.1	14,867	14,870
HUNTSVILLE AL (HSV)	77.6	83.3	911	911
IDAHO FALLS ID (IDA)	85.5	92.7	289	287
INDIANAPOLIS IN (IND)	83.3	88.0	3,437	3,438
INDIO/PALM SPRINGS CA (PSP)	83.9	89.8	853	827
INTERNATIONAL FALLS MN (INL)	66.7	76.7	30	30
INYOKERN CA (IYK)	88.3	91.0	77	78

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ISLIP NY (ISP)	83.7	87.9	1,004	1,004
JACKSON WY (JAC)	77.8	84.7	351	354
JACKSON/VICKSBURG MS (JAN)	78.7	85.0	1,111	1,111
JACKSONVILLE FL (JAX)	82.1	89.0	2,812	2,813
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	55.7	62.3	106	106
JUNEAU AK (JNU)	65.5	71.0	377	379
KAHULUI HI (OGG)	91.7	93.1	2,006	2,002
KALAMAZOO MI (AZO)	82.4	86.7	392	392
KALISPELL MT (FCA)	79.8	87.4	326	326
KANSAS CITY MO (MCI)	84.2	86.8	5,738	5,739
KETCHIKAN AK (KTN)	72.4	76.5	196	196
KEY WEST FL (EYW)	64.8	60.0	54	55
KILLEEN TX (GRK)	78.8	83.8	400	400
KING SALMON AK (AKN)	64.3	42.9	14	14
KNOXVILLE TN (TYS)	83.0	88.6	1,161	1,162
KODIAK AK (ADQ)	80.0	60.0	60	60
KONA HI (KOA)	92.9	93.3	1,218	1,217
KOTZEBUE AK (OTZ)	64.4	62.2	90	90
LA CROSSE WI (LSE)	69.3	80.3	218	218
LAFAYETTE LA (LFT)	80.2	84.6	474	473
LAKE CHARLES LA (LCH)	85.1	88.5	87	87
LANSING MI (LAN)	78.4	84.7	347	347
LAREDO TX (LRD)	83.5	90.4	188	188
LAS VEGAS NV (LAS)	82.3	81.7	15,150	15,147
LAWTON/FORT SILL OK (LAW)	79.3	85.4	198	198
LEWISBURG WV (LWB)	76.7	76.7	30	30
LEWISTON ID (LWS)	88.1	96.6	59	59
LEXINGTON KY (LEX)	79.3	85.1	805	805
LIHUE HI (LIH)	94.1	95.4	1,201	1,203
LINCOLN NE (LNK)	80.7	81.3	342	342
LITTLE ROCK AR (LIT)	75.3	81.4	1,314	1,312
LONG BEACH CA (LGB)	84.8	91.2	1,152	1,153
LONGVIEW/KILGOR/GLADWATR TX (GGG)	77.8	90.0	90	90
LOS ANGELES CA (LAX)	82.0	85.1	19,658	19,653
LOUISVILLE KY (SDF)	83.6	86.8	1,888	1,889
LUBBOCK TX (LBB)	78.3	84.9	691	690
LYNCHBURG VA (LYH)	74.5	90.9	55	55
MACON GA (MCN)	53.6	82.1	56	56
MADISON WI (MSN)	78.1	84.5	1,080	1,073
MANCHESTER NH (MHT)	81.9	87.6	1,766	1,768
MARQUETTE MI (MQT)	63.1	94.0	84	83
MEDFORD OR (MFR)	82.1	85.5	508	482
MELBOURNE FL (MLB)	65.2	71.9	138	139

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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.
MEMPHIS TN (MEM)	84.8	87.5	6,946	6,948
MERIDIAN MS (MEI)	44.1	64.4	59	59
MIAMI FL (MIA)	79.3	80.9	4,951	4,959
MIDLAND/ODESSA TX (MAF)	80.6	89.0	599	598
MILWAUKEE WI (MKE)	80.6	85.2	2,619	2,622
MINNEAPOLIS/ST. PAUL MN (MSP)	73.6	80.0	12,271	12,266
MINOT ND (MOT)	73.0	86.5	89	89
MISSION/MCALLEN/EDINBURG TX (MFE)	82.2	89.3	393	394
MISSOULA MT (MSO)	89.0	92.6	228	229
MOBILE AL (MOB)	77.2	81.9	496	496
MODESTO CA (MOD)	81.0	80.6	237	237
MOLINE IL (MLI)	79.5	83.1	831	832
MONROE LA (MLU)	67.1	76.1	243	243
MONTEREY CA (MRY)	84.8	86.2	745	744
MONTGOMERY AL (MGM)	65.6	78.0	311	309
MONTROSE/DELTA CO (MTJ)	86.6	86.6	186	186
MYRTLE BEACH SC (MYR)	69.3	80.0	590	590
NANTUCKET MA (ACK)	80.6	78.1	31	32
NAPLES FL (APF)	54.8	87.1	31	31
NASHVILLE TN (BNA)	84.0	85.6	4,876	4,876
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	65.8	67.1	79	79
NEW ORLEANS LA (MSY)	85.9	88.9	3,056	3,056
NEW YORK NY (JFK)	75.4	82.1	10,243	10,212
NEW YORK NY (LGA)	71.6	83.8	9,841	9,858
NEWARK NJ (EWR)	77.9	83.0	11,981	11,983
NEWBURGH/POUGHKEEPSIE NY (SWF)	78.7	83.7	442	443
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	80.5	88.0	461	460
NOME AK (OME)	61.1	68.9	90	90
NORFOLK VA (ORF)	82.5	88.9	1,672	1,673
OAKLAND CA (OAK)	84.8	84.6	6,265	6,267
OKLAHOMA CITY OK (OKC)	81.7	86.7	2,276	2,275
OMAHA NE (OMA)	82.8	87.4	2,266	2,267
ONTARIO/SAN BERNARDINO CA (ONT)	85.4	87.2	3,609	3,611
ORLANDO FL (MCO)	84.6	87.3	9,918	9,909
OXNARD/VENTURA CA (OXR)	92.9	95.6	113	113
PALMDALE CA (PMD)	87.3	85.2	55	54
PANAMA CITY FL (PFN)	62.5	72.9	288	288
PASCO/KENNEWICK/RICHLAND WA (PSC)	79.9	94.1	219	219
PELLSTON MI (PLN)	74.5	87.3	55	55
PENSACOLA FL (PNS)	82.5	85.0	806	809
PEORIA IL (PIA)	79.8	83.8	471	470
PETERSBURG AK (PSG)	65.0	58.3	60	60
PHILADELPHIA PA (PHL)	79.4	81.8	8,283	8,282

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PHOENIX AZ (PHX)	84.4	83.8	16,884	16,887
PITTSBURGH PA (PIT)	82.4	86.3	3,955	3,953
POCATELLO ID (PIH)	90.3	98.7	154	150
PONCE PR (PSE)	88.9	95.6	90	90
PORTLAND ME (PWM)	78.5	82.9	785	790
PORTLAND OR (PDX)	84.2	88.4	4,911	4,910
PROVIDENCE RI (PVD)	79.1	85.0	2,156	2,157
RALEIGH/DURHAM NC (RDU)	83.6	87.0	5,621	5,621
RAPID CITY SD (RAP)	84.1	89.8	402	403
REDDING CA (RDD)	69.9	82.5	143	143
RENO NV (RNO)	84.8	87.3	2,171	2,173
RHINELANDER WI (RHI)	56.0	68.0	25	25
RICHMOND VA (RIC)	82.3	86.3	1,632	1,632
ROANOKE VA (ROA)	71.9	75.5	278	278
ROCHESTER MN (RST)	75.3	79.8	336	336
ROCHESTER NY (ROC)	81.4	85.7	1,299	1,300
ROCKFORD IL (RFD)	76.8	98.2	56	55
ROSWELL NM (ROW)	84.6	88.2	52	51
SACRAMENTO CA (SMF)	83.5	84.8	4,901	4,898
SAGINAW/BAY CITY/MIDLAND MI (MBS)	82.9	88.4	281	303
SALEM OR (SLE)	74.5	96.4	55	55
SALT LAKE CITY UT (SLC)	84.9	88.4	12,015	12,030
SAN ANGELO TX (SJT)	80.7	82.7	150	150
SAN ANTONIO TX (SAT)	85.3	88.7	4,088	4,083
SAN DIEGO CA (SAN)	83.4	86.3	8,389	8,389
SAN FRANCISCO CA (SFO)	73.6	80.0	11,567	11,627
SAN JOSE CA (SJC)	84.0	87.4	5,154	5,142
SAN JUAN PR (SJU)	76.8	85.3	1,555	1,561
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	84.9	87.4	597	601
SANTA ANA CA (SNA)	83.3	86.0	4,285	4,285
SANTA BARBARA CA (SBA)	85.0	87.0	1,134	1,135
SANTA MARIA CA (SMX)	84.1	87.2	138	141
SARASOTA/BRADENTON FL (SRQ)	88.5	90.8	435	435
SAVANNAH GA (SAV)	81.8	85.7	1,193	1,194
SCRANTON/WILKES-BARRE PA (AVP)	73.1	79.6	186	186
SEATTLE WA (SEA)	76.8	80.2	9,282	9,277
SHREVEPORT LA (SHV)	76.9	83.8	722	721
SIOUX CITY IA (SUX)	80.0	80.0	55	55
SIOUX FALLS SD (FSD)	80.0	83.6	494	495
SITKA AK (SIT)	64.2	77.5	120	120
SO.PINES/PINHRST/ABERDEEN NC (SOP)	40.0	42.9	20	21
SOUTH BEND IN (SBN)	78.9	77.2	470	469
SPOKANE WA (GEG)	82.0	88.5	1,353	1,353

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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.
SPRINGFIELD IL (SPI)	75.4	76.1	142	142
SPRINGFIELD MO (SGF)	79.6	82.9	905	904
ST. GEORGE UT (SGU)	83.7	90.0	300	300
ST. LOUIS MO (STL)	83.3	85.9	5,242	5,241
STATE COLLEGE PA (SCE)	80.0	88.3	60	60
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	87.2	88.6	148	149
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	88.3	88.5	324	330
SYRACUSE NY (SYR)	80.5	86.7	1,039	1,041
TALLAHASSEE FL (TLH)	79.7	83.8	340	340
TAMPA FL (TPA)	85.4	88.8	5,986	5,987
TEXARKANA AR (TXK)	81.9	81.9	116	116
TOLEDO OH (TOL)	71.9	85.0	167	167
TRAVERSE CITY MI (TVC)	79.7	86.0	335	336
TRENTON NJ (TTN)	74.2	90.9	31	33
TUCSON AZ (TUS)	82.1	87.7	2,329	2,329
TULSA OK (TUL)	81.8	87.8	2,160	2,161
TUPELO MS (TUP)	56.8	77.3	44	44
TWIN FALLS ID (TWF)	88.6	93.7	176	174
TYLER TX (TYR)	70.3	81.1	148	148
VALDOSTA GA (VLD)	55.0	71.3	80	80
VALPARAISO FL (VPS)	75.5	84.7	535	536
WACO TX (ACT)	78.1	81.6	201	201
WASHINGTON DC (DCA)	80.5	87.0	7,050	7,052
WASHINGTON DC (IAD)	83.3	84.3	6,679	6,684
WATERLOO IA (ALO)	76.0	76.0	25	25
WAUSAU/MARSHFIELD WI (CWA)	80.6	89.6	144	144
WEST PALM BEACH/PALM BEACH FL (PBI)	85.1	89.8	1,854	1,880
WEST YELLOWSTONE MT (WYS)	91.4	97.1	70	70
WHITE PLAINS NY (HPN)	77.8	82.2	1,117	1,118
WICHITA FALLS TX (SPS)	76.6	84.8	197	197
WICHITA KS (ICT)	78.3	83.2	1,197	1,197
WILMINGTON DE (ILG)	66.7	71.4	6	7
WILMINGTON NC (ILM)	72.9	79.1	321	320
WRANGELL AK (WRG)	68.3	73.3	60	60
YAKIMA WA (YKM)	81.4	93.2	59	59
YAKUTAT AK (YAK)	63.3	61.7	60	60
YUMA AZ (YUM)	85.1	90.3	269	269

SEPTEMBER 2007

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ATLANTIC SOUTHEAST	17	11,905	262	2.2	136	22,644	549	2.4
PINNACLE	13	8,316	205	2.5	111	21,238	509	2.4
AMERICAN EAGLE	19	24,322	427	1.8	118	44,669	839	1.9
AMERICAN	30	41,380	716	1.7	78	51,266	893	1.7
MESA	22	12,003	183	1.5	115	22,383	386	1.7
UNITED	31	33,113	587	1.8	78	39,276	654	1.7
ALASKA	16	8,509	81	1.0	45	13,402	169	1.3
SKYWEST	24	26,283	264	1.0	149	48,869	560	1.1
COMAIR	23	12,031	97	0.8	92	18,673	166	0.9
US AIRWAYS	30	30,664	264	0.9	80	37,774	320	0.8
JETBLUE	19	10,878	79	0.7	48	15,123	107	0.7
DELTA	31	31,645	233	0.7	95	38,815	268	0.7
EXPRESSJET	30	15,926	125	0.8	124	35,317	243	0.7
SOUTHWEST	19	52,393	349	0.7	64	96,586	586	0.6
AIRTRAN	25	15,862	55	0.3	55	21,004	79	0.4
HAWAIIAN	7	405	0	0.0	14	4,581	17	0.4
ALOHA	3	162	1	0.6	11	3,723	12	0.3
NORTHWEST	30	22,455	56	0.2	103	32,170	100	0.3
CONTINENTAL	30	19,706	35	0.2	72	24,746	43	0.2
FRONTIER	22	6,526	6	0.1	43	7,928	7	0.1
<b>Total</b>		<b>384,484</b>	<b>4,025</b>	<b>1.0</b>	<b>Total</b>	<b>600,187</b>	<b>6,507</b>	<b>1.1</b>

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	21238	17509	82.44%	509	2.40%	48	0.23%	957	4.51%	147	0.69%	1215	5.72%	5	0.02%	849	4.00%
AA	51266	40249	78.51%	893	1.74%	126	0.25%	2682	5.23%	421	0.82%	3979	7.76%	17	0.03%	2899	5.65%
AQ	3723	3553	95.43%	12	0.32%	1	0.03%	69	1.85%	0	0.00%	26	0.70%	2	0.05%	60	1.61%
AS	13402	9822	73.29%	169	1.26%	29	0.22%	985	7.35%	32	0.24%	1092	8.15%	19	0.14%	1253	9.35%
B6	15123	12962	85.71%	107	0.71%	17	0.11%	320	2.11%	25	0.17%	1170	7.74%	3	0.02%	520	3.44%
CO	24746	21777	88.00%	43	0.17%	47	0.19%	596	2.41%	64	0.26%	1642	6.64%	14	0.06%	563	2.27%
DL	38815	31814	81.96%	268	0.69%	57	0.15%	1634	4.21%	102	0.26%	3326	8.57%	3	0.01%	1610	4.15%
EV	22644	14351	63.38%	549	2.42%	45	0.20%	4267	18.84%	549	2.43%	1705	7.53%	5	0.02%	1173	5.18%
F9	7928	7012	88.45%	7	0.09%	6	0.08%	292	3.68%	15	0.18%	424	5.34%	1	0.02%	172	2.17%
FL	21004	18097	86.16%	79	0.38%	47	0.22%	557	2.65%	39	0.19%	1097	5.22%	0	0.00%	1088	5.18%
HA	4581	4292	93.69%	17	0.37%	0	0.00%	164	3.59%	0	0.00%	15	0.32%	2	0.05%	91	1.98%
MQ	44669	35666	79.85%	839	1.88%	78	0.17%	2198	4.92%	253	0.57%	2513	5.63%	2	0.00%	3120	6.98%
NW	32170	25020	77.77%	100	0.31%	86	0.27%	1886	5.86%	333	1.03%	3565	11.08%	6	0.02%	1174	3.65%
OH	18673	14971	80.17%	166	0.89%	20	0.11%	1182	6.33%	598	3.20%	1601	8.57%	5	0.02%	131	0.70%
OO	48869	40516	82.91%	560	1.15%	58	0.12%	4071	8.33%	211	0.43%	851	1.74%	34	0.07%	2568	5.25%
UA	39276	30714	78.20%	654	1.67%	55	0.14%	1804	4.59%	112	0.29%	2914	7.42%	1	0.00%	3022	7.69%
US	37774	30272	80.14%	320	0.85%	35	0.09%	2054	5.44%	47	0.13%	3067	8.12%	28	0.07%	1951	5.17%
WN	96586	82883	85.81%	586	0.61%	113	0.12%	3133	3.24%	240	0.25%	2522	2.61%	87	0.09%	7021	7.27%
XE	35317	30303	85.80%	243	0.69%	73	0.21%	1077	3.05%	80	0.23%	1903	5.39%	16	0.05%	1621	4.59%
YV	22383	18552	82.88%	386	1.72%	21	0.09%	1590	7.10%	66	0.29%	705	3.15%	21	0.09%	1042	4.66%
TOTAL	600187	490335		6507		962		31517		3336		35331		271		31928	
			81.70%		1.08%		0.16%		5.25%		0.56%		5.89%		0.05%		5.32%

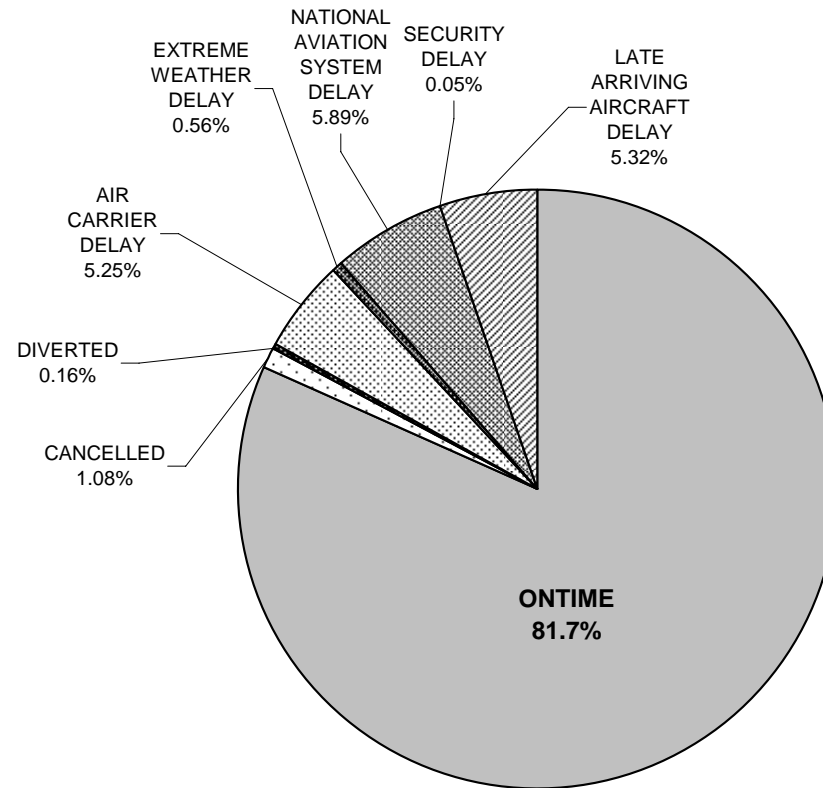
**\*Causes of Delay:**

- 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.

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



**Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- 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.

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 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**

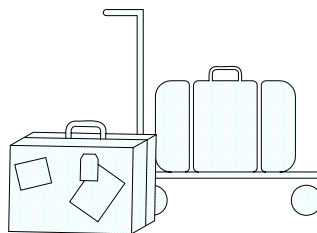
AQ	Aloha Airlines (eff. 04/06)
HA	Hawaiian Airlines (eff. 01/07)

\* 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.



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

RANK	AIRLINE	SEPTEMBER 2007			SEPTEMBER 2006		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	6,091	1,787,071	3.41	7,660	1,428,901	5.36
2	HAWAIIAN AIRLINES	2,064	583,692	3.54	1,421	490,547	2.90
3	ALOHA AIRLINES	1,103	306,387	3.60	1,497	280,837	5.33
4	JETBLUE AIRWAYS	5,637	1,495,353	3.77	5,538	1,348,697	4.11
5	CONTINENTAL AIRLINES	10,875	2,867,754	3.79	13,228	2,767,715	4.78
6	NORTHWEST AIRLINES	13,150	3,440,000	3.82	19,472	3,598,567	5.41
7	UNITED AIRLINES	18,033	4,524,961	3.99	37,039	4,707,524	7.87
8	FRONTIER AIRLINES	3,281	822,542	3.99	4,446	750,245	5.93
9	SOUTHWEST AIRLINES	33,658	8,175,615	4.12	51,781	7,638,509	6.78
10	EXPRESSJET AIRLINES	6,254	1,221,275	5.12	11,245	1,294,454	8.69
11	AMERICAN AIRLINES	34,318	6,095,170	5.63	43,647	5,910,392	7.38
12	US AIRWAYS	23,456	4,019,703	5.84	35,380	3,960,327	8.93
13	DELTA AIR LINES	33,712	4,937,443	6.83	46,653	4,868,678	9.58
14	ALASKA AIRLINES	8,934	1,304,465	6.85	9,858	1,276,193	7.72
15	PINNACLE AIRLINES	5,723	792,003	7.23	*	*	*
16	COMAIR	5,426	747,944	7.25	15,549	863,688	18.00
17	MESA AIRLINES	7,926	1,012,806	7.83	12,197	1,069,979	11.40
18	SKYWEST AIRLINES ***	14,517	1,834,668	7.91	18,473	1,617,331	11.42
19	AMERICAN EAGLE AIRLINES	14,816	1,496,771	9.90	25,922	1,477,269	17.55
20	ATLANTIC SOUTHEAST AIRLINES	9,914	940,375	10.54	20,721	858,871	24.13
TOTALS **		258,888	48,405,998	5.35	381,727	46,208,724	8.26

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

\*\*\*On November 15, 2007, SkyWest Airlines submitted corrections to its September 2007 "Total Baggage Reports" and "Enplaned Passengers." This table was revised after it was originally published on November 5, 2007, to include the corrections and reflect the changes from SkyWest's original ranking (19) and ratio (10.04).

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2007			JANUARY - SEPTEMBER 2006		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	18,252	5,375,267	3.40	13,820	4,631,001	2.98
2	ALOHA AIRLINES	12,084	3,103,475	3.89	9,690	1,862,910	5.20
3	AIRTRAN AIRWAYS	76,725	18,354,578	4.18	77,474	15,506,783	5.00
4	NORTHWEST AIRLINES	175,378	34,215,777	5.13	149,418	34,596,591	4.32
5	CONTINENTAL AIRLINES	165,892	29,298,499	5.66	127,566	28,087,096	4.54
6	JETBLUE AIRWAYS	93,241	16,132,939	5.78	53,232	13,744,264	3.87
7	UNITED AIRLINES	270,441	45,342,979	5.96	236,089	45,313,855	5.21
8	SOUTHWEST AIRLINES	471,280	78,844,455	5.98	364,627	73,871,191	4.94
9	FRONTIER AIRLINES	53,189	8,315,973	6.40	36,871	7,589,158	4.86
10	ALASKA AIRLINES	80,173	12,204,805	6.57	65,167	11,849,064	5.50
11	AMERICAN AIRLINES	444,405	59,709,995	7.44	364,742	60,390,004	6.04
12	DELTA AIR LINES	372,343	48,700,344	7.65	332,644	50,205,533	6.63
13	EXPRESSJET AIRLINES	103,056	11,788,956	8.74	107,291	12,458,251	8.61
14	US AIRWAYS	362,810	41,059,294	8.84	299,946	38,586,960	7.77
15	PINNACLE AIRLINES	65,801	7,286,677	9.03	*	*	*
16	MESA AIRLINES	114,355	10,353,100	11.05	106,459	10,330,959	10.30
17	SKYWEST AIRLINES ***	188,463	16,740,731	11.26	141,934	14,832,862	9.57
18	ATLANTIC SOUTHEAST AIRLINES	100,638	8,898,230	11.31	159,004	9,013,811	17.64
19	COMAIR	86,168	7,063,583	12.20	90,472	8,120,107	11.14
20	AMERICAN EAGLE AIRLINES	194,741	13,816,434	14.09	197,395	14,090,791	14.01
TOTALS **		3,449,435	476,606,091	7.24	2,933,841	455,081,191	6.45

**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-September 2006 reflect the deletion of ATA's data for that period.

\*\*\*On November 15, 2007, SkyWest Airlines submitted corrections to its September 2007 "Total Baggage Reports" and "Enplaned Passengers." This table was revised after it was originally published on November 5, 2007, to include the corrections and reflect the changes from SkyWest's original ranking (18) and ratio (11.47).

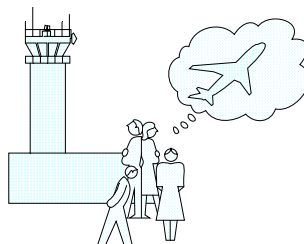
## OVERSALES

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

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

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

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



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

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

RANK	AIRLINE	JULY - SEPTEMBER 2007				JULY - SEPTEMBER 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	<b>JETBLUE AIRWAYS</b>	3	7	5,528,265	<b>0.01</b>	20	34	4,773,316	<b>0.07</b>
2	<b>HAWAIIAN AIRLINES</b>	41	3	1,879,970	<b>0.02</b>	588	0	1,604,739	<b>0.00</b>
3	<b>AIRTRAN AIRWAYS</b>	8,873	86	6,442,786	<b>0.13</b>	3,117	35	5,137,151	<b>0.07</b>
4	<b>ALOHA AIRLINES</b>	34	49	1,024,161	<b>0.48</b>	22	14	904,449	<b>0.15</b>
5	<b>FRONTIER AIRLINES</b>	1,148	164	2,842,192	<b>0.58</b>	583	47	2,635,897	<b>0.18</b>
6	<b>AMERICAN AIRLINES</b>	15,517	1,381	22,581,220	<b>0.61</b>	14,551	1,222	22,118,373	<b>0.55</b>
7	<b>NORTHWEST AIRLINES</b>	19,753	928	12,369,153	<b>0.75</b>	17,052	648	12,810,659	<b>0.51</b>
8	<b>UNITED AIRLINES</b>	23,109	1,226	16,278,945	<b>0.75</b>	15,438	659	16,391,356	<b>0.40</b>
9	<b>AMERICAN EAGLE AIRLINES</b>	265	51	639,514	<b>0.80</b>	247	66	635,900	<b>1.04</b>
10	<b>ALASKA AIRLINES</b>	4,918	382	4,566,785	<b>0.84</b>	4,233	423	4,380,456	<b>0.97</b>
11	<b>US AIRWAYS</b>	14,620	1,265	14,238,888	<b>0.89</b>	12,706	965	13,840,598	<b>0.70</b>
12	<b>SOUTHWEST AIRLINES</b>	29,744	3,138	27,242,613	<b>1.15</b>	23,812	1,525	24,880,646	<b>0.61</b>
13	<b>CONTINENTAL AIRLINES</b>	9,398	1,401	10,922,476	<b>1.28</b>	8,124	1,226	10,283,941	<b>1.19</b>
14	<b>SKYWEST AIRLINES</b>	5,281	337	2,120,292	<b>1.59</b>	2,895	153	1,530,085	<b>1.00</b>
15	<b>MESA AIRLINES</b>	1,068	92	500,221	<b>1.84</b>	3,657	171	1,594,847	<b>1.07</b>
16	<b>DELTA AIR LINES</b>	15,971	3,581	17,820,084	<b>2.01</b>	15,377	2,243	17,401,642	<b>1.29</b>
17	<b>COMAIR</b>	1,185	113	402,849	<b>2.81</b>	1,570	180	603,739	<b>2.98</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	2,196	473	1,150,031	<b>4.11</b>	1,999	333	1,012,369	<b>3.29</b>
	<b>TOTALS **</b>	153,124	14,677	148,550,445	<b>0.99</b>	125,991	9,944	142,540,163	<b>0.70</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines 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 1<sup>st</sup> quarter 2007. Totals for the 3rd quarter 2006 reflect the deletion of ATA's data for that period.

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

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2007				JANUARY - SEPTEMBER 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	<b>JETBLUE AIRWAYS</b>	3	40	16,206,105	<b>0.02</b>	63	97	13,632,949	<b>0.07</b>
2	<b>AIRTRAN AIRWAYS</b>	23,335	302	17,845,917	<b>0.17</b>	12,917	145	15,033,987	<b>0.10</b>
3	<b>HAWAIIAN AIRLINES</b>	841	101	5,330,835	<b>0.19</b>	1,876	41	4,591,856	<b>0.09</b>
4	<b>ALOHA AIRLINES</b>	280	104	2,967,507	<b>0.35</b>	*	*	*	*
5	<b>ALASKA AIRLINES</b>	12,365	817	12,204,805	<b>0.67</b>	14,705	1,400	11,849,064	<b>1.18</b>
6	<b>UNITED AIRLINES</b>	74,259	3,511	48,060,762	<b>0.73</b>	54,669	2,355	47,787,857	<b>0.49</b>
7	<b>AMERICAN AIRLINES</b>	60,186	5,156	66,125,039	<b>0.78</b>	59,555	5,516	66,592,818	<b>0.83</b>
8	<b>NORTHWEST AIRLINES</b>	61,050	3,496	36,451,399	<b>0.96</b>	56,219	3,137	36,804,574	<b>0.85</b>
9	<b>FRONTIER AIRLINES</b>	3,554	773	7,978,011	<b>0.97</b>	1,922	337	7,407,100	<b>0.45</b>
10	<b>AMERICAN EAGLE AIRLINES</b>	915	213	1,856,387	<b>1.15</b>	1,309	260	1,777,930	<b>1.46</b>
11	<b>SOUTHWEST AIRLINES</b>	71,455	8,934	77,035,059	<b>1.16</b>	82,642	6,976	72,202,988	<b>0.97</b>
12	<b>US AIRWAYS</b>	58,562	5,229	41,961,111	<b>1.25</b>	52,702	4,605	41,460,615	<b>1.11</b>
13	<b>MESA AIRLINES</b>	9,434	617	4,217,097	<b>1.46</b>	11,766	916	5,237,886	<b>1.75</b>
14	<b>CONTINENTAL AIRLINES</b>	29,380	5,257	32,151,774	<b>1.64</b>	31,214	5,645	30,575,280	<b>1.85</b>
15	<b>SKYWEST AIRLINES</b>	16,417	1,152	5,983,462	<b>1.93</b>	10,701	470	4,229,370	<b>1.11</b>
16	<b>DELTA AIR LINES</b>	70,166	14,682	51,225,231	<b>2.87</b>	73,281	9,398	52,010,989	<b>1.81</b>
17	<b>COMAIR</b>	4,463	425	1,260,678	<b>3.37</b>	5,365	458	1,659,913	<b>2.76</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	7,967	1,556	3,287,924	<b>4.73</b>	7,874	1,449	3,163,642	<b>4.58</b>
	<b>TOTALS**</b>	504,632	52,365	432,149,103	<b>1.21</b>	478,780	43,205	416,018,818	<b>1.04</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines 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 2<sup>nd</sup> quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006).

\*\*ATA Airlines' ranking in this table ceased effective the 1<sup>st</sup> quarter 2007. Totals for the first three 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

	SEPTEMBER 2007				SEPTEMBER 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	747	60	6	98	467	53	7	79
FOREIGN AIRLINES	130	2	0	7	132	1	0	10
TRAVEL AGENTS	7	0	0	1	17	0	0	0
TOUR OPERATORS	2	0	0	0	2	0	0	0
MISCELLANEOUS	9	9	0	18	9	1	0	28
<b>INDUSTRY TOTALS</b>	<b>895</b>	<b>71</b>	<b>6</b>	<b>124</b>	<b>627</b>	<b>55</b>	<b>7</b>	<b>117</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	SEPTEMBER 2007			SEPTEMBER 2006		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	289		1	177	
CANCELLATIONS			115			67
DELAYS			100			44
MISCONNECTIONS			31			39
BAGGAGE	2	188		2	164	
RES/TKTG/BOARDING	3	121		4	66	
CUSTOMER SERVICE	4	84		3	73	
REFUNDS	5	67		5	55	
DISABILITY	6	46		6	30	
OTHER	7	38		9	15	
FREQUENT FLYER			29			11
FARES	8	31		7	19	
OVERSALES	9	19		8	17	
DISCRIMINATION	10	10		10	8	
ADVERTISING	11	2		11	3	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>895</b>			<b>627</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

SEPTEMBER 2007

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	10	0	1	0	0	3	2	1	0	0	0	0	17
ALASKA AIRLINES	5	0	0	0	0	4	3	0	0	0	0	1	13
ALLEGiant AIR	3	0	0	1	0	1	1	0	0	1	0	0	7
AMERICAN AIRLINES	37	2	10	7	9	16	11	2	0	1	0	5	100
AMERICAN EAGLE AIRLINES	2	0	0	0	1	2	2	0	0	0	0	0	7
ATLANTIC SOUTHEAST AIRLINES	12	1	1	0	0	1	1	1	0	0	0	0	17
COMAIR	13	0	0	0	0	0	0	1	0	0	0	0	14
CONTINENTAL AIRLINES	11	3	8	1	2	9	3	2	0	0	0	1	40
DELTA AIRLINES	46	1	16	3	4	28	8	7	0	0	0	5	118
EXPRESSJET AIRLINES	5	0	1	0	0	0	1	1	0	0	0	0	8
FREEDOM AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
JETBLUE AIRWAYS	4	0	3	0	2	3	1	3	0	0	0	0	16
MESA AIRLINES	3	0	1	0	0	1	0	1	0	0	0	1	7
NORTHWEST AIRLINES	16	0	6	2	3	5	6	3	0	1	0	0	42
PIEDMONT AIRLINES	3	0	1	0	0	1	0	0	0	0	0	0	5
SKYBUS AIRLINES	1	0	1	0	1	1	0	0	0	1	0	0	5
SKYWEST AIRLINES	5	0	1	0	0	0	1	0	0	0	0	0	7
SOUTHWEST AIRLINES	4	0	0	0	0	4	2	7	0	2	0	0	19
SPIRIT AIRLINES	10	1	11	3	19	19	8	1	1	0	0	0	73
TRANS STATES AIRLINES	4	0	0	0	0	0	0	0	0	1	0	0	5
UNITED AIRLINES	21	6	15	4	10	14	11	6	0	0	0	5	92
US AIRWAYS	33	1	14	3	6	13	8	1	0	0	0	13	92
OTHER U. S. AIRLINES	18	2	3	0	0	4	6	3	0	1	0	1	38
<b>TOTAL SEPTEMBER 2007</b>	<b>271</b>	<b>17</b>	<b>93</b>	<b>24</b>	<b>57</b>	<b>129</b>	<b>75</b>	<b>40</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>32</b>	<b>747</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>36.3</b>	<b>2.3</b>	<b>12.4</b>	<b>3.2</b>	<b>7.6</b>	<b>17.3</b>	<b>10.0</b>	<b>5.4</b>	<b>0.1</b>	<b>1.1</b>	<b>0</b>	<b>4.3</b>	
<b>TOTAL SEPTEMBER 2006</b>	<b>148</b>	<b>13</b>	<b>45</b>	<b>9</b>	<b>35</b>	<b>109</b>	<b>63</b>	<b>28</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>10</b>	<b>467</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>31.7</b>	<b>2.8</b>	<b>9.6</b>	<b>1.9</b>	<b>7.5</b>	<b>23.3</b>	<b>13.5</b>	<b>6.0</b>	<b>0.4</b>	<b>1.1</b>	<b>0</b>	<b>2.1</b>	

\* 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  
SEPTEMBER 2007

U. S. AIRLINES*	COMPS RECD IN SEPT	INCI - DENTS IN SEPT	PERCENT	INCI - DENTS IN AUG	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	17	4	23.5	4	23.5	4	23.5	5	29.4
ALASKA AIRLINES	13	3	23.1	1	7.7	2	15.4	7	53.8
ALLEGIANT AIR	7	0	0.0	2	28.6	2	28.6	3	42.9
AMERICAN AIRLINES	100	22	22.0	19	19.0	31	31.0	28	28.0
AMERICAN EAGLE AIRLINES	7	1	14.3	1	14.3	2	28.6	3	42.9
ATLANTIC SOUTHEAST AIRLINES	17	2	11.8	5	29.4	2	11.8	8	47.1
COMAIR	14	1	7.1	6	42.9	6	42.9	1	7.1
CONTINENTAL AIRLINES	40	6	15.0	14	35.0	8	20.0	12	30.0
DELTA AIRLINES	118	9	7.6	31	26.3	32	27.1	46	39.0
EXPRESSJET AIRLINES	8	1	12.5	3	37.5	1	12.5	3	37.5
FREEDOM AIRLINES	5	2	40.0	0	0.0	3	60.0	0	0.0
JETBLUE AIRWAYS	16	4	25.0	4	25.0	3	18.8	5	31.2
MESA AIRLINES	7	2	28.6	1	14.3	1	14.3	3	42.9
NORTHWEST AIRLINES	42	5	11.9	13	31.0	9	21.4	15	35.7
PIEDMONT AIRLINES	5	1	20.0	2	40.0	1	20.0	1	20.0
SKYBUS AIRLINES	5	1	20.0	1	20.0	0	0.0	3	60.0
SKYWEST AIRLINES	7	1	14.3	0	0.0	2	28.6	4	57.1
SOUTHWEST AIRLINES	19	3	15.8	6	31.6	4	21.1	6	31.6
SPIRIT AIRLINES	73	12	16.4	19	26.0	14	19.2	28	38.4
TRANS STATES AIRLINES	5	0	0.0	2	40.0	3	60.0	0	0.0
UNITED AIRLINES	92	14	15.2	22	23.9	28	30.4	28	30.4
US AIRWAYS	92	13	14.1	16	17.4	30	32.6	33	35.9
OTHER U. S. AIRLINES	38	4	10.5	6	15.8	9	23.7	19	50.0
<b>TOTALS</b>	<b>747</b>	<b>111</b>	<b>14.9</b>	<b>178</b>	<b>23.8</b>	<b>197</b>	<b>26.4</b>	<b>261</b>	<b>34.9</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>467</b>	<b>147</b>	<b>31.5</b>	<b>97</b>	<b>20.8</b>	<b>133</b>	<b>28.5</b>	<b>90</b>	<b>19.3</b>

\*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\*\*  
 SEPTEMBER 2007

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	0	0	2	0	2	6	0	0	0	0	0	0	10
ALITALIA AIRLINES	1	0	0	1	0	11	0	0	0	0	0	0	13
BRITISH AIRWAYS	3	0	2	1	3	9	0	2	0	1	0	1	22
EL AL ISRAEL	0	0	1	0	0	2	2	0	0	0	0	0	5
IBERIA AIRLINES	0	0	2	0	1	7	0	2	0	0	0	0	12
VIRGIN ATLANTIC AIRWAYS	0	0	1	0	0	4	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	13	2	11	3	4	17	6	2	1	1	0	3	63
<b>TOTALS</b>	<b>17</b>	<b>2</b>	<b>19</b>	<b>5</b>	<b>10</b>	<b>56</b>	<b>8</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>130</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	5	2	0	0	0	0	0	0	0	0	7
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	1	0	0	0	0	0	1	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	1	0	4	0	0	2	1	0	0	0	0	1	9
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>9</b>

\* 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

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

RANK	AIRLINE	SEPTEMBER 2007			SEPTEMBER 2006		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ALOHA AIRLINES</i>	0	288,962	0.00	0	262,711	0.00
2	<i>HAWAIIAN AIRLINES</i>	1	579,648	0.17	4	485,001	0.82
3	<i>SOUTHWEST AIRLINES</i>	19	7,985,620	0.24	8	7,466,937	0.11
4	<i>FRONTIER AIRLINES</i>	2	825,846	0.24	2	738,663	0.27
5	<i>SKYWEST AIRLINES</i>	7	1,813,359	0.39	8	1,600,719	0.50
6	<i>AMERICAN EAGLE AIRLINES</i>	7	1,512,424	0.46	21	1,486,228	1.41
7	<i>PINNACLE AIRLINES</i>	4	814,920	0.49	*	*	*
8	<i>EXPRESSJET AIRLINES</i>	8	1,510,802	0.53	6	1,397,804	0.43
9	<i>MESA AIRLINES</i>	7	981,380	0.71	17	1,035,833	1.64
10	<i>ALASKA AIRLINES</i>	13	1,391,249	0.93	7	1,365,727	0.51
11	<i>AIRTRAN AIRWAYS</i>	17	1,730,263	0.98	7	1,378,642	0.51
12	<i>NORTHWEST AIRLINES</i>	42	4,169,673	1.01	28	4,330,147	0.65
13	<i>JETBLUE AIRWAYS</i>	16	1,488,354	1.08	7	1,294,545	0.54
14	<i>CONTINENTAL AIRLINES</i>	40	3,614,336	1.11	25	3,429,399	0.73
15	<i>AMERICAN AIRLINES</i>	100	7,518,518	1.33	87	7,262,089	1.20
16	<i>UNITED AIRLINES</i>	92	5,260,761	1.75	72	5,429,887	1.33
17	<i>ATLANTIC SOUTHEAST AIRLINES</i>	17	969,409	1.75	13	875,399	1.49
18	<i>COMAIR</i>	14	765,244	1.83	5	880,416	0.57
19	<i>DELTA AIR LINES</i>	118	5,601,056	2.11	52	5,451,246	0.95
20	<i>US AIRWAYS</i>	92	4,313,260	2.13	42	4,201,235	1.00
	<b>TOTAL **</b>	<b>616</b>	<b>53,135,084</b>	<b>1.16</b>	<b>411</b>	<b>50,372,628</b>	<b>0.82</b>

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

\* 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 September 2006 reflect the deletion of ATA's data for that month.

Table 1 YTD

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - SEPTEMBER 2007				JANUARY - SEPTEMBER 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	8,629	595	46	1,300	5,071	697	32	974
FOREIGN AIRLINES	1,443	13	1	98	1,165	18	0	108
TRAVEL AGENTS	157	1	1	16	156	7	0	3
TOUR OPERATORS	61	0	0	38	18	1	0	5
MISCELLANEOUS	114	90	0	233	90	70	0	362
<b>INDUSTRY TOTALS</b>	<b>10,404</b>	<b>699</b>	<b>48</b>	<b>1,685</b>	<b>6,500</b>	<b>793</b>	<b>32</b>	<b>1,452</b>

Table 2 YTD

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2007			JANUARY - SEPTEMBER 2006		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	3,580		1	1680	
CANCELLATIONS			1688			657
DELAYS			938			388
MISSCONNECTIONS			514			349
BAGGAGE	2	2,302		2	1455	
RES/TKTG/BOARDING	3	1,115		4	801	
CUSTOMER SERVICE	4	1,075		3	834	
REFUNDS	5	798		5	638	
OVERSALES	6	403		7	265	
DISABILITY	7	360		6	338	
OTHER	8	347		8	187	
FREQUENT FLYER			224			140
FARES	9	301		9	183	
DISCRIMINATION	10	82		10	86	
ADVERTISING	11	33		11	32	
ANIMALS	12	8		12	1	
COMPLAINT TOTAL		10,404			6,500	

\* 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 - SEPTEMBER 2007

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	36	6	6	0	0	1	5	0	0	1	0	0	55
AIRTRAN AIRWAYS	57	9	20	0	2	28	19	14	1	2	0	0	152
ALASKA AIRLINES	29	5	5	1	2	26	27	5	1	3	1	3	108
ALLEGIAN AIR	13	1	2	2	11	7	6	1	1	1	0	1	46
AMERICAN AIRLINES	545	22	94	42	78	318	137	35	2	10	1	33	1,317
AMERICAN EAGLE AIRLINES	73	13	11	0	7	35	16	4	0	2	0	2	163
ATA AIRLINES	12	4	5	0	1	7	3	4	0	0	0	0	36
ATLANTIC SOUTHEAST AIRLINES	79	5	3	0	1	9	6	6	0	1	0	0	110
CHAUTAUQUA AIRLINES	27	5	3	1	0	1	5	0	0	0	0	0	42
COLGAN AIRWAYS	9	1	1	0	0	1	1	0	0	0	0	1	14
COMAIR	93	7	0	2	1	6	7	2	0	1	0	0	119
CONTINENTAL AIRLINES	142	15	42	15	19	88	63	18	1	4	1	11	419
DELTA AIRLINES	300	50	153	34	36	279	95	43	2	4	2	50	1,048
EXECUTIVE AIRLINES	12	3	1	0	0	10	0	0	0	0	0	2	28
EXPRESSJET AIRLINES	43	2	3	1	0	0	4	3	0	0	0	1	57
FREEDOM AIRLINES	33	0	0	0	0	2	1	0	0	0	0	1	37
FRONTIER AIRLINES	13	5	7	3	7	7	2	6	1	0	0	1	52
GULFSTREAM INT'L AIRLINES	3	1	2	0	2	1	0	1	0	0	0	0	10
HAWAIIAN AIRLINES	5	1	7	3	1	2	6	4	0	0	0	1	30
HORIZON AIRLINES	7	0	1	1	0	4	2	2	0	0	0	0	17
JETBLUE AIRWAYS	67	0	8	1	6	17	17	12	0	1	0	2	131
MESA AIRLINES	58	2	1	0	0	2	8	8	0	2	0	3	84
MESABA AVIATION	8	2	0	0	0	0	2	2	0	2	0	2	18
MIDWEST AIRLINES	10	0	5	0	0	5	2	2	0	0	0	0	24
NORTH AMERICAN AIRLINES	2	0	3	0	3	2	0	0	0	0	0	0	10
NORTHWEST AIRLINES	255	14	56	26	46	115	59	37	0	7	1	13	629
PEDMONT AIRLINES	38	1	4	0	0	17	4	1	0	0	0	1	66
PI NNACLE AIRLINES	33	4	3	0	0	5	13	7	0	1	0	0	66
PSA AIRLINES	19	0	0	0	0	3	3	0	0	0	0	0	25
REPUBLIC AIRWAYS	49	0	0	0	0	3	5	0	0	0	0	0	57
SHUTTLE AMERICA	19	1	0	0	1	0	2	0	0	0	0	0	23
SKYBUS AIRLINES	3	1	8	1	3	3	1	0	0	1	0	0	21
SKYWEST AIRLINES	77	9	5	0	1	21	11	7	0	2	0	1	134
SOUTHWEST AIRLINES	47	9	12	3	7	50	47	24	5	7	0	2	213
SPIRIT AIRLINES	68	16	53	9	52	113	34	5	4	1	0	3	358
TRANS STATES AIRLINES	21	0	0	0	0	3	2	1	0	1	0	0	28
UNITED AIRLINES	360	57	135	45	140	233	142	49	4	7	0	55	1,227
UNITED EXPRESS	6	2	0	0	0	3	3	1	0	0	0	0	15
US AIRWAYS	575	75	168	46	132	237	181	18	4	7	0	75	1,518
USA3000	7	0	3	3	2	2	5	1	0	0	0	1	24
OTHER U. S. AIRLINES	38	1	7	0	10	20	17	3	0	2	0	0	98
TOTAL JAN-SEP 2007	3,291	349	837	239	571	1,686	963	326	26	70	6	265	8,629
% OF TOTAL COMPLAINTS	38.1	4.0	9.7	2.8	6.6	19.5	11.2	3.8	0.3	0.8	0.1	3.1	
TOTAL JAN-SEP 2006	1,431	218	564	119	401	1,087	713	293	24	70	1	150	5,071
% OF TOTAL COMPLAINTS	28.2	4.3	11.1	2.3	7.9	21.4	14.1	5.8	0.5	1.4	0	3.0	

\*\*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 - SEPTEMBER 2007

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	5	0	2	1	1	4	1	0	0	0	0	0	14
AEROCALIFORNIA	13	0	0	0	2	0	0	0	0	0	0	0	15
AEROLINEAS ARGENTINAS	5	0	1	0	1	5	0	0	0	0	0	0	12
AEROMEXICO	5	3	3	1	0	4	0	1	0	0	0	1	18
AIR CANADA	12	0	5	1	2	12	5	1	0	1	0	0	39
AIR FRANCE	17	3	16	5	11	56	6	3	0	3	0	2	122
AIR INDIA	16	2	4	0	7	12	6	1	0	0	0	2	50
AIR JAMAICA	9	4	5	3	3	11	5	0	0	0	0	0	40
ALITALIA AIRLINES	17	8	12	2	14	79	4	0	0	0	1	1	138
AVIANCA	5	0	2	0	4	1	1	0	1	2	0	0	16
BRITISH AIRWAYS	33	1	10	10	21	157	8	4	0	2	0	6	252
COPA COMPANIA PANAMENA	3	0	4	1	1	4	0	0	0	0	0	0	13
EL AL ISRAEL	0	2	2	2	3	4	2	0	0	0	0	0	15
EMIRATES AIRLINES	2	4	10	0	2	9	4	2	0	1	0	0	34
IBERIA AIRLINES	5	1	12	2	8	31	2	3	0	0	0	1	65
KLM	12	1	7	1	0	7	3	1	0	0	0	1	33
KUWAIT AIRWAYS	1	0	1	0	2	6	1	0	0	0	0	0	11
LAN CHILE AIRLINES	7	1	2	2	3	3	3	0	0	0	1	0	22
LIAT	0	0	0	0	2	8	0	0	0	0	0	0	10
LLOYD AEREO BOLIVIANO	1	0	1	0	3	4	1	0	0	0	0	0	10
LOT POLISH AIRLINES	3	2	5	0	2	3	0	1	0	0	0	0	16
LUFTHANSA	6	2	10	0	6	27	10	6	1	0	0	2	70
MEXICANA	9	2	7	0	2	7	2	0	0	0	0	1	30
PHILIPPINE AIRLINES	0	0	4	0	3	1	2	0	0	1	0	1	12
ROYAL AIR MAROC	3	0	3	0	1	4	0	0	0	0	0	0	11
SOUTH AFRICAN AIRWAYS	2	0	0	0	2	6	1	1	0	0	0	1	13
TACA INTERNATIONAL AIRLINES	1	5	4	2	4	8	1	1	0	0	0	0	26
VIRGIN ATLANTIC AIRWAYS	6	1	7	1	3	28	2	1	0	1	0	1	51
OTHER FOREIGN AIRLINES	52	9	44	5	38	90	26	7	0	1	0	13	285
<b>TOTALS</b>	<b>250</b>	<b>51</b>	<b>183</b>	<b>39</b>	<b>151</b>	<b>591</b>	<b>96</b>	<b>33</b>	<b>2</b>	<b>12</b>	<b>2</b>	<b>33</b>	<b>1,443</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAP TICKETS	1	0	6	3	4	0	2	0	0	0	0	0	16
EXPEDIA.COM	0	0	12	2	12	0	0	0	0	0	0	0	26
ORBITZ.COM	3	0	22	3	9	0	1	0	0	0	0	0	38
PRICELINE.COM	1	0	5	0	4	0	0	0	1	0	0	0	11
TRAVELOCITY.COM	0	1	11	5	11	0	2	0	1	0	0	0	31
OTHER TRAVEL AGENTS	1	1	18	2	9	1	1	0	1	0	0	1	35
<b>TOTALS</b>	<b>6</b>	<b>2</b>	<b>74</b>	<b>15</b>	<b>49</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>157</b>

\* 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 4 YTD-cont.

AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U.S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*  
JANUARY - SEPTEMBER 2007

	FLI GHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDI NG	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVI CE	DI SAB- LI TY	ADVERT- I SI NG	DI SCRIM- I NATION	ANI MALS	OTHER	TOTAL
<b><u>TOUR OPERATORS</u></b>													
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	33	37
OTHER TOUR OPERATORS	1	0	1	0	5	3	0	0	1	0	0	1	12
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>17</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>34</b>	<b>61</b>
<b><u>MI SCELLANEOUS</u></b>													
OTHER MI SCELLANEOUS	32	1	18	7	10	21	9	1	1	0	0	14	114
<b>TOTALS</b>	<b>32</b>	<b>1</b>	<b>18</b>	<b>7</b>	<b>10</b>	<b>21</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>114</b>

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

TABLE 5 YTD

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2007			JANUARY - SEPTEMBER 2006		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ALOHA AIRLINES</i>	7	2,942,806	0.24	3	1,740,674	0.17
2	<i>SOUTHWEST AIRLINES</i>	213	77,090,135	0.28	125	72,255,542	0.17
3	<i>EXPRESSJET AIRLINES</i>	57	13,130,617	0.43	49	13,574,683	0.36
4	<i>HAWAIIAN AIRLINES</i>	30	5,334,527	0.56	24	4,591,856	0.52
5	<i>FRONTIER AIRLINES</i>	52	8,258,321	0.63	40	7,443,104	0.54
6	<i>SKYWEST AIRLINES</i>	134	16,705,365	0.80	100	14,609,949	0.68
7	<i>ALASKA AIRLINES</i>	108	13,367,126	0.81	71	13,057,989	0.54
8	<i>JETBLUE AIRWAYS</i>	131	15,874,952	0.83	54	13,298,668	0.41
9	<i>MESA AIRLINES</i>	84	10,082,927	0.83	152	10,008,192	1.52
10	<i>AIRTRAN AIRWAYS</i>	152	17,840,316	0.85	97	15,024,206	0.65
11	<i>PINNACLE AIRLINES</i>	66	7,452,564	0.89	*	*	*
12	<i>CONTINENTAL AIRLINES</i>	419	37,157,216	1.13	324	35,215,322	0.92
13	<i>AMERICAN EAGLE AIRLINES</i>	163	13,991,039	1.17	154	14,119,261	1.09
14	<i>ATLANTIC SOUTHEAST AIRLINES</i>	110	9,204,051	1.20	72	9,102,499	0.79
15	<i>NORTHWEST AIRLINES</i>	629	40,968,827	1.54	356	41,272,207	0.86
16	<i>COMAIR</i>	119	7,214,825	1.65	44	8,239,173	0.53
17	<i>AMERICAN AIRLINES</i>	1,317	74,076,068	1.78	870	74,526,233	1.17
18	<i>DELTA AIR LINES</i>	1,048	55,509,798	1.89	593	55,785,945	1.06
19	<i>UNITED AIRLINES</i>	1,227	52,343,884	2.34	730	52,620,652	1.39
20	<i>US AIRWAYS</i>	1,518	44,317,009	3.43	638	43,600,187	1.46
	<b>TOTAL **</b>	<b>7,584</b>	<b>522,862,373</b>	<b>1.45</b>	<b>4,496</b>	<b>500,086,342</b>	<b>0.90</b>

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

\* 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-September 2006 reflect the deletion of ATA's data for that nine-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 oversales 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.

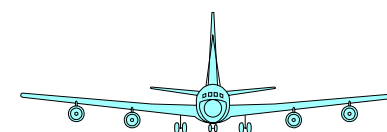
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 September 2007 as provided by the Transportation Security Administration <sup>a</sup>

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 September.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public <sup>c</sup>	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
369	.0007	97	.0002	53	.00009	559	.001

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
236	.00042	1188	.000015

**NOTES**

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

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

<sup>c</sup> The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of September.

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Continental Airlines</a>	1		
<a href="#">Midwest Airlines</a>	1		
<b><i>Total</i></b>	<b>2</b>	<b>0</b>	<b>0</b>

In addition to the information reported above for incidents that occurred during the month of September, on October 25 American Airlines reported an incident that occurred on July 30, 2007, which American did not report at the time. That incident concerned a [lost cat](#).