



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: April 2008*



<b>Flight Delays<sup>1</sup></b>	February 2008 12 Months Ending February 2008
<b>Mishandled Baggage<sup>1</sup></b>	February 2008
<b>Oversales<sup>1</sup></b>	4th Quarter 2007 January-December 2007
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	February 2008
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	February 2008
<b>Airline Animal Incident Reports<sup>4</sup></b>	February 2008

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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 eighteen (18) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two (2)\* 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) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 20 reporting air carriers, 13 carriers (AirTran, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways) use ACARS exclusively; 1 carrier (American) uses a combination of ACARS and DGS; 2 carriers (Aloha and Comair) record arrival times manually; and 4 carriers (Alaska, Atlantic Southeast, 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.

**\*Aloha Airlines and Pinnacle 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/V/	3	83.4	11	95.6
HAWAIIAN AIRLINES S/	7	78.7	14	93.1
DELTA AIR LINES S/	31	76.7	95	77.2
ALASKA AIRLINES S/	16	76.8	45	76.7
US AIRWAYS S/	30	75.8	83	76.3
FRONTIER AIRLINES S/	22	74.7	43	75.1
SOUTHWEST AIRLINES S/	19	72.4	64	72.5
CONTINENTAL AIRLINES S/	28	69.5	67	70.2
SKYWEST AIRLINES S/	22	69.7	149	69.1
ATLANTIC SOUTHEAST AIRLINES S/	15	67.7	125	68.1
JETBLUE AIRWAYS S/	19	67.6	45	67.8
EXPRESSJET AIRLINES S/	29	64.2	124	67.6
NORTHWEST AIRLINES S/	30	66.0	101	65.9
UNITED AIRLINES S/	31	64.9	85	65.1
AIRTRAN AIRWAYS S/	24	63.8	54	64.4
PINNACLE AIRLINES S/V/	15	63.2	113	63.6
MESA AIRLINE S/	22	62.2	117	62.9
AMERICAN AIRLINES S/	30	61.0	79	61.7
COMAIR S/	22	62.1	85	61.4
AMERICAN EAGLE S/	18	60.7	113	60.6
<b>TOTAL</b>		<b>68.1</b>		<b>68.6</b>

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

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

## FEBRUARY 2008

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		DEC - 07		JAN - 08		FEB - 08		12 MONTHS ENDING FEBRUARY 2008		DATABASE TO DATE SEP 1987-FEBRUARY 2008	
	01 - 03 2007		04 - 06 2007		07 - 09 2007		10 - 12 2007		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	76.5	6	79.7	5	75.0	10	76.0	6	67.2	7	78.0	5	64.4	15	76.2	6	(--)	(--)
ALASKA	72.0	9	75.4	9	69.4	19	73.0	13	71.1	6	73.0	10	76.7	4	72.9	12	75.5	8
ALOHA	92.0	2	90.2	2	94.7	1	92.1	2	93.0	1	93.1	2	95.6	1	92.7	2	(--)	(--)
AMERICAN	67.8	14	66.6	19	70.5	17	70.1	16	58.7	14	66.4	17	61.7	18	68.5	19	78.3	4
AMERICAN EAGLE	67.3	15	68.9	17	70.7	16	69.6	18	53.6	20	65.9	18	60.6	20	68.9	18	73.6	9
ATLANTIC SOUTHEAST	66.1	16	68.1	18	57.0	20	68.0	20	64.0	10	70.9	14	68.1	10	65.6	20	(--)	(--)
COMAIR	63.0	19	69.4	15	69.6	18	69.7	17	57.4	16	72.3	13	61.4	19	68.9	17	(--)	(--)
CONTINENTAL	73.0	8	72.2	12	77.3	8	74.9	9	66.4	8	74.7	9	70.2	8	74.1	9	78.4	3
DELTA	78.7	4	77.7	7	72.1	12	79.2	4	71.4	5	78.6	4	77.2	3	76.8	5	77.6	6
EXPRESSJET	70.6	10	72.7	11	77.9	6	73.5	11	63.7	11	72.8	11	67.6	12	73.6	10	(--)	(--)
FRONTIER	77.7	5	77.2	8	79.9	3	75.5	7	57.3	17	76.4	8	75.1	6	77.9	4	(--)	(--)
HAWAIIAN	92.5	1	93.6	1	94.0	2	93.0	1	92.0	2	94.1	1	93.1	2	93.6	1	(--)	(--)
JETBLUE	63.4	18	68.9	16	73.9	11	73.9	10	65.3	9	76.7	7	67.8	11	71.5	13	(--)	(--)
MESA	68.1	13	74.8	10	77.1	9	72.4	14	61.8	13	68.7	16	62.9	17	73.1	11	(--)	(--)
NORTHWEST	65.7	17	70.8	14	71.8	13	70.2	15	57.4	15	72.4	12	65.9	13	70.2	15	79.0	2
PINNACLE	73.3	7	81.2	3	77.3	7	73.3	12	54.6	19	69.1	15	63.6	16	75.5	8	(--)	(--)
SKYWEST	69.7	12	79.7	6	78.0	5	75.0	8	62.4	12	65.3	19	69.1	9	76.0	7	(--)	(--)
SOUTHWEST	80.7	3	80.6	4	79.5	4	79.7	3	72.5	4	77.4	6	72.5	7	79.3	3	81.9	1
UNITED	70.2	11	71.5	13	71.3	15	68.2	19	54.8	18	62.1	20	65.1	14	69.5	16	75.9	7
US AIRWAYS	62.4	20	64.3	20	71.7	14	76.9	5	74.5	3	79.5	3	76.3	5	70.6	14	78.1	5
<b>Total</b>	<b>71.4</b>		<b>73.9</b>		<b>74.2</b>		<b>74.2</b>		<b>64.3</b>		<b>72.4</b>		<b>68.6</b>		<b>73.5</b>		<b>78.2</b>	

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily.

FEBRUARY 2008

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	244	66.0	93	63.4	54	70.4	87	71.3	191	55.5	134	70.9	H/		54	68.5
AA	658	59.6	964	61.1	248	68.5	131	79.4	H/		795	65.7	568	59.5	12601	70.0
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		58	87.9	H/		H/		H/		87	79.3	174	74.7	87	82.8
B6	H/		1614	72.6	H/		143	56.6	H/		H/		81	65.4	H/	
CO	324	65.4	471	61.1	145	82.1	H/		H/		342	80.4	301	69.4	293	63.1
DL	11668	79.2	1283	76.1	308	81.5	221	84.6	1500	77.5	857	78.3	336	74.4	339	77.6
EV	10645	67.6	24	79.2	H/		42	61.9	342	73.1	74	90.5	H/		2	100.0
F9	111	66.7	H/		H/		H/		H/		88	79.5	3563	76.5	162	80.9
FL	6531	66.1	525	65.9	1057	68.5	206	62.1	H/		208	73.1	103	74.8	215	61.4
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	58	37.9	768	66.0	139	46.0	444	61.5	443	50.3	814	68.1	H/		7132	75.0
NW	386	57.8	297	49.8	270	66.3	139	51.1	H/		469	62.9	343	67.1	123	70.7
OH	481	46.6	883	65.8	329	69.9	149	62.4	4966	66.0	440	65.2	H/		77	48.1
OO	359	75.2	H/		79	68.4	54	72.2	182	62.6	H/		3893	74.2	163	62.0
UA	222	61.3	730	62.7	389	62.7	146	69.9	58	50.0	418	60.0	6235	73.4	345	65.2
US	288	76.4	1622	75.8	330	81.5	6046	79.0	H/		2048	81.9	276	84.4	496	76.2
WN	H/		H/		4704	75.6	H/		H/		H/		1576	75.1	H/	
XE	118	60.2	49	59.2	129	58.9	374	57.2	236	64.0	194	60.3	142	61.3	134	72.4
YV	264	60.2	49	34.7	33	84.8	1814	65.2	H/		H/		1076	76.7	8	50.0
<b>TOTAL</b>	<b>32357</b>	<b>70.8</b>	<b>9430</b>	<b>68.6</b>	<b>8214</b>	<b>73.1</b>	<b>9996</b>	<b>73.4</b>	<b>7918</b>	<b>67.1</b>	<b>6968</b>	<b>73.2</b>	<b>18667</b>	<b>74.0</b>	<b>22231</b>	<b>71.6</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	4334	63.2	H/		29	62.1	31	45.2	171	69.6	H/		H/		H/	
AA	320	63.8	518	50.4	485	69.1	283	73.1	337	63.8	996	58.1	588	59.7	2346	60.0
AQ	H/		H/		H/		H/		H/		H/		29	75.9	H/	
AS	H/		58	65.5	H/		H/		H/		H/		333	80.8	470	85.1
B6	H/		386	55.2	1159	59.9	597	77.1	H/		4367	68.6	277	76.5	H/	
CO	162	73.5	4607	62.0	503	68.0	H/		6936	76.8	100	69.0	476	70.2	536	69.4
DL	98	71.4	309	71.2	836	73.7	229	82.5	105	75.2	1236	75.7	626	71.6	985	72.2
EV	95	74.7	54	35.2	H/		38	73.7	3	100.0	H/		H/		H/	
F9	83	72.3	H/		33	84.8	H/		29	69.0	H/		207	74.9	187	74.3
FL	205	68.8	130	53.1	583	55.2	167	67.7	H/		H/		257	68.5	115	61.7
HA	H/		H/		H/		H/		H/		H/		58	69.0	75	74.7
MQ	191	48.7	108	58.3	H/		H/		H/		625	62.2	87	79.3	1288	86.6
NW	6371	70.0	347	44.4	248	48.4	191	69.6	168	64.9	153	47.7	391	62.9	475	59.6
OH	190	67.9	105	52.4	22	45.5	62	83.9	74	68.9	1399	62.3	H/		H/	
OO	18	55.6	131	29.8	H/		H/		160	78.8	H/		230	77.0	3633	75.5
UA	201	58.7	371	51.2	161	54.0	2153	73.8	174	60.3	430	65.8	909	63.1	2394	70.0
US	212	81.1	239	56.5	675	69.6	98	88.8	143	77.6	164	65.9	2548	76.5	692	73.0
WN	573	65.6	H/		1295	72.4	307	67.1	H/		H/		6761	73.8	3325	70.9
XE	162	45.1	4166	48.7	H/		297	64.3	6364	73.3	H/		28	85.7	896	74.7
YV	172	54.7	87	64.4	H/		1958	51.4	170	63.5	75	58.7	477	76.7	74	74.3
<b>TOTAL</b>	<b>13387</b>	<b>66.7</b>	<b>11616</b>	<b>55.1</b>	<b>6029</b>	<b>66.0</b>	<b>6411</b>	<b>66.7</b>	<b>14834</b>	<b>74.4</b>	<b>9545</b>	<b>66.5</b>	<b>14282</b>	<b>72.8</b>	<b>17491</b>	<b>71.8</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*	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	191	42.9	H/		H/		H/		2078	64.3	H/		H/		H/	
AA	1736	46.0	870	57.0	H/		3256	59.3	463	63.7	85	65.9	5688	47.1	112	71.4
AQ	H/		H/		H/		H/		H/		87	82.8	H/		H/	
AS	H/		87	87.4	H/		29	86.2	H/		414	83.3	116	66.4	1051	75.2
B6	232	44.0	1098	65.8	H/		H/		H/		297	79.8	192	49.5	29	72.4
CO	382	48.4	610	68.9	41	58.5	313	72.8	119	70.6	81	71.6	336	47.0	116	66.4
DL	1757	65.7	1045	75.7	H/		341	76.0	121	81.8	29	79.3	286	64.3	189	77.8
EV	64	46.9	H/		12	58.3	H/		44	68.2	H/		H/		H/	
F9	82	50.0	83	79.5	141	75.2	H/		83	75.9	H/		H/		108	71.3
FL	511	45.0	1629	61.4	486	64.8	172	68.0	247	65.2	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		58	86.2
MQ	1432	47.8	H/		H/		512	68.0	H/		H/		6994	41.0	H/	
NW	527	41.6	543	55.1	181	56.9	202	55.0	6444	72.7	H/		598	50.3	132	75.0
OH	1066	53.8	36	61.1	29	55.2	88	48.9	123	51.2	H/		222	41.4	H/	
OO	H/		H/		H/		H/		230	57.8	219	80.4	3825	48.9	806	81.9
UA	590	44.7	604	62.1	H/		96	56.2	424	55.2	139	71.9	6999	58.0	508	65.0
US	1088	69.9	791	70.9	H/		293	68.6	236	81.4	144	65.3	589	51.8	205	79.5
WN	H/		3285	74.5	6323	67.7	H/		H/		3895	75.7	H/		1142	77.4
XE	22	31.8	24	75.0	50	46.0	2	100.0	234	61.1	H/		212	34.9	89	69.7
YV	61	29.5	H/		H/		H/		2	100.0	58	86.2	1930	33.7	H/	
<b>TOTAL</b>	<b>9741</b>	<b>52.9</b>	<b>10705</b>	<b>68.1</b>	<b>7263</b>	<b>67.1</b>	<b>5304</b>	<b>62.6</b>	<b>10848</b>	<b>69.3</b>	<b>5448</b>	<b>76.4</b>	<b>27987</b>	<b>47.9</b>	<b>4545</b>	<b>75.7</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	150	58.0	H/		H/		H/		H/		H/		145	62.8	H/	
AA	435	54.3	482	61.8	484	59.9	402	57.7	895	54.6	197	53.8	1450	63.6	576	64.9
AQ	H/		H/		47	89.4	H/		H/		H/		H/		H/	
AS	H/		290	84.1	316	81.3	3524	74.8	401	69.8	H/		H/		H/	
B6	H/		60	70.0	145	69.0	58	82.8	144	62.5	184	81.0	H/		320	63.4
CO	149	69.8	353	71.7	261	69.7	301	73.8	340	67.6	74	68.9	H/		467	70.0
DL	307	77.5	402	74.4	338	70.4	350	75.7	346	69.4	2359	80.5	96	78.1	750	75.7
EV	26	65.4	H/		H/		H/		H/		H/		90	68.9	H/	
F9	58	74.1	138	64.5	192	75.0	107	72.9	125	59.2	187	69.0	88	75.0	32	71.9
FL	348	54.9	133	64.7	60	45.0	H/		29	62.1	H/		122	50.8	714	60.4
HA	H/		29	82.8	58	87.9	87	82.8	29	58.6	H/		H/		H/	
MQ	H/		H/		595	86.7	H/		137	65.7	H/		83	50.6	H/	
NW	319	55.5	353	65.4	140	65.0	344	67.7	257	55.3	87	70.1	220	64.1	357	57.1
OH	276	50.0	H/		H/		H/		H/		H/		100	67.0	43	39.5
OO	74	51.4	219	75.8	491	73.7	432	79.2	3237	64.2	6460	76.9	72	56.9	H/	
UA	440	59.1	463	68.3	672	63.2	696	64.8	3453	65.6	199	56.3	56	67.9	296	62.2
US	3463	71.4	5354	79.4	433	77.8	291	75.9	548	64.6	150	71.3	116	84.5	656	72.4
WN	1695	64.7	5532	74.0	2834	72.4	1307	74.6	754	58.1	1361	73.1	2006	68.5	2376	75.1
XE	14	71.4	155	73.5	404	80.4	78	71.8	122	77.0	363	74.9	240	57.1	2	50.0
YV	55	50.9	2632	80.7	8	100.0	H/		H/		60	76.7	46	71.7	H/	
<b>TOTAL</b>	<b>7809</b>	<b>65.8</b>	<b>16595</b>	<b>76.1</b>	<b>7478</b>	<b>72.8</b>	<b>7977</b>	<b>73.1</b>	<b>10817</b>	<b>63.8</b>	<b>11681</b>	<b>76.1</b>	<b>4930</b>	<b>65.9</b>	<b>6589</b>	<b>69.7</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	83.1	79.0	65.5	83.0	78.1	J/	85.7	78.7	79.5	76.8	85.7	76.1	93.6	74.5	87.0	83.9	76.0	83.2
700 - 759 AM	83.9	79.8	84.0	88.3	77.6	80.0	83.3	81.4	65.0	69.0	71.6	65.7	79.5	75.1	88.9	90.2	75.1	84.3
800 - 859 AM	76.6	79.4	79.2	76.6	66.5	74.9	84.9	79.2	73.2	78.1	87.9	81.0	81.7	78.0	87.4	83.6	65.4	88.3
900 - 959 AM	73.5	81.2	84.1	78.2	65.6	87.4	83.6	73.4	72.2	81.7	89.1	79.8	80.8	80.5	83.7	81.5	63.4	76.7
1000 - 1059 AM	75.7	82.2	84.9	76.0	71.1	76.4	74.5	76.0	71.0	78.2	77.0	74.0	79.5	75.8	78.5	76.7	58.8	74.1
1100 - 1159 AM	77.5	79.7	77.1	73.1	73.0	77.6	81.2	77.7	75.2	70.5	74.2	63.7	80.5	77.2	80.1	74.4	56.1	70.2
1200 - 1259 PM	76.2	78.1	79.7	77.5	67.3	70.4	76.8	77.6	70.4	68.8	67.0	68.5	76.7	76.0	77.6	73.2	56.3	71.4
100 - 159 PM	73.2	74.9	77.2	80.4	64.3	79.9	70.8	74.4	64.9	64.8	65.0	67.3	75.9	74.2	74.0	70.6	55.3	72.5
200 - 259 PM	70.6	74.1	80.1	74.1	73.7	78.9	72.9	74.3	65.9	44.2	71.3	70.3	73.3	75.2	75.2	70.1	55.8	74.1
300 - 359 PM	70.4	74.0	72.0	76.1	71.7	75.2	72.1	71.6	72.6	45.5	69.9	68.1	71.8	64.4	71.0	69.6	52.7	74.5
400 - 459 PM	69.7	64.8	73.4	74.1	59.5	74.6	71.2	67.3	66.6	43.5	66.0	62.4	72.1	68.4	65.6	68.6	45.1	67.7
500 - 559 PM	67.8	62.4	74.6	68.6	57.6	69.3	70.0	67.5	73.1	39.3	61.4	69.7	68.1	60.0	63.2	61.8	49.5	66.0
600 - 659 PM	65.5	57.0	69.3	64.5	66.6	67.7	71.0	66.1	60.6	40.1	64.7	65.2	68.3	61.6	65.8	67.3	46.3	61.8
700 - 759 PM	60.7	54.8	63.2	65.6	61.4	70.8	65.6	65.9	62.9	36.6	63.6	73.5	66.1	50.6	62.7	66.0	44.6	62.4
800 - 859 PM	60.8	54.1	67.8	67.6	59.8	62.7	66.4	67.0	63.8	40.3	59.0	60.2	64.5	54.1	65.9	68.2	42.4	56.5
900 - 959 PM	63.8	58.7	66.2	71.1	46.2	71.6	63.9	57.5	57.3	47.4	51.9	70.8	58.4	53.3	62.9	66.0	46.1	57.2
1000 - 1059 PM	56.3	57.2	56.8	75.8	65.1	59.9	65.6	55.0	50.8	52.9	53.5	62.2	69.4	50.7	68.4	63.8	41.7	61.0
1100 - 559 AM	74.4	69.0	61.8	58.5	56.0	67.6	69.5	63.0	64.2	64.8	56.5	67.7	78.5	68.1	66.8	69.5	52.3	59.5
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>70.8</b>	<b>68.6</b>	<b>73.1</b>	<b>73.4</b>	<b>67.1</b>	<b>73.2</b>	<b>74.0</b>	<b>71.6</b>	<b>66.7</b>	<b>55.1</b>	<b>66.0</b>	<b>66.7</b>	<b>74.4</b>	<b>66.5</b>	<b>72.8</b>	<b>71.8</b>	<b>52.9</b>	<b>68.1</b>

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/  
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT *															
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	59.5	86.2	77.2	J/	67.0	J/	87.4	100.0	91.3	76.7	87.4	J/	90.5	J/	80.1
700 - 759 AM	75.7	75.7	63.0	97.7	63.8	87.4	86.8	87.4	87.1	90.7	87.1	88.8	66.5	92.1	78.6
800 - 859 AM	79.1	79.8	72.0	92.4	58.0	89.6	74.9	88.7	86.6	84.7	85.2	83.2	81.5	81.8	77.5
900 - 959 AM	80.4	82.9	72.2	90.5	54.4	79.4	72.6	85.7	84.9	81.2	73.7	80.2	72.1	88.1	76.8
1000 - 1059 AM	76.8	77.4	70.8	88.0	53.0	85.2	79.0	75.8	78.5	79.8	57.3	81.4	74.8	77.5	74.4
1100 - 1159 AM	79.9	66.1	69.7	84.4	54.8	83.6	74.0	77.7	74.5	78.2	57.4	80.7	71.0	74.1	73.1
1200 - 1259 PM	74.9	61.9	78.1	77.8	52.0	77.3	71.3	80.1	64.7	75.1	53.5	74.6	71.3	68.8	71.3
100 - 159 PM	76.5	63.8	71.2	79.2	47.6	79.0	72.8	79.7	74.3	79.3	57.6	72.2	73.8	76.5	70.8
200 - 259 PM	72.2	58.0	70.2	72.0	47.7	69.7	70.3	78.6	70.5	73.6	60.9	77.3	67.8	74.0	68.9
300 - 359 PM	70.1	64.9	70.8	79.1	42.6	77.0	67.8	78.0	72.5	77.8	61.0	77.7	72.4	74.7	68.0
400 - 459 PM	65.6	54.9	68.9	72.2	41.8	73.1	58.1	73.3	72.8	71.1	60.1	76.3	54.5	70.0	64.8
500 - 559 PM	64.4	60.9	68.6	73.8	39.6	73.4	60.1	76.2	68.9	71.8	64.9	72.5	66.2	63.2	63.1
600 - 659 PM	58.6	57.6	61.3	69.8	36.7	75.2	51.9	74.4	72.0	66.5	58.9	74.8	55.8	64.9	62.0
700 - 759 PM	54.0	53.7	69.3	70.0	35.8	70.8	52.3	68.9	62.9	64.7	64.9	70.3	57.3	68.6	59.8
800 - 859 PM	46.1	51.1	66.7	67.8	35.4	70.3	54.9	71.5	68.4	67.7	62.2	71.7	59.9	64.3	60.6
900 - 959 PM	57.1	49.0	56.5	67.3	40.8	69.1	62.8	72.9	72.7	68.7	59.6	63.8	43.2	65.7	61.3
1000 - 1059 PM	52.2	41.9	60.5	65.6	46.3	67.2	61.5	61.7	62.4	65.0	59.2	63.1	62.7	55.0	59.1
1100 - 559 AM	59.5	53.1	71.2	62.2	68.9	70.5	67.1	67.9	78.7	72.6	64.0	55.3	63.6	56.4	65.7
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>67.1</b>	<b>62.6</b>	<b>69.3</b>	<b>76.4</b>	<b>47.9</b>	<b>75.7</b>	<b>65.8</b>	<b>76.1</b>	<b>72.8</b>	<b>73.1</b>	<b>63.8</b>	<b>76.1</b>	<b>65.9</b>	<b>69.7</b>	<b>68.1</b>

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

FEBRUARY 2008

## 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	90.4	88.0	92.4	90.4	84.0	89.7	94.2	90.2	81.4	86.1	95.5	87.0	89.7	85.6	94.8	90.8	90.5	94.6
700 - 759 AM	89.8	87.4	88.3	86.0	83.8	89.8	91.9	87.3	84.1	84.3	94.0	82.2	90.3	85.9	90.8	89.7	86.3	92.7
800 - 859 AM	85.9	84.5	80.9	88.1	78.0	87.2	85.7	81.4	77.8	74.1	93.4	72.6	87.8	82.6	86.5	88.4	81.4	89.8
900 - 959 AM	76.9	84.1	80.5	78.9	75.0	82.2	86.3	74.8	77.0	78.5	84.7	80.7	84.9	80.7	82.3	81.6	74.2	87.1
1000 - 1059 AM	76.2	84.1	82.1	74.4	72.2	84.4	78.0	72.8	71.4	76.8	83.9	87.3	81.7	80.5	76.3	78.1	70.9	78.9
1100 - 1159 AM	77.2	80.9	80.0	76.6	79.0	82.1	76.0	72.6	73.0	73.4	67.4	83.7	79.4	77.9	75.3	76.9	68.4	71.5
1200 - 1259 PM	77.7	80.3	72.5	67.2	71.6	75.9	75.6	72.5	73.8	70.0	69.5	68.6	82.6	78.7	76.1	72.3	65.7	68.5
100 - 159 PM	74.4	75.4	71.4	76.7	74.8	77.1	72.5	69.9	68.6	62.1	66.7	59.5	78.2	76.2	72.7	72.5	66.1	66.1
200 - 259 PM	70.9	70.7	72.4	71.3	80.6	78.0	71.9	66.2	64.3	59.9	62.9	64.0	75.2	73.0	68.0	66.3	66.4	66.4
300 - 359 PM	66.8	75.0	69.6	62.8	71.5	77.1	69.7	67.7	66.5	45.8	62.4	70.0	73.7	71.9	63.5	66.9	59.6	66.8
400 - 459 PM	68.1	70.6	65.8	74.3	66.0	77.3	69.8	65.9	66.5	47.3	67.8	52.3	75.9	69.2	67.4	73.4	59.2	67.2
500 - 559 PM	68.3	66.4	63.4	67.8	70.8	72.9	73.2	60.3	65.6	45.4	57.2	65.2	70.4	69.5	58.1	66.9	54.9	66.9
600 - 659 PM	67.9	60.9	70.8	64.1	44.2	65.2	71.0	62.6	57.6	43.3	56.1	66.8	65.6	63.4	58.4	65.8	54.0	58.6
700 - 759 PM	63.8	58.1	57.2	66.4	63.1	70.7	69.1	63.6	62.8	38.3	58.5	67.7	64.0	64.5	63.0	74.1	46.5	60.0
800 - 859 PM	61.5	58.2	54.7	69.0	62.9	73.2	71.3	64.6	36.7	40.9	58.6	54.3	62.4	55.0	58.2	70.0	52.5	58.3
900 - 959 PM	64.6	72.0	48.3	75.0	65.7	72.6	70.8	65.5	68.9	45.1	50.6	62.9	73.4	59.3	57.8	70.7	49.3	54.8
1000 - 1059 PM	71.9	J/	J/	80.7	J/	54.5	J/	61.3	68.2	100.0	J/	53.8	66.9	62.2	68.6	82.9	J/	56.7
1100 - 559 AM	62.1	88.0	97.8	J/	J/	91.3	83.5	95.1	J/	78.0	85.7	100.0	90.6	81.3	76.8	76.1	93.1	64.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>72.5</b>	<b>75.6</b>	<b>73.5</b>	<b>75.3</b>	<b>70.9</b>	<b>79.3</b>	<b>75.9</b>	<b>70.5</b>	<b>69.8</b>	<b>62.0</b>	<b>71.9</b>	<b>69.2</b>	<b>76.6</b>	<b>73.4</b>	<b>72.9</b>	<b>76.4</b>	<b>66.9</b>	<b>72.5</b>

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

FEBRUARY 2008

## 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	83.2	87.7	87.4	93.7	73.9	94.8	89.4	94.3	93.9	94.1	90.8	95.5	88.3	94.9	89.2
700 - 759 AM	79.7	84.8	85.1	92.5	70.0	92.1	87.6	92.7	91.5	89.7	87.7	89.5	86.2	93.6	87.2
800 - 859 AM	74.3	85.2	79.4	93.1	64.3	89.2	83.4	88.8	86.2	85.4	85.9	89.0	76.7	92.3	82.7
900 - 959 AM	73.6	79.9	79.9	89.9	55.7	50.0	74.8	83.5	82.5	79.9	81.3	84.6	80.2	87.0	77.7
1000 - 1059 AM	75.1	80.6	74.8	86.1	51.1	84.2	73.5	78.1	78.9	76.1	68.5	83.9	64.0	86.3	75.5
1100 - 1159 AM	73.0	70.4	73.3	81.1	51.2	81.2	80.1	77.1	72.9	81.6	61.1	82.8	75.7	74.8	74.1
1200 - 1259 PM	65.1	69.8	72.8	77.0	51.4	84.7	73.9	75.1	68.5	77.0	62.4	82.1	62.1	75.2	72.0
100 - 159 PM	64.6	62.4	76.6	75.0	50.0	76.0	71.8	75.3	61.3	78.1	61.2	77.0	69.0	66.3	69.4
200 - 259 PM	63.5	57.9	68.4	68.5	43.8	85.2	66.7	79.5	74.4	71.5	57.9	79.9	65.8	73.0	67.7
300 - 359 PM	59.5	46.8	72.2	71.1	46.5	77.7	66.3	69.1	66.1	70.7	63.1	82.2	61.0	65.9	65.8
400 - 459 PM	55.9	64.4	66.6	74.0	37.2	65.6	61.7	73.3	70.2	78.0	62.4	78.7	56.2	67.5	65.1
500 - 559 PM	55.4	55.7	70.1	65.1	41.8	74.0	58.0	73.6	75.3	68.7	65.0	78.5	63.3	63.6	63.8
600 - 659 PM	47.7	56.6	71.3	69.6	37.6	77.1	61.5	67.3	62.5	69.3	65.2	56.7	61.7	59.2	61.2
700 - 759 PM	40.0	59.0	73.3	60.8	36.9	68.2	42.5	73.1	63.5	62.5	66.4	78.4	47.2	61.9	61.2
800 - 859 PM	28.4	63.8	84.3	62.6	35.3	79.5	61.0	68.4	67.5	66.6	64.6	84.2	39.9	66.8	58.8
900 - 959 PM	28.9	53.3	73.6	56.7	40.9	79.6	53.7	67.3	72.2	73.3	68.1	85.0	61.3	51.9	64.9
1000 - 1059 PM	38.0	42.5	73.0	89.0	45.2	85.5	83.3	74.9	81.7	88.3	73.7	81.0	J/	68.0	73.3
1100 - 559 AM	89.7	J/	92.0	81.5	94.5	89.0	85.5	84.9	J/	83.4	74.5	82.2	J/	100.0	80.7
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>61.5</b>	<b>66.3</b>	<b>74.7</b>	<b>77.8</b>	<b>49.1</b>	<b>82.9</b>	<b>70.7</b>	<b>77.4</b>	<b>75.6</b>	<b>78.8</b>	<b>70.8</b>	<b>82.5</b>	<b>68.1</b>	<b>75.0</b>	<b>71.4</b>

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

FEBRUARY 2008

## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
B6	515	EWR-FLL	2050	16	100.00	69	48
MQ	4017	BHM-ORD	1750	25	96.00	72	68
AA	1763	ORD-SNA	1650	25	96.00	71	52
YV	7088	ORD-GRB	1310	16	93.75	63	28
MQ	4009	ORD-BHM	1540	25	92.00	44	41
CO	1185	EWR-ORD	1635	23	91.30	83	70
XE	2250	PVD-EWR	1319	23	91.30	77	53
AA	753	LGA-DFW	1515	21	90.48	58	43
AA	1750	ORD-MCO	1955	29	89.66	69	54
OH	5601	BOS-PHL	700	19	89.47	32	30
WN	3339	MDW-BNA	2040	25	88.00	69	47
WN	609	MDW-IND	2030	25	88.00	64	39
MQ	4267	ORD-EVV	2040	25	88.00	62	55
MQ	4060	ORD-FNT	2040	25	88.00	61	63
MQ	4923	LGA-MEM	1850	25	88.00	57	44
WN	617	MDW-BUF	2035	25	88.00	57	44
WN	1614	MDW-DTW	2040	25	88.00	51	41
OO	2592	CMH-MCI	1830	25	88.00	45	31
XE	2979	BDL-EWR	1550	25	88.00	45	45
YV	7088	GRB-ORD	1435	16	87.50	75	61
YV	7350	CAE-ORD	1739	24	87.50	69	71
FL	577	ATL-EWR	1652	16	87.50	61	32
XE	2429	EWR-BTV	1540	16	87.50	58	54
FL	695	ATL-MLI	2110	16	87.50	57	43
OO	4065	MSY-SLC	730	16	87.50	25	26

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
UA	687	LGA-ORD	1606	23	86.96	79	33
YV	7344	BHM-ORD	1824	15	86.67	75	49
XE	2332	BTV-EWR	1415	29	86.21	73	68
FL	213	CAK-ATL	1850	29	86.21	64	36
AA	681	ORD-MIA	2010	29	86.21	59	55
MQ	4458	DTW-ORD	1955	29	86.21	55	30
AA	247	MIA-LAX	1420	29	86.21	42	27
MQ	4804	LGA-CVG	1320	21	85.71	40	28
UA	651	EWR-ORD	1720	27	85.19	71	62
XE	2565	BTV-EWR	1720	27	85.19	61	48
OO	4041	DFW-SLC	1822	27	85.19	48	33
OO	2872	MKE-EWR	1140	25	84.00	79	37
MQ	3936	CVG-ORD	1750	25	84.00	74	39
AA	791	LGA-DFW	2050	25	84.00	68	42
MQ	3999	XNA-ORD	1515	25	84.00	65	44
AA	345	LGA-ORD	1715	25	84.00	64	31
XE	2296	PWM-EWR	1740	25	84.00	63	69
MQ	4364	CHA-ORD	1815	25	84.00	57	40
WN	3339	DTW-MDW	2010	25	84.00	56	29
WN	1274	LAS-SFO	2105	25	84.00	48	33
WN	1931	HOU-TUL	1950	25	84.00	44	29
WN	1614	STL-MDW	1905	25	84.00	42	32
MQ	4133	ORD-XNA	1305	25	84.00	41	45
MQ	4914	LGA-CVG	1100	25	84.00	38	23
OO	2675	MKE-OMA	1930	25	84.00	34	22

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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
OO	2548	MKE-MSN	2145	25	84.00	33	32
CO	1191	BOS-EWR	1530	24	83.33	67	64
OH	5678	LGA-JAX	2040	24	83.33	45	28
MQ	4915	CVG-LGA	1330	24	83.33	38	35
AA	1999	EWR-MIA	1650	29	82.76	69	55
B6	75	SYR-JFK	1800	29	82.76	69	44
AA	1377	ORD-SEA	2005	29	82.76	64	62
UA	836	ORD-LGA	1800	29	82.76	62	61
AA	1253	MIA-ORD	1755	29	82.76	62	41
AA	443	PHL-MIA	1900	29	82.76	60	44
MQ	4075	ORD-PIA	1640	29	82.76	59	57
MQ	4203	MLI-ORD	1505	29	82.76	58	50
AA	681	LAX-ORD	1305	29	82.76	54	47
MQ	4214	ORD-IND	2100	29	82.76	50	34
NW	653	DTW-EWR	1343	29	82.76	50	34
AA	1416	SJU-JFK	1400	29	82.76	50	33
NW	244	DTW-FLL	1040	29	82.76	41	39
MQ	4363	ORD-CHA	1520	29	82.76	40	26
AA	916	MIA-MCO	2030	29	82.76	40	35
AA	2352	ORD-JFK	1640	29	82.76	37	29
MQ	3970	ORD-IND	1405	29	82.76	28	24
XE	2462	STL-EWR	1245	23	82.61	91	69
YV	7238	ORD-SYR	1610	17	82.35	85	43
YV	7350	ORD-CAE	1400	28	82.14	81	72
FL	213	LGA-CAK	1639	28	82.14	66	46

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
CO	1189	BOS-EWR	1400	22	81.82	65	35
CO	1160	ATL-EWR	1320	22	81.82	50	33
XE	2362	EWR-RIC	1620	16	81.25	75	52
EV	4360	SRQ-ATL	1850	16	81.25	68	34
OH	5168	ATL-MHT	2030	16	81.25	64	57
EV	4195	LGA-SRQ	1530	16	81.25	57	27
FL	998	PIT-MCO	1808	16	81.25	55	34
XE	2866	BUF-EWR	1740	16	81.25	50	30
B6	460	FLL-BOS	1410	16	81.25	49	39
B6	529	EWR-MCO	2125	16	81.25	47	29
FL	269	ATL-STL	1651	16	81.25	44	26
UA	686	ORD-LGA	1448	21	80.95	63	55
AA	1972	ORD-RDU	1635	21	80.95	58	31
MQ	4428	ORD-ICT	1640	21	80.95	39	36
XE	1226	ORD-EWR	1600	26	80.77	57	41
YV	7209	IAD-LGA	716	20	80.00	75	40
YV	7130	FWA-ORD	946	15	80.00	74	56
MQ	4179	PVD-ORD	1845	25	80.00	73	57
MQ	3937	ORD-SGF	2010	25	80.00	73	48
FL	756	FLL-PHL	1830	25	80.00	72	33
MQ	4157	PIA-ORD	1755	25	80.00	71	64
MQ	4416	ORD-HPN	1840	25	80.00	69	41
MQ	4371	MDT-ORD	1755	25	80.00	63	42
OO	2880	MKE-EWR	1650	25	80.00	59	71
AA	1905	EWR-DFW	1645	25	80.00	57	37

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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
AA	346	ORD-LGA	1930	25	80.00	55	40
WN	609	HOU-MDW	1730	25	80.00	51	33
WN	36	MCI-MDW	1810	25	80.00	50	43
AA	1918	ORD-EWR	2000	25	80.00	50	47
MQ	4398	GRR-ORD	2005	25	80.00	49	40
OO	5916	CID-ORD	1824	15	80.00	47	27
MQ	4325	CLT-ORD	1945	25	80.00	46	39
MQ	4074	ORD-XNA	1835	25	80.00	45	42
MQ	4829	MSN-LGA	1410	25	80.00	41	25
WN	1461	DAL-STL	1855	25	80.00	33	29
MQ	3930	ORD-OMA	1655	25	80.00	31	33

\* 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
AMERICAN EAGLE	1,446	110	7.6
MESA	671	35	5.2
AMERICAN	1,728	83	4.8
EXPRESSJET	1,038	48	4.6
COMAIR	596	25	4.2
AIRTRAN	714	26	3.6
JETBLUE	577	21	3.6
SKYWEST	1,583	37	2.3
UNITED	1,334	25	1.9
CONTINENTAL	883	14	1.6
SOUTHWEST	3,434	45	1.3
ATLANTIC SOUTHEAST	719	9	1.3
NORTHWEST	950	7	0.7
FRONTIER	256	1	0.4
PINNACLE	689	1	0.1
US AIRWAYS	1,267	1	0.1
DELTA	1,246	0	0.0
ALASKA	414	0	0.0
HAWAIIAN	149	0	0.0
ALOHA	132	0	0.0
<b>TOTAL</b>	<b>19,826</b>	<b>488</b>	<b>2.5</b>

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

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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)	77.2	86.2	224	224
ADAK ISLAND AK (ADK)	62.5	75.0	8	8
AGUADILLA PR (BQN)	67.2	82.8	116	116
AKRON/CANTON OH (CAK)	62.7	67.8	706	707
ALBANY GA (ABY)	73.8	74.8	103	103
ALBANY NY (ALB)	64.8	74.4	1,089	1,089
ALBUQUERQUE NM (ABQ)	76.8	79.6	3,180	3,178
ALEXANDRIA LA (AEX)	69.9	80.6	196	196
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	59.8	72.2	376	378
AMARILLO TX (AMA)	73.9	79.5	586	586
ANCHORAGE AK (ANC)	74.1	83.1	1,299	1,299
APPLETON WI (ATW)	48.5	53.6	406	405
ASHEVILLE NC (AVL)	71.2	76.0	233	233
ASPEN CO (ASE)	58.3	55.4	686	713
ATLANTA GA (ATL)	70.8	72.5	32,357	32,378
ATLANTIC CITY NJ (ACY)	82.8	93.3	29	30
AUGUSTA GA (AGS)	69.9	76.7	163	163
AUSTIN TX (AUS)	72.9	80.2	4,079	4,077
BAKERSFIELD CA (BFL)	77.0	85.1	369	369
BALTIMORE MD (BWI)	73.1	73.5	8,214	8,217
BANGOR ME (BGR)	63.4	68.3	205	205
BARROW AK (BRW)	81.0	74.1	58	58
BATON ROUGE LA (BTR)	70.0	76.4	710	709
BEAUMONT/PORT ARTHUR TX (BPT)	75.8	81.8	33	33
BELLINGHAM WA (BLI)	96.6	100.0	29	29
BEND/REDMOND OR (RDM)	76.7	80.9	283	282
BETHEL AK (BET)	86.7	79.5	83	83
BILLINGS MT (BIL)	73.8	86.3	336	335
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	58.6	74.1	58	58
BIRMINGHAM AL (BHM)	70.8	74.7	1,892	1,891
BISMARCK/MANDAN ND (BIS)	71.8	81.0	195	195
BLOOMINGTON IL (BMI)	49.9	57.6	415	417
BOISE ID (BOI)	73.1	80.6	1,366	1,365
BOSTON MA (BOS)	68.6	75.6	9,430	9,426
BOZEMAN MT (BZN)	61.9	74.3	415	416
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	71.1	77.5	159	160
BROWNSVILLE TX (BRO)	64.2	83.0	106	106
BRUNSWICK GA (BQK)	66.7	86.4	66	66
BUFFALO NY (BUF)	63.8	64.8	1,957	1,955
BURBANK CA (BUR)	76.3	78.4	2,597	2,598
BURLINGTON VT (BTV)	62.0	65.8	542	541
BUTTE MT (BTM)	85.7	93.1	56	58
CARLSBAD CA (CLD)	79.0	82.1	195	196

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	84.6	83.5	254	255
CEDAR CITY UT (CDC)	80.0	88.9	55	54
CEDAR RAPIDS/IOWA CITY IA (CID)	53.2	56.2	692	696
CHAMPAIGN/URBANA IL (CMI)	41.0	58.8	227	228
CHARLESTON SC (CHS)	61.3	69.5	1,101	1,102
CHARLESTON/DUNBAR WV (CRW)	66.0	67.6	241	241
CHARLOTTE AMALIE VI (STT)	67.5	73.9	314	314
CHARLOTTE NC (CLT)	73.4	75.3	9,996	9,995
CHARLOTTESVILLE VA (CHO)	78.3	76.8	69	69
CHATTANOOGA TN (CHA)	62.0	78.9	347	346
CHICAGO IL (MDW)	67.1	61.5	7,263	7,266
CHICAGO IL (ORD)	47.9	49.1	27,987	27,972
CHICO CA (CIC)	65.7	76.9	108	108
CHRISTIANSTED VI (STX)	66.7	87.9	33	33
CLEVELAND OH (CLE)	65.7	72.3	5,083	5,082
CODY WY (COD)	75.6	83.9	86	87
COLLEGE STATION/BRYAN TX (CLL)	71.2	83.3	139	138
COLORADO SPRINGS CO (COS)	73.6	82.3	1,372	1,371
COLUMBIA SC (CAE)	58.5	64.8	861	861
COLUMBUS GA (CSG)	65.8	71.9	114	114
COLUMBUS MS (GTR)	68.7	79.5	83	83
COLUMBUS OH (CMH)	63.4	69.4	2,893	2,893
CORDOVA AK (CDV)	70.7	69.0	58	58
CORPUS CHRISTI TX (CRP)	68.4	74.1	332	332
COVINGTON KY (CVG)	67.1	70.9	7,918	7,916
CRESCENT CITY CA (CEC)	65.1	57.8	83	83
DALLAS TX (DAL)	74.2	71.7	4,361	4,362
DALLAS/FT.WORTH TX (DFW)	71.6	70.5	22,231	22,223
DAYTON OH (DAY)	62.2	72.1	1,155	1,152
DAYTONA BEACH FL (DAB)	72.4	77.6	337	335
DEADHORSE AK (SCC)	89.7	82.8	58	58
DENVER CO (DEN)	74.0	75.9	18,667	18,660
DES MOINES IA (DSM)	55.4	63.8	1,275	1,269
DETROIT MI (DTW)	66.7	69.8	13,387	13,397
DOTHAN AL (DHN)	71.2	77.5	111	111
DUBUQUE IA (DBQ)	45.9	52.7	111	112
DULUTH MN (DLH)	71.1	80.1	166	166
DURANGO CO (DRO)	76.2	79.1	302	302
EAGLE CO (EGE)	60.4	65.9	507	508
EL CENTRO CA (IPL)	78.1	81.1	105	106
EL PASO TX (ELP)	76.6	80.7	1,647	1,649
ELKO NV (EKO)	83.7	84.4	141	141
ELMIRA/CORNING NY (ELM)	61.3	69.8	106	106

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## AIR TRAVEL CONSUMER REPORT

TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ERIE PA (ERI)	50.0	62.5	112	112
EUGENE OR (EUG)	76.3	82.9	510	510
EUREKA/ARCATA CA (ACV)	68.1	67.5	276	280
EVANSVILLE IN (EVV)	55.3	63.4	465	465
FAIRBANKS AK (FAI)	81.2	87.7	367	367
FARGO ND (FAR)	63.5	69.5	381	383
FAYETTEVILLE AR (XNA)	59.4	67.9	1,133	1,136
FAYETTEVILLE NC (FAY)	70.7	76.8	164	164
FLAGSTAFF AZ (FLG)	69.5	71.6	141	141
FLINT MI (FNT)	60.6	71.4	739	739
FLORENCE SC (FLO)	79.6	83.3	54	54
FORT LAUDERDALE FL (FLL)	66.0	71.9	6,029	6,022
FORT SMITH AR (FSM)	75.0	83.9	224	224
FORT WAYNE IN (FWA)	50.8	60.1	486	486
FRESNO CA (FAT)	78.9	83.5	1,182	1,184
FT. MYERS FL (RSW)	65.7	73.5	2,814	2,807
GAINESVILLE FL (GNV)	67.7	77.4	164	164
GRAND FORKS ND (GFK)	73.2	80.4	112	112
GRAND JUNCTION CO (GJT)	76.9	81.2	377	357
GRAND RAPIDS MI (GRR)	55.3	66.5	1,209	1,209
GREAT FALLS MT (GTF)	76.8	88.7	185	186
GREEN BAY/CLINTONVILLE WI (GRB)	58.0	61.5	629	629
GREENSBORO/HIGH POINT NC (GSO)	63.5	72.8	1,044	1,043
GREENVILLE/SPARTANBURG SC (GSP)	57.4	66.9	934	934
GULFPORT/BILOXI MS (GPT)	71.1	78.4	648	648
GUNNISON CO (GUC)	58.1	66.7	86	87
HANCOCK/HOUGHTON MI (CMX)	55.2	55.2	29	29
HARLINGEN/SAN BENITO TX (HRL)	66.0	69.5	353	354
HARRISBURG PA (MDT)	59.1	64.7	658	658
HARTFORD CT (BDL)	69.0	76.2	2,528	2,528
HELENA MT (HLN)	83.8	85.8	136	134
HILO HI (ITO)	95.3	96.0	746	746
HILTON HEAD SC (HHH)	67.1	71.8	85	85
HONOLULU HI (HNL)	88.8	93.5	5,350	5,351
HOUSTON TX (HOU)	65.9	64.7	4,442	4,445
HOUSTON TX (IAH)	74.4	76.6	14,834	14,839
HUNTSVILLE AL (HSV)	67.5	79.5	847	848
IDAHO FALLS ID (IDA)	72.1	74.0	280	281
INDIANAPOLIS IN (IND)	64.0	73.3	3,413	3,414
INDIO/PALM SPRINGS CA (PSP)	71.3	77.9	1,232	1,229
INYOKERN CA (IYK)	88.6	91.1	79	79
ISLIP NY (ISP)	76.5	82.1	850	850
JACKSON WY (JAC)	60.2	62.7	284	284

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON/VICKSBURG MS (JAN)	66.7	76.7	1,048	1,048
JACKSONVILLE FL (JAX)	68.0	74.5	2,740	2,737
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	72.3	73.5	83	83
JUNEAU AK (JNU)	71.0	70.3	290	290
KAHULUI HI (OGG)	91.2	93.7	1,969	1,971
KALAMAZOO MI (AZO)	47.2	53.0	337	338
KALISPELL MT (FCA)	80.5	91.2	215	215
KANSAS CITY MO (MCI)	67.1	72.3	5,112	5,114
KETCHIKAN AK (KTN)	66.7	70.7	174	174
KEY WEST FL (EYW)	57.3	64.0	89	89
KILLEEN TX (GRK)	66.2	77.7	337	337
KNOXVILLE TN (TYS)	64.8	74.8	999	997
KODIAK AK (ADQ)	72.4	67.2	58	58
KONA HI (KOA)	90.7	91.5	1,252	1,252
KOTZEBUE AK (OTZ)	79.3	77.0	87	87
LA CROSSE WI (LSE)	44.8	56.9	145	144
LAFAYETTE LA (LFT)	74.6	79.8	425	425
LAKE CHARLES LA (LCH)	67.4	82.0	89	89
LANSING MI (LAN)	50.7	60.4	339	336
LAREDO TX (LRD)	75.6	80.6	160	160
LAS VEGAS NV (LAS)	72.8	72.9	14,282	14,280
LAWTON/FORT SILL OK (LAW)	75.9	87.3	166	166
LEWISTON ID (LWS)	90.0	92.0	50	50
LEXINGTON KY (LEX)	60.6	68.6	714	716
LIHUE HI (LIH)	91.7	94.3	1,296	1,296
LINCOLN NE (LNK)	63.0	66.4	230	229
LITTLE ROCK AR (LIT)	65.7	73.2	1,261	1,257
LONG BEACH CA (LGB)	80.5	84.3	1,162	1,159
LONGVIEW/KILGOR/GLADWATR TX (GGG)	67.4	86.2	86	87
LOS ANGELES CA (LAX)	71.8	76.4	17,491	17,482
LOUISVILLE KY (SDF)	60.8	67.0	1,866	1,863
LUBBOCK TX (LBB)	71.0	76.9	697	696
LYNCHBURG VA (LYH)	76.0	82.0	50	50
MACON GA (MCN)	69.4	91.9	62	62
MADISON WI (MSN)	50.9	60.2	1,038	1,039
MANCHESTER NH (MHT)	66.3	71.6	1,502	1,502
MARQUETTE MI (MQT)	32.9	65.4	79	78
MEDFORD OR (MFR)	75.4	81.1	467	466
MELBOURNE FL (MLB)	73.2	81.1	164	164
MEMPHIS TN (MEM)	69.7	73.5	6,647	6,650
MERIDIAN MS (MEI)	80.8	80.8	52	52
MIAMI FL (MIA)	62.6	66.3	5,304	5,298
MIDLAND/ODESSA TX (MAF)	68.4	75.5	560	560

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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MILWAUKEE WI (MKE)	56.5	64.4	2,626	2,632
MINNEAPOLIS/ST. PAUL MN (MSP)	69.3	74.7	10,848	10,853
MINOT ND (MOT)	63.2	83.9	87	87
MISSION/MCALLEN/EDINBURG TX (MFE)	76.8	86.3	328	328
MISSOULA MT (MSO)	76.8	88.8	250	251
MOBILE AL (MOB)	74.0	76.6	503	504
MODESTO CA (MOD)	71.8	73.4	241	241
MOLINE IL (MLI)	59.1	64.3	655	656
MONROE LA (MLU)	73.4	81.7	218	219
MONTEREY CA (MRY)	74.6	77.4	642	643
MONTGOMERY AL (MGM)	76.9	79.5	303	303
MONTROSE/DELTA CO (MTJ)	71.3	72.7	268	267
MYRTLE BEACH SC (MYR)	68.7	75.4	371	370
NASHVILLE TN (BNA)	67.9	70.3	4,561	4,554
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	75.7	81.1	74	74
NEW ORLEANS LA (MSY)	72.6	76.7	3,319	3,315
NEW YORK NY (JFK)	66.5	73.4	9,545	9,555
NEW YORK NY (LGA)	52.9	66.9	9,741	9,750
NEWARK NJ (EWR)	55.1	62.0	11,616	11,614
NEWBURGH/POUGHKEEPSIE NY (SWF)	69.2	77.9	438	438
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	70.5	78.7	482	483
NOME AK (OME)	77.0	79.3	87	87
NORFOLK VA (ORF)	67.1	76.2	1,329	1,330
OAKLAND CA (OAK)	76.4	77.8	5,448	5,448
OKLAHOMA CITY OK (OKC)	71.2	75.7	2,133	2,131
OMAHA NE (OMA)	63.6	72.8	2,122	2,122
ONTARIO/SAN BERNARDINO CA (ONT)	80.2	80.9	3,241	3,241
ORLANDO FL (MCO)	68.1	72.5	10,705	10,701
OXNARD/VENTURA CA (OXR)	81.1	94.3	106	106
PALMDALE CA (PMD)	87.0	77.8	54	54
PANAMA CITY FL (PFN)	64.1	79.0	276	276
PASCO/KENNEWICK/RICHLAND WA (PSC)	78.7	93.5	216	216
PELLSTON MI (PLN)	53.8	50.0	13	14
PENSACOLA FL (PNS)	73.5	75.8	722	724
PEORIA IL (PIA)	51.1	59.6	450	451
PETERSBURG AK (PSG)	58.6	60.3	58	58
PHILADELPHIA PA (PHL)	65.8	70.7	7,809	7,809
PHOENIX AZ (PHX)	76.1	77.4	16,595	16,602
PITTSBURGH PA (PIT)	66.6	73.4	3,559	3,564
POCATELLO ID (PIH)	71.6	85.5	148	145
PONCE PR (PSE)	73.2	84.7	71	72
PORTLAND ME (PWM)	65.7	67.2	568	567
PORTLAND OR (PDX)	75.7	82.9	4,545	4,550

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PROVIDENCE RI (PVD)	70.4	73.1	1,851	1,850
RALEIGH/DURHAM NC (RDU)	69.7	74.5	4,881	4,882
RAPID CITY SD (RAP)	75.5	86.1	310	309
REDDING CA (RDD)	57.3	68.5	143	143
RENO NV (RNO)	73.4	75.1	2,149	2,152
RHINELANDER WI (RHI)	0.0	0.0	1	1
RICHMOND VA (RIC)	67.6	74.9	1,572	1,572
ROANOKE VA (ROA)	60.1	65.0	273	274
ROCHESTER MN (RST)	44.5	54.4	355	353
ROCHESTER NY (ROC)	62.0	70.9	1,262	1,262
ROCKFORD IL (RFD)	75.0	83.3	56	54
ROSWELL NM (ROW)	72.4	82.8	58	58
SACRAMENTO CA (SMF)	76.9	80.0	4,406	4,405
SAGINAW/BAY CITY/MIDLAND MI (MBS)	44.8	56.3	174	174
SALEM OR (SLE)	57.4	85.2	54	54
SALT LAKE CITY UT (SLC)	76.1	82.5	11,681	11,688
SAN ANGELO TX (SJT)	74.1	83.6	116	116
SAN ANTONIO TX (SAT)	71.0	79.3	3,636	3,638
SAN DIEGO CA (SAN)	72.8	75.6	7,478	7,485
SAN FRANCISCO CA (SFO)	63.8	70.8	10,817	10,815
SAN JOSE CA (SJC)	75.3	79.2	4,626	4,625
SAN JUAN PR (SJU)	66.4	77.0	1,938	1,931
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	77.1	80.0	498	499
SANTA ANA CA (SNA)	76.2	79.9	4,001	4,000
SANTA BARBARA CA (SBA)	76.7	80.1	1,032	1,031
SANTA MARIA CA (SMX)	70.1	79.6	137	137
SARASOTA/BRADENTON FL (SRQ)	65.2	71.3	693	693
SAVANNAH GA (SAV)	65.5	70.8	970	968
SCRANTON/WILKES-BARRE PA (AVP)	52.1	63.7	194	193
SEATTLE WA (SEA)	73.1	78.8	7,977	7,978
SHREVEPORT LA (SHV)	68.3	77.5	640	640
SIOUX CITY IA (SUX)	54.5	59.1	22	22
SIOUX FALLS SD (FSD)	55.3	67.8	436	435
SITKA AK (SIT)	63.2	71.3	87	87
SOUTH BEND IN (SBN)	54.1	50.3	377	376
SPOKANE WA (GEG)	73.3	83.3	1,222	1,225
SPRINGFIELD IL (SPI)	38.8	44.5	139	137
SPRINGFIELD MO (SGF)	56.8	63.3	840	843
ST. GEORGE UT (SGU)	79.8	85.5	287	290
ST. LOUIS MO (STL)	65.9	68.1	4,930	4,928
STATE COLLEGE PA (SCE)	56.9	69.0	58	58
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	65.2	73.9	399	402
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	71.1	76.9	249	255

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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SYRACUSE NY (SYR)	59.8	65.7	1,012	1,011
TALLAHASSEE FL (TLH)	70.4	72.7	253	253
TAMPA FL (TPA)	69.7	75.0	6,589	6,580
TELLURIDE CO (TEX)	56.0	50.0	50	50
TEXARKANA AR (TXK)	74.1	84.5	116	116
TOLEDO OH (TOL)	46.0	55.5	137	137
TRAVERSE CITY MI (TVC)	47.8	60.5	255	256
TUCSON AZ (TUS)	75.3	81.5	2,397	2,390
TULSA OK (TUL)	68.0	77.5	1,894	1,891
TWIN FALLS ID (TWF)	70.1	75.1	197	189
TYLER TX (TYR)	71.0	78.5	145	144
VALDOSTA GA (VLD)	62.2	67.1	82	82
VALPARAISO FL (VPS)	66.5	77.6	553	553
WACO TX (ACT)	77.3	82.0	194	194
WASHINGTON DC (DCA)	73.2	79.3	6,968	6,968
WASHINGTON DC (IAD)	66.7	69.2	6,411	6,411
WATERLOO IA (ALO)	60.0	48.0	25	25
WAUSAU/MARSHFIELD WI (CWA)	44.2	49.2	120	120
WEST PALM BEACH/PALM BEACH FL (PBI)	66.9	73.6	2,731	2,728
WHITE PLAINS NY (HPN)	56.7	65.4	857	862
WICHITA FALLS TX (SPS)	76.4	88.7	195	195
WICHITA KS (ICT)	67.6	74.9	1,180	1,179
WILMINGTON NC (ILM)	72.1	77.5	204	204
WRANGELL AK (WRG)	60.3	63.8	58	58
YAKIMA WA (YKM)	65.9	80.5	41	41
YAKUTAT AK (YAK)	60.3	74.1	58	58
YUMA AZ (YUM)	80.6	81.1	351	350



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TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS  
BY CARRIER

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
MESA	22	11,109	1,195	10.8	117	20,715	2,187	10.6
AMERICAN EAGLE	18	21,842	1,644	7.5	113	40,221	3,025	7.5
COMAIR	22	11,162	716	6.4	86	17,081	1,071	6.3
PINNACLE	15	7,983	460	5.8	113	21,008	1,286	6.1
AMERICAN	30	38,969	1,956	5.0	79	48,618	2,301	4.7
SKYWEST	22	24,953	993	4.0	147	46,140	2,120	4.6
EXPRESSJET	29	15,304	781	5.1	124	32,098	1,385	4.3
UNITED	31	30,979	1,275	4.1	85	36,764	1,519	4.1
ATLANTIC SOUTHEAST	15	11,556	291	2.5	125	22,095	611	2.8
JETBLUE	19	11,385	250	2.2	45	15,984	365	2.3
US AIRWAYS	30	30,234	621	2.1	83	36,815	719	2.0
SOUTHWEST	19	51,051	1,246	2.4	64	94,484	1,797	1.9
NORTHWEST	30	21,083	430	2.0	101	29,102	551	1.9
DELTA	31	29,664	612	2.1	95	36,275	678	1.9
ALASKA	16	7,497	89	1.2	45	11,882	206	1.7
CONTINENTAL	28	19,137	359	1.9	67	24,326	411	1.7
AIRTRAN	24	14,751	204	1.4	54	20,340	295	1.5
FRONTIER	22	5,892	30	0.5	41	7,126	41	0.6
ALOHA	3	162	2	1.2	11	3,772	17	0.5
HAWAIIAN	7	393	0	0.0	14	4,390	11	0.3
<b>Total</b>		<b>365,106</b>	<b>13,154</b>	<b>3.6</b>	<b>Total</b>	<b>569,236</b>	<b>20,596</b>	<b>3.6</b>

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

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**TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	21008	13356	63.58%	1286	6.12%	80	0.38%	1849	8.80%	163	0.77%	2128	10.13%	5	0.02%	2141	10.19%
AA	48618	29979	61.66%	2301	4.73%	148	0.30%	4172	8.58%	729	1.50%	6272	12.90%	3	0.01%	5014	10.31%
AQ	3772	3606	95.60%	17	0.45%	3	0.08%	77	2.03%	4	0.11%	26	0.70%	1	0.03%	38	1.01%
AS	11882	9115	76.71%	206	1.73%	56	0.47%	654	5.50%	39	0.33%	915	7.70%	8	0.06%	889	7.48%
B6	15984	10830	67.76%	365	2.28%	43	0.27%	758	4.74%	44	0.27%	2182	13.65%	2	0.01%	1761	11.02%
CO	24326	17072	70.18%	411	1.69%	82	0.34%	1455	5.98%	279	1.15%	3425	14.08%	29	0.12%	1572	6.46%
DL	36275	27992	77.17%	678	1.87%	103	0.28%	1675	4.62%	179	0.49%	3696	10.19%	3	0.01%	1950	5.38%
EV	22095	15044	68.09%	611	2.77%	78	0.35%	2993	13.55%	1036	4.69%	1815	8.22%	9	0.04%	509	2.30%
F9	7126	5354	75.13%	41	0.58%	5	0.07%	544	7.64%	20	0.28%	818	11.48%	2	0.02%	341	4.79%
FL	20340	13096	64.39%	295	1.45%	59	0.29%	1107	5.44%	46	0.23%	2584	12.70%	0	0.00%	3152	15.50%
HA	4390	4088	93.12%	11	0.25%	3	0.07%	204	4.65%	1	0.03%	1	0.02%	0	0.00%	81	1.85%
MQ	40221	24376	60.61%	3025	7.52%	129	0.32%	2890	7.19%	613	1.53%	4106	10.21%	2	0.01%	5079	12.63%
NW	29102	19164	65.85%	551	1.89%	70	0.24%	2478	8.51%	324	1.11%	4716	16.21%	19	0.07%	1780	6.12%
OH	17081	10488	61.40%	1071	6.27%	39	0.23%	1761	10.31%	1083	6.34%	2426	14.20%	1	0.01%	213	1.24%
OO	46140	31876	69.09%	2120	4.59%	126	0.27%	4105	8.90%	523	1.13%	1437	3.11%	45	0.10%	5908	12.80%
UA	36764	23932	65.10%	1519	4.13%	68	0.18%	2567	6.98%	369	1.00%	4104	11.16%	1	0.00%	4203	11.43%
US	36815	28087	76.29%	719	1.95%	71	0.19%	1848	5.02%	93	0.25%	3446	9.36%	30	0.08%	2521	6.85%
WN	94484	68516	72.52%	1797	1.90%	385	0.41%	4936	5.22%	736	0.78%	4193	4.44%	102	0.11%	13820	14.63%
XE	32098	21694	67.59%	1385	4.31%	118	0.37%	1799	5.61%	289	0.90%	3724	11.60%	33	0.10%	3056	9.52%
YV	20715	13023	62.87%	2187	10.56%	49	0.24%	2581	12.46%	211	1.02%	1251	6.04%	14	0.07%	1399	6.75%
TOTAL	569236	390688		20596		1715		40454		6782		53266		308		55427	
			68.63%		3.62%		0.30%		7.11%		1.19%		9.36%		0.05%		9.74%

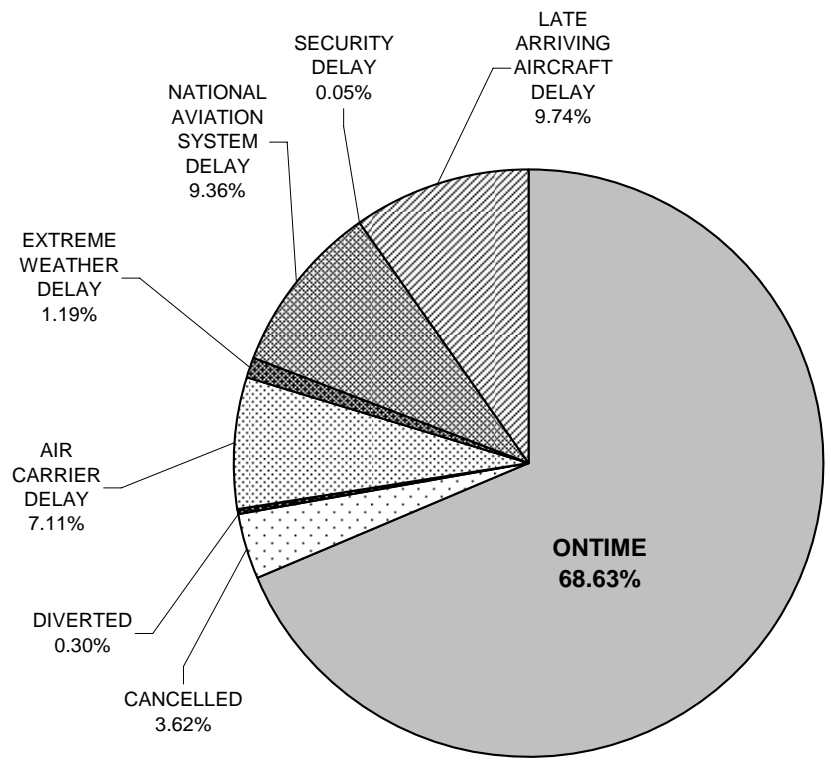
**\*Causes of Delay:**

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

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

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

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 TABLE 10. OVERALL CAUSES OF DELAY\*



**Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
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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
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
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways

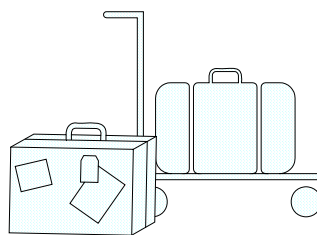
**Air Carriers Voluntarily Reporting  
Data to DOT and to CRS Vendors**

AQ	Aloha Airlines (eff. 04/06)
9E	Pinnacle Airlines (eff. 01/08)

\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #16, issued October 31, 2007, effective January 1, 2008.

## **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.



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

RANK	AIRLINE	FEBRUARY 2008			FEBRUARY 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,273	565,330	2.25	1,922	524,955	3.66
2	ALOHA AIRLINES	930	303,116	3.07	1,084	307,184	3.53
3	AIRTRAN AIRWAYS	6,340	1,947,972	3.25	5,613	1,598,367	3.51
4	JETBLUE AIRWAYS	5,476	1,673,415	3.27	8,693	1,512,091	5.75
5	CONTINENTAL AIRLINES	13,051	2,838,474	4.60	15,029	2,833,275	5.30
6	NORTHWEST AIRLINES	14,540	3,106,960	4.68	22,508	3,246,761	6.93
7	ALASKA AIRLINES	6,136	1,145,844	5.36	5,060	1,054,788	4.80
8	UNITED AIRLINES	22,059	4,056,110	5.44	34,581	4,262,812	8.11
9	SOUTHWEST AIRLINES	44,688	7,937,159	5.63	52,089	7,147,150	7.29
10	FRONTIER AIRLINES	4,492	727,709	6.17	5,458	699,824	7.80
11	AMERICAN AIRLINES	39,341	5,744,738	6.85	46,667	5,733,817	8.14
12	DELTA AIR LINES	32,127	4,653,661	6.90	37,157	4,533,088	8.20
13	US AIRWAYS	27,448	3,944,586	6.96	37,633	3,999,447	9.41
14	EXPRESSJET AIRLINES	8,720	1,160,676	7.51	10,042	1,141,170	8.80
15	COMAIR	5,269	623,413	8.45	9,648	601,813	16.03
16	MESA AIRLINES	8,171	868,016	9.41	12,356	994,247	12.43
17	PINNACLE AIRLINES	7,396	743,141	9.95	7,238	653,877	11.07
18	SKYWEST AIRLINES	18,048	1,616,522	11.16	23,634	1,569,738	15.06
19	ATLANTIC SOUTHEAST AIRLINES	11,363	938,092	12.11	8,915	811,851	10.98
20	AMERICAN EAGLE AIRLINES	15,795	1,232,636	12.81	20,753	1,275,159	16.27
TOTALS		292,663	45,827,570	6.39	366,080	44,501,414	8.23

**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 Pinnacle). 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.

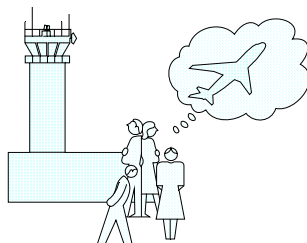
## OVERSALES

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.





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

RANK	AIRLINE	OCTOBER - DECEMBER 2007				OCTOBER - DECEMBER 2006			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<i>PINNACLE AIRLINES</i>	3	0	9,242	<b>0.00</b>	*	*	*	*
2	<i>JETBLUE AIRWAYS</i>	10	3	5,180,468	<b>0.01</b>	10	29	4,931,609	<b>0.06</b>
3	<i>AIRTRAN AIRWAYS</i>	5,614	46	5,934,141	<b>0.08</b>	4,781	18	5,017,232	<b>0.04</b>
4	<i>ALOHA AIRLINES</i>	202	8	953,851	<b>0.08</b>	32	0	887,148	<b>0.00</b>
5	<i>HAWAIIAN AIRLINES</i>	220	18	1,767,774	<b>0.10</b>	340	38	1,610,807	<b>0.24</b>
6	<i>NORTHWEST AIRLINES</i>	11,065	473	11,327,726	<b>0.42</b>	17,740	851	12,235,357	<b>0.70</b>
7	<i>UNITED AIRLINES</i>	16,380	937	14,671,409	<b>0.64</b>	17,225	866	15,369,958	<b>0.56</b>
8	<i>AMERICAN AIRLINES</i>	15,666	1,608	21,656,205	<b>0.74</b>	21,987	1,877	21,307,774	<b>0.88</b>
9	<i>FRONTIER AIRLINES</i>	1,077	196	2,458,627	<b>0.80</b>	644	113	2,249,061	<b>0.50</b>
10	<i>CONTINENTAL AIRLINES</i>	6,669	843	10,424,519	<b>0.81</b>	8,296	1,442	10,232,687	<b>1.41</b>
11	<i>ALASKA AIRLINES</i>	3,741	347	3,780,367	<b>0.92</b>	3,972	549	3,642,976	<b>1.51</b>
12	<i>SOUTHWEST AIRLINES</i>	16,793	2,354	24,875,699	<b>0.95</b>	24,785	1,748	24,073,919	<b>0.73</b>
13	<i>SKYWEST AIRLINES</i>	3,090	187	1,954,068	<b>0.96</b>	3,090	177	1,556,835	<b>1.14</b>
14	<i>US AIRWAYS</i>	18,439	1,315	13,030,439	<b>1.01</b>	15,471	1,359	13,695,451	<b>0.99</b>
15	<i>DELTA AIR LINES</i>	8,671	2,009	16,229,841	<b>1.24</b>	15,096	2,246	16,664,534	<b>1.35</b>
16	<i>AMERICAN EAGLE AIRLINES</i>	354	123	629,569	<b>1.95</b>	415	54	610,898	<b>0.88</b>
17	<i>MESA AIRLINES</i>	2,972	355	1,706,790	<b>2.08</b>	3,028	179	1,659,022	<b>1.08</b>
18	<i>COMAIR</i>	992	131	502,829	<b>2.61</b>	1,831	101	599,762	<b>1.68</b>
19	<i>ATLANTIC SOUTHEAST AIRLINES</i>	1,946	412	1,089,178	<b>3.78</b>	1,657	397	967,995	<b>4.10</b>
	<b>TOTALS**</b>	113,904	11,365	138,182,742	<b>0.82</b>	140,400	12,044	137,313,025	<b>0.88</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. Pinnacle Airlines' ranking in this table effective the 4<sup>th</sup> quarter 2007. The entire fleet of ExpressJet 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 4th quarter 2006 reflect the deletion of ATA's data for that period.

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

RANK	AIRLINE	JANUARY-DECEMBER 2007				JANUARY-DECEMBER 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>	13	43	21,386,573	<b>0.02</b>	73	126	18,564,558	<b>0.07</b>
2	<b>AIRTRAN AIRWAYS</b>	28,949	348	23,780,058	<b>0.15</b>	17,698	163	20,051,219	<b>0.08</b>
3	<b>HAWAIIAN AIRLINES</b>	1,061	119	7,098,609	<b>0.17</b>	2,216	79	6,202,663	<b>0.13</b>
4	<b>ALOHA AIRLINES</b>	482	112	3,921,358	<b>0.29</b>	*	*	*	*
5	<b>UNITED AIRLINES</b>	90,639	4,448	62,732,171	<b>0.71</b>	71,894	3,221	63,157,815	<b>0.51</b>
6	<b>ALASKA AIRLINES</b>	16,106	1,164	15,985,172	<b>0.73</b>	18,677	1,949	15,492,040	<b>1.26</b>
7	<b>AMERICAN AIRLINES</b>	75,852	6,764	87,781,244	<b>0.77</b>	81,542	7,393	87,900,592	<b>0.84</b>
8	<b>NORTHWEST AIRLINES</b>	72,115	3,969	47,779,125	<b>0.83</b>	73,959	3,988	49,039,931	<b>0.81</b>
9	<b>FRONTIER AIRLINES</b>	4,631	969	10,436,638	<b>0.93</b>	2,566	450	9,656,161	<b>0.47</b>
10	<b>SOUTHWEST AIRLINES</b>	88,248	11,288	101,910,758	<b>1.11</b>	107,427	8,724	96,276,907	<b>0.91</b>
11	<b>US AIRWAYS</b>	77,001	6,544	54,991,550	<b>1.19</b>	68,174	5,965	55,156,067	<b>1.08</b>
12	<b>AMERICAN EAGLE AIRLINES</b>	1,269	336	2,485,956	<b>1.35</b>	1,724	314	2,388,828	<b>1.31</b>
13	<b>CONTINENTAL AIRLINES</b>	36,049	6,100	42,576,293	<b>1.43</b>	39,510	7,087	40,807,967	<b>1.74</b>
14	<b>MESA AIRLINES**</b>	15,590	1,120	7,262,198	<b>1.54</b>	14,794	1,095	6,896,908	<b>1.59</b>
15	<b>SKYWEST AIRLINES</b>	19,507	1,339	7,937,530	<b>1.69</b>	13,791	647	5,786,205	<b>1.12</b>
16	<b>DELTA AIR LINES</b>	78,837	16,691	67,455,072	<b>2.47</b>	88,377	11,644	68,675,523	<b>1.70</b>
17	<b>COMAIR</b>	5,455	556	1,763,507	<b>3.15</b>	7,196	559	2,259,675	<b>2.47</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	9,913	1,968	4,377,102	<b>4.50</b>	9,531	1,846	4,131,637	<b>4.47</b>
*	<b>PINNACLE AIRLINES</b>	*	*	*	*	*	*	*	*
	<b>TOTALS**</b>	621,717	63,878	571,660,914	<b>1.12</b>	619,149	55,250	552,444,696	<b>1.00</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. 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). Pinnacle Airlines' ranking in this section is effective the 4<sup>th</sup> quarter 2007. The entire fleet of ExpressJet Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ATRC) consists of aircraft with 60 seats or less.

\*\* This table includes corrections to Mesa Airlines' 3<sup>rd</sup> quarter oversales data.

\*\*\*ATA Airlines' ranking in this table ceased effective the 1<sup>st</sup> quarter 2007. Totals for 2006 reflect the deletion of ATA's data for that twelve-month 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

	FEBRUARY 2008				FEBRUARY 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	800	45	2	90	669	71	1	106
FOREIGN AIRLINES	115	0	0	12	124	4	0	7
TRAVEL AGENTS	10	0	0	1	20	0	0	0
TOUR OPERATORS	4	0	0	1	1	0	0	0
MISCELLANEOUS	7	3	0	38	12	21	0	26
<b>INDUSTRY TOTALS</b>	<b>936</b>	<b>48</b>	<b>2</b>	<b>142</b>	<b>826</b>	<b>96</b>	<b>1</b>	<b>139</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	FEBRUARY 2008			FEBRUARY 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	334		1	281	
CANCELLATIONS			133			120
DELAYS			102			79
MISCONNECTIONS			61			40
BAGGAGE	2	176		2	187	
CUSTOMER SERVICE	3	123		4	83	
RES/TKTG/BOARDING	4	110		3	88	
REFUNDS	5	54		5	59	
OVERSALES	6	41		6	39	
DISABILITY	7	35		9	20	
FARES	8	27		8	23	
OTHER	9	25		7	32	
FREQUENT FLYER			20			17
DISCRIMINATION	10	9		11	6	
ADVERTISING	11	2		10	7	
ANIMALS	12	0		12	1	
<b>COMPLAINT TOTAL</b>		<b>936</b>			<b>826</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\*

FEBRUARY 2008

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI S- ABI LITY	ADVER- TI SING	DI SCRIM- I NATION	ANI MALS	OTHER	TOTAL
AI RTRAN AI RWAYS	5	2	0	1	0	8	2	1	0	0	0	0	19
ALLEGI ANT AI R	2	0	0	0	0	2	0	1	0	0	0	0	5
AMERI CAN AI RLI NES	50	3	11	3	2	36	15	2	0	2	0	2	126
AMERI CAN EAGLE AI RLI NES	14	0	0	0	1	4	1	0	0	1	0	0	21
ATLANTI C SOUTHEAST AI RLI NES	8	4	0	0	0	0	0	0	0	0	0	0	12
COMAI R	2	1	0	0	0	0	1	2	0	0	0	0	6
CONTI NENTAL AI RLI NES	9	0	9	2	1	10	9	2	0	0	0	3	45
DELTA AI R LI NES	34	2	12	0	5	19	17	4	0	2	0	4	99
EXECUTI VE AI RLI NES	2	0	0	0	0	3	0	0	0	0	0	0	5
EXPRESSJET AI RLI NES	7	0	0	0	0	0	1	1	0	0	0	0	9
FREEDOM AI RLI NES	4	1	0	0	0	0	0	0	0	0	0	0	5
FRONTI ER AI RLI NES	3	1	0	0	0	2	1	0	0	0	0	1	8
HAWAI IAN AI RLI NES	0	0	1	2	0	0	3	0	0	0	0	0	6
JETBLUE AI RWAYS	4	0	1	0	1	0	2	2	0	0	0	0	10
MESA AI RLI NES	6	0	0	0	0	3	4	1	0	0	0	0	14
MESABA AVI ATI ON	3	1	0	0	0	1	0	0	0	0	0	0	5
NORTHWEST AI RLI NES	12	2	4	1	2	3	5	2	0	1	0	1	33
PI EDMONT AI RLI NES	2	2	1	0	0	0	0	0	0	0	0	0	5
PI NNACLE AI RLI NES	10	1	0	0	0	1	2	2	0	0	0	0	16
SKYBUS AI RLI NES	3	0	1	0	1	1	0	0	0	0	0	0	6
SKYWEST AI RLI NES	10	1	0	0	0	2	1	0	0	0	0	0	14
SOUTHWEST AI RLI NES	5	0	2	1	1	4	5	4	0	0	0	0	22
SPI RIT AI RLI NES	10	1	9	5	10	16	8	1	1	0	0	0	61
UNI TED AI RLI NES	42	3	8	3	10	10	15	1	0	1	0	4	97
UNI TED EXPRESS	1	0	0	0	0	4	1	0	0	0	0	0	6
US AI RWAYS	29	6	16	3	6	12	14	5	0	0	0	6	97
OTHER U. S. AI RLI NES	24	2	9	1	1	3	5	2	0	0	0	1	48
<b>TOTAL FEBRUARY 2008</b>	<b>301</b>	<b>33</b>	<b>84</b>	<b>22</b>	<b>41</b>	<b>144</b>	<b>112</b>	<b>33</b>	<b>1</b>	<b>7</b>	<b>0</b>	<b>22</b>	<b>800</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>37. 6</b>	<b>4. 1</b>	<b>10. 5</b>	<b>2. 8</b>	<b>5. 1</b>	<b>18. 0</b>	<b>14. 0</b>	<b>4. 1</b>	<b>0. 1</b>	<b>0. 9</b>	<b>0</b>	<b>2. 8</b>	
<b>TOTAL FEBRUARY 2007</b>	<b>247</b>	<b>34</b>	<b>66</b>	<b>19</b>	<b>34</b>	<b>140</b>	<b>71</b>	<b>19</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>28</b>	<b>669</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>36. 9</b>	<b>5. 1</b>	<b>9. 9</b>	<b>2. 8</b>	<b>5. 1</b>	<b>20. 9</b>	<b>10. 6</b>	<b>2. 8</b>	<b>0. 9</b>	<b>0. 6</b>	<b>0. 1</b>	<b>4. 2</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

FEBRUARY 2008

U. S. AIRLINES*	COMPS RECD IN FEB	INCI - DENTS IN FEB	PERCENT	INCI - DENTS IN JAN	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	19	11	57.9	2	10.5	5	26.3	1	5.3
ALLEGIAN AIR	5	0	0.0	0	0.0	2	40.0	3	60.0
AMERICAN AIRLINES	126	53	42.1	18	14.3	37	29.4	18	14.3
AMERICAN EAGLE AIRLINES	21	11	52.4	3	14.3	6	28.6	1	4.8
ATLANTIC SOUTHEAST AIRLINES	12	9	75.0	1	8.3	0	0.0	2	16.7
COMAIR	6	2	33.3	1	16.7	2	33.3	1	16.7
CONTINENTAL AIRLINES	45	12	26.7	5	11.1	18	40.0	10	22.2
DELTA AIRLINES	99	30	30.3	19	19.2	37	37.4	13	13.1
EXECUTIVE AIRLINES	5	2	40.0	1	20.0	2	40.0	0	0.0
EXPRESSJET AIRLINES	9	6	66.7	2	22.2	1	11.1	0	0.0
FREEDOM AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
FRONTIER AIRLINES	8	4	50.0	1	12.5	2	25.0	1	12.5
HAWAIIAN AIRLINES	6	0	0.0	0	0.0	3	50.0	3	50.0
JETBLUE AIRWAYS	10	7	70.0	1	10.0	1	10.0	1	10.0
MESA AIRLINES	14	10	71.4	1	7.1	1	7.1	2	14.3
MESABA AVIATION	5	3	60.0	1	20.0	0	0.0	1	20.0
NORTHWEST AIRLINES	33	7	21.2	7	21.2	13	39.4	6	18.2
PIEDMONT AIRLINES	5	2	40.0	0	0.0	2	40.0	1	20.0
PINNACLE AIRLINES	16	5	31.2	4	25.0	2	12.5	5	31.2
SKYBUS AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
SKYWEST AIRLINES	14	6	42.9	5	35.7	1	7.1	2	14.3
SOUTHWEST AIRLINES	22	10	45.5	4	18.2	5	22.7	3	13.6
SPIRIT AIRLINES	61	16	26.2	8	13.1	25	41.0	12	19.7
UNITED AIRLINES	97	41	42.3	17	17.5	25	25.8	14	14.4
UNITED EXPRESS	6	6	100.0	0	0.0	0	0.0	0	0.0
US AIRWAYS	97	43	44.3	9	9.3	29	29.9	16	16.5
OTHER U. S. AIRLINES	48	22	45.8	7	14.6	12	25.0	7	14.6
<b>TOTALS</b>	<b>800</b>	<b>326</b>	<b>40.8</b>	<b>118</b>	<b>14.8</b>	<b>233</b>	<b>29.1</b>	<b>123</b>	<b>15.4</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>669</b>	<b>259</b>	<b>38.7</b>	<b>89</b>	<b>13.3</b>	<b>171</b>	<b>25.6</b>	<b>150</b>	<b>22.4</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\*\*

FEBRUARY 2008

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROLINEAS ARGENTINAS	5	1	0	0	1	0	0	0	0	0	0	0	7
AIR FRANCE	1	1	3	0	0	5	1	0	1	0	0	0	12
ALITALIA AIRLINES	1	0	0	0	0	4	0	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	0	0	3	5	1	0	0	1	0	0	10
EMIRATES AIRLINES	0	0	1	0	1	3	0	0	0	0	0	0	5
IBERIA AIRLINES	3	1	0	0	1	1	0	0	0	0	0	0	6
TRAVELSPAN G. T. INC. S. A.	3	0	1	0	1	1	0	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	16	5	11	4	3	13	7	2	0	1	0	2	64
<b>TOTALS</b>	<b>29</b>	<b>8</b>	<b>16</b>	<b>4</b>	<b>10</b>	<b>32</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>115</b>
<b><u>TRAVEL AGENTS</u></b>													
ORBITZ.COM	0	0	5	0	0	0	1	0	0	0	0	0	6
OTHER TRAVEL AGENTS	0	0	2	0	1	0	1	0	0	0	0	0	4
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	2	0	1	0	1	0	0	0	0	0	0	0	4
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	2	1	1	0	0	0	0	0	0	1	7
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>7</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

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

RANK	AIRLINE	FEBRUARY 2008			FEBRUARY 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	3	1,287,448	0.23	6	1,197,772	0.50
2	SOUTHWEST AIRLINES	22	7,750,755	0.28	16	6,990,317	0.23
3	ALOHA AIRLINES	1	283,398	0.35	1	290,783	0.34
4	JETBLUE AIRWAYS	10	1,708,186	0.59	32	1,470,992	2.18
5	EXPRESSJET AIRLINES	9	1,283,573	0.70	4	1,252,546	0.32
6	NORTHWEST AIRLINES	33	3,836,665	0.86	34	3,935,762	0.86
7	SKYWEST AIRLINES	14	1,604,641	0.87	23	1,559,644	1.47
8	COMAIR	6	636,480	0.94	9	614,275	1.47
9	AIRTRAN AIRWAYS	19	1,885,723	1.01	15	1,546,468	0.97
10	FRONTIER AIRLINES	8	771,003	1.04	3	675,825	0.44
11	HAWAIIAN AIRLINES	6	557,008	1.08	1	522,623	0.19
12	ATLANTIC SOUTHEAST AIRLINES	12	968,799	1.24	9	846,661	1.06
13	CONTINENTAL AIRLINES	45	3,609,297	1.25	26	3,504,776	0.74
14	AMERICAN EAGLE AIRLINES	21	1,262,178	1.66	10	1,289,077	0.78
15	MESA AIRLINES	14	836,958	1.67	8	974,914	0.82
16	AMERICAN AIRLINES	126	7,139,433	1.76	136	7,038,423	1.93
17	DELTA AIR LINES	99	5,246,421	1.89	77	5,079,925	1.52
18	PINNACLE AIRLINES	16	799,028	2.00	8	665,875	1.20
19	UNITED AIRLINES	97	4,721,880	2.05	92	4,893,703	1.88
20	US AIRWAYS	97	4,259,150	2.28	89	4,265,009	2.09
	<b>TOTAL</b>	<b>658</b>	<b>50,448,024</b>	<b>1.30</b>	<b>599</b>	<b>48,615,370</b>	<b>1.23</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 Pinnacle). 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.

## **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.

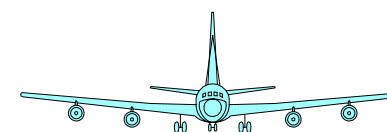
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 February 2008 as provided by the Transportation Security Administration <sup>a</sup>

The Transportation Security Administration screened approximately 53.5 million airline passengers and their 48 million checked bags during February as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of February.

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

Courtesy <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
383	.0007	55	.0001	57	.0001	485	.0009

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
235	.0004	1189	.002

**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 24 hours a day.

<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 February.

As of October 2007, TSA now calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate number of checked bags screened.

## February 2008 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</a>		1	
<b><i>Total</i></b>	<b>0</b>	<b>1</b>	<b>0</b>