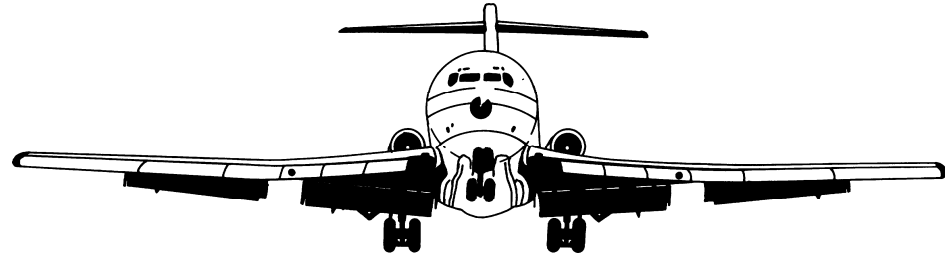




U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: July 2008



Flight Delays¹	May 2008 12 Months Ending May 2008
Mishandled Baggage¹	May 2008
Oversales¹	1 st Quarter 2008
Consumer Complaints² (Includes Disability and Discrimination Complaints)	May 2008
Customer Service Reports to the Dept. of Homeland Security³	May 2008
Airline Animal Incident Reports⁴	May 2008

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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



FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the eighteen (18) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1)* carrier that currently reports 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; 1 carrier (Comair) records 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/ Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml> CDs for earlier months can be purchased by sending an email to: Orders@bts.gov Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>

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

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

***Pinnacle Airlines currently reports flight delay data voluntarily, as permitted by Part 234. Aloha Airlines, which had reported data voluntarily for January and February 2008, ceased all flight operations on March 31. Effective with the May-issued report, Aloha is no longer a ranked airline.**

MAY 2008

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	54.0	14	88.9
PINNACLE AIRLINES S/V	16	86.3	114	85.9
AIRTRAN AIRWAYS S/	25	83.9	57	84.7
SKYWEST AIRLINES S/	21	84.8	143	84.5
DELTA AIR LINES S/	31	83.4	91	84.1
ATLANTIC SOUTHEAST AIRLINES S/	15	84.3	124	83.8
US AIRWAYS S/	30	83.1	82	83.6
SOUTHWEST AIRLINES S/	19	80.8	64	80.9
ALASKA AIRLINES S/	16	80.6	45	80.4
JETBLUE AIRWAYS S/	19	79.1	46	79.2
NORTHWEST AIRLINES S/	30	78.5	96	78.9
COMAIR S/	22	77.9	87	78.4
MESA AIRLINE S/	21	76.9	116	76.9
FRONTIER AIRLINES S/	22	76.7	45	76.5
AMERICAN EAGLE	18	76.6	114	76.3
EXPRESSJET AIRLINES S/	29	73.5	126	76.1
CONTINENTAL AIRLINES S/	27	74.5	63	75.4
UNITED AIRLINES S/	31	72.2	81	72.4
AMERICAN AIRLINES S/	30	67.2	77	67.3
TOTAL		78.2		79.0

➤ 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.

MAY 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	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		MAR - 08		APR - 08		MAY - 08		12 MONTHS ENDING MAY 2008		DATABASE TO DATE SEP 1987-MAY 2008	
	04 - 06 2007		07 - 09 2007		10 - 12 2007		01 - 03 2008		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	79.7	5	75.0	10	76.0	6	70.8	10	70.0	13	81.1	7	84.7	3	75.3	7	(--)	(--)
ALASKA	75.4	9	69.4	19	73.0	13	75.9	3	78.0	3	81.6	5	80.4	9	73.7	11	75.6	8
ALOHA **	90.2	2	94.7	1	92.1	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	66.6	19	70.5	17	70.1	16	63.4	19	62.0	19	65.3	19	67.3	19	66.9	18	78.2	4
AMERICAN EAGLE	68.9	17	70.7	16	69.6	18	64.4	18	66.4	17	74.4	16	76.3	15	68.8	17	73.6	9
ATLANTIC SOUTHEAST	68.1	18	57.0	20	68.0	20	69.4	13	69.1	14	77.0	10	83.8	6	66.4	19	(--)	(--)
COMAIR	69.4	15	69.6	18	69.7	17	66.7	16	66.0	18	75.3	15	78.4	12	69.5	15	(--)	(--)
CONTINENTAL	72.2	12	77.3	8	74.9	9	71.0	8	68.4	15	76.5	13	75.4	17	74.1	9	78.3	3
DELTA	77.7	7	72.1	12	79.2	4	75.8	4	71.7	8	76.8	11	84.1	5	75.7	5	77.6	6
EXPRESSJET	72.7	11	77.9	6	73.5	11	69.4	12	67.8	16	76.5	12	76.1	16	73.8	10	(--)	(--)
FRONTIER	77.2	8	79.9	3	75.5	7	75.0	5	73.4	7	82.1	4	76.5	14	76.8	3	(--)	(--)
HAWAIIAN	93.6	1	94.0	2	93.0	1	93.9	1	94.5	1	90.5	1	88.9	1	93.0	1	(--)	(--)
JETBLUE	68.9	16	73.9	11	73.9	10	71.7	7	70.7	11	77.0	9	79.2	10	73.3	12	(--)	(--)
MESA	74.8	10	77.1	9	72.4	14	69.1	14	75.8	5	73.2	17	76.9	13	73.1	13	(--)	(--)
NORTHWEST	70.8	14	71.8	13	70.2	15	69.5	11	70.1	12	75.9	14	78.9	11	71.1	14	79.0	2
PINNACLE	81.2	3	77.3	7	73.3	12	68.1	15	71.5	10	80.4	8	85.9	2	74.9	8	(--)	(--)
SKYWEST	79.7	6	78.0	5	75.0	8	70.9	9	77.8	4	84.0	2	84.5	4	76.5	4	(--)	(--)
SOUTHWEST	80.6	4	79.5	4	79.7	3	74.8	6	74.4	6	83.3	3	80.9	8	78.5	2	81.9	1
UNITED	71.5	13	71.3	15	68.2	19	66.4	17	71.7	9	72.8	18	72.4	18	69.1	16	75.9	7
US AIRWAYS	64.3	20	71.7	14	76.9	5	78.3	2	79.1	2	81.3	6	83.6	7	75.5	6	78.1	5
Total	73.9		74.2		74.2		70.8		71.6		77.7		79.0		73.5		78.2	

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).

** Aloha Airlines ceased all flight operations on March 31, 2008. The carrier's ranking in this table ceased effective with the May 2008-issued report.

MAY 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	669	77.1	114	88.6	57	91.2	92	90.2	233	84.1	113	86.7	93	60.2	57	71.9
AA	719	67.0	1152	73.9	279	76.0	178	71.9	H/		902	71.6	681	63.6	13994	67.9
AS	H/		93	92.5	H/		H/		H/		93	81.7	186	82.3	94	75.5
B6	H/		1503	82.4	H/		175	80.6	H/		H/		82	59.8	H/	
CO	382	72.0	564	75.2	171	86.5	H/		H/		339	79.9	322	74.2	335	71.0
DL	11711	86.7	1310	83.7	326	90.8	264	87.9	1596	89.3	924	85.7	347	73.2	331	80.1
EV	10629	84.1	H/		H/		33	66.7	620	90.3	H/		H/		7	71.4
F9	152	73.0	H/		H/		H/		H/		93	87.1	4291	77.9	175	74.9
FL	7799	86.5	718	83.7	1430	87.6	266	83.1	H/		255	88.2	113	58.4	289	79.9
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	57	66.7	864	76.5	150	72.0	412	77.2	534	75.7	863	78.7	H/		7741	75.2
NW	238	74.4	349	73.1	294	78.2	212	71.7	H/		555	81.8	278	72.7	175	69.7
OH	806	73.1	997	75.8	294	82.3	168	76.2	4673	84.2	500	85.6	25	72.0	111	68.5
OO	407	88.2	H/		89	91.0	H/		126	85.7	H/		4166	81.7	165	77.0
UA	237	68.4	826	75.3	416	76.4	176	75.6	81	59.3	448	74.3	6444	72.3	373	63.3
US	330	84.8	1680	85.1	380	83.4	6601	86.9	H/		2163	87.8	330	78.5	484	80.4
WN	H/		H/		5020	89.0	H/		H/		H/		2214	77.6	H/	
XE	172	76.2	49	85.7	47	80.9	462	68.8	200	74.0	187	72.7	148	79.1	241	70.1
YV	264	72.3	57	59.6	35	77.1	1957	80.0	H/		H/		1045	76.3	9	44.4
TOTAL	34572	84.3	10276	79.8	8988	86.6	10996	83.5	8063	84.6	7435	82.3	20765	75.9	24581	70.9

* 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	4178	88.6	H/		31	96.8	47	59.6	94	86.2	H/		H/		H/	
AA	337	68.5	515	60.8	435	72.0	335	71.0	370	68.6	1045	65.0	617	66.6	2552	58.4
AS	H/		62	77.4	H/		H/		H/		H/		368	86.1	677	88.2
B6	H/		294	56.1	944	79.3	650	87.5	H/		4423	82.6	339	67.8	H/	
CO	177	82.5	4796	66.5	474	83.3	H/		7613	81.7	106	74.5	546	74.2	658	63.1
DL	109	85.3	308	67.9	757	81.2	192	90.6	89	86.5	1422	75.6	567	71.1	963	73.7
EV	106	79.2	58	46.6	H/		56	82.1	H/		H/		H/		H/	
F9	93	83.9	H/		38	92.1	H/		88	75.0	H/		215	70.2	215	67.9
FL	185	84.9	171	65.5	512	85.5	209	83.3	H/		H/		249	67.5	254	61.0
HA	H/		H/		H/		H/		H/		H/		62	58.1	62	41.9
MQ	203	67.5	115	67.0	H/		H/		H/		638	71.3	124	82.3	1451	88.5
NW	7245	84.1	339	55.2	157	73.9	149	72.5	122	73.0	181	76.8	403	72.5	557	63.0
OH	171	75.4	111	58.6	59	76.3	78	94.9	84	81.0	1119	73.7	H/		H/	
OO	37	83.8	126	56.3	H/		H/		250	84.8	H/		247	85.4	3775	85.2
UA	217	73.7	423	62.6	160	68.1	2331	81.8	145	69.7	464	75.6	1059	70.2	2455	68.6
US	236	89.0	320	68.8	636	80.8	92	88.0	150	86.0	186	79.6	2595	80.1	707	79.5
WN	556	81.5	H/		1383	86.4	332	86.1	H/		H/		7343	76.5	3712	74.4
XE	179	60.9	4222	60.2	H/		315	68.3	6746	78.2	H/		56	85.7	909	91.2
YV	157	66.2	12	50.0	H/		1735	75.1	214	73.8	79	78.5	324	84.0	31	74.2
TOTAL	14186	84.0	11872	63.2	5586	81.5	6521	79.8	15965	79.7	9663	77.3	15114	76.0	18978	75.1

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
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	201	69.2	H/		H/		H/		2233	88.8	H/		H/		H/	
AA	1851	56.8	959	66.8	H/		3501	70.9	533	65.7	92	66.3	6261	68.9	217	58.5
AS	H/		93	88.2	H/		31	93.5	H/		234	86.8	124	75.8	916	78.7
B6	248	57.7	1135	82.4	H/		H/		H/		385	66.8	207	72.9	31	67.7
CO	382	61.0	601	80.2	H/		310	79.0	139	71.2	92	73.9	457	68.1	176	71.6
DL	1743	73.0	1056	86.4	H/		335	84.8	110	86.4	40	95.0	251	84.1	210	81.4
EV	52	61.5	326	95.1	5	80.0	H/		22	95.5	H/		2	50.0	H/	
F9	72	47.2	53	81.1	181	80.7	H/		124	76.6	H/		H/		155	74.2
FL	621	59.9	1873	89.6	513	86.2	128	88.3	169	86.4	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		62	64.5
MQ	1481	62.3	H/		H/		518	82.6	H/		H/		7604	77.8	H/	
NW	574	58.0	473	80.5	150	86.7	126	82.5	6917	81.3	H/		572	73.6	185	76.2
OH	1177	64.4	62	88.7	29	48.3	31	80.6	177	76.3	H/		291	73.9	H/	
OO	H/		H/		H/		H/		230	87.4	199	89.4	4080	77.7	898	93.0
UA	640	57.7	644	77.0	H/		37	70.3	452	68.1	144	78.5	7938	74.2	544	68.8
US	1129	78.8	862	86.5	H/		293	77.1	249	85.1	115	84.3	638	73.2	237	84.0
WN	H/		3529	88.4	6688	85.5	H/		H/		4025	79.1	H/		1234	76.7
XE	55	38.2	24	75.0	88	52.3	33	93.9	268	75.0	H/		115	71.3	61	82.0
YV	58	39.7	H/		H/		H/		H/		58	89.7	2217	69.5	H/	
TOTAL	10284	64.1	11690	84.7	7654	84.9	5343	74.8	11623	81.5	5384	79.0	30757	74.1	4926	78.5

* 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	120	70.0	H/		H/		H/		H/		H/		119	84.9	H/	
AA	485	60.8	490	68.6	520	58.8	496	57.5	1066	64.5	211	62.1	1631	73.0	589	75.2
AS	H/		305	79.0	336	83.9	4343	78.6	417	79.9	H/		H/		H/	
B6	H/		47	57.4	200	62.5	123	82.9	209	61.2	226	84.1	H/		266	80.8
CO	174	70.1	366	63.4	291	65.3	416	67.1	417	63.3	63	66.7	H/		462	83.5
DL	318	82.4	307	76.9	336	72.0	441	81.6	367	73.6	2309	85.1	81	76.5	700	87.4
EV	29	72.4	H/		H/		H/		H/		H/		143	87.4	20	85.0
F9	62	83.9	198	77.3	179	63.7	155	80.0	150	69.3	206	78.6	93	78.5	31	83.9
FL	378	75.7	129	71.3	84	57.1	160	79.4	118	51.7	H/		154	79.9	626	89.0
HA	H/		31	35.5	62	58.1	62	59.7	31	48.4	H/		H/		H/	
MQ	H/		H/		667	88.8	H/		146	85.6	H/		88	60.2	H/	
NW	364	67.9	280	65.0	216	52.3	402	72.9	370	63.0	92	84.8	291	78.7	310	78.7
OH	329	69.0	H/		H/		H/		H/		H/		H/		53	47.2
OO	66	71.2	291	88.3	550	86.9	438	95.0	3143	75.8	6025	94.2	109	80.7	H/	
UA	485	66.4	486	72.2	730	69.5	754	65.3	3837	70.9	210	71.0	61	75.4	306	71.2
US	3614	78.5	5642	84.0	486	81.3	297	86.9	609	76.0	158	89.2	123	83.7	716	85.9
WN	2054	76.4	5889	77.0	3245	77.1	1473	81.0	1093	70.9	1502	81.3	2258	82.1	2637	87.3
XE	43	76.7	140	82.9	438	82.6	91	80.2	142	83.1	509	89.8	250	68.4	9	100.0
YV	1	100.0	2824	83.7	10	80.0	H/		H/		73	75.3	78	73.1	H/	
TOTAL	8522	75.1	17425	79.6	8350	75.4	9651	77.2	12115	71.6	11584	88.7	5479	78.0	6725	84.3

* 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	91.7	75.8	J/	92.7	96.3	J/	81.9	81.2	100.0	75.4	100.0	84.3	90.6	78.9	78.7	88.6	50.0	83.2
700 - 759 AM	94.5	90.6	93.3	91.0	93.3	92.1	86.7	85.3	88.5	92.1	94.3	83.1	86.3	90.7	93.8	92.7	90.4	90.8
800 - 859 AM	90.2	90.4	97.9	89.1	90.6	89.8	89.2	81.6	89.5	88.7	97.3	95.5	79.0	92.1	90.1	90.0	82.2	91.5
900 - 959 AM	87.2	91.2	94.3	91.2	86.2	91.7	84.3	75.9	90.2	95.2	91.5	94.6	84.3	93.8	85.4	84.1	80.3	96.7
1000 - 1059 AM	91.2	91.1	96.3	88.3	92.2	86.2	76.6	76.7	87.1	93.7	94.9	90.9	83.4	92.4	81.1	81.4	76.3	90.4
1100 - 1159 AM	90.2	92.3	94.6	88.8	89.4	88.2	83.6	74.9	89.5	86.8	90.0	86.7	85.6	89.3	78.7	81.5	74.5	92.5
1200 - 1259 PM	88.2	88.0	91.6	89.3	90.9	84.8	76.5	72.3	86.6	79.7	85.6	86.6	84.4	90.0	77.4	76.7	71.2	90.6
100 - 159 PM	87.2	84.4	90.7	89.1	89.1	88.1	73.9	73.0	83.0	70.2	90.2	83.6	83.7	81.1	72.2	73.2	64.9	86.7
200 - 259 PM	84.7	86.3	87.8	87.0	87.0	83.9	75.3	72.9	84.9	57.0	87.8	84.5	79.1	79.4	71.5	75.1	65.3	84.2
300 - 359 PM	84.1	82.5	86.1	84.0	83.9	83.1	72.8	70.2	84.3	51.6	85.6	79.8	78.8	71.7	71.8	77.1	62.4	89.0
400 - 459 PM	84.9	75.6	82.4	79.0	80.4	76.8	75.0	66.2	84.2	45.8	80.8	73.0	78.9	76.0	69.2	71.1	54.5	82.2
500 - 559 PM	84.4	75.4	83.7	74.9	69.6	77.9	73.1	65.1	85.2	49.9	77.0	82.1	75.3	67.1	70.3	68.1	57.0	83.4
600 - 659 PM	78.3	70.0	86.6	75.1	83.1	76.5	72.3	64.0	79.6	42.6	73.8	75.1	73.1	67.8	69.9	72.7	51.8	79.7
700 - 759 PM	75.5	65.5	83.7	77.3	78.1	79.4	65.4	67.0	83.6	45.5	72.3	77.9	72.7	56.6	69.8	71.2	56.2	80.6
800 - 859 PM	74.3	65.1	80.6	77.4	74.5	77.0	64.6	63.1	81.4	46.0	78.8	75.3	71.6	63.8	73.1	65.3	50.7	78.4
900 - 959 PM	70.0	74.7	81.9	79.6	51.4	76.5	72.0	63.6	71.2	49.6	66.4	64.9	69.6	70.5	72.1	65.7	54.3	72.8
1000 - 1059 PM	75.4	72.5	73.1	84.6	81.4	78.0	67.9	56.9	62.1	54.0	67.5	70.8	72.6	69.0	75.5	63.1	45.3	77.1
1100 - 559 AM	81.4	75.4	76.6	64.5	65.1	72.9	76.5	63.7	79.9	74.3	70.6	76.9	82.4	80.0	73.8	64.5	67.7	74.5
TOTAL, ALL ARRIVALS, BY AIRPORT	84.3	79.8	86.6	83.5	84.6	82.3	75.9	70.9	84.0	63.2	81.5	79.8	79.7	77.3	76.0	75.1	64.1	84.7

* 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	100.0	92.5	91.1	J/	93.8	92.0	88.9	91.7	J/	91.0	93.2	J/	100.0	J/	88.7
700 - 759 AM	96.9	84.9	89.4	96.4	90.0	92.2	84.3	87.0	96.7	94.8	93.1	96.6	89.0	90.0	90.3
800 - 859 AM	89.7	84.2	88.4	95.3	83.0	89.0	84.7	87.0	96.8	85.2	90.2	93.5	87.3	97.0	88.1
900 - 959 AM	92.5	93.5	88.8	90.5	81.6	91.2	82.8	74.1	87.1	84.4	76.9	94.7	86.4	96.5	85.7
1000 - 1059 AM	93.1	86.6	83.5	88.5	78.1	87.5	82.6	79.7	77.2	81.4	68.1	91.5	81.2	92.9	84.1
1100 - 1159 AM	90.3	86.7	87.7	84.5	76.4	86.1	80.7	86.0	74.6	78.3	65.6	82.6	88.5	92.4	83.5
1200 - 1259 PM	89.9	81.6	86.1	81.4	77.8	77.3	80.5	84.3	72.7	76.5	67.6	87.5	80.9	82.7	81.7
100 - 159 PM	88.9	80.4	82.9	77.3	72.9	81.0	79.1	78.4	72.4	78.7	67.7	88.1	77.6	89.2	79.8
200 - 259 PM	86.8	74.1	82.3	69.2	73.5	78.3	76.6	78.5	75.7	81.2	67.0	93.4	77.9	88.6	78.6
300 - 359 PM	86.4	72.3	80.0	79.2	69.7	78.6	74.3	80.9	75.7	79.0	70.0	90.0	80.4	82.2	77.4
400 - 459 PM	86.2	70.4	80.5	74.5	69.9	82.2	72.3	78.4	69.0	79.2	70.4	88.5	82.3	86.0	75.2
500 - 559 PM	83.1	74.4	78.9	74.9	70.7	81.8	67.8	81.1	78.9	81.3	77.1	80.4	72.6	82.6	74.5
600 - 659 PM	80.3	61.9	74.2	75.7	67.1	71.5	67.6	75.6	72.5	74.2	72.9	90.2	76.0	79.2	73.1
700 - 759 PM	75.7	67.4	80.1	71.1	64.1	74.1	68.0	78.5	72.2	70.3	67.2	82.9	76.7	82.7	71.6
800 - 859 PM	76.1	63.2	70.1	74.3	61.4	72.0	67.3	75.6	67.0	72.5	69.8	83.2	69.6	76.1	70.1
900 - 959 PM	78.0	65.1	72.8	72.6	60.8	69.9	73.3	69.3	67.4	69.9	65.9	85.9	63.3	72.5	69.3
1000 - 1059 PM	77.9	56.8	62.1	70.8	61.5	71.4	69.5	71.5	66.2	69.4	68.6	78.2	62.7	78.4	68.5
1100 - 559 AM	79.8	58.6	82.5	70.3	75.6	66.9	72.5	74.7	78.0	75.0	68.1	66.0	72.7	76.6	73.6
TOTAL, ALL ARRIVALS, BY AIRPORT	84.9	74.8	81.5	79.0	74.1	78.5	75.1	79.6	75.4	77.2	71.6	88.7	78.0	84.3	78.2

* 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	93.3	96.0	95.0	90.8	88.2	96.0	97.4	91.5	93.6	92.8	97.4	93.3	91.5	93.1	95.2	95.0	94.8	95.6
700 - 759 AM	93.5	93.3	96.0	92.2	96.5	93.5	96.3	87.0	93.8	92.1	94.3	90.2	89.1	94.1	93.9	92.6	91.9	94.1
800 - 859 AM	92.7	92.5	93.5	91.7	89.0	93.0	88.7	81.8	92.1	90.3	96.7	82.8	87.2	92.4	90.6	90.9	92.5	93.3
900 - 959 AM	90.6	92.9	92.7	89.2	91.6	92.7	89.2	76.6	91.4	90.3	95.4	92.0	87.1	95.2	84.9	87.0	85.6	91.4
1000 - 1059 AM	88.0	91.0	89.9	90.8	88.4	89.5	79.1	71.4	90.6	91.7	93.2	92.5	86.9	94.5	82.2	83.5	83.8	93.5
1100 - 1159 AM	88.7	89.8	90.6	86.0	89.6	87.9	78.9	72.9	90.5	89.3	89.0	85.1	82.7	90.9	81.2	82.2	81.6	89.4
1200 - 1259 PM	89.4	88.9	88.1	85.2	86.2	82.8	77.1	69.7	87.1	83.5	82.1	85.6	86.1	94.3	79.8	79.2	84.9	84.5
100 - 159 PM	84.4	82.7	81.3	83.7	88.9	87.1	73.3	68.9	83.5	75.9	85.9	84.5	80.7	86.4	74.2	75.6	78.4	86.8
200 - 259 PM	82.5	80.8	85.3	85.0	80.3	85.4	75.6	64.2	79.4	69.1	81.3	75.9	78.8	85.8	70.0	73.5	74.3	77.7
300 - 359 PM	83.6	79.9	84.5	59.9	86.1	77.5	72.4	67.3	81.5	57.0	84.7	79.1	78.1	77.3	66.7	74.0	74.0	80.1
400 - 459 PM	83.4	78.2	81.3	84.4	79.9	79.3	75.6	66.9	86.0	51.1	80.4	66.7	77.9	73.2	69.0	78.2	69.1	80.6
500 - 559 PM	83.1	75.9	76.4	77.5	87.1	77.8	76.2	60.7	80.5	46.1	75.9	76.4	74.1	77.8	62.6	71.4	64.4	81.5
600 - 659 PM	84.0	72.4	82.2	77.0	61.8	82.1	76.4	64.1	79.6	47.5	68.3	75.2	72.4	76.3	71.1	80.0	64.9	79.6
700 - 759 PM	78.9	74.2	78.1	77.3	81.8	77.5	71.0	64.9	80.5	44.1	71.8	70.4	70.5	65.5	70.1	79.7	56.9	76.6
800 - 859 PM	77.0	69.8	79.0	80.0	84.4	79.9	72.2	66.8	80.5	44.6	67.8	83.2	70.4	72.2	65.8	73.1	61.6	77.0
900 - 959 PM	80.5	73.9	70.0	83.3	87.4	84.8	67.2	64.5	84.6	43.9	93.8	72.0	81.4	73.8	71.2	75.2	59.2	68.9
1000 - 1059 PM	83.2	J/	60.0	84.6	J/	J/	100.0	65.2	82.3	J/	J/	73.8	84.2	81.4	86.3	86.3	40.0	100.0
1100 - 559 AM	83.7	97.4	96.5	J/	J/	100.0	84.4	89.6	J/	94.7	100.0	J/	92.7	92.7	83.9	81.8	96.8	84.6
TOTAL, ALL DEPARTURES, BY AIRPORT	85.3	84.9	86.0	84.3	86.4	85.7	78.3	70.7	85.2	70.7	84.8	80.7	80.7	83.6	78.1	81.8	77.5	85.3

* 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	97.6	92.7	94.9	97.9	91.4	96.4	94.3	95.3	96.9	93.1	92.4	96.7	95.1	98.7	94.6
700 - 759 AM	97.9	88.1	93.1	97.6	89.5	92.8	92.5	91.0	94.2	92.6	91.6	97.3	92.7	95.4	92.5
800 - 859 AM	92.6	86.1	88.7	94.6	86.5	91.3	90.4	86.2	92.6	89.9	89.6	93.9	86.1	95.5	89.9
900 - 959 AM	86.9	85.3	91.2	93.4	81.9	85.6	85.3	83.1	86.5	85.6	87.2	92.0	82.9	96.5	87.8
1000 - 1059 AM	87.3	87.0	90.7	89.5	77.8	87.0	85.6	79.4	80.7	84.1	77.5	92.8	82.7	89.6	84.6
1100 - 1159 AM	87.9	83.3	86.7	88.4	76.5	89.4	78.6	79.1	77.0	81.0	67.0	93.5	82.4	86.4	83.3
1200 - 1259 PM	82.9	78.1	80.5	83.3	76.4	77.5	80.1	81.0	76.4	78.7	70.5	85.4	71.5	87.2	81.4
100 - 159 PM	83.4	72.1	85.0	79.0	74.6	85.0	81.8	83.5	76.4	77.5	68.6	86.9	75.9	82.9	79.5
200 - 259 PM	79.9	67.6	85.2	77.4	70.4	79.3	76.1	70.9	76.2	80.1	68.2	91.9	71.7	84.7	76.9
300 - 359 PM	82.7	67.9	82.5	70.6	70.3	82.2	70.4	77.3	72.4	80.2	71.7	93.6	77.6	81.7	76.2
400 - 459 PM	81.2	68.3	80.4	76.7	70.4	79.3	72.8	77.6	76.1	81.0	74.1	89.0	70.9	82.4	76.0
500 - 559 PM	78.5	60.0	83.6	66.0	69.9	76.4	69.3	71.9	77.7	80.2	79.9	90.1	77.5	81.3	74.3
600 - 659 PM	79.6	80.3	79.3	76.9	67.9	81.4	69.0	82.4	80.0	76.9	76.1	85.2	70.2	74.3	74.3
700 - 759 PM	67.9	58.6	84.4	73.8	68.3	68.3	63.1	72.7	78.0	76.8	78.4	88.6	75.6	80.1	73.1
800 - 859 PM	68.4	69.6	87.6	70.0	66.5	81.7	74.7	77.1	72.3	78.2	75.0	90.2	69.1	78.8	72.7
900 - 959 PM	66.4	65.7	85.5	69.2	69.7	59.0	66.1	73.9	70.5	83.8	78.8	92.0	65.8	61.7	75.9
1000 - 1059 PM	100.0	66.5	87.4	53.8	77.4	85.2	81.8	85.7	89.5	91.0	80.9	92.6	J/	100.0	82.7
1100 - 559 AM	96.8	100.0	98.7	98.2	98.2	88.6	87.9	90.7	J/	84.0	82.1	86.1	J/	J/	86.1
TOTAL, ALL DEPARTURES, BY AIRPORT	82.5	74.9	86.2	83.3	75.6	85.4	79.1	81.3	81.8	83.5	78.6	91.5	79.6	86.0	81.1

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

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
WN	2709	HOU-SAN	1135	17	100.00	50	39
NW	851	DTW-ANC	1930	17	94.12	46	35
OO	2718	MKG-FNT	2145	24	91.67	56	29
AA	1555	JFK-MIA	1555	31	90.32	71	65
AA	1828	SEA-DFW	1305	31	90.32	38	37
CO	1697	EWR-ABQ	1945	18	88.89	89	77
AA	1555	MIA-SJU	2005	31	87.10	103	89
AA	257	JFK-LAS	1625	31	87.10	40	34
F9	677	MCO-DEN	1505	22	86.36	27	26
XE	1290	DCA-EWR	1500	26	84.62	56	52
B6	309	IAD-SAN	1750	25	84.00	41	38
AA	863	PHL-DFW	1825	31	83.87	62	37
AA	247	DFW-LAX	1450	31	83.87	45	24
AA	795	MIA-STT	1715	31	83.87	43	39
YV	7318	GCC-DEN	1630	31	83.87	35	23
WN	2709	SAN-OAK	1310	17	82.35	37	26
WN	450	MCO-PHX	1745	17	82.35	29	26
WN	2622	MDW-HOU	840	16	81.25	30	25
XE	3095	EWR-MKE	1710	26	80.77	69	56
AA	1851	DCA-DFW	1540	26	80.77	50	39
AA	902	MIA-JFK	1440	31	80.65	83	85
CO	312	EWR-BQN	1820	31	80.65	61	31
AA	1212	SEA-DFW	2340	31	80.65	33	25
EV	4480	EWR-ATL	1915	25	80.00	63	24

* 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
EXPRESSJET	1,214	22	1.8
AMERICAN	1,746	28	1.6
CONTINENTAL	901	11	1.2
SOUTHWEST	3,271	22	0.7
JETBLUE	530	3	0.6
NORTHWEST	1,052	5	0.5
AIRTRAN	765	3	0.4
FRONTIER	283	1	0.4
COMAIR	588	2	0.3
ATLANTIC SOUTHEAST	807	2	0.2
ALASKA	428	1	0.2
AMERICAN EAGLE	1,458	3	0.2
DELTA	1,260	2	0.2
MESA	736	1	0.1
SKYWEST	1,663	2	0.1
UNITED	1,339	1	0.1
US AIRWAYS	1,316	0	0.0
PINNACLE	741	0	0.0
HAWAIIAN	154	0	0.0
TOTAL	20,252	109	0.5

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

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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.
ABILENE TX (ABI)	74.4	88.7	211	212
ADAK ISLAND AK (ADK)	44.4	44.4	9	9
AGUADILLA PR (BQN)	73.0	92.7	137	137
AKRON/CANTON OH (CAK)	82.4	87.2	721	721
ALBANY GA (ABY)	83.8	87.5	80	80
ALBANY NY (ALB)	83.2	88.2	1,214	1,215
ALBUQUERQUE NM (ABQ)	78.2	81.7	3,669	3,671
ALEXANDRIA LA (AEX)	77.3	80.9	198	199
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	85.2	88.6	419	421
AMARILLO TX (AMA)	73.7	79.3	616	618
ANCHORAGE AK (ANC)	71.1	83.0	1,730	1,729
APPLETON WI (ATW)	80.5	87.5	585	585
ASHEVILLE NC (AVL)	84.3	86.3	364	364
ASPEN CO (ASE)	79.2	82.9	245	245
ATLANTA GA (ATL)	84.3	85.3	34,572	34,576
AUGUSTA GA (AGS)	80.1	89.5	171	171
AUSTIN TX (AUS)	75.1	81.3	4,514	4,507
BAKERSFIELD CA (BFL)	80.5	89.8	431	432
BALTIMORE MD (BWI)	86.6	86.0	8,988	8,984
BANGOR ME (BGR)	76.3	73.1	207	208
BARROW AK (BRW)	87.1	75.8	62	62
BATON ROUGE LA (BTR)	77.6	80.3	769	768
BEAUMONT/PORT ARTHUR TX (BPT)	96.6	89.7	29	29
BEND/REDMOND OR (RDM)	89.6	90.6	297	297
BETHEL AK (BET)	89.9	85.4	89	89
BILLINGS MT (BIL)	85.9	92.4	355	355
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	93.5	88.7	62	62
BIRMINGHAM AL (BHM)	81.2	83.7	2,034	2,035
BISMARCK/MANDAN ND (BIS)	86.1	85.6	208	208
BLOOMINGTON IL (BMI)	80.8	87.4	428	428
BOISE ID (BOI)	82.2	88.0	1,374	1,375
BOSTON MA (BOS)	79.8	84.9	10,276	10,281
BOZEMAN MT (BZN)	83.1	91.1	373	372
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	89.3	90.7	214	215
BROWNSVILLE TX (BRO)	77.3	90.1	141	141
BRUNSWICK GA (BQK)	75.9	86.7	83	83
BUFFALO NY (BUF)	82.3	87.1	2,288	2,289
BURBANK CA (BUR)	80.7	84.0	2,719	2,719
BURLINGTON VT (BTV)	80.3	83.3	638	636
BUTTE MT (BTM)	94.6	98.2	56	56
CARLSBAD CA (CLD)	91.7	91.1	192	192
CASPER WY (CPR)	87.3	90.7	205	205
CEDAR CITY UT (CDC)	100.0	100.0	57	58

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	80.0	83.8	865	865
CHAMPAIGN/URBANA IL (CMI)	77.3	84.6	273	273
CHARLESTON SC (CHS)	80.0	82.3	1,359	1,358
CHARLESTON/DUNBAR WV (CRW)	81.6	84.6	305	305
CHARLOTTE AMALIE VI (STT)	79.9	89.8	244	244
CHARLOTTE NC (CLT)	83.5	84.3	10,996	10,996
CHARLOTTESVILLE VA (CHO)	86.5	93.3	104	104
CHATTANOOGA TN (CHA)	80.8	89.6	334	335
CHICAGO IL (MDW)	84.9	82.5	7,654	7,655
CHICAGO IL (ORD)	74.1	75.6	30,757	30,747
CHICO CA (CIC)	60.7	66.7	117	117
CHRISTIANSTED VI (STX)	70.7	78.0	41	41
CLEVELAND OH (CLE)	80.5	84.9	5,998	6,000
CODY WY (COD)	95.7	97.8	93	93
COLLEGE STATION/BRYAN TX (CLL)	84.7	92.4	118	118
COLORADO SPRINGS CO (COS)	78.8	85.6	1,460	1,460
COLUMBIA SC (CAE)	76.5	81.5	846	849
COLUMBUS GA (CSG)	77.4	83.5	115	115
COLUMBUS MS (GTR)	86.5	90.5	74	74
COLUMBUS OH (CMH)	79.4	86.1	2,962	2,965
CORDOVA AK (CDV)	74.2	80.6	62	62
CORPUS CHRISTI TX (CRP)	75.8	83.2	388	388
COVINGTON KY (CVG)	84.6	86.4	8,063	8,057
CRESCENT CITY CA (CEC)	64.8	56.8	88	88
DALLAS TX (DAL)	77.7	75.9	4,707	4,707
DALLAS/FT.WORTH TX (DFW)	70.9	70.7	24,581	24,566
DAYTON OH (DAY)	81.5	89.2	1,386	1,388
DAYTONA BEACH FL (DAB)	87.5	87.8	271	271
DEADHORSE AK (SCC)	98.4	91.9	62	62
DENVER CO (DEN)	75.9	78.3	20,765	20,755
DES MOINES IA (DSM)	79.4	84.4	1,397	1,400
DETROIT MI (DTW)	84.0	85.2	14,186	14,171
DILLINGHAM AK (DLG)	38.5	38.5	13	13
DOTHAN AL (DHN)	72.0	81.4	118	118
DUBUQUE IA (DBQ)	77.1	83.9	118	118
DULUTH MN (DLH)	85.8	92.5	239	240
DURANGO CO (DRO)	89.2	90.4	324	324
EAGLE CO (EGE)	83.1	84.7	124	124
EL CENTRO CA (IPL)	88.1	89.9	109	109
EL PASO TX (ELP)	77.2	83.5	1,767	1,766
ELKO NV (EKO)	94.0	96.7	150	150
ELMIRA/CORNING NY (ELM)	94.5	96.4	110	110
ERIE PA (ERI)	90.7	94.9	118	118

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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.
EUGENE OR (EUG)	83.9	91.7	483	483
EUREKA/ARCATA CA (ACV)	74.7	74.6	296	295
EVANSVILLE IN (EVV)	84.6	86.9	544	544
FAIRBANKS AK (FAI)	75.7	83.7	408	406
FARGO ND (FAR)	79.0	88.9	381	380
FAYETTEVILLE AR (XNA)	74.3	80.6	1,223	1,225
FAYETTEVILLE NC (FAY)	81.9	87.2	149	149
FLAGSTAFF AZ (FLG)	86.6	88.3	179	179
FLINT MI (FNT)	79.6	91.4	751	752
FLORENCE SC (FLO)	84.6	94.2	52	52
FORT LAUDERDALE FL (FLL)	81.5	84.8	5,586	5,593
FORT SMITH AR (FSM)	78.3	87.5	240	240
FORT WAYNE IN (FWA)	81.2	83.7	559	558
FRESNO CA (FAT)	85.6	88.7	1,276	1,278
FT. MYERS FL (RSW)	86.0	87.4	2,049	2,055
GAINESVILLE FL (GNV)	81.9	89.8	166	167
GILLETTE WY (GCC)	69.9	76.3	93	93
GRAND FORKS ND (GFK)	85.3	94.9	116	117
GRAND JUNCTION CO (GJT)	87.7	87.5	464	464
GRAND RAPIDS MI (GRR)	81.7	87.5	1,471	1,475
GREAT FALLS MT (GTF)	85.0	92.7	206	206
GREEN BAY/CLINTONVILLE WI (GRB)	81.3	88.1	764	764
GREENSBORO/HIGH POINT NC (GSO)	77.4	82.9	1,180	1,183
GREENVILLE/SPARTANBURG SC (GSP)	80.9	87.2	1,054	1,052
GULFPORT/BILOXI MS (GPT)	83.2	85.8	738	739
GUNNISON CO (GUC)	82.3	83.9	62	62
HANCOCK/HOUGHTON MI (CMX)	90.3	96.8	31	31
HARLINGEN/SAN BENITO TX (HRL)	69.1	72.1	369	369
HARRISBURG PA (MDT)	83.7	88.3	693	693
HARTFORD CT (BDL)	83.1	88.6	2,549	2,546
HELENA MT (HLN)	91.5	92.4	118	118
HILO HI (ITO)	87.9	91.2	638	638
HILTON HEAD SC (HHH)	80.0	86.3	80	80
HONOLULU HI (HNL)	85.8	89.4	4,439	4,439
HOUSTON TX (HOU)	78.4	75.1	4,759	4,760
HOUSTON TX (IAH)	79.7	80.7	15,965	15,968
HUNTSVILLE AL (HSV)	77.7	85.9	921	921
IDAHO FALLS ID (IDA)	88.4	90.1	285	284
INDIANAPOLIS IN (IND)	80.9	86.8	3,765	3,768
INDIO/PALM SPRINGS CA (PSP)	82.3	86.7	1,018	1,018
INYOKERN CA (IYK)	89.2	94.0	83	83
ISLIP NY (ISP)	85.2	87.4	853	854
JACKSON WY (JAC)	82.7	87.9	225	223

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON/VICKSBURG MS (JAN)	79.1	83.1	1,017	1,021
JACKSONVILLE FL (JAX)	83.1	85.8	2,800	2,798
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	81.3	88.8	80	80
JUNEAU AK (JNU)	78.0	81.2	372	372
KAHULUI HI (OGG)	88.2	89.6	1,454	1,456
KALAMAZOO MI (AZO)	84.6	86.1	403	404
KALISPELL MT (FCA)	93.8	97.9	195	195
KANSAS CITY MO (MCI)	77.1	80.6	5,330	5,329
KETCHIKAN AK (KTN)	71.0	75.6	193	193
KEY WEST FL (EYW)	84.9	88.2	119	119
KILLEEN TX (GRK)	76.2	82.6	378	379
KING SALMON AK (AKN)	46.2	38.5	13	13
KNOXVILLE TN (TYS)	79.3	84.6	1,178	1,179
KODIAK AK (ADQ)	90.3	85.5	62	62
KONA HI (KOA)	85.7	89.6	1,015	1,015
KOTZEBUE AK (OTZ)	81.7	79.6	93	93
LA CROSSE WI (LSE)	86.9	84.4	160	160
LAFAYETTE LA (LFT)	80.0	84.0	414	413
LAKE CHARLES LA (LCH)	74.7	86.2	87	87
LANSING MI (LAN)	82.0	87.5	362	361
LAREDO TX (LRD)	76.4	81.5	174	173
LAS VEGAS NV (LAS)	76.0	78.1	15,114	15,117
LAWTON/FORT SILL OK (LAW)	83.1	85.8	267	268
LEWISBURG WV (LWB)	87.1	87.1	31	31
LEWISTON ID (LWS)	98.0	100.0	49	49
LEXINGTON KY (LEX)	83.6	88.1	920	921
LIHUE HI (LIH)	88.4	88.8	1,086	1,085
LINCOLN NE (LNK)	80.9	82.7	341	341
LITTLE ROCK AR (LIT)	74.9	80.6	1,292	1,292
LONG BEACH CA (LGB)	79.4	89.5	1,349	1,346
LONGVIEW/KILGOR/GLADWATR TX (GGG)	79.8	86.0	94	93
LOS ANGELES CA (LAX)	75.1	81.8	18,978	18,972
LOUISVILLE KY (SDF)	78.8	84.3	2,021	2,022
LUBBOCK TX (LBB)	72.3	78.1	740	741
LYNCHBURG VA (LYH)	88.7	98.1	53	53
MACON GA (MCN)	79.5	81.9	73	72
MADISON WI (MSN)	78.3	83.3	1,094	1,095
MANCHESTER NH (MHT)	83.9	87.0	1,586	1,587
MARQUETTE MI (MQT)	74.7	90.4	83	83
MEDFORD OR (MFR)	81.4	84.5	516	516
MELBOURNE FL (MLB)	86.8	90.8	174	174
MEMPHIS TN (MEM)	81.1	85.9	7,004	6,996
MERIDIAN MS (MEI)	83.9	85.7	56	56

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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.
MIAMI FL (MIA)	74.8	74.9	5,343	5,344
MIDLAND/ODESSA TX (MAF)	70.8	78.5	566	567
MILWAUKEE WI (MKE)	83.5	85.1	4,278	4,276
MINNEAPOLIS/ST. PAUL MN (MSP)	81.5	86.2	11,623	11,618
MINOT ND (MOT)	81.5	91.3	92	92
MISSION/MCALLEN/EDINBURG TX (MFE)	75.2	86.3	335	336
MISSOULA MT (MSO)	91.4	93.8	210	210
MOBILE AL (MOB)	78.6	84.2	541	539
MODESTO CA (MOD)	81.3	79.3	246	246
MOLINE IL (MLI)	83.5	85.7	685	686
MONROE LA (MLU)	78.0	88.9	214	216
MONTEREY CA (MRY)	81.4	82.0	689	689
MONTGOMERY AL (MGM)	83.6	90.3	329	329
MONTROSE/DELTA CO (MTJ)	85.8	88.1	134	134
MUSKEGON MI (MKG)	77.2	83.5	79	79
MYRTLE BEACH SC (MYR)	82.3	90.2	531	531
NANTUCKET MA (ACK)	100.0	100.0	10	10
NASHVILLE TN (BNA)	80.1	81.2	4,961	4,965
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	83.9	88.7	62	62
NEW ORLEANS LA (MSY)	80.8	82.8	3,567	3,569
NEW YORK NY (JFK)	77.3	83.6	9,663	9,663
NEW YORK NY (LGA)	64.1	77.5	10,284	10,285
NEWARK NJ (EWR)	63.2	70.7	11,872	11,883
NEWBURGH/POUGHKEEPSIE NY (SWF)	82.3	87.0	402	401
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	85.0	87.4	526	525
NOME AK (OME)	78.5	84.9	93	93
NORFOLK VA (ORF)	81.0	85.5	1,365	1,364
OAKLAND CA (OAK)	79.0	83.3	5,384	5,385
OKLAHOMA CITY OK (OKC)	77.9	82.9	2,251	2,250
OMAHA NE (OMA)	77.7	84.5	2,485	2,482
ONTARIO/SAN BERNARDINO CA (ONT)	78.4	84.2	3,232	3,231
ORLANDO FL (MCO)	84.7	85.3	11,690	11,686
OXNARD/VENTURA CA (OXR)	88.1	89.1	101	101
PALMDALE CA (PMD)	82.1	84.2	56	57
PANAMA CITY FL (PFN)	84.9	91.3	390	391
PASCO/KENNEWICK/RICHLAND WA (PSC)	93.1	96.5	231	231
PENSACOLA FL (PNS)	85.3	87.5	885	886
PEORIA IL (PIA)	81.4	83.4	506	505
PETERSBURG AK (PSG)	80.6	80.6	62	62
PHILADELPHIA PA (PHL)	75.1	79.1	8,522	8,517
PHOENIX AZ (PHX)	79.6	81.3	17,425	17,425
PITTSBURGH PA (PIT)	81.3	84.4	3,560	3,559
POCATELLO ID (PIH)	96.1	98.1	155	155

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PONCE PR (PSE)	85.5	95.2	62	62
PORTLAND ME (PWM)	80.9	83.9	570	571
PORTLAND OR (PDX)	78.5	85.4	4,926	4,921
PROVIDENCE RI (PVD)	82.7	86.3	1,918	1,918
RALEIGH/DURHAM NC (RDU)	80.6	83.4	5,157	5,156
RAPID CITY SD (RAP)	79.4	85.1	389	389
REDDING CA (RDD)	71.1	72.5	149	149
RENO NV (RNO)	83.1	87.2	2,088	2,090
RICHMOND VA (RIC)	79.5	84.1	1,736	1,737
ROANOKE VA (ROA)	85.2	84.5	290	291
ROCHESTER MN (RST)	80.8	85.6	292	292
ROCHESTER NY (ROC)	81.0	86.5	1,227	1,231
ROCK SPRINGS WY (RKS)	86.9	86.9	61	61
ROCKFORD IL (RFD)	80.7	96.6	57	58
ROSWELL NM (ROW)	72.7	81.8	88	88
SACRAMENTO CA (SMF)	80.2	83.8	4,697	4,699
SAGINAW/BAY CITY/MIDLAND MI (MBS)	82.7	89.5	295	295
SALEM OR (SLE)	75.0	98.2	56	57
SALT LAKE CITY UT (SLC)	88.7	91.5	11,584	11,582
SAN ANGELO TX (SJT)	77.3	84.4	154	154
SAN ANTONIO TX (SAT)	75.4	82.6	3,985	3,975
SAN DIEGO CA (SAN)	75.4	81.8	8,350	8,351
SAN FRANCISCO CA (SFO)	71.6	78.6	12,115	12,114
SAN JOSE CA (SJC)	79.4	84.3	4,971	4,968
SAN JUAN PR (SJU)	78.4	85.6	1,856	1,853
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	81.0	82.6	548	547
SANTA ANA CA (SNA)	80.7	83.1	3,977	3,984
SANTA BARBARA CA (SBA)	81.3	86.7	1,090	1,090
SANTA MARIA CA (SMX)	82.4	83.8	148	148
SARASOTA/BRADENTON FL (SRQ)	90.5	92.8	517	517
SAVANNAH GA (SAV)	81.4	83.4	1,423	1,419
SCRANTON/WILKES-BARRE PA (AVP)	80.5	83.5	200	200
SEATTLE WA (SEA)	77.2	83.5	9,651	9,650
SHREVEPORT LA (SHV)	75.5	84.8	683	683
SIOUX CITY IA (SUX)	94.3	94.1	35	34
SIOUX FALLS SD (FSD)	76.5	82.4	489	490
SITKA AK (SIT)	69.4	83.9	124	124
SOUTH BEND IN (SBN)	85.1	83.0	470	470
SPOKANE WA (GEG)	79.5	87.7	1,372	1,377
SPRINGFIELD IL (SPI)	75.9	82.8	87	87
SPRINGFIELD MO (SGF)	77.0	82.0	888	889
ST. GEORGE UT (SGU)	91.3	92.6	309	309
ST. LOUIS MO (STL)	78.0	79.6	5,479	5,479

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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.
STATE COLLEGE PA (SCE)	91.7	94.6	36	37
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	88.0	91.3	92	92
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	93.6	95.9	219	219
SYRACUSE NY (SYR)	81.2	84.7	1,005	1,008
TALLAHASSEE FL (TLH)	85.6	90.5	493	493
TAMPA FL (TPA)	84.3	86.0	6,725	6,731
TEXARKANA AR (TXK)	77.4	83.9	93	93
TOLEDO OH (TOL)	80.7	84.9	119	119
TRAVERSE CITY MI (TVC)	82.2	88.1	303	303
TUCSON AZ (TUS)	79.2	84.6	2,377	2,380
TULSA OK (TUL)	76.1	84.0	2,012	2,015
TWIN FALLS ID (TWF)	99.4	100.0	155	155
TYLER TX (TYR)	82.6	87.1	155	155
VALDOSTA GA (VLD)	78.6	87.5	56	56
VALPARAISO FL (VPS)	79.6	86.5	592	592
WACO TX (ACT)	83.0	87.5	176	176
WASHINGTON DC (DCA)	82.3	85.7	7,435	7,433
WASHINGTON DC (IAD)	79.8	80.7	6,521	6,520
WATERLOO IA (ALO)	92.3	81.5	26	27
WAUSAU/MARSHFIELD WI (CWA)	79.3	89.1	174	174
WEST PALM BEACH/PALM BEACH FL (PBI)	81.2	83.8	2,147	2,147
WHITE PLAINS NY (HPN)	84.3	86.4	923	927
WICHITA FALLS TX (SPS)	79.0	82.5	205	206
WICHITA KS (ICT)	75.8	82.9	1,233	1,233
WILMINGTON NC (ILM)	84.9	85.3	299	300
WRANGELL AK (WRG)	82.3	88.7	62	62
YAKIMA WA (YKM)	88.0	100.0	25	26
YAKUTAT AK (YAK)	74.2	80.6	62	62
YUMA AZ (YUM)	90.6	91.4	383	384

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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
AMERICAN EAGLE	18	23,643	619	2.6	114	43,348	1,201	2.8
MESA	21	11,239	261	2.3	116	22,183	499	2.2
AMERICAN	30	43,012	912	2.1	76	53,250	1,119	2.1
UNITED	31	33,518	616	1.8	81	39,864	718	1.8
EXPRESSJET	29	16,208	262	1.6	126	34,660	425	1.2
COMAIR	22	11,337	132	1.2	89	17,082	190	1.1
ALASKA	16	8,371	61	0.7	45	13,137	127	1.0
SKYWEST	21	25,406	204	0.8	143	48,632	445	0.9
US AIRWAYS	30	32,047	293	0.9	82	38,935	355	0.9
PINNACLE	16	8,451	71	0.8	114	22,212	197	0.9
AIRTRAN	25	17,405	94	0.5	57	23,386	110	0.5
DELTA	31	29,819	145	0.5	90	36,349	156	0.4
NORTHWEST	30	22,565	78	0.3	97	31,756	124	0.4
SOUTHWEST	19	56,187	229	0.4	64	102,591	375	0.4
HAWAIIAN	7	372	0	0.0	14	4,688	15	0.3
CONTINENTAL	27	20,825	65	0.3	63	26,238	80	0.3
ATLANTIC SOUTHEAST	15	12,104	14	0.1	126	23,232	57	0.2
JETBLUE	19	11,493	19	0.2	46	16,169	27	0.2
FRONTIER	22	7,023	6	0.1	44	8,581	9	0.1
Total		391,025	4,081	1.0	Total	606,293	6,229	1.0

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.

MAY 2008
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	22212	19086	85.93%	197	0.89%	39	0.18%	815	3.67%	135	0.61%	1146	5.16%	2	0.01%	792	3.57%
AA	53250	35825	67.28%	1119	2.10%	139	0.26%	4038	7.58%	340	0.64%	6437	12.09%	15	0.03%	5338	10.02%
AS	13137	10556	80.35%	127	0.97%	23	0.18%	703	5.35%	12	0.09%	945	7.19%	17	0.13%	754	5.74%
B6	16169	12812	79.24%	27	0.17%	28	0.17%	493	3.05%	14	0.09%	1896	11.72%	1	0.01%	898	5.56%
CO	26238	19780	75.39%	80	0.30%	49	0.19%	1346	5.13%	165	0.63%	3283	12.51%	50	0.19%	1485	5.66%
DL	36349	30554	84.06%	156	0.43%	52	0.14%	1369	3.77%	47	0.13%	3052	8.40%	4	0.01%	1116	3.07%
EV	23232	19476	83.83%	57	0.25%	28	0.12%	1772	7.63%	302	1.30%	1289	5.55%	4	0.02%	303	1.30%
F9	8581	6561	76.46%	9	0.10%	7	0.08%	426	4.96%	21	0.25%	1133	13.21%	0	0.00%	424	4.94%
FL	23386	19805	84.69%	110	0.47%	37	0.16%	621	2.66%	16	0.07%	1413	6.04%	0	0.00%	1384	5.92%
HA	4688	4167	88.89%	15	0.32%	2	0.04%	319	6.80%	1	0.02%	2	0.04%	1	0.02%	181	3.86%
MQ	43348	33067	76.28%	1201	2.77%	78	0.18%	2289	5.28%	304	0.70%	3022	6.97%	6	0.01%	3381	7.80%
NW	31756	25052	78.89%	124	0.39%	21	0.07%	1937	6.10%	315	0.99%	3266	10.29%	12	0.04%	1029	3.24%
OH	17082	13399	78.44%	190	1.11%	16	0.09%	1097	6.42%	609	3.56%	1633	9.56%	3	0.02%	136	0.79%
OO	48632	41079	84.47%	445	0.92%	46	0.09%	2130	4.38%	148	0.30%	2748	5.65%	19	0.04%	2017	4.15%
UA	39864	28868	72.42%	718	1.80%	79	0.20%	2283	5.73%	141	0.35%	4019	10.08%	0	0.00%	3756	9.42%
US	38935	32558	83.62%	355	0.91%	37	0.10%	1482	3.81%	57	0.15%	2776	7.13%	15	0.04%	1656	4.25%
WN	102591	83018	80.92%	375	0.37%	91	0.09%	3892	3.79%	315	0.31%	4197	4.09%	62	0.06%	10640	10.37%
XE	34660	26363	76.06%	425	1.23%	59	0.17%	1577	4.55%	170	0.49%	3394	9.79%	33	0.10%	2638	7.61%
YV	22183	17058	76.90%	499	2.25%	23	0.10%	2427	10.94%	124	0.56%	1237	5.57%	12	0.05%	803	3.62%
TOTAL	606293	479084		6229		854		31014		3237		46888		256		38732	
			79.02%		1.03%		0.14%		5.12%		0.53%		7.73%		0.04%		6.39%

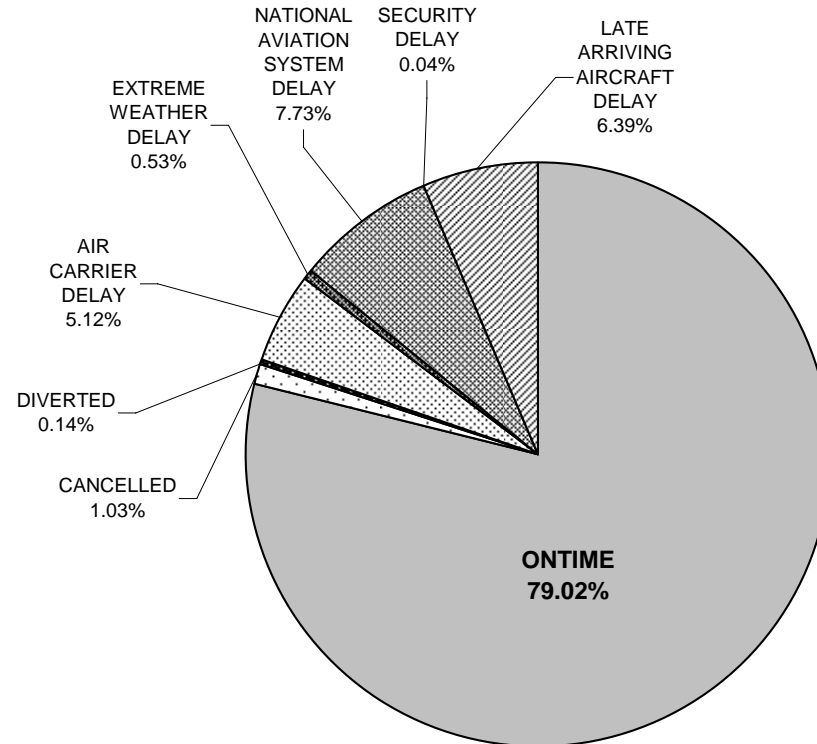
***Causes of Delay:**

- 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.

MAY 2008
 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.

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

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 32 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

Airports Covered by the Rule (14 CFR PART 234 *)

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Int'l Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Cincinnati: Greater Cincinnati	CVG
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Oakland : International	OAK
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
ST. Louis : Lambert International	STL
Tampa: Tampa International	TPA
Washington: Reagan National	DCA
Washington: Dulles	IAD

**Air Carriers Required to Report
Data to DOT and to CRS Vendors ***

FL	AirTran Airways
AS	Alaska Airlines
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

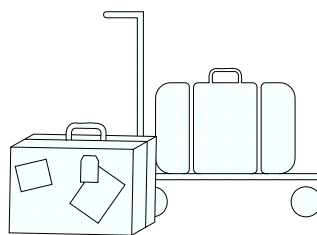
**Air Carriers Voluntarily Reporting
Data to DOT and to CRS Vendors**

9E	Pinnacle Airlines (eff. 01/08)
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* 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.



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

RANK	AIRLINE	MAY 2008			MAY 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	6,383	2,299,023	2.78	7,248	2,138,516	3.39
2	NORTHWEST AIRLINES	10,898	3,670,792	2.97	15,382	4,052,711	3.80
3	JETBLUE AIRWAYS	5,686	1,760,897	3.23	7,980	1,821,361	4.38
4	HAWAIIAN AIRLINES	2,696	747,604	3.61	1,601	592,947	2.70
5	CONTINENTAL AIRLINES	12,196	3,226,818	3.78	17,123	3,410,410	5.02
6	DELTA AIR LINES	19,371	5,089,336	3.81	28,251	5,371,525	5.26
7	US AIRWAYS	16,914	4,377,597	3.86	34,318	4,783,363	7.17
8	ALASKA AIRLINES	5,890	1,362,143	4.32	7,314	1,412,715	5.18
9	SOUTHWEST AIRLINES	41,982	9,529,486	4.41	50,612	9,132,697	5.54
10	UNITED AIRLINES	23,217	4,874,174	4.76	25,524	5,279,051	4.83
11	PINNACLE AIRLINES	4,450	913,311	4.87	5,373	852,648	6.30
12	FRONTIER AIRLINES	4,726	917,290	5.15	6,042	982,651	6.15
13	EXPRESSJET AIRLINES	7,602	1,378,394	5.52	9,766	1,308,674	7.46
14	SKYWEST AIRLINES	10,500	1,822,271	5.76	16,706	1,814,106	9.21
15	ATLANTIC SOUTHEAST AIRLINES	6,326	1,089,540	5.81	7,949	1,027,273	7.74
16	AMERICAN AIRLINES	39,213	6,739,343	5.82	44,274	6,915,377	6.40
17	COMAIR	4,448	758,440	5.86	7,094	802,476	8.84
18	MESA AIRLINES	7,933	1,042,883	7.61	12,392	1,244,820	9.95
19	AMERICAN EAGLE AIRLINES	13,522	1,491,983	9.06	19,209	1,655,266	11.60
TOTALS		243,953	53,091,325	4.59	324,158	54,598,587	5.94

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 (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.

** Aloha Airlines was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with the May 2008-issued report as a result of its cessation of all flight operations on March 31, 2008. Totals for May 2007 reflect the deletion of Aloha's data for that month.

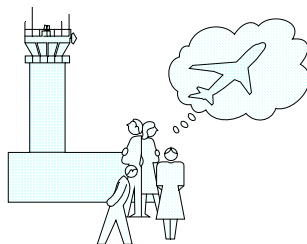
OVERSALES

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

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

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

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



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

RANK	AIRLINE	JANUARY - MARCH 2008				JANUARY - MARCH 2007			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	23	9	5,518,098	0.02	0	19	5,090,815	0.04
2	HAWAIIAN AIRLINES	153	16	1,732,996	0.09	408	85	1,674,816	0.51
3	AIRTRAN AIRWAYS	9,225	202	5,718,319	0.35	6,484	107	5,080,108	0.21
4	ALASKA AIRLINES	2,485	297	3,619,711	0.82	3,257	347	3,401,586	1.02
5	UNITED AIRLINES	13,550	1,239	13,846,166	0.89	17,517	604	15,013,562	0.40
6	AMERICAN AIRLINES	21,892	1,982	20,231,629	0.98	22,133	2,213	20,850,796	1.06
7	NORTHWEST AIRLINES	15,855	1,233	10,713,842	1.15	19,515	1,424	11,386,586	1.25
8	MESA AIRLINES	5,479	189	1,584,168	1.19	3,358	351	1,813,068	1.94
9	FRONTIER AIRLINES	1,147	333	2,507,991	1.33	1,095	354	2,214,518	1.60
10	CONTINENTAL AIRLINES	10,457	1,586	10,075,301	1.57	8,576	1,925	9,977,651	1.93
11	SOUTHWEST AIRLINES	25,431	4,156	24,708,540	1.68	19,222	2,874	22,903,022	1.25
12	DELTA AIR LINES	15,458	2,836	15,722,610	1.80	27,374	5,516	15,904,335	3.47
13	US AIRWAYS	26,153	2,560	12,755,978	2.01	19,348	2,182	12,994,097	1.68
14	SKYWEST AIRLINES	3,010	371	1,834,243	2.02	5,430	496	1,814,434	2.73
15	AMERICAN EAGLE AIRLINES	345	154	552,779	2.79	319	67	561,144	1.19
16	COMAIR	1,426	245	546,701	4.48	1,845	153	461,448	3.32
17	PINNACLE AIRLINES	149	45	95,473	4.71	*	*	*	*
18	ATLANTIC SOUTHEAST AIRLINES	2,807	552	1,057,771	5.22	2,808	527	970,316	5.43
	TOTALS**	155,045	18,005	132,822,316	1.36	158,689	19,244	132,112,302	1.46

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 4th 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.

** Aloha Airlines ceased all flight operations on March 31, 2008. Aloha's ranking in this table ceased effective with this report. The carrier was ranked in this table for each of the four quarters in 2007. Totals for January-March 2007 reflect the deletion of Aloha's data for that quarter.

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

	MAY 2008				MAY 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	785	258	5	102	766	59	3	184
FOREIGN AIRLINES	81	3	0	9	127	1	0	9
TRAVEL AGENTS	14	1	0	0	24	0	0	5
TOUR OPERATORS	0	0	0	0	13	0	0	1
MISCELLANEOUS	5	14	0	10	0	0	0	0
INDUSTRY TOTALS	885	276	5	121	930	60	3	199

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MAY 2008			MAY 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	219		1	287	
CANCELLATIONS			96			127
DELAYS			64			65
MISCONNECTIONS			38			55
BAGGAGE	2	198		2	187	
RES/TKTG/BOARDING	3	115		4	94	
CUSTOMER SERVICE	4	105		3	108	
REFUNDS	5	84		5	90	
DISABILITY	6	39		9	34	
OVERSALES	7	38		6	47	
OTHER	8	36		8	36	
FREQUENT FLYER			28			23
FARES	9	34		7	38	
DISCRIMINATION	10	13		10	5	
ADVERTISING	11	4		11	3	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		885			930	

* 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*
MAY 2008

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AI RTRAN AIRWAYS	5	4	4	0	2	8	3	2	0	1	0	0	29
ALASKA AIRLINES	1	0	1	0	1	2	3	0	0	0	0	1	9
ALLEGIAN T AIR	3	0	1	0	0	1	0	0	0	0	0	0	5
AMERICAN AIRLINES	41	0	12	0	10	24	15	2	0	2	0	2	108
AMERICAN EAGLE AIRLINES	3	0	0	0	0	3	0	0	0	0	0	0	6
CHAUTAUQUA AIRLINES	4	0	0	0	0	0	1	0	0	1	0	0	6
COMAIR	0	0	0	0	1	3	1	0	0	1	0	1	7
CONTINENTAL AIRLINES	11	3	4	3	3	5	8	5	0	1	0	0	43
DELTA AIRLINES	20	3	15	8	8	50	11	3	1	1	0	7	127
EXPRESSJET AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
FRONTIER AIRLINES	3	1	2	2	0	0	0	0	0	1	0	2	11
JETBLUE AIRWAYS	1	0	1	0	1	5	0	1	0	0	0	1	10
MESA AIRLINES	4	0	0	0	0	0	1	1	0	0	0	0	6
MESABA AVIATION	3	2	0	0	0	0	1	4	0	0	0	0	10
NORTHWEST AIRLINES	7	3	8	3	3	8	4	2	0	0	0	3	41
PINNACLE AIRLINES	7	0	1	0	0	0	0	1	0	0	0	0	9
SKYBUS AIRLINES	2	0	0	0	3	0	0	0	0	0	0	0	5
SKYWEST AIRLINES	2	2	0	0	0	1	0	0	0	0	0	0	5
SOUTHWEST AIRLINES	3	0	3	1	3	4	6	5	0	3	0	2	30
SPIRIT AIRLINES	15	4	14	2	10	15	11	0	0	0	0	0	71
UNITED AIRLINES	26	2	10	3	10	18	11	5	0	0	0	6	91
US AIRWAYS	14	9	21	7	8	10	14	4	0	0	0	6	93
OTHER U. S. AIRLINES	24	0	5	1	2	13	6	1	1	1	0	3	57
TOTAL MAY 2008	205	33	102	30	65	170	96	36	2	12	0	34	785
% OF TOTAL COMPLAINTS	26.1	4.2	13.0	3.8	8.3	21.7	12.2	4.6	0.3	1.5	0	4.3	
TOTAL MAY 2007	266	40	69	24	61	148	94	29	3	4	1	27	766
% OF TOTAL COMPLAINTS	34.7	5.2	9.0	3.1	8.0	19.3	12.3	3.8	0.4	0.5	0.1	3.5	

* 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

MAY 2008

U. S. AIRLINES*	COMPS RECD IN MAY	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN APRI L	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	29	18	62.1	4	13.8	4	13.8	3	10.3
ALASKA AIRLINES	9	4	44.4	0	0.0	4	44.4	1	11.1
ALLEGIAN T AIR	5	1	20.0	0	0.0	4	80.0	0	0.0
AMERICAN AIRLINES	108	36	33.3	33	30.6	24	22.2	15	13.9
AMERICAN EAGLE AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
CHAUTAUQUA AIRLINES	6	3	50.0	1	16.7	1	16.7	1	16.7
COMAIR	7	1	14.3	2	28.6	4	57.1	0	0.0
CONTINENTAL AIRLINES	43	15	34.9	11	25.6	13	30.2	4	9.3
DELTA AIR LINES	127	49	38.6	18	14.2	40	31.5	20	15.7
EXPRESSJET AIRLINES	6	3	50.0	3	50.0	0	0.0	0	0.0
FRONTIER AIRLINES	11	4	36.4	2	18.2	4	36.4	1	9.1
JETBLUE AIRWAYS	10	4	40.0	3	30.0	2	20.0	1	10.0
MESA AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
MESABA AVIATION	10	4	40.0	1	10.0	1	10.0	4	40.0
NORTHWEST AIRLINES	41	14	34.1	4	9.8	17	41.5	6	14.6
PINNACLE AIRLINES	9	4	44.4	2	22.2	3	33.3	0	0.0
SKYBUS AIRLINES	5	1	20.0	2	40.0	1	20.0	1	20.0
SKYWEST AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
SOUTHWEST AIRLINES	30	13	43.3	1	3.3	9	30.0	7	23.3
SPIRIT AIRLINES	71	23	32.4	10	14.1	30	42.3	8	11.3
UNITED AIRLINES	91	38	41.8	15	16.5	28	30.8	10	11.0
US AIRWAYS	93	33	35.5	19	20.4	28	30.1	13	14.0
OTHER U. S. AIRLINES	57	27	47.4	12	21.1	11	19.3	7	12.3
TOTALS	785	308	39.2	144	18.3	232	29.4	103	13.0
PREVIOUS YEAR' S TOTALS	766	190	24.8	149	19.5	209	27.3	218	28.5

*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**

MAY 2008

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	0	0	0	0	2	2	1	1	0	0	0	0	6
AIR JAMAICA	0	1	0	0	0	3	1	0	0	1	0	0	6
BRITISH AIRWAYS	1	0	0	0	5	4	0	1	0	0	0	1	12
OTHER FOREIGN AIRLINES	10	4	5	4	8	18	6	1	1	0	0	0	57
TOTALS	11	5	5	4	15	27	8	3	1	1	0	1	81
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	7	0	4	0	1	0	1	0	0	0	14
TOTALS	1	0	7	0	4	0	1	0	1	0	0	0	14
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	2	0	1	0	0	1	0	0	0	0	0	1	5
TOTALS	2	0	1	0	0	1	0	0	0	0	0	1	5

* 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

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

RANK	AIRLINE	MAY 2008			MAY 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ATLANTIC SOUTHEAST AIRLINES	3	1,110,928	0.27	6	1,059,703	0.57
2	SKYWEST AIRLINES	5	1,806,777	0.28	12	1,919,289	0.63
3	SOUTHWEST AIRLINES	30	9,320,052	0.32	17	8,935,837	0.19
4	AMERICAN EAGLE AIRLINES	6	1,522,769	0.39	21	1,673,303	1.26
5	EXPRESSJET AIRLINES	6	1,497,942	0.40	5	1,429,134	0.35
6	HAWAIIAN AIRLINES	4	740,865	0.54	2	587,017	0.34
7	JETBLUE AIRWAYS	10	1,796,681	0.56	7	1,759,890	0.40
8	MESA AIRLINES	6	1,008,422	0.59	7	1,201,435	0.58
9	ALASKA AIRLINES	9	1,472,037	0.61	10	1,533,207	0.65
10	COMAIR	7	772,869	0.91	10	819,631	1.22
11	NORTHWEST AIRLINES	41	4,473,062	0.92	54	4,761,691	1.13
12	CONTINENTAL AIRLINES	43	4,178,723	1.03	32	4,271,937	0.75
13	PINNACLE AIRLINES	9	840,913	1.07	8	875,572	0.91
14	FRONTIER AIRLINES	11	946,109	1.16	5	1,007,013	0.50
15	AMERICAN AIRLINES	108	8,322,739	1.30	122	8,454,449	1.44
16	AIRTRAN AIRWAYS	29	2,201,107	1.32	8	2,079,677	0.38
17	UNITED AIRLINES	91	5,661,120	1.61	121	6,062,506	2.00
18	US AIRWAYS	93	4,792,098	1.94	136	5,141,393	2.65
19	DELTA AIR LINES	127	5,942,201	2.14	91	6,079,537	1.50
	TOTAL **	638	58,407,414	1.09	674	59,652,221	1.13

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 (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.

** Aloha Airlines was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with the May 2008-issued report as a result of its cessation of all flight operations on March 31, 2008. Totals for May 2007 reflect the deletion of Aloha's data for that month.

COMPLAINT CATEGORIES

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

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

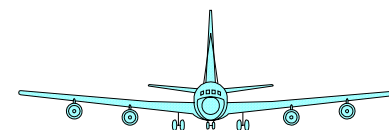
Disability: Civil rights complaints by air travelers with disabilities.

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 May 2008 as provided by the Transportation Security Administration ^a

The Transportation Security Administration screened approximately 60.7 million airline passengers and their 54.6 million checked bags during May 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 May.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public ^c	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
370	.0006	58	.0001	56	.00009	567	.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
280	.0004	1145	.002

NOTES

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

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available 24 hours a day.

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

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.

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

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

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

Carrier	Death	Injury	Loss
Alaska		1	
Continental	3		
Skywest		1	
United	1		
Total	4	2	0