



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: September 2008



Flight Delays¹	July 2008 12 Months Ending July 2008
Mishandled Baggage¹	July 2008
Oversales¹	2nd Quarter 2008 January-June 2008
Consumer Complaints² (Includes Disability and Discrimination Complaints)	July 2008
Customer Service Reports to the Dept. of Homeland Security³	July 2008
Airline Animal Incident Reports⁴	July 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

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>	2		
<i>Flight Delays</i>		<i>Mishandled Baggage</i>	
Explanation	3	Explanation	31
Table 1	4	Ranking--Month	32
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		<i>Oversales</i>	
Table 1A	5	Explanation	33
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Ranking—2nd Qtr	34
Table 2	6	Ranking—January-June	35
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		<i>Consumer Complaints</i>	
Table 3	10	Explanation	36
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Complaint Tables 1-5	37
Table 4	12	Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		Rankings, Table 6 (Month)	42
Table 5	14	Complaint Categories	43
List of Regularly Scheduled Flights Arriving Late 80% of the Time or More		<i>Customer Service Reports to the Department of Homeland Security</i>	44
Table 6	21	<i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation</i>	45
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More			
Table 7	22		
On-Time Arrival and Departure Percentage, by Airport			
Table 8	26		
Overall Number and Percentage of Flight Cancellations, by Carrier			
Table 9	27		
Flight Causation Data, By Airline and Category			
Table 10	28		
Flight Causation Data, Graphic Representation			
Footnotes	29		
Appendix	30		

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.**

JULY 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/
PINNACLE AIRLINES S/V/	15	85.3	114	85.6
HAWAIIAN AIRLINES S/	7	70.8	14	83.6
SOUTHWEST AIRLINES S/	19	83.3	64	83.1
SKYWEST AIRLINES S/	21	81.8	147	81.7
FRONTIER AIRLINES S/	22	82.2	44	81.6
ALASKA AIRLINES S/	16	80.3	47	79.9
NORTHWEST AIRLINES S/	30	79.3	95	79.5
US AIRWAYS S/	30	78.1	80	78.3
EXPRESSJET AIRLINES S/	28	74.4	124	76.1
CONTINENTAL AIRLINES S/	28	75.5	64	76.1
AMERICAN EAGLE	18	76.2	116	75.2
AIRTRAN AIRWAYS S/	25	71.2	57	71.1
MESA AIRLINE S/	19	70.4	111	70.8
ATLANTIC SOUTHEAST AIRLINES S/	20	70.7	130	70.1
DELTA AIR LINES S/	31	70.3	97	69.6
AMERICAN AIRLINES S/	30	69.2	78	69.5
UNITED AIRLINES S/	31	68.4	84	68.2
JETBLUE AIRWAYS S/	19	63.8	45	64.6
COMAIR S/	23	63.6	88	63.3
TOTAL		74.9		75.7

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

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

JULY 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 *	3rd QUARTER		4th QUARTER		1st QUARTER		2nd QUARTER		MAY - 08		JUNE - 08		JULY - 08		12 MONTHS ENDING JULY 2008		DATABASE TO DATE SEP 1987-JULY 2008	
	07 - 09 2007		10 - 12 2007		01 - 03 2008		04 - 06 2008		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.0	10	76.0	6	70.8	10	80.1	6	84.7	3	74.6	8	71.1	12	75.8	8	(--)	(--)
ALASKA	69.4	19	73.0	13	75.9	3	79.9	7	80.4	9	77.8	4	79.9	6	75.5	9	75.6	8
ALOHA **	94.7	1	92.1	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	70.5	17	70.1	16	63.4	19	63.8	19	67.3	19	58.8	19	69.5	16	67.5	19	78.1	5
AMERICAN EAGLE	70.7	16	69.6	18	64.4	18	72.1	17	76.3	15	65.7	15	75.2	11	70.1	15	73.5	9
ATLANTIC SOUTHEAST	57.0	20	68.0	20	69.4	13	79.3	8	83.8	6	77.3	5	70.1	14	69.7	16	(--)	(--)
COMAIR	69.6	18	69.7	17	66.7	16	72.4	16	78.4	12	63.4	17	63.3	19	69.7	17	(--)	(--)
CONTINENTAL	77.3	8	74.9	9	71.0	8	73.1	14	75.4	17	67.4	13	76.1	10	74.7	10	78.3	3
DELTA	72.1	12	79.2	4	75.8	4	77.8	9	84.1	5	72.9	10	69.6	15	76.6	6	77.6	6
EXPRESSJET	77.9	6	73.5	11	69.4	12	73.6	13	76.1	16	68.5	11	76.1	9	74.2	11	(--)	(--)
FRONTIER	79.9	3	75.5	7	75.0	5	77.5	10	76.5	14	74.3	9	81.6	5	77.6	4	(--)	(--)
HAWAIIAN	94.0	2	93.0	1	93.9	1	90.6	1	88.9	1	92.2	1	83.6	2	91.8	1	(--)	(--)
JETBLUE	73.9	11	73.9	10	71.7	7	73.7	12	79.2	10	64.9	16	64.6	18	73.1	12	(--)	(--)
MESA	77.1	9	72.4	14	69.1	14	72.4	15	76.9	13	67.3	14	70.8	13	72.5	13	(--)	(--)
NORTHWEST	71.8	13	70.2	15	69.5	11	74.1	11	78.9	11	67.6	12	79.5	7	72.2	14	79.0	2
PINNACLE	77.3	7	73.3	12	68.1	15	82.4	2	85.9	2	80.7	2	85.6	1	75.8	7	(--)	(--)
SKYWEST	78.0	5	75.0	8	70.9	9	82.1	3	84.5	4	77.9	3	81.7	4	77.0	5	(--)	(--)
SOUTHWEST	79.5	4	79.7	3	74.8	6	80.2	5	80.9	8	76.3	7	83.1	3	79.2	2	81.8	1
UNITED	71.3	15	68.2	19	66.4	17	68.1	18	72.4	18	59.3	18	68.2	17	68.4	18	75.8	7
US AIRWAYS	71.7	14	76.9	5	78.3	2	80.4	4	83.6	7	76.3	6	78.3	8	77.9	3	78.1	4
Total	74.2		74.2		70.8		75.8		79.0		70.8		75.7		74.2		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.

JULY 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	679	76.7	113	78.8	58	87.9	125	70.4	203	83.7	170	77.1	62	75.8	H/	
AA	724	63.0	1178	65.4	277	67.5	181	67.4	H/		902	66.0	675	69.9	14056	76.9
AS	H/		93	83.9	H/		H/		H/		93	77.4	213	86.9	94	88.3
B6	H/		1585	64.5	H/		185	58.9	H/		H/		108	55.6	H/	
CO	411	63.3	604	64.4	180	76.7	24	29.2	H/		345	73.6	391	81.8	341	68.9
DL	12989	69.6	1225	69.7	343	65.6	220	65.5	1585	82.8	929	68.2	334	70.4	350	73.4
EV	11060	68.7	H/		5	80.0	20	40.0	1128	87.9	28	71.4	H/		4	75.0
F9	124	72.6	H/		H/		H/		H/		93	82.8	4665	84.9	196	81.6
FL	8178	73.0	745	68.3	1559	71.0	242	60.3	H/		253	70.8	145	73.8	366	72.4
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	57	61.4	896	62.9	150	63.3	326	70.6	534	79.8	892	68.8	H/		8469	84.1
NW	297	77.8	392	69.6	267	67.4	238	76.9	H/		559	76.2	274	67.9	195	73.8
OH	566	51.9	1034	62.7	370	68.4	259	52.1	4111	76.0	445	68.8	1	100.0	82	62.2
OO	475	65.1	H/		85	80.0	H/		285	72.6	H/		4079	83.4	192	86.5
UA	237	59.9	871	64.9	436	64.2	132	76.5	75	58.7	460	61.7	6792	72.5	363	67.8
US	329	73.6	1737	75.7	387	73.4	6560	80.6	H/		2189	79.8	339	72.3	486	81.9
WN	H/		H/		5029	80.0	H/		H/		H/		2530	82.8	H/	
XE	180	67.2	61	67.2	125	79.2	491	63.7	184	62.0	203	63.5	99	72.7	199	75.4
YV	128	46.1	57	47.4	32	75.0	1818	64.9	H/		H/		1333	79.2	H/	
TOTAL	36434	69.6	10591	67.5	9303	75.4	10821	74.4	8105	78.8	7561	72.3	22040	78.8	25393	79.1

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

JULY 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 *																
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
<u>CARRIER*</u>	<u># OF ARR.</u>	<u>% ON TIME</u>	<u># OF ARR.</u>	<u>% ON TIME</u>	<u># OF ARR.</u>	<u>% ON TIME</u>	<u># OF ARR.</u>	<u>% ON TIME</u>	<u># OF ARR.</u>	<u>% ON TIME</u>	<u># OF ARR.</u>	<u>% ON TIME</u>	<u># OF ARR.</u>	<u>% ON TIME</u>	<u># OF ARR.</u>	<u>% ON TIME</u>
9E	4497	88.6	H/		31	93.5	65	70.8	93	87.1	H/		H/		H/	
AA	334	66.2	541	58.0	369	73.2	333	67.9	370	70.5	1044	49.6	645	69.6	2523	66.4
AS	H/		62	74.2	H/		H/		H/		H/		341	81.2	691	84.8
B6	H/		324	50.3	959	68.0	724	71.7	H/		4762	60.1	371	67.4	H/	
CO	182	79.1	5024	65.1	484	77.9	H/		7912	83.9	111	48.6	542	76.4	763	77.2
DL	150	66.7	326	52.8	685	67.3	250	68.0	110	68.2	1495	58.1	563	73.7	1154	74.1
EV	111	68.5	7	71.4	148	87.2	36	55.6	11	54.5	77	22.1	H/		H/	
F9	93	76.3	H/		31	54.8	H/		93	84.9	H/		183	81.4	183	82.5
FL	186	69.4	207	57.5	495	74.7	188	70.2	H/		H/		251	78.1	337	63.5
HA	H/		H/		H/		H/		H/		H/		62	67.7	91	67.0
MQ	234	73.5	119	58.8	H/		H/		H/		666	56.3	124	84.7	1450	91.7
NW	7126	85.0	294	50.0	154	70.8	94	72.3	163	66.3	178	61.2	371	81.1	616	77.6
OH	210	58.6	158	39.2	16	56.2	206	66.0	29	89.7	2508	54.7	H/		H/	
OO	55	61.8	94	42.6	H/		H/		225	71.1	H/		257	80.9	3557	87.9
UA	170	70.6	431	52.4	124	71.8	2209	72.2	159	67.3	472	63.3	958	70.9	2737	70.5
US	259	80.3	317	62.5	626	75.1	89	66.3	147	76.2	186	66.7	2749	80.6	764	79.5
WN	549	82.0	H/		1385	83.8	335	73.7	H/		H/		7373	86.0	3759	82.6
XE	177	52.0	4245	56.9	H/		309	67.6	7315	84.1	H/		36	86.1	1141	83.5
YV	59	62.7	95	38.9	H/		1926	63.2	250	62.4	H/		400	77.5	42	71.4
TOTAL	14392	83.5	12244	59.5	5507	75.2	6764	68.7	16877	82.7	11499	57.4	15226	81.3	19808	79.2

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

JULY 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 *																
	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	199	63.8	H/		H/		H/		1563	86.6	H/		H/		H/	
AA	1806	54.5	927	61.2	H/		3464	65.5	474	74.3	88	75.0	6125	67.0	215	67.0
AS	H/		93	77.4	H/		31	83.9	H/		239	82.8	124	81.5	969	82.4
B6	248	58.5	1235	67.9	H/		H/		H/		433	70.0	215	60.0	31	48.4
CO	402	59.7	643	82.3	H/		309	76.7	139	71.9	92	91.3	478	67.6	215	79.1
DL	1665	62.9	1041	69.5	H/		365	63.0	108	50.9	30	66.7	343	66.5	298	69.8
EV	128	53.9	420	87.1	H/		84	79.8	68	66.2	H/		5	40.0	H/	
F9	93	51.6	61	75.4	185	80.0	H/		149	81.9	H/		H/		151	76.8
FL	623	45.9	1667	78.3	426	69.5	117	82.1	207	71.0	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		62	80.6
MQ	1596	59.2	H/		H/		330	79.1	H/		H/		8291	71.8	H/	
NW	586	54.3	469	81.9	60	86.7	93	76.3	7546	83.2	H/		584	67.3	217	74.7
OH	1240	56.9	38	94.7	35	22.9	57	71.9	142	40.1	H/		179	60.3	H/	
OO	H/		H/		H/		H/		265	74.0	205	87.3	4277	72.4	854	92.3
UA	658	53.6	627	64.1	H/		38	63.2	467	66.8	109	56.9	8079	69.4	633	64.9
US	1170	70.4	830	74.3	H/		247	73.3	259	82.2	123	83.7	671	69.2	338	74.0
WN	H/		3496	84.3	6725	84.8	H/		H/		3998	85.8	H/		1313	83.3
XE	57	29.8	31	83.9	H/		35	88.6	297	70.7	H/		117	72.6	89	84.3
YV	35	60.0	H/		H/		H/		H/		61	91.8	2114	64.3	H/	
TOTAL	10506	58.4	11578	76.5	7431	83.5	5170	68.4	11684	80.8	5378	83.7	31602	69.5	5385	79.5

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

JULY 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 *																
	PHL		PHX		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	119	73.9	H/		H/		H/		H/		H/		58	91.4	H/	
AA	482	62.7	486	73.9	519	72.3	520	63.1	1063	59.1	211	63.0	1632	75.1	583	69.8
AS	H/		264	73.1	362	86.2	4611	79.6	474	69.6	H/		H/		H/	
B6	H/		61	63.9	245	71.4	185	65.9	187	61.5	198	77.3	H/		279	70.3
CO	178	68.5	339	78.8	395	80.8	490	72.4	483	74.9	93	71.0	H/		412	80.1
DL	343	71.7	308	68.5	405	77.8	563	69.8	443	67.9	2612	83.1	146	53.4	617	71.0
EV	78	53.8	H/		H/		H/		H/		H/		90	72.2	132	81.1
F9	62	71.0	182	82.4	181	82.9	155	68.4	182	73.1	216	80.1	93	79.6	31	74.2
FL	348	67.0	94	72.3	147	77.6	218	56.4	184	62.5	H/		149	77.2	588	71.4
HA	H/		31	64.5	62	67.7	62	79.0	31	64.5	H/		H/		H/	
MQ	H/		H/		668	91.3	H/		147	81.6	H/		89	44.9	H/	
NW	363	71.3	279	74.6	217	77.0	589	66.2	433	67.4	93	75.3	323	77.7	247	80.2
OH	319	56.4	H/		H/		H/		H/		H/		53	56.6	194	44.8
OO	75	68.0	294	79.6	547	92.3	408	89.5	3197	66.2	6580	91.3	106	83.0	H/	
UA	464	60.6	413	64.6	698	64.6	863	62.5	4066	67.2	212	68.4	61	70.5	279	67.0
US	3822	76.2	5672	82.0	462	81.8	401	69.6	668	69.5	184	81.5	148	79.1	673	78.6
WN	2123	76.5	5894	83.8	3258	84.4	1514	83.0	1108	71.3	1531	85.7	2320	83.4	2643	81.8
XE	54	85.2	145	82.8	443	84.7	149	72.5	176	74.4	484	84.5	265	72.5	35	88.6
YV	66	51.5	2928	81.5	4	50.0	H/		H/		62	75.8	66	56.1	H/	
TOTAL	8896	72.7	17390	81.2	8613	81.7	10728	75.4	12842	67.4	12476	86.9	5599	77.6	6713	76.2

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

JULY 2008

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	86.8	77.3	70.5	84.9	79.2	J/	87.4	89.9	80.0	74.1	J/	84.8	91.3	72.9	84.6	92.2	60.0	77.3
700 - 759 AM	91.6	72.9	90.0	87.2	91.9	88.8	93.6	92.6	89.9	85.1	87.4	75.4	88.7	81.9	96.4	92.8	85.9	77.7
800 - 859 AM	82.0	83.3	95.0	85.9	87.4	87.5	93.0	89.8	93.0	86.8	90.5	86.6	91.4	82.7	93.8	93.0	75.6	92.4
900 - 959 AM	83.2	88.0	91.3	88.8	84.7	88.1	90.1	84.6	90.4	86.9	92.4	95.0	89.2	86.4	92.3	88.5	77.3	96.0
1000 - 1059 AM	86.3	87.2	94.0	87.0	86.1	79.9	85.2	85.5	85.0	91.3	90.3	78.5	89.8	85.8	88.2	86.4	75.2	87.4
1100 - 1159 AM	82.6	83.4	90.3	85.2	86.5	83.0	86.0	85.9	86.0	86.5	88.2	77.7	88.3	78.1	86.8	84.0	74.5	86.7
1200 - 1259 PM	81.4	81.7	89.8	85.2	84.2	80.7	85.9	85.2	88.6	81.8	81.0	92.4	89.7	76.7	88.3	84.8	71.3	88.3
100 - 159 PM	73.1	79.1	83.2	88.1	77.8	84.5	84.5	85.1	86.8	69.9	79.2	77.5	85.6	76.6	80.3	79.7	66.4	82.4
200 - 259 PM	68.7	71.9	85.2	68.9	87.3	78.7	80.2	83.0	86.2	55.6	75.5	79.3	79.3	69.6	83.7	81.2	69.1	77.8
300 - 359 PM	64.6	72.9	78.8	74.3	83.1	77.5	77.3	82.4	88.9	56.6	81.4	75.3	79.3	55.1	80.2	80.7	59.6	80.6
400 - 459 PM	65.1	66.2	70.8	72.3	76.4	71.5	73.9	75.3	85.4	42.9	80.4	64.3	78.4	52.9	76.5	76.1	47.0	78.4
500 - 559 PM	61.3	61.2	63.1	65.5	66.7	62.2	69.7	75.1	86.4	41.3	71.0	60.7	80.4	45.9	76.6	73.8	45.2	74.8
600 - 659 PM	56.5	54.5	65.7	62.7	74.6	62.5	65.6	72.5	75.9	36.1	60.6	60.3	78.1	28.8	74.6	74.6	43.7	68.7
700 - 759 PM	49.0	49.0	63.1	56.6	62.4	62.8	68.7	68.5	83.7	37.7	71.4	63.4	74.6	22.8	74.7	75.0	44.9	70.6
800 - 859 PM	53.9	48.2	63.7	59.7	56.0	57.3	66.0	67.4	79.6	33.9	68.1	58.4	74.5	23.0	75.9	70.0	38.6	59.5
900 - 959 PM	52.1	52.5	58.2	57.5	45.4	59.6	66.4	64.3	67.8	44.9	52.3	52.9	63.2	26.9	70.1	66.3	36.2	57.6
1000 - 1059 PM	59.8	55.0	59.9	77.4	64.0	57.8	63.6	52.1	55.4	46.4	57.2	60.5	65.0	36.1	77.0	66.7	40.6	61.7
1100 - 559 AM	61.4	57.9	58.7	43.7	61.1	51.5	71.4	64.0	73.0	63.4	57.8	55.8	77.3	57.3	68.5	73.7	52.4	60.3
TOTAL, ALL ARRIVALS, BY AIRPORT	69.6	67.5	75.4	74.4	78.8	72.3	78.8	79.1	83.5	59.5	75.2	68.7	82.7	57.4	81.3	79.2	58.4	76.5

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

JULY 2008

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	94.8	88.7	94.0	J/	90.2	96.3	82.5	92.6	50.0	94.2	88.4	69.6	95.8	71.4	86.3
700 - 759 AM	96.8	88.2	92.3	96.9	85.8	95.0	93.1	89.9	93.8	97.7	92.9	97.9	84.8	94.0	89.7
800 - 859 AM	93.7	84.5	87.9	96.3	82.0	95.5	88.6	89.1	95.8	92.2	90.1	96.2	94.0	95.5	88.2
900 - 959 AM	92.8	86.4	88.8	92.2	80.3	93.9	80.2	79.3	94.0	89.8	69.0	94.8	89.5	96.3	86.7
1000 - 1059 AM	94.2	82.3	85.5	88.7	79.6	92.1	86.3	90.1	90.7	76.6	60.2	88.8	84.8	89.7	85.2
1100 - 1159 AM	93.0	80.5	86.4	93.6	81.4	86.1	86.8	89.0	86.8	74.5	63.1	89.9	89.7	91.3	83.9
1200 - 1259 PM	92.5	72.8	87.8	86.6	77.9	84.5	89.9	87.1	79.7	72.8	56.2	89.3	83.8	87.3	83.0
100 - 159 PM	91.8	77.3	80.1	82.5	78.7	84.9	88.5	86.2	84.5	78.3	67.4	88.8	84.7	87.4	80.9
200 - 259 PM	87.4	61.5	84.7	78.1	74.0	79.3	79.9	81.6	83.6	77.3	63.7	90.1	84.2	79.3	77.6
300 - 359 PM	79.4	74.9	78.3	87.2	65.0	85.7	74.2	85.3	83.0	74.7	70.6	86.0	84.4	77.6	74.6
400 - 459 PM	83.7	61.0	79.3	82.3	62.5	75.6	66.3	80.9	80.3	76.1	68.6	87.3	67.7	76.1	71.3
500 - 559 PM	79.2	68.0	80.3	85.8	58.5	74.4	59.7	78.7	79.9	75.6	71.3	82.2	74.7	67.4	68.6
600 - 659 PM	78.3	66.4	76.9	82.4	52.8	80.8	56.9	74.1	76.7	70.4	72.1	83.6	70.6	66.2	66.0
700 - 759 PM	76.4	53.0	76.6	77.3	52.1	74.5	62.1	73.1	80.1	73.3	68.1	76.9	72.9	68.0	63.5
800 - 859 PM	70.5	52.2	67.9	79.1	49.2	72.1	59.3	72.6	71.7	67.7	62.2	80.7	64.2	60.3	62.2
900 - 959 PM	67.0	56.9	69.3	72.4	48.4	69.1	64.1	71.5	73.1	67.1	59.5	76.6	59.0	60.2	59.3
1000 - 1059 PM	71.8	45.8	54.7	71.9	52.0	67.6	63.0	67.2	65.6	68.8	60.0	72.1	54.4	58.5	60.6
1100 - 559 AM	76.9	52.6	76.7	75.9	68.9	64.5	61.7	66.9	80.2	74.3	62.7	65.2	62.9	66.4	65.2
TOTAL, ALL ARRIVALS, BY AIRPORT	83.5	68.4	80.8	83.7	69.5	79.5	72.7	81.2	81.7	75.4	67.4	86.9	77.6	76.2	74.9

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

JULY 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	92.5	91.7	94.4	89.0	93.7	92.7	95.5	92.9	93.5	91.0	96.8	86.8	92.1	86.1	94.9	93.0	89.4	93.5
700 - 759 AM	89.8	89.2	92.7	87.4	85.4	91.3	94.7	89.6	92.5	86.9	96.8	83.7	91.3	86.0	92.6	89.8	87.4	91.0
800 - 859 AM	89.8	84.6	87.8	87.2	85.4	91.0	91.6	85.8	90.7	84.7	94.9	80.4	89.5	81.6	90.2	89.8	87.1	90.7
900 - 959 AM	83.4	85.7	91.1	88.1	89.2	85.0	90.2	80.5	90.8	83.1	90.1	87.5	89.9	81.8	87.7	86.1	79.8	89.9
1000 - 1059 AM	81.8	86.3	86.0	75.0	83.5	85.5	84.7	79.8	84.6	84.2	94.1	74.8	88.6	79.6	83.1	79.5	82.6	93.5
1100 - 1159 AM	81.5	82.2	89.4	83.6	89.9	80.7	83.2	76.2	84.2	79.8	87.1	82.2	84.1	80.2	83.3	82.7	79.1	85.3
1200 - 1259 PM	78.9	81.8	82.7	77.9	84.4	80.8	78.1	75.7	81.6	74.3	82.6	74.8	85.3	74.6	81.6	80.1	79.1	81.4
100 - 159 PM	72.0	75.7	77.1	81.5	81.0	76.5	72.9	72.5	81.5	67.3	77.6	81.2	80.4	71.6	78.6	77.9	75.8	79.4
200 - 259 PM	63.2	69.3	74.7	77.5	77.8	80.4	75.9	70.7	72.4	61.8	64.6	71.7	79.9	68.6	75.5	78.8	73.3	66.1
300 - 359 PM	59.1	67.0	77.4	49.3	72.8	73.3	69.4	71.5	80.9	46.0	64.2	72.1	74.4	68.0	72.8	76.4	71.2	62.9
400 - 459 PM	57.8	64.2	67.5	71.0	69.1	68.3	68.3	69.2	68.1	43.8	76.7	60.2	74.5	53.2	71.6	78.6	60.6	71.4
500 - 559 PM	59.8	59.1	61.1	58.6	74.3	64.7	69.9	62.5	79.4	40.5	63.9	59.8	73.2	55.9	67.3	80.5	52.9	70.3
600 - 659 PM	58.0	51.6	55.0	62.4	59.8	58.8	64.8	66.7	59.1	40.1	55.6	55.6	71.4	52.8	74.8	78.2	52.7	62.4
700 - 759 PM	49.5	47.9	54.8	57.3	65.9	66.3	64.5	63.8	74.3	36.1	61.1	50.2	72.5	44.9	70.1	81.4	43.8	57.7
800 - 859 PM	49.8	47.4	57.2	64.1	64.1	62.7	64.7	61.7	65.6	38.4	58.8	61.9	71.1	40.1	73.2	76.2	46.9	62.2
900 - 959 PM	54.9	43.8	53.2	60.5	63.9	64.3	69.8	64.3	80.7	32.5	J/	53.4	76.0	27.5	69.7	76.0	45.1	56.3
1000 - 1059 PM	49.7	J/	J/	68.1	J/	J/	89.2	62.5	76.0	33.3	J/	55.6	72.7	47.2	85.4	78.0	50.0	J/
1100 - 559 AM	49.7	86.8	90.2	J/	J/	85.2	73.7	81.7	92.0	87.5	100.0	71.4	84.5	73.2	75.6	77.7	90.3	69.6
TOTAL, ALL DEPARTURES, BY AIRPORT	68.2	73.7	76.2	74.2	76.8	77.6	77.1	73.8	81.7	63.6	78.8	70.2	80.7	65.5	79.4	81.8	70.8	77.0

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

JULY 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	96.9	93.8	93.0	95.7	85.2	94.2	90.0	95.1	95.4	93.9	90.6	96.2	96.0	95.1	92.5
700 - 759 AM	94.3	84.7	91.5	95.1	87.9	92.4	88.3	88.0	90.8	92.6	92.9	94.6	90.7	94.7	90.2
800 - 859 AM	91.1	87.3	89.6	91.6	84.1	92.8	88.0	86.8	90.5	87.9	87.5	92.2	90.1	93.6	88.1
900 - 959 AM	87.4	79.5	89.5	91.9	82.3	81.5	80.1	82.5	86.2	85.6	81.7	92.1	90.3	93.0	85.6
1000 - 1059 AM	90.0	83.7	88.3	88.3	79.0	88.0	81.3	81.9	87.7	85.0	70.3	88.3	88.8	92.5	83.7
1100 - 1159 AM	86.7	78.9	83.3	79.8	75.6	87.4	80.2	81.8	86.2	76.7	59.6	88.8	83.6	87.0	81.4
1200 - 1259 PM	83.7	71.9	76.4	91.7	76.9	87.9	83.6	78.9	81.8	74.4	65.1	85.4	83.2	91.0	79.2
100 - 159 PM	83.6	59.5	79.9	79.5	73.2	81.7	82.6	82.8	73.2	66.9	58.7	85.5	78.0	78.9	75.8
200 - 259 PM	78.9	55.5	79.5	81.5	68.3	77.6	77.3	75.5	84.5	78.5	65.8	84.1	81.7	75.8	73.0
300 - 359 PM	82.7	55.5	82.5	73.4	65.0	79.5	69.5	75.5	78.7	78.2	70.3	84.5	77.2	66.1	70.2
400 - 459 PM	65.5	57.1	70.4	77.0	57.2	88.2	69.0	75.7	81.6	79.0	71.7	83.5	68.5	65.9	67.8
500 - 559 PM	71.6	53.2	76.7	82.1	56.3	76.7	60.6	74.8	76.0	79.4	75.6	85.7	74.1	59.3	66.2
600 - 659 PM	70.5	61.1	78.9	82.4	52.7	71.2	57.8	72.8	79.6	75.7	76.6	83.2	64.0	52.2	63.5
700 - 759 PM	63.5	53.6	76.2	75.0	53.5	80.8	54.9	69.8	78.5	75.5	74.4	82.3	68.4	52.1	62.9
800 - 859 PM	65.9	55.3	85.6	75.2	49.4	78.4	66.7	71.9	76.8	81.0	68.9	82.4	67.1	59.2	60.4
900 - 959 PM	53.3	46.2	78.5	67.7	58.8	82.4	56.5	72.8	73.3	85.1	68.9	88.6	67.2	48.5	65.2
1000 - 1059 PM	100.0	51.3	76.9	54.8	56.8	82.5	61.5	79.0	83.2	83.6	69.2	80.6	J/	J/	68.7
1100 - 559 AM	96.3	J/	96.5	82.6	91.0	77.2	90.5	82.6	J/	78.6	76.3	76.4	J/	J/	76.4
TOTAL, ALL DEPARTURES, BY AIRPORT	79.4	66.0	82.1	84.2	69.4	85.5	74.4	80.0	83.9	81.4	73.6	87.2	80.9	77.3	75.8

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

JULY 2008

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

<u>CARRIER *</u>	<u>FLIGHT NUMBER</u>	<u>ORGIN-DESTIN. AIRPORTS</u>	<u>SCHEDULED DEPARTURE TIME</u>	<u>NUMBER OF OPERATIONS REPORTED</u>	<u>PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/</u>	<u>NUMBER OF MIN LATE AVERAGE</u>	<u>MEDIAN</u>
OH	5292	MSP-JFK	1627	31	100.00	134	116
OH	5614	CLT-JFK	1645	27	100.00	121	111
OH	5491	ALB-JFK	1645	21	100.00	97	90
OH	5739	JFK-PIT	2200	25	100.00	83	65
OH	5440	IAD-JFK	1709	31	96.77	83	77
OH	5610	BWI-JFK	1815	27	96.30	115	100
OH	5588	ORF-JFK	1838	26	96.15	132	113
OH	5496	PHL-BOS	1845	22	95.45	83	72
9E	2021	CLT-ATL	1755	19	94.74	97	61
OH	5287	JFK-MSP	2005	31	93.55	103	73
B6	1076	RIC-JFK	1710	31	93.55	78	59
B6	136	RSW-JFK	1740	31	93.55	76	60
B6	1108	RDU-JFK	1730	30	93.33	111	77
B6	1056	PIT-JFK	1720	30	93.33	92	66
XE	2412	PVD-EWR	1640	30	93.33	69	67
B6	160	DEN-JFK	1530	15	93.33	58	55
FL	311	MKE-LGA	1331	30	93.33	56	48
MQ	4783	DCA-BOS	1800	27	92.59	72	51
OH	5640	RDU-JFK	1650	26	92.31	98	82
B6	1315	JFK-IAD	2230	26	92.31	73	54
OH	5438	TPA-LGA	1825	26	92.31	62	54
YV	7297	ORD-ABE	1905	26	92.31	59	48
OH	5678	LGA-JAX	2030	26	92.31	53	34
OH	5592	RIC-JFK	1705	25	92.00	80	70
AA	1629	MIA-SJU	2110	23	91.30	92	70

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

JULY 2008

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

<u>CARRIER *</u>	<u>FLIGHT NUMBER</u>	<u>ORGIN-DESTIN. AIRPORTS</u>	<u>SCHEDULED DEPARTURE TIME</u>	<u>NUMBER OF OPERATIONS REPORTED</u>	<u>PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/</u>	<u>NUMBER OF MIN LATE AVERAGE</u>	<u>MEDIAN</u>
OH	5741	ORD-CVG	1915	22	90.91	103	102
OH	5366	DTW-JFK	1640	22	90.91	86	82
EV	4358	ATL-JFK	1945	22	90.91	84	73
OH	5496	BOS-BGR	2040	22	90.91	72	67
OH	5515	DTW-CVG	1903	22	90.91	68	40
OH	5539	BTV-JFK	1835	21	90.48	95	82
OO	3650	ATL-CVG	1850	21	90.48	83	38
AA	1639	JFK-SJU	1925	31	90.32	109	97
B6	1088	CLT-JFK	1755	31	90.32	103	77
B6	605	PWM-JFK	1805	31	90.32	100	81
B6	1069	BOS-JFK	1800	31	90.32	97	77
B6	144	PBI-JFK	1820	31	90.32	83	55
B6	14	FLL-JFK	1710	31	90.32	70	68
MQ	4619	BOS-JFK	1800	31	90.32	69	63
OH	5109	CLE-JFK	1504	31	90.32	50	48
B6	3	BUF-JFK	1835	30	90.00	106	81
XE	3068	EWR-CLT	1814	30	90.00	93	78
B6	510	FLL-EWR	1850	30	90.00	84	65
B6	1080	CLT-JFK	1950	30	90.00	77	50
B6	1027	BOS-JFK	1945	27	88.89	90	68
YV	2690	ATL-CLT	2010	27	88.89	54	34
XE	2501	SYR-EWR	1710	26	88.46	63	53
B6	602	JFK-PWM	2005	17	88.24	111	91
CO	1551	CLT-EWR	1805	24	87.50	100	47
OH	5712	JAX-LGA	1530	24	87.50	53	40

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

JULY 2008

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

<u>CARRIER *</u>	<u>FLIGHT NUMBER</u>	<u>ORGIN-DESTIN. AIRPORTS</u>	<u>SCHEDULED DEPARTURE TIME</u>	<u>NUMBER OF OPERATIONS REPORTED</u>	<u>PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/</u>	<u>NUMBER OF MIN LATE AVERAGE</u>	<u>MEDIAN</u>
AA	1236	MIA-MCO	2130	31	87.10	100	53
B6	28	TPA-JFK	1850	31	87.10	93	63
OH	5521	BOS-JFK	1730	31	87.10	88	84
B6	154	MCO-JFK	1725	31	87.10	87	76
AA	1522	SJU-MCO	1745	31	87.10	85	64
B6	155	JFK-MCO	1855	31	87.10	84	59
XE	2513	AVL-EWR	1733	31	87.10	79	73
B6	36	JFK-ROC	2100	31	87.10	78	80
B6	607	PWM-JFK	1945	31	87.10	76	74
B6	33	ROC-JFK	1935	31	87.10	68	65
CO	821	IAH-JFK	1540	31	87.10	64	68
CO	1567	CLE-EWR	1455	31	87.10	61	50
DL	136	CVG-JFK	1640	31	87.10	56	43
B6	1024	JFK-BOS	2235	31	87.10	49	31
B6	35	JFK-PBI	2100	30	86.67	89	75
CO	1190	EWR-BOS	1800	30	86.67	83	75
B6	1310	IAD-JFK	1935	30	86.67	77	71
B6	529	EWR-MCO	2045	15	86.67	58	37
MQ	4559	BOS-JFK	2000	30	86.67	53	48
FL	344	MKE-SFO	1930	30	86.67	47	35
DL	1824	ATL-CLT	2000	30	86.67	40	25
EV	4316	PIT-JFK	1815	22	86.36	101	107
OH	5480	JFK-DTW	1615	22	86.36	76	62
OH	5341	BDL-JFK	1605	21	85.71	37	28
CO	1195	BOS-EWR	1629	27	85.19	98	85

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

JULY 2008

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

<u>CARRIER *</u>	<u>FLIGHT NUMBER</u>	<u>ORGIN-DESTIN. AIRPORTS</u>	<u>SCHEDULED DEPARTURE TIME</u>	<u>NUMBER OF OPERATIONS REPORTED</u>	<u>PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/</u>	<u>NUMBER OF MIN LATE AVERAGE</u>	<u>MEDIAN</u>
YV	2651	CLT-ATL	1800	27	85.19	61	44
OH	5257	EWR-CVG	1750	26	84.62	78	52
OH	5570	LGA-GSO	1840	26	84.62	74	53
OH	5574	CVG-EWR	1515	26	84.62	64	40
OH	5685	BOS-DCA	1845	26	84.62	62	52
XE	2338	EWR-RIC	2135	26	84.62	61	44
XE	3041	EWR-LEX	2115	26	84.62	61	46
EV	4826	LGA-CAE	2130	26	84.62	56	37
MQ	4900	CLT-LGA	1800	26	84.62	55	39
OH	5418	ROC-JFK	1625	25	84.00	90	34
EV	4341	PFN-ATL	1549	25	84.00	84	36
OH	5430	SRQ-ATL	1727	25	84.00	81	46
OH	5629	BOS-JFK	1940	25	84.00	63	47
OH	5692	JFK-PWM	2205	25	84.00	54	26
XE	2994	CLT-EWR	1517	31	83.87	82	76
B6	527	EWR-MCO	1815	31	83.87	82	63
AA	2082	MIA-SJU	1400	31	83.87	76	63
OH	5469	JFK-ORD	1645	31	83.87	75	58
AA	1886	MIA-MCO	1325	31	83.87	74	47
MQ	4731	JFK-STL	1559	31	83.87	74	50
XE	2074	GSP-EWR	1545	31	83.87	70	60
B6	916	ORD-JFK	1605	31	83.87	66	42
DL	246	ATL-JFK	1730	31	83.87	65	45
FL	474	ATL-EWR	1636	31	83.87	64	54
B6	616	JAX-JFK	1640	31	83.87	60	62

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

JULY 2008

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

<u>CARRIER *</u>	<u>FLIGHT NUMBER</u>	<u>ORGIN-DESTIN. AIRPORTS</u>	<u>SCHEDULED DEPARTURE TIME</u>	<u>NUMBER OF OPERATIONS REPORTED</u>	<u>PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/</u>	<u>NUMBER OF MIN LATE AVERAGE</u>	<u>MEDIAN</u>
B6	75	SYR-JFK	1720	31	83.87	60	50
OH	5291	JFK-MSP	1355	31	83.87	60	38
MQ	4755	JFK-DCA	1615	31	83.87	53	38
OO	3661	ATL-OMA	1946	24	83.33	85	47
FL	328	CLT-BWI	1633	30	83.33	84	35
B6	1069	JFK-AUS	2000	30	83.33	80	72
AA	1411	EWR-ORD	1900	30	83.33	61	51
XE	3037	MHT-EWR	1625	30	83.33	54	45
OH	5068	ATL-MDW	1450	30	83.33	37	28
AA	1908	MIA-JFK	2145	29	82.76	56	47
AA	1629	JFK-MIA	1629	23	82.61	77	45
B6	79	JFK-MCO	2120	17	82.35	74	52
CO	1191	BOS-EWR	1525	22	81.82	84	76
DL	1728	ATL-STL	2004	22	81.82	74	53
OH	5244	PHL-JFK	1600	22	81.82	47	38
OH	5203	BUF-JFK	1437	22	81.82	45	44
UA	10	SFO-JFK	1123	27	81.48	67	39
MQ	4891	LGA-CLE	2025	27	81.48	55	52
AA	1551	LGA-BNA	1955	27	81.48	52	39
DL	1463	LGA-FLL	1905	16	81.25	84	65
DL	1499	LGA-PBI	1930	16	81.25	72	44
OH	5117	EWR-ATL	1915	21	80.95	58	49
CO	1187	EWR-ORD	1845	26	80.77	81	78
OH	5071	ATL-EWR	2020	26	80.77	77	56
XE	2988	CAE-EWR	1836	26	80.77	63	58

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

JULY 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
XE	2920	EWR-BGR	2100	26	80.77	60	49
XE	2685	MKE-EWR	1600	26	80.77	59	47
OH	5685	DCA-LEX	2110	26	80.77	56	42
OH	5215	BOS-TPA	1440	26	80.77	46	39
B6	84	FLL-JFK	1835	31	80.65	79	50
AA	1148	MIA-JFK	1925	31	80.65	77	74
FL	327	LGA-MKE	1715	31	80.65	71	42
DL	96	FLL-JFK	1807	31	80.65	67	44
FL	327	MKE-LAX	1927	31	80.65	66	40
MQ	4617	BOS-JFK	2000	31	80.65	64	57
FL	372	ATL-LGA	1907	31	80.65	63	51
DL	753	ATL-DEN	1940	31	80.65	63	38
MQ	4549	RDU-JFK	1850	31	80.65	59	61
OH	5592	JFK-BOS	1930	31	80.65	57	36
MQ	4315	JFK-PIT	1555	31	80.65	56	31
DL	1897	CVG-ANC	1641	31	80.65	49	60
AA	1530	MIA-LGA	1528	31	80.65	47	35
XE	2391	EWR-DAY	1526	31	80.65	46	33
OH	5248	JFK-RDU	1609	31	80.65	43	29
EV	4612	VPS-ATL	1712	25	80.00	82	55
FL	328	BWI-BOS	1830	30	80.00	76	24
AA	863	PHL-DFW	1830	30	80.00	73	37
FL	579	EWR-ATL	1952	30	80.00	69	49
CO	1197	BOS-EWR	1730	30	80.00	68	64
DL	924	ATL-LGA	1840	25	80.00	65	41

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

JULY 2008

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

<u>CARRIER *</u>	<u>FLIGHT NUMBER</u>	<u>ORGIN-DESTIN. AIRPORTS</u>	<u>SCHEDULED DEPARTURE TIME</u>	<u>NUMBER OF OPERATIONS REPORTED</u>	<u>PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/</u>	<u>NUMBER OF MIN LATE AVERAGE MEDIAN</u>	
AA	4	LAX-JFK	1205	30	80.00	63	40
OH	5303	ATL-ILM	1516	25	80.00	61	26
FL	462	ATL-BWI	2305	30	80.00	59	40
DL	30	BOS-JFK	1410	30	80.00	54	44
XE	2260	EWR-CVG	1529	30	80.00	54	34
XE	2587	EWR-AVL	2055	30	80.00	54	41
XE	2340	ALB-EWR	1715	30	80.00	53	52
OH	5071	MDW-ATL	1620	25	80.00	51	35
DL	696	ATL-TPA	2040	25	80.00	51	40
FL	355	ATL-LGA	1330	30	80.00	50	27
AA	345	ORD-SAT	2025	30	80.00	48	28
B6	626	HOU-JFK	1640	30	80.00	46	35
EV	4459	PWM-ATL	1237	25	80.00	40	32
AA	1523	TPA-DFW	1915	30	80.00	37	26
EV	4351	MGM-ATL	655	25	80.00	26	26

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

JULY 2008
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
COMAIR	620	77	12.4
JETBLUE	572	61	10.7
EXPRESSJET	1,235	53	4.3
DELTA	1,340	47	3.5
AIRTRAN	784	26	3.3
AMERICAN	1,744	55	3.2
CONTINENTAL	932	23	2.5
ATLANTIC SOUTHEAST	877	19	2.2
AMERICAN EAGLE	1,510	23	1.5
MESA	742	9	1.2
UNITED	1,353	16	1.2
NORTHWEST	1,069	7	0.7
SKYWEST	1,720	10	0.6
PINNACLE	723	2	0.3
ALASKA	468	1	0.2
US AIRWAYS	1,338	2	0.1
SOUTHWEST	3,470	3	0.1
FRONTIER	302	0	0.0
HAWAIIAN	178	0	0.0
TOTAL	20,977	434	2.1

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

JULY 2008

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	78.2	91.6	239	239
ADAK ISLAND AK (ADK)	77.8	66.7	9	9
AGUADILLA PR (BQN)	68.4	85.8	155	155
AKRON/CANTON OH (CAK)	71.8	79.7	792	793
ALBANY GA (ABY)	68.2	68.2	88	88
ALBANY NY (ALB)	72.4	79.3	1,221	1,221
ALBUQUERQUE NM (ABQ)	82.4	84.4	3,815	3,817
ALEXANDRIA LA (AEX)	84.2	87.0	215	216
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	68.4	84.1	377	377
AMARILLO TX (AMA)	78.7	84.2	652	652
ANCHORAGE AK (ANC)	73.4	82.3	2,342	2,341
APPLETON WI (ATW)	77.1	84.1	532	533
ASHEVILLE NC (AVL)	69.2	78.5	481	480
ASPEN CO (ASE)	81.2	82.1	468	468
ATLANTA GA (ATL)	69.6	68.2	36,434	36,431
AUGUSTA GA (AGS)	62.4	72.2	205	205
AUSTIN TX (AUS)	77.2	84.0	4,466	4,465
BAKERSFIELD CA (BFL)	81.8	89.2	483	481
BALTIMORE MD (BWI)	75.4	76.2	9,303	9,303
BANGOR ME (BGR)	69.7	78.6	304	304
BARROW AK (BRW)	56.5	48.4	62	62
BATON ROUGE LA (BTR)	74.4	77.3	789	788
BEAUMONT/PORT ARTHUR TX (BPT)	80.0	86.7	30	30
BEMIDJI MN (BJI)	93.3	93.3	30	30
BEND/REDMOND OR (RDM)	87.5	85.1	296	296
BETHEL AK (BET)	86.4	84.1	88	88
BILLINGS MT (BIL)	84.0	90.0	482	482
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	85.5	85.5	62	62
BIRMINGHAM AL (BHM)	74.8	78.3	2,079	2,077
BISMARCK/MANDAN ND (BIS)	85.9	84.5	206	206
BLOOMINGTON IL (BMI)	65.4	76.9	402	402
BOISE ID (BOI)	79.9	84.5	1,603	1,604
BOSTON MA (BOS)	67.5	73.7	10,591	10,593
BOZEMAN MT (BZN)	80.3	87.7	432	432
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	66.0	76.9	147	147
BROWNSVILLE TX (BRO)	74.2	80.6	124	124
BRUNSWICK GA (BQK)	67.9	79.5	78	78
BUFFALO NY (BUF)	72.8	79.5	2,446	2,446
BURBANK CA (BUR)	83.9	85.7	2,753	2,755
BURLINGTON VT (BTV)	66.6	80.1	685	685
BUTTE MT (BTM)	98.3	100.0	59	59
CARLSBAD CA (CLD)	94.3	91.2	194	194
CASPER WY (CPR)	84.0	87.0	231	231

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR CITY UT (CDC)	82.1	91.2	56	57
CEDAR RAPIDS/IOWA CITY IA (CID)	72.0	79.8	830	830
CHAMPAIGN/URBANA IL (CMI)	65.5	80.0	264	265
CHARLESTON SC (CHS)	68.1	75.9	1,242	1,242
CHARLESTON/DUNBAR WV (CRW)	74.6	79.5	268	268
CHARLOTTE AMALIE VI (STT)	70.6	77.5	252	253
CHARLOTTE NC (CLT)	74.4	74.2	10,821	10,817
CHARLOTTESVILLE VA (CHO)	50.8	67.2	61	61
CHATTANOOGA TN (CHA)	69.3	79.9	400	403
CHICAGO IL (MDW)	83.5	79.4	7,431	7,431
CHICAGO IL (ORD)	69.5	69.4	31,602	31,569
CHICO CA (CIC)	58.5	63.6	118	118
CHRISTIANSTED VI (STX)	65.0	60.0	40	40
CLEVELAND OH (CLE)	77.4	79.9	6,235	6,236
CODY WY (COD)	91.7	98.3	120	120
COLLEGE STATION/BRYAN TX (CLL)	80.5	89.8	118	118
COLORADO SPRINGS CO (COS)	77.7	80.8	1,569	1,570
COLUMBIA SC (CAE)	68.2	74.3	868	868
COLUMBUS GA (CSG)	60.7	73.8	122	122
COLUMBUS MS (GTR)	77.1	83.1	83	83
COLUMBUS OH (CMH)	75.7	82.0	2,944	2,943
CORDOVA AK (CDV)	77.4	79.0	62	62
CORPUS CHRISTI TX (CRP)	77.9	84.4	506	506
COVINGTON KY (CVG)	78.8	76.8	8,105	8,097
CRESCENT CITY CA (CEC)	64.0	51.1	89	90
DALLAS TX (DAL)	81.8	79.7	4,538	4,537
DALLAS/FT.WORTH TX (DFW)	79.1	73.8	25,393	25,383
DAYTON OH (DAY)	74.3	83.1	1,396	1,396
DAYTONA BEACH FL (DAB)	69.2	73.6	250	250
DEADHORSE AK (SCC)	69.4	61.3	62	62
DENVER CO (DEN)	78.8	77.1	22,040	22,062
DES MOINES IA (DSM)	73.6	81.3	1,537	1,537
DETROIT MI (DTW)	83.5	81.7	14,392	14,389
DILLINGHAM AK (DLG)	80.6	32.3	31	31
DOTHAN AL (DHN)	61.9	69.5	118	118
DUBUQUE IA (DBQ)	70.6	83.2	119	119
DULUTH MN (DLH)	85.5	89.9	179	179
DURANGO CO (DRO)	83.6	85.3	354	354
EAGLE CO (EGE)	71.5	84.9	186	186
EL CENTRO CA (IPL)	93.3	95.0	60	60
EL PASO TX (ELP)	78.4	84.6	1,795	1,794
ELKO NV (EKO)	93.2	95.8	118	118
ELMIRA/CORNING NY (ELM)	91.3	92.2	115	115

JULY 2008

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)	88.6	91.1	123	123
EUGENE OR (EUG)	83.3	88.8	528	528
EUREKA/ARCATA CA (ACV)	74.9	70.6	343	343
EVANSVILLE IN (EVV)	78.0	81.9	504	504
FAIRBANKS AK (FAI)	75.7	86.0	544	544
FARGO ND (FAR)	78.3	85.6	373	375
FAYETTEVILLE AR (XNA)	75.0	80.9	1,185	1,186
FAYETTEVILLE NC (FAY)	61.2	69.1	178	178
FLAGSTAFF AZ (FLG)	77.4	78.6	168	168
FLINT MI (FNT)	75.2	84.6	775	774
FLORENCE SC (FLO)	68.6	76.5	51	51
FORT LAUDERDALE FL (FLL)	75.2	78.8	5,507	5,508
FORT SMITH AR (FSM)	70.9	78.9	237	237
FORT WAYNE IN (FWA)	75.1	78.2	531	532
FRESNO CA (FAT)	81.6	85.5	1,292	1,294
FT. MYERS FL (RSW)	78.1	80.3	1,764	1,763
GAINESVILLE FL (GNV)	76.2	86.0	172	172
GILLETTE WY (GCC)	83.9	85.3	137	136
GRAND FORKS ND (GFK)	81.7	91.7	120	120
GRAND JUNCTION CO (GJT)	81.6	80.6	468	468
GRAND RAPIDS MI (GRR)	77.4	84.2	1,512	1,512
GREAT FALLS MT (GTF)	92.4	93.0	185	185
GREEN BAY/CLINTONVILLE WI (GRB)	69.4	77.5	731	733
GREENSBORO/HIGH POINT NC (GSO)	71.1	78.8	1,170	1,172
GREENVILLE/SPARTANBURG SC (GSP)	73.0	80.6	1,113	1,116
GULFPORT/BILOXI MS (GPT)	79.7	83.3	785	786
GUNNISON CO (GUC)	89.1	87.0	92	92
GUSTAVUS AK (GST)	74.2	80.6	31	31
HARLINGEN/SAN BENITO TX (HRL)	72.3	72.8	379	379
HARRISBURG PA (MDT)	65.8	78.4	650	652
HARTFORD CT (BDL)	71.7	81.3	2,653	2,653
HELENA MT (HLN)	88.7	90.7	204	204
HILO HI (ITO)	85.1	87.9	680	680
HILTON HEAD SC (HHH)	54.3	62.0	92	92
HONOLULU HI (HNL)	81.8	86.4	4,869	4,868
HOUSTON TX (HOU)	80.2	77.3	4,844	4,843
HOUSTON TX (IAH)	82.7	80.7	16,877	16,882
HUNTSVILLE AL (HSV)	73.3	80.6	980	980
IDAHO FALLS ID (IDA)	88.7	92.7	301	301
INDIANAPOLIS IN (IND)	77.1	83.1	3,985	3,986
INDIO/PALM SPRINGS CA (PSP)	83.1	87.7	756	757
INTERNATIONAL FALLS MN (INL)	82.8	100.0	29	29
INYOKERN CA (IYK)	91.3	90.0	80	80

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ISLIP NY (ISP)	74.2	76.5	854	854
JACKSON WY (JAC)	72.5	83.4	502	501
JACKSON/VICKSBURG MS (JAN)	75.8	81.4	1,089	1,089
JACKSONVILLE FL (JAX)	73.5	78.7	2,875	2,876
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	69.3	79.5	88	88
JUNEAU AK (JNU)	74.0	75.3	531	531
KAHULUI HI (OGG)	82.7	86.4	1,824	1,824
KALAMAZOO MI (AZO)	80.9	82.9	413	414
KALISPELL MT (FCA)	82.2	89.0	353	353
KANSAS CITY MO (MCI)	77.8	82.3	5,087	5,091
KETCHIKAN AK (KTN)	83.9	85.1	248	248
KEY WEST FL (EYW)	67.5	78.3	83	83
KILLEEN TX (GRK)	73.0	82.9	445	444
KING SALMON AK (AKN)	87.1	41.9	31	31
KLAMATH FALLS OR (LMT)	68.8	66.0	48	47
KNOXVILLE TN (TYS)	77.1	80.6	1,275	1,277
KODIAK AK (ADQ)	83.9	75.8	62	62
KONA HI (KOA)	83.2	88.0	1,104	1,105
KOTZEBUE AK (OTZ)	83.1	79.8	89	89
LA CROSSE WI (LSE)	74.5	80.9	204	204
LAFAYETTE LA (LFT)	78.7	84.5	414	413
LAKE CHARLES LA (LCH)	83.9	87.4	87	87
LANSING MI (LAN)	77.5	81.1	338	338
LAREDO TX (LRD)	75.1	85.9	177	177
LAS VEGAS NV (LAS)	81.3	79.4	15,226	15,229
LAWTON/FORT SILL OK (LAW)	83.5	88.0	267	267
LEWISBURG WV (LWB)	93.5	80.6	31	31
LEWISTON ID (LWS)	90.7	94.4	54	54
LEXINGTON KY (LEX)	71.3	81.5	941	940
LIHUE HI (LIH)	86.3	88.8	1,179	1,179
LINCOLN NE (LNK)	75.1	75.9	237	237
LITTLE ROCK AR (LIT)	73.0	78.0	1,368	1,367
LONG BEACH CA (LGB)	80.1	80.6	1,464	1,464
LONGVIEW/KILGOR/GLADWATR TX (GGG)	86.0	92.5	93	93
LOS ANGELES CA (LAX)	79.2	81.8	19,808	19,805
LOUISVILLE KY (SDF)	75.7	81.0	1,999	1,999
LUBBOCK TX (LBB)	81.4	86.0	716	716
LYNCHBURG VA (LYH)	64.2	83.0	53	53
MACON GA (MCN)	60.0	81.4	70	70
MADISON WI (MSN)	75.5	81.8	1,267	1,268
MANCHESTER NH (MHT)	74.0	80.5	1,613	1,615
MARQUETTE MI (MQT)	55.3	83.3	85	84
MEDFORD OR (MFR)	81.7	80.4	546	545

JULY 2008

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.
MELBOURNE FL (MLB)	68.6	80.5	159	159
MEMPHIS TN (MEM)	83.2	83.9	6,889	6,891
MERIDIAN MS (MEI)	71.7	75.0	60	60
MIAMI FL (MIA)	68.4	66.0	5,170	5,170
MIDLAND/ODESSA TX (MAF)	79.5	86.4	623	623
MILWAUKEE WI (MKE)	80.1	80.4	4,292	4,287
MINNEAPOLIS/ST. PAUL MN (MSP)	80.8	82.1	11,684	11,683
MINOT ND (MOT)	73.6	87.9	91	91
MISSION/MCALLEN/EDINBURG TX (MFE)	76.9	85.7	364	363
MISSOULA MT (MSO)	85.8	91.4	360	360
MOBILE AL (MOB)	77.2	82.0	622	622
MODESTO CA (MOD)	58.3	61.1	144	144
MOLINE IL (MLI)	70.6	75.1	731	731
MONROE LA (MLU)	79.4	88.0	233	233
MONTEREY CA (MRY)	80.9	79.8	692	693
MONTGOMERY AL (MGM)	74.7	78.1	336	334
MONTROSE/DELTA CO (MTJ)	80.2	85.0	253	253
MUSKEGON MI (MKG)	84.8	87.3	79	79
MYRTLE BEACH SC (MYR)	65.2	75.3	566	567
NANTUCKET MA (ACK)	47.3	47.2	184	178
NASHVILLE TN (BNA)	78.2	79.2	4,982	4,983
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	80.3	80.3	61	61
NEW ORLEANS LA (MSY)	78.0	80.4	3,320	3,317
NEW YORK NY (JFK)	57.4	65.5	11,499	11,503
NEW YORK NY (LGA)	58.4	70.8	10,506	10,517
NEWARK NJ (EWR)	59.5	63.6	12,244	12,249
NEWBURGH/POUGHKEEPSIE NY (SWF)	75.2	83.6	428	428
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	66.7	75.7	588	589
NOME AK (OME)	83.7	78.3	92	92
NORFOLK VA (ORF)	70.2	77.6	1,580	1,583
NORTH BEND/COOS BAY OR (OTH)	52.1	83.0	48	47
OAKLAND CA (OAK)	83.7	84.2	5,378	5,378
OKLAHOMA CITY OK (OKC)	77.7	83.8	2,220	2,218
OMAHA NE (OMA)	74.3	82.3	2,388	2,389
ONTARIO/SAN BERNARDINO CA (ONT)	84.3	85.4	3,195	3,193
ORLANDO FL (MCO)	76.5	77.0	11,578	11,578
OXNARD/VENTURA CA (OXR)	90.6	93.4	106	106
PALMDALE CA (PMD)	76.4	78.2	55	55
PANAMA CITY FL (PFN)	71.3	76.4	369	369
PASCO/KENNEWICK/RICHLAND WA (PSC)	79.0	90.4	229	229
PELLSTON MI (PLN)	85.3	94.7	95	95
PENSACOLA FL (PNS)	78.2	81.2	996	996
PEORIA IL (PIA)	80.0	84.8	480	480

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PETERSBURG AK (PSG)	59.7	75.8	62	62
PHILADELPHIA PA (PHL)	72.7	74.4	8,896	8,896
PHOENIX AZ (PHX)	81.2	80.0	17,390	17,390
PITTSBURGH PA (PIT)	73.9	78.2	3,733	3,737
POCATELLO ID (PIH)	92.4	94.1	119	119
PONCE PR (PSE)	61.3	85.5	62	62
PORTLAND ME (PWM)	62.5	70.5	773	772
PORTLAND OR (PDX)	79.5	85.5	5,385	5,384
PROVIDENCE RI (PVD)	70.2	77.9	1,964	1,964
RALEIGH/DURHAM NC (RDU)	70.5	75.6	5,533	5,529
RAPID CITY SD (RAP)	80.4	87.9	388	388
REDDING CA (RDD)	63.8	67.8	149	149
RENO NV (RNO)	82.4	85.7	2,185	2,184
RHINELANDER WI (RHI)	79.3	79.3	29	29
RICHMOND VA (ROA)	66.2	76.3	1,791	1,791
ROANOKE VA (ROA)	72.2	78.1	302	302
ROCHESTER MN (RST)	76.8	75.3	267	267
ROCHESTER NY (ROC)	62.1	72.7	1,257	1,257
ROCK SPRINGS WY (RKS)	83.5	87.0	109	108
ROSWELL NM (ROW)	72.7	87.5	88	88
SACRAMENTO CA (SMF)	83.3	87.3	4,791	4,791
SAGINAW/BAY CITY/MIDLAND MI (MBS)	71.9	79.9	299	299
SALEM OR (SLE)	84.8	91.3	46	46
SALT LAKE CITY UT (SLC)	86.9	87.2	12,476	12,475
SAN ANGELO TX (SJT)	79.2	88.3	154	154
SAN ANTONIO TX (SAT)	78.0	82.5	4,104	4,103
SAN DIEGO CA (SAN)	81.7	83.9	8,613	8,611
SAN FRANCISCO CA (SFO)	67.4	73.6	12,842	12,845
SAN JOSE CA (SJC)	84.1	87.7	5,136	5,138
SAN JUAN PR (SJU)	65.1	77.9	2,085	2,084
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	83.9	84.2	558	557
SANTA ANA CA (SNA)	83.4	85.2	4,042	4,043
SANTA BARBARA CA (SBA)	83.3	82.3	1,111	1,110
SANTA MARIA CA (SMX)	91.0	91.0	144	144
SARASOTA/BRADENTON FL (SRQ)	71.1	78.5	447	447
SAVANNAH GA (SAV)	70.3	77.7	1,357	1,357
SCRANTON/WILKES-BARRE PA (AVP)	67.1	73.5	210	211
SEATTLE WA (SEA)	75.4	81.4	10,728	10,726
SHREVEPORT LA (SHV)	77.0	85.9	723	724
SIOUX FALLS SD (FSD)	76.7	85.8	519	520
SITKA AK (SIT)	72.3	80.6	155	155
SOUTH BEND IN (SBN)	75.6	74.2	480	480
SPOKANE WA (GEG)	80.4	88.6	1,507	1,508

JULY 2008

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SPRINGFIELD IL (SPI)	70.1	68.2	87	88
SPRINGFIELD MO (SGF)	74.2	81.1	891	891
ST. GEORGE UT (SGU)	92.4	93.6	251	251
ST. LOUIS MO (STL)	77.6	80.9	5,599	5,598
STATE COLLEGE PA (SCE)	97.1	97.1	35	35
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	86.5	91.2	148	148
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	91.2	95.4	307	307
SYRACUSE NY (SYR)	63.0	74.0	1,188	1,188
TALLAHASSEE FL (TLH)	78.7	80.8	769	769
TAMPA FL (TPA)	76.2	77.3	6,713	6,712
TEXARKANA AR (TXK)	76.4	83.9	123	124
TOLEDO OH (TOL)	72.3	85.4	130	130
TRAVERSE CITY MI (TVC)	76.7	80.2	622	622
TUCSON AZ (TUS)	81.9	88.5	2,360	2,359
TULSA OK (TUL)	75.7	84.4	2,122	2,121
TWIN FALLS ID (TWF)	94.9	94.9	117	117
TYLER TX (TYR)	89.0	94.8	154	154
VALDOSTA GA (VLD)	68.4	78.9	76	76
VALPARAISO FL (VPS)	71.7	80.9	633	634
WACO TX (ACT)	85.4	88.8	178	178
WASHINGTON DC (DCA)	72.3	77.6	7,561	7,561
WASHINGTON DC (IAD)	68.7	70.2	6,764	6,765
WATERLOO IA (ALO)	66.7	86.7	30	30
WAUSAU/MARSHFIELD WI (CWA)	66.5	74.6	272	272
WEST PALM BEACH/PALM BEACH FL (PBI)	69.5	76.0	2,025	2,025
WEST YELLOWSTONE MT (WYS)	100.0	100.0	68	68
WHITE PLAINS NY (HPN)	70.0	74.6	943	945
WICHITA FALLS TX (SPS)	86.0	91.7	207	206
WICHITA KS (ICT)	70.9	79.3	1,180	1,181
WILMINGTON NC (ILM)	61.6	69.5	315	315
WRANGELL AK (WRG)	79.0	80.6	62	62
YAKIMA WA (YKM)	92.6	98.1	54	54
YAKUTAT AK (YAK)	74.2	87.1	62	62
YUMA AZ (YUM)	82.8	83.1	332	332

JULY 2008

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
COMAIR	22	12,231	583	4.8	90	18,292	814	4.5
UNITED	31	34,293	1,135	3.3	84	41,381	1,328	3.2
JETBLUE	19	12,341	388	3.1	45	17,460	553	3.2
ATLANTIC SOUTHEAST	20	13,642	358	2.6	130	26,162	704	2.7
HAWAIIAN	7	401		0.0	14	5,632	151	2.7
AMERICAN EAGLE	18	25,031	636	2.5	116	45,287	1,127	2.5
MESA	19	11,476	268	2.3	111	22,640	521	2.3
DELTA	31	31,999	761	2.4	97	39,335	905	2.3
US AIRWAYS	30	32,832	594	1.8	80	39,809	683	1.7
AMERICAN	30	42,746	675	1.6	78	52,924	819	1.5
EXPRESSJET	28	17,146	288	1.7	125	36,582	492	1.3
PINNACLE	15	8,041	107	1.3	114	21,768	287	1.3
SKYWEST	21	26,110	284	1.1	147	49,654	652	1.3
AIRTRAN	25	17,920	219	1.2	57	24,061	285	1.2
CONTINENTAL	28	21,980	242	1.1	65	27,494	297	1.1
ALASKA	16	8,755	45	0.5	47	14,190	98	0.7
SOUTHWEST	19	56,883	366	0.6	64	103,649	663	0.6
NORTHWEST	30	23,313	166	0.7	95	32,283	202	0.6
FRONTIER	22	7,400	11	0.1	44	9,328	17	0.2
Total		404,540	7,126	1.8	Total	627,931	10,598	1.7

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

JULY 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	21768	18625	85.56%	287	1.32%	60	0.28%	877	4.03%	175	0.80%	979	4.50%	2	0.01%	763	3.51%
AA	52924	36786	69.51%	819	1.55%	227	0.43%	4288	8.10%	484	0.92%	5612	10.60%	44	0.08%	4665	8.81%
AS	14190	11339	79.91%	98	0.69%	18	0.13%	734	5.17%	47	0.33%	944	6.65%	42	0.29%	969	6.83%
B6	17460	11280	64.60%	553	3.17%	83	0.48%	1064	6.09%	62	0.35%	2639	15.12%	1	0.01%	1778	10.18%
CO	27494	20920	76.09%	297	1.08%	112	0.41%	1509	5.49%	193	0.70%	2771	10.08%	31	0.11%	1662	6.05%
DL	39335	27387	69.63%	905	2.30%	252	0.64%	2901	7.38%	375	0.95%	4230	10.75%	3	0.01%	3282	8.34%
EV	26162	18335	70.08%	704	2.69%	119	0.45%	2399	9.17%	1224	4.68%	2912	11.13%	6	0.02%	463	1.77%
F9	9328	7610	81.58%	17	0.18%	6	0.06%	431	4.62%	42	0.45%	836	8.96%	0	0.00%	387	4.15%
FL	24061	17118	71.14%	285	1.18%	148	0.62%	1081	4.49%	100	0.41%	2164	9.00%	0	0.00%	3165	13.15%
HA	5632	4707	83.58%	151	2.68%	0	0.00%	417	7.40%	0	0.00%	8	0.15%	1	0.01%	348	6.18%
MQ	45287	34052	75.19%	1127	2.49%	105	0.23%	2626	5.80%	257	0.57%	3349	7.40%	4	0.01%	3767	8.32%
NW	32283	25669	79.51%	202	0.63%	78	0.24%	2083	6.45%	408	1.26%	2579	7.99%	7	0.02%	1257	3.89%
OH	18292	11580	63.31%	814	4.45%	43	0.24%	1980	10.82%	1054	5.76%	2578	14.09%	4	0.02%	240	1.31%
OO	49654	40583	81.73%	652	1.31%	77	0.16%	2808	5.65%	268	0.54%	2770	5.58%	21	0.04%	2475	4.98%
UA	41381	28241	68.25%	1328	3.21%	137	0.33%	2845	6.88%	281	0.68%	3742	9.04%	4	0.01%	4803	11.61%
US	39809	31184	78.33%	683	1.72%	125	0.31%	2044	5.13%	235	0.59%	3210	8.06%	32	0.08%	2296	5.77%
WN	103649	86081	83.05%	663	0.64%	180	0.17%	4093	3.95%	764	0.74%	2916	2.81%	53	0.05%	8898	8.59%
XE	36582	27848	76.12%	492	1.34%	87	0.24%	1987	5.43%	158	0.43%	3000	8.20%	38	0.10%	2972	8.12%
YV	22640	16028	70.80%	521	2.30%	53	0.23%	3383	14.94%	213	0.94%	1600	7.07%	26	0.11%	816	3.60%
TOTAL	627931	475373		10598		1910		39547		6340		48840		317		45007	
			75.70%		1.69%		0.30%		6.30%		1.01%		7.78%		0.05%		7.17%

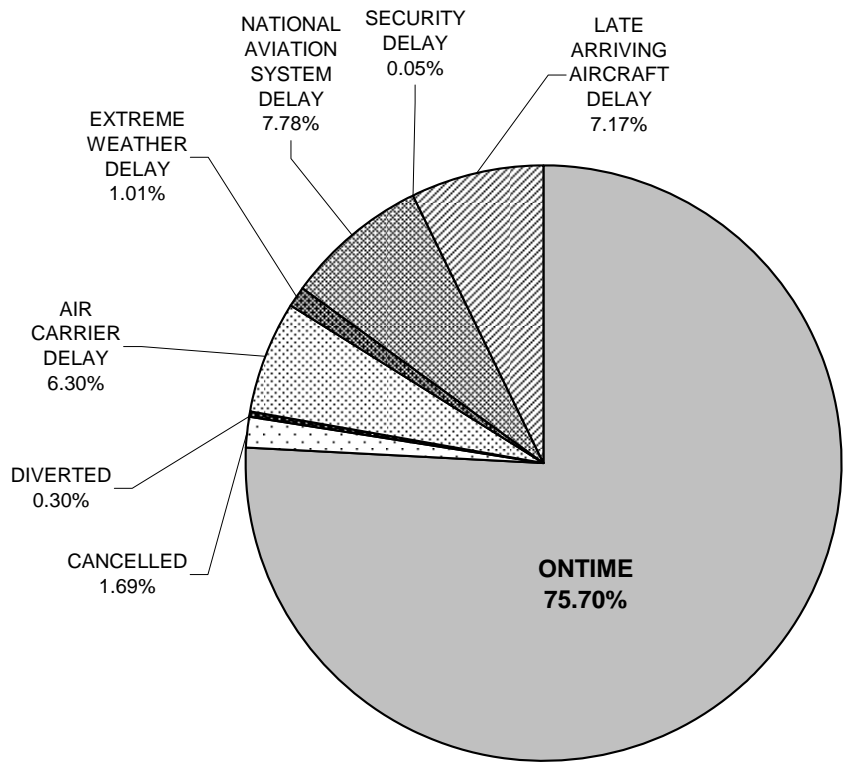
***Causes of Delay:**

- 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.

**JULY 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

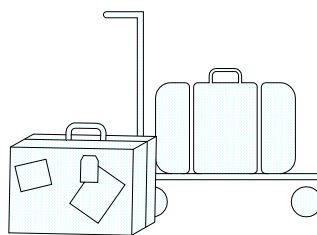
**Air Carriers Voluntarily Reporting
Data to DOT and to CRS Vendors**

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

* 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.



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

RANK	AIRLINE	JULY 2008			JULY 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	NORTHWEST AIRLINES	11,955	3,863,837	3.09	24,057	4,135,689	5.82
2	AIRTRAN AIRWAYS	8,734	2,623,923	3.33	13,765	2,477,481	5.56
3	CONTINENTAL AIRLINES	12,664	3,363,433	3.77	23,194	3,509,381	6.61
4	HAWAIIAN AIRLINES	2,791	736,335	3.79	2,529	662,723	3.82
5	SOUTHWEST AIRLINES	38,300	9,660,466	3.96	55,987	9,908,576	5.65
6	FRONTIER AIRLINES	4,321	1,086,266	3.98	7,612	1,161,221	6.56
7	JETBLUE AIRWAYS	8,204	2,029,825	4.04	14,292	1,923,784	7.43
8	US AIRWAYS	19,436	4,605,731	4.22	48,792	4,931,013	9.89
9	ALASKA AIRLINES	6,817	1,538,139	4.43	13,243	1,622,662	8.16
10	EXPRESSJET AIRLINES	7,277	1,407,558	5.17	14,164	1,465,154	9.67
11	UNITED AIRLINES	26,604	5,117,094	5.20	30,356	5,424,919	5.60
12	AMERICAN AIRLINES	37,075	7,029,728	5.27	59,678	7,295,752	8.18
13	DELTA AIR LINES	32,669	5,777,147	5.65	56,058	6,036,074	9.29
14	PINNACLE AIRLINES	5,757	913,980	6.30	10,346	894,407	11.57
15	SKYWEST AIRLINES	12,854	1,908,170	6.74	23,393	2,074,151	11.28
16	MESA AIRLINES	8,024	1,068,364	7.51	13,680	1,210,307	11.30
17	AMERICAN EAGLE AIRLINES	12,885	1,562,891	8.24	24,993	1,701,542	14.69
18	ATLANTIC SOUTHEAST AIRLINES	10,102	1,179,581	8.56	16,990	1,099,684	15.45
19	COMAIR	7,160	794,172	9.02	11,426	860,573	13.28
TOTALS **		273,629	56,266,640	4.86	464,555	58,395,093	7.96

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," "Oversales," 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 July 2007 reflect the deletion of Aloha's data for that month.

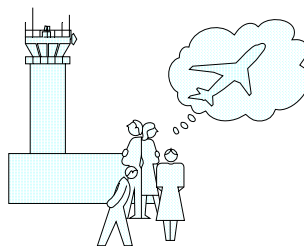
OVERSALES

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 30 or more 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 four 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; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

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



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

RANK	AIRLINE	APRIL - JUNE 2008				APRIL - JUNE 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	3	5	5,637,086	0.01	0	14	5,587,025	0.03
2	HAWAIIAN AIRLINES	45	20	2,153,980	0.09	392	13	1,776,049	0.07
3	AIRTRAN AIRWAYS	6,877	139	6,533,427	0.21	7,978	109	6,323,023	0.17
4	ALASKA AIRLINES	1,995	183	4,083,082	0.45	4,190	88	4,236,434	0.21
5	FRONTIER AIRLINES	1,115	150	2,771,920	0.54	1,311	255	2,921,301	0.87
6	NORTHWEST AIRLINES	13,229	730	11,690,963	0.62	21,782	1,144	12,695,660	0.90
7	AMERICAN AIRLINES	13,654	1,389	21,673,408	0.64	22,536	1,562	22,693,023	0.69
8	SOUTHWEST AIRLINES	17,578	2,363	27,550,957	0.86	22,489	2,922	26,889,424	1.09
9	UNITED AIRLINES	29,157	1,535	15,576,992	0.99	33,633	1,681	16,768,255	1.00
10	CONTINENTAL AIRLINES	10,245	1,420	10,819,897	1.31	11,406	1,931	11,251,647	1.72
11	SKYWEST AIRLINES	10,029	490	3,645,605	1.34	5,706	319	2,048,736	1.56
12	DELTA AIR LINES	15,169	2,370	16,734,131	1.42	26,821	5,585	17,500,812	3.19
13	MESA AIRLINES	6,099	417	2,780,662	1.50	5,008	174	1,903,808	0.91
14	US AIRWAYS	21,367	2,042	13,205,783	1.55	24,594	1,782	14,728,126	1.21
15	EXPRESSJET AIRLINES	2,966	332	1,905,479	1.74	*	*	*	*
16	AMERICAN EAGLE AIRLINES	345	164	552,779	2.97	331	95	655,729	1.45
17	ATLANTIC SOUTHEAST AIRLINES	5,014	741	2,234,774	3.32	2,963	556	1,167,577	4.76
18	PINNACLE AIRLINES	306	76	228,366	3.33	*	*	*	*
19	COMAIR	3,056	483	1,364,690	3.54	1,433	159	396,381	4.01
	TOTALS **	158,249	15,049	151,143,981	1.00	192,573	18,389	149,543,010	1.23

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.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more (prior to the 2nd quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report. Pinnacle Airlines' ranking in this table was effective the 4th quarter 2007. ExpressJet Airlines' ranking in this table is effective with this report.

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

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

RANK	AIRLINE	JANUARY - JUNE 2008				JANUARY - JUNE 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	26	14	11,155,184	0.01	0	33	10,677,840	0.03
2	HAWAIIAN AIRLINES	198	36	3,886,976	0.09	800	98	3,450,865	0.28
3	AIRTRAN AIRWAYS	16,102	341	12,251,746	0.28	14,462	216	11,403,131	0.19
4	ALASKA AIRLINES	4,480	480	7,702,793	0.62	7,447	435	7,638,020	0.57
5	AMERICAN AIRLINES	35,546	3,371	41,905,037	0.80	44,669	3,775	43,543,819	0.87
6	NORTHWEST AIRLINES	29,084	1,963	22,404,805	0.88	41,297	2,568	24,082,246	1.07
7	FRONTIER AIRLINES	2,262	483	5,279,911	0.91	2,406	609	5,135,819	1.19
8	UNITED AIRLINES	42,707	2,774	29,423,158	0.94	51,150	2,285	31,781,817	0.72
9	SOUTHWEST AIRLINES	43,009	6,519	52,259,497	1.25	41,711	5,796	49,792,446	1.16
10	MESA AIRLINES	11,578	606	4,364,830	1.39	8,366	525	3,716,876	1.41
11	CONTINENTAL AIRLINES	20,702	3,006	20,895,198	1.44	19,982	3,856	21,229,298	1.82
12	SKYWEST AIRLINES	13,039	861	5,479,848	1.57	11,136	815	3,863,170	2.11
13	DELTA AIR LINES	30,627	5,206	32,456,741	1.60	54,195	11,101	33,405,147	3.32
14	US AIRWAYS	47,520	4,602	25,961,761	1.77	43,942	3,964	27,722,223	1.43
15	AMERICAN EAGLE AIRLINES	690	318	1,105,558	2.88	650	162	1,216,873	1.33
16	PINNACLE AIRLINES	455	121	323,839	3.74	*	*	*	*
17	COMAIR	4,482	728	1,911,391	3.81	3,278	312	857,829	3.64
18	ATLANTIC SOUTHEAST AIRLINES	7,821	1,293	3,292,545	3.93	5,771	1,083	2,137,893	5.07
*	EXPRESSJET AIRLINES	*	*	*	*	*	*	*	*
	TOTALS **	310,328	32,332	282,060,818	1.16	351,262	37,633	281,655,312	1.34

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 30 seats or more (prior to the 2nd quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report. Pinnacle Airlines' ranking in this table was effective the 4th quarter 2007. ExpressJet Airlines' ranking in this table is effective with this report.

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

	JULY 2008				JULY 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	969	64	5	107	1,477	90	2	155
FOREIGN AIRLINES	103	3	0	7	227	2	0	19
TRAVEL AGENTS	10	0	0	0	13	0	0	2
TOUR OPERATORS	4	0	0	0	3	0	0	0
MISCELLANEOUS	7	3	0	4	0	0	0	0
INDUSTRY TOTALS	1,093	70	5	118	1,720	92	2	176

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JULY 2008			JULY 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	377		1	683	
CANCELLATIONS			170			362
DELAYS			110			158
MISCONNECTIONS			66			99
BAGGAGE	2	179		2	386	
RES/TKTG/BOARDING	3	158		3	168	
CUSTOMER SERVICE	4	130		4	152	
REFUNDS	5	70		5	109	
DISABILITY	6	65		7	47	
OTHER	7	42		8	45	
FREQUENT FLYER			26			30
FARES	8	32		9	39	
OVERSALES	9	29		6	73	
DISCRIMINATION	10	9		10	15	
ADVERTISING	11	2		11	2	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1,093			1,720	

* 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*

JULY 2008

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	4	0	0	0	0	0	1	1	0	0	0	0	6
AIRTRAN AIRWAYS	22	2	7	0	2	7	8	6	0	0	0	0	54
ALASKA AIRLINES	1	0	1	2	0	1	1	1	0	0	0	0	7
ALLEGiant AIR	0	0	2	1	1	0	2	1	0	0	0	0	7
AMERICAN AIRLINES	57	1	14	2	4	24	10	2	1	1	0	1	117
AMERICAN EAGLE AIRLINES	9	1	2	0	1	3	3	0	0	0	0	0	19
ATLANTIC SOUTHEAST AIRLINES	12	1	1	0	1	2	0	1	0	0	0	2	20
CHAUTAUQUA AIRLINES	3	0	0	0	0	1	1	1	0	0	0	1	7
COMAIR	12	0	0	0	0	1	0	0	0	0	0	0	13
CONTINENTAL AIRLINES	22	0	10	3	6	7	10	10	0	1	0	4	73
DELTA AIRLINES	41	8	16	4	7	26	24	9	0	2	0	4	141
EXPRESSJET AIRLINES	4	0	0	0	0	0	3	3	0	0	0	0	10
HAWAIIAN AIRLINES	4	0	0	0	1	1	0	0	0	0	0	1	7
JETBLUE AIRWAYS	19	0	3	0	2	1	2	3	0	0	0	2	32
MESA AIRLINES	3	0	0	0	0	0	3	0	0	0	0	0	6
MIDWEST AIRLINES	9	0	1	1	1	1	0	1	0	0	0	0	14
NORTHWEST AIRLINES	8	2	5	3	0	2	1	5	0	0	0	1	27
PIEDMONT AIRLINES	5	0	1	0	0	1	2	0	0	0	0	0	9
REPUBLIC AIRWAYS	4	0	0	0	0	1	0	0	0	0	0	0	5
SKYWEST AIRLINES	5	0	0	0	0	0	2	1	0	0	0	0	8
SOUTHWEST AIRLINES	2	1	1	1	0	3	4	4	0	1	0	1	18
SPIRIT AIRLINES	17	2	26	4	8	17	14	2	1	0	0	3	94
UNITED AIRLINES	36	4	20	2	4	19	12	5	0	1	0	11	114
US AIRWAYS	38	1	16	6	11	15	15	4	0	2	0	1	109
OTHER U. S. AIRLINES	26	1	4	1	4	8	3	2	0	0	0	3	52
TOTAL JULY 2008	363	24	130	30	53	141	121	62	2	8	0	35	969
% OF TOTAL COMPLAINTS	37.5	2.5	13.4	3.1	5.5	14.6	12.5	6.4	0.2	0.8	0	3.6	
TOTAL JULY 2007	655	66	138	33	82	264	138	42	2	14	1	42	1,477
% OF TOTAL COMPLAINTS	44.3	4.5	9.3	2.2	5.6	17.9	9.3	2.8	0.1	0.9	0.1	2.8	

* 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

JULY 2008

U. S. AIRLINES*	COMPS RECD IN JULY	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN JUNE	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	6	3	50.0	3	50.0	0	0.0	0	0.0
AIRTRAN AIRWAYS	54	34	63.0	8	14.8	8	14.8	4	7.4
ALASKA AIRLINES	7	5	71.4	0	0.0	1	14.3	1	14.3
ALLEGIANT AIR	7	2	28.6	1	14.3	3	42.9	1	14.3
AMERICAN AIRLINES	117	34	29.1	32	27.4	36	30.8	15	12.8
AMERICAN EAGLE AIRLINES	19	7	36.8	5	26.3	4	21.1	3	15.8
ATLANTIC SOUTHEAST AIRLINES	20	11	55.0	3	15.0	4	20.0	2	10.0
CHAUTAUQUA AIRLINES	7	3	42.9	2	28.6	1	14.3	1	14.3
COMAIR	13	10	76.9	2	15.4	0	0.0	1	7.7
CONTINENTAL AIRLINES	73	29	39.7	22	30.1	10	13.7	12	16.4
DELTA AIRLINES	141	61	43.3	26	18.4	31	22.0	23	16.3
EXPRESSJET AIRLINES	10	6	60.0	4	40.0	0	0.0	0	0.0
HAWAIIAN AIRLINES	7	4	57.1	2	28.6	1	14.3	0	0.0
JETBLUE AIRWAYS	32	19	59.4	4	12.5	6	18.8	3	9.4
MESA AIRLINES	6	3	50.0	0	0.0	1	16.7	2	33.3
MIDWEST AIRLINES	14	5	35.7	2	14.3	7	50.0	0	0.0
NORTHWEST AIRLINES	27	14	51.9	6	22.2	6	22.2	1	3.7
PIEDMONT AIRLINES	9	5	55.6	1	11.1	1	11.1	2	22.2
REPUBLIC AIRWAYS	5	3	60.0	2	40.0	0	0.0	0	0.0
SKYWEST AIRLINES	8	1	12.5	5	62.5	2	25.0	0	0.0
SOUTHWEST AIRLINES	18	7	38.9	5	27.8	3	16.7	3	16.7
SPIRIT AIRLINES	94	28	29.8	13	13.8	34	36.2	19	20.2
UNITED AIRLINES	114	43	37.7	34	29.8	22	19.3	15	13.2
US AIRWAYS	109	42	38.5	28	25.7	28	25.7	11	10.1
OTHER U. S. AIRLINES	52	17	32.7	11	21.2	13	25.0	11	21.2
TOTALS	969	396	40.9	221	22.8	222	22.9	130	13.4
PREVIOUS YEAR'S TOTALS	1,477	422	28.6	480	32.5	246	16.7	329	22.3

*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**

JULY 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	2	0	2	0	2	1	0	1	0	0	0	0	8
AIR INDIA	2	1	1	0	0	3	0	0	0	0	0	0	7
ALITALIA AIRLINES	1	0	1	0	0	3	0	0	0	1	0	0	6
BRITISH AIRWAYS	1	0	1	0	2	7	2	1	0	0	0	0	14
LUFTHANSA	0	0	0	0	1	1	2	1	0	0	0	1	6
OTHER FOREIGN AIRLINES	7	4	14	0	9	23	3	0	0	0	0	2	62
TOTALS	13	5	19	0	14	38	7	3	0	1	0	3	103
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	4	2	3	0	0	0	0	0	0	1	10
TOTALS	0	0	4	2	3	0	0	0	0	0	0	1	10
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	2	0	0	0	1	0	0	0	0	0	4
TOTALS	1	0	2	0	0	0	1	0	0	0	0	0	4
<u>MISCELLANEOUS</u>													
OTHER GENERAL COMPLAINTS	0	0	3	0	0	0	1	0	0	0	0	3	7
TOTALS	0	0	3	0	0	0	1	0	0	0	0	3	7

* 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

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

RANK	AIRLINE	JULY 2008			JULY 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	FRONTIER AIRLINES	1	1,075,605	0.09	10	1,183,577	0.84
2	PINNACLE AIRLINES	1	922,099	0.11	11	912,005	1.21
3	SOUTHWEST AIRLINES	18	9,372,998	0.19	33	9,665,696	0.34
4	SKYWEST AIRLINES	8	1,926,382	0.42	20	2,048,916	0.98
5	ALASKA AIRLINES	7	1,617,839	0.43	16	1,734,750	0.92
6	NORTHWEST AIRLINES	27	4,709,148	0.57	115	4,930,977	2.33
7	MESA AIRLINES	6	1,027,607	0.58	14	1,176,420	1.19
8	EXPRESSJET AIRLINES	10	1,551,176	0.64	10	1,611,559	0.62
9	HAWAIIAN AIRLINES	7	728,718	0.96	3	656,044	0.46
10	AMERICAN EAGLE AIRLINES	19	1,582,781	1.20	37	1,725,418	2.14
11	AMERICAN AIRLINES	117	8,804,633	1.33	206	9,127,433	2.26
12	JETBLUE AIRWAYS	32	2,095,922	1.53	18	2,014,986	0.89
13	COMAIR	13	812,337	1.60	30	879,630	3.41
14	CONTINENTAL AIRLINES	73	4,538,283	1.61	75	4,588,085	1.63
15	ATLANTIC SOUTHEAST AIRLINES	20	1,197,046	1.67	34	1,129,799	3.01
16	UNITED AIRLINES	114	5,982,041	1.91	186	6,281,436	2.96
17	DELTA AIR LINES	141	6,864,945	2.05	171	7,012,658	2.44
18	AIRTRAN AIRWAYS	54	2,523,358	2.14	26	2,407,468	1.08
19	US AIRWAYS	109	5,056,572	2.16	267	5,372,002	4.97
	TOTAL **	777	62,389,490	1.25	1282	64,458,859	1.99

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," "Mishandled Baggage," and "Oversales" 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 July 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.

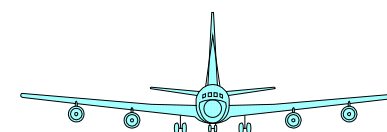
Disability: Civil rights complaints by air travelers with disabilities.

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 July 2008 as provided by the Transportation Security Administration ^a

The Transportation Security Administration screened approximately 65 million airline passengers and their 58.5 million checked bags during July 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 July.

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
359	.0005	61	.00009	48	.00007	583	.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
331	.0005	1164	.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 July.

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.

July 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	2		
Delta	1		
Northwest		1	
United	1		1
<i>Total</i>	4	1	1