



U.S. Department
of Transportation



Air Travel Consumer Report

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

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

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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



FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 19* U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two** carriers that currently report flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 32 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 21* reporting air carriers, 15 carriers (AirTran, America West*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways*) use ACARS exclusively; 3 carriers (Aloha, Atlantic Southeast, and Comair) record arrival times manually; and 3 carriers (Alaska, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 32 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 32 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time,, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system.

Table 9 displays airline flight delay causation data by categories and Table 10 provides an overall graphic representation of that data.

Except for the flights listed in Table 5, this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at http://www.bts.gov/programs/airline_information/airline_ontime_statistics/. Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: Orders@bts.gov. Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>

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

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

*** Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US or US Airways data in the flight delay tables.**

****Aloha Airlines and Hawaiian Airlines currently report flight delay data voluntarily, as permitted by Part 234.**

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AIR TRAVEL CONSUMER REPORT

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

	AT 32 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER A/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/V/	7	80.0	14	94.7
ALOHA AIRLINES S/V/	3	89.0	11	91.5
PINNACLE AIRLINES S/	15	79.6	114	78.9
SKYWEST AIRLINES S/	20	77.2	147	75.9
MESA AIRLINES S/	25	75.0	117	75.5
FRONTIER AIRLINES S/	22	76.0	44	75.5
SOUTHWEST AIRLINES S/	18	76.8	63	75.2
EXPRESSJET AIRLINES S/	30	66.7	124	70.9
NORTHWEST AIRLINES S/	30	71.1	103	70.1
UNITED AIRLINES S/	31	69.9	78	70.1
CONTINENTAL AIRLINES S/	29	69.6	71	69.7
AIRTRAN AIRWAYS S/	25	68.7	55	68.9
ALASKA AIRLINES S/	16	67.5	46	68.1
JETBLUE AIRWAYS S/	19	66.3	48	66.8
US AIRWAYS S/	30	66.5	79	66.3
DELTA AIR LINES S/	31	65.7	96	65.3
AMERICAN EAGLE AIRLINES S/	19	66.8	117	65.1
AMERICAN AIRLINES S/	30	63.6	78	63.4
COMAIR S/	22	63.2	90	62.4
ATLANTIC SOUTHEAST AIRLINES S/	14	58.0	135	54.2
TOTAL		69.5		69.8

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	3rd QUARTER		4th QUARTER		1st QUARTER		2nd QUARTER		MAY - 07		JUNE- 07		JULY - 07		12 MONTHS ENDING JULY 2007		DATABASE TO DATE SEP 1987- JULY 2007	
	07 - 09 2006		10 - 12 2006		01 - 03 2007		04 - 06 2007											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	73.0	14	73.3	10	76.5	6	79.7	5	85.5	3	71.9	6	68.9	12	75.1	5	(--)	(--)
ALASKA	72.0	16	72.4	12	72.0	9	75.4	9	76.2	14	70.5	8	68.1	13	72.8	10	75.6	8
ALOHA	93.8	2	92.8	1	92.0	2	90.2	2	88.4	2	86.8	2	91.5	2	92.2	2	(--)	(--)
AMERICAN	75.7	7	73.6	8	67.8	14	66.6	19	71.0	19	57.9	19	63.4	18	69.9	13	78.6	3
AMERICAN EAGLE	72.3	15	69.5	16	67.3	15	68.9	17	73.4	18	60.5	18	65.1	17	69.0	15	74.2	9
ATA	69.8	18	71.7	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
ATLANTIC SOUTHEAST	57.0	20	63.3	20	66.1	16	68.2	18	78.8	9	56.0	20	54.2	20	63.3	19	(--)	(--)
COMAIR	69.2	19	66.7	19	63.0	19	69.4	15	76.5	13	64.0	15	62.4	19	66.6	18	(--)	(--)
CONTINENTAL	75.1	8	73.7	7	73.0	8	72.2	12	75.1	16	67.9	11	69.7	11	73.6	8	78.5	4
DELTA	74.0	13	74.1	5	78.7	4	77.7	7	84.0	4	67.9	12	65.3	16	75.0	6	77.6	6
EXPRESSJET	75.1	9	72.1	14	70.6	10	72.7	11	76.8	12	69.6	10	70.9	8	73.0	9	(--)	(--)
FRONTIER	83.5	3	81.4	3	77.7	5	77.2	8	77.1	11	71.8	7	75.5	6	79.5	4	(--)	(--)
HAWAIIAN	95.8	1	90.9	2	92.5	1	93.6	1	92.8	1	92.9	1	94.7	1	93.1	1	(--)	(--)
JETBLUE	74.8	11	68.6	17	63.4	18	68.9	16	78.2	10	63.9	16	66.8	14	68.3	17	(--)	(--)
MESA	71.2	17	72.7	11	68.1	13	74.8	10	80.1	8	70.0	9	75.5	5	72.5	11	(--)	(--)
NORTHWEST	76.6	6	67.9	18	65.7	17	70.8	14	74.6	17	64.1	14	70.1	9	69.6	14	79.3	2
PINNACLE	(--)	(--)	(--)	(--)	73.3	7	81.2	3	83.6	5	76.0	4	78.9	3	(--)	(--)	(--)	(--)
SKYWEST	78.9	5	72.2	13	69.7	12	79.7	6	80.9	7	77.9	3	75.9	4	74.8	7	(--)	(--)
SOUTHWEST	80.9	4	80.4	4	80.7	3	80.6	4	83.2	6	75.3	5	75.2	7	80.4	3	82.1	1
UNITED	74.9	10	73.8	6	70.2	11	71.5	13	75.7	15	66.0	13	70.1	10	72.4	12	76.1	7
US AIRWAYS	74.8	12	73.5	9	62.4	20	64.3	20	67.9	20	61.6	17	66.3	15	68.3	16	78.1	5
Total	75.2		73.4		71.4		73.9		77.9		68.1		69.8		73.0		78.4	

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Pinnacle Airlines' reporting is effective January 2007. ATA Airlines' ranking in this table ceased effective January 2007.

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		142	60.6	60	76.7	89	77.5	282	80.1	158	80.4	H/		72	76.4
AA	723	60.3	1160	62.8	339	59.0	154	60.4	H/		890	59.6	681	61.5	14105	64.8
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		62	48.4	H/		H/		H/		93	65.6	217	68.2	93	55.9
B6	H/		1359	69.8	H/		182	62.1	H/		H/		120	75.0	H/	
CO	406	68.0	581	64.4	177	78.5	H/		H/		408	67.6	418	76.3	332	63.0
DL	13231	69.2	1270	63.5	317	57.7	246	61.8	1766	69.8	886	64.6	362	60.8	347	59.1
EV	11457	57.7	H/		H/		17	70.6	678	65.0	77	61.0	25	52.0	H/	
F9	125	51.2	H/		H/		H/		H/		93	62.4	4441	80.3	201	63.2
FL	8047	71.0	861	65.9	1399	64.3	341	58.4	H/		185	62.2	155	71.0	362	74.0
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	62	56.5	990	70.9	155	58.7	483	62.5	479	56.8	852	68.8	H/		8403	59.7
NW	400	62.8	410	60.5	304	58.6	224	60.3	H/		536	67.5	412	74.0	293	61.8
OH	383	63.2	1093	56.0	397	54.7	177	57.6	5836	72.4	480	55.8	H/		93	63.4
OO	703	67.9	H/		88	52.3	H/		235	68.1	H/		4363	81.0	163	64.4
UA	234	67.9	894	58.7	449	62.1	184	76.6	65	61.5	428	67.8	7065	74.7	412	64.1
US	253	51.8	1823	60.9	390	56.7	6334	69.1	H/		2343	65.4	440	63.0	581	62.7
WN	H/		H/		5368	73.0	H/		H/		H/		1221	73.8	H/	
XE	109	68.8	29	75.9	216	67.6	423	66.4	262	63.0	211	69.7	128	16.4	193	65.3
YV	268	66.8	37	70.3	30	80.0	2129	76.4	H/		H/		1309	76.2	7	42.9
TOTAL	36401	65.4	10711	63.3	9689	68.0	10983	69.2	9603	70.4	7640	65.1	21357	75.8	25657	63.1

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	4393	82.3	H/		30	80.0	H/		88	69.3	H/		H/		H/	
AA	330	55.2	577	60.1	464	67.0	335	59.7	369	58.8	952	53.9	585	68.5	2648	68.9
AQ	H/		H/		H/		H/		H/		H/		31	87.1	H/	
AS	H/		62	58.1	H/		H/		H/		H/		336	61.3	683	68.4
B6	H/		341	60.7	823	66.5	687	70.2	H/		5136	63.8	331	69.5	H/	
CO	179	67.0	5250	62.6	485	71.3	1	100.0	7928	73.2	110	62.7	511	73.8	755	71.4
DL	176	58.0	329	58.4	852	55.4	288	67.7	118	65.3	1378	40.0	633	62.2	1360	64.7
EV	67	65.7	84	42.9	H/		33	27.3	87	40.2	H/		H/		H/	
F9	124	69.4	H/		31	77.4	H/		89	66.3	H/		235	74.0	222	78.8
FL	187	70.1	182	62.6	576	61.5	222	56.8	H/		H/		168	69.0	208	71.6
HA	H/		H/		H/		H/		H/		H/		62	79.0	93	83.9
MQ	235	57.4	145	52.4	H/		31	87.1	H/		668	65.0	127	80.3	1632	85.5
NW	7729	72.4	393	52.7	168	67.3	177	63.8	236	65.7	174	52.9	369	82.1	613	77.0
OH	253	58.1	83	53.0	4	100.0	193	55.4	112	58.0	1846	49.5	H/		H/	
OO	67	73.1	H/		H/		H/		140	58.6	H/		365	74.2	4170	81.4
UA	189	73.5	419	58.5	183	59.0	2251	67.7	179	59.2	425	64.0	1006	71.5	2863	70.9
US	234	62.4	279	55.6	616	60.4	125	60.0	124	62.1	186	53.2	3003	71.5	836	71.5
WN	667	72.4	H/		1354	73.0	357	68.9	H/		H/		7074	79.9	3575	77.6
XE	196	59.7	4851	62.5	H/		345	68.4	6904	71.6	H/		62	93.5	1116	49.7
YV	203	67.5	94	63.8	H/		2289	76.1	195	69.2	89	60.7	815	73.3	146	65.8
TOTAL	15229	73.7	13089	61.4	5586	65.6	7334	69.3	16569	71.3	10964	57.2	15713	75.2	20920	73.7

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

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

ARRIVAL AIRPORT *																
	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	118	63.6	H/		38	76.3	H/		2768	78.3	H/		H/		H/	
AA	1877	57.2	960	60.3	H/		3379	59.4	445	58.4	124	61.3	6289	65.1	186	67.7
AQ	H/		H/		H/		H/		H/		110	90.0	H/		H/	
AS	H/		62	71.0	H/		31	58.1	H/		448	63.6	124	62.9	1045	75.0
B6	246	58.9	1007	65.4	H/		H/		H/		462	81.4	217	61.8	31	51.6
CO	386	65.8	682	72.6	44	77.3	310	64.5	127	66.9	92	71.7	465	63.4	215	72.6
DL	1714	65.6	1198	60.7	H/		326	60.4	106	55.7	89	65.2	334	65.9	322	71.4
EV	40	40.0	H/		145	59.3	H/		39	76.9	H/		28	67.9	H/	
F9	93	58.1	97	60.8	172	69.2	H/		125	68.0	H/		H/		124	75.8
FL	437	55.1	1763	73.1	714	72.5	155	59.4	326	77.6	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		62	82.3
MQ	1647	63.0	H/		H/		668	68.0	H/		H/		7988	70.1	H/	
NW	566	50.5	465	68.2	243	70.8	93	58.1	8320	75.6	H/		615	60.3	213	75.6
OH	1166	55.1	298	71.5	31	71.0	69	76.8	118	60.2	H/		264	58.7	H/	
OO	H/		H/		H/		H/		259	58.3	260	71.2	4071	75.7	746	88.9
UA	650	61.5	668	63.8	H/		62	67.7	496	65.9	227	70.5	8353	72.2	709	70.5
US	1236	60.6	807	58.1	H/		267	59.9	255	57.6	181	74.6	685	56.9	313	68.7
WN	H/		3536	76.0	6773	76.0	H/		H/		4337	80.2	H/		1231	84.1
XE	32	62.5	4	50.0	92	80.4	31	83.9	282	67.7	124	50.8	183	64.5	56	83.9
YV	91	70.3	H/		H/		H/		6	100.0	35	82.9	2431	77.9	7	42.9
TOTAL	10299	60.0	11547	69.0	8252	75.1	5391	61.3	13672	74.0	6489	77.2	32047	70.1	5260	77.6

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

JULY 2007

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	PHL		PHX		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	141	66.0	H/		H/		H/		H/		27	81.5	120	80.0	H/	
AA	510	59.4	459	64.5	588	65.6	522	71.1	1098	65.3	213	66.2	1743	66.7	650	66.9
AQ	H/		H/		31	87.1	H/		H/		H/		H/		H/	
AS	H/		248	56.5	492	67.5	4534	68.7	589	61.6	H/		H/		H/	
B6	H/		62	66.1	149	79.2	93	60.2	159	66.7	103	67.0	H/		278	71.2
CO	202	70.3	335	79.7	392	79.3	493	73.6	477	70.6	92	57.6	H/		426	72.8
DL	318	60.4	362	68.5	398	70.4	613	59.5	547	64.4	2821	75.0	148	54.1	775	59.5
EV	H/		H/		H/		H/		H/		H/		99	62.6	H/	
F9	63	44.4	180	74.4	180	71.7	154	69.5	235	73.6	175	72.6	124	74.2	31	77.4
FL	544	65.6	91	76.9	95	64.2	115	59.1	146	70.5	H/		155	67.1	597	61.8
HA	H/		31	83.9	62	83.9	93	76.3	31	64.5	H/		H/		H/	
MQ	H/		H/		759	85.0	H/		173	68.2	H/		93	79.6	H/	
NW	377	57.0	297	70.7	184	79.9	582	73.7	422	70.9	94	81.9	279	64.9	246	69.1
OH	194	58.8	H/		H/		H/		H/		H/		127	59.1	32	65.6
OO	57	47.4	271	68.3	629	85.2	437	90.2	3641	66.0	8055	80.1	56	35.7	H/	
UA	485	63.5	517	67.3	749	70.2	896	70.2	3921	68.1	186	71.5	93	73.1	292	59.2
US	3993	59.6	5896	74.5	517	73.9	408	71.8	701	62.1	163	78.5	124	57.3	681	63.9
WN	2005	73.1	6110	76.9	2896	79.4	1241	82.8	H/		1310	74.9	2101	72.1	2511	77.2
XE	105	75.2	174	61.5	558	83.0	31	74.2	178	51.1	277	79.1	219	70.8	34	82.4
YV	33	69.7	2811	74.1	39	84.6	24	87.5	27	70.4	54	59.3	84	70.2	H/	
TOTAL	9027	63.4	17844	74.3	8718	77.2	10236	71.6	12345	66.5	13570	77.8	5565	68.5	6553	69.6

* 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	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	76.0	57.1	38.4	82.9	69.4	J/	87.6	84.9	J/	59.3	55.1	62.8	89.2	59.3	94.2	81.7	75.0	57.6
700 - 759 AM	85.6	75.2	96.3	75.3	79.6	85.6	92.4	82.5	81.7	79.9	96.6	81.6	83.6	68.7	95.0	91.4	85.4	81.3
800 - 859 AM	82.7	78.6	92.3	81.7	80.4	80.5	91.0	81.9	87.6	82.1	96.5	91.0	82.1	69.1	92.7	92.3	75.4	92.3
900 - 959 AM	78.2	82.7	90.8	79.4	76.6	89.2	87.8	79.4	81.5	91.0	88.0	91.1	81.4	81.0	91.1	83.8	72.7	92.7
1000 - 1059 AM	83.7	77.8	86.3	78.9	78.8	82.7	85.8	78.9	82.3	86.3	88.5	82.7	78.2	77.9	87.6	75.6	73.9	87.4
1100 - 1159 AM	78.8	75.4	92.1	79.6	83.7	77.1	81.6	77.3	84.3	86.1	77.5	85.6	80.0	74.4	83.3	81.3	74.6	83.5
1200 - 1259 PM	79.1	76.7	83.4	80.6	78.6	77.6	83.7	71.7	79.8	78.7	75.9	83.6	73.7	75.3	82.7	82.3	69.7	80.0
100 - 159 PM	73.2	79.2	80.2	74.9	86.4	73.0	79.9	66.6	70.9	73.1	78.8	83.6	72.0	67.7	79.9	75.3	68.5	78.1
200 - 259 PM	65.8	72.9	77.5	77.3	77.4	69.8	77.1	64.1	77.0	63.2	70.9	83.2	67.8	70.2	78.7	78.9	60.7	71.6
300 - 359 PM	60.3	71.9	72.9	72.8	70.6	65.4	81.5	59.5	75.8	58.4	65.9	70.1	62.7	57.2	71.7	75.8	61.0	71.0
400 - 459 PM	58.9	57.4	60.3	58.5	64.8	61.6	73.3	52.4	71.8	48.6	67.2	63.1	64.0	57.4	71.5	72.1	55.3	63.6
500 - 559 PM	56.2	56.2	60.0	59.4	37.8	52.8	66.4	51.1	68.2	43.0	54.9	60.1	61.7	49.1	65.8	69.0	50.0	60.9
600 - 659 PM	55.3	50.2	55.6	56.4	62.1	51.2	60.8	47.0	67.6	44.5	42.9	55.2	61.9	34.3	66.7	70.2	48.3	57.7
700 - 759 PM	44.1	48.3	46.2	53.9	60.9	51.7	60.1	49.5	70.2	41.9	48.0	60.3	63.2	44.0	70.6	64.9	46.2	56.0
800 - 859 PM	41.7	46.4	52.0	61.6	52.6	51.5	66.4	45.5	68.3	41.4	42.9	60.4	59.0	38.4	66.1	66.3	45.6	51.8
900 - 959 PM	47.1	46.3	50.1	52.6	54.2	47.2	56.7	45.0	51.1	51.2	59.5	59.1	60.9	39.2	63.2	57.4	43.1	54.9
1000 - 1059 PM	54.7	52.6	48.6	47.0	52.6	50.5	55.1	50.8	44.2	49.4	47.7	46.5	60.5	43.3	61.9	55.2	47.5	50.2
1100 - 559 AM	59.2	52.9	53.6	55.4	64.4	46.6	61.2	61.9	61.1	62.7	52.7	53.3	76.5	56.6	60.4	64.9	53.1	55.7
TOTAL, ALL ARRIVALS, BY AIRPORT	65.4	63.4	68.0	69.2	70.4	65.1	75.8	63.1	73.8	61.4	65.6	69.3	71.3	57.2	75.2	73.7	60.0	69.0

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

JULY 2007

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	98.1	67.7	87.0	J/	89.4	100.0	67.0	92.7	J/	82.7	88.3	93.5	95.2	64.5	80.0
700 - 759 AM	92.3	79.4	85.0	94.0	84.2	93.4	73.0	84.8	94.6	87.4	90.6	94.8	93.0	J/	85.5
800 - 859 AM	91.8	84.8	85.2	93.0	79.6	85.5	76.5	84.9	92.7	92.0	84.4	91.0	91.3	92.0	84.4
900 - 959 AM	91.0	86.0	83.5	88.9	79.3	87.8	83.5	79.2	91.7	90.8	67.6	87.8	83.0	94.7	83.4
1000 - 1059 AM	89.1	85.1	78.9	89.9	77.6	90.1	86.3	85.5	86.9	80.2	64.0	85.4	80.2	89.3	81.9
1100 - 1159 AM	86.0	78.5	79.7	83.1	77.2	91.6	88.3	85.3	83.8	80.5	64.4	88.0	83.7	87.3	80.6
1200 - 1259 PM	84.0	70.7	83.9	83.6	75.8	81.4	80.7	83.3	82.9	75.1	65.4	81.0	81.8	76.2	78.5
100 - 159 PM	86.1	60.4	77.5	87.1	75.7	83.1	78.9	79.8	82.8	75.8	65.7	78.1	74.0	80.6	75.4
200 - 259 PM	80.5	64.9	77.2	86.1	71.5	79.2	69.8	74.4	78.9	79.9	67.4	80.9	74.8	77.4	72.7
300 - 359 PM	78.0	57.3	71.3	73.6	67.1	81.7	65.1	71.9	75.4	77.1	73.2	75.3	67.9	69.9	68.6
400 - 459 PM	69.5	55.1	67.9	78.1	64.6	80.1	53.0	67.6	83.2	70.5	65.0	74.3	61.6	62.9	63.8
500 - 559 PM	68.3	47.5	71.4	73.5	62.8	80.1	52.4	70.3	70.2	67.4	66.4	75.0	66.1	57.0	61.1
600 - 659 PM	65.6	50.2	62.4	72.6	61.7	71.5	55.4	61.9	74.8	64.3	68.5	73.0	47.4	63.3	59.0
700 - 759 PM	59.1	40.1	64.7	65.9	55.6	72.4	44.9	60.0	64.9	62.9	61.1	70.9	59.1	57.5	56.2
800 - 859 PM	55.5	44.8	63.3	66.4	57.3	70.3	50.0	62.4	67.9	59.2	58.9	60.6	50.0	56.7	55.8
900 - 959 PM	58.6	38.0	61.8	64.9	54.3	69.0	49.7	61.4	65.4	62.7	55.2	77.7	48.7	55.0	54.2
1000 - 1059 PM	52.5	35.2	59.9	60.6	54.3	64.8	55.4	60.3	61.7	62.6	48.0	58.7	50.3	52.7	54.3
1100 - 559 AM	67.5	44.8	68.0	63.2	67.0	59.8	49.2	65.3	62.0	60.7	69.0	57.6	55.5	53.3	59.8
TOTAL, ALL ARRIVALS, BY AIRPORT	75.1	61.3	74.1	77.2	70.1	77.6	63.4	74.3	77.2	71.6	66.5	77.8	68.5	69.6	69.5

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

JULY 2007

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	90.2	89.6	92.9	88.3	95.2	90.8	92.9	90.7	87.0	89.1	95.1	90.0	87.2	89.7	95.8	93.1	90.1	94.2
700 - 759 AM	83.3	85.9	89.4	86.7	84.8	86.1	91.9	84.0	87.9	84.3	92.2	88.4	88.6	89.7	89.1	90.5	86.0	92.6
800 - 859 AM	85.6	81.0	88.4	83.9	82.6	86.2	90.2	79.4	85.1	82.8	95.0	85.6	84.1	73.2	88.5	87.5	84.4	92.4
900 - 959 AM	78.2	86.8	86.3	85.1	85.0	87.6	88.9	78.0	81.5	82.9	93.2	88.6	88.1	72.0	84.6	86.3	81.6	88.4
1000 - 1059 AM	74.2	79.1	81.5	72.9	78.0	85.8	83.1	75.9	82.3	81.7	88.8	87.0	78.7	77.8	83.2	75.9	80.1	88.4
1100 - 1159 AM	76.6	79.0	80.8	78.1	78.0	77.9	80.0	72.0	81.8	81.3	85.7	82.9	76.2	77.8	81.1	78.1	76.5	80.3
1200 - 1259 PM	70.9	79.9	76.9	83.8	80.1	75.3	76.7	67.9	81.0	76.8	75.0	80.1	74.1	70.0	75.3	78.9	78.0	78.2
100 - 159 PM	68.9	73.6	71.4	73.9	76.9	68.5	77.3	62.4	73.5	69.8	78.6	79.3	67.3	63.8	72.4	76.2	73.1	74.0
200 - 259 PM	58.2	70.2	67.2	66.8	80.6	68.0	74.1	58.9	68.8	58.9	64.7	68.0	68.2	71.2	69.9	74.8	69.3	64.2
300 - 359 PM	50.6	64.9	60.1	66.0	66.2	58.0	73.6	51.4	70.4	55.8	58.1	69.9	66.1	65.4	64.1	77.9	62.1	54.5
400 - 459 PM	53.8	62.2	54.4	64.3	69.0	58.9	67.8	50.9	69.1	51.4	65.1	60.5	62.4	53.7	62.5	72.5	63.0	56.4
500 - 559 PM	48.9	52.3	50.3	58.3	63.7	60.2	68.5	47.0	68.6	42.4	54.5	55.0	61.5	50.3	57.3	73.0	59.9	56.1
600 - 659 PM	46.9	48.3	43.6	56.0	53.6	55.3	59.3	45.4	63.6	40.6	49.4	54.7	57.4	48.0	58.3	69.1	54.8	47.9
700 - 759 PM	46.6	47.6	40.7	58.0	59.6	48.7	60.4	46.3	66.9	37.2	50.0	51.4	57.8	36.0	64.0	70.7	50.3	48.3
800 - 859 PM	37.5	48.3	38.4	53.2	57.5	58.6	66.5	47.9	64.2	37.4	49.6	50.7	58.8	42.4	56.5	68.3	45.3	51.1
900 - 959 PM	38.7	57.6	46.6	56.0	66.0	42.8	64.6	41.8	73.4	40.9	56.6	63.2	64.4	34.4	54.2	72.6	44.6	40.5
1000 - 1059 PM	45.3	J/	J/	51.1	J/	J/	75.0	50.4	62.4	100.0	J/	72.4	54.5	44.6	66.2	74.9	J/	J/
1100 - 559 AM	63.1	91.2	85.4	J/	J/	J/	74.0	93.4	J/	84.1	93.5	83.3	86.5	76.7	66.3	72.3	96.8	58.4
TOTAL, ALL DEPARTURES, BY AIRPORT	60.8	71.2	67.4	69.3	72.3	71.0	75.3	62.3	74.9	64.7	74.6	72.8	70.8	62.4	72.4	78.1	70.0	71.0

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

JULY 2007

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *															
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.4	89.7	87.7	96.9	88.4	95.6	88.6	94.3	94.4	90.9	88.7	92.8	95.5	95.9	91.5
700 - 759 AM	92.3	79.1	82.7	90.2	86.9	93.6	82.5	90.3	90.1	88.4	88.5	93.9	92.1	94.6	88.0
800 - 859 AM	89.3	84.3	90.6	86.7	84.7	93.8	77.1	80.7	86.6	83.7	86.4	92.3	90.3	92.5	85.3
900 - 959 AM	83.9	76.0	86.0	81.1	78.9	85.3	76.0	76.7	88.1	82.3	77.9	87.8	89.4	93.3	82.5
1000 - 1059 AM	83.0	79.5	84.9	78.8	77.5	91.9	76.7	82.5	84.6	76.1	65.2	87.5	78.8	90.6	80.2
1100 - 1159 AM	80.5	82.3	79.5	81.8	74.2	86.8	83.4	80.5	78.9	78.0	68.8	86.9	81.2	84.2	78.9
1200 - 1259 PM	73.5	74.6	79.0	70.7	70.9	84.4	81.3	80.1	79.9	68.6	65.2	83.9	76.4	84.9	75.3
100 - 159 PM	72.4	59.5	80.3	78.5	70.9	81.2	75.3	76.5	78.3	63.8	64.9	77.3	74.2	67.8	72.2
200 - 259 PM	64.6	54.6	74.2	75.1	67.9	75.7	67.8	65.0	74.7	71.5	65.8	76.3	65.7	67.3	67.1
300 - 359 PM	62.7	47.8	73.8	73.8	63.4	81.5	60.0	66.4	69.8	73.9	69.2	79.1	70.3	57.5	64.1
400 - 459 PM	57.1	46.2	65.9	69.6	61.9	63.7	53.2	63.2	77.2	69.6	72.9	72.5	55.4	58.4	61.6
500 - 559 PM	47.8	52.1	64.2	71.5	57.9	78.0	48.1	56.1	74.3	65.8	67.2	76.6	61.0	54.2	58.2
600 - 659 PM	43.5	46.5	69.5	63.6	54.9	80.6	46.2	62.0	78.7	61.2	73.0	59.2	50.9	54.3	55.5
700 - 759 PM	47.1	49.5	70.4	65.9	58.3	73.6	48.2	56.2	69.9	59.6	67.8	74.5	41.2	52.7	55.7
800 - 859 PM	29.5	59.0	69.1	59.1	55.6	77.0	40.8	49.1	75.5	57.7	65.5	69.1	51.4	52.4	52.0
900 - 959 PM	36.4	45.7	76.1	66.3	60.7	68.6	46.9	63.9	73.3	60.0	63.0	76.5	36.9	59.0	58.4
1000 - 1059 PM	J/	31.6	70.3	76.3	55.4	85.9	62.9	73.9	82.1	68.7	67.0	J/	J/	J/	61.5
1100 - 559 AM	100.0	J/	91.7	84.2	93.6	82.5	91.4	82.9	100.0	72.6	75.3	72.6	J/	J/	74.6
TOTAL, ALL DEPARTURES, BY AIRPORT	67.4	63.4	76.6	76.9	69.6	84.5	65.4	73.3	81.0	73.9	72.5	81.0	71.7	73.8	70.7

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

JULY 2007

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

CARRIER *	FLIGHT NUMBER	ORGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
DL	1667	JFK-MCO	1942	31	96.77	90	70
OO	4020	SLC-MEM	1918	29	96.55	48	42
OO	2094	BHM-ATL	1425	25	96.00	53	46
DL	687	BOS-ATL	1850	24	95.83	83	79
EV	4410	HPN-ATL	1859	23	95.65	91	76
FL	613	PHL-MCO	1807	22	95.45	66	51
FL	245	ATL-MIA	2115	22	95.45	54	50
OH	5680	JFK-SYR	1721	21	95.24	94	91
OH	5683	SYR-JFK	1921	21	95.24	93	90
OH	5595	JFK-BDL	2110	21	95.24	86	79
XE	7776	SMF-LAX	1605	31	93.55	70	65
XE	7764	SFO-LAX	1225	31	93.55	67	66
DL	408	PHX-JFK	1026	31	93.55	62	59
XE	7764	LAX-SFO	1030	31	93.55	53	46
XE	7810	LAX-DEN	1415	31	93.55	45	32
XE	7760	OAK-LAX	1210	31	93.55	44	40
AS	133	DLG-ANC	1152	31	93.55	42	34
DL	155	JFK-CVG	1625	28	92.86	105	69
DL	1876	DEN-JFK	1158	27	92.59	48	40
EV	4339	SWF-ATL	1735	26	92.31	96	92
DL	887	BDL-ATL	1758	24	91.67	80	47
EV	4113	ATL-MYR	2020	24	91.67	79	86
OH	5565	JFK-BUF	2103	24	91.67	79	80
EV	4731	EWR-ATL	1927	23	91.30	77	66
FL	229	SEA-BWI	2305	22	90.91	70	56

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

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

CARRIER *	FLIGHT NUMBER	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
FL	69	ATL-IAD	2125	22	90.91	57	45
FL	51	ATL-SRQ	2115	22	90.91	37	30
OH	5513	BOS-JFK	1520	31	90.32	71	54
AA	1979	MCO-MIA	1805	31	90.32	70	57
XE	7782	SJC-LAX	1950	31	90.32	61	57
XE	7770	OAK-LAX	1540	31	90.32	53	48
XE	7800	LAX-DEN	1010	31	90.32	44	39
DL	778	LAS-JFK	2320	29	89.66	83	86
OO	4016	SLC-MSY	1656	19	89.47	37	29
OO	3917	SLC-SFO	850	27	88.89	44	35
US	1410	ATL-PHL	1445	17	88.24	56	40
US	1178	CLT-BOS	1805	17	88.24	51	46
EV	4149	PVD-ATL	1745	25	88.00	75	40
DL	1891	JFK-LAX	2038	25	88.00	68	51
EV	4413	ATL-ILG	2005	24	87.50	75	75
OH	5557	JFK-IAD	1920	24	87.50	74	58
EV	4700	MYR-ATL	1845	24	87.50	72	34
EV	4932	DAB-ATL	1759	24	87.50	54	39
OH	5077	PHL-ATL	1915	24	87.50	47	35
DL	133	JFK-LAX	1842	31	87.10	91	71
DL	1066	MCO-JFK	2005	31	87.10	82	69
EV	4525	ATL-GNV	1555	31	87.10	81	70
AA	585	MIA-SJU	1950	31	87.10	79	73
OH	5487	JFK-CMH	1640	31	87.10	65	47
OH	5517	JFK-RDU	1915	31	87.10	61	43

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

CARRIER *	FLIGHT NUMBER	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
DL	776	LAS-JFK	1047	31	87.10	59	47
DL	98	SAN-JFK	730	31	87.10	54	34
DL	1450	ATL-RIC	2025	31	87.10	43	40
EV	4561	ATL-BTR	2027	23	86.96	82	72
EV	4377	LFT-ATL	1750	23	86.96	56	46
EV	4776	MOB-ATL	1010	23	86.96	53	33
EV	4347	ATL-MDW	2005	15	86.67	108	76
OH	5366	ORD-JFK	1720	30	86.67	62	46
US	1617	CLT-BOS	1610	22	86.36	51	36
EV	4740	MEM-ATL	1818	22	86.36	50	35
EV	4113	GNV-ATL	1756	29	86.21	98	87
EV	4329	ATL-FAY	1913	21	85.71	78	58
EV	4598	ATL-MLB	2109	28	85.71	70	46
EV	4338	ATL-SWF	1448	28	85.71	69	66
US	44	CLT-PHX	1949	21	85.71	55	44
DL	866	LAX-MSY	1130	27	85.19	50	27
XE	7786	SMF-LAX	2000	27	85.19	40	29
AA	2075	EWB-DFW	1910	26	84.62	85	72
EV	4192	ATL-PWM	2003	26	84.62	72	63
WN	1641	MDW-OMA	2000	26	84.62	69	42
OH	5093	PIT-JFK	1820	26	84.62	54	49
WN	2512	MDW-ALB	1955	26	84.62	46	38
OO	4058	SLC-BHM	940	26	84.62	34	28
OH	4996	CVG-JFK	1925	25	84.00	66	45
EV	4241	AVL-ATL	1759	25	84.00	63	50

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

CARRIER *	FLIGHT NUMBER	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OH	5257	EWR-CVG	1750	25	84.00	58	39
OH	5329	MHT-CVG	1747	25	84.00	54	33
AA	882	MIA-JFK	1755	31	83.87	91	81
OH	5463	JFK-BUF	1915	31	83.87	84	67
US	1071	PHL-SJU	935	31	83.87	81	36
EV	4713	ISP-ATL	1735	31	83.87	79	53
DL	1287	JFK-TPA	1945	31	83.87	78	67
DL	2	JFK-FLL	1900	31	83.87	76	73
AA	1851	BOS-MIA	1910	31	83.87	74	42
OH	4954	JFK-ROC	2030	31	83.87	72	70
DL	1832	LAX-JFK	2310	31	83.87	69	59
DL	1109	ATL-SAT	2129	31	83.87	69	57
EV	4592	ATL-ISP	1450	31	83.87	64	41
AA	585	JFK-MIA	1540	31	83.87	57	36
AA	1541	RDU-MIA	1725	31	83.87	52	39
CO	486	EWR-SJU	2050	31	83.87	50	44
US	114	PHL-LAS	1610	31	83.87	50	29
FL	440	ATL-MKE	2120	31	83.87	49	45
XE	7770	LAX-OAK	1355	31	83.87	48	42
AS	64	JNU-PSG	1603	31	83.87	46	44
AS	64	PSG-WRG	1728	31	83.87	45	39
EV	4557	EYW-ATL	1720	31	83.87	44	33
XE	7820	LAX-DEN	2005	31	83.87	43	26
XE	7756	SMF-LAX	840	31	83.87	42	30
AS	64	WRG-KTN	1829	31	83.87	40	34

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

CARRIER *	FLIGHT NUMBER	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
AA	588	MIA-JFK	2105	30	83.33	77	67
US	751	PHL-CLT	1830	30	83.33	76	44
XE	2249	EWR-ACK	1730	18	83.33	67	53
DL	814	PBI-JFK	1604	30	83.33	59	39
US	46	PHX-DCA	1444	30	83.33	58	31
EV	4826	ATL-MYR	2130	30	83.33	58	34
OH	5607	BOS-JAX	1530	30	83.33	47	38
EV	4931	ATL-DAB	1610	24	83.33	40	37
WN	203	LAS-SAT	1220	30	83.33	32	23
EV	4840	TLH-ATL	1353	29	82.76	79	35
DL	741	JFK-LAS	1920	29	82.76	78	74
EV	4632	ATL-BGR	2005	29	82.76	63	57
EV	4499	ATL-GSO	1844	29	82.76	55	53
DL	1671	SFO-JFK	1246	29	82.76	41	28
EV	4816	ATL-EWR	1830	23	82.61	102	95
EV	4426	ICT-ATL	1715	23	82.61	100	61
EV	4310	TUL-ATL	1730	23	82.61	70	65
EV	4880	MDT-ATL	1840	23	82.61	68	49
EV	4524	CHA-ATL	1830	23	82.61	60	41
EV	4536	ATL-CHA	1705	23	82.61	54	47
DL	1592	ATL-EWR	1505	23	82.61	49	51
FL	937	ATL-JAX	2001	22	81.82	70	53
FL	167	ATL-TPA	2015	22	81.82	63	40
EV	4830	ATL-GSO	1725	22	81.82	60	30
EV	4520	DSM-ATL	1730	22	81.82	59	46

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

CARRIER *	FLIGHT NUMBER	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
FL	455	TPA-BWI	1715	22	81.82	53	32
NW	649	EWR-DTW	1940	22	81.82	40	26
YV	2623	EWR-CLT	1528	22	81.82	40	33
EV	4332	ATL-AVP	2055	27	81.48	72	43
OH	5123	JFK-ORF	2005	27	81.48	65	35
EV	4552	ATL-MHT	2025	27	81.48	64	49
OH	5225	CMH-LGA	1910	27	81.48	49	48
DL	139	ATL-MCO	2000	27	81.48	45	34
MQ	3399	DFW-FSM	1740	27	81.48	41	32
XE	7790	LAX-DEN	820	27	81.48	29	24
US	1107	EWR-CLT	1710	21	80.95	67	51
US	1490	CLT-LGA	1610	21	80.95	55	34
EV	4178	ATL-TRI	1600	21	80.95	47	37
US	1546	CLT-LGA	2159	21	80.95	34	23
AA	1333	BOS-DFW	2005	26	80.77	65	37
OH	4949	JFK-DCA	2040	26	80.77	64	62
EV	4103	ATL-AGS	1511	26	80.77	58	34
EV	4278	AGS-ATL	1646	26	80.77	57	48
OH	4954	DCA-JFK	1820	26	80.77	54	36
WN	1205	PHX-TUL	1935	26	80.77	54	38
WN	44	PHX-SAN	1955	26	80.77	53	36
OH	5357	LGA-LEX	2150	26	80.77	38	33
AA	1639	JFK-SJU	1910	31	80.65	87	70
B6	78	MCO-JFK	1830	31	80.65	76	47
XE	3053	DTW-EWR	1435	31	80.65	76	39

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

CARRIER *	FLIGHT NUMBER	ORGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
AA	1999	EWR-MIA	1825	31	80.65	71	47
DL	597	JFK-SEA	1908	31	80.65	71	53
DL	932	SJU-JFK	1335	31	80.65	70	53
DL	1109	EWR-ATL	1807	31	80.65	69	48
AA	857	MSP-DFW	1710	31	80.65	58	42
XE	7784	SFO-LAX	1950	31	80.65	58	40
US	1626	MCO-PHL	1700	31	80.65	58	43
XE	7776	LAX-SMF	1415	31	80.65	58	57
AA	2294	DFW-STL	2135	31	80.65	57	51
OH	5274	RDU-JFK	1643	31	80.65	57	36
DL	149	JFK-SFO	1840	31	80.65	54	48
EV	4660	ATL-IAH	2120	31	80.65	50	39
DL	560	LAX-ATL	55	31	80.65	48	28
AA	1812	MIA-LGA	1830	31	80.65	48	41
DL	990	ATL-BWI	2135	31	80.65	46	30
FL	421	BWI-ROC	2055	31	80.65	46	36
MQ	3623	DFW-HOU	1620	31	80.65	45	36
EV	4409	ATL-PNS	1545	31	80.65	45	27
MQ	3615	DFW-CLE	2000	31	80.65	42	38
XE	7780	OAK-LAX	1950	31	80.65	41	28
NW	648	DTW-EWR	1703	31	80.65	40	28
FL	86	ATL-FLL	1515	31	80.65	35	29
OH	5034	JFK-BTV	2016	30	80.00	91	69
EV	4196	ATL-PVD	1450	25	80.00	69	43
DL	480	JFK-BOS	1620	30	80.00	66	47
EV	4181	ATL-AVL	1616	25	80.00	58	38
EV	4721	ATL-OKC	2152	30	80.00	54	36
EV	4291	ATL-MDT	1450	30	80.00	53	36
OH	5256	CVG-EWR	1515	25	80.00	50	40

* 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 // ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ATLANTIC SOUTHEAST	868	145	16.7
COMAIR	721	66	9.2
DELTA	1,414	85	6.0
AIRTRAN	766	45	5.9
AMERICAN	1,764	68	3.9
EXPRESSJET	1,333	42	3.2
US AIRWAYS	1,399	44	3.1
ALASKA	482	13	2.7
AMERICAN EAGLE	1,548	36	2.3
JETBLUE	538	9	1.7
CONTINENTAL	952	14	1.5
SOUTHWEST	3,354	44	1.3
FRONTIER	297	3	1.0
SKYWEST	1,767	16	0.9
NORTHWEST	1,239	8	0.6
UNITED	1,418	5	0.4
MESA	803	2	0.2
PINNACLE	751	1	0.1
HAWAIIAN	162	0	0.0
ALOHA	133	0	0.0
TOTAL	21,709	646	3.0

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.

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	46.7	72.9	240	240
ADAK ISLAND AK (ADK)	77.8	77.8	9	9
AGUADILLA PR (BQN)	56.5	66.1	124	124
AKRON/CANTON OH (CAK)	70.0	77.6	804	780
ALBANY GA (ABY)	63.4	73.2	112	112
ALBANY NY (ALB)	62.2	72.7	1,312	1,312
ALBUQUERQUE NM (ABQ)	72.8	78.6	3,821	3,820
ALEXANDRIA LA (AEX)	50.2	67.7	235	223
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	70.5	82.2	478	478
AMARILLO TX (AMA)	59.7	74.0	606	605
ANCHORAGE AK (ANC)	69.1	75.2	2,348	2,348
APPLETON WI (ATW)	71.2	77.0	520	521
ASHEVILLE NC (AVL)	62.6	69.4	404	402
ASHLAND WV (HTS)	64.0	66.7	25	6
ASPEN CO (ASE)	78.1	80.6	581	582
ATLANTA GA (ATL)	65.4	60.8	36,401	36,740
ATLANTIC CITY NJ (ACY)	38.6	47.6	57	63
AUGUSTA GA (AGS)	47.6	58.7	189	189
AUSTIN TX (AUS)	72.4	79.8	4,656	4,624
BAKERSFIELD CA (BFL)	74.0	75.9	458	456
BALTIMORE MD (BWI)	68.0	67.4	9,689	9,692
BANGOR ME (BGR)	59.6	69.4	399	399
BARROW AK (BRW)	64.5	58.1	62	62
BATON ROUGE LA (BTR)	54.0	65.6	818	829
BEAUMONT/PORT ARTHUR TX (BPT)	67.7	93.5	31	31
BELLINGHAM WA (BLI)	86.7	95.0	60	60
BEMIDJI MN (BJI)	71.4	82.1	28	28
BEND/REDMOND OR (RDM)	86.8	89.0	334	335
BETHEL AK (BET)	80.7	64.8	88	88
BILLINGS MT (BIL)	71.5	82.4	488	493
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	74.2	82.3	62	62
BIRMINGHAM AL (BHM)	67.6	74.5	2,141	2,138
BISMARCK/MANDAN ND (BIS)	76.4	83.6	292	292
BLOOMINGTON IL (BMI)	70.9	81.9	299	299
BOISE ID (BOI)	76.1	84.4	1,693	1,690
BOSTON MA (BOS)	63.3	71.2	10,711	10,716
BOZEMAN MT (BZN)	75.5	86.2	546	545
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	50.5	54.9	111	113
BROWNSVILLE TX (BRO)	69.4	73.7	98	99
BRUNSWICK GA (BQK)	53.3	63.3	90	90
BUFFALO NY (BUF)	66.4	76.2	2,295	2,296
BURBANK CA (BUR)	76.5	82.0	2,874	2,856
BURLINGTON VT (BTV)	59.9	73.0	703	705

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUTTE MT (BTM)	77.6	90.6	85	85
CARLSBAD CA (CLD)	84.3	84.3	230	230
CASPER WY (CPR)	79.9	83.2	363	363
CEDAR RAPIDS/IOWA CITY IA (CID)	70.7	77.3	990	987
CHAMPAIGN/URBANA IL (CMI)	58.6	77.9	244	244
CHARLESTON SC (CHS)	63.8	71.4	1,362	1,363
CHARLESTON/DUNBAR WV (CRW)	61.6	68.8	294	282
CHARLOTTE AMALIE VI (STT)	67.5	73.3	240	240
CHARLOTTE NC (CLT)	69.2	69.3	10,983	10,987
CHARLOTTESVILLE VA (CHO)	54.2	83.9	83	56
CHATTANOOGA TN (CHA)	51.0	65.6	343	343
CHICAGO IL (MDW)	75.1	67.4	8,252	8,263
CHICAGO IL (ORD)	70.1	69.6	32,047	32,014
CHICO CA (CIC)	60.2	76.1	113	113
CHRISTIANSTED VI (STX)	83.7	72.1	43	43
CLEVELAND OH (CLE)	72.6	78.1	6,508	6,507
CODY WY (COD)	76.6	81.3	154	155
COLLEGE STATION/BRYAN TX (CLL)	60.0	69.3	140	140
COLORADO SPRINGS CO (COS)	71.2	79.7	1,697	1,693
COLUMBIA SC (CAE)	62.3	73.4	854	843
COLUMBUS GA (CSG)	43.8	66.3	112	86
COLUMBUS MS (GTR)	55.3	58.3	85	84
COLUMBUS OH (CMH)	66.2	76.7	3,248	3,247
CORDOVA AK (CDV)	71.0	71.0	62	62
CORPUS CHRISTI TX (CRP)	59.0	66.8	585	576
COVINGTON KY (CVG)	70.4	72.3	9,603	9,595
CRESCENT CITY CA (CEC)	56.0	46.2	91	93
DALLAS TX (DAL)	69.9	68.7	4,584	4,580
DALLAS/FT.WORTH TX (DFW)	63.1	62.3	25,657	25,643
DAYTON OH (DAY)	68.6	80.4	1,358	1,362
DAYTONA BEACH FL (DAB)	68.1	76.5	254	255
DEADHORSE AK (SCC)	67.7	69.4	62	62
DENVER CO (DEN)	75.8	75.3	21,357	21,415
DES MOINES IA (DSM)	71.9	79.7	1,523	1,510
DETROIT MI (DTW)	73.7	74.9	15,229	15,251
DILLINGHAM AK (DLG)	87.1	9.7	31	31
DOTHAN AL (DHN)	49.7	64.1	145	145
DUBUQUE IA (DBQ)	76.6	83.9	124	124
DULUTH MN (DLH)	74.0	82.0	173	172
DURANGO CO (DRO)	78.1	77.9	329	331
EAGLE CO (EGE)	71.0	87.4	183	183
EL CENTRO CA (IPL)	86.5	88.6	104	105
EL PASO TX (ELP)	71.2	76.6	1,908	1,909

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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.
ELKO NV (EKO)	85.6	91.1	167	168
ELMIRA/CORNING NY (ELM)	77.5	87.3	111	110
ERIE PA (ERI)	65.8	90.2	117	92
EUGENE OR (EUG)	78.8	83.5	600	600
EUREKA/ARCATA CA (ACV)	60.7	67.7	346	347
EVANSVILLE IN (EVV)	66.3	76.5	507	507
FAIRBANKS AK (FAI)	71.3	82.4	541	541
FARGO ND (FAR)	68.3	78.0	442	441
FAYETTEVILLE AR (XNA)	66.1	74.8	1,146	1,140
FAYETTEVILLE NC (FAY)	56.2	67.6	178	179
FLAGSTAFF AZ (FLG)	74.1	78.4	185	185
FLINT MI (FNT)	61.1	76.6	602	602
FLORENCE SC (FLO)	59.3	72.2	54	54
FORT LAUDERDALE FL (FLL)	65.6	74.6	5,586	5,578
FORT SMITH AR (FSM)	44.2	56.2	260	260
FORT WAYNE IN (FWA)	72.5	76.8	585	585
FRESNO CA (FAT)	76.4	83.2	1,421	1,419
FT. MYERS FL (RSW)	73.1	79.3	1,764	1,763
GAINESVILLE FL (GNV)	35.4	53.0	178	166
GRAND FORKS ND (GFK)	56.5	85.7	85	84
GRAND JUNCTION CO (GJT)	71.0	78.6	417	415
GRAND RAPIDS MI (GRR)	66.6	80.0	1,481	1,478
GREAT FALLS MT (GTF)	74.2	90.3	236	237
GREEN BAY/CLINTONVILLE WI (GRB)	71.0	77.5	700	708
GREENSBORO/HIGH POINT NC (GSO)	63.4	72.8	1,310	1,315
GREENVILLE/SPARTANBURG SC (GSP)	68.2	76.4	1,162	1,161
GULFPORT/BILOXI MS (GPT)	64.5	69.2	577	575
GUNNISON CO (GUC)	68.5	70.7	92	92
GUSTAVUS AK (GST)	41.9	41.9	31	31
HANCOCK/HOUGHTON MI (CMX)	77.4	93.5	31	31
HARLINGEN/SAN BENITO TX (HRL)	65.7	72.8	426	426
HARRISBURG PA (MDT)	60.9	74.3	773	774
HARTFORD CT (BDL)	66.0	76.9	2,854	2,855
HELENA MT (HLN)	73.9	82.4	176	176
HILO HI (ITO)	92.2	93.5	819	820
HILTON HEAD SC (HHH)	33.9	60.7	121	122
HONOLULU HI (HNL)	89.6	92.4	5,957	5,955
HOUSTON TX (HOU)	68.7	63.8	4,944	4,955
HOUSTON TX (IAH)	71.3	70.8	16,569	16,575
HUNTSVILLE AL (HSV)	64.7	75.8	829	827
IDAHO FALLS ID (IDA)	80.4	86.4	296	295
INDIANAPOLIS IN (IND)	69.2	79.6	3,864	3,864
INDIO/PALM SPRINGS CA (PSP)	74.9	83.1	847	847

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INTERNATIONAL FALLS MN (INL)	86.2	93.1	58	58
INYOKERN CA (IYK)	83.8	91.5	80	82
ISLIP NY (ISP)	66.7	76.4	1,097	1,098
JACKSON WY (JAC)	70.5	79.6	427	431
JACKSON/VICKSBURG MS (JAN)	61.8	68.6	1,151	1,151
JACKSONVILLE FL (JAX)	67.2	74.8	3,299	3,297
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	44.1	63.7	93	102
JUNEAU AK (JNU)	64.0	65.9	528	528
KAHULUI HI (OGG)	90.2	91.3	2,296	2,297
KALAMAZOO MI (AZO)	71.7	76.5	421	421
KALISPELL MT (FCA)	81.5	91.7	384	384
KANSAS CITY MO (MCI)	71.3	77.6	5,967	5,969
KETCHIKAN AK (KTN)	68.1	69.4	248	248
KEY WEST FL (EYW)	46.8	40.2	94	82
KILLEEN TX (GRK)	57.7	69.3	437	436
KING SALMON AK (AKN)	66.7	23.1	39	39
KNOXVILLE TN (TYS)	66.0	75.0	1,243	1,242
KODIAK AK (ADQ)	75.8	64.5	62	62
KONA HI (KOA)	88.3	90.2	1,441	1,442
KOTZEBUE AK (OTZ)	68.5	69.6	92	92
LA CROSSE WI (LSE)	70.1	76.0	201	200
LAFAYETTE LA (LFT)	59.5	68.1	511	501
LAKE CHARLES LA (LCH)	62.4	84.7	85	85
LANSING MI (LAN)	71.5	80.0	379	365
LAREDO TX (LRD)	50.8	61.5	199	200
LAS VEGAS NV (LAS)	75.2	72.4	15,713	15,711
LAWTON/FORT SILL OK (LAW)	59.6	68.6	208	207
LEWISBURG WV (LWB)	75.9	75.9	29	29
LEWISTON ID (LWS)	83.3	93.3	60	60
LEXINGTON KY (LEX)	68.2	80.2	877	883
LIHUE HI (LIH)	92.4	93.8	1,392	1,392
LINCOLN NE (LNK)	76.4	86.6	351	351
LITTLE ROCK AR (LIT)	62.3	69.7	1,479	1,478
LONG BEACH CA (LGB)	80.2	83.0	1,250	1,244
LONGVIEW/KILGOR/GLADWATR TX (GGG)	45.2	69.9	93	93
LOS ANGELES CA (LAX)	73.7	78.1	20,920	20,917
LOUISVILLE KY (SDF)	70.2	76.7	1,925	1,913
LUBBOCK TX (LBB)	61.0	69.3	698	698
LYNCHBURG VA (LYH)	48.0	64.0	75	75
MACON GA (MCN)	58.1	72.3	93	94
MADISON WI (MSN)	67.0	78.9	1,113	1,108
MANCHESTER NH (MHT)	68.4	75.1	1,874	1,874
MARQUETTE MI (MQT)	62.9	75.7	116	115

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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.
MEDFORD OR (MFR)	71.6	77.2	603	602
MELBOURNE FL (MLB)	47.4	72.1	154	147
MEMPHIS TN (MEM)	73.0	78.5	7,199	7,203
MERIDIAN MS (MEI)	41.4	67.2	58	58
MIAMI FL (MIA)	61.3	63.4	5,391	5,386
MIDLAND/ODESSA TX (MAF)	59.4	71.5	601	601
MILWAUKEE WI (MKE)	66.7	76.4	2,496	2,496
MINNEAPOLIS/ST. PAUL MN (MSP)	74.0	76.6	13,672	13,684
MINOT ND (MOT)	63.2	83.9	87	87
MISSION/MCALLEN/EDINBURG TX (MFE)	60.4	72.6	404	405
MISSOULA MT (MSO)	80.1	84.1	432	434
MOBILE AL (MOB)	60.0	67.7	557	555
MODESTO CA (MOD)	71.7	74.4	258	258
MOLINE IL (MLI)	69.9	77.4	800	786
MONROE LA (MLU)	54.7	69.1	256	256
MONTEREY CA (MRY)	76.1	79.8	799	799
MONTGOMERY AL (MGM)	57.7	70.8	319	319
MONTROSE/DELTA CO (MTJ)	77.4	78.8	217	217
MYRTLE BEACH SC (MYR)	57.7	71.8	657	625
NANTUCKET MA (ACK)	46.7	37.1	105	105
NAPLES FL (APF)	40.7	63.3	59	60
NASHVILLE TN (BNA)	69.7	71.9	5,202	5,202
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	64.7	70.6	85	85
NEW ORLEANS LA (MSY)	69.2	77.2	3,261	3,272
NEW YORK NY (JFK)	57.2	62.4	10,964	11,000
NEW YORK NY (LGA)	60.0	70.0	10,299	10,301
NEWARK NJ (EWR)	61.4	64.7	13,089	13,076
NEWBURGH/POUGHKEEPSIE NY (SWF)	63.5	74.1	521	522
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	64.1	73.7	490	490
NOME AK (OME)	75.3	73.1	93	93
NORFOLK VA (ORF)	66.2	75.8	1,692	1,696
OAKLAND CA (OAK)	77.2	76.9	6,489	6,480
OKLAHOMA CITY OK (OKC)	67.9	78.8	2,315	2,292
OMAHA NE (OMA)	69.0	79.5	2,456	2,440
ONTARIO/SAN BERNARDINO CA (ONT)	77.0	79.0	3,779	3,776
ORLANDO FL (MCO)	69.0	71.0	11,547	11,546
OXNARD/VENTURA CA (OXR)	85.1	92.1	114	114
PALMDALE CA (PMD)	79.0	67.7	62	62
PANAMA CITY FL (PFN)	60.3	67.5	277	292
PASCO/KENNEWICK/RICHLAND WA (PSC)	79.7	91.9	236	236
PELLSTON MI (PLN)	80.2	89.3	121	121
PENSACOLA FL (PNS)	62.0	71.4	931	931
PEORIA IL (PIA)	64.6	75.1	441	429

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PETERSBURG AK (PSG)	45.2	41.9	62	62
PHILADELPHIA PA (PHL)	63.4	65.4	9,027	9,036
PHOENIX AZ (PHX)	74.3	73.3	17,844	17,846
PITTSBURGH PA (PIT)	66.7	75.5	4,339	4,338
POCATELLO ID (PIH)	87.9	95.5	157	155
PONCE PR (PSE)	61.3	77.4	93	93
PORTLAND ME (PWM)	62.0	69.6	881	883
PORTLAND OR (PDX)	77.6	84.5	5,260	5,257
PROVIDENCE RI (PVD)	66.5	74.0	2,174	2,176
RALEIGH/DURHAM NC (RDU)	68.9	76.1	6,182	6,178
RAPID CITY SD (RAP)	75.6	81.3	520	519
REDDING CA (RDD)	59.0	77.3	156	154
RENO NV (RNO)	76.8	82.4	2,340	2,338
RHINELANDER WI (RHI)	85.2	85.2	27	27
RICHMOND VA (RIC)	64.0	74.0	1,683	1,682
ROANOKE VA (ROA)	71.5	72.9	214	188
ROCHESTER MN (RST)	72.1	81.5	330	329
ROCHESTER NY (ROC)	61.4	75.0	1,441	1,436
ROCKFORD IL (RFD)	75.9	98.2	58	57
SACRAMENTO CA (SMF)	76.6	81.1	5,245	5,247
SAGINAW/BAY CITY/MIDLAND MI (MBS)	67.6	79.2	327	327
SALEM OR (SLE)	73.3	98.3	60	60
SALT LAKE CITY UT (SLC)	77.8	81.0	13,570	13,571
SAN ANGELO TX (SJT)	58.1	63.2	155	155
SAN ANTONIO TX (SAT)	68.1	75.1	4,201	4,203
SAN DIEGO CA (SAN)	77.2	81.0	8,718	8,715
SAN FRANCISCO CA (SFO)	66.5	72.5	12,345	12,347
SAN JOSE CA (SJC)	79.2	83.1	5,449	5,446
SAN JUAN PR (SJU)	61.6	73.8	2,178	2,181
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	75.8	80.5	616	619
SANTA ANA CA (SNA)	77.3	79.4	4,547	4,544
SANTA BARBARA CA (SBA)	80.3	83.2	1,212	1,213
SANTA MARIA CA (SMX)	85.2	85.2	149	149
SARASOTA/BRADENTON FL (SRQ)	73.2	81.5	478	481
SAVANNAH GA (SAV)	69.0	76.4	1,254	1,256
SCRANTON/WILKES-BARRE PA (AVP)	63.6	77.5	253	262
SEATTLE WA (SEA)	71.6	73.9	10,236	10,232
SHREVEPORT LA (SHV)	55.4	69.3	718	707
SIOUX CITY IA (SUX)	70.4	88.9	27	27
SIOUX FALLS SD (FSD)	75.5	83.5	571	571
SITKA AK (SIT)	73.5	80.0	155	155
SO.PINES/PINHRST/ABERDEEN NC (SOP)	0.0	41.9	1	31
SOUTH BEND IN (SBN)	73.6	81.2	454	409

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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.
SPOKANE WA (GEG)	80.3	85.6	1,467	1,467
SPRINGFIELD IL (SPI)	74.8	69.2	147	146
SPRINGFIELD MO (SGF)	63.5	75.2	988	986
ST. GEORGE UT (SGU)	76.9	82.2	308	309
ST. LOUIS MO (STL)	68.5	71.7	5,565	5,568
STATE COLLEGE PA (SCE)	58.1	79.0	62	62
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	78.4	85.3	185	184
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	85.0	88.3	341	341
SYRACUSE NY (SYR)	64.4	74.7	1,124	1,123
TALLAHASSEE FL (TLH)	56.7	63.9	402	391
TAMPA FL (TPA)	69.6	73.8	6,553	6,555
TEXARKANA AR (TXK)	49.5	63.8	93	94
TOLEDO OH (TOL)	66.8	79.3	184	184
TRAVERSE CITY MI (TVC)	69.8	77.0	556	557
TRENTON NJ (TTN)	55.6	72.2	72	72
TUCSON AZ (TUS)	74.3	81.1	2,412	2,407
TULSA OK (TUL)	67.1	78.2	2,188	2,227
TUPELO MS (TUP)	62.2	52.2	45	23
TWIN FALLS ID (TWF)	77.5	91.2	182	181
TYLER TX (TYR)	59.3	66.9	123	124
VALDOSTA GA (VLD)	44.8	72.4	58	87
VALPARAISO FL (VPS)	53.7	66.3	631	632
WACO TX (ACT)	67.0	73.7	209	209
WASHINGTON DC (DCA)	65.1	71.0	7,640	7,616
WASHINGTON DC (IAD)	69.3	72.8	7,334	7,336
WATERLOO IA (ALO)	69.0	79.3	29	29
WAUSAU/MARSHFIELD WI (CWA)	84.1	88.3	145	145
WEST PALM BEACH/PALM BEACH FL (PBI)	66.3	76.5	2,135	2,135
WEST YELLOWSTONE MT (WYS)	57.7	97.2	71	71
WHITE PLAINS NY (HPN)	59.3	66.7	1,198	1,183
WICHITA FALLS TX (SPS)	60.6	70.2	208	208
WICHITA KS (ICT)	65.6	77.0	1,218	1,227
WILMINGTON DE (ILG)	21.4	58.9	56	56
WILMINGTON NC (ILM)	61.6	73.2	393	362
WRANGELL AK (WRG)	41.9	51.6	62	62
YAKIMA WA (YKM)	75.0	90.0	60	60
YAKUTAT AK (YAK)	74.2	69.4	62	62

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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
COMAIR	23	13,225	733	5.5	92	20,503	1,112	5.4
AMERICAN EAGLE	19	25,580	1,136	4.4	117	46,794	2,041	4.4
ATLANTIC SOUTHEAST	14	13,219	528	4.0	135	24,687	1,026	4.2
EXPRESSJET	30	17,415	754	4.3	125	38,981	1,320	3.4
NORTHWEST	30	25,455	875	3.4	103	36,009	1,155	3.2
MESA	25	13,251	347	2.6	117	24,703	655	2.7
UNITED	31	35,551	797	2.2	78	42,486	912	2.1
AMERICAN	30	43,354	901	2.1	78	53,837	1,090	2.0
US AIRWAYS	30	33,802	662	2.0	79	41,673	795	1.9
PINNACLE	15	8,525	171	2.0	114	22,190	418	1.9
SKYWEST	20	28,817	429	1.5	142	53,050	882	1.7
JETBLUE	19	11,805	182	1.5	48	16,426	258	1.6
DELTA	31	33,632	539	1.6	96	41,606	625	1.5
CONTINENTAL	29	22,283	297	1.3	71	27,889	352	1.3
ALASKA	16	9,118	83	0.9	46	14,797	179	1.2
AIRTRAN	25	18,029	180	1.0	55	23,663	236	1.0
HAWAIIAN	7	434	0	0.0	14	5,060	32	0.6
ALOHA	3	173	0	0.0	11	3,921	14	0.4
SOUTHWEST	18	53,666	161	0.3	63	100,397	356	0.4
FRONTIER	22	7,315	11	0.2	44	9,024	13	0.1
Total		414,649	8,786	2.1	Total	647,696	13,471	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.

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

								CAUSES OF DELAY									
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	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	22190	17504	78.88%	418	1.88%	72	0.32%	1323	5.96%	200	0.90%	1572	7.08%	6	0.03%	1094	4.93%
AA	53837	34153	63.44%	1090	2.02%	316	0.59%	4040	7.50%	1350	2.51%	6618	12.29%	24	0.04%	6247	11.60%
AQ	3921	3586	91.46%	14	0.36%	0	0.00%	185	4.71%	1	0.03%	5	0.13%	8	0.20%	122	3.12%
AS	14797	10075	68.09%	179	1.21%	35	0.24%	1387	9.37%	40	0.27%	1101	7.44%	66	0.45%	1913	12.93%
B6	16426	10970	66.78%	258	1.57%	74	0.45%	816	4.97%	149	0.91%	2346	14.28%	16	0.10%	1797	10.94%
CO	27889	19446	69.73%	352	1.26%	176	0.63%	1653	5.93%	313	1.12%	3403	12.20%	64	0.23%	2483	8.90%
DL	41606	27186	65.34%	625	1.50%	132	0.32%	3726	8.96%	227	0.55%	5391	12.96%	21	0.05%	4298	10.33%
EV	24687	13389	54.24%	1026	4.16%	55	0.22%	4231	17.14%	1238	5.02%	2652	10.74%	7	0.03%	2089	8.46%
F9	9024	6812	75.49%	13	0.14%	15	0.17%	669	7.42%	66	0.73%	1001	11.09%	2	0.02%	446	4.94%
FL	23663	16310	68.93%	236	1.00%	80	0.34%	1338	5.65%	65	0.27%	2373	10.03%	0	0.00%	3261	13.78%
HA	5060	4793	94.72%	32	0.63%	0	0.00%	162	3.20%	2	0.03%	1	0.03%	4	0.08%	66	1.30%
MQ	46794	30476	65.13%	2041	4.36%	169	0.36%	3505	7.49%	680	1.45%	3911	8.36%	2	0.00%	6010	12.84%
NW	36009	25258	70.14%	1155	3.21%	132	0.37%	3653	10.14%	349	0.97%	3399	9.44%	31	0.08%	2033	5.65%
OH	20503	12791	62.39%	1112	5.42%	59	0.29%	2378	11.60%	1316	6.42%	2496	12.17%	5	0.02%	346	1.69%
OO	53050	40246	75.86%	882	1.66%	67	0.13%	6202	11.69%	416	0.78%	973	1.83%	46	0.09%	4218	7.95%
UA	42486	29801	70.14%	912	2.15%	151	0.36%	2592	6.10%	277	0.65%	3946	9.29%	6	0.01%	4800	11.30%
US	41673	27610	66.25%	795	1.91%	133	0.32%	4014	9.63%	344	0.83%	4886	11.72%	80	0.19%	3810	9.14%
WN	100397	75476	75.18%	356	0.35%	248	0.25%	5443	5.42%	860	0.86%	4036	4.02%	174	0.17%	13805	13.75%
XE	38981	27641	70.91%	1320	3.39%	181	0.46%	2332	5.98%	413	1.06%	3465	8.89%	54	0.14%	3575	9.17%
YV	24703	18651	75.50%	655	2.65%	51	0.21%	2478	10.03%	185	0.75%	1123	4.55%	23	0.09%	1537	6.22%
TOTAL	647696	452174		13471		2146		52128		8491		54700		637		63950	
			69.81%		2.08%		0.33%		8.05%		1.31%		8.45%		0.10%		9.87%

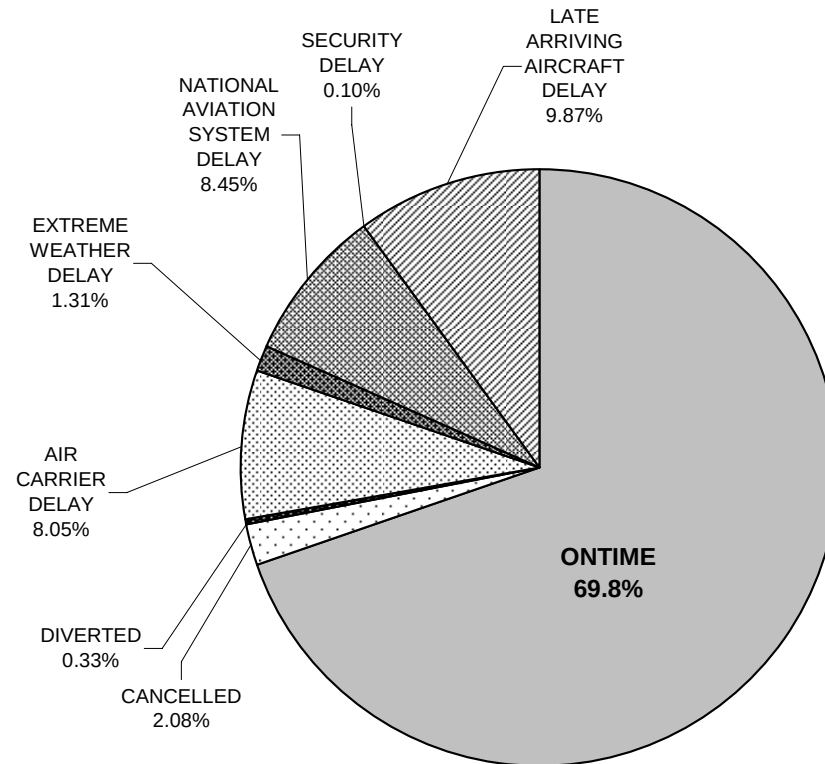
***Causes of Delay:**

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

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

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

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TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
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A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

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

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

APPENDIX

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

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

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

FL	AirTran Airways
AS	Alaska Airlines
HP**	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
XE	ExpressJet Airlines
F9	Frontier Airlines
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines
9E	Pinnacle Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US**	US Airways

Air Carriers Voluntarily Reporting

Data to DOT and to CRS Vendors

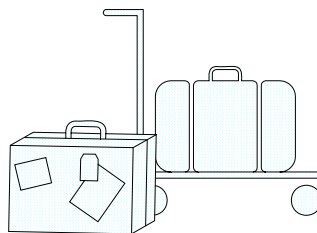
AQ	Aloha Airlines (eff. 04/06)
HA	Hawaiian Airlines (eff. 01/07)

* Revised January 2007, based on Bureau of Transportation Statistics' Technical Reporting Directive #14, issued October 2, 2006.

** Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US or US Airways data in this report..

MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. The reports of mishandled baggage do not distinguish between carriers that interline and those that do not. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues, plus any other airline that voluntarily submits the data. See 14 CFR Part 234.



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

RANK	AIRLINE	JULY 2007			JULY 2006		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	2,529	662,723	3.82	1,530	575,025	2.66
2	ALOHA AIRLINES	1,695	386,574	4.38	1,711	347,671	4.92
3	AIRTRAN AIRWAYS	13,765	2,477,481	5.56	12,258	2,065,008	5.94
4	UNITED AIRLINES	30,356	5,424,919	5.60	30,325	5,618,165	5.40
5	SOUTHWEST AIRLINES	55,987	9,908,576	5.65	43,276	8,994,888	4.81
6	NORTHWEST AIRLINES	24,057	4,135,689	5.82	18,077	4,280,209	4.22
7	FRONTIER AIRLINES	7,612	1,161,221	6.56	5,033	1,050,236	4.79
8	CONTINENTAL AIRLINES	23,194	3,509,381	6.61	17,297	3,386,876	5.11
9	JETBLUE AIRWAYS	14,292	1,923,784	7.43	6,472	1,733,222	3.73
10	ALASKA AIRLINES	13,243	1,622,662	8.16	10,184	1,553,936	6.55
11	AMERICAN AIRLINES	59,678	7,295,752	8.18	42,233	7,310,884	5.78
12	DELTA AIR LINES	56,058	6,036,074	9.29	40,292	6,098,406	6.61
13	EXPRESSJET AIRLINES	14,164	1,465,154	9.67	13,689	1,524,753	8.98
14	US AIRWAYS	48,792	4,931,013	9.89	41,381	4,836,522	8.56
15	SKYWEST AIRLINES	23,393	2,074,151	11.28	15,887	1,815,208	8.75
16	MESA AIRLINES	13,680	1,210,307	11.30	12,850	1,278,241	10.05
17	PINNACLE AIRLINES	10,346	894,407	11.57	*	*	*
18	COMAIR	11,426	860,573	13.28	12,158	1,025,356	11.86
19	AMERICAN EAGLE AIRLINES	24,993	1,701,542	14.69	23,184	1,721,446	13.47
20	ATLANTIC SOUTHEAST AIRLINES	16,990	1,099,684	15.45	18,610	1,101,126	16.90
TOTALS		466,250	58,781,667	7.93	366,447	56,317,178	6.51

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report. Reporting by Pinnacle Airlines is effective January 2007.

** ATA Airlines' ranking in this table ceased effective January 2007. Totals for July 2006 reflect the deletion of ATA's data for that month.

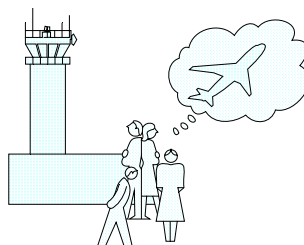
OVERSALES

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.



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

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

RANK	AIRLINE	APRIL - JUNE 2007				APRIL - JUNE 2006			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	0	14	5,587,025	0.03	26	58	4,524,719	0.13
2	HAWAIIAN AIRLINES	392	13	1,776,049	0.07	641	27	1,526,360	0.18
3	AIRTRAN AIRWAYS	7,978	109	6,323,023	0.17	4,907	49	5,409,351	0.09
4	ALASKA AIRLINES	4,190	88	4,236,434	0.21	5,620	789	4,043,982	1.95
5	ALOHA AIRLINES	105	39	993,454	0.39	41	7	829,591	0.08
6	AMERICAN AIRLINES	22,536	1,562	22,693,023	0.69	22,493	1,829	23,260,971	0.79
7	FRONTIER AIRLINES	1,311	255	2,921,301	0.87	829	146	2,606,079	0.56
8	NORTHWEST AIRLINES	21,782	1,144	12,695,660	0.90	20,071	1,373	12,838,318	1.07
9	MESA AIRLINES	5,008	174	1,903,808	0.91	4,281	415	1,696,331	2.45
10	UNITED AIRLINES	33,633	1,681	16,768,255	1.00	21,728	1,203	16,623,145	0.72
11	SOUTHWEST AIRLINES	22,489	2,922	26,889,424	1.09	29,026	2,570	25,306,858	1.02
12	US AIRWAYS	24,594	1,782	14,728,126	1.21	20,930	2,214	14,249,711	1.55
13	AMERICAN EAGLE AIRLINES	331	95	655,729	1.45	479	85	634,272	1.34
14	SKYWEST AIRLINES	5,706	319	2,048,736	1.56	3,662	163	1,473,391	1.11
15	CONTINENTAL AIRLINES	11,406	1,931	11,251,647	1.72	10,863	1,919	10,680,150	1.80
16	DELTA AIR LINES	26,821	5,585	17,500,812	3.19	19,648	2,840	17,530,094	1.62
17	COMAIR	1,433	159	396,381	4.01	1,652	143	601,010	2.38
18	ATLANTIC SOUTHEAST AIRLINES	2,963	556	1,167,577	4.76	1,983	402	1,115,387	3.60
	TOTALS **	192,678	18,428	150,536,464	1.22	168,880	16,232	144,949,720	1.12

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines and Pinnacle Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ATCR) consists of aircraft with 60 seats or less.

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

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

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

RANK	AIRLINE	JANUARY - JUNE 2007				JANUARY - JUNE 2006			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	0	33	10,677,840	0.03	43	63	8,859,633	0.07
2	AIRTRAN AIRWAYS	14,462	216	11,403,131	0.19	9,800	110	9,896,836	0.11
3	ALOHA AIRLINES	246	55	1,943,346	0.28	*	*	*	*
4	HAWAIIAN AIRLINES	800	98	3,450,865	0.28	1,288	41	2,987,117	0.14
5	ALASKA AIRLINES	7,447	435	7,638,020	0.57	10,472	977	7,468,608	1.31
6	UNITED AIRLINES	51,150	2,285	31,781,817	0.72	39,231	1,696	31,396,501	0.54
7	AMERICAN AIRLINES	44,669	3,775	43,543,819	0.87	45,004	4,294	44,474,445	0.97
8	NORTHWEST AIRLINES	41,297	2,568	24,082,246	1.07	39,167	2,489	23,993,915	1.04
9	SOUTHWEST AIRLINES	41,711	5,796	49,792,446	1.16	58,830	5,451	47,322,342	1.15
10	FRONTIER AIRLINES	2,406	609	5,135,819	1.19	1,339	290	4,771,203	0.61
11	AMERICAN EAGLE AIRLINES	650	162	1,216,873	1.33	1,062	194	1,142,030	1.70
12	MESA AIRLINES	8,366	525	3,716,876	1.41	8,109	745	3,643,039	2.04
13	US AIRWAYS	43,942	3,964	27,722,223	1.43	39,996	3,640	27,620,017	1.32
14	CONTINENTAL AIRLINES	19,982	3,856	21,229,298	1.82	23,090	4,419	20,291,339	2.18
15	SKYWEST AIRLINES	11,136	815	3,863,170	2.11	7,806	317	2,699,285	1.17
16	DELTA AIR LINES	54,195	11,101	33,405,147	3.32	57,904	7,155	34,609,347	2.07
17	COMAIR	3,278	312	857,829	3.64	3,795	278	1,056,174	2.63
18	ATLANTIC SOUTHEAST AIRLINES	5,771	1,083	2,137,893	5.07	5,875	1,116	2,151,273	5.19
	TOTALS **	351,508	37,688	283,598,658	1.33	352,811	33,275	274,383,104	1.21

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines and Pinnacle Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ATCR) consists of aircraft with 60 seats or less. Aloha Airlines' ranking in this table is effective the 2nd quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006).

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

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

Summary - Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

Complaint Categories - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

U.S. Airlines - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

Companies Other Than U.S. Airlines - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

Airline Rankings - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JULY 2007				JULY 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,455	73	2	134	679	96	5	114
FOREIGN AIRLINES	219	2	0	18	126	0	0	7
TRAVEL AGENTS	10	0	0	2	19	1	0	0
TOUR OPERATORS	5	1	0	1	0	0	0	1
MISCELLANEOUS	28	14	0	21	7	6	0	47
INDUSTRY TOTALS	1,717	90	2	176	831	103	5	169

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

JULY 2007				JULY 2006		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	683		1	235	
CANCELLATIONS			362			101
DELAYS			158			47
MISCONNECTIONS			99			50
BAGGAGE	2	385		2	164	
RES/TKTG/BOARDING	3	168		4	110	
CUSTOMER SERVICE	4	151		3	125	
REFUNDS	5	109		5	72	
OVERSALES	6	73		7	33	
OTHER	7	46		8	20	
FREQUENT FLYER			30			15
DISABILITY	8	45		6	46	
FARES	9	39		9	17	
DISCRIMINATION	10	15		10	7	
ADVERTISING	11	2		11	2	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		1,717			831	

* 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 2007

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	10	3	6	0	0	1	3	2	0	0	0	0	25
ALASKA AIRLINES	6	1	1	0	0	4	2	0	0	1	0	1	16
ALLEGiant AIR	1	0	0	0	1	3	0	0	0	0	0	1	6
AMERICAN AIRLINES	99	2	15	5	10	43	21	4	0	2	0	5	206
AMERICAN EAGLE AIRLINES	18	3	3	0	4	6	2	0	0	0	0	1	37
ATA AIRLINES	2	0	1	0	1	1	0	0	0	0	0	0	5
ATLANTIC SOUTHEAST AIRLINES	27	1	1	0	0	2	1	2	0	0	0	0	34
CHAUTAUQUA AIRLINES	4	1	1	0	0	0	0	0	0	0	0	0	6
COMAIR	28	1	0	0	0	0	1	0	0	0	0	0	30
CONTINENTAL AIRLINES	31	1	3	4	2	17	14	2	0	1	0	0	75
DELTA AIR LINES	49	10	27	4	7	40	20	4	1	0	1	8	171
EXPRESSJET AIRLINES	9	0	0	0	0	0	0	1	0	0	0	0	10
FREEDOM AIRLINES	12	0	0	0	0	0	0	0	0	0	0	0	12
FRONTIER AIRLINES	4	1	1	2	0	1	1	0	0	0	0	0	10
JETBLUE AIRWAYS	11	0	1	0	0	2	2	0	0	0	0	2	18
MESA AIRLINES	8	0	0	0	0	0	1	4	0	1	0	0	14
MIDWEST AIRLINES	2	0	1	0	0	2	1	0	0	0	0	0	6
NORTHWEST AIRLINES	61	2	10	3	6	22	7	3	0	1	0	0	115
PINNACLE AIRLINES	3	0	3	0	0	2	2	1	0	0	0	0	11
PIEDMONT Airlines	8	0	1	0	0	3	1	0	0	0	0	0	13
REPUBLIC AIRWAYS	8	0	0	0	0	1	0	0	0	0	0	0	9
SHUTTLE AMERICA	5	0	0	0	0	0	0	0	0	0	0	0	5
SKYWEST AIRLINES	14	0	1	0	0	2	0	2	0	0	0	1	20
SOUTHWEST AIRLINES	10	1	1	0	1	8	4	4	0	3	0	1	33
SPIRIT AIRLINES	14	4	11	2	5	28	6	2	1	0	0	2	75
UNITED AIRLINES	67	11	18	4	23	27	18	6	0	3	0	9	186
US AIRWAYS	119	20	24	7	22	40	24	2	0	1	0	8	267
OTHER U.S. AIRLINES	22	2	3	1	0	4	4	2	0	1	0	1	40
TOTAL JULY 2007	652	64	133	32	82	259	135	41	2	14	1	40	1,455
% OF TOTAL COMPLAINTS	44.8	4.4	9.1	2.2	5.6	17.8	9.3	2.8	0.1	1.0	0.1	2.7	
TOTAL JULY 2006	211	27	87	11	46	127	110	38	2	6	0	14	679
% OF TOTAL COMPLAINTS	31.1	4.0	12.8	1.6	6.8	18.7	16.2	5.6	0.3	0.9	0	2.1	

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

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

Table 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE

JULY 2007

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
ALPHABETICAL									
AIRTRAN AIRWAYS	25	13	52.0	6	24.0	2	8.0	4	16.0
ALASKA AIRLINES	16	7	43.8	3	18.8	5	31.2	1	6.2
ALLEGIAN AIR	6	3	50.0	1	16.7	1	16.7	1	16.7
AMERICAN AIRLINES	206	53	25.7	68	33.0	35	17.0	50	24.3
AMERICAN EAGLE AIRLINES	37	12	32.4	16	43.2	2	5.4	7	18.9
ATA AIRLINES	5	2	40.0	2	40.0	1	20.0	0	0.0
ATLANTIC SOUTHEAST AIRLINES	34	13	38.2	15	44.1	2	5.9	4	11.8
CHAUTAUQUA AIRLINES	6	1	16.7	3	50.0	1	16.7	1	16.7
COMAIR	30	13	43.3	13	43.3	2	6.7	2	6.7
CONTINENTAL AIRLINES	75	23	30.7	26	34.7	15	20.0	11	14.7
DELTA AIR LINES	171	52	30.4	47	27.5	30	17.5	42	24.6
EXPRESSJET AIRLINES	10	3	30.0	6	60.0	0	0.0	1	10.0
FREEDOM AIRLINES	12	2	16.7	6	50.0	0	0.0	4	33.3
FRONTIER AIRLINES	10	2	20.0	4	40.0	1	10.0	3	30.0
JETBLUE AIRWAYS	18	3	16.7	8	44.4	2	11.1	5	27.8
MESA AIRLINES	14	6	42.9	3	21.4	3	21.4	2	14.3
MIDWEST AIRLINES	6	2	33.3	2	33.3	1	16.7	1	16.7
NORTHWEST AIRLINES	115	31	27.0	40	34.8	12	10.4	32	27.8
PINNACLE AIRLINES	11	3	27.3	5	45.5	2	18.2	1	9.1
PIEDMONT Airlines	13	5	38.5	3	23.1	2	15.4	3	23.1
REPUBLIC AIRWAYS	9	1	11.1	5	55.6	2	22.2	1	11.1
SHUTTLE AMERICA	5	3	60.0	1	20.0	1	20.0	0	0.0
SKYWEST AIRLINES	20	8	40.0	4	20.0	5	25.0	3	15.0
SOUTHWEST AIRLINES	33	13	39.4	12	36.4	2	6.1	6	18.2
SPIRIT AIRLINES	75	23	30.7	17	22.7	13	17.3	22	29.3
UNITED AIRLINES	186	41	22.0	55	29.6	46	24.7	44	23.7
US AIRWAYS	267	65	24.3	97	36.3	52	19.5	53	19.9
OTHER U.S. AIRLINES	40	14	35.0	9	22.5	4	10.0	13	32.5
TOTALS	1,455	417	28.7	477	32.8	244	16.8	317	21.8
PREVIOUS YEAR'S TOTALS	679	258	38.0	201	29.6	120	17.7	100	14.7

*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 2007

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	3	0	0	0	1	3	2	0	0	0	0	0	9
AIR FRANCE	2	2	3	1	3	10	0	0	0	0	0	0	21
AIR INDIA	2	1	0	0	1	1	1	0	0	0	0	0	6
ALITALIA AIRLINES	3	1	4	0	4	11	2	0	0	0	0	0	25
BRITISH AIRWAYS	4	1	1	0	1	43	2	0	0	0	0	0	52
IBERIA AIRLINES	0	0	3	1	1	7	0	1	0	0	0	0	13
LUFTHANSA	1	0	0	0	1	8	0	1	0	0	0	0	11
MEXICANA	2	0	2	0	0	0	1	0	0	0	0	0	5
VIRGIN ATLANTIC AIRWAYS	2	0	0	0	1	6	0	1	0	0	0	0	10
OTHER FOREIGN AIRLINES	7	2	11	2	7	29	6	1	0	1	0	1	67
TOTALS	26	7	24	4	20	118	14	4	0	1	0	1	219
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	5	1	4	0	0	0	0	0	0	0	10
TOTALS	0	0	5	1	4	0	0	0	0	0	0	0	10
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	1	0	0	1	1	0	0	0	0	0	2	5
TOTALS	0	1	0	0	1	1	0	0	0	0	0	2	5
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	5	1	6	2	2	7	2	0	0	0	0	3	28
TOTALS	5	1	6	2	2	7	2	0	0	0	0	3	28

* 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 2007			JULY 2006		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	33	9,665,696	0.34	21	8,769,533	0.24
2	HAWAIIAN AIRLINES	3	656,044	0.46	4	571,569	0.70
3	ALOHA AIRLINES	2	366,821	0.55	0	324,584	0.00
4	EXPRESSJET AIRLINES	10	1,611,559	0.62	6	1,670,248	0.36
5	FRONTIER AIRLINES	10	1,183,577	0.84	2	985,369	0.20
6	JETBLUE AIRWAYS	18	2,014,986	0.89	6	1,671,123	0.36
7	ALASKA AIRLINES	16	1,734,750	0.92	7	1,674,266	0.42
8	SKYWEST AIRLINES	20	2,048,916	0.98	13	1,787,530	0.73
9	AIRTRAN AIRWAYS	25	2,407,468	1.04	12	1,961,653	0.61
10	MESA AIRLINES	14	1,176,420	1.19	15	1,216,898	1.23
11	PINNACLE AIRLINES	11	912,005	1.21	*	*	*
12	CONTINENTAL AIRLINES	75	4,588,085	1.63	48	4,385,934	1.09
13	AMERICAN EAGLE AIRLINES	37	1,725,418	2.14	20	1,723,328	1.16
14	AMERICAN AIRLINES	206	9,127,433	2.26	90	9,194,085	0.98
15	NORTHWEST AIRLINES	115	4,930,977	2.33	53	5,078,110	1.04
16	DELTA AIR LINES	171	7,012,658	2.44	77	6,936,538	1.11
17	UNITED AIRLINES	186	6,281,436	2.96	110	6,480,848	1.70
18	ATLANTIC SOUTHEAST AIRLINES	34	1,129,799	3.01	9	1,111,575	0.81
19	COMAIR	30	879,630	3.41	8	1,046,595	0.76
20	US AIRWAYS	267	5,372,002	4.97	102	5,250,968	1.94
TOTAL **		1,283	64,825,680	1.98	603	61,840,754	0.98

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report. Pinnacle Airlines' ranking in this table is effective January 2007.

** ATA Airlines' ranking in this table ceased effective January 2007. Totals for July 2006 reflect the deletion of ATA'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 oversale regulations.

Reservations, Ticketing, Boarding: Airline or travel agent mistakes made in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets; problems boarding the aircraft (except oversales).

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

Baggage: Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

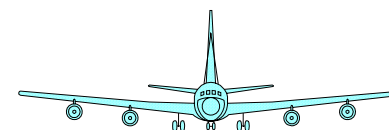
Disability: Civil rights complaints by air travelers with disabilities.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

Discrimination: Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

Animals: Loss, injury or death of an animal during air transport provided by an air carrier.

Other: Frequent flyer, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.



Customer Service Reports to the Department of Homeland Security for the Month of July 2007 as provided by the Transportation Security Administration^a

The Transportation Security Administration protects approximately 65 million airline passengers and screens their 83 million checked bags every month as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of 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
428	.0006	102	.00015	42	.00006	519	.00077

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
256	.00038	1394	.000016

NOTES

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

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

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

July 2007 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

[Section 710](#) of the Wendell H. Ford Aviation Investment and Reform Act for the 21st Century (“AIR-21”; P.L. 106-81) requires U.S. airlines that perform scheduled passenger transportation to file reports with the Department concerning incidents involving the loss, injury or death of animals during air transportation. This requirement was implemented through the issuance of 14 CFR 234.13 ([70 FR 7392](#)) as supplemented by a Reporting Directive published at [70 FR 9217](#).

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

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

Carrier	Death	Injury	Loss
Alaska Airlines	1		
Continental Airlines	2		
Delta Air Lines			2
Northwest Airlines		1	
Total	3	1	2