



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

*Issued: October 2007*



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

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

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

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

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

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

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

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

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

AUGUST 2007

## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
ALOHA AIRLINES S/V/	3	89.6	11	97.0
HAWAIIAN AIRLINES S/V/	7	84.8	14	93.6
SOUTHWEST AIRLINES S/	19	78.6	64	77.7
EXPRESSJET AIRLINES S/	30	74.0	124	77.6
FRONTIER AIRLINES S/	22	77.3	44	76.7
SKYWEST AIRLINES S/	22	77.3	148	75.6
CONTINENTAL AIRLINES S/	28	74.7	68	75.3
MESA AIRLINE S/	23	73.4	117	73.6
AIRTRAN AIRWAYS S/	25	70.9	55	71.2
PINNACLE AIRLINES S/	13	68.2	114	71.1
JETBLUE AIRWAYS S/	19	69.8	48	70.1
AMERICAN AIRLINES S/	30	69.5	78	69.9
DELTA AIR LINES S/	31	70.4	98	69.6
US AIRWAYS S/	30	69.4	78	69.3
NORTHWEST AIRLINES S/	30	67.8	104	68.2
AMERICAN EAGLE AIRLINES S/	19	68.8	117	67.5
COMAIR S/	23	67.6	92	67.2
ALASKA AIRLINES S/	16	69.1	46	67.1
UNITED AIRLINES S/	31	66.5	78	66.2
ATLANTIC SOUTHEAST AIRLINES S/	17	59.4	138	55.0
<b>TOTAL</b>		<b>71.3</b>		<b>71.7</b>

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

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

## AUGUST 2007

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	3rd QUARTER		4th QUARTER		1st QUARTER		2nd QUARTER		JUN - 07		JUL - 07		AUG - 07		12 MONTHS ENDING AUGUST 2007		DATABASE TO DATE SEP 1987-AUGUST 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	71.9	6	68.9	12	71.2	9	75.0	5	(--)	(--)
ALASKA	72.0	16	72.4	12	72.0	9	75.4	9	70.5	8	68.1	13	67.1	18	72.7	10	75.6	8
ALOHA	93.8	2	92.8	1	92.0	2	90.2	2	86.8	2	91.5	2	97.0	1	92.5	2	(--)	(--)
AMERICAN	75.7	7	73.6	8	67.8	14	66.6	19	57.9	19	63.4	18	69.9	12	69.5	13	78.6	3
AMERICAN EAGLE	72.3	15	69.5	16	67.3	15	68.9	17	60.5	18	65.1	17	67.5	16	68.5	15	74.0	9
ATA	69.8	18	71.7	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
ATLANTIC SOUTHEAST	57.0	20	63.3	20	66.1	16	68.2	18	56.0	20	54.2	20	55.0	20	63.0	19	(--)	(--)
COMAIR	69.2	19	66.7	19	63.0	19	69.4	15	64.0	15	62.4	19	67.2	17	66.3	18	(--)	(--)
CONTINENTAL	75.1	8	73.7	7	73.0	8	72.2	12	67.9	11	69.7	11	75.3	7	73.5	8	78.4	4
DELTA	74.0	13	74.1	5	78.7	4	77.7	7	67.9	12	65.3	16	69.6	13	74.5	7	77.6	6
EXPRESSJET	75.1	9	72.1	14	70.6	10	72.7	11	69.6	10	70.9	8	77.6	4	73.1	9	(--)	(--)
FRONTIER	83.5	3	81.4	3	77.7	5	77.2	8	71.8	7	75.5	6	76.7	5	78.9	4	(--)	(--)
HAWAIIAN	95.8	1	90.9	2	92.5	1	93.6	1	92.9	1	94.7	1	93.6	2	92.9	1	(--)	(--)
JETBLUE	74.8	11	68.6	17	63.4	18	68.9	16	63.9	16	66.8	14	70.1	11	67.9	16	(--)	(--)
MESA	71.2	17	72.7	11	68.1	13	74.8	10	70.0	9	75.5	5	73.6	8	72.4	11	(--)	(--)
NORTHWEST	76.6	6	67.9	18	65.7	17	70.8	14	64.1	14	70.1	9	68.2	15	68.8	14	79.2	2
PINNACLE	(--)	(--)	(--)	(--)	73.3	7	81.2	3	76.0	4	78.9	3	71.1	10	(--)	(--)	(--)	(--)
SKYWEST	78.9	5	72.2	13	69.7	12	79.7	6	77.9	3	75.9	4	75.6	6	74.6	6	(--)	(--)
SOUTHWEST	80.9	4	80.4	4	80.7	3	80.6	4	75.3	5	75.2	7	77.7	3	80.1	3	82.1	1
UNITED	74.9	10	73.8	6	70.2	11	71.5	13	66.0	13	70.1	10	66.2	19	71.5	12	76.1	7
US AIRWAYS	74.8	12	73.5	9	62.4	20	64.3	20	61.6	17	66.3	15	69.3	14	67.8	17	78.1	5
<b>Total</b>	<b>75.2</b>		<b>73.4</b>		<b>71.4</b>		<b>73.9</b>		<b>68.1</b>		<b>69.8</b>		<b>71.7</b>		<b>72.7</b>		<b>78.4</b>	

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

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

AUGUST 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 *																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		157	65.0	64	82.8	93	78.5	277	69.0	174	79.3	H/		50	82.0
AA	730	65.2	1165	71.7	341	68.9	146	72.6	H/		898	69.8	681	65.2	14062	76.7
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		62	79.0	H/		H/		H/		93	83.9	217	73.7	93	67.7
B6	H/		1374	80.9	H/		164	65.2	H/		H/		120	77.5	H/	
CO	425	72.9	614	74.6	182	86.8	H/		H/		426	74.4	426	76.3	345	73.3
DL	13302	72.5	1301	73.2	323	66.3	257	67.7	1759	79.8	933	68.8	360	65.0	354	72.0
EV	11367	58.9	H/		10	30.0	12	58.3	739	69.6	81	74.1	16	68.8	11	81.8
F9	124	62.9	H/		H/		H/		H/		93	71.0	4358	81.0	203	71.4
FL	7893	73.7	860	72.1	1387	70.9	341	63.3	H/		195	61.0	138	76.8	358	78.5
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	62	59.7	994	69.3	155	56.1	484	65.7	506	61.7	862	70.6	H/		8531	74.4
NW	420	69.8	385	68.8	299	65.9	211	63.5	H/		562	65.5	359	69.4	305	67.9
OH	491	66.4	1113	63.9	388	61.6	191	62.3	5869	78.1	494	60.5	11	63.6	80	77.5
OO	731	71.7	H/		89	47.2	H/		239	75.3	H/		4424	77.2	157	76.4
UA	296	61.5	909	64.8	455	58.5	182	69.8	65	66.2	458	60.3	7195	71.0	420	56.0
US	256	57.0	1837	66.8	383	59.5	6346	72.9	H/		2302	74.2	423	63.8	576	69.8
WN	H/		H/		5453	78.5	H/		H/		H/		1262	76.9	H/	
XE	116	75.0	28	89.3	217	62.2	448	71.0	278	76.6	220	71.8	129	48.8	225	75.6
YV	211	67.3	35	71.4	31	80.6	2112	78.9	H/		H/		1293	75.8	7	85.7
<b>TOTAL</b>	<b>36424</b>	<b>67.9</b>	<b>10834</b>	<b>70.7</b>	<b>9777</b>	<b>73.1</b>	<b>10987</b>	<b>72.7</b>	<b>9732</b>	<b>76.4</b>	<b>7791</b>	<b>70.1</b>	<b>21412</b>	<b>74.6</b>	<b>25777</b>	<b>75.2</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	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	4533	73.9	H/		31	61.3	H/		111	63.1	H/		H/		H/	
AA	324	59.3	581	59.4	465	77.8	337	68.2	371	70.1	969	53.5	585	72.1	2653	70.9
AQ	H/		H/		H/		H/		H/		H/		31	87.1	H/	
AS	H/		62	74.2	H/		H/		H/		H/		349	66.8	682	68.5
B6	H/		341	62.5	837	76.1	677	77.4	H/		5233	64.1	341	69.8	H/	
CO	182	78.0	5386	64.9	491	76.6	H/		8075	82.5	112	66.1	519	76.1	767	75.6
DL	177	64.4	334	57.8	829	68.4	287	66.6	120	65.8	1376	48.6	658	68.4	1331	69.9
EV	76	55.3	82	40.2	H/		34	64.7	92	62.0	H/		H/		H/	
F9	123	74.0	H/		31	71.0	H/		88	72.7	H/		222	78.4	212	74.5
FL	186	75.8	178	57.9	537	68.9	209	65.1	H/		H/		220	70.9	196	68.4
HA	H/		H/		H/		H/		H/		H/		62	83.9	86	83.7
MQ	236	49.2	147	55.8	H/		31	96.8	H/		665	60.9	128	76.6	1629	83.1
NW	7606	74.6	385	51.2	142	66.2	214	69.6	219	70.8	182	49.5	319	71.2	564	70.4
OH	262	62.6	86	58.1	4	50.0	170	65.3	112	66.1	1828	50.7	H/		H/	
OO	66	62.1	114	45.6	H/		10	40.0	146	67.1	H/		353	73.1	4226	84.0
UA	190	61.6	426	59.6	172	68.0	2275	71.9	182	56.0	435	66.4	1022	65.6	2939	68.6
US	243	63.4	277	54.2	559	65.1	124	69.4	111	74.8	178	64.0	2977	71.4	830	71.6
WN	670	74.0	H/		1362	79.8	361	77.0	H/		H/		7128	78.8	3607	77.0
XE	206	62.1	5004	61.7	H/		360	69.7	6875	84.9	H/		68	86.8	1222	68.7
YV	174	59.2	95	64.2	H/		2256	69.9	209	73.7	86	64.0	746	78.2	140	71.4
<b>TOTAL</b>	<b>15254</b>	<b>72.5</b>	<b>13498</b>	<b>61.9</b>	<b>5460</b>	<b>73.6</b>	<b>7345</b>	<b>71.1</b>	<b>16711</b>	<b>81.9</b>	<b>11064</b>	<b>58.7</b>	<b>15728</b>	<b>74.9</b>	<b>21084</b>	<b>75.2</b>

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



AUGUST 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 *																
	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	120	55.0	H/		H/		H/		2861	59.3	H/		H/		H/	
AA	1892	53.8	960	69.8	H/		3377	71.4	449	55.2	124	69.4	6256	61.1	186	60.8
AQ	H/		H/		H/		H/		H/		111	90.1	H/		H/	
AS	H/		62	82.3	H/		31	58.1	H/		449	69.0	124	58.9	1046	78.4
B6	246	64.6	1027	75.0	H/		H/		H/		453	80.1	217	57.1	31	51.6
CO	398	61.6	684	79.7	50	72.0	314	72.6	135	62.2	93	78.5	475	56.8	217	66.4
DL	1777	65.4	1147	73.2	H/		330	67.3	103	41.7	92	63.0	348	61.8	339	66.7
EV	30	50.0	H/		133	48.9	H/		49	53.1	H/		20	50.0	H/	
F9	92	59.8	96	76.0	178	77.0	H/		124	50.8	H/		H/		124	77.4
FL	446	47.5	1751	76.9	658	68.7	137	62.0	306	58.5	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		62	85.5
MQ	1659	56.2	H/		H/		667	79.0	H/		H/		7965	62.4	H/	
NW	591	49.7	435	71.0	267	68.2	93	76.3	8043	66.5	H/		640	56.6	204	56.9
OH	1187	55.0	259	81.1	31	74.2	63	81.0	118	44.1	H/		279	60.2	H/	
OO	H/		H/		H/		H/		289	54.7	260	69.2	4191	68.5	752	91.6
UA	672	54.9	647	65.5	H/		58	51.7	522	46.7	236	64.4	8468	67.6	733	58.3
US	1244	63.5	779	65.2	H/		256	67.6	292	54.5	178	75.8	674	54.7	318	68.2
WN	H/		3575	83.3	6846	77.2	H/		H/		4414	79.8	H/		1239	82.2
XE	35	57.1	5	60.0	70	74.3	31	67.7	290	54.1	124	79.8	186	59.7	69	88.4
YV	93	50.5	H/		H/		H/		H/		47	85.1	2640	64.7	H/	
<b>TOTAL</b>	<b>10482</b>	<b>57.6</b>	<b>11427</b>	<b>76.4</b>	<b>8233</b>	<b>75.7</b>	<b>5357</b>	<b>71.6</b>	<b>13581</b>	<b>62.3</b>	<b>6581</b>	<b>77.8</b>	<b>32483</b>	<b>64.0</b>	<b>5320</b>	<b>75.1</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	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	146	54.1	H/		H/		H/		H/		H/		138	70.3	H/	
AA	492	58.1	461	69.2	588	71.3	523	67.5	1090	64.1	213	68.5	1754	73.8	651	76.2
AQ	H/		H/		31	90.3	H/		H/		H/		H/		H/	
AS	H/		248	56.5	492	67.7	4524	68.1	567	64.4	H/		H/		H/	
B6	H/		62	66.1	185	81.1	93	45.2	182	58.2	155	81.9	H/		279	76.3
CO	208	63.5	336	84.8	399	80.7	496	67.5	488	72.7	93	74.2	H/		430	80.5
DL	328	57.6	359	77.7	422	71.6	594	54.4	540	71.7	2849	79.5	130	60.0	779	66.6
EV	22	40.9	H/		H/		H/		H/		H/		94	70.2	H/	
F9	62	64.5	179	72.1	182	74.7	139	69.1	211	68.2	180	70.6	124	76.6	31	80.6
FL	554	56.0	92	78.3	102	68.6	115	46.1	136	66.2	H/		155	72.3	575	71.3
HA	H/		31	87.1	62	88.7	93	83.9	31	80.6	H/		H/		H/	
MQ	H/		H/		758	80.6	H/		173	76.3	H/		93	73.1	H/	
NW	383	55.9	270	66.3	173	60.7	501	59.3	362	57.2	95	58.9	284	68.7	259	68.7
OH	187	59.9	H/		H/		H/		H/		H/		140	62.9	21	61.9
OO	58	65.5	279	80.6	613	86.5	451	88.5	3684	71.1	8052	81.7	70	62.9	H/	
UA	491	63.5	523	65.6	732	64.5	901	60.7	3978	66.1	186	62.4	93	61.3	293	62.8
US	3946	59.7	5850	77.4	512	73.0	383	62.9	699	61.8	160	78.8	124	68.5	640	70.6
WN	2014	67.9	6175	79.3	2962	79.9	1247	80.9	108	88.0	1327	77.2	2152	75.3	2536	82.4
XE	113	64.6	179	72.1	603	90.7	53	81.1	180	62.2	202	85.6	256	73.0	35	71.4
YV	31	67.7	2840	80.0	38	84.2	17	100.0	27	70.4	52	78.8	85	69.4	H/	
<b>TOTAL</b>	<b>9035</b>	<b>61.3</b>	<b>17884</b>	<b>77.5</b>	<b>8854</b>	<b>77.4</b>	<b>10130</b>	<b>68.3</b>	<b>12456</b>	<b>67.6</b>	<b>13564</b>	<b>80.0</b>	<b>5692</b>	<b>72.8</b>	<b>6529</b>	<b>75.8</b>

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 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	78.5	77.1	42.6	83.2	79.0	J/	88.1	89.2	J/	66.5	58.1	76.3	90.2	72.0	98.2	83.5	80.0	68.9
700 - 759 AM	86.7	84.7	92.6	79.7	83.7	89.5	90.7	88.9	81.7	85.5	82.9	79.9	93.5	75.8	92.5	91.5	82.1	87.1
800 - 859 AM	84.2	82.0	92.1	82.2	86.2	85.7	89.8	88.6	79.9	86.6	96.4	85.6	92.5	72.5	91.8	91.1	76.1	92.4
900 - 959 AM	80.4	82.0	89.0	76.5	78.1	87.6	87.9	86.1	75.8	92.9	89.6	86.3	88.5	84.8	87.5	82.6	69.8	94.2
1000 - 1059 AM	84.2	78.7	84.4	78.9	85.7	82.4	83.0	84.4	73.8	89.9	88.6	82.3	88.6	75.2	82.0	77.5	69.2	87.0
1100 - 1159 AM	78.2	78.8	89.5	76.3	86.7	77.2	80.8	84.3	78.0	83.3	87.2	78.4	90.3	77.7	79.8	80.8	65.5	85.1
1200 - 1259 PM	79.8	76.3	86.6	82.9	83.8	77.3	80.4	83.9	76.1	77.8	80.5	84.2	88.1	72.2	82.0	81.1	63.0	83.6
100 - 159 PM	77.6	82.0	79.6	76.4	78.0	76.2	82.4	82.5	70.1	68.5	72.0	84.9	83.2	69.7	76.7	76.6	62.6	84.3
200 - 259 PM	71.0	74.5	79.8	80.4	83.3	75.5	77.2	79.2	76.0	57.9	83.6	86.6	82.2	67.2	76.2	78.7	58.9	80.0
300 - 359 PM	67.5	79.2	77.1	76.5	82.1	74.0	77.2	75.4	82.5	53.0	73.7	75.0	80.2	53.6	74.6	75.7	54.9	85.5
400 - 459 PM	65.4	64.1	66.6	69.0	76.0	68.7	71.7	68.1	76.8	51.5	75.5	66.3	76.9	53.5	67.7	74.8	51.8	73.8
500 - 559 PM	59.6	65.6	70.4	66.7	55.7	62.8	62.2	66.1	68.7	46.8	72.3	69.1	74.1	47.0	69.1	70.5	49.1	75.8
600 - 659 PM	56.9	62.6	66.9	63.1	66.9	57.2	60.3	65.1	67.0	47.2	63.3	64.0	72.9	37.8	66.9	73.0	50.5	67.7
700 - 759 PM	45.9	57.5	61.6	58.2	67.1	62.8	56.7	62.1	65.5	44.0	69.4	60.7	75.1	44.8	66.6	70.3	46.2	69.4
800 - 859 PM	40.6	60.7	61.6	63.5	60.0	59.3	61.1	62.7	64.5	43.8	57.4	63.6	71.7	40.8	68.4	66.0	45.0	62.8
900 - 959 PM	46.4	59.3	57.4	62.9	59.0	60.0	62.8	56.0	59.4	46.2	62.9	62.6	66.2	43.9	68.8	61.7	47.8	61.9
1000 - 1059 PM	55.5	62.7	57.7	59.2	56.8	49.2	61.1	55.1	51.6	51.6	54.1	53.0	64.7	45.7	63.8	62.6	41.8	60.4
1100 - 559 AM	65.6	62.9	59.2	59.5	62.4	48.9	65.8	72.5	66.4	63.3	59.0	55.1	76.1	60.0	63.7	65.6	51.3	61.9
TOTAL, ALL ARRIVALS, BY AIRPORT	67.9	70.7	73.1	72.7	76.4	70.1	74.6	75.2	72.6	61.9	73.6	71.1	82.0	58.7	74.9	75.2	57.6	76.4

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *															
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	86.9	79.0	84.6	J/	80.3	88.9	82.4	95.0	J/	85.4	91.8	90.0	91.7	59.1	82.0
700 - 759 AM	86.2	85.1	75.4	95.0	76.2	96.7	81.1	87.4	94.8	89.6	89.7	95.4	92.1	J/	86.3
800 - 859 AM	85.2	90.6	67.2	94.1	72.7	93.3	76.2	86.2	92.8	89.0	87.8	93.2	93.2	94.4	84.8
900 - 959 AM	87.6	88.6	67.1	91.1	71.2	86.2	77.9	77.1	89.3	81.8	73.2	89.9	84.9	94.7	82.7
1000 - 1059 AM	86.4	87.5	62.1	87.2	68.6	87.6	76.8	87.6	85.3	77.7	66.3	85.8	85.4	92.1	80.6
1100 - 1159 AM	85.8	82.8	67.0	85.5	72.3	84.5	75.1	85.4	85.4	78.5	64.5	85.7	84.6	89.4	79.9
1200 - 1259 PM	89.8	75.1	64.2	78.6	71.2	75.7	72.1	84.5	80.1	67.7	64.5	84.2	82.2	80.2	78.5
100 - 159 PM	89.5	73.8	56.7	83.3	68.2	84.6	68.3	80.0	82.1	74.8	67.4	81.3	79.5	87.5	76.3
200 - 259 PM	82.9	72.7	67.5	82.4	67.4	76.6	64.4	77.9	73.4	74.8	64.0	80.5	81.2	82.7	74.7
300 - 359 PM	81.6	70.7	66.7	75.0	59.3	80.8	61.6	75.6	79.7	65.7	72.9	79.3	69.9	79.1	71.9
400 - 459 PM	77.1	67.6	60.4	79.1	59.7	71.6	52.7	73.8	82.7	65.7	61.0	72.8	70.0	75.6	67.4
500 - 559 PM	72.7	73.7	63.3	69.1	55.6	78.5	58.2	76.9	71.9	63.7	64.9	76.1	63.3	70.1	64.8
600 - 659 PM	66.8	64.2	54.7	71.5	55.7	69.2	55.3	66.5	73.9	58.8	70.5	74.5	63.0	78.2	63.0
700 - 759 PM	57.6	60.4	56.9	76.3	51.0	68.7	45.0	69.0	67.3	62.3	64.9	76.4	61.5	66.8	59.6
800 - 859 PM	57.0	63.2	52.8	71.5	50.5	64.2	45.1	70.3	68.7	57.7	64.8	67.4	56.4	63.1	58.7
900 - 959 PM	60.8	56.6	49.7	68.1	50.8	60.7	56.1	64.1	68.6	64.9	56.6	77.3	56.3	61.3	58.2
1000 - 1059 PM	58.5	46.2	51.6	60.0	52.7	65.4	51.8	64.3	60.6	56.2	51.4	60.7	50.8	52.6	57.0
1100 - 559 AM	64.2	43.8	72.8	63.7	67.9	62.7	46.9	76.9	70.6	58.9	66.9	57.2	61.0	56.1	62.7
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>75.7</b>	<b>71.6</b>	<b>62.4</b>	<b>77.8</b>	<b>64.0</b>	<b>75.1</b>	<b>61.3</b>	<b>77.5</b>	<b>77.4</b>	<b>68.3</b>	<b>67.6</b>	<b>80.0</b>	<b>72.9</b>	<b>75.8</b>	<b>71.3</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	89.4	93.5	93.5	89.7	94.0	90.2	93.5	90.6	91.6	86.3	97.0	90.2	93.1	86.9	95.4	92.6	87.8	95.2
700 - 759 AM	84.3	90.2	86.7	84.7	83.3	88.0	91.6	88.2	90.0	85.5	94.4	89.5	90.4	88.2	90.8	89.4	84.6	92.4
800 - 859 AM	86.7	85.5	87.6	80.2	89.2	85.9	90.9	83.4	84.0	86.5	95.1	85.1	90.9	75.3	87.8	88.2	83.9	93.3
900 - 959 AM	79.6	84.3	84.5	82.9	87.5	87.8	86.9	82.1	83.7	83.6	93.5	84.7	92.5	75.3	84.0	87.7	79.6	92.2
1000 - 1059 AM	76.3	78.2	77.9	76.4	83.8	85.8	80.8	79.9	80.2	84.8	89.0	83.6	87.7	72.3	77.5	77.5	75.2	90.4
1100 - 1159 AM	78.4	76.6	79.9	80.3	84.9	79.7	81.2	77.6	79.5	83.4	85.4	81.4	85.8	75.2	76.5	76.1	75.4	84.5
1200 - 1259 PM	71.9	77.2	75.6	78.0	81.5	77.5	74.9	76.2	81.7	78.5	80.2	77.0	85.9	72.7	75.3	77.1	73.9	82.4
100 - 159 PM	72.2	74.0	72.0	77.6	80.4	78.4	73.7	73.1	75.5	70.9	78.9	79.9	81.3	64.6	70.2	75.8	70.0	80.3
200 - 259 PM	63.6	73.0	70.8	66.5	81.9	72.2	71.5	71.6	71.0	60.0	72.1	72.2	76.9	74.6	65.3	72.5	69.6	75.4
300 - 359 PM	55.3	68.7	61.6	77.2	73.5	67.2	72.5	66.2	73.2	50.7	72.3	81.5	77.8	63.5	62.2	78.6	62.3	73.7
400 - 459 PM	57.7	68.1	65.0	70.9	76.9	66.0	66.3	60.6	75.1	49.9	76.6	59.3	73.9	54.2	62.7	72.9	58.4	76.9
500 - 559 PM	54.2	56.3	57.8	62.5	75.8	68.1	64.8	59.9	75.9	44.2	65.7	54.6	71.0	51.5	58.6	75.4	56.2	66.9
600 - 659 PM	51.7	57.3	54.1	59.8	56.5	61.1	60.3	61.2	58.8	46.0	60.1	59.7	67.5	50.9	64.0	74.2	56.3	64.9
700 - 759 PM	47.6	56.0	50.2	56.8	65.7	58.2	58.6	58.3	66.3	47.6	68.1	57.7	70.3	37.2	61.4	74.0	53.1	63.5
800 - 859 PM	36.3	58.8	49.7	60.5	63.1	67.8	58.7	59.5	59.9	42.1	65.1	57.5	68.9	41.5	57.4	71.3	49.1	59.7
900 - 959 PM	35.2	83.9	53.3	54.6	73.9	55.4	63.9	57.5	70.4	48.6	64.6	65.7	74.3	38.2	57.6	71.7	46.4	50.6
1000 - 1059 PM	44.4	J/	J/	61.3	J/	J/	76.6	62.5	73.4	J/	J/	61.7	78.3	49.4	70.1	79.5	50.0	33.3
1100 - 559 AM	56.9	86.9	96.3	J/	J/	J/	76.7	94.8	J/	87.9	96.8	83.3	74.4	75.9	76.3	73.6	90.3	64.2
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>62.7</b>	<b>74.7</b>	<b>70.6</b>	<b>71.5</b>	<b>77.5</b>	<b>75.4</b>	<b>73.9</b>	<b>71.5</b>	<b>76.1</b>	<b>66.4</b>	<b>80.2</b>	<b>72.7</b>	<b>80.3</b>	<b>63.3</b>	<b>72.6</b>	<b>78.9</b>	<b>68.9</b>	<b>79.1</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	93.7	88.0	87.5	94.4	84.6	93.2	88.9	93.2	94.4	91.2	89.7	93.3	95.9	96.4	91.2
700 - 759 AM	88.2	81.1	86.5	84.3	80.1	94.7	82.7	89.2	92.6	83.0	89.7	94.4	94.2	93.9	87.7
800 - 859 AM	83.8	87.0	86.5	86.7	78.1	91.4	77.7	80.5	90.3	84.7	87.1	93.7	88.3	93.4	85.9
900 - 959 AM	79.4	76.5	78.5	87.6	73.6	82.3	72.0	77.3	90.8	79.4	80.6	91.5	90.5	93.1	82.4
1000 - 1059 AM	78.7	81.1	75.6	76.7	69.5	88.7	75.0	82.7	83.9	68.4	69.7	88.4	84.5	91.6	79.6
1100 - 1159 AM	78.8	81.1	67.4	78.3	66.6	81.1	74.0	78.5	82.9	72.9	69.2	88.2	84.5	88.9	78.5
1200 - 1259 PM	75.3	79.2	67.2	69.4	64.3	70.0	73.9	80.8	84.5	65.7	67.8	82.4	83.6	88.2	75.8
100 - 159 PM	78.1	63.4	72.0	72.6	65.6	77.0	67.2	76.2	76.0	63.2	67.4	81.9	78.5	77.6	73.5
200 - 259 PM	65.3	62.9	63.0	65.6	60.6	74.1	63.0	68.7	74.1	72.4	66.6	78.5	74.0	79.1	68.9
300 - 359 PM	68.3	51.7	71.6	77.1	58.8	76.1	48.4	69.2	68.1	63.5	71.0	80.5	73.4	75.5	67.1
400 - 459 PM	61.5	62.2	65.0	63.7	56.6	61.3	48.0	69.3	77.6	59.9	71.4	77.5	60.1	64.3	64.8
500 - 559 PM	53.4	62.7	65.4	67.8	54.3	75.2	48.8	63.6	76.3	66.2	65.3	80.4	69.4	68.9	62.0
600 - 659 PM	57.5	62.8	67.2	64.4	49.1	79.3	51.5	65.8	77.8	52.5	71.7	58.9	52.9	64.1	60.1
700 - 759 PM	42.1	62.6	68.6	63.5	51.8	78.0	47.8	64.3	68.1	52.5	77.4	77.8	51.6	63.8	59.3
800 - 859 PM	35.4	72.4	69.7	63.3	51.7	76.0	44.5	57.4	72.9	57.1	68.5	73.0	54.7	63.0	55.3
900 - 959 PM	39.5	63.8	70.2	75.3	55.1	70.2	56.7	69.9	75.8	60.2	68.7	78.9	50.0	62.0	60.1
1000 - 1059 PM	J/	54.2	66.1	74.5	55.2	86.3	66.7	74.5	81.4	69.2	71.2	100.0	J/	J/	65.1
1100 - 559 AM	96.2	J/	94.7	83.5	94.1	80.4	82.4	85.1	93.5	69.6	72.9	77.8	J/	J/	76.7
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>67.8</b>	<b>71.0</b>	<b>71.4</b>	<b>75.4</b>	<b>64.0</b>	<b>81.8</b>	<b>63.5</b>	<b>75.5</b>	<b>81.8</b>	<b>70.5</b>	<b>74.3</b>	<b>83.5</b>	<b>76.2</b>	<b>80.2</b>	<b>72.3</b>

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

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MINUTES LATE	
						AVERAGE	MEDIAN
EV	4361	AEX-ATL	1750	19	100.00	69	57
EV	4530	ATL-HHH	2004	15	100.00	64	43
XE	2185	ACK-EWR	1415	31	96.77	117	113
OO	4020	SLC-MEM	1918	28	96.43	44	36
EV	4178	ATL-TRI	1600	27	96.30	71	61
EV	4410	HPN-ATL	1855	23	95.65	82	47
FL	228	BWI-SEA	1950	22	95.45	67	36
FL	229	SEA-BWI	2305	22	95.45	55	31
EV	4340	ATL-MYR	1900	20	95.00	60	32
EV	4612	VPS-ATL	1532	20	95.00	43	28
OH	5680	JFK-SYR	1635	18	94.44	69	41
EV	4816	ATL-EWR	1900	17	94.12	81	71
OH	5077	PHL-ATL	1900	17	94.12	64	55
EV	4536	ATL-CHA	1705	17	94.12	51	40
EV	4731	EWR-ATL	1905	23	91.30	77	71
EV	4312	PIA-ATL	1615	21	90.48	58	45
DL	413	JFK-SEA	1900	31	90.32	90	89
FL	440	ATL-MKE	2125	31	90.32	72	41
EV	4822	ATL-MYR	1452	31	90.32	58	39
FL	203	CAK-LGA	1912	31	90.32	57	43
EV	4525	ATL-GNV	1524	31	90.32	53	45
EV	4111	ATL-GNV	1803	20	90.00	73	74
DL	1251	ATL-SEA	2130	30	90.00	59	32
FL	372	ATL-LGA	1721	29	89.66	71	62
EV	4339	SWF-ATL	1730	19	89.47	72	49

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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 MINUTES LATE	
						AVERAGE	MEDIAN
EV	4329	ATL-FAY	1916	27	88.89	97	84
EV	4808	TYS-ATL	1915	27	88.89	72	55
EV	4644	BTR-ATL	1753	27	88.89	69	52
DL	887	BDL-ATL	1759	27	88.89	54	39
US	672	PHL-SEA	2030	18	88.89	50	45
OH	5595	JFK-BDL	2110	17	88.24	58	44
EV	4549	ATL-HPN	1603	17	88.24	54	52
EV	4524	CHA-ATL	1830	17	88.24	53	47
OH	5225	CMH-LGA	1910	17	88.24	47	42
DL	951	ATL-FLL	2016	17	88.24	36	37
OO	2094	BHM-ATL	1425	17	88.24	32	26
DL	1667	JFK-MCO	1940	31	87.10	98	98
AA	857	MSP-DFW	1710	31	87.10	70	40
EV	4126	ATL-MYR	1625	31	87.10	63	37
NW	809	MSP-HNL	1130	31	87.10	45	39
DL	424	PHX-JFK	1037	31	87.10	44	31
XE	7782	SJC-LAX	2005	31	87.10	37	34
FL	245	ATL-MIA	2115	30	86.67	52	29
EV	4086	BHM-ATL	1905	15	86.67	42	33
EV	4713	ISP-ATL	1735	21	85.71	49	40
OH	4949	JFK-DCA	2025	27	85.19	61	57
EV	4902	MDW-ATL	1900	27	85.19	59	41
EV	4808	ATL-TYS	1744	27	85.19	59	40
AA	357	LGA-ORD	2055	27	85.19	46	38
EV	4524	ATL-PFN	2028	20	85.00	72	52

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AIR TRAVEL CONSUMER REPORT  
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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 MINUTES LATE	
						AVERAGE	MEDIAN
EV	4836	ATL-ALB	2006	20	85.00	66	51
EV	4614	ATL-PNS	1546	20	85.00	62	50
OH	5178	BWI-JFK	1442	20	85.00	51	23
EV	4270	OKC-ATL	1733	20	85.00	51	35
EV	4501	ATL-VPS	1500	20	85.00	36	32
EV	4927	SWF-ATL	1300	20	85.00	34	28
EV	4149	PVD-ATL	1745	19	84.21	69	34
EV	4368	ATL-AEX	1647	25	84.00	82	74
AA	882	MIA-JFK	1755	31	83.87	97	72
EV	4346	ATL-FWA	2100	31	83.87	84	66
DL	1287	JFK-TPA	1905	31	83.87	76	55
DL	425	JFK-PDX	1855	31	83.87	73	53
EV	4461	ATL-HPN	2030	31	83.87	73	65
AA	585	MIA-SJU	1950	31	83.87	69	57
EV	4310	ATL-ILM	2121	31	83.87	67	50
EV	4401	ATL-MFE	1925	31	83.87	66	40
AA	1659	EWR-ORD	1755	31	83.87	63	60
EV	4389	ATL-GNV	1335	31	83.87	63	49
FL	79	ATL-FLL	2120	31	83.87	62	45
OH	5563	RDU-JFK	1357	31	83.87	61	44
EV	4888	ATL-CAE	1726	31	83.87	57	38
DL	420	LAS-JFK	1050	31	83.87	53	44
CO	486	EWR-SJU	2050	31	83.87	50	35
AS	64	JNU-PSG	1603	31	83.87	49	34
XE	7800	LAX-DEN	1010	31	83.87	43	27

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AIR TRAVEL CONSUMER REPORT  
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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 MINUTES LATE	
						AVERAGE	MEDIAN
EV	4404	ATL-FAY	1454	31	83.87	39	30
FL	856	MCO-ATL	1905	31	83.87	37	26
OO	4016	SLC-MSY	1656	18	83.33	31	24
FL	478	ATL-BWI	2120	29	82.76	62	30
CO	1177	BOS-EWR	1320	23	82.61	80	72
EV	4377	LFT-ATL	1756	23	82.61	78	45
EV	4423	ATL-LFT	1651	23	82.61	71	39
OH	5683	SYR-JFK	1921	17	82.35	73	92
EV	4113	ATL-MYR	2020	17	82.35	71	48
OH	5603	RIC-JFK	1536	17	82.35	64	52
FL	590	ATL-SWF	1816	17	82.35	60	72
EV	4347	ATL-MDW	2005	17	82.35	50	38
EV	4909	ABE-ATL	1759	17	82.35	45	33
EV	4310	TUL-ATL	1730	17	82.35	44	32
OO	4058	SLC-BHM	940	17	82.35	31	29
DL	1613	ATL-PBI	1730	17	82.35	30	29
DL	525	LGA-ATL	1759	27	81.48	73	34
EV	4775	LGA-CAE	2140	27	81.48	64	39
EV	4552	ATL-MHT	2025	27	81.48	62	54
OH	5262	BNA-JFK	1554	27	81.48	59	36
EV	4902	ATL-MDW	1735	27	81.48	51	33
FL	129	ATL-TPA	2255	27	81.48	50	41
OH	4996	CVG-JFK	1925	27	81.48	48	39
WN	98	STL-MDW	1820	27	81.48	39	30
WN	604	PHX-ONT	2155	27	81.48	30	23

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AIR TRAVEL CONSUMER REPORT  
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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 MINUTES LATE	
						AVERAGE	MEDIAN
WN	848	MDW-OMA	1715	21	80.95	47	22
WN	1862	MDW-SDF	2050	21	80.95	44	27
MQ	4902	PIT-LGA	1815	26	80.77	48	35
FL	577	ATL-EWR	1649	31	80.65	93	77
OH	5487	JFK-CMH	1637	31	80.65	74	65
OH	5034	JFK-BTV	2015	31	80.65	71	55
EV	4482	ATL-OAJ	2050	31	80.65	66	51
US	719	PHL-PDX	1755	31	80.65	63	49
DL	427	JFK-LAS	1650	31	80.65	60	50
EV	4562	ATL-SWF	2040	31	80.65	58	42
OH	5217	JFK-BNA	1921	31	80.65	57	48
AA	588	MIA-JFK	2105	31	80.65	54	41
FL	571	ATL-SWF	2115	31	80.65	54	35
OH	5521	BOS-JFK	1900	31	80.65	53	44
AS	396	SEA-OAK	1930	31	80.65	52	39
OH	5060	BWI-JFK	1627	31	80.65	48	31
FL	421	BWI-ROC	2055	31	80.65	41	29
US	1520	CLT-LGA	1425	15	80.00	70	30
EV	4632	ATL-BGR	2005	20	80.00	69	43
F9	678	DEN-MCO	1855	15	80.00	50	26
OH	4954	JFK-ROC	2030	20	80.00	49	30
OH	5463	JFK-BUF	1912	20	80.00	49	39
EV	4400	ATL-VPS	2020	20	80.00	48	38
EV	4721	ATL-OKC	2152	20	80.00	46	39
OH	5029	JFK-CMH	1350	20	80.00	42	35
DL	1424	ATL-BDL	2130	30	80.00	36	29
WN	2088	SNA-PHX	1345	25	80.00	32	25
WN	2088	PHX-BNA	1520	25	80.00	32	24

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ATLANTIC SOUTHEAST	838	140	16.7
COMAIR	715	46	6.4
AIRTRAN	742	39	5.3
DELTA	1,402	64	4.6
ALASKA	478	12	2.5
EXPRESSJET	1,336	29	2.2
AMERICAN	1,758	34	1.9
NORTHWEST	1,160	19	1.6
US AIRWAYS	1,333	20	1.5
JETBLUE	540	6	1.1
CONTINENTAL	954	10	1.0
SOUTHWEST	3,362	23	0.7
SKYWEST	1,775	11	0.6
AMERICAN EAGLE	1,554	9	0.6
UNITED	1,421	7	0.5
MESA	818	4	0.5
FRONTIER	282	1	0.4
PINNACLE	744	1	0.1
HAWAIIAN	160	0	0.0
ALOHA	133	0	0.0
<b>TOTAL</b>	<b>21,505</b>	<b>475</b>	<b>2.2</b>

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

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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)	58.3	87.4	240	239
ADAK ISLAND AK (ADK)	66.7	77.8	9	9
AGUADILLA PR (BQN)	69.4	87.9	124	124
AKRON/CANTON OH (CAK)	66.1	74.1	856	841
ALBANY GA (ABY)	61.7	71.7	107	120
ALBANY NY (ALB)	64.7	72.6	1,347	1,347
ALBUQUERQUE NM (ABQ)	77.4	81.7	3,802	3,803
ALEXANDRIA LA (AEX)	51.3	69.6	199	194
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	69.7	81.2	495	490
AMARILLO TX (AMA)	72.2	80.9	608	608
ANCHORAGE AK (ANC)	58.9	68.6	2,264	2,266
APPLETON WI (ATW)	64.6	73.9	567	564
ASHEVILLE NC (AVL)	65.8	68.6	395	388
ASHLAND WV (HTS)	82.4	82.4	17	17
ASPEN CO (ASE)	73.0	78.7	585	586
ATLANTA GA (ATL)	67.9	62.7	36,424	36,866
ATLANTIC CITY NJ (ACY)	27.8	56.0	54	50
AUGUSTA GA (AGS)	41.8	55.2	201	201
AUSTIN TX (AUS)	76.6	83.4	4,699	4,696
BAKERSFIELD CA (BFL)	82.8	83.8	459	458
BALTIMORE MD (BWI)	73.1	70.6	9,777	9,781
BANGOR ME (BGR)	58.7	68.0	395	391
BARROW AK (BRW)	53.2	43.5	62	62
BATON ROUGE LA (BTR)	66.4	75.1	815	839
BEAUMONT/PORT ARTHUR TX (BPT)	74.2	90.3	31	31
BELLINGHAM WA (BLI)	75.8	83.9	62	62
BEMIDJI MN (BJI)	50.0	56.7	30	30
BEND/REDMOND OR (RDM)	81.8	87.4	340	340
BETHEL AK (BET)	69.7	59.6	89	89
BILLINGS MT (BIL)	69.3	84.0	482	481
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	69.8	83.9	63	62
BIRMINGHAM AL (BHM)	74.1	79.0	2,201	2,195
BISMARCK/MANDAN ND (BIS)	67.9	77.0	290	291
BLOOMINGTON IL (BMI)	66.8	76.2	374	369
BOISE ID (BOI)	75.7	83.1	1,674	1,676
BOSTON MA (BOS)	70.7	74.7	10,834	10,827
BOZEMAN MT (BZN)	68.7	82.7	533	533
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	50.0	63.2	132	117
BROWNSVILLE TX (BRO)	90.7	89.7	97	97
BRUNSWICK GA (BQK)	47.2	59.7	72	62
BUFFALO NY (BUF)	69.0	75.6	2,262	2,266
BURBANK CA (BUR)	74.9	80.2	2,904	2,882
BURLINGTON VT (BTV)	60.9	74.3	685	685

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUTTE MT (BTM)	72.4	86.1	76	79
CARLSBAD CA (CLD)	89.4	88.6	235	236
CASPER WY (CPR)	81.6	84.0	359	357
CEDAR RAPIDS/IOWA CITY IA (CID)	68.5	76.8	992	992
CHAMPAIGN/URBANA IL (CMI)	56.1	71.8	244	245
CHARLESTON SC (CHS)	68.2	75.5	1,375	1,359
CHARLESTON/DUNBAR WV (CRW)	59.5	62.9	299	299
CHARLOTTE AMALIE VI (STT)	71.2	73.9	222	222
CHARLOTTE NC (CLT)	72.7	71.5	10,987	10,982
CHARLOTTESVILLE VA (CHO)	60.4	65.3	96	95
CHATTANOOGA TN (CHA)	61.7	69.9	355	355
CHICAGO IL (MDW)	75.7	67.8	8,233	8,236
CHICAGO IL (ORD)	64.0	64.0	32,483	32,463
CHICO CA (CIC)	66.4	81.9	116	116
CHRISTIANSTED VI (STX)	85.4	70.7	41	41
CLEVELAND OH (CLE)	73.3	78.4	6,811	6,811
CODY WY (COD)	81.3	88.4	155	155
COLLEGE STATION/BRYAN TX (CLL)	54.2	73.4	142	143
COLORADO SPRINGS CO (COS)	72.7	82.7	1,684	1,685
COLUMBIA SC (CAE)	55.9	70.4	886	862
COLUMBUS GA (CSG)	53.8	60.6	119	99
COLUMBUS MS (GTR)	51.1	71.3	88	80
COLUMBUS OH (CMH)	67.4	75.4	3,234	3,232
CORDOVA AK (CDV)	45.2	54.8	62	62
CORPUS CHRISTI TX (CRP)	75.3	81.2	534	511
COVINGTON KY (CVG)	76.4	77.5	9,732	9,720
CRESCENT CITY CA (CEC)	54.3	48.4	94	93
DALLAS TX (DAL)	79.0	76.7	4,667	4,667
DALLAS/FT.WORTH TX (DFW)	75.2	71.5	25,777	25,769
DAYTON OH (DAY)	70.8	80.8	1,413	1,410
DAYTONA BEACH FL (DAB)	74.4	75.8	242	244
DEADHORSE AK (SCC)	56.5	61.3	62	62
DENVER CO (DEN)	74.6	73.9	21,412	21,460
DES MOINES IA (DSM)	66.0	75.1	1,546	1,532
DETROIT MI (DTW)	72.5	76.1	15,254	15,233
DILLINGHAM AK (DLG)	67.7	58.1	31	31
DOTHAN AL (DHN)	54.8	70.7	146	147
DUBUQUE IA (DBQ)	62.1	70.2	124	124
DULUTH MN (DLH)	60.6	75.0	160	160
DURANGO CO (DRO)	77.4	79.0	332	333
EAGLE CO (EGE)	71.4	86.3	182	182
EL CENTRO CA (IPL)	89.8	95.4	108	108
EL PASO TX (ELP)	78.7	82.5	1,908	1,908

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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)	81.1	88.2	169	170
ELMIRA/CORNING NY (ELM)	60.0	83.0	100	100
ERIE PA (ERI)	60.7	75.9	135	133
EUGENE OR (EUG)	80.5	84.5	605	605
EUREKA/ARCATA CA (ACV)	68.0	72.5	356	360
EVANSVILLE IN (EVV)	71.0	78.3	525	525
FAIRBANKS AK (FAI)	62.6	75.9	530	531
FARGO ND (FAR)	67.7	74.0	434	434
FAYETTEVILLE AR (XNA)	67.5	74.9	1,174	1,172
FAYETTEVILLE NC (FAY)	44.0	63.9	182	144
FLAGSTAFF AZ (FLG)	73.1	75.8	186	186
FLINT MI (FNT)	64.5	78.8	611	603
FLORENCE SC (FLO)	46.4	62.5	56	56
FORT LAUDERDALE FL (FLL)	73.6	80.2	5,460	5,458
FORT SMITH AR (FSM)	69.4	75.6	268	266
FORT WAYNE IN (FWA)	64.2	73.2	603	596
FRESNO CA (FAT)	76.4	84.4	1,407	1,408
FT. MYERS FL (RSW)	79.1	84.3	1,698	1,699
GAINESVILLE FL (GNV)	25.5	50.0	149	160
GRAND FORKS ND (GFK)	56.6	79.8	99	99
GRAND JUNCTION CO (GJT)	76.5	78.8	422	420
GRAND RAPIDS MI (GRR)	66.3	78.1	1,484	1,451
GREAT FALLS MT (GTF)	68.1	79.8	232	233
GREEN BAY/CLINTONVILLE WI (GRB)	64.6	73.2	732	730
GREENSBORO/HIGH POINT NC (GSO)	67.0	75.4	1,312	1,311
GREENVILLE/SPARTANBURG SC (GSP)	69.3	77.7	1,171	1,142
GULFPORT/BILOXI MS (GPT)	74.9	77.4	625	627
GUNNISON CO (GUC)	67.7	67.7	93	93
GUSTAVUS AK (GST)	58.1	58.1	31	31
HANCOCK/HOUGHTON MI (CMX)	61.3	77.4	31	31
HARLINGEN/SAN BENITO TX (HRL)	75.8	79.3	425	425
HARRISBURG PA (MDT)	65.2	74.4	833	833
HARTFORD CT (BDL)	70.0	79.1	2,904	2,906
HELENA MT (HLN)	73.2	83.3	168	168
HILO HI (ITO)	96.6	97.2	825	825
HILTON HEAD SC (HHH)	36.1	63.7	108	124
HONOLULU HI (HNL)	90.2	94.0	5,988	5,991
HOUSTON TX (HOU)	75.0	73.6	5,045	5,062
HOUSTON TX (IAH)	81.9	80.3	16,711	16,712
HUNTSVILLE AL (HSV)	69.4	77.6	913	907
IDAHO FALLS ID (IDA)	76.7	85.1	296	295
INDIANAPOLIS IN (IND)	70.2	79.1	3,750	3,753
INDIO/PALM SPRINGS CA (PSP)	76.3	81.4	838	839

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INTERNATIONAL FALLS MN (INL)	50.0	67.3	48	49
INYOKERN CA (IYK)	86.9	97.6	84	85
ISLIP NY (ISP)	77.4	76.8	1,090	1,082
JACKSON WY (JAC)	66.4	74.6	422	421
JACKSON/VICKSBURG MS (JAN)	71.1	79.5	1,170	1,149
JACKSONVILLE FL (JAX)	71.2	78.6	3,266	3,267
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	34.5	54.5	116	112
JUNEAU AK (JNU)	65.5	67.0	527	527
KAHULUI HI (OGG)	90.1	92.9	2,309	2,309
KALAMAZOO MI (AZO)	71.1	75.1	426	429
KALISPELL MT (FCA)	74.0	85.7	385	385
KANSAS CITY MO (MCI)	74.9	80.1	5,974	5,973
KETCHIKAN AK (KTN)	68.5	71.0	248	248
KEY WEST FL (EYW)	58.8	71.1	85	83
KILLEEN TX (GRK)	68.8	80.4	468	464
KING SALMON AK (AKN)	67.7	64.5	31	31
KNOXVILLE TN (TYS)	67.3	78.3	1,266	1,267
KODIAK AK (ADQ)	77.4	43.5	62	62
KONA HI (KOA)	91.5	93.5	1,462	1,462
KOTZEBUE AK (OTZ)	50.5	54.8	93	93
LA CROSSE WI (LSE)	64.8	74.4	219	219
LAFAYETTE LA (LFT)	69.6	77.5	519	519
LAKE CHARLES LA (LCH)	77.5	91.0	89	89
LANSING MI (LAN)	68.9	77.7	412	412
LAREDO TX (LRD)	73.2	82.8	209	209
LAS VEGAS NV (LAS)	74.9	72.6	15,728	15,713
LAWTON/FORT SILL OK (LAW)	64.6	75.6	209	209
LEWISBURG WV (LWB)	54.8	62.1	31	29
LEWISTON ID (LWS)	75.8	88.7	62	62
LEXINGTON KY (LEX)	68.1	79.6	862	862
LIHUE HI (LIH)	93.5	94.7	1,388	1,388
LINCOLN NE (LNK)	65.8	76.4	365	364
LITTLE ROCK AR (LIT)	67.2	75.3	1,512	1,505
LONG BEACH CA (LGB)	79.8	84.8	1,242	1,241
LONGVIEW/KILGOR/GLADWATR TX (GGG)	45.2	73.1	93	93
LOS ANGELES CA (LAX)	75.2	78.9	21,084	21,082
LOUISVILLE KY (SDF)	74.1	79.4	1,986	1,988
LUBBOCK TX (LBB)	68.3	75.8	703	702
LYNCHBURG VA (LYH)	45.6	69.6	79	69
MACON GA (MCN)	35.5	59.6	93	94
MADISON WI (MSN)	61.5	73.0	1,165	1,162
MANCHESTER NH (MHT)	70.7	77.0	1,916	1,915
MARQUETTE MI (MQT)	56.0	79.3	116	116

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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)	75.2	82.7	608	608
MELBOURNE FL (MLB)	55.8	79.4	172	160
MEMPHIS TN (MEM)	77.2	80.9	7,358	7,358
MERIDIAN MS (MEI)	42.6	66.1	61	56
MIAMI FL (MIA)	71.6	71.0	5,357	5,357
MIDLAND/ODESSA TX (MAF)	75.2	82.8	604	604
MILWAUKEE WI (MKE)	64.9	72.9	2,743	2,748
MINNEAPOLIS/ST. PAUL MN (MSP)	62.3	71.4	13,581	13,577
MINOT ND (MOT)	62.0	73.9	92	92
MISSION/MCALLEN/EDINBURG TX (MFE)	70.5	83.8	397	390
MISSOULA MT (MSO)	69.0	78.8	377	377
MOBILE AL (MOB)	63.6	73.1	525	520
MODESTO CA (MOD)	74.9	74.5	263	263
MOLINE IL (MLI)	69.7	74.6	808	831
MONROE LA (MLU)	60.9	75.7	261	263
MONTEREY CA (MRY)	81.2	83.6	809	811
MONTGOMERY AL (MGM)	58.6	71.5	331	316
MONTROSE/DELTA CO (MTJ)	73.2	78.6	220	220
MYRTLE BEACH SC (MYR)	54.8	70.9	635	629
NANTUCKET MA (ACK)	46.4	40.0	110	105
NAPLES FL (APF)	39.6	65.3	53	49
NASHVILLE TN (BNA)	73.5	76.8	5,247	5,245
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	59.8	72.4	87	87
NEW ORLEANS LA (MSY)	74.9	81.2	3,265	3,265
NEW YORK NY (JFK)	58.7	63.3	11,064	11,068
NEW YORK NY (LGA)	57.6	68.9	10,482	10,509
NEWARK NJ (EWR)	61.9	66.4	13,498	13,499
NEWBURGH/POUGHKEEPSIE NY (SWF)	62.9	77.2	490	483
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	63.6	75.2	495	488
NOME AK (OME)	55.9	58.1	93	93
NORFOLK VA (ORF)	68.7	78.7	1,731	1,730
OAKLAND CA (OAK)	77.8	75.4	6,581	6,578
OKLAHOMA CITY OK (OKC)	71.6	82.0	2,361	2,348
OMAHA NE (OMA)	68.5	78.2	2,422	2,404
ONTARIO/SAN BERNARDINO CA (ONT)	78.8	81.7	3,824	3,824
ORLANDO FL (MCO)	76.4	79.1	11,427	11,429
OXNARD/VENTURA CA (OXR)	90.5	94.8	116	116
PALMDALE CA (PMD)	82.8	67.2	58	58
PANAMA CITY FL (PFN)	52.5	67.4	297	298
PASCO/KENNEWICK/RICHLAND WA (PSC)	76.3	89.6	240	240
PELLSTON MI (PLN)	73.0	89.0	100	100
PENSACOLA FL (PNS)	67.9	77.3	871	837
PEORIA IL (PIA)	62.4	70.2	465	459

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PETERSBURG AK (PSG)	50.0	51.6	62	62
PHILADELPHIA PA (PHL)	61.3	63.5	9,035	9,040
PHOENIX AZ (PHX)	77.5	75.5	17,884	17,882
PITTSBURGH PA (PIT)	68.8	75.3	4,330	4,331
POCATELLO ID (PIH)	90.3	96.8	154	155
PONCE PR (PSE)	67.7	84.9	93	93
PORTLAND ME (PWM)	62.6	71.5	958	957
PORTLAND OR (PDX)	75.1	81.8	5,320	5,317
PROVIDENCE RI (PVD)	68.2	74.6	2,188	2,196
RALEIGH/DURHAM NC (RDU)	71.2	76.5	6,270	6,265
RAPID CITY SD (RAP)	69.4	78.7	523	525
REDDING CA (RDD)	69.0	80.6	158	155
RENO NV (RNO)	76.5	81.9	2,354	2,354
RHINELANDER WI (RHI)	63.3	76.7	30	30
RICHMOND VA (RIC)	64.8	74.2	1,701	1,676
ROANOKE VA (ROA)	60.6	68.4	251	237
ROCHESTER MN (RST)	63.2	72.5	364	364
ROCHESTER NY (ROC)	62.4	74.7	1,515	1,504
ROCKFORD IL (RFD)	67.8	91.4	59	58
SACRAMENTO CA (SMF)	75.8	79.7	5,218	5,220
SAGINAW/BAY CITY/MIDLAND MI (MBS)	64.9	75.2	339	339
SALEM OR (SLE)	71.0	96.8	62	62
SALT LAKE CITY UT (SLC)	80.0	83.5	13,564	13,550
SAN ANGELO TX (SJT)	69.7	76.1	155	155
SAN ANTONIO TX (SAT)	74.7	81.7	4,245	4,247
SAN DIEGO CA (SAN)	77.4	81.8	8,854	8,859
SAN FRANCISCO CA (SFO)	67.6	74.3	12,456	12,453
SAN JOSE CA (SJC)	77.8	81.8	5,457	5,460
SAN JUAN PR (SJU)	65.1	78.5	2,079	2,079
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	78.8	83.0	623	624
SANTA ANA CA (SNA)	77.6	79.0	4,584	4,585
SANTA BARBARA CA (SBA)	81.3	83.6	1,231	1,232
SANTA MARIA CA (SMX)	88.8	89.4	152	151
SARASOTA/BRADENTON FL (SRQ)	76.0	84.4	442	454
SAVANNAH GA (SAV)	67.0	74.1	1,249	1,249
SCRANTON/WILKES-BARRE PA (AVP)	61.4	68.0	236	241
SEATTLE WA (SEA)	68.3	70.5	10,130	10,132
SHREVEPORT LA (SHV)	64.8	74.3	724	729
SIoux CITY IA (SUX)	62.3	73.8	61	61
SIoux FALLS SD (FSD)	65.8	77.6	626	599
SITKA AK (SIT)	67.7	80.0	155	155
SO.PINES/PINHRST/ABERDEEN NC (SOP)	34.5	27.6	29	29
SOUTH BEND IN (SBN)	62.1	64.0	456	447

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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)	77.5	84.0	1,473	1,473
SPRINGFIELD IL (SPI)	64.1	63.8	153	152
SPRINGFIELD MO (SGF)	65.5	76.8	997	996
ST. GEORGE UT (SGU)	80.2	84.5	308	310
ST. LOUIS MO (STL)	72.8	76.1	5,692	5,692
STATE COLLEGE PA (SCE)	65.6	79.0	61	62
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	79.6	87.6	186	186
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	81.8	84.8	336	341
SYRACUSE NY (SYR)	62.7	72.3	1,203	1,181
TALLAHASSEE FL (TLH)	64.5	72.8	377	397
TAMPA FL (TPA)	75.8	80.2	6,529	6,530
TEXARKANA AR (TXK)	62.4	72.8	93	92
TOLEDO OH (TOL)	57.5	77.0	186	178
TRAVERSE CITY MI (TVC)	68.9	72.8	518	519
TRENTON NJ (TTN)	51.9	75.3	77	77
TUCSON AZ (TUS)	78.6	85.3	2,404	2,404
TULSA OK (TUL)	72.2	81.9	2,195	2,193
TUPELO MS (TUP)	48.9	76.2	47	42
TWIN FALLS ID (TWF)	81.5	92.9	184	183
TYLER TX (TYR)	60.8	74.8	153	155
VALDOSTA GA (VLD)	52.8	71.9	89	89
VALPARAISO FL (VPS)	62.4	74.4	611	629
WACO TX (ACT)	66.0	80.1	235	236
WASHINGTON DC (DCA)	70.1	75.4	7,791	7,790
WASHINGTON DC (IAD)	71.1	72.7	7,345	7,346
WATERLOO IA (ALO)	56.7	73.3	30	30
WAUSAU/MARSHFIELD WI (CWA)	62.3	74.8	151	151
WEST PALM BEACH/PALM BEACH FL (PBI)	73.0	80.5	2,090	2,090
WEST YELLOWSTONE MT (WYS)	78.6	92.9	70	70
WHITE PLAINS NY (HPN)	60.5	66.7	1,126	1,169
WICHITA FALLS TX (SPS)	61.7	75.0	209	208
WICHITA KS (ICT)	68.2	78.2	1,235	1,232
WILMINGTON DE (ILG)	40.4	63.3	52	49
WILMINGTON NC (ILM)	61.7	77.4	373	363
WRANGELL AK (WRG)	54.8	71.0	62	62
YAKIMA WA (YKM)	72.6	80.6	62	62
YAKUTAT AK (YAK)	56.5	64.5	62	62
YUMA AZ (YUM)	76.9	77.9	281	281



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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
ATLANTIC SOUTHEAST	17	13,285	514	3.9	139	24,723	978	4.0
MESA	23	13,266	504	3.8	117	24,941	977	3.9
PINNACLE	13	8,752	375	4.3	114	22,840	870	3.8
AMERICAN EAGLE	19	25,746	951	3.7	117	47,061	1,731	3.7
COMAIR	23	13,377	486	3.6	94	20,772	716	3.4
UNITED	31	36,150	1,011	2.8	78	43,176	1,189	2.8
EXPRESSJET	30	17,825	489	2.7	125	39,905	833	2.1
SKYWEST	22	29,287	480	1.6	143	53,955	994	1.8
AMERICAN	30	43,323	802	1.9	78	53,800	971	1.8
US AIRWAYS	30	33,474	550	1.6	78	41,211	651	1.6
ALASKA	16	9,099	110	1.2	46	14,722	227	1.5
DELTA	31	33,838	431	1.3	98	41,763	544	1.3
AIRTRAN	25	17,729	206	1.2	55	23,259	277	1.2
JETBLUE	19	12,023	108	0.9	48	16,655	156	0.9
CONTINENTAL	28	22,765	210	0.9	68	28,483	251	0.9
NORTHWEST	30	24,762	220	0.9	104	35,142	303	0.9
HAWAIIAN	7	427	0	0.0	14	5,036	40	0.8
SOUTHWEST	19	54,438	283	0.5	64	101,673	489	0.5
ALOHA	3	172	0	0.0	11	4,069	7	0.2
FRONTIER	22	7,172	11	0.2	44	8,790	15	0.2
<b>Total</b>		<b>416,910</b>	<b>7,741</b>	<b>1.9</b>	<b>Total</b>	<b>651,976</b>	<b>12,219</b>	<b>1.9</b>

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	22840	16233	71.07%	870	3.81%	94	0.41%	1788	7.83%	235	1.03%	2086	9.13%	5	0.02%	1530	6.70%
AA	53800	37599	69.89%	971	1.80%	247	0.46%	3951	7.34%	598	1.11%	5386	10.01%	21	0.04%	5028	9.35%
AQ	4069	3948	97.03%	7	0.17%	1	0.02%	66	1.62%	0	0.00%	14	0.35%	0	0.00%	33	0.81%
AS	14722	9874	67.07%	227	1.54%	38	0.26%	1462	9.93%	28	0.19%	1041	7.07%	54	0.37%	1997	13.57%
B6	16655	11679	70.12%	156	0.94%	91	0.55%	782	4.69%	139	0.84%	2099	12.61%	15	0.09%	1693	10.17%
CO	28483	21443	75.28%	251	0.88%	128	0.45%	1446	5.08%	243	0.85%	2900	10.18%	45	0.16%	2028	7.12%
DL	41763	29075	69.62%	544	1.30%	224	0.54%	3224	7.72%	290	0.69%	4865	11.65%	7	0.02%	3534	8.46%
EV	24723	13592	54.98%	978	3.96%	103	0.42%	4638	18.76%	930	3.76%	2367	9.57%	9	0.04%	2107	8.52%
F9	8790	6742	76.70%	15	0.17%	8	0.09%	538	6.13%	85	0.96%	970	11.03%	1	0.01%	431	4.91%
FL	23259	16550	71.16%	277	1.19%	109	0.47%	1357	5.83%	50	0.22%	2171	9.33%	0	0.00%	2745	11.80%
HA	5036	4716	93.65%	40	0.79%	1	0.02%	187	3.71%	2	0.03%	0	0.00%	0	0.00%	90	1.79%
MQ	47061	31777	67.52%	1731	3.68%	128	0.27%	3627	7.71%	420	0.89%	3726	7.92%	8	0.02%	5645	11.99%
NW	35142	23953	68.16%	303	0.86%	101	0.29%	3030	8.62%	441	1.25%	5080	14.46%	37	0.10%	2198	6.25%
OH	20772	13963	67.22%	716	3.45%	49	0.24%	2114	10.18%	1177	5.66%	2375	11.44%	5	0.03%	373	1.79%
OO	53955	40813	75.64%	994	1.84%	75	0.14%	6060	11.23%	398	0.74%	1091	2.02%	51	0.09%	4473	8.29%
UA	43176	28583	66.20%	1189	2.75%	147	0.34%	2831	6.56%	350	0.81%	4432	10.27%	7	0.02%	5637	13.06%
US	41211	28578	69.35%	651	1.58%	80	0.19%	3389	8.22%	172	0.42%	4409	10.70%	72	0.18%	3861	9.37%
WN	101673	79015	77.71%	489	0.48%	247	0.24%	5310	5.22%	644	0.63%	3585	3.53%	127	0.12%	12256	12.05%
XE	39905	30974	77.62%	833	2.09%	178	0.45%	1648	4.13%	255	0.64%	2995	7.51%	35	0.09%	2987	7.48%
YV	24941	18359	73.61%	977	3.92%	39	0.16%	2557	10.25%	205	0.82%	975	3.91%	20	0.08%	1809	7.25%
TOT	651976	467466		12219		2088		50005		6659		52568		519		60453	
			71.70%		1.87%		0.32%		7.67%		1.02%		8.06%		0.08%		9.27%

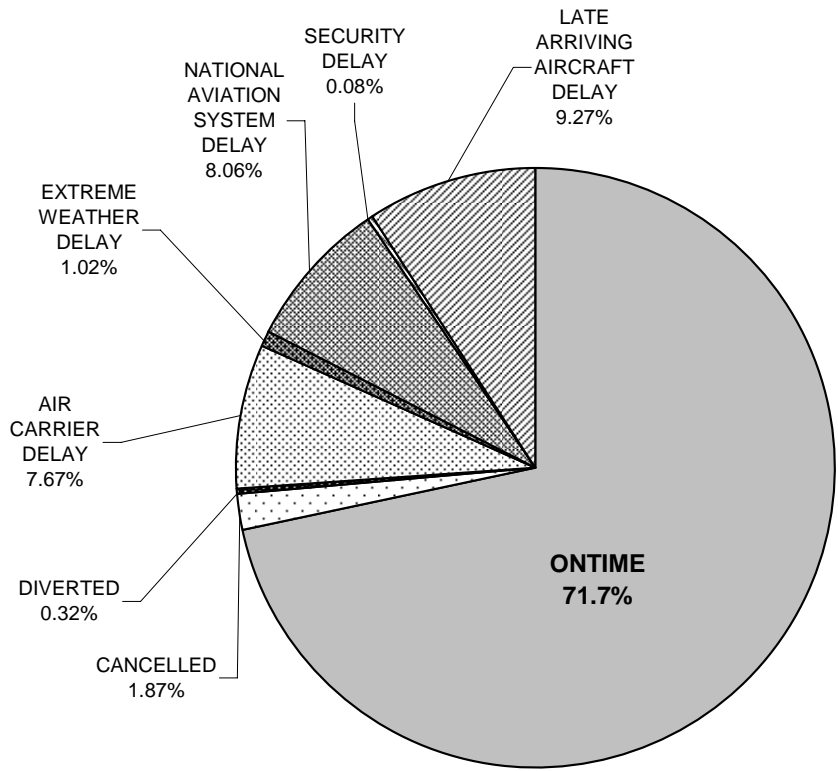
**\*Causes of Delay:**

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

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

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

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TABLE 10. OVERALL CAUSES OF DELAY\***



**Causes of Delay:**

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

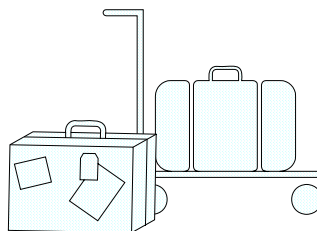
AQ	Aloha Airlines (eff. 04/06)
HA	Hawaiian Airlines (eff. 01/07)

\* 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.



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

RANK	AIRLINE	AUGUST 2007			AUGUST 2006		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	2,013	649,813	3.10	1,733	554,502	3.13
2	ALOHA AIRLINES	1,375	369,593	3.72	1,601	338,543	4.73
3	AIRTRAN AIRWAYS	12,293	2,369,194	5.19	12,929	1,849,225	6.99
4	UNITED AIRLINES	29,331	5,411,763	5.42	39,123	5,375,597	7.28
5	NORTHWEST AIRLINES	22,215	4,044,761	5.49	21,438	4,156,647	5.16
6	FRONTIER AIRLINES	6,055	1,047,987	5.78	5,004	947,855	5.28
7	SOUTHWEST AIRLINES	57,108	9,838,811	5.80	54,188	8,854,013	6.12
8	CONTINENTAL AIRLINES	20,544	3,524,111	5.83	18,107	3,245,027	5.58
9	AMERICAN AIRLINES	50,762	6,971,832	7.28	46,524	6,767,347	6.87
10	EXPRESSJET AIRLINES	11,460	1,456,993	7.87	14,212	1,502,792	9.46
11	ALASKA AIRLINES	13,142	1,639,658	8.02	12,382	1,550,327	7.99
12	JETBLUE AIRWAYS	16,138	1,997,310	8.08	9,724	1,738,712	5.59
13	DELTA AIR LINES	54,325	5,918,991	9.18	51,346	5,706,173	9.00
14	US AIRWAYS	46,555	4,844,554	9.61	47,217	4,573,025	10.33
15	SKYWEST AIRLINES	20,979	2,089,131	10.04	19,277	1,769,563	10.89
16	PINNACLE AIRLINES	9,366	880,336	10.64	*	*	*
17	COMAIR	10,701	881,384	12.14	14,637	984,236	14.87
18	MESA AIRLINES	14,649	1,179,185	12.42	16,668	1,246,060	13.38
19	ATLANTIC SOUTHEAST AIRLINES	14,974	1,094,975	13.68	22,462	1,042,021	21.56
20	AMERICAN EAGLE AIRLINES	23,156	1,659,183	13.96	27,630	1,648,003	16.77
TOTALS		437,141	57,869,565	7.55	436,202	53,849,668	8.10

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

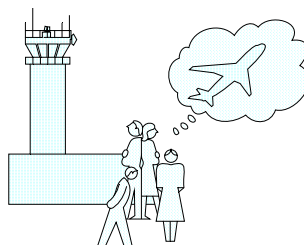
## OVERSALES

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.





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

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

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

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

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

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

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

\*\*ATA Airlines' ranking in this table ceased effective the 1<sup>st</sup> quarter 2007. Totals for the 1<sup>st</sup> and 2<sup>nd</sup> 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

	AUGUST 2007				AUGUST 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,359	65	6	205	657	93	5	132
FOREIGN AIRLINES	227	1	0	18	160	3	0	19
TRAVEL AGENTS	23	0	0	3	28	2	0	1
TOUR OPERATORS	1	0	0	2	1	1	0	0
MISCELLANEOUS	24	8	0	31	18	5	0	37
<b>INDUSTRY TOTALS</b>	<b>1,634</b>	<b>74</b>	<b>6</b>	<b>259</b>	<b>864</b>	<b>104</b>	<b>5</b>	<b>189</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	AUGUST 2007			AUGUST 2006		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	598		1	223	
CANCELLATIONS			263			79
DELAYS			169			62
MISCONNECTIONS			87			45
BAGGAGE	2	380		2	204	
RES/TKTG/BOARDING	3	176		3	124	
CUSTOMER SERVICE	4	153		5	101	
REFUNDS	5	117		4	103	
DISABILITY	6	59		6	38	
OVERSALES	7	59		8	20	
FARES	8	52		9	17	
OTHER	9	26		7	23	
FREQUENT FLYER			24			15
DISCRIMINATION	10	10		10	9	
ANIMALS	11	2		12	0	
ADVERTISING	12	2		11	2	
COMPLAINT TOTAL		1,634			864	

\* 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\*

AUGUST 2007

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	15	2	5	0	1	9	2	2	0	1	0	0	37
ALASKA AIRLINES	2	2	3	0	0	5	7	2	0	0	0	0	21
AMERICAN AIRLINES	64	1	15	13	8	51	12	4	0	0	1	2	171
AMERICAN EAGLE AIRLINES	17	1	2	0	0	2	3	1	0	0	0	0	26
ATA AIRLINES	4	1	0	0	0	0	0	2	0	0	0	0	7
ATLANTIC SOUTHEAST AIRLINES	14	0	0	0	0	0	0	1	0	0	0	0	15
CHAUTAUQUA AIRLINES	8	0	0	0	0	0	1	0	0	0	0	0	9
COMAIR	14	0	0	0	1	1	1	1	0	0	0	0	18
CONTINENTAL AIRLINES	30	2	7	1	3	16	8	3	0	1	1	0	72
DELTA AIRLINES	66	1	26	5	3	40	11	6	0	0	0	5	163
EXECUTIVE AIRLINES	3	1	0	0	0	1	0	0	0	0	0	0	5
EXPRESSJET AIRLINES	8	1	1	1	0	0	1	0	0	0	0	0	12
FRONTIER AIRLINES	1	0	0	0	1	2	0	3	0	0	0	0	7
JETBLUE AIRWAYS	5	0	0	0	1	0	4	2	0	0	0	0	12
MESA AIRLINES	7	0	0	0	0	0	1	0	0	0	0	0	8
MIDWEST AIRLINES	3	0	2	0	0	0	0	1	0	0	0	0	6
NORTHWEST AIRLINES	59	3	7	6	9	18	10	8	0	0	0	1	121
PEDMONT AIRLINES	7	0	1	0	0	7	0	0	0	0	0	0	15
PINNACLE AIRLINES	6	0	0	0	0	0	1	0	0	0	0	0	7
PSA AIRLINES	5	0	0	0	0	2	1	0	0	0	0	0	8
REPUBLIC AIRWAYS	4	0	0	0	0	1	1	0	0	0	0	0	6
SKYBUS AIRLINES	2	0	2	0	1	1	1	0	0	0	0	0	7
SKYWEST AIRLINES	16	1	0	0	0	0	2	2	0	0	0	0	21
SOUTHWEST AIRLINES	6	2	1	2	1	9	11	3	1	2	0	0	38
SPIRIT AIRLINES	15	3	11	0	17	33	7	0	0	1	0	1	88
TRANS STATES AIRLINES	3	0	0	0	0	2	0	1	0	0	0	0	6
UNITED AIRLINES	64	10	18	5	20	32	17	6	0	1	0	7	180
US AIRWAYS	92	11	26	8	13	38	31	5	1	1	0	7	233
OTHER U. S. AIRLINES	10	2	4	1	8	7	7	1	0	0	0	0	40
<b>TOTAL AUGUST 2007</b>	<b>550</b>	<b>44</b>	<b>131</b>	<b>42</b>	<b>87</b>	<b>277</b>	<b>140</b>	<b>54</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>23</b>	<b>1,359</b>
% OF TOTAL COMPLAINTS	40.5	3.2	9.6	3.1	6.4	20.4	10.3	4.0	0.1	0.5	0.1	1.7	
<b>TOTAL AUGUST 2006</b>	<b>187</b>	<b>14</b>	<b>90</b>	<b>11</b>	<b>72</b>	<b>140</b>	<b>83</b>	<b>31</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>20</b>	<b>657</b>
% OF TOTAL COMPLAINTS	28.5	2.1	13.7	1.7	11.0	21.3	12.6	4.7	0.2	1.2	0	3.0	

\* 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

AUGUST 2007

U. S. AIRLINES*	COMPS RECD IN AUG	INCI - DENTS IN AUG	PERCENT	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	37	14	37.8	12	32.4	7	18.9	4	10.8
ALASKA AIRLINES	21	8	38.1	4	19.0	3	14.3	6	28.6
AMERICAN AIRLINES	171	45	26.3	36	21.1	45	26.3	45	26.3
AMERICAN EAGLE AIRLINES	26	5	19.2	8	30.8	8	30.8	5	19.2
ATA AIRLINES	7	3	42.9	3	42.9	1	14.3	0	0.0
ATLANTIC SOUTHEAST AIRLINES	15	4	26.7	4	26.7	4	26.7	3	20.0
CHAUTAUQUA AIRLINES	9	5	55.6	3	33.3	0	0.0	1	11.1
COMAIR	18	7	38.9	5	27.8	4	22.2	2	11.1
CONTINENTAL AIRLINES	72	28	38.9	14	19.4	21	29.2	9	12.5
DELTA AIRLINES	163	43	26.4	47	28.8	50	30.7	23	14.1
EXECUTIVE AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
EXPRESSJET AIRLINES	12	9	75.0	1	8.3	1	8.3	1	8.3
FRONTIER AIRLINES	7	3	42.9	0	0.0	3	42.9	1	14.3
JETBLUE AIRWAYS	12	7	58.3	3	25.0	1	8.3	1	8.3
MESA AIRLINES	8	1	12.5	2	25.0	2	25.0	3	37.5
MIDWEST AIRLINES	6	1	16.7	0	0.0	3	50.0	2	33.3
NORTHWEST AIRLINES	121	26	21.5	43	35.5	26	21.5	26	21.5
PEDMONT AIRLINES	15	8	53.3	5	33.3	1	6.7	1	6.7
PINNACLE AIRLINES	7	5	71.4	1	14.3	0	0.0	1	14.3
PSA AIRLINES	8	5	62.5	1	12.5	1	12.5	1	12.5
REPUBLIC AIRWAYS	6	1	16.7	3	50.0	1	16.7	1	16.7
SKYBUS AIRLINES	7	4	57.1	0	0.0	3	42.9	0	0.0
SKYWEST AIRLINES	21	10	47.6	8	38.1	1	4.8	2	9.5
SOUTHWEST AIRLINES	38	17	44.7	5	13.2	8	21.1	8	21.1
SPIRIT AIRLINES	88	30	34.1	23	26.1	12	13.6	23	26.1
TRANS STATES AIRLINES	6	3	50.0	0	0.0	2	33.3	1	16.7
UNITED AIRLINES	180	50	27.8	51	28.3	50	27.8	29	16.1
US AIRWAYS	233	86	36.9	70	30.0	33	14.2	44	18.9
OTHER U. S. AIRLINES	40	14	35.0	12	30.0	5	12.5	9	22.5
<b>TOTALS</b>	<b>1,359</b>	<b>445</b>	<b>32.7</b>	<b>365</b>	<b>26.9</b>	<b>296</b>	<b>21.8</b>	<b>253</b>	<b>18.6</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>657</b>	<b>197</b>	<b>30.0</b>	<b>206</b>	<b>31.4</b>	<b>135</b>	<b>20.5</b>	<b>119</b>	<b>18.1</b>

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

Table 5

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

AUGUST 2007

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DI SCRIM- INATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	2	0	0	1	0	2	1	1	0	0	0	0	7
AIR FRANCE	5	0	3	0	1	4	1	0	0	1	0	0	15
AIR JAMAICA	1	0	1	1	1	4	0	0	0	0	0	0	8
ALITALIA AIRLINES	1	3	0	0	1	22	0	0	0	0	0	0	27
BRITISH AIRWAYS	6	0	2	3	4	24	0	0	0	0	0	0	39
EGYPTAIR	0	0	1	0	2	2	0	0	0	0	0	0	5
EMIRATES AIRLINES	0	3	2	0	0	0	1	0	0	0	0	0	6
IBERIA AIRLINES	2	0	2	0	2	7	1	0	0	0	0	0	14
KLM	1	1	3	1	0	1	1	0	0	0	0	0	8
LOT POLISH AIRLINES	3	1	0	0	0	1	0	0	0	0	0	0	5
LUFTHANSA	0	0	3	0	0	2	2	1	0	0	0	0	8
VIRGIN ATLANTIC AIRWAYS	3	0	0	0	0	5	1	0	0	1	0	1	11
OTHER FOREIGN AIRLINES	11	7	10	2	10	26	5	1	0	1	0	1	74
<b>TOTALS</b>	<b>35</b>	<b>15</b>	<b>27</b>	<b>8</b>	<b>21</b>	<b>100</b>	<b>13</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>227</b>
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	0	0	3	0	3	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	2	0	10	0	5	0	0	0	0	0	0	0	17
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>23</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	11	0	5	2	0	3	0	2	0	0	0	1	24
<b>TOTALS</b>	<b>11</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>24</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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



TABLE 6

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

RANK	AIRLINE	AUGUST 2007			AUGUST 2006		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	38	9,610,516	0.40	13	8,661,654	0.15
2	<i>HAWAIIAN AIRLINES</i>	3	644,187	0.47	2	548,169	0.36
3	<i>ALOHA AIRLINES</i>	2	351,496	0.57	0	318,851	0
4	<i>JETBLUE AIRWAYS</i>	12	2,025,136	0.59	10	1,678,508	0.60
5	<i>FRONTIER AIRLINES</i>	7	1,020,234	0.69	7	902,537	0.78
6	<i>MESA AIRLINES</i>	8	1,149,744	0.70	18	1,224,042	1.47
7	<i>EXPRESSJET AIRLINES</i>	12	1,628,384	0.74	9	1,646,797	0.55
8	<i>PINNACLE AIRLINES</i>	7	901,676	0.78	*	*	*
9	<i>SKYWEST AIRLINES</i>	21	2,071,353	1.01	10	1,744,763	0.57
10	<i>ALASKA AIRLINES</i>	21	1,751,713	1.20	8	1,669,834	0.48
11	<i>ATLANTIC SOUTHEAST AIRLINES</i>	15	1,124,905	1.33	8	1,054,472	0.76
12	<i>AMERICAN EAGLE AIRLINES</i>	26	1,682,309	1.55	21	1,655,219	1.27
13	<i>CONTINENTAL AIRLINES</i>	72	4,564,540	1.58	40	4,175,807	0.96
14	<i>AIRTRAN AIRWAYS</i>	37	2,303,351	1.61	17	1,793,795	0.95
15	<i>AMERICAN AIRLINES</i>	171	8,811,129	1.94	112	8,528,661	1.31
16	<i>COMAIR</i>	18	902,967	1.99	10	1,007,159	0.99
17	<i>DELTA AIR LINES</i>	163	6,792,585	2.40	86	6,457,158	1.33
18	<i>NORTHWEST AIRLINES</i>	121	4,857,209	2.49	47	4,958,463	0.95
19	<i>UNITED AIRLINES</i>	180	6,261,564	2.87	92	6,215,085	1.48
20	<i>US AIRWAYS</i>	233	5,276,481	4.42	89	4,972,390	1.79
	<b>TOTAL **</b>	<b>1,167</b>	<b>63,731,479</b>	<b>1.83</b>	<b>599</b>	<b>59,213,364</b>	<b>1.01</b>

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

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

\*\* ATA Airlines' ranking in this table ceased effective January 2007. Totals for August 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 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.

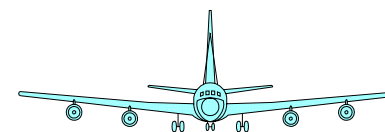
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public <sup>c</sup>	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
534	.0008	131	.0002	73	.0001	710	.001

In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data for checked baggage claims below includes claims for which TSA and/or the airlines may be liable.

Number of Damage Claims Received			
Checkpoint (TSA)	% of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	% of Total Checked Bags Screened
291	.00044	1463	.0025

**NOTES**

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

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

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

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

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Alaska Airlines</a>	1		1
<a href="#">American Airlines</a>	1		
<a href="#">Continental Airlines</a>	3		
<a href="#">Delta Air Lines</a>			1
<b>Total</b>	<b>5</b>	<b>0</b>	<b>2</b>