



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: January 2006**



<b>Flight Delays<sup>1</sup></b>	November 2005 12 Months Ending November 2005
<b>Mishandled Baggage<sup>1</sup></b>	November 2005
<b>Oversales<sup>1</sup></b>	3rd Quarter 2005 January-September 2005
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	November 2005
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	November 2005
<b>Airline Animal Incident Reports<sup>4</sup></b>	November 2005

<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/>

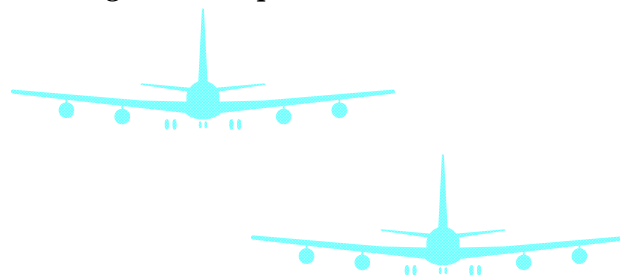
<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

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

## TABLE OF CONTENTS

Section	Page
<b>Introduction</b>	2
<b>Flight Delays</b>	
<b>Explanation</b>	3
<b>Table 1</b>	4
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier	
<b>Table 1A</b>	5
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date	
<b>Table 2</b>	6
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport	
<b>Table 3</b>	10
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day	
<b>Table 4</b>	12
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day	
<b>Table 5</b>	14
List of Regularly Scheduled Flights Arriving Late 80% of the Time or More	
<b>Table 6</b>	15
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More	
<b>Table 7</b>	16
On-Time Arrival and Departure Percentage, by Airport	
<b>Table 8</b>	20
Overall Number and Percentage of Flight Cancellations, by Carrier	
<b>Table 9</b>	21
Flight Causation Data, By Airline and Category	
<b>Table 10</b>	22
Flight Causation Data, Graphic Representation	
<b>Footnotes</b>	23
<b>Appendix</b>	24

Section	Page
<b>Mishandled Baggage</b>	
<b>Explanation</b>	25
<b>Ranking--Month</b>	26
<b>Oversales</b>	
<b>Explanation</b>	27
<b>Ranking--Quarter</b>	28
<b>Ranking--YTD</b>	29
<b>Consumer Complaints</b>	
<b>Explanation</b>	30
<b>Complaint Tables 1-5</b>	31
Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
<b>Rankings, Table 6 (Month)</b>	36
<b>Complaint Categories</b>	37
<b>Customer Service Reports to the Department of Homeland Security</b>	38
<b>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation</b>	39



## **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 18 U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, plus 2 other carriers that report voluntarily.

The rule requires carriers to currently report on operations to and from the 33 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 20 reporting air carriers, 13 carriers (America West, American, American Eagle, Independence Air, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, United, and US Airways) use ACARS exclusively; 4 carriers (AirTran, Atlantic Southeast, Comair, and Southwest) record arrival times manually; and 3 carriers (Alaska, ATA, 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 33 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 33 "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.

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/>. Airline Service Quality Performance data is available for purchase as a CD product from the BTS Product Distribution Center. It can be purchased by calling 202-366-DATA (3282). The Department cannot respond to inquiries about the performance of individual flights.

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.

NOVEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

	AT 33 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER A/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/V/	7	89.0	14	95.2
FRONTIER AIRLINES S/V/	23	85.8	39	85.3
AMERICA WEST AIRLINES S/	29	85.2	49	85.2
INDEPENDENCE AIR S/	14	84.6	38	84.4
SOUTHWEST AIRLINES S/	17	84.7	61	84.0
US AIRWAYS S/	27	82.3	59	82.7
ATA AIRLINES S/	11	81.6	16	81.7
SKYWEST AIRLINES S/	15	82.3	120	81.3
UNITED AIRLINES S/	33	81.7	77	81.2
AMERICAN AIRLINES S/	32	79.5	82	79.9
CONTINENTAL AIRLINES S/	30	78.3	70	79.3
COMAIR S/	22	78.8	105	79.2
DELTA AIRLINES S/	33	78.2	100	78.4
AIRTRAN AIRWAYS S/	22	77.5	46	77.9
AMERICAN EAGLE AIRLINES S/	22	78.0	107	77.7
EXPRESSJET AIRLINES S/	25	74.0	114	77.4
ATLANTIC SOUTHEAST AIRLINES S/	21	77.1	124	76.7
ALASKA AIRLINES S/	17	75.1	46	75.4
NORTHWEST AIRLINES S/	32	74.8	109	74.9
JETBLUE AIRWAYS S/	16	73.1	31	74.6
TOTAL		79.8		80.0

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the “ Mishandled Baggage ” and “ Consumer Complaint ” sections of this report.

## NOVEMBER 2005

## 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	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		SEP - 05		OCT - 05		NOV - 05		12 MONTHS ENDING NOV 2005		DATABASE TO DATE SEP 1987- NOV 2005	
	10 – 12 2004		01 - 03 2005		04 – 06 2005		07 - 09 2005											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	78	10	68.8	17	75.3	18	68.4	19	83.1	12	74.6	20	77.9	14	72.2	17	(--)	(--)
ALASKA	70.8	18	72.9	15	61.6	20	70.2	18	78.5	18	80.5	13	75.4	18	69.4	20	75.9	9
AMERICA WEST	74.1	16	76.7	6	83.8	6	81.6	5	86.8	6	84.1	5	85.2	3	80.6	5	78.7	5
AMERICAN	78.2	9	76.2	7	80.7	10	73.7	13	81.8	14	82.1	10	79.9	10	77.1	11	79.1	3
AMERICAN EAGLE	74.1	15	74.2	14	79.3	13	75.1	11	80.8	15	82.7	7	77.7	15	76.4	12	75.6	10
ATA	80.8	2	77.5	4	86.5	2	82.5	4	85.8	8	82.5	8	81.7	7	80.8	4	(--)	(--)
ATLANTIC SOUTHEAST	70	19	68.2	18	75	19	66.8	20	79.9	16	77.4	17	76.7	17	71.2	19	(--)	(--)
COMAIR	73.4	17	74.8	12	85	4	81.1	6	87.1	5	84.9	4	79.2	12	79.1	7	(--)	(--)
CONTINENTAL	80.3	4	75.8	9	81.1	9	74.7	12	79.5	17	78.1	16	79.3	11	77.3	10	78.9	4
DELTA	76.6	12	75.2	11	80.5	11	72.3	15	82.7	13	80.1	14	78.4	13	76.3	13	77.7	7
EXPRESSJET	75.1	14	74.4	13	81.1	8	72	16	76	19	76.8	18	77.4	16	75.3	16	(--)	(--)
FRONTIER	(--)	(--)	(--)	(--)	81.2	7	85.7	2	91.8	2	86.2	3	85.3	2	84.5	2	(--)	(--)
HAWAIIAN	94.2	1	93	1	95.2	1	96.8	1	96.3	1	96.8	1	95.2	1	95.1	1	(--)	(--)
INDEPENDENCE AIR	77.9	11	77.4	5	77.7	16	76.5	10	87.7	3	82.5	9	84.4	4	77.3	9	(--)	(--)
JETBLUE	80.3	5	65.8	19	76.2	17	72.7	14	83.8	10	75.1	19	74.6	20	71.9	18	(--)	(--)
NORTHWEST	79.8	6	75.2	10	80.4	12	70.5	17	74.8	20	80.6	12	74.9	19	75.6	14	79.7	2
SKYWEST	79.2	7	79.3	2	86.3	3	85.3	3	87.2	4	86.3	2	81.3	8	82.7	3	(--)	(--)
SOUTHWEST	78.3	8	78.6	3	84.5	5	79.3	7	83.9	9	80.8	11	84	5	80.5	6	82.4	1
UNITED	80.6	3	75.9	8	78.4	15	78.8	8	83.1	11	83	6	81.2	9	78.1	8	76.4	8
US AIRWAYS	76.1	13	70.2	16	78.5	14	77.1	9	86.3	7	79.8	15	82.7	6	75.5	15	78.5	6
Total	77.2		75.3		80.8		76.1		82.7		81.3		80		77.4		78.7	

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

- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report. Reporting by Frontier Airlines (voluntary) effective May 2005.

NOVEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER *	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	646	74.5	1131	77.0	408	80.9	143	78.3	H/		848	81.5	589	83.7	13537	85.4
AS	H/		30	83.3	H/		H/		H/		89	65.2	179	83.2	60	73.3
B6	H/		815	78.0	H/		H/		H/		H/		89	75.3	H/	
CO	390	72.6	536	72.8	191	93.7	H/		H/		382	84.6	363	87.9	315	84.4
DH	115	68.7	155	81.9	H/		88	62.5	H/		H/		H/		H/	
DL	14736	79.4	1629	78.3	425	82.6	198	83.8	3383	88.1	946	78.1	441	81.0	522	79.5
EV	9400	75.1	H/		55	96.4	114	71.1	1429	85.0	81	87.7	H/		60	70.0
F9	85	76.5	H/		55	89.1	H/		H/		82	82.9	3191	88.0	138	83.3
FL	5911	76.7	650	77.8	1039	85.1	202	76.2	H/		148	85.1	94	84.0	417	80.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	164	75.0	171	80.7	147	81.6	H/		H/		115	87.0	328	85.4	272	82.7
MQ	173	63.6	1351	72.6	195	71.3	405	74.3	392	78.8	809	76.1	H/		8135	84.6
NW	394	73.1	334	59.0	263	75.7	142	69.7	30	83.3	499	70.3	357	64.4	287	74.2
OH	538	75.5	1041	76.7	141	87.2	293	70.6	10839	82.2	526	79.5	30	70.0	H/	
OO	H/		H/		H/		H/		116	69.0	H/		3116	89.7	H/	
RU	192	71.4	19	84.2	212	63.7	377	73.2	248	80.2	227	84.1	4	75.0	205	83.4
TZ	H/		H/		H/		H/		H/		114	93.0	176	83.0	117	88.9
UA	204	78.9	739	76.2	413	80.4	177	81.9	30	66.7	434	78.8	6148	87.4	434	82.0
US	115	64.3	1622	81.1	338	84.6	6327	85.6	H/		3119	87.4	212	84.0	395	70.9
WN	H/		H/		4671	84.9	H/		H/		H/		H/		H/	
TOTAL	33063	77.1	10223	76.7	8553	83.6	8466	82.9	16467	83.4	8419	82.3	15317	86.8	24894	84.4

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

NOVEMBER 2005

## 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
AA	402	81.1	627	61.4	573	82.7	307	79.8	478	85.4	1040	72.3	708	85.7	2517	83.1
AS	H/		60	51.7	H/		30	76.7	H/		H/		350	70.6	591	79.5
B6	H/		454	60.8	905	71.2	308	82.1	H/		3156	72.1	208	80.3	H/	
CO	198	86.9	4685	64.9	478	82.4	26	84.6	6953	85.3	29	86.2	439	81.8	574	80.3
DH	90	70.0	88	56.8	H/		3133	89.1	H/		H/		51	72.5	H/	
DL	183	79.8	450	68.4	1035	71.7	273	83.5	184	86.4	1314	70.5	621	80.8	1088	73.3
EV	56	60.7	H/		H/		30	83.3	146	63.0	30	76.7	56	76.8	55	69.1
F9	57	77.2	H/		33	84.8	H/		86	89.5	H/		167	90.4	170	79.4
FL	92	79.3	153	58.8	440	80.0	143	78.3	H/		H/		249	71.9	149	77.2
HA	H/		H/		H/		H/		H/		H/		56	91.1	75	90.7
HP	178	74.7	173	63.6	120	80.0	81	76.5	152	83.6	208	71.2	2907	86.8	565	88.8
MQ	136	61.8	274	56.2	H/		139	74.1	H/		563	80.5	H/		1641	90.1
NW	7632	78.3	356	51.7	206	63.6	170	65.3	257	86.8	142	66.2	507	70.0	522	72.6
OH	341	75.7	98	62.2	93	92.5	283	84.8	79	69.6	1550	75.5	H/		H/	
OO	H/		H/		H/		H/		14	64.3	H/		174	67.8	4068	87.0
RU	162	62.3	4760	57.0	H/		355	72.4	8200	84.2	29	72.4	H/		H/	
TZ	H/		H/		H/		H/		H/		H/		55	80.0	60	78.3
UA	264	71.6	461	59.4	160	75.6	2012	85.7	244	79.5	386	80.3	1107	85.1	2833	84.4
US	45	91.1	219	55.3	760	83.6	118	90.7	203	71.4	H/		266	79.3	281	68.7
WN	426	76.8	H/		1129	80.7	H/		H/		H/		5977	84.4	3428	84.1
TOTAL	10262	77.7	12858	60.6	5932	77.8	7408	85.1	16996	84.2	8447	73.4	13898	83.3	18617	83.7

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



NOVEMBER 2005

## 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
AA	1877	58.4	912	80.8	77	83.1	3293	78.2	415	70.1	119	75.6	6624	74.9	203	67.5
AS	H/		60	86.7	H/		30	66.7	H/		437	81.9	120	62.5	1021	78.9
B6	218	63.8	566	73.0	H/		H/		H/		443	82.8	H/		30	66.7
CO	392	57.4	585	79.3	76	76.3	296	82.1	130	90.0	56	78.6	397	73.8	148	68.2
DH	59	67.8	104	75.0	H/		H/		H/		H/		117	68.4	H/	
DL	1625	70.4	1238	73.8	40	62.5	276	77.5	229	78.6	79	60.8	388	69.8	342	63.7
EV	H/		119	91.6	60	80.0	H/		119	72.3	H/		H/		H/	
F9	58	56.9	56	87.5	114	87.7	H/		87	83.9	H/		H/		114	71.9
FL	459	52.3	1100	82.8	325	78.2	119	77.3	149	79.2	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		43	74.4
HP	H/		89	80.9	H/		58	86.2	198	81.3	210	78.1	277	73.6	210	76.7
MQ	1461	59.8	24	75.0	60	68.3	556	71.6	55	72.7	H/		6893	73.6	H/	
NW	574	51.0	548	66.6	256	73.8	150	67.3	7658	79.7	H/		455	65.9	179	68.2
OH	1347	61.3	502	84.7	H/		145	72.4	189	75.7	H/		268	66.0	H/	
OO	H/		H/		H/		H/		33	87.9	238	89.9	4053	73.2	594	73.2
RU	108	48.1	43	95.3	124	78.2	26	76.9	275	73.5	H/		252	69.4	H/	
TZ	276	58.3	120	88.3	1027	85.6	H/		190	88.9	H/		H/		H/	
UA	596	61.6	594	84.2	85	82.4	179	82.7	480	77.3	290	79.7	8118	80.9	625	73.6
US	1305	68.4	817	84.1	H/		356	78.4	15	86.7	H/		491	77.4	H/	
WN	H/		2560	84.6	5481	86.0	H/		H/		3789	83.6	H/		1063	79.2
TOTAL	10355	61.6	10037	80.8	7725	84.6	5484	77.4	10222	79.2	5661	82.8	28453	75.6	4572	74.7

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

NOVEMBER 2005

## 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		PIT		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	# OF ARR.	% ON TIME
AA	553	78.5	462	81.4	89	82.0	617	81.5	465	67.1	1035	72.9	179	71.5	1603	88.3	560	81.4
AS	H/		298	79.2	H/		329	75.4	3767	73.3	385	73.5	H/		H/		H/	
B6	H/		30	66.7	H/		89	80.9	58	60.3	H/		60	78.3	H/		341	71.6
CO	182	80.2	334	88.3	50	92.0	257	90.7	316	77.2	354	76.6	74	77.0	H/		435	88.5
DH	H/		H/		88	92.0	H/		20	60.0	18	55.6	H/		H/		78	64.1
DL	431	77.7	275	79.6	166	81.9	327	77.7	450	69.3	537	66.5	3010	79.2	156	83.3	840	75.4
EV	H/		113	81.4	120	82.5	13	76.9	H/		H/		1151	82.4	118	77.1	172	83.1
F9	58	87.9	155	89.0	H/		146	90.4	115	63.5	137	80.3	123	87.0	87	86.2	29	72.4
FL	596	80.0	H/		199	85.4	H/		H/		60	66.7	H/		H/		494	78.1
HA	H/		30	100.0	H/		31	90.3	52	90.4	30	86.7	H/		H/		H/	
HP	148	77.0	5464	89.0	59	88.1	356	88.8	291	74.6	354	74.6	114	86.8	88	81.8	92	84.8
MQ	H/		H/		179	74.9	844	88.7	H/		152	79.6	H/		177	78.0	H/	
NW	278	64.4	357	71.1	138	79.7	175	68.6	328	66.2	296	56.4	90	83.3	277	72.6	308	70.8
OH	144	77.8	H/		225	82.7	H/		H/		H/		H/		337	79.8	54	64.8
OO	H/		287	92.0	31	83.9	751	83.2	365	71.0	3205	74.0	6758	86.7	H/		H/	
RU	142	56.3	87	85.1	294	65.6	H/		H/		H/		50	96.0	409	79.2	7	100.0
TZ	H/		108	73.1	H/		H/		H/		135	74.1	H/		H/		H/	
UA	543	79.2	619	85.8	205	78.0	673	85.4	937	78.8	3669	79.6	230	76.5	88	92.0	358	80.7
US	4553	81.9	255	86.3	1794	86.3	116	82.8	125	68.0	217	57.1	H/		39	69.2	628	84.4
WN	1503	86.4	5573	87.4	554	87.9	2515	85.6	1101	83.2	H/		1131	84.4	1790	82.0	1889	85.0
TOTAL	9131	80.9	14447	87.0	4191	83.5	7239	84.5	8390	74.2	10584	74.8	12970	83.9	5169	83.0	6285	80.8

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

NOVEMBER 2005

## 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	92.0	86.5	91.2	86.8	89.2	92.7	59.4	90.7	J/	73.8	80.0	81.6	93.4	78.5	85.2	87.8	89.2	83.2
700 - 759 AM	90.7	80.4	86.4	98.1	90.3	88.8	95.1	93.3	86.7	80.4	78.3	80.4	87.0	73.8	96.5	88.9	85.5	89.6
800 - 859 AM	85.9	86.9	96.4	89.8	92.3	83.0	91.9	90.3	85.1	87.4	91.7	93.0	84.6	85.4	93.3	92.2	75.4	92.6
900 - 959 AM	86.9	80.2	93.2	87.1	89.8	92.0	92.0	86.3	83.7	91.9	89.9	97.5	91.4	88.6	92.1	89.8	77.3	90.7
1000 - 1059 AM	85.3	86.1	93.7	81.1	86.0	84.4	89.3	90.5	86.3	90.8	88.3	88.8	89.5	83.4	87.5	89.0	72.1	84.2
1100 - 1159 AM	84.2	78.1	93.4	90.1	85.3	87.6	89.0	89.8	81.0	86.9	89.4	88.7	87.4	82.0	87.0	86.8	74.8	85.9
1200 - 1259 PM	83.7	80.6	88.9	89.3	86.0	86.5	85.6	87.5	81.7	79.1	77.3	89.5	90.9	75.6	85.0	87.4	70.6	86.6
100 - 159 PM	82.0	82.6	90.4	88.8	83.3	85.2	86.7	88.8	87.8	73.5	83.4	95.2	85.9	72.4	85.8	86.1	68.7	87.8
200 - 259 PM	79.5	83.1	86.8	87.6	84.1	90.0	88.0	89.2	81.8	60.6	80.6	93.9	87.9	70.8	81.5	85.5	64.4	88.4
300 - 359 PM	79.7	80.7	88.1	82.4	84.0	89.8	85.4	86.5	77.8	56.5	80.4	81.5	86.8	81.5	82.9	86.8	62.2	84.7
400 - 459 PM	70.5	72.6	81.7	84.0	84.0	84.3	84.3	80.5	79.8	48.4	72.1	79.2	79.7	69.9	81.5	84.2	58.1	79.8
500 - 559 PM	68.7	75.2	79.6	76.5	81.7	81.2	83.6	79.7	76.8	45.8	77.2	85.0	80.7	69.3	75.0	78.6	58.3	77.1
600 - 659 PM	68.6	71.8	77.7	77.5	83.6	78.8	84.1	78.1	69.0	41.0	79.4	83.8	78.4	64.0	80.2	81.8	51.7	78.4
700 - 759 PM	70.1	69.1	80.1	74.8	75.6	80.4	83.9	75.3	72.1	32.2	73.4	80.7	80.9	65.9	80.9	78.0	46.0	76.2
800 - 859 PM	68.2	64.5	73.7	72.5	78.0	70.9	84.2	77.0	70.7	36.5	70.8	74.3	74.7	69.5	79.4	79.1	42.9	72.5
900 - 959 PM	66.2	64.1	74.9	61.2	76.2	69.0	81.3	75.4	61.3	44.4	65.1	80.5	74.6	71.8	79.3	78.4	45.7	71.7
1000 - 1059 PM	60.6	72.5	72.7	71.9	72.4	70.1	77.6	77.0	71.4	55.1	66.0	72.3	79.1	66.2	72.5	73.2	44.5	65.7
1100 - 559 AM	79.3	79.5	74.5	75.0	75.1	69.3	80.1	82.2	72.8	68.9	66.2	82.5	82.4	73.9	79.2	75.4	59.1	69.7
TOTAL, ALL ARRIVALS, BY AIRPORT	77.1	76.7	83.6	82.9	83.4	82.3	86.8	84.4	77.7	60.6	77.8	85.1	84.2	73.4	83.3	83.7	61.6	80.8

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

NOVEMBER 2005

## 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	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.3	79.0	83.4	J/	84.6	56.7	88.0	J/	87.7	93.1	73.7	85.3	J/	J/	86.8	86.0
700 - 759 AM	97.3	95.0	82.1	97.2	88.2	84.6	95.0	93.9	96.3	95.4	81.7	91.2	89.8	92.1	88.0	89.2
800 - 859 AM	91.5	87.2	85.5	92.5	85.2	86.3	88.8	94.7	90.4	91.3	87.9	89.7	86.5	93.0	95.1	88.4
900 - 959 AM	91.2	84.5	84.4	91.8	83.4	86.6	90.8	93.6	91.7	90.2	89.6	78.2	86.9	94.7	89.0	88.0
1000 - 1059 AM	93.5	84.3	80.6	88.8	84.1	81.3	88.1	90.7	92.1	89.8	77.4	74.2	82.3	83.3	90.5	85.9
1100 - 1159 AM	89.7	77.7	76.7	85.2	85.0	76.0	89.3	91.8	90.3	91.2	80.4	70.2	88.0	91.6	84.1	85.2
1200 - 1259 PM	88.7	81.2	83.8	84.7	82.3	75.3	88.4	91.4	91.2	86.4	78.0	70.5	86.9	87.3	84.1	84.4
100 - 159 PM	89.3	76.1	81.1	89.1	80.8	70.0	89.9	87.9	87.1	86.1	79.5	73.3	85.2	89.2	87.0	84.0
200 - 259 PM	87.7	84.0	82.3	81.0	78.5	78.1	89.5	85.1	85.7	88.2	73.9	72.8	81.9	86.8	83.8	82.6
300 - 359 PM	81.7	80.7	78.5	84.8	74.6	82.8	84.4	88.6	83.3	85.8	80.5	77.1	84.4	83.3	88.9	81.1
400 - 459 PM	79.6	69.8	75.0	81.3	68.3	75.9	85.4	85.1	80.7	82.6	73.6	73.8	85.3	80.5	83.5	76.5
500 - 559 PM	78.8	71.9	82.5	78.6	67.3	72.0	75.5	85.0	87.3	83.5	72.7	72.8	84.9	76.3	77.2	75.8
600 - 659 PM	76.6	66.7	75.7	79.2	61.4	71.5	72.2	88.0	72.4	83.8	71.1	71.5	80.6	79.0	76.7	73.7
700 - 759 PM	79.6	71.8	76.2	74.8	60.3	65.6	66.8	82.7	74.1	78.4	70.2	71.9	78.6	76.0	72.8	72.5
800 - 859 PM	82.5	73.7	75.2	76.0	60.8	69.8	68.8	78.5	72.8	79.9	65.8	75.4	79.8	70.5	73.9	70.7
900 - 959 PM	81.4	74.2	67.9	79.8	64.2	71.3	71.7	81.0	69.0	77.8	65.9	71.1	82.2	79.5	71.1	71.0
1000 - 1059 PM	78.4	63.5	73.9	74.4	78.3	70.9	66.8	80.2	82.2	73.7	67.4	65.3	80.1	79.0	67.8	69.9
1100 - 559 AM	72.7	75.8	72.4	75.4	81.6	74.2	80.1	78.9	79.9	75.2	69.6	73.4	84.1	79.4	73.3	75.5
TOTAL, ALL ARRIVALS, BY AIRPORT	84.6	77.4	79.2	82.8	75.6	74.7	80.9	87.0	83.5	84.5	74.2	74.8	83.9	83.0	80.8	79.8

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

NOVEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.3	95.3	95.0	96.3	94.8	95.9	95.1	93.7	92.5	96.0	97.0	93.7	94.4	92.2	96.7	95.0	94.3	96.3
700 - 759 AM	92.4	90.9	93.8	92.8	89.0	91.2	92.2	92.2	92.2	93.6	98.0	91.9	94.5	94.0	94.2	93.0	92.5	95.0
800 - 859 AM	90.7	91.1	89.4	89.8	93.5	90.7	93.6	89.4	86.9	91.9	94.3	90.1	89.4	89.9	89.6	91.5	90.3	93.9
900 - 959 AM	85.9	88.0	88.7	88.4	89.9	91.4	93.7	88.1	86.5	90.2	89.3	93.2	93.0	90.2	89.7	89.3	83.9	92.6
1000 - 1059 AM	88.0	86.3	85.9	85.8	86.6	92.6	88.5	87.3	83.1	89.5	90.5	93.6	92.5	87.9	85.2	87.1	85.6	88.1
1100 - 1159 AM	84.8	86.8	84.8	89.7	85.0	89.3	87.1	86.0	81.8	91.8	88.2	91.0	87.6	83.7	84.7	87.8	78.2	85.8
1200 - 1259 PM	84.2	86.1	82.5	89.5	88.3	87.4	86.5	85.0	77.1	85.8	80.4	92.1	90.3	88.4	81.2	85.8	82.8	85.1
100 - 159 PM	83.1	84.9	76.1	85.1	87.3	88.3	84.5	82.5	78.7	80.1	72.8	85.6	91.5	63.8	82.4	85.5	76.0	82.9
200 - 259 PM	79.2	81.0	79.2	84.2	84.3	89.7	86.0	83.2	76.2	70.0	79.7	89.0	87.4	86.1	76.1	83.9	75.8	79.6
300 - 359 PM	75.3	81.6	76.9	84.0	79.3	86.9	85.0	83.2	75.8	72.1	71.9	87.5	86.1	76.0	78.4	83.6	72.7	78.3
400 - 459 PM	76.3	75.3	76.3	74.2	83.1	85.9	82.1	81.0	75.0	58.7	71.1	79.9	90.7	77.1	77.8	83.0	68.0	73.7
500 - 559 PM	70.3	70.4	67.4	81.8	75.9	79.1	81.1	76.4	75.5	56.4	69.6	83.1	80.9	78.6	71.9	81.7	67.8	78.8
600 - 659 PM	69.0	74.4	69.9	65.4	85.0	81.5	83.3	76.6	71.7	52.3	76.5	76.0	80.7	75.8	67.0	82.4	66.6	77.5
700 - 759 PM	70.2	71.0	70.6	80.7	82.0	79.7	80.8	74.6	69.5	42.5	73.5	82.4	83.9	71.7	75.4	79.8	59.3	69.4
800 - 859 PM	73.5	73.2	71.4	73.1	83.1	75.4	83.6	77.4	61.1	50.3	66.1	62.5	87.4	73.1	76.0	76.8	55.0	76.7
900 - 959 PM	65.9	75.0	65.9	78.4	81.0	78.9	86.2	77.5	72.5	54.6	47.6	80.7	88.9	68.4	71.6	83.3	55.4	66.2
1000 - 1059 PM	62.0	75.0	58.3	J/	76.4	80.0	J/	78.0	74.8	53.8	10.0	71.0	74.3	88.6	83.2	87.0	75.0	86.8
1100 - 559 AM	68.7	94.7	88.9	J/	84.2	J/	87.7	97.5	J/	98.1	100.0	J/	90.0	90.9	81.3	83.8	100.0	98.7
TOTAL, ALL DEPARTURES, BY AIRPORT	78.7	83.0	80.3	84.7	84.8	87.3	86.6	83.2	78.4	75.4	81.2	87.1	88.5	82.0	81.7	86.2	76.8	83.6

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

NOVEMBER 2005

## 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	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	93.3	94.7	92.5	94.9	91.4	94.2	93.0	97.1	94.0	94.1	93.0	94.3	96.3	93.0	97.9	94.4
700 - 759 AM	91.1	94.8	86.1	92.8	87.9	90.4	89.2	97.0	97.9	92.4	91.1	93.0	94.1	93.9	95.1	92.4
800 - 859 AM	91.7	89.7	89.7	92.4	87.7	91.3	90.4	94.8	94.2	89.1	88.6	92.1	93.3	92.5	95.5	91.1
900 - 959 AM	86.3	89.6	86.8	86.9	83.8	86.9	87.1	89.4	92.0	93.1	85.4	90.9	89.7	92.0	92.9	88.8
1000 - 1059 AM	86.8	86.8	82.7	82.9	84.4	84.7	89.2	85.6	92.1	87.4	84.8	76.6	85.6	90.4	90.4	86.9
1100 - 1159 AM	81.8	87.0	76.2	86.6	82.5	81.6	85.9	86.1	91.2	90.6	76.8	73.6	90.0	93.1	87.4	85.3
1200 - 1259 PM	81.2	88.2	81.6	78.0	82.3	81.0	86.7	87.3	85.6	88.9	82.7	75.8	88.0	84.7	84.3	84.4
100 - 159 PM	78.3	80.6	81.4	79.6	78.6	76.7	87.0	82.1	87.7	82.8	74.2	75.1	88.2	84.4	81.3	82.1
200 - 259 PM	80.8	83.6	79.2	78.4	76.3	70.8	84.1	85.4	76.7	84.4	72.8	76.0	87.7	83.8	78.0	81.2
300 - 359 PM	72.1	77.7	74.5	75.1	72.8	79.6	80.0	76.4	80.7	79.2	74.2	80.1	87.3	73.6	80.4	79.1
400 - 459 PM	70.4	82.3	69.9	75.3	68.6	83.2	83.1	82.7	82.6	83.7	78.1	83.8	86.8	76.9	83.1	77.9
500 - 559 PM	62.0	64.5	72.5	74.6	62.8	74.2	73.3	81.2	79.3	83.3	74.7	73.1	86.4	77.0	76.9	74.1
600 - 659 PM	64.7	79.4	78.4	65.9	63.3	75.4	73.5	79.9	80.5	86.4	73.1	80.2	84.7	71.4	73.5	74.5
700 - 759 PM	66.1	69.2	76.0	64.0	61.6	73.2	64.1	81.9	69.5	78.4	74.0	81.3	84.8	69.1	75.3	73.0
800 - 859 PM	66.7	80.3	J/	76.1	60.3	65.0	67.6	80.5	69.1	78.2	63.7	81.1	81.3	79.2	71.9	73.4
900 - 959 PM	75.2	58.6	80.0	70.5	63.2	72.9	80.5	79.2	J/	80.2	74.9	87.3	78.0	68.0	83.7	74.6
1000 - 1059 PM	J/	J/	79.7	69.5	56.6	J/	73.5	82.3	J/	92.1	81.9	86.7	87.0	J/	86.2	78.6
1100 - 559 AM	94.9	100.0	100.0	96.2	88.4	89.5	97.9	86.7	95.8	93.5	76.8	85.3	92.7	91.5	96.7	85.6
TOTAL, ALL DEPARTURES, BY AIRPORT	78.6	83.4	80.0	80.7	75.2	82.5	82.1	85.2	86.3	87.2	80.3	82.6	87.8	84.1	84.8	82.3

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

NOVEMBER 2005

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

CARRIER *	FLIGHT NUMBER	ORGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE MEDIAN
WN	2030	MSY-HOU	2005	30	96.67	53 43
WN	3462	HOU-MSY	1845	30	93.33	55 45
CO	1197	BOS-EWR	1730	27	92.59	73 53
RU	3020	GSP-EWR	1735	24	91.67	70 44
WN	3107	MSY-HOU	1720	23	91.30	66 44
RU	3216	PWM-EWR	1730	26	88.46	55 51
RU	2227	EWR-DTW	2000	25	88.00	63 54
RU	3067	CLT-EWR	1730	24	87.50	93 72
RU	3243	EWR-RDU	1930	20	85.00	61 51
RU	3007	EWR-MHT	925	25	84.00	27 24
CO	552	CMH-EWR	1655	24	83.33	68 33
RU	3143	EWR-JAX	1925	24	83.33	64 41
UA	636	ORD-EWR	1705	24	83.33	63 24
RU	2338	BUF-EWR	1808	24	83.33	51 33
DL	642	BUF-ATL	1308	30	83.33	46 24
WN	3424	MSY-HOU	1435	30	83.33	44 32
RU	2882	BNA-EWR	1845	23	82.61	73 47
WN	3052	HOU-MSY	1600	23	82.61	53 35
OH	5442	EWR-CVG	2000	17	82.35	73 61
RU	2344	PHL-EWR	1755	28	82.14	48 41
OO	6219	SFO-SBA	1721	28	82.14	39 33
B6	1016	JFK-BOS	1845	22	81.82	41 28
RU	2286	EWR-DAY	1910	26	80.77	61 68
CO	1186	ORD-EWR	1700	25	80.00	72 46
CO	1152	ATL-EWR	1715	25	80.00	60 50
RU	2759	GSO-EWR	1723	25	80.00	60 41
RU	3045	EWR-SAV	1910	15	80.00	54 34
NW	649	EWR-DTW	1945	25	80.00	51 35
AA	2031	JFK-MIA	1908	30	80.00	49 40
RU	2344	EWR-OMA	1925	25	80.00	45 46

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

NOVEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
EXPRESSJET	1,258	60	4.8
CONTINENTAL	875	18	2.1
JETBLUE	336	5	1.5
AIRTRAN	583	4	0.7
NORTHWEST	1,227	8	0.7
COMAIR	1,096	6	0.5
US AIRWAYS	1,045	5	0.5
FRONTIER	226	1	0.4
SOUTHWEST	3,007	12	0.4
AMERICAN	1,829	7	0.4
UNITED	1,359	4	0.3
ALASKA	419	1	0.2
AMERICAN EAGLE	1,491	3	0.2
DELTA	1,666	3	0.2
SKYWEST	1,498	2	0.1
ATLANTIC SOUTHEAST	845	0	0.0
AMERICA WEST	547	0	0.0
INDEPENDENCE AIR	214	0	0.0
HAWAIIAN	128	0	0.0
ATA	100	0	0.0
TOTAL	19,749	139	0.7

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



NOVEMBER 2005

## 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)	84.7	90.6	203	203
ADAK ISLAND AK (ADK)	71.4	57.1	7	7
AGUADILLA PR (BQN)	66.7	94.9	60	59
AKRON/CANTON OH (CAK)	78.1	82.1	883	885
ALBANY GA (ABY)	78.9	86.0	114	114
ALBANY NY (ALB)	81.7	86.5	1,389	1,393
ALBUQUERQUE NM (ABQ)	86.5	88.9	3,016	3,018
ALEXANDRIA LA (AEX)	80.9	85.9	220	220
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	83.6	87.8	299	319
AMARILLO TX (AMA)	83.7	88.5	686	686
ANCHORAGE AK (ANC)	70.0	77.6	1,420	1,422
APPLETON WI (ATW)	70.8	73.2	257	257
ASHEVILLE NC (AVL)	75.3	73.2	361	370
ASHLAND WV (HTS)	88.3	93.7	111	111
ATLANTA GA (ATL)	77.1	78.7	33,063	33,270
ATLANTIC CITY NJ (ACY)	82.4	86.5	85	89
AUGUSTA GA (AGS)	69.9	73.5	196	196
AUSTIN TX (AUS)	83.3	87.3	3,401	3,398
BAKERSFIELD CA (BFL)	82.5	84.9	342	344
BALTIMORE MD (BWI)	83.6	80.3	8,553	8,560
BANGOR ME (BGR)	77.5	80.4	414	414
BARROW AK (BRW)	79.6	73.5	49	49
BATON ROUGE LA (BTR)	77.9	78.7	940	940
BEND/REDMOND OR (RDM)	67.1	64.5	258	265
BETHEL AK (BET)	67.4	58.7	92	92
BILLINGS MT (BIL)	82.7	91.1	404	403
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	84.3	86.6	83	82
BIRMINGHAM AL (BHM)	77.7	82.2	1,581	1,571
BISMARCK/MANDAN ND (BIS)	83.7	94.1	202	202
BLOOMINGTON IL (BMI)	75.5	85.4	192	192
BOISE ID (BOI)	77.2	84.9	1,337	1,341
BOSTON MA (BOS)	76.7	83.0	10,223	10,223
BOZEMAN MT (BZN)	80.5	90.4	365	364
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	79.8	82.5	302	303
BROWNSVILLE TX (BRO)	89.8	89.2	167	167
BRUNSWICK GA (BQK)	68.1	76.5	119	119
BUFFALO NY (BUF)	78.1	78.2	2,111	2,113
BURBANK CA (BUR)	82.0	85.9	2,498	2,498
BURLINGTON VT (BTV)	79.1	83.4	688	691
BUTTE MT (BTM)	84.3	78.8	102	104
CARLSBAD CA (CLD)	91.0	91.6	167	167
CASPER WY (CPR)	87.0	89.1	276	276
CEDAR CITY UT (CDC)	86.9	94.0	84	84

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	76.5	82.3	651	651
CHAMPAIGN/URBANA IL (CMI)	71.3	82.3	310	310
CHARLESTON SC (CHS)	77.5	82.5	1,145	1,148
CHARLESTON/DUNBAR WV (CRW)	82.5	86.7	445	445
CHARLOTTE AMALIE VI (STT)	89.0	95.5	245	245
CHARLOTTE NC (CLT)	82.9	84.7	8,466	8,460
CHARLOTTESVILLE VA (CHO)	81.4	87.4	194	159
CHATTANOOGA TN (CHA)	80.1	85.2	427	427
CHICAGO IL (MDW)	84.6	78.6	7,725	7,724
CHICAGO IL (ORD)	75.6	75.2	28,453	28,453
CHICO CA (CIC)	68.2	78.8	85	85
CHRISTIANSTED VI (STX)	85.7	88.1	42	42
CLEVELAND OH (CLE)	79.0	84.9	6,964	6,966
CODY WY (COD)	87.9	88.3	58	60
COLLEGE STATION/BRYAN TX (CLL)	95.0	94.6	202	202
COLORADO SPRINGS CO (COS)	83.8	89.3	1,166	1,165
COLUMBIA SC (CAE)	76.8	78.1	952	955
COLUMBUS GA (CSG)	73.3	72.5	131	131
COLUMBUS MS (GTR)	66.7	74.6	114	114
COLUMBUS OH (CMH)	79.1	84.7	2,822	2,822
CORDOVA AK (CDV)	96.6	96.6	58	58
CORPUS CHRISTI TX (CRP)	85.6	88.2	770	770
COVINGTON KY (CVG)	83.4	84.8	16,467	16,436
CRESCENT CITY CA (CEC)	74.7	74.4	83	82
DALLAS TX (DAL)	85.6	82.2	3,297	3,297
DALLAS/FT.WORTH TX (DFW)	84.4	83.2	24,894	24,888
DAYTON OH (DAY)	74.0	84.4	1,154	1,138
DAYTONA BEACH FL (DAB)	73.7	70.8	281	281
DEADHORSE AK (SCC)	68.0	64.0	25	25
DENVER CO (DEN)	86.8	86.6	15,317	15,305
DES MOINES IA (DSM)	75.6	82.3	969	963
DETROIT MI (DTW)	77.7	78.4	10,262	10,272
DILLINGHAM AK (DLG)	64.3	64.3	14	14
DOTHAN AL (DHN)	70.9	71.3	141	143
DUBUQUE IA (DBQ)	76.8	85.1	112	114
DULUTH MN (DLH)	74.5	79.0	106	105
EAGLE CO (EGE)	85.7	85.7	7	7
EL CENTRO CA (IPL)	80.0	95.0	60	60
EL PASO TX (ELP)	85.8	88.0	1,815	1,817
ELKO NV (EKO)	83.4	86.1	157	158
ERIE PA (ERI)	87.2	87.2	86	86
EUGENE OR (EUG)	75.6	80.2	394	405
EUREKA/ARCATA CA (ACV)	70.7	73.5	331	339

NOVEMBER 2005

## 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.
EVANSVILLE IN (EVV)	78.1	81.4	488	490
FAIRBANKS AK (FAI)	78.9	79.2	365	365
FARGO ND (FAR)	72.7	81.0	333	327
FAYETTEVILLE AR (XNA)	76.5	80.3	1,103	1,063
FAYETTEVILLE NC (FAY)	78.3	80.8	120	120
FLINT MI (FNT)	79.2	84.5	581	581
FLORENCE SC (FLO)	70.6	65.7	68	67
FORT LAUDERDALE FL (FLL)	77.8	81.2	5,932	5,930
FORT SMITH AR (FSM)	81.6	88.5	174	174
FORT WAYNE IN (FWA)	80.9	82.9	461	461
FRESNO CA (FAT)	83.5	87.3	1,077	1,078
FT. MYERS FL (RSW)	78.4	83.5	2,323	2,320
GAINESVILLE FL (GNV)	71.8	71.8	195	195
GRAND FORKS ND (GFK)	75.3	86.3	81	80
GRAND JUNCTION CO (GJT)	89.2	91.4	325	325
GRAND RAPIDS MI (GRR)	73.8	83.0	1,322	1,320
GREAT FALLS MT (GTF)	81.9	85.7	397	399
GREEN BAY/CLINTONVILLE WI (GRB)	73.1	79.2	709	707
GREENSBORO/HIGH POINT NC (GSO)	79.5	83.1	1,270	1,272
GREENVILLE/SPARTANBURG SC (GSP)	81.8	84.3	884	883
GULFPORT/BILOXI MS (GPT)	79.9	82.6	358	340
HARLINGEN/SAN BENITO TX (HRL)	87.4	87.9	461	461
HARRISBURG PA (MDT)	81.5	87.5	606	594
HARTFORD CT (BDL)	82.9	86.0	2,900	2,898
HELENA MT (HLN)	76.1	89.2	201	186
HICKORY NC (HKY)	80.0	71.2	85	59
HILO HI (ITO)	97.9	98.3	236	236
HONOLULU HI (HNL)	88.8	95.3	3,037	3,037
HOUSTON TX (HOU)	78.5	73.9	4,393	4,380
HOUSTON TX (IAH)	84.2	88.5	16,996	16,998
HUNTSVILLE AL (HSV)	80.7	87.2	882	880
IDAHO FALLS ID (IDA)	88.5	94.3	261	262
INDIANAPOLIS IN (IND)	81.7	85.8	3,281	3,278
INDIO/PALM SPRINGS CA (PSP)	80.0	87.7	932	930
INYOKERN CA (IYK)	86.6	90.5	82	84
ISLIP NY (ISP)	85.1	83.3	1,005	1,005
JACKSON WY (JAC)	78.9	87.8	180	180
JACKSON/VICKSBURG MS (JAN)	81.6	81.7	962	963
JACKSONVILLE FL (JAX)	78.8	84.1	2,595	2,597
JUNEAU AK (JNU)	82.6	84.6	293	293
KAHULUI HI (OGG)	90.9	93.9	1,114	1,114
KALAMAZOO MI (AZO)	74.6	78.2	465	464
KALISPELL MT (FCA)	77.9	85.8	281	282

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
KANSAS CITY MO (MCI)	80.9	84.8	4,423	4,426
KETCHIKAN AK (KTN)	76.7	81.8	176	176
KEY WEST FL (EYW)	79.6	75.5	157	155
KILLEEN TX (GRK)	86.5	91.4	407	406
KING SALMON AK (AKN)	73.7	52.6	19	19
KINSTON NC (ISO)	78.2	88.3	78	60
KNOXVILLE TN (TYS)	79.8	86.6	994	999
KODIAK AK (ADQ)	72.4	58.6	29	29
KONA HI (KOA)	94.2	94.6	518	518
KOTZEBUE AK (OTZ)	73.6	73.6	87	87
LA CROSSE WI (LSE)	72.8	85.8	114	113
LAFAYETTE LA (LFT)	87.4	85.2	325	325
LAKE CHARLES LA (LCH)	88.5	95.8	26	24
LANSING MI (LAN)	76.8	81.7	302	301
LAREDO TX (LRD)	88.5	93.6	235	234
LAS VEGAS NV (LAS)	83.3	81.7	13,898	13,900
LAWTON/FORT SILL OK (LAW)	85.0	93.1	173	173
LEWISTON ID (LWS)	71.7	90.0	60	60
LEXINGTON KY (LEX)	77.2	83.6	825	827
LIHUE HI (LIH)	94.8	95.0	601	602
LINCOLN NE (LNK)	76.1	81.0	226	226
LITTLE ROCK AR (LIT)	78.7	83.1	1,511	1,511
LONG BEACH CA (LGB)	88.6	92.3	884	884
LONGVIEW/KILGOR/GLADWATER TX (GGG)	86.5	96.6	89	89
LOS ANGELES CA (LAX)	83.7	86.2	18,617	18,610
LOUISVILLE KY (SDF)	78.3	82.5	1,981	1,984
LUBBOCK TX (LBB)	86.2	90.6	785	785
LYNCHBURG VA (LYH)	80.9	86.5	89	89
MACON GA (MCN)	76.7	85.6	90	90
MADISON WI (MSN)	74.9	82.3	1,006	1,001
MANCHESTER NH (MHT)	81.1	85.0	1,835	1,808
MARQUETTE MI (MQT)	65.8	78.8	79	80
MEDFORD OR (MFR)	62.3	65.7	371	382
MELBOURNE FL (MLB)	72.1	80.4	341	342
MEMPHIS TN (MEM)	81.6	81.6	3,468	3,471
MERIDIAN MS (MEI)	83.5	79.1	115	115
MIAMI FL (MIA)	77.4	83.4	5,484	5,479
MIDLAND/ODESSA TX (MAF)	84.4	89.9	662	662
MILWAUKEE WI (MKE)	76.0	84.7	1,784	1,786
MINNEAPOLIS/ST. PAUL MN (MSP)	79.2	80.0	10,222	10,229
MINOT ND (MOT)	74.2	92.1	89	89
MISSION/MCALLEN/EDINBURG TX (MFE)	84.0	93.4	287	287
MISSOULA MT (MSO)	71.5	77.4	326	336

NOVEMBER 2005

## 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.
MOBILE AL (MOB)	79.4	84.3	364	364
MODESTO CA (MOD)	89.7	81.2	117	117
MOLINE IL (MLI)	76.9	84.6	429	429
MONROE LA (MLU)	68.2	78.8	132	132
MONTEREY CA (MRY)	83.9	86.2	614	615
MONTGOMERY AL (MGM)	82.7	81.4	312	312
MONTROSE/DELTA CO (MTJ)	88.6	95.3	149	149
MYRTLE BEACH SC (MYR)	82.4	83.1	490	491
NAPLES FL (APF)	79.7	81.9	59	83
NASHVILLE TN (BNA)	82.2	81.3	4,679	4,677
NEW HAVEN CT (HVN)	85.9	85.9	85	85
NEW ORLEANS LA (MSY)	74.6	74.2	1,355	1,354
NEW YORK NY (JFK)	73.4	82.0	8,447	8,446
NEW YORK NY (LGA)	61.6	76.8	10,355	10,332
NEWARK NJ (EWR)	60.6	75.4	12,858	12,868
NEWBURGH/POUGHKEEPSIE NY (SWF)	67.0	76.4	88	89
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	77.6	76.5	545	545
NOME AK (OME)	71.3	67.8	87	87
NORFOLK VA (ORF)	80.7	83.0	1,690	1,693
OAKLAND CA (OAK)	82.8	80.7	5,661	5,660
OKLAHOMA CITY OK (OKC)	81.4	86.0	1,703	1,701
OMAHA NE (OMA)	80.4	85.5	1,825	1,823
ONTARIO/SAN BERNARDINO CA (ONT)	82.4	85.5	2,982	2,979
ORLANDO FL (MCO)	80.8	83.6	10,037	10,037
OXNARD/VENTURA CA (OXR)	94.1	94.9	136	136
PANAMA CITY FL (PFN)	75.6	77.7	238	238
PASCO/KENNEWICK/RICHLAND WA (PSC)	79.4	90.1	233	233
PENSACOLA FL (PNS)	78.4	78.8	833	834
PEORIA IL (PIA)	71.9	79.6	431	431
PETERSBURG AK (PSG)	75.9	86.2	58	58
PHILADELPHIA PA (PHL)	80.9	82.1	9,131	9,128
PHOENIX AZ (PHX)	87.0	85.2	14,447	14,447
PITTSBURGH PA (PIT)	83.5	86.3	4,191	4,192
POCATELLO ID (PIH)	85.3	87.7	163	163
PONCE PR (PSE)	96.7	100.0	30	30
PORTLAND ME (PWM)	75.4	78.9	690	692
PORTLAND OR (PDX)	74.7	82.5	4,572	4,544
PROVIDENCE RI (PVD)	82.6	84.7	2,316	2,319
RALEIGH/DURHAM NC (RDU)	77.0	82.4	4,710	4,710
RAPID CITY SD (RAP)	86.6	90.9	320	319
REDDING CA (RDD)	82.2	76.4	146	144
RENO NV (RNO)	79.3	84.0	2,162	2,164
RICHMOND VA (RIC)	79.2	81.7	1,635	1,638

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ROANOKE VA (ROA)	79.0	85.4	281	253
ROCHESTER MN (RST)	76.8	82.3	198	198
ROCHESTER NY (ROC)	74.6	79.6	1,424	1,400
SACRAMENTO CA (SMF)	80.7	82.0	4,150	4,148
SAGINAW/BAY CITY/MIDLAND MI (MBS)	66.4	77.5	238	236
SALT LAKE CITY UT (SLC)	83.9	87.8	12,970	12,947
SAN ANGELO TX (SJT)	87.8	90.5	148	148
SAN ANTONIO TX (SAT)	83.2	86.3	3,304	3,304
SAN DIEGO CA (SAN)	84.5	87.2	7,239	7,258
SAN FRANCISCO CA (SFO)	74.8	82.6	10,584	10,578
SAN JOSE CA (SJC)	82.4	84.8	5,009	5,008
SAN JUAN PR (SJU)	79.2	89.2	1,896	1,896
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	84.7	85.1	470	470
SANTA ANA CA (SNA)	83.1	84.6	4,020	4,019
SANTA BARBARA CA (SBA)	84.5	89.2	1,004	1,003
SANTA MARIA CA (SMX)	88.0	85.7	166	168
SARASOTA/BRADENTON FL (SRQ)	79.1	82.8	574	574
SAVANNAH GA (SAV)	77.4	81.3	1,057	1,057
SCRANTON/WILKES-BARRE PA (AVP)	81.5	81.7	184	191
SEATTLE WA (SEA)	74.2	80.3	8,390	8,392
SHREVEPORT LA (SHV)	80.7	87.4	643	643
SIOUX FALLS SD (FSD)	74.9	82.1	403	403
SITKA AK (SIT)	83.0	85.2	88	88
SOUTH BEND IN (SBN)	77.0	78.8	366	364
SPOKANE WA (GEG)	77.5	85.3	1,060	1,064
SPRINGFIELD IL (SPI)	72.9	73.6	144	144
SPRINGFIELD MO (SGF)	80.0	84.9	716	717
ST. GEORGE UT (SGU)	87.6	93.2	251	251
ST. LOUIS MO (STL)	83.0	84.1	5,169	5,172
STATE COLLEGE PA (SCE)	85.4	89.9	89	89
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	83.3	76.7	30	30
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	85.0	86.8	193	205
SYRACUSE NY (SYR)	76.8	82.8	1,212	1,212
TALLAHASSEE FL (TLH)	79.6	85.0	406	406
TAMPA FL (TPA)	80.8	84.8	6,285	6,284
TEXARKANA AR (TXK)	84.3	89.9	89	89
TOLEDO OH (TOL)	78.6	79.8	387	387
TRAVERSE CITY MI (TVC)	74.7	76.0	217	217
TUCSON AZ (TUS)	85.4	89.5	1,663	1,663
TULSA OK (TUL)	80.5	82.9	1,907	1,908
TUPELO MS (TUP)	70.6	77.6	85	58
TWIN FALLS ID (TWF)	81.0	87.7	216	204
TYLER TX (TYR)	84.9	92.5	252	252

NOVEMBER 2005

## 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.
VALDOSTA GA (VLD)	73.0	76.7	89	90
VALPARAISO FL (VPS)	80.8	85.4	459	501
WACO TX (ACT)	91.6	95.1	203	203
WASHINGTON DC (DCA)	82.3	87.3	8,419	8,422
WASHINGTON DC (IAD)	85.1	87.1	7,408	7,409
WAUSAU/MARSHFIELD WI (CWA)	70.1	72.7	87	88
WEST PALM BEACH/PALM BEACH FL (PBI)	77.3	79.8	2,387	2,382
WHITE PLAINS NY (HPN)	73.5	80.5	471	471
WICHITA FALLS TX (SPS)	85.8	93.0	226	227
WICHITA KS (ICT)	79.7	80.8	868	869
WILMINGTON NC (ILM)	88.6	89.6	306	308
WRANGELL AK (WRG)	72.4	87.9	58	58
YAKUTAT AK (YAK)	91.4	96.6	58	58
YUMA AZ (YUM)	82.0	85.4	89	89

NOVEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 33 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
COMAIR	22	19,019	453	2.4	105	31,477	750	2.4
SKYWEST	15	23,766	374	1.6	119	43,154	823	1.9
ATLANTIC SOUTHEAST	21	13,701	231	1.7	123	24,839	469	1.9
AMERICAN EAGLE	22	24,601	443	1.8	107	43,016	774	1.8
ATA	11	2,378	39	1.6	16	2,831	39	1.4
EXPRESSJET	25	16,811	275	1.6	114	33,411	444	1.3
NORTHWEST	32	24,184	216	0.9	109	35,093	351	1.0
AMERICA WEST	29	13,589	141	1.0	49	16,039	157	1.0
ALASKA	17	7,836	55	0.7	46	12,387	121	1.0
DELTA	33	37,829	325	0.9	100	47,747	376	0.8
UNITED	33	34,333	228	0.7	77	39,686	259	0.7
US AIRWAYS	27	24,730	135	0.5	59	30,278	171	0.6
SOUTHWEST	17	44,580	237	0.5	61	84,471	470	0.6
AIRTRAN	22	13,192	65	0.5	46	17,035	81	0.5
AMERICAN	32	43,030	190	0.4	82	53,461	223	0.4
INDEPENDENCE AIR	14	4,203	15	0.4	38	6,265	24	0.4
HAWAIIAN	7	317	0	0.0	14	3,898	9	0.2
FRONTIER	23	5,339	7	0.1	39	6,373	9	0.1
CONTINENTAL	30	19,642	30	0.2	70	24,519	34	0.1
JETBLUE	16	7,773	2	0.0	31	10,158	2	0.0
Total		380,853	3,461	0.9	Total	566,138	5,586	1.0

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

**NOVEMBER 2005**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	53461	42737	79.94%	223	0.42%	90	0.17%	2439	4.56%	322	0.60%	4937	9.23%	4	0.01%	2709	5.07%
AS	12387	9335	75.36%	121	0.98%	37	0.30%	1050	8.47%	31	0.25%	892	7.20%	22	0.18%	900	7.26%
B6	10158	7574	74.56%	2	0.02%	39	0.38%	431	4.24%	13	0.13%	1212	11.93%	8	0.08%	879	8.65%
CO	24519	19449	79.32%	34	0.14%	36	0.15%	878	3.58%	113	0.46%	3057	12.47%	19	0.08%	933	3.81%
DH	6265	5290	84.44%	24	0.38%	10	0.16%	163	2.61%	13	0.20%	504	8.04%	4	0.06%	257	4.10%
DL	47747	37429	78.39%	376	0.79%	68	0.14%	2073	4.34%	83	0.17%	5236	10.97%	3	0.01%	2478	5.19%
EV	24839	19050	76.69%	469	1.89%	34	0.14%	2106	8.48%	731	2.94%	2111	8.50%	5	0.02%	334	1.34%
F9	6373	5437	85.31%	9	0.14%	0	0.00%	268	4.21%	8	0.13%	322	5.06%	0	0.00%	328	5.14%
FL	17035	13268	77.89%	81	0.48%	23	0.14%	736	4.32%	9	0.05%	1412	8.29%	0	0.00%	1506	8.84%
HA	3898	3709	95.15%	9	0.23%	1	0.03%	132	3.39%	0	0.00%	3	0.09%	1	0.02%	43	1.09%
HP	16039	13665	85.20%	157	0.98%	16	0.10%	824	5.14%	24	0.15%	756	4.71%	13	0.08%	584	3.64%
MQ	43016	33405	77.66%	774	1.80%	69	0.16%	2113	4.91%	267	0.62%	3364	7.82%	1	0.00%	3023	7.03%
NW	35093	26276	74.88%	351	1.00%	68	0.19%	3034	8.64%	363	1.03%	3594	10.24%	7	0.02%	1400	3.99%
OH	31477	24924	79.18%	750	2.38%	65	0.21%	2416	7.67%	1008	3.20%	2208	7.02%	3	0.01%	102	0.33%
OO	43154	35084	81.30%	823	1.91%	83	0.19%	4322	10.02%	324	0.75%	1217	2.82%	23	0.05%	1278	2.96%
RU	33411	25872	77.44%	444	1.33%	68	0.20%	1201	3.59%	153	0.46%	3503	10.48%	13	0.04%	2158	6.46%
TZ	2831	2312	81.67%	39	1.38%	0	0.00%	83	2.94%	0	0.00%	262	9.26%	2	0.07%	133	4.69%
UA	39686	32244	81.25%	259	0.65%	63	0.16%	1773	4.47%	140	0.35%	3146	7.93%	0	0.00%	2061	5.19%
US	30278	25040	82.70%	171	0.56%	35	0.12%	1224	4.04%	64	0.21%	2410	7.96%	0	0.00%	1334	4.41%
WN	84471	70982	84.03%	470	0.56%	122	0.14%	3366	3.98%	230	0.27%	2172	2.57%	52	0.06%	7077	8.38%
<b>TOTAL</b>	<b>566138</b>	<b>453082</b>		<b>5586</b>		<b>927</b>		<b>30631</b>		<b>3895</b>		<b>42321</b>		<b>180</b>		<b>29516</b>	
			80.03%		0.99%		0.16%		5.41%		0.69%		7.48%		0.03%		5.21%

**\*Causes of Delay:**

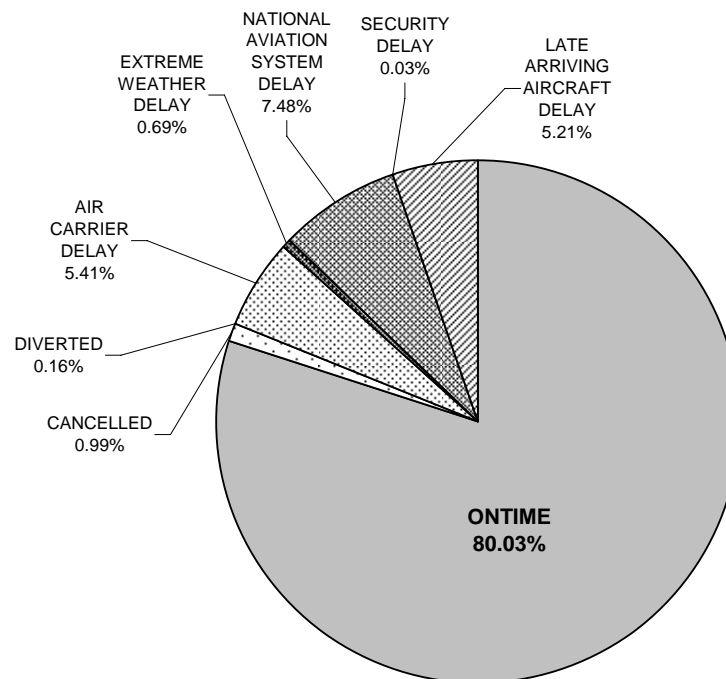
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the 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.**

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

NOVEMBER 2005  
AIR TRAVEL CONSUMER REPORT  
TABLE 10. OVERALL CAUSES OF DELAY\*



**\*Causes of Delay:**

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

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

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 33 airports for which data must be reported. Data include all reported domestic flight operations to the 33 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 33 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	ATL
Baltimore/Washington: International	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
Pittsburgh: Greater International	PIT
Portland: International	PDX
St. Louis: Lambert	STL
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Reagan National	DCA
Washington: Dulles	IAD

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

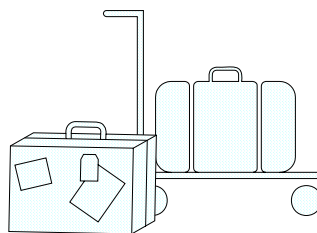
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Independence Air
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways

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

F9	Frontier Airlines
HA	Hawaiian Airlines

## **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. 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.



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

RANK	AIRLINE	NOVEMBER 2005			NOVEMBER 2004		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	INDEPENDENCE AIR	658	306,729	2.15	1,532	500,660	3.06
2	HAWAIIAN AIRLINES	1,286	490,377	2.62	1,084	441,357	2.46
3	AIRTRAN AIRWAYS	4,492	1,479,875	3.04	2,505	1,148,230	2.18
4	UNITED AIRLINES	15,254	4,701,413	3.24	15,812	4,838,455	3.27
5	JETBLUE AIRWAYS	4,402	1,312,680	3.35	2,601	1,066,609	2.44
6	CONTINENTAL AIRLINES	10,265	2,942,137	3.49	10,373	2,781,366	3.73
7	FRONTIER AIRLINES	2,588	691,418	3.74	*	*	*
8	ALASKA AIRLINES	4,499	1,195,559	3.76	3,393	1,168,611	2.90
9	ATA AIRLINES	1,311	340,104	3.85	2,134	687,281	3.10
10	SOUTHWEST AIRLINES	31,335	7,535,207	4.16	23,012	6,788,589	3.39
11	AMERICA WEST AIRLINES	8,126	1,742,372	4.66	6,725	1,703,119	3.95
12	AMERICAN AIRLINES	32,812	6,582,273	4.98	24,647	6,083,767	4.05
13	DELTA AIR LINES	29,993	5,978,685	5.02	37,124	6,814,516	5.45
14	NORTHWEST AIRLINES	17,923	3,541,978	5.06	13,359	3,884,965	3.44
15	EXPRESSJET AIRLINES	8,015	1,253,254	6.40	6,845	1,083,632	6.32
16	US AIRWAYS	18,602	2,722,877	6.83	18,580	3,186,095	5.83
17	SKYWEST AIRLINES	10,919	1,383,486	7.89	10,253	1,201,714	8.53
18	COMAIR	9,778	1,127,061	8.68	10,348	1,139,457	9.08
19	AMERICAN EAGLE AIRLINES	14,440	1,485,296	9.72	9,582	1,274,530	7.52
20	ATLANTIC SOUTHEAST AIRLINES	12,603	1,010,778	12.47	11,920	949,268	12.56
TOTALS		239,301	47,823,559	5.00	211,829	46,742,221	4.53

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.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by Frontier Airlines (voluntary) effective May 2005. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections of this report.

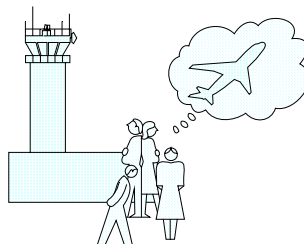
## **OVERSALES**

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

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

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

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



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

**JULY-SEPTEMBER**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES<sup>\*</sup>**

RANK	AIRLINE	JULY-SEPTEMBER 2005				JULY-SEPTEMBER 2004			
		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>	1	0	3,782,567	<b>0.00</b>	8	9	3,033,338	<b>0.03</b>
2	<b>INDEPENDENCE AIR</b>	3	0	431,013	<b>0.00</b>	*	*	*	*
3	<b>HAWAIIAN AIRLINES</b>	872	8	1,549,659	<b>0.05</b>	833	4	1,458,091	<b>0.03</b>
4	<b>COMAIR</b>	86	10	702,971	<b>0.14</b>	828	100	675,987	<b>1.48</b>
5	<b>SKYWEST AIRLINES</b>	1,650	13	836,137	<b>0.16</b>	570	1	174,451	<b>0.06</b>
6	<b>FRONTIER AIRLINES</b>	119	38	2,220,146	<b>0.17</b>	*	*	*	*
7	<b>AIRTRAN AIRWAYS</b>	2,900	139	4,396,524	<b>0.32</b>	2,875	16	3,300,618	<b>0.05</b>
8	<b>ATLANTIC SOUTHEAST AIRLINES</b>	441	43	1,105,913	<b>0.39</b>	1,248	192	1,002,197	<b>1.92</b>
9	<b>AMERICAN EAGLE AIRLINES</b>	271	26	561,746	<b>0.46</b>	263	23	527,061	<b>0.44</b>
10	<b>NORTHWEST AIRLINES</b>	18,895	630	13,435,834	<b>0.47</b>	18,222	593	13,294,734	<b>0.45</b>
11	<b>US AIRWAYS</b>	9,344	471	9,916,541	<b>0.47</b>	15,183	531	10,115,003	<b>0.52</b>
12	<b>UNITED AIRLINES</b>	15,909	771	15,840,982	<b>0.49</b>	23,963	473	17,716,757	<b>0.27</b>
13	<b>AMERICAN AIRLINES</b>	18,803	1,220	22,928,627	<b>0.53</b>	12,804	786	21,090,205	<b>0.37</b>
14	<b>AMERICA WEST AIRLINES</b>	6,875	362	5,729,835	<b>0.63</b>	8,904	227	5,556,933	<b>0.41</b>
15	<b>SOUTHWEST AIRLINES</b>	18,208	1,662	23,595,749	<b>0.70</b>	14,568	1,311	21,102,752	<b>0.62</b>
16	<b>DELTA AIR LINES</b>	22,864	2,685	21,197,383	<b>1.27</b>	27,605	1,658	21,171,870	<b>0.78</b>
17	<b>CONTINENTAL AIRLINES</b>	7,833	1,276	9,557,668	<b>1.34</b>	12,023	1,433	9,189,561	<b>1.56</b>
18	<b>ATA AIRLINES</b>	1,072	232	1,468,849	<b>1.58</b>	1,048	707	2,684,190	<b>2.63</b>
19	<b>ALASKA AIRLINES</b>	6,180	882	4,293,756	<b>2.05</b>	6,224	412	4,299,920	<b>0.96</b>
	<b>TOTALS</b>	132,326	10,468	143,551,900	<b>0.73</b>	147,169	8,476	136,393,668	<b>0.62</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. Independence Air was ranked in this table for the first time with the 4th quarter 2004. Frontier Airlines was ranked in this section for the first time with the 2nd quarter 2005 (voluntary flight delay and mishandled baggage reporting effective May 2005). With the exception of ExpressJet Airlines (whose entire fleet consists of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and "Mishandled Baggage" sections of the *Air Travel Consumer Report*.

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

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

RANK	AIRLINE	JANUARY-SEPTEMBER 2005				JANUARY-SEPTEMBER 2004			
		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>	26	0	10,878,559	<b>0.00</b>	20	17	8,604,108	<b>0.02</b>
2	<b>INDEPENDENCE AIR</b>	7	1	1,006,151	<b>0.01</b>	*	*	*	*
3	<b>HAWAIIAN AIRLINES</b>	2,301	22	4,358,331	<b>0.05</b>	2,420	110	4,269,530	<b>0.26</b>
4	<b>SKYWEST AIRLINES</b>	4,256	71	1,891,577	<b>0.38</b>	987	3	281,742	<b>0.11</b>
5	<b>AIRTRAN AIRWAYS</b>	17,448	570	12,236,117	<b>0.47</b>	18,916	327	9,673,635	<b>0.34</b>
6	<b>AMERICAN EAGLE AIRLINES</b>	1,324	79	1,637,537	<b>0.48</b>	1,317	60	1,422,014	<b>0.42</b>
7	<b>UNITED AIRLINES</b>	65,258	2,213	45,629,676	<b>0.48</b>	82,070	2,438	49,158,295	<b>0.50</b>
8	<b>COMAIR</b>	1,084	109	2,075,281	<b>0.53</b>	3,400	474	1,795,140	<b>2.64</b>
9	<b>AMERICAN AIRLINES</b>	59,877	4,114	66,510,253	<b>0.62</b>	53,264	2,919	62,099,673	<b>0.47</b>
10	<b>US AIRWAYS</b>	41,974	2,160	30,958,556	<b>0.70</b>	59,216	1,833	29,902,550	<b>0.61</b>
11	<b>SOUTHWEST AIRLINES</b>	58,309	4,728	66,154,037	<b>0.71</b>	71,415	6,414	60,921,204	<b>1.05</b>
12	<b>NORTHWEST AIRLINES</b>	60,346	4,113	39,192,301	<b>1.05</b>	60,067	2,710	37,405,443	<b>0.72</b>
13	<b>AMERICA WEST AIRLINES</b>	27,950	1,772	16,526,669	<b>1.07</b>	28,301	973	15,410,654	<b>0.63</b>
14	<b>DELTA AIR LINES</b>	64,555	7,964	63,842,920	<b>1.25</b>	102,665	7,207	62,375,866	<b>1.16</b>
15	<b>ATLANTIC SOUTHEAST AIRLINES</b>	2,081	461	3,228,184	<b>1.43</b>	3,860	579	2,687,783	<b>2.15</b>
16	<b>ALASKA AIRLINES</b>	19,839	1,855	11,676,951	<b>1.59</b>	18,707	1,540	11,508,018	<b>1.34</b>
17	<b>CONTINENTAL AIRLINES</b>	30,348	5,300	27,948,168	<b>1.90</b>	35,631	4,220	26,657,713	<b>1.58</b>
18	<b>ATA AIRLINES</b>	3,991	1,350	4,311,563	<b>3.13</b>	4,170	1,402	7,846,054	<b>1.79</b>
*	<b>FRONTIER AIRLINES</b>	*	*	*	*	*	*	*	*
	<b>TOTALS</b>	460,974	36,882	410,062,831	<b>0.90</b>	546,426	33,226	392,019,422	<b>0.85</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. Independence Air was ranked in this table for the first time with the 4th quarter 2004. Frontier Airlines was ranked in this section for the first time with the 2nd quarter 2005 (voluntary flight delay and mishandled baggage reporting effective May 2005). With the exception of ExpressJet Airlines (whose entire fleet consists of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and "Mishandled Baggage" sections of the *Air Travel Consumer Report*.

## **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.). Beginning with the October 2000 report, “Animals” was added as a new category. 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

	NOVEMBER 2005				NOVEMBER 2004			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	395	55	2	77	322	47	3	42
FOREIGN AIRLINES	97	4	0	10	91	3	0	10
TRAVEL AGENTS	17	0	0	1	13	1	0	1
TOUR OPERATORS	5	0	0	1	3	0	0	0
MISCELLANEOUS	10	9	0	43	1	5	0	29
INDUSTRY TOTALS	524	68	2	132	430	56	3	82



Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	NOVEMBER 2005			NOVEMBER 2004		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	133		1	80	
CANCELLATIONS			65			20
DELAYS			24			35
MISCONNECTIONS			17			13
BAGGAGE	2	86		2	78	
RES/TKTG/BOARDING	3	82		4	56	
REFUNDS	4	75		4	56	
CUSTOMER SERVICE	5	42		3	60	
DISABILITY	6	28		7	25	
FARES	7	27		6	31	
OTHER	8	25		9	13	
FREQUENT FLYER			18			7
OVERSALES	9	19		8	19	
DISCRIMINATION	10	4		11	5	
ADVERTISING	11	3		10	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		524			430	

\* 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\*  
NOVEMBER 2005

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
AIR WISCONSIN	3	0	0	0	0	1	1	1	0	0	0	0	6
AIRTRAN AIRWAYS	3	0	2	0	1	2	0	1	0	0	0	0	9
ALASKA AIRLINES	4	0	0	0	0	1	1	1	0	0	0	0	7
AMERICA WEST AIRLINES	3	0	1	0	1	2	0	1	0	0	0	0	8
AMERICAN AIRLINES	11	2	12	6	4	7	6	3	1	0	0	3	55
AMERICAN EAGLE AIRLINES	4	0	3	0	0	3	1	0	0	0	0	0	11
ATA AIRLINES	9	0	3	0	1	0	0	0	0	0	0	0	13
ATLANTIC SOUTHEAST AIRLINES	4	0	3	0	0	1	0	0	0	0	0	0	8
COMAIR	6	0	0	0	0	0	0	0	0	0	0	0	6
CONTINENTAL AIRLINES	5	3	4	1	3	9	2	1	0	0	0	0	28
DELTA AIRLINES	11	3	6	3	10	8	1	3	0	2	0	5	52
INDEPENDENCE AIR	2	0	0	0	3	0	0	0	0	0	0	0	5
MESA AIRLINES	5	0	0	0	0	1	0	2	0	0	0	0	8
NORTHWEST AIRLINES	7	1	2	1	4	3	2	3	0	0	0	1	24
PIEDMONT AIRLINES	2	2	0	0	0	2	0	0	0	0	0	0	6
SOUTHWEST AIRLINES	1	0	0	0	0	0	3	0	0	1	0	1	6
TRANSMERIDIAN AIRLINES	0	0	0	0	4	0	0	0	0	0	0	2	6
UNITED AIRLINES	5	2	5	2	2	7	6	2	1	1	0	7	40
US AIRWAYS	10	1	6	4	4	10	1	2	0	0	0	4	42
USA3000	3	0	0	0	4	0	0	0	0	0	0	0	7
OTHER U. S. AIRLINES	19	2	7	2	5	2	5	6	0	0	0	0	48
TOTAL NOVEMBER 2005	117	16	54	19	46	59	29	26	2	4	0	23	395
% OF TOTAL COMPLAINTS	29.6	4.1	13.7	4.8	11.6	14.9	7.3	6.6	0.5	1.0	0	5.8	
TOTAL NOVEMBER 2004	74	12	41	21	37	52	45	22	4	5	0	9	322
% OF TOTAL COMPLAINTS	23.0	3.7	12.7	6.5	11.5	16.1	14.0	6.8	1.2	1.6	0	2.8	

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

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

Table 4

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

NOVEMBER 2005

U. S. AIRLINES*	COMPS RECD IN NOV	INCI - DENTS IN NOV	PERCENT	INCI - DENTS IN OCT	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	6	3	50.0	0	0.0	1	16.7	2	33.3
AIRTRAN AIRWAYS	9	3	33.3	4	44.4	2	22.2	0	0.0
ALASKA AIRLINES	7	3	42.9	4	57.1	0	0.0	0	0.0
AMERICA WEST AIRLINES	8	2	25.0	2	25.0	2	25.0	2	25.0
AMERICAN AIRLINES	55	22	40.0	10	18.2	13	23.6	10	18.2
AMERICAN EAGLE AIRLINES	11	7	63.6	0	0.0	1	9.1	3	27.3
ATA AIRLINES	13	6	46.2	2	15.4	5	38.5	0	0.0
ATLANTIC SOUTHEAST AIRLINES	8	1	12.5	5	62.5	1	12.5	1	12.5
COMAIR	6	5	83.3	0	0.0	1	16.7	0	0.0
CONTINENTAL AIRLINES	28	9	32.1	7	25.0	9	32.1	3	10.7
DELTA AIRLINES	52	17	32.7	13	25.0	17	32.7	5	9.6
INDEPENDENCE AIR	5	4	80.0	0	0.0	1	20.0	0	0.0
MESA AIRLINES	8	2	25.0	4	50.0	1	12.5	1	12.5
NORTHWEST AIRLINES	24	12	50.0	5	20.8	3	12.5	4	16.7
PIEDMONT AIRLINES	6	2	33.3	3	50.0	0	0.0	1	16.7
SOUTHWEST AIRLINES	6	2	33.3	1	16.7	2	33.3	1	16.7
TRANSMERIDIAN AIRLINES	6	0	0.0	1	16.7	4	66.7	1	16.7
UNITED AIRLINES	40	13	32.5	4	10.0	15	37.5	8	20.0
US AIRWAYS	42	11	26.2	5	11.9	18	42.9	8	19.0
USA3000	7	2	28.6	2	28.6	3	42.9	0	0.0
OTHER U. S. AIRLINES	48	16	33.3	15	31.2	12	25.0	5	10.4
<b>TOTALS</b>	<b>395</b>	<b>142</b>	<b>35.9</b>	<b>87</b>	<b>22.0</b>	<b>111</b>	<b>28.1</b>	<b>55</b>	<b>13.9</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>322</b>	<b>113</b>	<b>35.1</b>	<b>68</b>	<b>21.1</b>	<b>88</b>	<b>27.3</b>	<b>53</b>	<b>16.5</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\*\*

NOVEMBER 2005

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	2	0	3	1	2	6	0	1	0	0	0	0	15
AIR JAMAICA	4	0	2	0	1	1	0	0	0	0	0	0	8
ALITALIA AIRLINES	0	0	1	0	0	5	0	0	0	0	0	0	6
BRITISH AIRWAYS	0	0	2	1	0	4	1	0	0	0	0	0	8
KLM	2	0	2	0	0	0	2	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	3	3	11	2	17	10	5	1	1	0	0	1	54
<b>TOTALS</b>	<b>11</b>	<b>3</b>	<b>21</b>	<b>4</b>	<b>20</b>	<b>26</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>97</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	5	3	7	0	2	0	0	0	0	0	17
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	3	0	1	0	0	0	0	0	0	0	0	1	5
<b>TOTALS</b>	<b>3</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>0</b>	<b>1</b>	<b>5</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	1	1	2	1	3	0	0	0	0	0	10
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</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

NOVEMBER  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	NOVEMBER 2005			NOVEMBER 2004		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>EXPRESSJET AIRLINES</b>	1	1,361,077	0.07	3	1,168,252	0.26
2	<b>SOUTHWEST AIRLINES</b>	6	7,414,217	0.08	9	6,640,672	0.14
3	<b>JETBLUE AIRWAYS</b>	3	1,276,869	0.23	3	1,045,903	0.29
4	<b>SKYWEST AIRLINES</b>	4	1,409,539	0.28	3	1,170,307	0.26
5	<b>AMERICA WEST AIRLINES</b>	8	1,795,548	0.45	10	1,740,110	0.57
6	<b>ALASKA AIRLINES</b>	7	1,345,026	0.52	10	1,320,165	0.76
7	<b>COMAIR</b>	6	1,117,971	0.54	8	1,133,874	0.71
8	<b>NORTHWEST AIRLINES</b>	24	4,164,980	0.58	22	4,493,948	0.49
9	<b>FRONTIER AIRLINES</b>	4	674,267	0.59	*	*	*
10	<b>HAWAIIAN AIRLINES</b>	3	488,113	0.61	0	439,012	0.00
11	<b>AIRTRAN AIRWAYS</b>	9	1,446,213	0.62	4	1,119,875	0.36
12	<b>AMERICAN AIRLINES</b>	55	7,849,036	0.70	52	7,263,308	0.72
13	<b>AMERICAN EAGLE AIRLINES</b>	11	1,485,285	0.74	5	1,259,094	0.40
14	<b>UNITED AIRLINES</b>	40	5,352,397	0.75	37	5,444,155	0.68
15	<b>ATLANTIC SOUTHEAST AIRLINES</b>	8	1,014,195	0.79	2	956,475	0.21
16	<b>CONTINENTAL AIRLINES</b>	28	3,501,371	0.80	23	3,313,595	0.69
17	<b>DELTA AIR LINES</b>	52	6,357,694	0.82	34	7,113,644	0.48
18	<b>US AIRWAYS</b>	42	3,003,253	1.40	26	3,355,942	0.77
19	<b>INDEPENDENCE AIR</b>	5	297,179	1.68	3	500,744	0.60
20	<b>ATA AIRLINES</b>	13	344,419	3.77	10	697,692	1.43
<b>TOTAL</b>		<b>329</b>	<b>51,698,649</b>	<b>0.64</b>	<b>264</b>	<b>50,176,767</b>	<b>0.53</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.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections. Ranking in this table for Frontier Airlines effective May, 2005, when the carrier began voluntarily reporting flight delay and mishandled baggage data.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

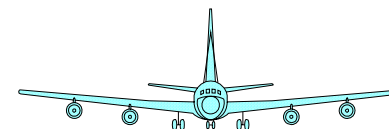
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



## Customer Service Reports to the Department of Homeland Security for the Month of November 2005 as provided by the Transportation Security Administration<sup>a</sup>

The Transportation Security Administration protects approximately 58 million airline passengers and screens their 74 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 November.

**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
228	.0004	77	.00014	19	.000035	397	.0007

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
247	.00045	1345	.0019

### 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 November.

## November 2005 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="#">Hawaiian Airlines</a>		1	
<a href="#">SkyWest Airlines</a>	1		
<b><i>Total</i></b>	<b>1</b>	<b>1</b>	<b>0</b>