



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: February 2006**



**Flight Delays<sup>1</sup>**

December 2005  
12 Months Ending December 2005

**Mishandled Baggage<sup>1</sup>**

December 2005  
January-December 2005

**Oversales<sup>1</sup>**

4th Quarter 2005  
January-December 2005

**Consumer Complaints<sup>2</sup>**  
(Includes Disability and  
Discrimination Complaints)

December 2005  
January-December 2005

**Customer Service Reports to  
the Dept. of Homeland Security<sup>3</sup>**

December 2005

**Airline Animal Incident Reports<sup>4</sup>**

December 2005

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

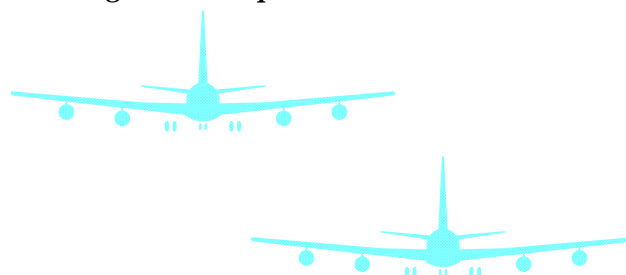
<sup>2</sup> Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

<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

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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 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.

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## 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	81.7	14	94.2
INDEPENDENCE AIR S/	12	79.4	37	78.7
AMERICA WEST AIRLINES S/	29	78.1	51	78.5
SOUTHWEST AIRLINES S/	17	77.5	61	77.2
US AIRWAYS S/	27	76.0	60	76.5
COMAIR S/	23	72.9	107	72.6
DELTA AIRLINES S/	32	72.9	102	72.6
ATA AIRLINES S/	10	73.1	15	72.2
CONTINENTAL AIRLINES S/	30	70.5	71	71.0
EXPRESSJET AIRLINES S/	26	67.2	116	69.1
AMERICAN AIRLINES S/	32	69.1	86	68.9
SKYWEST AIRLINES S/	17	69.9	123	68.6
UNITED AIRLINES S/	33	69.1	83	68.2
AMERICAN EAGLE AIRLINES S/	23	68.9	111	68.2
FRONTIER AIRLINES S/V/	23	68.7	38	67.9
ALASKA AIRLINES S/	17	65.9	46	67.3
AIRTRAN AIRWAYS S/	22	66.0	46	65.7
NORTHWEST AIRLINES S/	32	65.8	111	65.6
ATLANTIC SOUTHEAST AIRLINES S/	15	66.0	124	65.4
JETBLUE AIRWAYS S/	16	63.1	31	63.7
TOTAL		70.9		71.0

- 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.

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		OCT - 05		NOV - 05		DEC - 05		12 MONTHS ENDING DEC 2005		DATABASE TO DATE SEP 1987- DEC 2005	
	01 - 03 2005		04 – 06 2005		07 – 09 2005		10 - 12 2005											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	68.8	17	75.3	17	68.4	19	72.6	19	74.6	20	77.9	14	65.7	17	71.3	17	(--)	(--)
ALASKA	72.9	15	61.6	19	70.2	18	74.4	15	80.5	13	75.4	18	67.3	16	69.7	19	75.9	9
AMERICA WEST	76.7	6	83.8	6	81.6	5	82.6	2	84.1	5	85.2	3	78.5	3	81.2	4	78.7	5
AMERICAN	76.2	7	80.7	9	73.7	13	76.9	12	82.1	10	79.9	10	68.9	11	76.9	10	79	3
AMERICAN EAGLE	74.2	14	79.3	12	75.1	11	76.2	13	82.7	7	77.7	15	68.2	14	76.2	12	75.5	10
ATA	77.5	4	86.5	2	82.5	4	79.3	8	82.5	8	81.7	7	72.2	8	81.3	3	(--)	(--)
ATLANTIC SOUTHEAST	68.2	18	75	18	66.8	20	73.4	18	77.4	17	76.7	17	65.4	19	70.9	18	(--)	(--)
COMAIR	74.8	12	85	4	81.1	6	79.5	7	84.9	4	79.2	12	72.6	6	80.1	6	(--)	(--)
CONTINENTAL	75.8	9	81.1	8	74.7	12	76	14	78.1	16	79.3	11	71	9	76.9	9	78.8	4
DELTA	75.2	11	80.5	10	72.3	15	77.2	11	80.1	14	78.4	13	72.6	7	76.3	11	77.7	7
EXPRESSJET	74.4	13	81.1	7	72	16	74.3	16	76.8	18	77.4	16	69.1	10	75.4	14	(--)	(--)
FRONTIER	(--)	(--)	(--)	(--)	85.7	2	79.7	6	86.2	3	85.3	2	67.9	15	(--)	(--)	(--)	(--)
HAWAIIAN	93	1	95.2	1	96.8	1	95.4	1	96.8	1	95.2	1	94.2	1	95.1	1	(--)	(--)
INDEPENDENCE AIR	77.4	5	77.7	15	76.5	10	81.9	3	82.5	9	84.4	4	78.7	2	78	7	(--)	(--)
JETBLUE	65.8	19	76.2	16	72.7	14	70.8	20	75.1	19	74.6	20	63.7	20	71.4	16	(--)	(--)
NORTHWEST	75.2	10	80.4	11	70.5	17	73.7	17	80.6	12	74.9	19	65.6	18	75	15	79.7	2
SKYWEST	79.3	2	86.3	3	85.3	3	78.8	9	86.3	2	81.3	8	68.6	12	82.5	2	(--)	(--)
SOUTHWEST	78.6	3	84.5	5	79.3	7	80.6	4	80.8	11	84	5	77.2	4	80.7	5	82.3	1
UNITED	75.9	8	78.4	14	78.8	8	77.4	10	83	6	81.2	9	68.2	13	77.6	8	76.3	8
US AIRWAYS	70.2	16	78.5	13	77.1	9	79.7	5	79.8	15	82.7	6	76.5	5	76.2	13	78.5	6
Total	75.3		80.8		76.1		77.5		81.3		80.0		71.0		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.

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	661	62.2	1095	72.5	421	75.3	150	69.3	H/		847	77.2	634	59.8	13865	73.9
AS	H/		31	74.2	H/		H/		H/		93	59.1	186	72.0	62	62.9
B6	H/		986	75.4	H/		H/		H/		H/		93	60.2	H/	
CO	410	62.9	542	67.2	177	85.9	H/		H/		404	80.7	387	74.9	328	70.1
DH	119	59.7	155	78.7	H/		93	62.4	H/		H/		H/		H/	
DL	14708	72.8	1507	74.3	369	71.8	200	65.0	2446	84.4	1002	75.2	340	73.2	373	72.1
EV	9632	65.6	H/		H/		31	61.3	739	74.2	62	79.0	H/		28	39.3
F9	89	65.2	H/		60	65.0	H/		H/		85	71.8	3422	72.7	161	75.2
FL	6269	64.8	750	72.0	1089	77.2	212	68.9	H/		152	75.0	100	44.0	378	67.7
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	162	84.6	181	75.7	146	74.7	H/		H/		124	79.0	339	78.5	283	79.5
MQ	178	44.9	1415	71.7	200	60.5	414	61.8	405	63.0	861	69.9	H/		8449	78.0
NW	382	61.8	366	63.9	260	65.0	148	67.6	14	85.7	506	62.8	386	56.2	244	59.0
OH	492	65.0	946	69.6	302	66.2	296	69.6	8212	78.1	485	75.7	27	74.1	77	74.0
OO	H/		H/		H/		H/		120	53.3	H/		3562	74.5	H/	
RU	237	66.7	21	90.5	199	59.8	397	67.5	253	68.8	224	69.2	34	94.1	215	69.3
TZ	H/		H/		H/		H/		H/		113	85.8	175	84.6	109	74.3
UA	210	62.4	776	69.7	445	68.8	168	69.0	30	73.3	429	68.5	6517	73.7	453	70.6
US	83	44.6	1607	79.1	333	84.1	5906	78.6	H/		3031	83.8	202	74.3	360	59.7
WN	H/		H/		4899	82.0	H/		H/		H/		H/		H/	
TOTAL	33632	68.4	10378	73.0	8900	77.9	8015	75.5	12219	78.2	8418	77.0	16404	72.7	25385	74.7

\* 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
AA	389	68.9	638	56.1	618	73.0	323	69.7	438	74.0	1094	70.8	717	73.5	2591	72.4
AS	H/		62	48.4	H/		31	80.6	H/		H/		362	61.0	621	66.2
B6	H/		477	58.5	918	56.0	311	74.6	H/		3509	61.6	219	66.2	H/	
CO	191	79.6	5008	62.7	536	69.2	17	94.1	7407	76.4	46	73.9	423	67.4	628	71.7
DH	93	62.4	93	61.3	H/		3247	84.9	H/		H/		53	50.9	H/	
DL	175	73.7	447	63.5	985	61.9	329	76.3	247	75.3	1106	68.0	545	71.6	1051	72.2
EV	78	41.0	H/		H/		H/		40	77.5	53	64.2	H/		3	66.7
F9	60	61.7	H/		49	71.4	H/		88	79.5	H/		173	75.1	184	60.3
FL	150	66.0	178	56.7	474	63.3	150	66.7	H/		H/		211	49.8	103	47.6
HA	H/		H/		H/		H/		H/		H/		58	72.4	86	86.0
HP	186	76.9	172	75.0	111	75.7	88	84.1	150	80.0	208	63.5	2951	79.4	578	84.1
MQ	174	72.4	282	56.0	H/		131	56.5	H/		603	68.8	H/		1702	85.4
NW	7689	70.5	337	48.4	283	53.7	161	70.8	253	74.7	134	53.7	534	63.1	564	61.9
OH	202	68.8	30	33.3	31	74.2	141	78.7	116	67.2	1099	65.5	H/		H/	
OO	17	35.3	H/		H/		H/		37	51.4	H/		232	71.1	4218	78.8
RU	208	54.8	4893	54.2	H/		370	68.6	9143	74.6	29	48.3	H/		18	88.9
TZ	H/		H/		H/		H/		H/		H/		58	77.6	60	58.3
UA	259	53.3	461	52.9	188	63.8	2120	77.0	229	67.2	377	76.1	1082	71.3	2950	72.9
US	31	61.3	220	61.4	846	66.9	75	93.3	144	52.1	H/		260	71.9	276	55.4
WN	455	73.0	H/		1189	72.6	H/		H/		H/		6278	75.2	3578	76.9
TOTAL	10357	69.6	13298	58.2	6228	65.7	7494	79.2	18292	75.1	8258	65.4	14156	73.8	19211	75.2

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



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1987	56.9	965	71.3	77	66.2	3532	65.3	375	59.5	124	61.3	6607	64.5	211	51.2
AS	H/		62	80.6	H/		31	61.3	H/		452	70.4	124	50.8	1044	69.5
B6	247	59.5	587	58.3	H/		H/		H/		465	75.9	H/		31	51.6
CO	415	61.7	628	71.7	77	62.3	338	71.3	139	78.4	76	63.2	412	63.1	169	56.2
DH	88	61.4	111	55.9	H/		H/		H/		H/		124	55.6	H/	
DL	1743	70.8	1230	66.3	H/		301	64.5	232	72.8	141	70.2	475	75.8	281	68.3
EV	H/		191	68.6	175	65.1	H/		135	67.4	H/		H/		H/	
F9	62	40.3	80	67.5	121	64.5	H/		91	53.8	H/		H/		107	57.9
FL	484	53.1	1220	71.6	485	60.8	122	50.8	231	62.3	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		44	75.0
HP	H/		95	86.3	H/		90	87.8	210	68.6	217	65.9	286	66.4	215	69.8
MQ	1474	63.5	24	70.8	62	54.8	578	59.5	123	58.5	H/		7278	57.4	H/	
NW	573	50.3	599	56.9	202	59.9	211	62.1	7984	68.3	H/		466	55.4	187	61.5
OH	1313	58.2	191	67.0	H/		88	48.9	111	70.3	H/		183	61.2	H/	
OO	H/		H/		H/		H/		29	75.9	202	71.3	4256	59.8	595	67.7
RU	110	54.5	32	78.1	110	66.4	13	92.3	294	66.3	H/		228	59.2	H/	
TZ	272	61.0	124	76.6	830	74.7	H/		H/		H/		H/		H/	
UA	600	58.0	674	71.4	90	42.2	186	65.6	498	65.5	310	62.6	8327	68.7	679	61.6
US	1210	75.1	900	72.3	H/		348	65.2	1	100.0	H/		464	63.1	H/	
WN	H/		2708	77.5	5735	77.6	H/		H/		3948	74.4	H/		1120	71.1
TOTAL	10578	62.2	10421	70.9	7964	74.4	5838	64.7	10453	67.7	5935	72.7	29230	63.1	4683	66.5

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

DECEMBER 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	544	67.8	484	64.5	41	80.5	624	64.1	466	59.0	1042	55.4	203	54.2	1654	81.8	622	70.9
AS	H/		310	75.8	H/		348	64.7	3924	65.3	399	58.6	H/		H/		H/	
B6	H/		31	54.8	H/		92	72.8	62	62.9	H/		62	62.9	H/		382	51.8
CO	196	81.1	366	76.5	49	77.6	309	75.1	396	61.6	394	55.6	86	59.3	H/		481	76.3
DH	H/		H/		93	88.2	H/		H/		H/		H/		H/		81	49.4
DL	321	70.1	376	78.7	195	69.2	369	73.7	387	71.6	537	58.5	2633	79.6	167	74.3	816	67.3
EV	H/		H/		H/		6	50.0	H/		H/		777	66.3	157	58.0	H/	
F9	58	63.8	181	65.2	H/		152	54.6	121	47.9	147	56.5	144	55.6	88	70.5	46	56.5
FL	588	71.9	H/		206	69.9	H/		H/		62	37.1	H/		H/		539	65.9
HA	H/		31	96.8	H/		31	77.4	57	77.2	31	93.5	H/		H/		H/	
HP	140	74.3	5726	80.5	62	87.1	367	76.6	308	74.0	365	56.4	119	65.5	93	80.6	94	88.3
MQ	34	50.0	H/		254	55.9	876	82.5	H/		158	57.6	H/		201	64.7	H/	
NW	298	61.7	398	63.1	118	67.8	179	58.1	435	58.6	324	44.4	110	72.7	199	64.3	438	64.2
OH	139	77.7	H/		260	74.2	H/		H/		H/		H/		172	68.0	92	71.7
OO	H/		155	69.0	48	66.7	795	78.2	331	65.0	3336	52.2	5813	77.9	2	0.0	H/	
RU	142	60.6	54	81.5	299	61.9	H/		H/		H/		86	58.1	437	72.3	6	100.0
TZ	H/		116	84.5	H/		H/		H/		143	53.1	H/		H/		H/	
UA	551	65.2	663	72.9	213	63.4	700	70.9	986	65.2	3823	63.3	246	56.5	93	72.0	370	69.7
US	4397	76.1	273	73.6	1751	79.0	120	69.2	120	76.7	211	48.8	H/		25	48.0	650	74.9
WN	1563	83.4	5838	80.0	577	82.7	2622	77.1	1150	74.3	H/		1190	75.0	1972	77.8	1996	77.5
TOTAL	8971	74.9	15002	78.3	4166	74.7	7590	74.3	8743	66.2	10972	57.0	11469	75.5	5260	76.2	6613	71.1

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

DECEMBER 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	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	75.3	72.4	67.1	81.9	85.5	61.9	76.6	91.4	J/	59.9	82.2	76.9	86.8	69.1	77.9	84.5	81.8	66.4
700 - 759 AM	88.6	76.1	81.0	82.5	83.3	76.0	82.8	86.7	76.8	71.0	88.2	71.8	85.1	63.9	92.0	87.9	78.7	88.1
800 - 859 AM	74.4	78.6	86.4	80.6	86.1	72.6	82.6	82.7	78.3	81.9	90.3	86.2	78.3	67.6	91.8	87.6	72.0	84.0
900 - 959 AM	73.4	77.7	83.4	79.2	82.6	86.5	84.1	81.0	73.8	88.0	76.2	91.5	83.2	72.5	85.7	82.5	72.8	77.4
1000 - 1059 AM	75.9	81.4	90.1	69.7	70.2	78.4	71.5	80.0	77.9	81.4	65.3	68.2	73.9	72.4	82.3	84.2	75.7	70.8
1100 - 1159 AM	75.6	79.0	86.5	77.9	81.2	83.3	78.0	79.3	71.0	73.2	77.2	82.6	77.9	79.2	77.8	77.2	73.3	79.8
1200 - 1259 PM	74.7	80.5	81.1	82.5	70.5	80.1	69.2	76.4	76.7	70.4	67.8	82.4	80.5	62.4	72.9	80.0	68.2	78.1
100 - 159 PM	70.7	79.3	84.1	81.8	78.6	81.4	73.2	78.7	74.4	70.3	65.0	83.8	72.4	67.3	75.8	76.0	68.5	75.1
200 - 259 PM	71.4	79.9	83.7	78.6	77.6	84.4	72.6	75.8	73.4	59.7	68.1	89.3	77.0	61.9	70.9	75.4	64.8	78.3
300 - 359 PM	68.2	78.5	82.2	75.9	80.5	81.4	71.0	76.4	73.6	57.1	71.8	80.5	76.6	72.6	73.2	72.6	60.7	74.5
400 - 459 PM	61.2	71.3	77.7	80.4	75.2	78.7	67.0	73.6	69.7	47.6	56.4	74.7	71.2	67.7	70.0	73.8	62.1	76.4
500 - 559 PM	63.9	68.2	74.5	78.2	79.4	71.5	70.2	68.6	72.7	44.5	71.1	78.0	73.3	60.1	65.7	72.0	61.2	68.5
600 - 659 PM	64.7	69.0	72.2	70.9	77.2	74.4	69.6	67.7	61.8	43.3	64.6	80.1	67.4	55.5	66.9	69.1	53.4	66.4
700 - 759 PM	61.2	66.0	76.5	69.6	70.8	73.1	66.3	65.4	62.2	37.3	63.7	79.4	73.7	62.4	66.9	67.7	52.4	64.6
800 - 859 PM	55.9	61.6	65.8	67.3	72.6	67.9	66.3	65.1	64.7	38.4	65.2	71.7	65.1	61.4	69.0	67.2	46.7	67.3
900 - 959 PM	54.6	61.0	69.4	70.2	57.1	72.3	62.3	65.4	59.7	43.5	47.7	72.4	71.0	61.5	69.3	69.2	52.9	59.6
1000 - 1059 PM	58.7	65.1	71.3	69.5	64.9	74.6	64.6	60.2	59.0	54.5	62.3	64.7	70.9	61.3	60.2	63.7	45.7	57.2
1100 - 559 AM	75.1	73.4	69.7	67.3	59.1	68.3	69.9	75.3	57.8	65.7	52.6	66.4	72.6	64.9	65.8	71.6	52.5	59.4
TOTAL, ALL ARRIVALS, BY AIRPORT	68.4	73.0	77.9	75.5	78.2	77.0	72.7	74.7	69.6	58.2	65.7	79.2	75.1	65.4	73.8	75.2	62.2	70.9

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

DECEMBER 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	86.4	78.9	77.5	J/	74.1	60.7	81.4	J/	89.3	93.1	64.0	79.6	87.1	J/	62.5	78.3
700 - 759 AM	90.9	72.2	70.8	88.8	74.0	80.7	83.9	91.5	85.9	83.4	75.0	78.1	85.2	88.0	95.5	81.6
800 - 859 AM	84.6	67.5	75.0	91.6	73.4	86.4	82.9	90.2	78.3	82.4	85.5	73.4	78.4	86.3	81.0	79.9
900 - 959 AM	84.0	72.9	74.0	84.8	70.6	85.0	85.2	90.4	79.3	86.6	78.7	62.3	82.9	92.1	76.8	79.4
1000 - 1059 AM	83.8	71.5	71.3	81.9	75.9	79.7	87.1	81.7	83.3	83.9	76.2	57.3	72.7	80.6	79.8	76.8
1100 - 1159 AM	81.1	64.6	69.8	79.8	68.8	74.9	78.8	90.3	72.3	81.5	75.4	47.9	79.2	82.1	75.5	76.0
1200 - 1259 PM	82.0	66.8	69.5	74.8	70.2	67.7	82.6	85.9	82.8	76.5	76.0	51.9	75.9	83.9	78.4	75.2
100 - 159 PM	76.9	62.6	69.8	76.5	68.9	67.4	78.8	80.1	80.7	73.8	67.8	46.8	68.8	80.8	82.1	74.1
200 - 259 PM	75.3	75.7	74.0	71.8	67.3	69.6	80.2	80.9	80.0	78.3	68.0	55.2	80.5	78.3	75.7	74.1
300 - 359 PM	71.9	71.1	72.2	70.2	59.3	70.4	71.4	77.1	73.2	77.4	70.3	53.0	76.3	76.5	76.6	71.5
400 - 459 PM	62.7	60.6	60.7	68.3	55.2	66.7	75.3	72.2	77.2	73.8	64.0	50.0	76.0	75.9	76.7	67.9
500 - 559 PM	66.4	57.2	68.7	67.6	52.9	61.7	67.8	71.4	75.6	75.0	60.1	53.5	74.1	71.4	65.9	66.9
600 - 659 PM	65.4	60.8	59.7	68.5	49.5	59.8	67.3	77.1	62.4	68.9	57.8	58.7	74.6	71.8	63.5	65.2
700 - 759 PM	72.6	59.4	63.7	59.4	48.8	62.0	63.1	70.0	69.0	65.6	60.0	56.2	73.2	72.0	64.5	64.0
800 - 859 PM	74.3	54.9	58.1	68.0	48.8	56.4	70.1	72.6	62.1	65.7	56.8	58.2	73.0	60.4	76.4	61.8
900 - 959 PM	66.6	58.4	59.8	70.3	56.4	64.8	70.8	69.9	67.9	65.8	60.2	56.1	68.9	63.0	61.5	62.3
1000 - 1059 PM	69.5	55.2	60.4	63.4	57.1	53.8	69.5	66.8	70.9	59.7	61.1	50.2	56.4	70.9	55.7	61.5
1100 - 559 AM	58.2	64.0	57.6	63.7	70.4	53.2	72.8	69.4	68.6	67.9	56.0	57.2	60.3	70.1	58.8	65.3
TOTAL, ALL ARRIVALS, BY AIRPORT	74.4	64.7	67.7	72.7	63.1	66.5	74.9	78.3	74.7	74.3	66.2	57.0	75.5	76.2	71.1	70.9

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

DECEMBER 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	87.6	88.1	87.8	93.4	90.6	88.3	92.9	90.8	86.9	86.5	95.8	85.5	93.8	87.8	93.3	93.5	90.3	94.7
700 - 759 AM	84.0	85.6	87.2	86.8	83.3	85.1	88.0	87.9	84.7	83.7	93.9	84.0	92.6	85.6	92.3	90.3	79.6	90.2
800 - 859 AM	83.5	84.2	85.2	84.8	84.5	82.2	83.4	86.6	82.2	83.0	92.5	82.0	83.8	82.6	88.3	88.9	77.8	91.7
900 - 959 AM	72.1	80.4	84.7	85.0	70.0	85.9	83.0	80.5	79.5	82.6	83.4	84.6	86.8	79.5	83.4	86.4	76.5	86.2
1000 - 1059 AM	71.5	83.3	79.7	75.0	84.6	83.9	77.1	79.5	77.8	85.2	80.3	83.9	82.6	69.3	76.7	80.0	77.7	77.4
1100 - 1159 AM	74.3	82.6	84.6	79.9	70.3	84.5	67.3	74.7	64.8	76.7	71.0	89.9	77.4	69.9	75.2	77.3	78.0	74.5
1200 - 1259 PM	69.8	82.8	74.5	81.7	81.2	83.8	71.9	71.9	71.0	75.7	71.1	87.6	81.6	72.2	70.1	76.9	75.9	77.0
100 - 159 PM	74.0	77.6	71.5	79.7	76.1	78.8	64.9	68.4	72.4	71.5	62.5	79.6	79.9	53.2	70.6	76.2	71.5	76.8
200 - 259 PM	66.5	71.1	71.3	76.7	80.2	83.6	71.4	70.1	78.6	64.7	62.0	75.4	75.0	75.3	63.6	71.5	73.8	68.6
300 - 359 PM	66.1	73.7	74.9	81.9	80.5	82.4	69.1	70.0	64.5	66.0	62.0	82.8	75.2	61.7	59.1	75.0	70.2	67.2
400 - 459 PM	64.2	69.4	73.5	67.2	78.0	74.3	64.7	71.5	68.6	56.4	64.3	76.2	81.7	68.1	67.3	73.0	65.3	69.7
500 - 559 PM	59.4	67.5	63.1	76.0	68.7	72.8	62.6	66.8	72.5	50.8	62.1	72.4	68.0	61.5	57.6	71.1	62.8	74.1
600 - 659 PM	59.9	67.9	66.1	65.4	77.9	75.6	68.6	64.1	60.3	47.5	69.1	66.5	67.3	62.4	55.1	72.6	64.6	65.4
700 - 759 PM	60.3	60.8	63.6	77.4	72.0	71.6	59.9	64.0	63.4	40.6	66.3	75.3	71.3	54.7	57.4	66.2	58.5	63.5
800 - 859 PM	57.5	67.0	65.4	J/	76.7	70.3	63.4	61.1	38.5	46.5	63.4	69.6	72.1	58.0	61.4	65.9	61.8	64.9
900 - 959 PM	55.4	69.2	61.4	72.0	74.7	82.8	62.4	61.1	69.6	50.0	47.1	74.4	76.2	53.3	53.7	73.5	55.9	52.9
1000 - 1059 PM	62.8	65.4	56.3	J/	J/	J/	J/	61.1	58.8	64.5	18.8	92.9	78.2	69.2	75.5	79.2	J/	J/
1100 - 559 AM	68.6	87.7	77.8	100.0	85.7	J/	75.5	96.6	J/	85.7	96.8	J/	100.0	87.7	72.9	78.0	91.4	96.7
TOTAL, ALL DEPARTURES, BY AIRPORT	67.6	76.7	75.4	79.4	80.0	80.7	71.4	72.8	72.0	68.2	73.1	79.8	78.6	69.5	71.5	78.6	72.5	75.9

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

DECEMBER 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	83.2	91.6	86.6	92.0	83.3	91.1	85.7	94.3	87.4	93.4	92.6	89.2	91.0	91.3	94.9	89.8
700 - 759 AM	82.1	89.3	78.6	89.0	78.1	84.5	80.6	95.1	92.0	89.8	87.7	85.0	90.9	92.8	91.1	86.7
800 - 859 AM	81.3	86.1	82.1	87.9	72.0	85.3	81.5	92.3	90.4	82.8	85.6	81.1	88.2	89.5	93.2	84.2
900 - 959 AM	74.0	79.6	77.7	82.4	69.0	80.5	78.9	86.3	82.8	87.4	74.5	82.2	82.9	87.8	84.1	80.3
1000 - 1059 AM	72.6	82.9	72.3	78.3	66.9	73.8	80.7	80.5	79.7	80.7	76.5	66.4	86.8	85.9	83.1	77.7
1100 - 1159 AM	67.5	75.3	68.4	74.4	70.4	74.2	83.6	77.1	84.8	80.7	70.6	62.2	78.5	90.7	77.3	75.0
1200 - 1259 PM	68.4	74.7	70.3	64.7	66.7	63.3	74.4	82.3	72.7	74.2	74.9	55.2	83.6	78.9	77.0	73.5
100 - 159 PM	70.1	68.8	70.6	71.3	65.2	72.0	77.8	76.8	81.2	74.9	67.7	55.0	73.9	76.9	77.3	71.9
200 - 259 PM	59.8	73.3	64.7	58.5	54.5	63.1	75.7	75.9	74.3	70.1	65.2	53.0	78.8	69.3	65.7	69.7
300 - 359 PM	58.3	65.0	68.8	58.5	56.5	65.0	70.5	65.9	71.2	77.3	61.1	55.9	75.0	66.8	76.9	68.8
400 - 459 PM	53.1	67.3	67.9	55.1	51.3	60.0	70.4	67.1	82.2	78.5	59.6	61.7	77.9	65.0	69.7	67.4
500 - 559 PM	49.3	56.8	66.4	61.6	47.6	65.0	63.7	70.7	73.5	74.5	59.7	50.8	76.1	69.1	71.3	64.2
600 - 659 PM	48.8	60.2	67.7	56.1	46.6	56.1	61.4	62.3	73.4	78.4	59.8	61.3	50.0	67.9	64.9	63.2
700 - 759 PM	54.7	51.4	68.5	55.1	45.0	63.5	65.2	70.9	63.2	69.3	56.5	55.8	79.6	66.9	66.1	62.8
800 - 859 PM	54.0	69.7	66.7	65.3	44.9	52.6	62.6	66.4	70.9	67.9	56.4	59.4	77.0	74.3	73.4	62.2
900 - 959 PM	62.3	35.4	65.9	63.8	47.4	66.4	82.7	65.0	J/	66.1	57.5	64.8	81.0	62.0	85.2	64.2
1000 - 1059 PM	J/	J/	74.4	76.2	49.4	48.4	75.5	69.6	J/	87.4	77.7	71.8	J/	J/	58.6	70.7
1100 - 559 AM	77.4	J/	97.3	78.0	85.9	80.8	80.8	81.9	92.9	92.9	68.6	71.3	75.6	100.0	60.0	77.6
TOTAL, ALL DEPARTURES, BY AIRPORT	65.5	72.5	71.2	71.4	59.9	73.3	74.0	76.8	80.8	80.0	71.9	66.7	79.9	78.4	77.9	72.9

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

DECEMBER 2005

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

CARRIER *	FLIGHT NUMBER	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE MEDIAN
WN	3462	HOU-MSY	1845	31	100.00	56 50
EV	4148	DFW-SLC	1225	28	100.00	45 37
WN	2030	MSY-HOU	2005	24	95.83	65 60
OO	6171	SMF-SFO	1102	17	94.12	84 88
OO	5814	BHM-ORD	1645	17	94.12	74 51
MQ	4685	JFK-ORD	1820	17	94.12	70 54
NW	97	MSP-HNL	1420	17	94.12	52 56
AA	795	MIA-STT	1829	17	94.12	41 41
AA	1639	JFK-SJU	1745	30	93.33	87 87
OO	6223	SFO-SBA	1725	15	93.33	53 32
RU	2567	BNA-EWR	1535	26	92.31	53 49
WN	3107	MSY-HOU	1720	26	92.31	52 43
B6	117	BUF-JFK	2210	22	90.91	55 32
DL	1983	MCO-SJU	1840	31	90.32	44 34
WN	2109	TPA-MSY	1435	31	90.32	36 30
WN	3424	MSY-HOU	1435	31	90.32	36 35
RU	2338	BUF-EWR	1100	29	89.66	55 34
DL	2061	JFK-LAS	1955	19	89.47	48 38
B6	10	JFK-BUF	2010	27	88.89	53 40
OO	6244	SBA-SFO	1009	17	88.24	105 119
OO	6294	SBA-SFO	1130	17	88.24	81 66
OO	6312	MFR-SFO	1241	17	88.24	79 79
OO	6436	RNO-SFO	946	17	88.24	76 64
CO	781	ANC-IAH	2040	17	88.24	73 50
AA	1745	JFK-MIA	1855	17	88.24	70 69
OO	6259	RNO-SFO	1555	17	88.24	67 58
UA	486	ORD-BDL	2050	17	88.24	62 44
OO	5812	AUS-ORD	1729	17	88.24	59 49
NW	1653	MSP-EGE	1125	17	88.24	38 34
B6	831	JFK-PBI	1815	16	87.50	50 25

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

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

CARRIER *	FLIGHT NUMBER	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE MEDIAN
OO	5884	ORD-SYR	1910	16	87.50	48 32
B6	709	JFK-SJU	1955	16	87.50	38 31
B6	801	JFK-FLL	1830	16	87.50	34 34
DH	922	IAD-SJU	930	16	87.50	30 29
US	1651	PHL-ATL	1855	31	87.10	59 41
B6	46	MCO-JFK	1630	31	87.10	49 36
B6	69	JFK-MCO	1310	31	87.10	44 31
WN	3052	HOU-MSY	1600	31	87.10	39 37
WN	830	BNA-MSY	1715	31	87.10	38 35
B6	74	PBI-JFK	1150	31	87.10	36 22
F9	356	TPA-DEN	1725	15	86.67	31 32
RU	2678	IAH-BOI	1800	15	86.67	26 24
HP	636	JFK-LAS	2020	22	86.36	54 30
CO	1186	ORD-EWR	1700	26	84.62	64 62
AA	346	ORD-LGA	1900	26	84.62	58 42
FL	358	ATL-LGA	2110	26	84.62	50 33
RU	2227	EWR-DTW	2005	26	84.62	50 48
OH	5354	JFK-BOS	1915	26	84.62	47 38
RU	2756	EWR-BHM	1920	26	84.62	41 26
DL	2061	LAS-JFK	2320	19	84.21	48 48
EV	4455	ATL-DTW	1745	25	84.00	45 36
B6	43	JFK-MCO	1905	31	83.87	68 57
B6	845	JFK-RSW	1910	31	83.87	55 42
B6	47	JFK-FLL	1945	31	83.87	45 30
DL	1984	JFK-FLL	2015	31	83.87	36 33
WN	2109	MSY-BNA	1525	31	83.87	32 33
RU	2669	EWR-MCI	1935	24	83.33	63 46
CO	1157	EWR-ATL	1805	24	83.33	55 31
RU	3036	OMA-EWR	1630	24	83.33	51 44
CO	1197	BOS-EWR	1750	29	82.76	53 55

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

CARRIER *	FLIGHT NUMBER	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE MEDIAN
OO	6440	RNO-SFO	1735	17	82.35	93 93
OO	6249	MRY-SFO	1243	17	82.35	91 74
OO	6458	BOI-SFO	939	17	82.35	80 88
NW	937	MSP-FCA	2130	17	82.35	80 35
UA	1515	LAS-SFO	1057	17	82.35	79 82
UA	574	BUR-SFO	830	17	82.35	74 56
RU	3004	EWB-DTW	1600	17	82.35	69 49
OO	6241	SMF-SFO	1647	17	82.35	68 47
OO	6259	SFO-RNO	1440	17	82.35	67 69
OO	6247	SFO-SBA	1545	17	82.35	66 72
OO	6255	SFO-SMF	1518	17	82.35	62 31
UA	1456	SFO-LAS	1317	17	82.35	61 67
OO	6383	FAT-SFO	1415	17	82.35	60 50
UA	372	SFO-DEN	1405	17	82.35	60 60
AA	2110	MIA-SFO	1425	17	82.35	59 32
MQ	4121	ORD-DCA	1227	17	82.35	59 44
MQ	4153	DCA-ORD	1600	17	82.35	57 37
UA	566	SJC-ORD	1103	17	82.35	57 26
NW	261	LGA-DTW	1625	17	82.35	51 34
MQ	4683	JFK-ORD	1215	17	82.35	50 40
OO	6405	EUG-SFO	1340	17	82.35	47 35
UA	331	DEN-PDX	1123	17	82.35	43 27
UA	766	SNA-ORD	1346	17	82.35	43 31
DL	1985	MCO-SFO	1900	17	82.35	43 36
CO	1484	SFO-IAH	1155	17	82.35	38 28
AA	1377	DFW-PSP	1839	17	82.35	26 29
B6	79	JFK-MCO	2115	16	81.25	63 31
B6	857	JFK-TPA	2100	16	81.25	55 35
DH	923	SJU-IAD	1520	16	81.25	38 29
CO	1152	ATL-EWR	1725	26	80.77	72 51

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

CARRIER *	FLIGHT NUMBER	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE MEDIAN
B6	1018	JFK-BOS	2015	26	80.77	68 35
RU	2782	GRR-EWR	1710	26	80.77	58 42
RU	2665	DTW-EWR	2025	26	80.77	55 41
MQ	4659	EWR-RDU	1715	26	80.77	54 36
RU	1213	EWR-IAD	1900	26	80.77	53 35
RU	3216	PWM-EWR	1830	26	80.77	47 35
MQ	4341	ORD-CLE	1750	31	80.65	60 45
CO	466	SJU-EWR	1515	31	80.65	53 33
B6	3	JFK-FLL	1310	31	80.65	44 40
AS	608	PDX-LAS	1835	31	80.65	41 37
AA	127	JFK-SAN	1845	31	80.65	40 30
AS	130	ANC-ORD	2127	31	80.65	38 33
US	1707	DCA-IAH	830	31	80.65	30 25
AS	530	SEA-LAX	1840	31	80.65	28 24
OO	6419	BOI-SFO	1608	15	80.00	94 107
OO	6247	SBA-SFO	1718	15	80.00	87 68
OO	6292	RDM-SFO	1552	15	80.00	77 74
UA	794	SFO-SEA	1411	15	80.00	71 55
EV	4455	DTW-ATL	2013	25	80.00	51 38
EV	4763	JFK-ATL	1100	30	80.00	49 27
EV	4571	BNA-ATL	1833	25	80.00	47 38
EV	4374	ATL-MKE	1648	20	80.00	44 36
CO	1530	SFO-CLE	2345	15	80.00	43 18
HP	188	FLL-PHX	1640	15	80.00	41 24
UA	519	ORD-PDX	2155	15	80.00	41 28
F9	139	DFW-DEN	1940	15	80.00	36 27
WN	1758	PHX-ONT	2200	25	80.00	36 33
UA	693	ORD-SEA	2150	15	80.00	29 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
JETBLUE	383	30	7.8
UNITED	1,331	54	4.1
AIRTRAN	602	24	4.0
SKYWEST	1,453	56	3.9
EXPRESSJET	1,190	45	3.8
CONTINENTAL	907	24	2.6
FRONTIER	236	6	2.5
NORTHWEST	1,156	25	2.2
ATLANTIC SOUTHEAST	789	16	2.0
AMERICAN	1,684	34	2.0
ALASKA	420	8	1.9
INDEPENDENCE AIR	214	4	1.9
AMERICAN EAGLE	1,514	23	1.5
COMAIR	862	11	1.3
DELTA	1,589	13	0.8
SOUTHWEST	3,016	20	0.7
US AIRWAYS	1,003	6	0.6
AMERICA WEST	563	3	0.5
HAWAIIAN	128	0	0.0
ATA	85	0	0.0
<b>TOTAL</b>	<b>19,125</b>	<b>402</b>	<b>2.1</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)	75.7	91.0	210	210
ADAK ISLAND AK (ADK)	100.0	87.5	8	8
AGUADILLA PR (BQN)	63.3	89.9	79	79
AKRON/CANTON OH (CAK)	65.5	69.8	851	854
ALBANY GA (ABY)	76.3	78.8	118	118
ALBANY NY (ALB)	75.5	81.9	1,385	1,385
ALBUQUERQUE NM (ABQ)	76.1	78.8	3,090	3,092
ALEXANDRIA LA (AEX)	76.8	81.0	220	221
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	74.2	83.0	341	341
AMARILLO TX (AMA)	71.2	79.1	716	718
ANCHORAGE AK (ANC)	68.1	77.7	1,537	1,534
APPLETON WI (ATW)	62.5	67.3	208	223
ASHEVILLE NC (AVL)	70.4	70.5	307	308
ASHLAND WV (HTS)	87.5	91.2	56	57
ATLANTA GA (ATL)	68.4	67.6	33,632	34,021
ATLANTIC CITY NJ (ACY)	77.8	85.5	54	55
AUGUSTA GA (AGS)	64.6	67.0	195	194
AUSTIN TX (AUS)	74.3	81.3	3,330	3,312
BAKERSFIELD CA (BFL)	75.4	78.0	357	359
BALTIMORE MD (BWI)	77.9	75.4	8,900	8,902
BANGOR ME (BGR)	70.1	81.2	351	351
BARROW AK (BRW)	74.1	55.2	58	58
BATON ROUGE LA (BTR)	70.3	73.0	1,022	1,018
BEND/REDMOND OR (RDM)	62.9	63.6	307	305
BETHEL AK (BET)	74.0	66.7	96	96
BILLINGS MT (BIL)	65.1	78.7	401	399
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	68.4	86.0	57	57
BIRMINGHAM AL (BHM)	67.3	76.8	1,564	1,566
BISMARCK/MANDAN ND (BIS)	72.5	86.8	211	212
BLOOMINGTON IL (BMI)	56.8	63.2	271	234
BOISE ID (BOI)	68.7	75.0	1,414	1,426
BOSTON MA (BOS)	73.0	76.7	10,378	10,382
BOZEMAN MT (BZN)	59.7	75.2	392	391
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	68.6	76.3	175	177
BROWNSVILLE TX (BRO)	75.0	84.7	188	190
BRUNSWICK GA (BQK)	68.9	75.6	119	119
BUFFALO NY (BUF)	65.5	71.4	2,084	2,083
BURBANK CA (BUR)	74.2	78.0	2,559	2,559
BURLINGTON VT (BTV)	66.0	71.2	679	680
BUTTE MT (BTM)	78.3	85.5	60	62
CARLSBAD CA (CLD)	85.7	88.1	175	176
CASPER WY (CPR)	74.1	81.7	263	263
CEDAR CITY UT (CDC)	84.3	86.6	83	82

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	58.5	69.6	638	644
CHAMPAIGN/URBANA IL (CMI)	57.1	79.4	315	315
CHARLESTON SC (CHS)	68.8	78.8	907	905
CHARLESTON/DUNBAR WV (CRW)	74.1	80.0	452	454
CHARLOTTE AMALIE VI (STT)	63.7	74.8	284	286
CHARLOTTE NC (CLT)	75.5	79.4	8,015	8,008
CHARLOTTESVILLE VA (CHO)	83.0	81.6	206	206
CHATTANOOGA TN (CHA)	76.0	79.8	391	392
CHICAGO IL (MDW)	74.4	65.5	7,964	7,982
CHICAGO IL (ORD)	63.1	59.9	29,230	29,203
CHICO CA (CIC)	62.1	70.1	87	87
CHRISTIANSTED VI (STX)	73.3	77.8	45	45
CLEVELAND OH (CLE)	71.3	78.0	7,295	7,303
CODY WY (COD)	80.3	83.6	61	61
COLLEGE STATION/BRYAN TX (CLL)	84.8	91.0	210	210
COLORADO SPRINGS CO (COS)	67.5	78.2	1,219	1,212
COLUMBIA SC (CAE)	67.9	74.4	728	730
COLUMBUS GA (CSG)	71.7	77.9	113	113
COLUMBUS MS (GTR)	71.0	65.6	93	93
COLUMBUS OH (CMH)	70.7	75.6	2,769	2,766
CORDOVA AK (CDV)	90.0	95.0	60	60
CORPUS CHRISTI TX (CRP)	75.2	84.8	787	788
COVINGTON KY (CVG)	78.2	80.0	12,219	12,236
CRESCENT CITY CA (CEC)	58.6	55.2	87	87
DALLAS TX (DAL)	82.1	79.2	3,620	3,622
DALLAS/FT.WORTH TX (DFW)	74.7	72.8	25,385	25,374
DAYTON OH (DAY)	63.1	74.0	1,169	1,144
DAYTONA BEACH FL (DAB)	65.2	65.6	244	244
DEADHORSE AK (SCC)	85.2	81.5	27	27
DENVER CO (DEN)	72.7	71.4	16,404	16,394
DES MOINES IA (DSM)	62.6	68.6	923	901
DETROIT MI (DTW)	69.6	72.0	10,357	10,357
DILLINGHAM AK (DLG)	84.6	76.9	13	13
DOTHAN AL (DHN)	53.8	57.8	119	109
DUBUQUE IA (DBQ)	44.9	64.7	118	119
DULUTH MN (DLH)	57.1	75.8	98	99
EAGLE CO (EGE)	53.5	68.7	215	211
EL CENTRO CA (IPL)	56.5	85.5	62	62
EL PASO TX (ELP)	77.6	82.9	1,929	1,929
ELKO NV (EKO)	72.7	77.7	132	139
ERIE PA (ERI)	74.1	84.7	85	85
EUGENE OR (EUG)	62.6	64.9	425	422
EUREKA/ARCATA CA (ACV)	61.2	60.4	353	356

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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.
EVANSVILLE IN (EVV)	67.6	76.5	460	460
FAIRBANKS AK (FAI)	72.6	77.4	394	394
FARGO ND (FAR)	62.9	73.5	345	347
FAYETTEVILLE AR (XNA)	66.1	71.9	1,074	1,076
FAYETTEVILLE NC (FAY)	61.0	66.9	118	118
FLINT MI (FNT)	70.0	77.3	684	653
FLORENCE SC (FLO)	70.7	75.6	82	82
FORT LAUDERDALE FL (FLL)	65.7	73.1	6,228	6,206
FORT SMITH AR (FSM)	72.2	82.8	162	163
FORT WAYNE IN (FWA)	68.2	73.4	471	473
FRESNO CA (FAT)	70.7	75.9	1,072	1,081
FT. MYERS FL (RSW)	66.1	75.9	2,559	2,558
GAINESVILLE FL (GNV)	65.5	73.0	168	141
GRAND FORKS ND (GFK)	75.4	91.4	57	58
GRAND JUNCTION CO (GJT)	79.7	90.8	295	295
GRAND RAPIDS MI (GRR)	65.4	76.3	1,426	1,425
GREAT FALLS MT (GTF)	58.8	82.6	260	258
GREEN BAY/CLINTONVILLE WI (GRB)	62.4	71.5	720	717
GREENSBORO/HIGH POINT NC (GSO)	72.5	75.9	1,147	1,147
GREENVILLE/SPARTANBURG SC (GSP)	68.3	77.7	864	864
GULFPORT/BILOXI MS (GPT)	77.5	81.5	485	448
GUNNISON CO (GUC)	47.1	70.6	34	34
HARLINGEN/SAN BENITO TX (HRL)	80.8	85.2	485	486
HARRISBURG PA (MDT)	72.7	81.1	545	523
HARTFORD CT (BDL)	75.6	78.9	2,963	2,959
HELENA MT (HLN)	84.8	93.8	145	145
HICKORY NC (HKY)	63.2	69.6	57	56
HILO HI (ITO)	99.2	99.6	244	244
HONOLULU HI (HNL)	82.4	91.5	3,216	3,216
HOUSTON TX (HOU)	74.1	70.7	4,609	4,611
HOUSTON TX (IAH)	75.1	78.6	18,292	18,274
HUNTSVILLE AL (HSV)	72.5	79.5	893	870
IDAHO FALLS ID (IDA)	76.2	85.2	202	203
INDIANAPOLIS IN (IND)	69.0	76.6	3,237	3,233
INDIO/PALM SPRINGS CA (PSP)	72.0	83.7	977	977
INYOKERN CA (IYK)	87.9	97.8	91	91
ISLIP NY (ISP)	79.8	80.1	1,045	1,045
JACKSON WY (JAC)	57.9	69.2	214	211
JACKSON/VICKSBURG MS (JAN)	71.3	77.9	966	967
JACKSONVILLE FL (JAX)	67.9	77.7	2,467	2,465
JUNEAU AK (JNU)	73.9	72.9	306	306
KAHULUI HI (OGG)	83.8	89.5	1,249	1,248
KALAMAZOO MI (AZO)	65.1	74.3	435	435

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
KALISPELL MT (FCA)	52.0	80.8	200	203
KANSAS CITY MO (MCI)	72.2	76.8	4,572	4,573
KETCHIKAN AK (KTN)	63.6	65.8	184	184
KEY WEST FL (EYW)	73.4	79.2	184	154
KILLEEN TX (GRK)	79.6	86.7	437	437
KING SALMON AK (AKN)	90.0	90.0	20	20
KINSTON NC (ISO)	71.0	72.6	62	62
KNOXVILLE TN (TYS)	69.2	78.7	972	970
KODIAK AK (ADQ)	66.7	60.0	30	30
KONA HI (KOA)	84.0	90.1	576	577
KOTZEBUE AK (OTZ)	66.7	70.0	90	90
LA CROSSE WI (LSE)	60.0	73.6	105	106
LAFAYETTE LA (LFT)	74.9	80.1	367	367
LAKE CHARLES LA (LCH)	74.2	87.8	89	90
LANSING MI (LAN)	63.0	68.6	332	331
LAREDO TX (LRD)	69.7	84.2	231	234
LAS VEGAS NV (LAS)	73.8	71.5	14,156	14,135
LAWTON/FORT SILL OK (LAW)	80.2	89.3	177	177
LEWISTON ID (LWS)	64.5	82.3	62	62
LEXINGTON KY (LEX)	70.4	81.2	783	782
LIHUE HI (LIH)	92.2	97.3	632	632
LINCOLN NE (LNK)	66.5	70.9	257	258
LITTLE ROCK AR (LIT)	74.1	79.8	1,439	1,442
LONG BEACH CA (LGB)	75.7	83.3	934	934
LONGVIEW/KILGOR/GLADWATR TX (GGG)	79.6	86.0	93	93
LOS ANGELES CA (LAX)	75.2	78.6	19,211	19,196
LOUISVILLE KY (SDF)	69.5	74.0	1,846	1,845
LUBBOCK TX (LBB)	73.1	81.0	813	815
LYNCHBURG VA (LYH)	68.8	75.3	93	93
MACON GA (MCN)	67.7	78.3	93	92
MADISON WI (MSN)	63.1	74.1	1,071	1,071
MANCHESTER NH (MHT)	75.1	79.5	1,879	1,878
MARQUETTE MI (MQT)	41.8	73.8	79	80
MEDFORD OR (MFR)	47.9	53.8	409	418
MELBOURNE FL (MLB)	69.0	75.6	210	209
MEMPHIS TN (MEM)	71.7	74.7	3,589	3,588
MERIDIAN MS (MEI)	68.8	64.5	93	93
MIAMI FL (MIA)	64.7	72.5	5,838	5,833
MIDLAND/ODESSA TX (MAF)	75.5	82.1	693	694
MILWAUKEE WI (MKE)	65.5	78.6	1,884	1,872
MINNEAPOLIS/ST. PAUL MN (MSP)	67.7	71.2	10,453	10,448
MINOT ND (MOT)	53.3	76.6	107	107
MISSION/MCALLEN/EDINBURG TX (MFE)	74.5	85.6	326	327

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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.
MISSOULA MT (MSO)	54.5	72.3	275	296
MOBILE AL (MOB)	75.0	82.7	392	393
MODESTO CA (MOD)	58.9	54.8	124	124
MOLINE IL (MLI)	64.2	71.0	491	489
MONROE LA (MLU)	68.9	75.8	164	165
MONTEREY CA (MRY)	79.6	74.0	636	643
MONTGOMERY AL (MGM)	77.5	82.0	244	244
MONTROSE/DELTA CO (MTJ)	70.0	86.2	247	247
MYRTLE BEACH SC (MYR)	76.5	81.4	353	355
NAPLES FL (APF)	60.9	72.4	87	87
NASHVILLE TN (BNA)	75.3	75.6	4,721	4,721
NEW HAVEN CT (HVN)	78.9	79.3	57	58
NEW ORLEANS LA (MSY)	64.2	64.1	1,586	1,581
NEW YORK NY (JFK)	65.4	69.5	8,258	8,278
NEW YORK NY (LGA)	62.2	72.5	10,578	10,589
NEWARK NJ (EWR)	58.2	68.2	13,298	13,312
NEWBURGH/POUGHKEEPSIE NY (SWF)	54.3	64.5	92	93
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	72.2	72.7	532	532
NOME AK (OME)	66.7	65.6	90	90
NORFOLK VA (ORF)	68.6	72.8	1,514	1,516
OAKLAND CA (OAK)	72.7	71.4	5,935	5,935
OKLAHOMA CITY OK (OKC)	68.7	78.5	1,691	1,710
OMAHA NE (OMA)	65.9	73.2	1,870	1,823
ONTARIO/SAN BERNARDINO CA (ONT)	71.6	79.7	3,117	3,116
ORLANDO FL (MCO)	70.9	75.9	10,421	10,405
OXNARD/VENTURA CA (OXR)	82.1	86.4	145	147
PANAMA CITY FL (PFN)	65.0	70.0	200	200
PASCO/KENNEWICK/RICHLAND WA (PSC)	55.2	68.6	201	204
PENSACOLA FL (PNS)	70.5	76.1	723	723
PEORIA IL (PIA)	61.6	70.6	367	344
PETERSBURG AK (PSG)	70.0	73.3	60	60
PHILADELPHIA PA (PHL)	74.9	74.0	8,971	8,970
PHOENIX AZ (PHX)	78.3	76.8	15,002	14,994
PITTSBURGH PA (PIT)	74.7	80.8	4,166	4,168
POCATELLO ID (PIH)	78.7	91.6	155	154
PONCE PR (PSE)	83.9	87.1	31	31
PORTLAND ME (PWM)	64.2	71.7	615	614
PORTLAND OR (PDX)	66.5	73.3	4,683	4,681
PROVIDENCE RI (PVD)	75.2	80.5	2,375	2,366
PROVO UT (PVU)	0.0	0.0	1	1
RALEIGH/DURHAM NC (RDU)	70.0	77.2	4,554	4,561
RAPID CITY SD (RAP)	78.0	89.5	355	354
REDDING CA (RDD)	53.3	53.6	169	168

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RENO NV (RNO)	67.5	72.4	2,212	2,211
RICHMOND VA (RIC)	71.8	76.3	1,500	1,500
ROANOKE VA (ROA)	64.3	67.1	238	240
ROCHESTER MN (RST)	55.6	61.8	189	191
ROCHESTER NY (ROC)	64.5	72.7	1,441	1,448
SACRAMENTO CA (SMF)	70.1	71.3	4,327	4,339
SAGINAW/BAY CITY/MIDLAND MI (MBS)	52.3	71.1	195	197
SALT LAKE CITY UT (SLC)	75.5	79.9	11,469	11,405
SAN ANGELO TX (SJT)	81.2	87.0	154	154
SAN ANTONIO TX (SAT)	71.6	78.7	3,294	3,292
SAN DIEGO CA (SAN)	74.3	80.0	7,590	7,597
SAN FRANCISCO CA (SFO)	57.0	66.7	10,972	10,962
SAN JOSE CA (SJC)	74.6	77.0	5,136	5,136
SAN JUAN PR (SJU)	63.8	80.1	2,249	2,245
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	73.8	75.8	492	492
SANTA ANA CA (SNA)	74.8	76.7	4,112	4,122
SANTA BARBARA CA (SBA)	75.5	78.9	1,063	1,061
SANTA MARIA CA (SMX)	80.2	82.1	177	179
SARASOTA/BRADENTON FL (SRQ)	68.2	78.5	628	627
SAVANNAH GA (SAV)	65.1	74.3	908	908
SCRANTON/WILKES-BARRE PA (AVP)	68.9	69.8	167	169
SEATTLE WA (SEA)	66.2	71.9	8,743	8,739
SHREVEPORT LA (SHV)	72.4	80.2	662	663
SIOUX FALLS SD (FSD)	68.5	75.0	406	408
SITKA AK (SIT)	65.6	73.1	93	93
SOUTH BEND IN (SBN)	72.4	71.0	337	335
SPOKANE WA (GEG)	64.1	76.9	1,115	1,132
SPRINGFIELD IL (SPI)	60.0	70.9	150	151
SPRINGFIELD MO (SGF)	67.1	78.3	736	736
ST. GEORGE UT (SGU)	78.7	87.0	253	253
ST. LOUIS MO (STL)	76.2	78.4	5,260	5,261
STATE COLLEGE PA (SCE)	79.5	85.7	83	84
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	65.7	72.6	137	135
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	71.8	80.8	206	219
SYRACUSE NY (SYR)	65.8	71.7	1,160	1,163
TALLAHASSEE FL (TLH)	71.0	78.7	231	230
TAMPA FL (TPA)	71.1	77.9	6,613	6,602
TEXARKANA AR (TXK)	76.3	87.1	93	93
TOLEDO OH (TOL)	69.4	75.1	369	369
TRAVERSE CITY MI (TVC)	59.9	62.4	222	221
TUCSON AZ (TUS)	73.7	83.8	1,708	1,709
TULSA OK (TUL)	72.2	76.6	1,863	1,863
TUPELO MS (TUP)	74.2	76.3	93	93

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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.
TWIN FALLS ID (TWF)	73.4	79.0	222	205
TYLER TX (TYR)	80.6	91.6	247	249
VALDOSTA GA (VLD)	65.1	67.3	109	110
VALPARAISO FL (VPS)	75.5	83.5	490	492
WACO TX (ACT)	88.0	91.9	209	210
WASHINGTON DC (DCA)	77.0	80.7	8,418	8,420
WASHINGTON DC (IAD)	79.2	79.8	7,494	7,489
WAUSAU/MARSHFIELD WI (CWA)	50.0	63.7	90	91
WEST PALM BEACH/PALM BEACH FL (PBI)	66.0	72.2	2,637	2,619
WHITE PLAINS NY (HPN)	66.5	74.1	481	460
WICHITA FALLS TX (SPS)	83.1	90.9	219	220
WICHITA KS (ICT)	65.0	70.8	948	950
WILMINGTON NC (ILM)	65.8	70.6	196	197
WRANGELL AK (WRG)	70.0	80.0	60	60
YAKUTAT AK (YAK)	81.7	88.3	60	60
YUMA AZ (YUM)	84.6	84.6	91	91

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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
AMERICAN EAGLE	23	25,844	984	3.8	111	44,782	1,763	3.9
SKYWEST	16	23,693	676	2.9	121	43,176	1,445	3.3
ATLANTIC SOUTHEAST	16	12,456	386	3.1	126	23,085	753	3.3
COMAIR	23	14,986	412	2.7	110	24,493	670	2.7
EXPRESSJET	26	18,049	503	2.8	116	35,928	925	2.6
ATA	12	2,001	44	2.2	17	2,472	47	1.9
AMERICAN	32	44,036	841	1.9	86	54,961	1,029	1.9
UNITED	33	35,703	647	1.8	83	41,289	742	1.8
DELTA	32	36,067	661	1.8	102	45,433	794	1.7
AMERICA WEST	29	14,062	211	1.5	51	16,620	245	1.5
ALASKA	17	8,141	76	0.9	46	12,905	172	1.3
US AIRWAYS	26	23,836	297	1.2	59	28,869	351	1.2
SOUTHWEST	17	46,807	580	1.2	61	89,077	1,017	1.1
AIRTRAN	22	14,155	160	1.1	46	18,275	194	1.1
NORTHWEST	32	24,975	236	0.9	111	36,045	346	1.0
CONTINENTAL	30	21,023	147	0.7	72	26,352	170	0.6
INDEPENDENCE AIR	12	4,350	22	0.5	37	6,495	31	0.5
JETBLUE	16	8,473	30	0.4	31	11,183	35	0.3
FRONTIER	23	5,763	20	0.3	38	6,833	21	0.3
HAWAIIAN	7	338	0	0.0	14	4,070	1	0.0
Total		384,758	6,933	1.8	Total	572,343	10,751	1.9

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
AA	54961	37886	68.93%	1029	1.87%	98	0.18%	3940	7.17%	1020	1.86%	6283	11.43%	58	0.11%	4647	8.46%
AS	12905	8684	67.29%	172	1.33%	51	0.40%	1375	10.65%	60	0.46%	1198	9.28%	45	0.35%	1321	10.24%
B6	11183	7125	63.71%	35	0.31%	35	0.31%	785	7.02%	27	0.24%	1564	13.99%	32	0.29%	1580	14.13%
CO	26352	18713	71.01%	170	0.65%	65	0.25%	1558	5.91%	217	0.82%	3725	14.14%	99	0.38%	1804	6.85%
DH	6495	5113	78.72%	31	0.48%	5	0.08%	251	3.87%	21	0.32%	695	10.70%	39	0.60%	340	5.24%
DL	45433	32988	72.61%	794	1.75%	68	0.15%	2796	6.15%	267	0.59%	5161	11.36%	5	0.01%	3354	7.38%
EV	23085	15099	65.41%	753	3.26%	35	0.15%	2703	11.71%	1279	5.54%	2581	11.18%	11	0.05%	623	2.70%
F9	6833	4642	67.94%	21	0.31%	6	0.09%	663	9.70%	18	0.26%	1034	15.13%	0	0.00%	450	6.59%
FL	18275	12011	65.72%	194	1.06%	34	0.19%	1477	8.08%	48	0.26%	1983	10.85%	0	0.00%	2528	13.83%
HA	4070	3834	94.20%	1	0.02%	0	0.00%	175	4.31%	4	0.11%	7	0.16%	5	0.11%	44	1.08%
HP	16620	13043	78.48%	245	1.47%	23	0.14%	1222	7.36%	42	0.25%	1101	6.62%	15	0.09%	929	5.59%
MQ	44782	30526	68.17%	1763	3.94%	106	0.24%	2840	6.34%	543	1.21%	4322	9.65%	8	0.02%	4674	10.44%
NW	36045	23648	65.61%	346	0.96%	66	0.18%	4318	11.98%	429	1.19%	5036	13.97%	29	0.08%	2173	6.03%
OH	24493	17785	72.61%	670	2.74%	53	0.22%	2563	10.46%	1008	4.12%	2272	9.27%	9	0.04%	133	0.54%
OO	43176	29632	68.63%	1445	3.35%	99	0.23%	6988	16.18%	576	1.33%	1968	4.56%	46	0.11%	2422	5.61%
RU	35928	24831	69.11%	925	2.57%	108	0.30%	1869	5.20%	261	0.73%	4482	12.47%	66	0.18%	3387	9.43%
TZ	2472	1784	72.17%	47	1.90%	7	0.28%	106	4.29%	1	0.04%	336	13.59%	4	0.15%	187	7.57%
UA	41289	28160	68.20%	742	1.80%	66	0.16%	4016	9.73%	230	0.56%	4310	10.44%	2	0.01%	3763	9.11%
US	28869	22081	76.49%	351	1.22%	26	0.09%	1691	5.86%	107	0.37%	2854	9.88%	0	0.00%	1759	6.09%
WN	89077	68810	77.25%	1017	1.14%	156	0.18%	4792	5.38%	310	0.35%	3215	3.61%	74	0.08%	10702	12.01%
<b>TOTAL</b>	<b>572343</b>	<b>406395</b>		<b>10751</b>		<b>1107</b>		<b>46127</b>		<b>6468</b>		<b>54126</b>		<b>548</b>		<b>46822</b>	
			71.01%		1.88%		0.19%		8.06%		1.13%		9.46%		0.10%		8.18%

**\*Causes of Delay:**

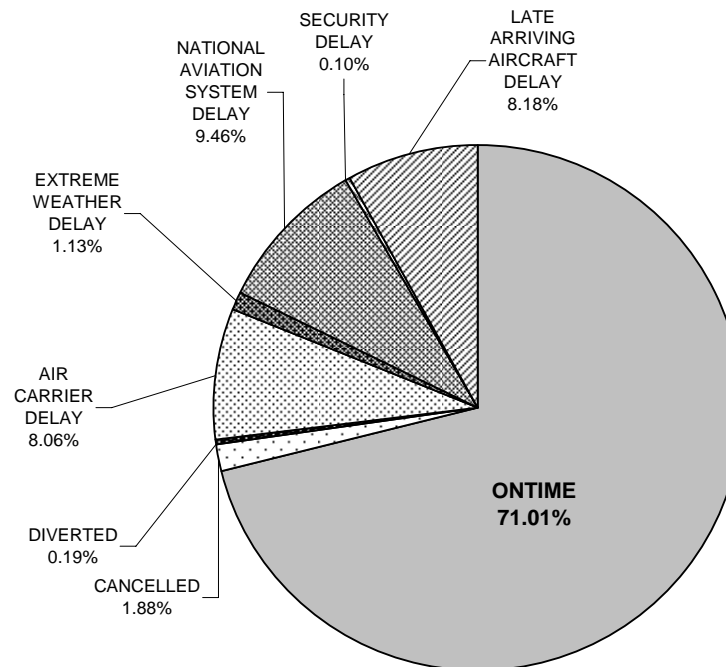
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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 TABLE 10. OVERALL CAUSES OF DELAY\*



**\*Causes of Delay:**

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

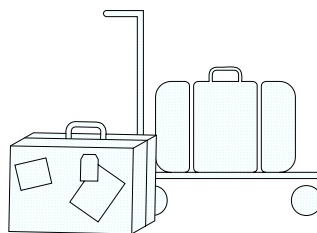
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Independence Air
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines
OO	SkyWest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



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

RANK	AIRLINE	DECEMBER 2005			DECEMBER 2004		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	INDEPENDENCE AIR	1,006	317,903	3.16	2,421	496,986	4.87
2	HAWAIIAN AIRLINES	1,629	506,095	3.22	1,146	444,962	2.58
3	AIRTRAN AIRWAYS	6,086	1,537,671	3.96	4,027	1,246,398	3.23
4	CONTINENTAL AIRLINES	16,783	3,072,680	5.46	17,475	2,839,186	6.15
5	ALASKA AIRLINES	7,088	1,233,461	5.75	5,431	1,268,045	4.28
6	JETBLUE AIRWAYS	8,302	1,434,774	5.79	4,293	1,099,624	3.90
7	FRONTIER AIRLINES	4,363	753,451	5.79	*	*	*
8	ATA AIRLINES	1,863	313,563	5.94	3,970	726,139	5.47
9	SOUTHWEST AIRLINES	44,181	7,416,707	5.96	34,941	6,786,882	5.15
10	UNITED AIRLINES	29,235	4,851,280	6.03	32,458	5,050,794	6.43
11	AMERICA WEST AIRLINES	12,009	1,737,442	6.91	10,724	1,722,272	6.23
12	NORTHWEST AIRLINES	25,640	3,630,965	7.06	31,116	3,952,092	7.87
13	DELTA AIR LINES	41,346	5,735,079	7.21	86,992	6,856,796	12.69
14	AMERICAN AIRLINES	58,733	6,659,759	8.82	48,419	6,383,192	7.59
15	US AIRWAYS	23,908	2,486,919	9.61	53,017	3,094,862	17.13
16	EXPRESSJET AIRLINES	13,812	1,273,734	10.84	11,171	1,083,470	10.31
17	COMAIR	10,935	889,479	12.29	20,633	928,120	22.23
18	SKYWEST AIRLINES	20,113	1,466,389	13.72	20,284	1,229,263	16.50
19	AMERICAN EAGLE AIRLINES	24,696	1,473,586	16.76	17,555	1,308,685	13.41
20	ATLANTIC SOUTHEAST AIRLINES	17,562	969,944	18.11	26,374	936,619	28.16
TOTALS		369,290	47,760,881	7.73	432,447	47,454,387	9.11

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.

**JANUARY--DECEMBER**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - DECEMBER 2005			JANUARY - DECEMBER 2004		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	17,508	5,928,173	2.95	16,090	5,640,640	2.85
2	AIRTRAN AIRWAYS	58,706	17,012,455	3.45	38,294	13,563,810	2.82
3	INDEPENDENCE AIR	19,380	5,476,518	3.54	76,405	7,154,643	10.68
4	JETBLUE AIRWAYS	60,426	14,873,839	4.06	35,927	12,010,235	2.99
5	ATA AIRLINES	21,487	5,279,135	4.07	38,127	9,992,858	3.82
6	CONTINENTAL AIRLINES	143,513	34,823,740	4.12	119,980	33,560,311	3.58
7	SOUTHWEST AIRLINES	383,240	90,241,630	4.25	278,885	83,219,358	3.35
8	UNITED AIRLINES	248,803	58,187,505	4.28	249,312	63,379,523	3.93
9	AMERICA WEST AIRLINES	93,499	21,586,600	4.33	82,960	20,862,820	3.98
10	NORTHWEST AIRLINES	232,929	47,957,408	4.86	200,254	47,456,826	4.22
11	ALASKA AIRLINES	76,705	15,237,761	5.03	52,497	14,963,773	3.51
12	AMERICAN AIRLINES	476,575	80,532,985	5.92	360,245	76,189,176	4.73
13	EXPRESSJET AIRLINES	96,834	14,683,265	6.59	72,593	12,735,330	5.70
14	DELTA AIR LINES	573,419	80,907,360	7.09	436,261	84,366,476	5.17
15	US AIRWAYS	358,782	37,311,721	9.62	202,941	38,088,900	5.33
16	SKYWEST AIRLINES	169,974	16,889,452	10.06	138,614	13,855,794	10.00
17	AMERICAN EAGLE AIRLINES	180,065	17,568,517	10.25	135,494	15,134,931	8.95
18	COMAIR	141,919	13,206,051	10.75	135,386	12,705,742	10.66
19	ATLANTIC SOUTHEAST AIRLINES	208,368	11,970,537	17.41	151,941	10,483,142	14.49
---	FRONTIER AIRLINES	*	*	*	*	*	*
	TOTALS	3,562,132	589,674,652	6.04	2,822,206	575,364,288	4.91

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. 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. Frontier Airlines began voluntarily reporting flight delay and mishandled baggage data in May 2005; therefore, they are not ranked for the period January-December.

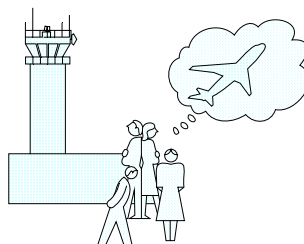
## **OVERSALES**

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

**OCTOBER - DECEMBER**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES \***

RANK	AIRLINE	OCTOBER - DECEMBER 2005				OCTOBER - DECEMBER 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>	6	0	3,850,507	<b>0.00</b>	8	0	3,178,517	<b>0.00</b>
1	<b>INDEPENDENCE AIR</b>	0	0	391,372	<b>0.00</b>	2	0	37,236	<b>0.00</b>
3	<b>AIRTRAN AIRWAYS</b>	3,240	45	4,388,198	<b>0.10</b>	4,242	45	3,446,769	<b>0.13</b>
4	<b>HAWAIIAN AIRLINES</b>	844	16	1,481,486	<b>0.11</b>	650	8	1,323,363	<b>0.06</b>
5	<b>FRONTIER AIRLINES</b>	213	56	2,096,971	<b>0.27</b>	*	*	*	*
6	<b>SKYWEST AIRLINES</b>	1,465	29	940,641	<b>0.31</b>	561	10	204,234	<b>0.49</b>
7	<b>US AIRWAYS</b>	7,893	357	8,619,527	<b>0.41</b>	14,682	770	10,093,300	<b>0.76</b>
8	<b>UNITED AIRLINES</b>	12,835	669	15,016,704	<b>0.45</b>	18,910	733	15,699,070	<b>0.47</b>
9	<b>SOUTHWEST AIRLINES</b>	15,350	1,368	22,225,722	<b>0.62</b>	19,394	1,297	20,144,834	<b>0.64</b>
10	<b>NORTHWEST AIRLINES</b>	16,128	733	11,493,344	<b>0.64</b>	16,617	1,161	12,436,669	<b>0.93</b>
11	<b>AMERICAN AIRLINES</b>	18,218	1,443	21,556,675	<b>0.67</b>	16,266	1,375	20,444,116	<b>0.67</b>
12	<b>COMAIR</b>	855	53	573,735	<b>0.92</b>	823	91	684,878	<b>1.33</b>
13	<b>AMERICAN EAGLE AIRLINES</b>	357	54	560,082	<b>0.96</b>	365	19	519,285	<b>0.37</b>
14	<b>AMERICA WEST AIRLINES</b>	8,515	542	5,318,794	<b>1.02</b>	11,981	476	5,302,202	<b>0.90</b>
15	<b>ATA AIRLINES</b>	335	129	1,070,737	<b>1.20</b>	2,201	944	2,226,952	<b>4.24</b>
16	<b>ALASKA AIRLINES</b>	4,454	558	3,628,827	<b>1.54</b>	6,787	300	3,623,874	<b>0.83</b>
17	<b>DELTA AIR LINES</b>	26,089	2,779	18,067,377	<b>1.54</b>	27,385	2,067	20,787,921	<b>0.99</b>
18	<b>CONTINENTAL AIRLINES</b>	9,444	1,918	9,570,637	<b>2.00</b>	12,278	2,044	9,013,038	<b>2.27</b>
19	<b>ATLANTIC SOUTHEAST AIRLINES</b>	1,264	199	979,025	<b>2.03</b>	2,449	334	1,159,876	<b>2.88</b>
	<b>TOTALS</b>	127,505	10,948	131,830,361	<b>0.83</b>	155,601	11,674	130,326,134	<b>0.90</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. Frontier Airlines was ranked in this section for the first time with the 2nd quarter (April-June) 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-DECEMBER**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - DECEMBER 2005				JANUARY - DECEMBER 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>	32	0	14,729,066	<b>0.00</b>	28	17	11,782,625	<b>0.01</b>
2	<b>INDEPENDENCE AIR</b>	7	1	1,397,523	<b>0.01</b>	*	*	*	*
3	<b>HAWAIIAN AIRLINES</b>	3,145	38	5,839,817	<b>0.07</b>	3,070	118	5,592,893	<b>0.21</b>
4	<b>SKYWEST AIRLINES</b>	5,721	100	2,832,218	<b>0.35</b>	1,548	13	485,976	<b>0.27</b>
5	<b>AIRTRAN AIRWAYS</b>	20,688	615	16,624,315	<b>0.37</b>	23,158	372	13,120,404	<b>0.28</b>
6	<b>UNITED AIRLINES</b>	78,093	2,882	60,646,380	<b>0.48</b>	100,980	3,171	64,857,365	<b>0.49</b>
7	<b>AMERICAN EAGLE AIRLINES</b>	1,681	133	2,197,619	<b>0.61</b>	1,682	79	1,941,299	<b>0.41</b>
8	<b>COMAIR</b>	1,939	162	2,649,016	<b>0.61</b>	4,223	565	2,480,018	<b>2.28</b>
9	<b>AMERICAN AIRLINES</b>	78,095	5,557	88,066,928	<b>0.63</b>	69,530	4,294	82,543,789	<b>0.52</b>
10	<b>US AIRWAYS</b>	49,867	2,517	39,578,083	<b>0.64</b>	73,898	2,603	39,995,850	<b>0.65</b>
11	<b>SOUTHWEST AIRLINES</b>	73,659	6,096	88,379,759	<b>0.69</b>	90,809	7,711	81,066,038	<b>0.95</b>
12	<b>NORTHWEST AIRLINES</b>	76,474	4,846	50,685,645	<b>0.96</b>	76,684	3,871	49,842,112	<b>0.78</b>
13	<b>AMERICA WEST AIRLINES</b>	36,465	2,314	21,845,463	<b>1.06</b>	40,282	1,449	20,712,856	<b>0.7</b>
14	<b>DELTA AIR LINES</b>	90,644	10,743	81,910,297	<b>1.31</b>	130,050	9,274	83,163,787	<b>1.12</b>
15	<b>ATLANTIC SOUTHEAST AIRLINES</b>	3,345	660	4,207,209	<b>1.57</b>	6,309	913	3,847,659	<b>2.37</b>
16	<b>ALASKA AIRLINES</b>	24,293	2,413	15,305,778	<b>1.58</b>	25,494	1,840	15,131,892	<b>1.22</b>
17	<b>CONTINENTAL AIRLINES</b>	39,792	7,218	37,518,805	<b>1.92</b>	47,909	6,264	35,670,751	<b>1.76</b>
18	<b>ATA AIRLINES</b>	4,326	1,479	5,382,300	<b>2.75</b>	6,371	2,346	10,073,006	<b>2.33</b>
---	<b>FRONTIER AIRLINES</b>	*	*	*	*	*	*	*	*
	<b>TOTALS</b>	588,266	47,774	539,796,221	<b>0.89</b>	702,025	44,900	522,308,320	<b>0.86</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 (April-June) 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

	DECEMBER 2005				DECEMBER 2004			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	468	43	5	101	857	95	3	75
FOREIGN AIRLINES	146	0	1	9	107	3	0	5
TRAVEL AGENTS	11	0	0	1	8	2	0	1
TOUR OPERATORS	2	0	0	0	0	0	0	0
MISCELLANEOUS	13	4	0	58	7	11	0	19
INDUSTRY TOTALS	640	47	6	169	979	111	3	100

TABLE 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	DECEMBER 2005			DECEMBER 2004		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
BAGGAGE	1	154		2	252	
FLIGHT PROBLEMS	2	147		3	157	
CANCELLATIONS			54			80
DELAYS			39			33
MISCONNECTIONS			24			23
REFUNDS	3	89		6	54	
RES/TKTG/BOARDING	4	73		4	83	
CUSTOMER SERVICE	5	70		5	62	
DISABILITY	6	30		7	43	
FARES	7	21		9	20	
OTHER	8	19		1	270	
FREQUENT FLYER			10			15
OVERSALES	9	18		8	22	
DISCRIMINATION	10	13		10	13	
ADVERTISING	11	5		11	3	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		640			979	

\* 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\*

DECEMBER 2005

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI S- ABI LI TY	ADVER- TI SI NG	DI SCRIM- I NATION	ANI MALS	OTHER	TOTAL
ALPHABETI CAL													
AIRTRAN AIRWAYS	4	0	1	0	0	1	3	0	0	0	0	0	9
ALASKA AIRLINES	0	1	1	0	0	3	0	0	0	0	0	0	5
AMERICA WEST AIRLINES	3	1	1	2	2	3	0	2	0	0	0	0	14
AMERICAN AIRLINES	11	2	6	3	11	19	7	2	1	4	0	2	68
AMERICAN EAGLE AIRLINES	5	1	0	0	1	3	5	0	0	1	0	0	16
COMAIR	2	0	0	0	0	0	0	2	0	1	0	0	5
CONTINENTAL AIRLINES	4	2	2	0	2	10	3	2	1	1	0	1	28
DELTA AIR LINES	15	2	12	3	4	13	3	2	0	0	0	2	56
INDEPENDENCE AIR	2	0	1	0	0	2	0	0	0	0	0	0	5
MESA AIRLINES	7	1	1	0	2	3	1	0	0	0	0	0	15
NORTHWEST AIRLINES	8	0	3	1	2	7	2	3	0	0	0	1	27
PINNACLE AIRLINES	3	0	0	0	0	3	0	0	0	0	0	0	6
SKYWEST AIRLINES	6	0	1	0	0	4	0	0	0	0	0	0	11
SOUTHWEST AIRLINES	5	0	0	1	1	3	2	6	0	0	0	0	18
SPIRIT AIRLINES	2	0	0	0	1	2	1	0	1	0	0	0	7
TRANS STATES AIRLINES	2	0	1	0	0	2	0	0	0	0	0	0	5
TRANSMERIDIAN AIRLINES	0	0	0	0	4	0	0	0	0	0	0	2	6
UNITED AIRLINES	13	2	10	1	2	14	13	2	0	1	0	3	61
US AIRWAYS	8	1	8	1	8	11	8	1	0	1	0	3	50
OTHER U. S. AIRLINES	23	2	8	1	4	8	6	2	1	1	0	0	56
TOTAL DECEMBER 2005	123	15	56	13	44	111	54	24	4	10	0	14	468
% OF TOTAL COMPLAINTS	26.3	3.2	12.0	2.8	9.4	23.7	11.5	5.1	0.9	2.1	0	3.0	
TOTAL DECEMBER 2004	142	13	62	16	32	221	55	40	2	9	0	265	857
% OF TOTAL COMPLAINTS	16.6	1.5	7.2	1.9	3.7	25.8	6.4	4.7	0.2	1.1	0	30.9	

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

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 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

DECEMBER 2005

U. S. AIRLINES*	COMPS RECD IN DEC	INCI - DENTS IN DEC	PERCENT	INCI - DENTS IN NOV	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	9	6	66.7	3	33.3	0	0.0	0	0.0
ALASKA AIRLINES	5	2	40.0	2	40.0	0	0.0	1	20.0
AMERICA WEST AIRLINES	14	4	28.6	5	35.7	3	21.4	2	14.3
AMERICAN AIRLINES	68	32	47.1	10	14.7	10	14.7	16	23.5
AMERICAN EAGLE AIRLINES	16	7	43.8	7	43.8	2	12.5	0	0.0
COMAIR	5	2	40.0	2	40.0	1	20.0	0	0.0
CONTINENTAL AIRLINES	28	12	42.9	2	7.1	4	14.3	10	35.7
DELTA AIRLINES	56	18	32.1	13	23.2	14	25.0	11	19.6
INDEPENDENCE AIR	5	2	40.0	1	20.0	1	20.0	1	20.0
MESA AIRLINES	15	10	66.7	0	0.0	1	6.7	4	26.7
NORTHWEST AIRLINES	27	11	40.7	3	11.1	4	14.8	9	33.3
PINNACLE AIRLINES	6	3	50.0	0	0.0	1	16.7	2	33.3
SKYWEST AIRLINES	11	5	45.5	0	0.0	3	27.3	3	27.3
SOUTHWEST AIRLINES	18	6	33.3	3	16.7	7	38.9	2	11.1
SPIRIT AIRLINES	7	1	14.3	1	14.3	2	28.6	3	42.9
TRANS STATES AIRLINES	5	0	0.0	3	60.0	0	0.0	2	40.0
TRANSMERIDIAN AIRLINES	6	1	16.7	1	16.7	1	16.7	3	50.0
UNITED AIRLINES	61	27	44.3	12	19.7	9	14.8	13	21.3
US AIRWAYS	50	19	38.0	11	22.0	14	28.0	6	12.0
OTHER U. S. AIRLINES	56	32	57.1	9	16.1	5	8.9	10	17.9
<b>TOTALS</b>	<b>468</b>	<b>200</b>	<b>42.7</b>	<b>88</b>	<b>18.8</b>	<b>82</b>	<b>17.5</b>	<b>98</b>	<b>20.9</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>857</b>	<b>345</b>	<b>40.3</b>	<b>86</b>	<b>10.0</b>	<b>112</b>	<b>13.1</b>	<b>314</b>	<b>36.6</b>

\*AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 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\*\*

DECEMBER 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	1	1	1	0	2	2	0	2	0	1	0	1	11
AIR JAMAICA	1	0	0	0	0	5	0	1	0	0	0	0	7
ALITALIA AIRLINES	0	0	0	1	0	4	0	0	0	0	0	0	5
BRITISH AIRWAYS	3	0	1	1	4	0	2	1	0	0	0	0	12
IBERIA AIRLINES	0	0	2	0	2	2	0	0	0	0	0	0	6
KLM	0	0	1	1	0	1	2	0	0	0	0	0	5
LUFTHANSA	1	0	0	2	0	0	1	0	0	1	1	0	6
MEXICANA	0	1	0	0	1	2	1	0	0	0	0	0	5
UNIVERSAL AIRLINES	2	0	0	0	16	0	0	0	0	0	0	0	18
VIRGIN ATLANTIC AIRWAYS	0	0	3	1	0	0	1	0	0	0	0	1	6
OTHER FOREIGN AIRLINES	11	1	8	0	13	20	7	2	0	1	0	2	65
TOTALS	19	3	16	6	38	36	14	6	0	3	1	4	146
<b><u>TRAVEL AGENTS</u></b>													
ORBITZ.COM	3	0	0	0	2	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	0	0	0	2	3	0	1	0	0	0	0	0	6
TOTALS	3	0	0	2	5	0	1	0	0	0	0	0	11
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	1	0	1	0	0	0	0	0	0	0	2
TOTALS	0	0	1	0	1	0	0	0	0	0	0	0	2
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	0	0	1	7	1	0	1	0	0	1	13
TOTALS	2	0	0	0	1	7	1	0	1	0	0	1	13

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 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

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

RANK	AIRLINE	DECEMBER 2005			DECEMBER 2004		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	FRONTIER AIRLINES	0	708,835	0.00	*	*	*
2	SOUTHWEST AIRLINES	18	7,261,578	0.25	6	6,628,834	0.09
3	EXPRESSJET AIRLINES	4	1,423,449	0.28	6	1,194,536	0.50
4	JETBLUE AIRWAYS	4	1,399,053	0.29	3	1,072,630	0.28
5	ATLANTIC SOUTHEAST AIRLINES	3	975,888	0.31	9	944,032	0.95
6	ATA AIRLINES	1	321,788	0.31	7	751,178	0.93
7	ALASKA AIRLINES	5	1,398,865	0.36	10	1,407,312	0.71
8	COMAIR	5	880,340	0.57	39	921,238	4.23
9	HAWAIIAN AIRLINES	3	504,735	0.59	1	442,424	0.23
10	AIRTRAN AIRWAYS	9	1,503,069	0.60	5	1,219,127	0.41
11	NORTHWEST AIRLINES	27	4,293,213	0.63	41	4,602,829	0.89
12	CONTINENTAL AIRLINES	28	3,751,574	0.75	25	3,447,613	0.73
13	SKYWEST AIRLINES	11	1,441,666	0.76	11	1,204,369	0.91
14	AMERICA WEST AIRLINES	14	1,800,235	0.78	19	1,774,101	1.07
15	AMERICAN AIRLINES	68	8,174,897	0.83	52	7,801,147	0.67
16	DELTA AIR LINES	56	6,234,971	0.90	76	7,241,494	1.05
17	AMERICAN EAGLE AIRLINES	16	1,473,806	1.09	11	1,291,597	0.85
18	UNITED AIRLINES	61	5,585,649	1.09	50	5,710,739	0.88
19	INDEPENDENCE AIR	5	308,648	1.62	4	478,653	0.84
20	US AIRWAYS	50	2,790,516	1.79	132	3,268,145	4.04
TOTAL		388	52,232,775	0.74	507	51,401,998	0.99

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

\* 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. Effective May 2005, Frontier Airlines began voluntarily reporting flight delay and mishandled baggage data.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - DECEMBER 2005				JANUARY - DECEMBER 2004			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	6,894	762	40	1,177	5,839	923	34	821
FOREIGN AIRLINES	1,484	27	4	137	1,288	28	3	100
TRAVEL AGENTS	210	10	0	22	202	17	1	19
TOUR OPERATORS	34	0	0	1	55	2	0	2
MISCELLANEOUS	113	85	0	716	68	102	0	726
INDUSTRY TOTALS	8,735	884	44	2,053	7,452	1,072	38	1,668

TABLE 2 (YTD)

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - DECEMBER 2005			JANUARY - DECEMBER 2004		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,234		1	1729	
CANCELLATIONS			901			613
DELAYS			530			436
MISCONNECTIONS			383			289
BAGGAGE	2	2,035		2	1425	
RES/TKTG/BOARDING	3	990		3	929	
CUSTOMER SERVICE	4	941		4	881	
REFUNDS	5	840		5	659	
DISABILITY	6	507		7	525	
OVERSALES	7	374		8	346	
OTHER	8	325		6	540	
FREQUENT FLYER			207			226
FARES	9	299		9	226	
DISCRIMINATION	10	128		10	118	
ADVERTISING	11	58		11	71	
ANIMALS	12	4		12	3	
COMPLAINT TOTAL		8,735			7,452	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

## COMPLAINTS AGAINST U. S. AIRLINES/BY COMPLAINT CATEGORY\*/JANUARY-DECEMBER 2005

U. S. AIRLINES* ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI S- ABILITY	ADVER- TISING	DI SCRIM- INATION	ANI MALS	OTHER	TOTAL
AIR WISCONSIN	32	7	7	0	0	22	11	11	0	0	0	0	90
AIRTRAN AIRWAYS	56	6	23	0	13	39	23	6	0	0	0	0	166
ALASKA AIRLINES	46	6	6	1	4	28	23	8	0	3	0	4	129
ALLEGiant AIR	5	0	1	2	0	4	6	2	3	0	0	0	23
ALOHA AIRLINES	6	0	1	2	1	3	3	0	0	1	0	1	18
AMERICA WEST AIRLINES	66	13	29	3	16	39	28	13	1	2	0	2	212
AMERICAN AIRLINES	242	35	106	38	81	237	130	60	8	18	1	48	1,004
AMERICAN EAGLE AIRLINES	45	13	12	0	6	21	18	6	0	2	0	0	123
ATA AIRLINES	23	4	8	3	3	7	4	2	0	0	0	0	54
ATLANTIC SOUTHEAST AIRLINES	42	2	4	0	0	10	7	4	0	1	0	0	70
CHAMPION AIR	7	1	0	0	0	3	1	1	0	1	0	0	14
CHAUTAUQUA AIRLINES	31	2	2	0	6	12	2	5	0	0	0	1	61
CHI CAGO EXPRESS	5	0	0	0	3	2	0	1	0	1	0	0	12
COMAIR	120	1	9	1	10	37	10	9	0	1	0	2	200
CONTINENTAL AIRLINES	71	35	45	21	34	77	63	21	2	6	1	16	392
DELTA AIR LINES	213	20	111	39	74	273	89	44	3	14	0	58	938
EXECUTIVE AIRLINES	7	1	3	0	1	6	3	1	0	0	0	0	22
EXPRESSJET AIRLINES	28	4	3	0	3	2	7	2	0	0	0	1	50
FRONTIER AIRLINES	12	1	8	3	5	5	6	5	1	1	0	3	50
GREAT LAKES AVIATION.	2	4	2	0	1	2	0	1	0	0	0	0	12
GULFSTREAM INT'L AIRLINES	6	2	1	0	1	3	0	4	0	0	0	0	17
HAWAIIAN AIRLINES	2	0	7	3	2	4	8	8	1	0	0	0	35
HORIZON AIRLINES	9	0	4	0	0	2	4	2	0	0	0	1	22
INDEPENDENCE AIR	47	1	6	2	11	11	6	0	5	0	0	0	89
JETBLUE AIRWAYS	7	1	2	0	4	10	11	1	0	3	0	2	41
MESA AIRLINES	104	7	4	0	6	23	22	14	0	1	0	0	181
MESABA AVIATION	21	12	7	0	1	5	12	2	0	0	0	1	61
MIDWEST AIRLINES	8	0	0	1	0	1	2	0	0	1	0	0	13
NORTH AMERICAN AIRLINES	2	0	3	1	2	3	0	0	0	0	0	0	11
NORTHWEST AIRLINES	115	33	60	36	56	105	52	40	5	4	0	24	530
PAN AM	13	0	0	0	8	0	1	0	2	0	0	0	24
PI EDMONT AIRLINES	7	2	4	0	0	15	3	7	0	0	0	0	38
PINNACLE AIRLINES	42	6	2	0	2	15	7	6	0	0	0	0	80
PSA AIRLINES	12	1	0	0	0	7	1	4	0	2	0	0	27
PI EDMONT AIRLINES	4	1	1	0	0	2	2	2	0	0	0	0	12
RYAN INTERNATIONAL AIRLINES	8	0	1	0	1	2	1	0	0	0	0	0	13
SHUTTLE AMERICA	7	0	0	1	0	1	0	1	0	0	0	0	10
SKYWEST AIRLINES	29	5	14	0	0	15	8	5	0	3	0	1	80
SOUTHEAST AIRLINES	1	0	0	0	12	1	0	0	0	0	0	30	44
SOUTHWEST AIRLINES	26	3	13	3	8	22	38	34	2	8	0	3	160
SPIRIT AIRLINES	11	3	4	2	4	7	1	2	1	1	0	2	38
TRANS STATES AIRLINES	17	0	2	0	1	7	2	2	0	0	0	0	31
TRANSMERIDIAN AIRLINES	16	0	3	2	18	5	1	1	0	0	0	14	60
UNITED AIRLINES	124	28	76	22	48	175	104	41	4	19	0	40	681
UNITED EXPRESS	8	1	4	0	0	6	2	0	0	0	0	0	21
US AIRWAYS	176	20	63	29	57	287	64	46	2	5	0	27	776
USA3000	37	1	12	3	11	7	6	1	3	1	1	0	83
OTHER U. S. AIRLINES	24	1	6	1	15	16	8	2	2	0	0	1	76
TOTAL JANUARY-DECEMBER 2005	1,942	283	679	219	529	1,586	800	427	45	99	3	282	6,894
% OF TOTAL COMPLAINTS	28.2	4.1	9.8	3.2	7.7	23.0	11.6	6.2	0.7	1.4	0	4.1	
TOTAL JANUARY-DECEMBER 2004	1,462	263	637	180	376	1,085	742	467	41	96	3	487	5,839
% OF TOTAL COMPLAINTS	25.0	4.5	10.9	3.1	6.4	18.6	12.7	8.0	0.7	1.6	0.1	8.3	

\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE CALENDAR YEAR. IF LESS, THEY ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

TABLE 4 (YTD)

## COMPANIES OTHER THAN U.S. AIRLINES/BY COMPLAINT CATEGORY/JANUARY-DECEMBER 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>													
AER LINGUS	3	1	0	0	2	1	2	2	0	0	0	0	11
AEROMEXICO	3	2	2	1	3	5	1	1	0	1	0	0	19
AEROPOSTAL AIRLINES	7	0	2	0	0	9	1	0	1	0	0	0	20
AIR CANADA	7	3	7	0	3	13	7	1	0	1	0	0	42
AIR CHINA	5	0	3	0	2	0	0	0	0	0	0	0	10
AIR FRANCE	12	10	18	3	16	60	10	12	1	1	0	1	144
AIR INDIA	15	0	6	3	5	14	4	2	0	0	0	2	51
AIR JAMAICA	39	5	6	0	10	21	7	1	0	1	0	0	90
ALITALIA AIRLINES	11	4	5	8	3	33	3	3	0	0	0	1	71
AUSTRIAN AIRLINES	3	3	2	0	0	1	1	1	0	0	0	1	12
BAHAMASAIR	5	0	0	0	1	4	1	0	0	0	0	0	11
BRITISH AIRWAYS	13	3	20	2	12	46	13	9	0	2	0	5	125
BWIA	10	0	2	0	2	3	0	2	1	0	0	1	21
CATHAY PACIFIC AIRWAYS	1	0	2	0	2	5	2	0	0	0	0	0	12
COPA AIRLINES	2	0	3	2	1	2	0	1	0	0	0	0	11
EGYPTAIR	1	3	2	0	2	5	2	0	0	1	0	0	16
EL AL ISRAEL	1	3	1	0	2	4	1	1	0	0	0	1	14
EMI RATES AIRLINES	1	0	2	2	4	8	3	0	0	0	0	0	20
IBERIA AIRLINES	4	5	10	0	6	12	6	1	0	1	0	0	45
ICELANDAIR	3	0	1	3	1	0	3	0	0	0	0	0	11
KLM	17	6	14	3	3	19	8	5	0	3	0	2	80
KUWAIT AIRWAYS	2	2	3	1	2	6	0	0	0	0	0	0	16
LAN CHILE AIRLINES	1	0	3	2	8	1	0	0	0	0	0	1	16
LOT POLISH AIRLINES	1	1	2	0	5	4	3	0	0	2	0	0	18
LUFTHANSA	6	2	16	5	8	14	5	5	0	3	1	0	65
MEXICANA	9	9	9	1	11	7	1	2	0	0	0	0	49
QANTAS AIRWAYS	3	0	1	1	0	2	2	1	0	1	0	1	12
SAS	4	0	3	0	0	3	0	3	0	0	0	0	13
SOUTH AFRICAN AIRWAYS	0	0	1	0	2	4	3	2	0	0	0	2	14
TACA INTERNATIONAL AIRLINES	1	9	10	1	7	11	6	4	0	1	0	0	50
UNIVERSAL AIRLINES	15	0	2	0	46	0	0	0	0	0	0	2	65
VIRGIN ATLANTIC AIRWAYS	0	0	9	1	2	6	3	1	0	3	0	1	26
OTHER FOREIGN AIRLINES	40	15	39	9	49	92	23	20	1	5	0	11	304
<b>TOTALS</b>	<b>245</b>	<b>86</b>	<b>206</b>	<b>48</b>	<b>220</b>	<b>415</b>	<b>121</b>	<b>80</b>	<b>4</b>	<b>26</b>	<b>1</b>	<b>32</b>	<b>1,484</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAP TICKETS	3	0	4	4	10	0	1	0	0	0	0	0	22
EXPEDIA.COM	1	0	9	5	10	0	2	0	0	0	0	1	28
ORBITZ.COM	6	0	14	4	10	0	1	0	2	0	0	0	37
PRICELINE.COM	0	0	6	3	3	0	1	0	0	0	0	0	13
TRAVELOCITY.COM	4	0	13	4	7	1	1	0	2	0	0	0	32
OTHER TRAVEL AGENTS	6	0	32	7	24	1	4	0	2	0	0	2	78
<b>TOTALS</b>	<b>20</b>	<b>0</b>	<b>78</b>	<b>27</b>	<b>64</b>	<b>2</b>	<b>10</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>210</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	9	0	8	0	9	3	2	0	1	0	0	2	34
<b>TOTALS</b>	<b>9</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>9</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>34</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	18	5	19	5	18	29	8	0	2	3	0	6	113
<b>TOTALS</b>	<b>18</b>	<b>5</b>	<b>19</b>	<b>5</b>	<b>18</b>	<b>29</b>	<b>8</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>6</b>	<b>113</b>

TABLE 5 (YTD)

JANUARY-DECEMBER  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JANUARY - DECEMBER 2005			JANUARY - DECEMBER 2004		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	160	88,773,595	<b>0.18</b>	146	81,150,410	<b>0.18</b>
2	<b>JETBLUE AIRWAYS</b>	41	14,365,664	<b>0.29</b>	33	11,678,403	<b>0.28</b>
3	<b>EXPRESSJET AIRLINES</b>	50	15,990,092	<b>0.31</b>	22	13,664,710	<b>0.16</b>
4	<b>SKYWEST AIRLINES</b>	80	16,577,299	<b>0.48</b>	72	13,440,640	<b>0.54</b>
5	<b>ATLANTIC SOUTHEAST AIRLINES</b>	70	12,010,721	<b>0.58</b>	42	10,460,941	<b>0.40</b>
6	<b>HAWAIIAN AIRLINES</b>	35	5,839,817	<b>0.60</b>	26	5,614,657	<b>0.46</b>
7	<b>AMERICAN EAGLE AIRLINES</b>	123	17,534,174	<b>0.70</b>	81	14,869,126	<b>0.54</b>
8	<b>ALASKA AIRLINES</b>	129	16,758,941	<b>0.77</b>	95	16,294,555	<b>0.58</b>
9	<b>CONTINENTAL AIRLINES</b>	392	42,822,219	<b>0.92</b>	336	40,745,995	<b>0.82</b>
10	<b>NORTHWEST AIRLINES</b>	530	56,538,062	<b>0.94</b>	493	55,446,115	<b>0.89</b>
11	<b>AMERICA WEST AIRLINES</b>	212	22,129,869	<b>0.96</b>	218	21,132,444	<b>1.03</b>
12	<b>ATA AIRLINES</b>	54	5,437,295	<b>0.99</b>	82	10,230,653	<b>0.80</b>
13	<b>AIRTRAN AIRWAYS</b>	166	16,627,496	<b>1.00</b>	117	13,176,925	<b>0.89</b>
14	<b>UNITED AIRLINES</b>	681	66,802,864	<b>1.02</b>	630	70,914,086	<b>0.89</b>
15	<b>AMERICAN AIRLINES</b>	1,004	98,037,715	<b>1.02</b>	800	91,570,003	<b>0.87</b>
16	<b>DELTA AIR LINES</b>	938	86,105,101	<b>1.09</b>	686	86,901,935	<b>0.79</b>
17	<b>COMAIR</b>	200	13,102,885	<b>1.53</b>	135	12,638,482	<b>1.07</b>
18	<b>INDEPENDENCE AIR</b>	89	5,309,978	<b>1.68</b>	69	7,253,075	<b>0.95</b>
19	<b>US AIRWAYS</b>	776	41,673,052	<b>1.86</b>	504	41,916,728	<b>1.20</b>
---	<b>FRONTIER AIRLINES</b>	*	*	*	*	*	*
<b>TOTAL</b>		<b>5,730</b>	<b>642,436,839</b>	<b>0.89</b>	<b>4,587</b>	<b>619,099,883</b>	<b>0.74</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. Frontier Airlines began voluntarily reporting flight delay and mishandled baggage data in May 2005; therefore, they are not ranked in this table for the period January-December.

## **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.

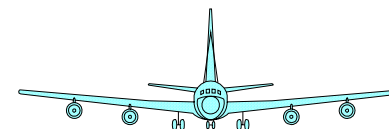
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 December 2005 as provided by the Transportation Security Administration<sup>a</sup>

The Transportation Security Administration protects approximately 58 million airline passengers and screens their 75 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 December.

**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
223	.00038	70	.00012	30	.00005	368	.0006

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
293	.0004	1192	.0016

### 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 December.



## December 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="#">Delta Air Lines</a>			1
<b><i>Total</i></b>	<b>0</b>	<b>0</b>	<b>1</b>