



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: April 2006**



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

February 2006  
12 Months Ending February 2006

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

February 2006

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

4th Quarter 2005  
January-December 2005

**Consumer Complaints<sup>2</sup>**

(Includes Disability and  
Discrimination Complaints)

February 2006

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

February 2006

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

February 2006

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

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

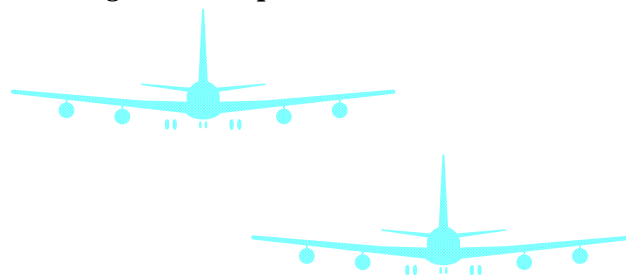
<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

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

## TABLE OF CONTENTS

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

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



## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 20\* U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues.

The rule requires carriers to currently report on operations to and from the 31 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, 12 carriers (America West\*, American, American Eagle, 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 4 carriers (Alaska, ATA, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 31 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 31 "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.

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

FEBRUARY 2006

## AIR TRAVEL CONSUMER REPORT

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

	AT 31 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/	6	73.0	14	94.3
COMAIR S/	22	80.1	104	80.3
US AIRWAYS S/	29	78.9	78	79.2
SOUTHWEST AIRLINES S/	16	77.6	62	78.6
MESA AIRLINE S/	26	77.7	122	77.9
SKYWEST AIRLINES S/	15	77.3	122	75.9
NORTHWEST AIRLINES S/	29	75.6	109	75.8
DELTA AIRLINES S/	30	75.3	98	75.3
AMERICAN AIRLINES S/	29	75.0	84	75.0
UNITED AIRLINES S/	31	74.7	84	74.3
AMERICAN EAGLE AIRLINES S/	22	73.8	111	73.7
ATLANTIC SOUTHEAST AIRLINES S/	17	70.7	132	72.0
FRONTIER AIRLINES S/	21	71.3	37	71.7
EXPRESSJET AIRLINES S/	26	68.6	117	71.7
AIRTRAN AIRWAYS S/	22	70.4	46	71.2
ALASKA AIRLINES S/	16	71.6	46	71.1
CONTINENTAL AIRLINES S/	29	70.7	72	71.0
ATA AIRLINES S/	9	66.9	12	65.5
JETBLUE AIRWAYS S/	15	62.4	32	62.1
TOTAL		74.8		75.3

- 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, as determined by DOT's Bureau of Transportation Statistics. Mesa Airlines' reporting effective January 2006. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table.

## FEBRUARY 2006

## 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		DEC - 05		JAN - 06		FEB - 06		12 MONTHS ENDING FEB 2006		DATABASE TO DATE SEP 1987- FEB 2006	
	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	65.7	17	75.7	14	71.2	15	72	14	(--)	(--)
ALASKA	72.9	15	61.6	19	70.2	18	74.4	15	67.3	16	71.2	18	71.1	16	69.5	17	75.8	8
AMERICA WEST	76.7	6	83.8	6	81.6	5	82.6	2	78.5	3	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	76.2	7	80.7	9	73.7	13	76.9	12	68.9	11	79.3	7	75	9	77.3	8	79	3
AMERICAN EAGLE	74.2	14	79.3	12	75.1	11	76.2	13	68.2	14	77.1	12	73.7	11	76.7	9	75.5	9
ATA	77.5	4	86.5	2	82.5	4	79.3	8	72.2	8	76	13	65.5	18	81.5	3	(--)	(--)
ATLANTIC SOUTHEAST	68.2	18	75	18	66.8	20	73.4	18	65.4	19	72.9	17	72	12	71.8	15	(--)	(--)
COMAIR	74.8	12	85	4	81.1	6	79.5	7	72.6	6	78.7	9	80.3	2	81.3	5	(--)	(--)
CONTINENTAL	75.8	9	81.1	8	74.7	12	76	14	71	9	78.1	10	71	17	76.5	11	78.8	4
DELTA	75.2	11	80.5	10	72.3	15	77.2	11	72.6	7	77.3	11	75.3	8	76.5	10	77.7	6
EXPRESSJET	74.4	13	81.1	7	72	16	74.3	16	69.1	10	79.6	5	71.7	14	75.8	12	(--)	(--)
FRONTIER	(--)	(--)	(--)	(--)	85.7	2	79.7	6	67.9	15	82.5	3	71.7	13	(--)	(--)	(--)	(--)
HAWAIIAN	93	1	95.2	1	96.8	1	95.4	1	94.2	1	95.9	1	94.3	1	95.3	1	(--)	(--)
INDEPENDENCE AIR	77.4	5	77.7	15	76.5	10	81.9	3	78.7	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
JETBLUE	65.8	19	76.2	16	72.7	14	70.8	20	63.7	20	70.6	19	62.1	19	71.1	16	(--)	(--)
MESA	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	73.6	16	77.9	5	(--)	(--)	(--)	(--)
NORTHWEST	75.2	10	80.4	11	70.5	17	73.7	17	65.6	18	79.5	6	75.8	7	75.5	13	79.7	2
SKYWEST	79.3	2	86.3	3	85.3	3	78.8	9	68.6	12	78.8	8	75.9	6	82.4	2	(--)	(--)
SOUTHWEST	78.6	3	84.5	5	79.3	7	80.6	4	77.2	4	84.4	2	78.6	4	81.4	4	82.4	1
UNITED	75.9	8	78.4	14	78.8	8	77.4	10	68.2	13	75.6	15	74.3	10	77.8	7	76.3	7
US AIRWAYS	70.2	16	78.5	13	77.1	9	79.7	5	76.5	5	81.1	4	79.2	3	77.8	6	78.5	5
Total	75.3		80.8		76.1		77.5		71.0		78.8		75.3		77.7		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, as determined by DOT's Bureau of Transportation Statistics. Frontier Airlines' reporting effective May 2005; Mesa Airlines' reporting effective January 2006. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table. Independence Air ceased operations in December 2005. Effective January 2006, the carrier is no longer ranked in the ATRC.

FEBRUARY 2006

## 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	593	65.8	987	74.1	374	76.2	133	75.2	H/		747	79.4	600	69.2	12403	79.6
AS	H/		28	82.1	H/		H/		H/		84	81.0	168	76.8	56	80.4
B6	H/		1194	68.8	H/		H/		H/		H/		84	40.5	H/	
CO	317	62.1	471	67.3	132	83.3	H/		H/		350	83.7	345	57.4	287	71.1
DL	13050	74.5	1336	75.4	337	83.4	180	80.0	2049	89.6	942	80.5	338	70.7	337	74.2
EV	8888	70.5	H/		28	85.7	28	53.6	483	83.6	88	85.2	H/		24	70.8
F9	83	79.5	H/		51	82.4	H/		H/		79	75.9	3129	73.5	157	82.2
FL	5757	69.0	723	72.5	974	79.6	196	75.5	H/		140	85.0	92	63.0	322	68.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	160	55.6	1296	72.5	181	69.6	375	68.3	372	74.2	824	76.3	H/		7556	72.2
NW	372	68.8	281	68.0	218	78.4	95	75.8	H/		438	82.0	259	60.6	297	62.3
OH	334	63.5	917	71.5	242	71.9	261	79.3	7050	87.5	440	75.0	21	71.4	69	72.5
OO	H/		H/		H/		H/		70	74.3	H/		3630	79.1	H/	
RU	200	63.0	53	77.4	206	67.0	359	75.5	225	70.7	234	81.2	12	83.3	199	66.3
TZ	H/		H/		H/		H/		H/		104	84.6	H/		84	61.9
UA	194	70.6	769	74.6	391	79.0	140	88.6	25	84.0	404	80.2	6151	77.2	435	77.0
US	181	76.8	1700	78.2	387	85.5	5140	83.9	H/		2735	83.3	462	78.8	482	72.8
WN	H/		H/		4393	83.8	H/		H/		H/		370	77.3	H/	
YV	309	59.9	166	63.3	2	100.0	1923	80.8	H/		28	78.6	1090	79.8	95	70.5
<b>TOTAL</b>	<b>30438</b>	<b>71.5</b>	<b>9921</b>	<b>73.2</b>	<b>7916</b>	<b>81.5</b>	<b>8830</b>	<b>81.6</b>	<b>10274</b>	<b>86.8</b>	<b>7637</b>	<b>81.0</b>	<b>16751</b>	<b>75.8</b>	<b>22803</b>	<b>76.2</b>

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

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

FEBRUARY 2006

## 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	327	75.5	621	59.4	620	79.0	300	83.0	380	77.4	1001	78.9	636	73.7	2344	74.0
AS	H/		56	55.4	H/		28	89.3	H/		H/		328	72.6	544	74.6
B6	H/		432	55.3	825	68.4	396	65.9	H/		3184	61.7	224	63.4	H/	
CO	187	80.2	4351	63.1	491	74.5	15	100.0	6527	78.2	56	80.4	426	56.8	512	64.1
DL	153	77.1	413	70.0	893	74.1	267	83.1	203	77.3	966	72.6	507	66.7	860	67.3
EV	54	50.0	H/		H/		6	66.7	78	70.5	74	75.7	H/		H/	
F9	55	72.7	H/		55	74.5	H/		78	79.5	H/		196	66.8	164	56.1
FL	168	85.1	158	55.7	432	70.6	192	81.2	H/		H/		156	51.9	84	51.2
HA	H/		H/		H/		H/		H/		H/		52	71.2	66	77.3
MQ	184	67.4	260	57.3	H/		108	73.1	H/		536	78.0	H/		1548	90.8
NW	6788	79.9	267	57.3	235	68.9	147	78.9	253	77.1	110	74.5	485	59.0	494	59.3
OH	174	74.1	H/		29	69.0	97	92.8	98	64.3	826	74.7	H/		H/	
OO	83	53.0	H/		H/		H/		60	65.0	H/		192	72.9	3876	79.9
RU	166	74.1	4159	58.1	2	100.0	328	71.6	8070	73.6	25	76.0	H/		18	50.0
TZ	H/		H/		H/		H/		H/		H/		29	93.1	56	67.9
UA	189	81.0	428	66.1	219	79.5	2100	84.9	168	72.6	369	85.1	1002	70.2	2739	69.9
US	224	87.1	299	66.9	798	79.4	102	84.3	274	70.8	180	75.0	2764	76.6	751	77.4
WN	415	80.2	H/		1133	83.9	H/		H/		H/		5898	72.7	3182	72.9
YV	125	66.4	221	62.9	H/		2992	74.1	162	75.9	167	77.2	689	86.9	136	86.8
<b>TOTAL</b>	<b>9292</b>	<b>78.9</b>	<b>11665</b>	<b>60.9</b>	<b>5732</b>	<b>76.3</b>	<b>7078</b>	<b>78.3</b>	<b>16351</b>	<b>75.5</b>	<b>7494</b>	<b>70.3</b>	<b>13584</b>	<b>72.4</b>	<b>17374</b>	<b>74.9</b>

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

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



FEBRUARY 2006

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PHL	
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	1860	60.3	906	77.8	70	81.4	3289	77.2	300	74.3	111	60.4	5977	74.2	486	72.4
AS	H/		56	87.5	H/		28	78.6	H/		408	72.3	112	59.8	H/	
B6	222	64.9	517	59.0	H/		H/		H/		442	55.2	H/		H/	
CO	373	61.9	579	79.1	46	60.9	302	81.5	123	68.3	56	55.4	291	69.1	162	84.0
DL	1668	72.2	1095	79.7	H/		319	77.7	140	74.3	128	68.8	429	79.7	294	76.9
EV	80	48.8	194	77.3	158	66.5	H/		153	71.2	H/		H/		H/	
F9	56	55.4	53	69.8	140	84.3	H/		84	79.8	H/		H/		54	63.0
FL	445	52.1	1192	76.4	532	68.2	116	69.8	236	68.6	H/		H/		558	70.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	1379	64.5	20	65.0	56	50.0	520	71.3	164	67.7	H/		6682	73.9	56	64.3
NW	525	56.2	530	75.7	247	78.1	189	75.1	6861	80.8	H/		504	66.9	260	65.8
OH	1052	60.1	145	74.5	28	46.4	84	65.5	149	75.8	H/		173	67.6	125	80.0
OO	H/		H/		H/		H/		24	95.8	179	91.1	4118	71.6	H/	
RU	107	58.9	23	87.0	111	75.7	11	90.9	259	62.5	H/		214	71.0	111	69.4
TZ	234	54.7	56	73.2	593	69.0	H/		H/		H/		H/		H/	
UA	554	65.2	640	78.3	80	61.2	168	73.8	444	78.8	248	65.3	7278	77.3	484	76.9
US	1181	74.4	873	76.7	H/		386	78.0	180	82.8	198	80.3	649	68.9	4138	74.4
WN	H/		2494	84.4	5340	81.1	H/		H/		3682	73.7	H/		1558	80.0
YV	165	58.2	H/		81	70.4	H/		56	76.8	9	100.0	1723	65.7	260	72.3
TOTAL	9901	64.1	9373	78.4	7482	78.0	5412	76.5	9173	79.0	5461	72.0	28150	73.7	8546	75.0

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

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

FEBRUARY 2006

## 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*														
	PHX		PIT		SAN		SEA		SFO		SLC		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
AA	440	69.1	H/		551	67.7	411	64.5	893	67.7	196	56.6	628	73.7
AS	280	75.7	H/		321	70.4	3545	70.4	360	70.3	H/		H/	
B6	28	53.6	H/		84	56.0	56	42.9	H/		56	58.9	316	60.4
CO	324	61.4	29	89.7	250	66.4	267	56.6	319	48.6	69	52.2	425	73.2
DL	333	71.5	177	76.3	334	70.7	327	62.4	447	63.1	2459	75.4	699	74.0
EV	H/		5	80.0	4	75.0	H/		H/		711	66.1	H/	
F9	195	66.2	H/		140	62.1	108	49.1	132	56.8	132	58.3	28	46.4
FL	H/		152	83.6	H/		H/		28	28.6	H/		504	68.3
HA	28	50.0	H/		28	89.3	46	69.6	28	78.6	H/		H/	
MQ	H/		278	70.5	797	89.6	H/		144	75.0	H/		H/	
NW	347	62.2	49	79.6	130	52.3	308	62.7	246	58.9	84	70.2	346	69.4
OH	H/		225	79.1	H/		H/		H/		H/		54	77.8
OO	153	85.0	57	77.2	670	76.0	278	89.9	3101	68.0	5151	83.7	H/	
RU	84	60.7	259	68.0	H/		H/		H/		89	44.9	13	61.5
TZ	54	94.4	H/		H/		H/		112	44.6	H/		H/	
UA	679	69.5	195	81.5	658	66.7	793	66.5	3388	67.4	224	62.1	342	72.8
US	5033	82.3	1356	82.2	389	77.4	326	69.3	516	59.7	108	77.8	692	78.6
WN	5404	75.9	543	80.3	2480	70.8	1018	77.4	H/		1040	77.5	1955	81.4
YV	2942	88.8	88	81.8	126	81.7	28	89.3	28	85.7	56	89.3	H/	
TOTAL	16324	78.9	3413	79.3	6962	72.6	7511	69.7	9742	66.0	10375	77.8	6002	75.2

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

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

FEBRUARY 2006

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	84.8	87.6	82.5	87.1	91.3	67.5	84.4	86.5	J/	79.2	65.0	80.1	91.5	72.1	88.6	85.2	85.0	82.0
700 - 759 AM	92.7	84.9	94.2	89.8	90.0	81.0	82.8	84.1	78.5	78.5	86.3	81.8	80.4	73.9	88.9	88.4	83.9	92.5
800 - 859 AM	76.3	83.7	87.7	86.5	89.7	86.9	80.9	81.0	86.7	86.5	87.0	80.6	78.8	75.9	89.2	85.4	76.1	91.9
900 - 959 AM	73.6	84.1	87.7	78.8	87.8	84.3	88.4	80.7	83.9	86.8	88.4	92.9	82.4	73.3	79.3	80.6	78.1	85.1
1000 - 1059 AM	75.4	79.9	88.5	80.2	83.1	81.0	74.7	75.7	82.5	84.6	85.6	74.6	78.9	77.8	73.4	80.0	76.4	79.1
1100 - 1159 AM	78.2	85.4	89.7	86.0	85.4	85.7	78.2	79.4	83.5	76.6	78.3	79.0	71.2	82.4	73.3	73.9	72.2	83.7
1200 - 1259 PM	80.1	80.6	85.1	88.2	63.4	85.8	72.5	75.7	84.1	74.7	80.7	80.9	84.5	64.0	70.6	73.8	69.6	82.3
100 - 159 PM	77.0	80.1	87.5	87.3	87.2	82.7	75.2	78.6	76.9	70.7	81.4	84.0	77.1	76.9	73.2	77.7	67.7	83.6
200 - 259 PM	72.0	77.2	86.1	83.5	77.8	81.1	78.2	76.6	76.3	66.9	77.5	77.2	76.1	71.2	67.0	74.9	63.7	80.3
300 - 359 PM	71.1	71.1	82.7	85.9	90.0	81.9	72.3	77.5	85.1	54.7	75.6	80.8	72.1	75.7	73.5	70.0	64.4	80.0
400 - 459 PM	64.6	71.4	84.2	85.0	83.7	82.9	71.4	72.5	84.6	47.6	73.4	78.2	71.3	75.4	69.8	75.6	64.2	80.3
500 - 559 PM	67.4	67.6	81.0	75.8	86.3	84.5	76.9	71.9	79.6	46.5	76.3	82.9	70.8	71.1	66.8	72.7	57.3	80.0
600 - 659 PM	65.6	65.6	74.0	75.5	83.7	77.8	68.3	72.4	69.4	41.9	74.8	76.6	61.0	60.3	66.6	70.7	52.7	77.1
700 - 759 PM	61.8	59.8	81.4	74.7	88.7	80.7	71.2	72.3	76.7	32.5	76.5	67.9	73.1	64.6	66.4	68.8	57.8	72.5
800 - 859 PM	60.7	59.6	71.4	75.7	84.1	74.9	69.6	72.1	71.4	44.5	74.2	72.6	70.0	63.3	67.7	68.7	51.6	77.6
900 - 959 PM	64.3	63.6	70.8	70.0	65.4	77.5	64.9	72.0	68.3	50.9	63.1	71.5	65.9	66.9	73.0	69.2	51.4	64.1
1000 - 1059 PM	64.4	69.4	72.4	80.7	81.5	79.9	63.6	71.0	60.2	62.9	68.4	75.0	70.9	60.6	67.4	66.8	53.2	69.1
1100 - 559 AM	77.2	75.0	75.4	76.7	71.0	70.2	72.2	82.6	79.1	75.2	67.3	78.6	81.2	66.6	68.1	77.5	62.7	71.4
TOTAL, ALL ARRIVALS, BY AIRPORT	71.5	73.2	81.5	81.6	86.8	81.0	75.8	76.2	78.9	60.9	76.3	78.3	75.5	70.3	72.4	74.9	64.1	78.4

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

FEBRUARY 2006

## 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	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	98.7	85.7	89.4	J/	87.6	86.3	J/	95.7	90.0	86.4	89.3	95.0	79.5	86.1
700 - 759 AM	86.2	86.9	82.8	92.1	81.4	83.7	89.6	85.6	81.7	96.0	88.7	89.6	94.6	85.4
800 - 859 AM	84.9	82.9	84.6	96.7	79.9	86.2	90.7	87.4	84.2	87.3	84.3	87.7	86.4	82.8
900 - 959 AM	88.4	84.4	82.9	86.9	80.1	81.7	89.2	87.4	79.2	84.3	71.1	86.8	84.1	82.8
1000 - 1059 AM	90.3	85.2	78.2	84.1	83.1	79.5	83.0	80.5	78.6	73.1	63.7	70.3	81.3	78.5
1100 - 1159 AM	78.8	74.0	83.2	74.6	80.6	81.6	81.6	78.2	72.9	72.3	60.7	82.9	79.3	78.4
1200 - 1259 PM	82.9	79.2	81.7	71.1	80.0	81.9	86.4	80.3	70.6	71.1	65.0	80.1	74.9	78.3
100 - 159 PM	80.5	71.8	80.1	79.3	75.1	78.7	78.4	84.3	83.8	78.4	61.5	72.9	83.6	78.4
200 - 259 PM	83.8	78.2	83.9	73.1	73.3	78.2	77.6	80.5	77.3	71.2	59.2	83.3	78.4	75.5
300 - 359 PM	77.6	77.4	76.2	77.4	70.7	72.8	80.7	84.4	76.1	67.8	66.8	76.3	83.8	75.2
400 - 459 PM	73.2	75.8	73.5	71.1	69.4	73.9	78.7	76.4	71.8	76.0	67.2	76.7	77.6	72.6
500 - 559 PM	71.8	71.2	82.9	65.7	64.0	67.8	72.1	78.9	67.8	64.2	59.7	75.0	75.2	71.3
600 - 659 PM	64.4	63.2	79.7	68.2	62.9	64.5	80.1	79.4	70.7	66.8	62.8	81.1	69.7	68.4
700 - 759 PM	72.6	69.1	75.8	61.1	62.0	56.6	73.1	73.7	68.7	59.8	61.5	72.2	73.3	68.6
800 - 859 PM	72.4	73.3	77.3	58.5	64.5	75.1	70.5	70.2	70.4	60.6	64.6	71.9	78.7	67.6
900 - 959 PM	70.7	71.5	66.6	63.5	69.1	75.0	72.3	76.9	59.7	63.1	58.5	73.1	62.6	66.5
1000 - 1059 PM	75.5	70.4	63.8	64.5	74.3	76.4	65.8	77.7	60.9	64.9	63.4	65.1	63.7	67.5
1100 - 559 AM	74.1	77.8	74.0	58.5	82.2	77.0	66.2	77.7	69.3	64.2	68.1	64.5	65.8	72.7
TOTAL, ALL ARRIVALS, BY AIRPORT	78.0	76.5	79.0	72.0	73.7	75.0	78.9	79.3	72.6	69.7	66.0	77.8	75.2	74.8

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

FEBRUARY 2006

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.0	88.0	91.3	93.1	93.1	92.4	92.6	90.1	90.1	88.2	93.1	88.4	90.9	84.8	96.2	92.4	87.3	94.7
700 - 759 AM	89.3	86.6	90.0	87.8	89.2	88.5	87.7	88.2	89.1	86.1	93.5	86.1	90.9	85.5	91.7	90.0	82.8	93.5
800 - 859 AM	86.8	84.6	84.7	91.0	89.9	84.0	80.3	81.5	87.3	87.3	91.7	77.0	88.2	83.1	86.2	86.8	84.5	90.4
900 - 959 AM	77.3	84.2	86.3	86.7	89.9	86.0	83.2	81.4	86.3	86.5	91.6	74.3	86.2	78.9	79.7	85.7	79.0	90.5
1000 - 1059 AM	78.6	82.6	82.6	79.8	91.0	87.7	79.5	78.4	82.4	81.9	88.4	85.3	84.6	78.8	70.5	79.9	81.0	80.9
1100 - 1159 AM	77.5	84.0	87.8	86.2	84.2	86.6	74.1	73.5	80.2	80.0	80.9	77.4	81.7	76.7	68.3	81.1	78.5	81.9
1200 - 1259 PM	80.5	83.9	78.8	83.8	87.0	87.1	73.9	75.6	79.7	78.3	69.2	75.8	85.8	75.5	67.1	72.7	73.6	81.1
100 - 159 PM	81.1	79.5	78.7	83.5	88.2	86.2	69.6	70.9	76.0	72.4	73.2	82.3	84.5	56.4	65.8	72.2	73.1	78.7
200 - 259 PM	76.8	79.1	77.5	80.8	89.0	87.0	74.0	74.8	75.7	71.7	72.2	74.5	78.1	80.4	64.6	71.9	72.5	71.5
300 - 359 PM	73.0	71.2	75.3	80.3	89.6	79.5	72.0	72.7	70.0	68.9	63.8	69.8	76.7	70.0	60.4	74.8	69.0	73.4
400 - 459 PM	69.4	70.7	77.1	77.6	90.8	78.9	65.7	74.9	75.6	59.1	71.1	74.5	80.5	73.8	68.8	75.3	67.4	71.2
500 - 559 PM	66.5	67.3	70.4	82.2	76.6	80.9	70.0	65.7	77.5	53.8	64.2	72.4	71.8	74.8	61.5	74.0	67.7	71.3
600 - 659 PM	68.1	67.9	68.0	76.6	88.0	79.5	73.3	67.4	66.8	56.3	71.4	77.1	67.3	73.4	58.2	73.5	63.9	70.1
700 - 759 PM	68.5	65.5	64.5	76.4	81.1	77.9	66.7	66.2	71.6	46.4	73.2	70.7	70.6	65.0	63.3	68.7	58.7	74.6
800 - 859 PM	64.2	67.2	69.3	50.0	90.7	72.7	70.9	70.2	64.3	54.4	72.0	71.6	71.7	59.1	63.2	70.2	65.3	69.7
900 - 959 PM	63.5	53.1	62.7	79.2	93.2	83.7	70.2	72.2	73.3	61.7	70.0	74.9	78.5	61.2	61.5	78.2	61.5	66.1
1000 - 1059 PM	72.6	66.7	60.0	94.6	J/	J/	50.0	80.0	72.3	71.4	50.0	92.3	77.4	69.0	80.1	81.9	J/	J/
1100 - 559 AM	74.5	86.4	91.7	J/	J/	J/	72.1	97.5	J/	86.6	93.3	100.0	92.3	83.7	79.1	77.5	82.9	96.4
TOTAL, ALL DEPARTURES, BY AIRPORT	74.7	77.6	78.7	82.5	89.0	84.2	74.7	74.8	77.9	71.9	77.8	76.5	80.1	74.8	71.7	78.7	73.9	79.4

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

FEBRUARY 2006

## 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	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	91.1	89.9	91.2	93.9	89.8	87.5	94.7	90.8	92.7	92.3	96.0	94.2	94.5	91.2
700 - 759 AM	90.8	91.7	88.5	91.9	85.3	82.4	94.2	96.5	90.0	91.1	87.6	91.5	92.4	88.9
800 - 859 AM	85.8	86.5	90.4	90.0	81.6	81.2	91.4	91.6	83.9	86.2	85.9	89.6	93.1	85.6
900 - 959 AM	82.3	92.6	81.7	88.8	78.6	78.0	85.6	84.1	83.9	80.7	80.0	84.9	82.6	82.7
1000 - 1059 AM	83.8	85.2	85.0	79.4	79.5	79.8	83.4	87.2	78.9	81.0	69.7	85.9	86.1	81.4
1100 - 1159 AM	74.1	82.9	79.2	73.5	76.5	76.8	81.6	83.1	74.5	77.2	64.1	82.6	76.5	78.3
1200 - 1259 PM	71.2	83.1	79.7	76.0	80.0	78.2	75.0	80.7	70.4	79.1	66.2	83.8	77.6	77.1
100 - 159 PM	72.5	77.9	80.2	68.4	75.5	75.0	77.2	80.5	71.6	70.9	63.0	80.4	72.5	75.6
200 - 259 PM	69.2	75.8	79.2	66.8	66.0	73.9	77.5	76.0	73.5	71.0	60.1	81.8	78.9	75.4
300 - 359 PM	62.0	74.8	79.8	67.6	67.9	69.3	69.4	82.1	72.6	73.3	68.6	82.5	73.8	72.1
400 - 459 PM	63.3	76.9	72.2	64.1	66.0	68.5	72.5	81.0	72.7	72.0	69.5	75.4	73.1	72.3
500 - 559 PM	56.0	71.2	76.4	63.3	65.5	68.2	75.9	73.9	72.6	72.4	60.7	84.3	74.7	70.1
600 - 659 PM	58.1	71.7	80.5	66.7	63.8	65.6	58.3	77.1	67.3	62.0	65.3	65.2	68.1	68.9
700 - 759 PM	56.8	61.3	81.2	58.3	62.7	66.9	79.0	72.5	72.0	62.2	64.8	87.3	66.7	68.6
800 - 859 PM	60.1	76.8	87.8	61.1	64.3	60.9	74.4	75.5	72.2	70.2	66.7	83.1	74.8	69.8
900 - 959 PM	64.0	73.7	80.1	53.6	69.4	78.2	65.2	70.8	73.7	75.0	67.5	82.6	75.0	71.9
1000 - 1059 PM	J/	J/	84.8	64.3	74.7	64.4	83.9	J/	88.8	76.5	74.5	J/	25.0	77.2
1100 - 559 AM	86.2	J/	96.2	71.0	91.1	85.7	78.0	J/	81.0	74.0	81.0	86.4	J/	80.1
TOTAL, ALL DEPARTURES, BY AIRPORT	71.7	79.6	81.6	74.2	73.0	74.0	78.9	83.6	77.9	77.6	72.4	83.8	79.7	77.0

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

FEBRUARY 2006

**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	6238	SFO-RNO	1446	28	92.86	48	33
DL	1749	MIA-SLC	730	24	91.67	29	24
CO	334	RDU-EWR	1740	24	87.50	53	41
EV	4788	JFK-ATL	600	16	87.50	24	23
OO	6952	ORD-DTW	1555	21	85.71	45	27
RU	2292	MHT-EWR	1710	24	83.33	48	52
OH	4953	LGA-BTR	1905	28	82.14	55	40
TZ	4518	HNL-SFO	2250	16	81.25	65	30
FL	579	EWR-ATL	1745	26	80.77	62	45

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

FEBRUARY 2006

## 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
ATA	58	3	5.2
JETBLUE	368	17	4.6
EXPRESSJET	1,060	18	1.7
AIRTRAN	547	8	1.5
CONTINENTAL	815	10	1.2
ALASKA	415	4	1.0
US AIRWAYS	1,390	13	0.9
UNITED	1,378	7	0.5
COMAIR	806	4	0.5
AMERICAN EAGLE	1,500	7	0.5
SKYWEST	1,491	6	0.4
MESA	764	3	0.4
DELTA	1,529	6	0.4
ATLANTIC SOUTHEAST	787	3	0.4
AMERICAN	1,826	5	0.3
SOUTHWEST	3,068	5	0.2
NORTHWEST	934	0	0.0
FRONTIER	230	0	0.0
HAWAIIAN	130	0	0.0
<b>TOTAL</b>	<b>19,096</b>	<b>119</b>	<b>0.6</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.

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



FEBRUARY 2006

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)	72.3	88.1	220	219
ADAK ISLAND AK (ADK)	25.0	12.5	8	8
AGUADILLA PR (BQN)	75.0	90.5	84	84
AKRON/CANTON OH (CAK)	74.2	78.8	828	827
ALBANY GA (ABY)	79.4	82.4	102	102
ALBANY NY (ALB)	80.2	84.2	1,173	1,174
ALBUQUERQUE NM (ABQ)	77.7	83.3	2,819	2,818
ALEXANDRIA LA (AEX)	76.8	82.8	198	198
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	75.3	80.4	373	373
AMARILLO TX (AMA)	74.6	83.7	626	626
ANCHORAGE AK (ANC)	59.5	72.1	1,268	1,268
APPLETON WI (ATW)	68.9	75.1	273	269
ASHEVILLE NC (AVL)	81.4	77.5	231	231
ASHLAND WV (HTS)	91.7	91.7	48	48
ASPEN CO (ASE)	81.1	80.0	95	95
ATLANTA GA (ATL)	71.5	74.7	30,438	30,571
ATLANTIC CITY NJ (ACY)	91.8	93.9	49	49
AUGUSTA GA (AGS)	80.9	79.7	152	153
AUSTIN TX (AUS)	74.8	81.9	3,248	3,255
BAKERSFIELD CA (BFL)	76.4	84.3	440	439
BALTIMORE MD (BWI)	81.5	78.7	7,916	7,912
BANGOR ME (BGR)	73.4	82.9	304	304
BARROW AK (BRW)	72.9	62.5	48	48
BATON ROUGE LA (BTR)	69.8	75.0	976	964
BEAUMONT/PORT ARTHUR TX (BPT)	73.1	88.5	26	26
BEND/REDMOND OR (RDM)	76.3	85.4	270	268
BETHEL AK (BET)	61.4	55.7	88	88
BILLINGS MT (BIL)	78.4	87.8	319	320
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	90.4	94.2	52	52
BIRMINGHAM AL (BHM)	76.3	80.7	1,420	1,421
BISMARCK/MANDAN ND (BIS)	74.3	85.7	175	175
BLOOMINGTON IL (BMI)	65.8	75.3	348	348
BOISE ID (BOI)	74.5	83.4	1,259	1,261
BOSTON MA (BOS)	73.2	77.6	9,921	9,918
BOZEMAN MT (BZN)	65.6	78.1	352	351
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	84.7	83.6	137	128
BROWNSVILLE TX (BRO)	70.4	81.7	169	169
BRUNSWICK GA (BQK)	75.0	87.0	68	46
BUFFALO NY (BUF)	72.3	76.3	1,848	1,837
BURBANK CA (BUR)	73.3	76.5	2,371	2,371
BURLINGTON VT (BTV)	70.9	75.1	550	550
BUTTE MT (BTM)	85.7	98.2	56	56
CARLSBAD CA (CLD)	73.9	77.6	180	183

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	83.4	86.2	247	247
CEDAR CITY UT (CDC)	77.2	86.3	79	80
CEDAR RAPIDS/IOWA CITY IA (CID)	73.8	82.5	699	697
CHAMPAIGN/URBANA IL (CMI)	80.9	89.2	288	288
CHARLESTON SC (CHS)	77.4	78.7	846	847
CHARLESTON/DUNBAR WV (CRW)	81.8	82.4	314	313
CHARLOTTE AMALIE VI (STT)	77.9	85.4	308	308
CHARLOTTE NC (CLT)	81.6	82.5	8,830	8,832
CHARLOTTESVILLE VA (CHO)	87.5	89.3	168	168
CHATTANOOGA TN (CHA)	84.4	87.0	353	353
CHICAGO IL (MDW)	78.0	71.7	7,482	7,481
CHICAGO IL (ORD)	73.7	73.0	28,150	28,166
CHICO CA (CIC)	72.5	78.8	80	80
CHRISTIANSTED VI (STX)	82.5	93.8	40	32
CLEVELAND OH (CLE)	76.8	83.9	6,429	6,435
CODY WY (COD)	77.4	82.1	84	84
COLLEGE STATION/BRYAN TX (CLL)	77.6	82.3	192	192
COLORADO SPRINGS CO (COS)	76.3	83.8	1,301	1,298
COLUMBIA SC (CAE)	72.3	71.7	968	968
COLUMBUS GA (CSG)	76.2	79.2	101	101
COLUMBUS MS (GTR)	81.8	89.4	55	47
COLUMBUS OH (CMH)	78.1	82.1	2,318	2,318
CORDOVA AK (CDV)	80.4	83.9	56	56
CORPUS CHRISTI TX (CRP)	73.5	81.9	648	648
COVINGTON KY (CVG)	86.8	89.0	10,274	10,284
CRESCENT CITY CA (CEC)	76.0	82.9	75	76
DALLAS TX (DAL)	82.4	80.1	3,388	3,388
DALLAS/FT.WORTH TX (DFW)	76.2	74.8	22,803	22,801
DAYTON OH (DAY)	76.0	82.3	1,009	1,009
DAYTONA BEACH FL (DAB)	79.2	76.5	259	260
DEADHORSE AK (SCC)	70.8	70.8	24	24
DENVER CO (DEN)	75.8	74.7	16,751	16,760
DES MOINES IA (DSM)	74.1	82.8	983	982
DETROIT MI (DTW)	78.9	77.9	9,292	9,298
DILLINGHAM AK (DLG)	66.7	66.7	12	12
DOTHAN AL (DHN)	64.9	74.5	57	98
DUBUQUE IA (DBQ)	76.6	85.7	111	112
DULUTH MN (DLH)	78.5	89.2	65	65
DURANGO CO (DRO)	79.3	82.5	251	251
EAGLE CO (EGE)	65.0	79.2	491	491
EL CENTRO CA (IPL)	80.4	83.9	56	56
EL PASO TX (ELP)	78.4	84.8	1,744	1,744
ELKO NV (EKO)	81.8	92.4	132	132

FEBRUARY 2006

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ERIE PA (ERI)	95.7	92.8	69	69
EUGENE OR (EUG)	78.8	85.3	448	448
EUREKA/ARCATA CA (ACV)	66.3	80.3	294	295
EVANSVILLE IN (EVV)	78.2	82.5	417	417
FAIRBANKS AK (FAI)	69.5	77.9	348	348
FARGO ND (FAR)	72.0	80.6	318	315
FAYETTEVILLE AR (XNA)	71.6	75.8	944	944
FAYETTEVILLE NC (FAY)	70.9	69.1	110	110
FLAGSTAFF AZ (FLG)	91.1	93.8	112	112
FLINT MI (FNT)	79.2	81.5	601	601
FLORENCE SC (FLO)	75.0	79.2	72	72
FORT LAUDERDALE FL (FLL)	76.3	77.8	5,732	5,731
FORT SMITH AR (FSM)	72.8	83.1	136	136
FORT WAYNE IN (FWA)	78.0	82.5	514	510
FRESNO CA (FAT)	78.7	82.7	1,139	1,143
FT. MYERS FL (RSW)	72.7	76.3	2,552	2,549
GAINESVILLE FL (GNV)	74.2	82.0	132	133
GRAND FORKS ND (GFK)	67.3	94.3	52	53
GRAND JUNCTION CO (GJT)	77.8	83.0	352	353
GRAND RAPIDS MI (GRR)	76.6	83.2	1,236	1,234
GREAT FALLS MT (GTF)	77.5	90.8	262	261
GREEN BAY/CLINTONVILLE WI (GRB)	75.3	81.6	648	647
GREENSBORO/HIGH POINT NC (GSO)	76.2	79.5	1,027	1,028
GREENVILLE/SPARTANBURG SC (GSP)	73.6	80.1	849	856
GULFPORT/BILOXI MS (GPT)	78.0	79.0	554	547
GUNNISON CO (GUC)	75.0	85.4	144	144
HARLINGEN/SAN BENITO TX (HRL)	79.2	82.5	452	452
HARRISBURG PA (MDT)	82.2	85.7	545	545
HARTFORD CT (BDL)	79.8	81.6	2,536	2,537
HELENA MT (HLN)	81.8	91.2	137	136
HILO HI (ITO)	97.6	97.6	248	248
HONOLULU HI (HNL)	84.3	92.2	2,934	2,936
HOUSTON TX (HOU)	78.6	75.0	4,159	4,130
HOUSTON TX (IAH)	75.5	80.1	16,351	16,361
HUNTSVILLE AL (HSV)	78.2	83.6	648	647
IDAHO FALLS ID (IDA)	84.6	94.7	188	188
INDIANAPOLIS IN (IND)	80.0	84.5	2,909	2,909
INDIO/PALM SPRINGS CA (PSP)	72.1	80.6	1,255	1,250
INYOKERN CA (IYK)	89.6	88.6	77	79
ISLIP NY (ISP)	82.5	80.5	888	888
JACKSON WY (JAC)	60.3	75.4	300	309
JACKSON/VICKSBURG MS (JAN)	73.6	78.3	868	868
JACKSONVILLE FL (JAX)	79.2	83.6	2,337	2,337

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JUNEAU AK (JNU)	78.6	79.6	280	280
KAHULUI HI (OGG)	82.0	91.3	1,156	1,156
KALAMAZOO MI (AZO)	80.1	87.6	372	372
KALISPELL MT (FCA)	75.8	93.9	165	164
KANSAS CITY MO (MCI)	78.8	83.4	4,279	4,277
KETCHIKAN AK (KTN)	75.6	80.4	168	168
KEY WEST FL (EYW)	72.8	70.1	103	127
KILLEEN TX (GRK)	75.3	81.0	373	374
KING SALMON AK (AKN)	30.0	30.0	20	20
KINSTON NC (ISO)	86.3	92.2	51	51
KNOXVILLE TN (TYS)	76.3	83.5	763	764
KODIAK AK (ADQ)	64.3	71.4	28	28
KONA HI (KOA)	87.0	92.6	568	568
KOTZEBUE AK (OTZ)	56.6	58.3	83	84
LA CROSSE WI (LSE)	79.1	90.3	134	134
LAFAYETTE LA (LFT)	78.4	80.2	343	343
LAKE CHARLES LA (LCH)	79.2	88.7	106	106
LANSING MI (LAN)	78.4	80.2	394	393
LAREDO TX (LRD)	76.5	87.7	204	203
LAS VEGAS NV (LAS)	72.4	71.7	13,584	13,572
LAWTON/FORT SILL OK (LAW)	78.5	85.4	163	164
LEWISTON ID (LWS)	80.4	87.5	56	56
LEXINGTON KY (LEX)	75.9	83.8	788	786
LIHUE HI (LIH)	91.8	97.6	573	573
LINCOLN NE (LNK)	70.4	78.6	253	252
LITTLE ROCK AR (LIT)	72.6	81.3	1,276	1,276
LONG BEACH CA (LGB)	67.1	77.9	894	896
LONGVIEW/KILGOR/GLADWATER TX (GGG)	79.8	88.1	84	84
LOS ANGELES CA (LAX)	74.9	78.7	17,374	17,356
LOUISVILLE KY (SDF)	78.9	80.3	1,455	1,454
LUBBOCK TX (LBB)	74.5	83.5	682	684
LYNCHBURG VA (LYH)	83.5	82.3	79	79
MACON GA (MCN)	75.0	73.8	84	84
MADISON WI (MSN)	76.8	81.5	925	923
MANCHESTER NH (MHT)	76.5	77.8	1,570	1,550
MARQUETTE MI (MQT)	80.3	85.3	76	75
MEDFORD OR (MFR)	65.8	74.2	418	419
MELBOURNE FL (MLB)	74.3	79.1	191	191
MEMPHIS TN (MEM)	76.9	79.2	3,489	3,487
MERIDIAN MS (MEI)	75.9	73.4	79	79
MIAMI FL (MIA)	76.5	79.6	5,412	5,410
MIDLAND/ODESSA TX (MAF)	70.8	82.1	624	624
MILWAUKEE WI (MKE)	75.9	82.4	1,789	1,769

FEBRUARY 2006

## 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.
MINNEAPOLIS/ST. PAUL MN (MSP)	79.0	81.6	9,173	9,182
MINOT ND (MOT)	72.3	91.6	83	83
MISSION/MCALLEN/EDINBURG TX (MFE)	67.4	80.2	341	339
MISSOULA MT (MSO)	73.4	90.4	248	249
MOBILE AL (MOB)	72.7	80.9	479	476
MODESTO CA (MOD)	55.8	74.8	104	103
MOLINE IL (MLI)	75.6	80.7	468	467
MONROE LA (MLU)	70.5	73.9	129	134
MONTEREY CA (MRY)	73.1	82.1	655	654
MONTGOMERY AL (MGM)	77.6	82.9	246	246
MONTROSE/DELTA CO (MTJ)	69.4	80.9	278	278
MYRTLE BEACH SC (MYR)	84.3	87.0	439	439
NAPLES FL (APF)	75.9	78.9	54	76
NASHVILLE TN (BNA)	79.7	81.3	4,439	4,437
NEW ORLEANS LA (MSY)	76.1	76.0	1,844	1,837
NEW YORK NY (JFK)	70.3	74.8	7,494	7,498
NEW YORK NY (LGA)	64.1	73.9	9,901	9,897
NEWARK NJ (EWR)	60.9	71.9	11,665	11,676
NEWBURGH/POUGHKEEPSIE NY (SWF)	78.6	81.0	84	84
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	72.6	78.0	478	477
NOME AK (OME)	52.9	54.8	85	84
NORFOLK VA (ORF)	77.4	82.0	1,502	1,502
OAKLAND CA (OAK)	72.0	74.2	5,461	5,463
OKLAHOMA CITY OK (OKC)	75.4	83.2	1,578	1,576
OMAHA NE (OMA)	74.0	82.1	1,651	1,651
ONTARIO/SAN BERNARDINO CA (ONT)	72.3	77.8	2,725	2,724
ORLANDO FL (MCO)	78.4	79.4	9,373	9,370
OXNARD/VENTURA CA (OXR)	77.4	84.2	133	133
PANAMA CITY FL (PFN)	67.0	75.4	191	191
PASCO/KENNEWICK/RICHLAND WA (PSC)	70.2	91.1	124	124
PENSACOLA FL (PNS)	69.6	76.1	675	700
PEORIA IL (PIA)	73.8	78.8	359	359
PETERSBURG AK (PSG)	71.4	76.8	56	56
PHILADELPHIA PA (PHL)	75.0	74.0	8,546	8,544
PHOENIX AZ (PHX)	78.9	78.9	16,324	16,321
PITTSBURGH PA (PIT)	79.3	83.6	3,413	3,416
POCATELLO ID (PIH)	87.2	97.9	141	140
PONCE PR (PSE)	75.0	78.6	28	28
PORTLAND ME (PWM)	71.8	77.5	607	579
PORTLAND OR (PDX)	73.0	82.8	4,063	4,064
PROVIDENCE RI (PVD)	77.7	80.9	2,084	2,082
RALEIGH/DURHAM NC (RDU)	76.2	81.0	4,039	4,015
RAPID CITY SD (RAP)	81.8	90.1	352	352

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
REDDING CA (RDD)	57.8	73.3	161	161
RENO NV (RNO)	71.8	77.5	2,073	2,071
RICHMOND VA (RIC)	79.2	82.1	1,249	1,249
ROANOKE VA (ROA)	77.6	78.5	308	307
ROCHESTER MN (RST)	76.9	87.1	186	186
ROCHESTER NY (ROC)	72.3	76.6	1,232	1,220
SACRAMENTO CA (SMF)	70.6	77.6	3,902	3,895
SAGINAW/BAY CITY/MIDLAND MI (MBS)	75.6	84.5	250	251
SALT LAKE CITY UT (SLC)	77.8	83.8	10,375	10,362
SAN ANGELO TX (SJT)	68.6	83.6	140	140
SAN ANTONIO TX (SAT)	77.3	84.2	3,239	3,238
SAN DIEGO CA (SAN)	72.6	77.9	6,962	6,969
SAN FRANCISCO CA (SFO)	66.0	72.4	9,742	9,757
SAN JOSE CA (SJC)	76.4	80.1	4,638	4,636
SAN JUAN PR (SJU)	74.3	82.0	2,040	2,039
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	77.8	81.8	550	554
SANTA ANA CA (SNA)	75.7	79.1	3,773	3,772
SANTA BARBARA CA (SBA)	76.9	82.2	1,133	1,132
SANTA MARIA CA (SMX)	74.6	77.9	138	136
SARASOTA/BRADENTON FL (SRQ)	77.5	80.9	692	691
SAVANNAH GA (SAV)	70.2	75.0	900	900
SCRANTON/WILKES-BARRE PA (AVP)	78.5	78.2	205	206
SEATTLE WA (SEA)	69.7	77.6	7,511	7,509
SHREVEPORT LA (SHV)	72.4	79.5	551	523
SIOUX FALLS SD (FSD)	79.5	85.1	469	470
SITKA AK (SIT)	82.1	91.7	84	84
SOUTH BEND IN (SBN)	79.0	79.9	262	259
SPOKANE WA (GEG)	74.9	88.8	988	989
SPRINGFIELD IL (SPI)	74.1	73.4	139	139
SPRINGFIELD MO (SGF)	75.1	80.5	678	678
ST. GEORGE UT (SGU)	81.3	88.3	240	240
ST. LOUIS MO (STL)	80.9	82.1	4,875	4,875
STATE COLLEGE PA (SCE)	90.0	91.3	80	80
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	77.2	83.3	347	347
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	75.0	85.5	220	228
SYRACUSE NY (SYR)	72.9	80.4	902	902
TALLAHASSEE FL (TLH)	70.8	78.7	216	216
TAMPA FL (TPA)	75.2	79.7	6,002	5,995
TELLURIDE CO (TEX)	78.6	69.6	56	56
TEXARKANA AR (TXK)	79.8	88.1	84	84
TOLEDO OH (TOL)	85.6	87.6	340	340
TRAVERSE CITY MI (TVC)	76.0	80.0	208	210
TUCSON AZ (TUS)	76.9	83.6	2,039	2,038

FEBRUARY 2006

## 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.
TULSA OK (TUL)	75.7	80.9	1,611	1,589
TUPELO MS (TUP)	82.1	75.0	84	84
TWIN FALLS ID (TWF)	84.0	91.7	162	156
TYLER TX (TYR)	76.5	83.5	217	218
VALDOSTA GA (VLD)	70.5	76.5	88	98
VALPARAISO FL (VPS)	71.6	77.2	409	404
WACO TX (ACT)	81.3	84.4	192	192
WASHINGTON DC (DCA)	81.0	84.2	7,637	7,639
WASHINGTON DC (IAD)	78.3	76.5	7,078	7,074
WAUSAU/MARSHFIELD WI (CWA)	67.9	75.0	84	84
WEST PALM BEACH/PALM BEACH FL (PBI)	74.2	75.4	2,569	2,570
WHITE PLAINS NY (HPN)	80.2	84.5	368	368
WICHITA FALLS TX (SPS)	78.7	87.8	188	188
WICHITA KS (ICT)	71.1	79.3	916	915
WILMINGTON NC (ILM)	83.2	83.6	256	256
WRANGELL AK (WRG)	76.8	78.6	56	56
YAKUTAT AK (YAK)	78.6	85.7	56	56
YUMA AZ (YUM)	79.5	81.7	224	224

FEBRUARY 2006  
AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 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	22	23,492	863	3.7	111	40,682	1,432	3.5
EXPRESSJET	26	15,547	527	3.4	117	31,239	936	3.0
JETBLUE	15	8,057	236	2.9	32	10,655	310	2.9
MESA	26	13,665	390	2.9	122	22,437	619	2.8
AMERICAN	29	38,188	1,030	2.7	84	49,934	1,255	2.5
DELTA	30	31,678	820	2.6	98	40,282	994	2.5
ATA	9	1,321	34	2.6	12	1,577	37	2.3
ALASKA	16	6,401	78	1.2	46	11,649	271	2.3
ATLANTIC SOUTHEAST	17	11,181	238	2.1	131	21,017	474	2.3
SKYWEST	15	21,668	405	1.9	121	40,457	834	2.1
UNITED	31	31,897	695	2.2	84	37,729	768	2.0
COMAIR	22	12,588	262	2.1	106	20,589	414	2.0
US AIRWAYS	29	32,503	620	1.9	78	39,234	717	1.8
CONTINENTAL	29	18,091	354	2.0	72	22,910	410	1.8
NORTHWEST	29	21,369	381	1.8	109	31,624	559	1.8
AIRTRAN	22	13,159	236	1.8	46	17,052	277	1.6
SOUTHWEST	16	40,902	527	1.3	62	82,175	954	1.2
FRONTIER	21	5,170	19	0.4	37	6,261	26	0.4
HAWAIIAN	6	248	0	0.0	14	3,744	6	0.2
Total		347,125	7,715	2.2	Total	531,247	11,293	2.1

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

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

**FEBRUARY 2006**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	49934	37473	75.05%	1255	2.51%	54	0.11%	2488	4.98%	767	1.54%	4762	9.54%	13	0.03%	3123	6.25%
AS	11649	8277	71.05%	271	2.33%	38	0.33%	1013	8.69%	45	0.39%	965	8.28%	24	0.21%	1016	8.72%
B6	10655	6620	62.13%	310	2.91%	250	2.35%	685	6.43%	109	1.02%	1199	11.26%	16	0.15%	1466	13.76%
CO	22910	16258	70.96%	410	1.79%	53	0.23%	1132	4.94%	207	0.90%	3513	15.33%	45	0.20%	1293	5.64%
DL	40282	30343	75.33%	994	2.47%	74	0.18%	1903	4.72%	218	0.54%	4500	11.17%	4	0.01%	2246	5.57%
EV	21017	15123	71.96%	474	2.26%	30	0.14%	1870	8.90%	900	4.28%	2394	11.39%	8	0.04%	218	1.04%
F9	6261	4491	71.73%	26	0.42%	3	0.05%	412	6.58%	17	0.27%	904	14.44%	1	0.01%	407	6.51%
FL	17052	12133	71.15%	277	1.62%	33	0.19%	638	3.74%	23	0.13%	1798	10.54%	0	0.00%	2151	12.61%
HA	3744	3532	94.34%	6	0.16%	0	0.00%	160	4.28%	0	0.01%	1	0.04%	0	0.00%	44	1.17%
MQ	40682	29984	73.70%	1432	3.52%	93	0.23%	2031	4.99%	379	0.93%	3465	8.52%	3	0.01%	3295	8.10%
NW	31624	23982	75.83%	559	1.77%	71	0.22%	2444	7.73%	368	1.17%	2959	9.36%	37	0.12%	1204	3.81%
OH	20589	16531	80.29%	414	2.01%	45	0.22%	1344	6.53%	473	2.30%	1683	8.18%	4	0.02%	94	0.46%
OO	40457	30699	75.88%	834	2.06%	66	0.16%	5184	12.81%	420	1.04%	1036	2.56%	29	0.07%	2189	5.41%
RU	31239	22393	71.68%	936	3.00%	128	0.41%	1218	3.90%	207	0.66%	3998	12.80%	187	0.60%	2172	6.95%
TZ	1577	1033	65.50%	37	2.35%	1	0.06%	98	6.20%	2	0.10%	260	16.46%	2	0.13%	145	9.19%
UA	37729	28030	74.29%	768	2.04%	68	0.18%	2073	5.49%	198	0.53%	3707	9.83%	3	0.01%	2882	7.64%
US	39234	31089	79.24%	717	1.83%	120	0.31%	2066	5.26%	92	0.23%	3082	7.86%	14	0.03%	2055	5.24%
WN	82175	64575	78.58%	954	1.16%	136	0.17%	3895	4.74%	292	0.36%	3059	3.72%	60	0.07%	9203	11.20%
YV	22437	17469	77.86%	619	2.76%	46	0.21%	1658	7.39%	145	0.65%	918	4.09%	12	0.05%	1570	7.00%
TOTAL	531247	400035		11293		1309		32311		4863		44203		462		36771	
			75.30%		2.13%		0.25%		6.08%		0.92%		8.32%		0.09%		6.92%

**\*Causes of Delay:**

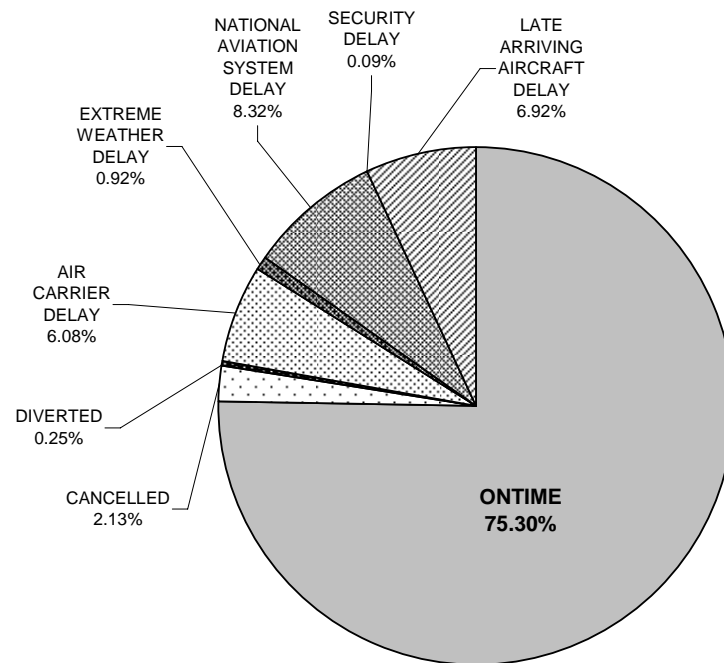
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the 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. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways (US) data in this table.

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

**FEBRUARY 2006**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 10. OVERALL CAUSES OF DELAY\***



**\*Causes of Delay:**

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

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

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 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 31 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.



## APPENDIX

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

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

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Int'l Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Cincinnati: Greater Cincinnati	CVG
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Oakland : International	OAK
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Pittsburgh: Greater International	PIT
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 \*

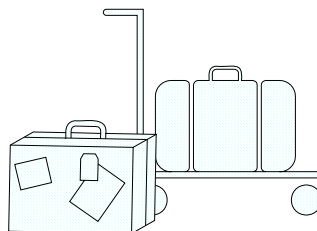
FL	AirTran Airways
AS	Alaska Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US**	US Airways

\* Revised January 2006, based on Bureau of Transportation Statistics' Technical Reporting Directive #13, issued September 20, 2005.

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	FEBRUARY 2006			FEBRUARY 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,388	463,430	3.00	1,154	431,337	2.68
2	JETBLUE AIRWAYS	5,110	1,328,777	3.85	3,271	1,038,976	3.15
3	AIRTRAN AIRWAYS	5,421	1,398,405	3.88	3,048	1,098,356	2.78
4	CONTINENTAL AIRLINES	11,329	2,711,734	4.18	9,514	2,457,073	3.87
5	UNITED AIRLINES	18,551	4,334,906	4.28	18,647	4,131,854	4.51
6	ALASKA AIRLINES	4,645	1,063,346	4.37	3,323	1,051,526	3.16
7	NORTHWEST AIRLINES	14,068	3,206,302	4.39	17,204	3,496,987	4.92
8	SOUTHWEST AIRLINES	32,473	6,975,610	4.66	22,501	6,212,627	3.62
9	FRONTIER AIRLINES	3,899	668,179	5.84	*	*	*
10	AMERICAN AIRLINES	35,329	5,873,652	6.01	26,906	5,711,366	4.71
11	ATA AIRLINES	1,123	174,801	6.42	1,675	423,712	3.95
12	DELTA AIR LINES	32,427	5,041,178	6.43	46,430	6,293,905	7.38
13	US AIRWAYS **	28,899	3,980,768	7.26	39,565	2,946,202	13.43
14	COMAIR	6,133	735,772	8.34	10,210	949,967	10.75
15	MESA AIRLINES	8,374	991,656	8.44	*	*	*
16	EXPRESSJET AIRLINES	9,523	1,104,650	8.62	6,086	1,068,046	5.70
17	SKYWEST AIRLINES	14,645	1,416,668	10.34	14,534	1,182,307	12.29
18	AMERICAN EAGLE AIRLINES	17,319	1,321,141	13.11	9,561	1,213,016	7.88
19	ATLANTIC SOUTHEAST AIRLINES	14,954	905,847	16.51	16,359	850,477	19.24
TOTALS **		265,610	43,696,822	6.08	249,988	40,577,734	6.16

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, as determined by DIOT's Bureau of Transportation Statistics. Reporting by Mesa Airlines effective January 2006.

\*\* Effective January 2006, "Total Baggage Reports" and "Enplaned Passengers" data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table. Independence Air ceased operating in December 2005. Effective January 2006, America West and Independence Air are no longer ranked in this table. Totals for February 2005 reflect the deletion of America West's and Independence Air's data for that month.

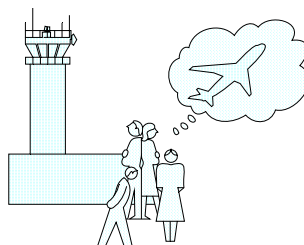
## **OVERSALES**

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

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

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

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



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

**OCTOBER - DECEMBER**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES<sup>\*</sup>**

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).

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).

## **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

	FEBRUARY 2006				FEBRUARY 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	422	57	1	88	468	68	3	79
FOREIGN AIRLINES	108	1	0	10	89	4	0	11
TRAVEL AGENTS	10	0	0	0	25	0	0	3
TOUR OPERATORS	2	0	0	4	1	0	0	0
MISCELLANEOUS	7	8	0	33	4	1	0	33
INDUSTRY TOTALS	549	66	1	135	587	73	3	126



TABLE 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	FEBRUARY 2006			FEBRUARY 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	147		2	111	
CANCELLATIONS			51			38
DELAYS			43			30
MISCONNECTIONS			32			14
BAGGAGE	2	119		1	159	
RES/TKTG/BOARDING	3	72		4	52	
CUSTOMER SERVICE	4	63		3	71	
REFUNDS	5	59		6	46	
DISABILITY	6	25		5	49	
OTHER	7	24		7	33	
FREQUENT FLYER			21			16
OVERSALES	8	18		8	27	
FARES	9	13		9	23	
DISCRIMINATION	10	5		10	10	
ADVERTISING	11	4		11	6	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		549			587	

\* 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\*

FEBRUARY2006

U. S. AIRLINES** ALPHABETICAL	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
AIR WISCONSIN	2	0	1	0	0	3	0	0	0	0	0	0	6
AIRTRAN AIRWAYS	2	0	0	0	0	2	3	1	0	0	0	0	8
AMERICAN AIRLINES	22	0	8	0	8	15	11	5	0	0	0	2	71
AMERICAN EAGLE AIRLINES	3	1	1	0	0	3	2	0	0	0	0	0	10
ATLANTIC SOUTHEAST AIRLINES	5	0	0	0	0	0	0	1	0	0	0	0	6
CHAUTAUQUA AIRLINES	3	0	1	0	0	1	0	2	0	0	0	0	7
COMAIR	5	0	0	0	0	1	0	0	0	0	0	0	6
CONTINENTAL AIRLINES	2	3	2	1	0	3	2	1	0	1	0	1	16
DELTA AIR LINES	18	2	3	2	1	12	3	1	1	0	0	5	48
JETBLUE AIRWAYS	7	0	2	0	1	1	0	0	0	1	0	0	12
MESA AIRLINES	8	0	0	0	0	0	1	0	0	0	0	0	9
MESABA AVIATION	3	2	0	0	0	0	0	0	0	0	0	0	5
NORTHWEST AIRLINES	9	0	3	0	3	3	1	2	0	0	0	4	25
SKYWEST AIRLINES	1	2	1	0	0	3	0	1	0	0	0	0	8
SOUTHWEST AIRLINES	2	0	1	0	0	4	4	1	0	0	0	1	13
TRANS STATES AIRLINES	3	0	0	0	0	0	2	0	0	0	0	0	5
UNITED AIRLINES	10	0	13	2	4	17	6	1	1	3	0	3	60
US AIRWAYS ***	12	0	7	4	6	15	5	6	0	0	0	4	59
USA3000	0	0	1	0	4	0	1	0	0	0	0	0	6
OTHER U. S. AIRLINES	10	1	2	1	7	12	5	1	2	0	0	1	42
TOTAL FEBRUARY 2006	127	11	46	10	34	95	46	23	4	5	0	21	422
% OF TOTAL COMPLAINTS	30.1	2.6	10.9	2.4	8.1	22.5	10.9	5.5	0.9	1.2	0	5.0	
TOTAL FEBRUARY 2005	97	20	33	16	33	123	63	40	4	8	0	31	468
% OF TOTAL COMPLAINTS	20.7	4.3	7.1	3.4	7.1	26.3	13.5	8.5	0.9	1.7	0	6.6	

\* 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.'

\*\*\* EFFECTIVE JANUARY 2006, THE COMPLAINTS OF THE MERGED US AIRWAYS AND AMERICA WEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS US AIRWAYS COMPLAINTS IN THIS TABLE. AMERICA WEST IS NO LONGER INCLUDED IN THIS TABLE.

TABLE 4

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

FEBRUARY 2006

U. S. AIRLINES*	COMPS RECD IN FEB	INCI - DENTS IN FEB	PERCENT	INCI - DENTS IN JAN	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	6	2	33.3	2	33.3	2	33.3	0	0.0
AIRTRAN AIRWAYS	8	5	62.5	1	12.5	2	25.0	0	0.0
AMERICAN AIRLINES	71	26	36.6	9	12.7	24	33.8	12	16.9
AMERICAN EAGLE AIRLINES	10	2	20.0	1	10.0	6	60.0	1	10.0
ATLANTIC SOUTHEAST AIRLINES	6	2	33.3	4	66.7	0	0.0	0	0.0
CHAUTAUQUA AIRLINES	7	2	28.6	0	0.0	5	71.4	0	0.0
COMAIR	6	1	16.7	0	0.0	5	83.3	0	0.0
CONTINENTAL AIRLINES	16	3	18.8	1	6.2	8	50.0	4	25.0
DELTA AIRLINES	48	16	33.3	8	16.7	15	31.2	9	18.8
JETBLUE AIRWAYS	12	10	83.3	1	8.3	0	0.0	1	8.3
MESA AIRLINES	9	4	44.4	1	11.1	2	22.2	2	22.2
MESABA AVIATION	5	0	0.0	1	20.0	4	80.0	0	0.0
NORTHWEST AIRLINES	25	5	20.0	3	12.0	7	28.0	10	40.0
SKYWEST AIRLINES	8	1	12.5	1	12.5	1	12.5	5	62.5
SOUTHWEST AIRLINES	13	3	23.1	1	7.7	3	23.1	6	46.2
TRANS STATES AIRLINES	5	2	40.0	2	40.0	1	20.0	0	0.0
UNITED AIRLINES	60	16	26.7	8	13.3	21	35.0	15	25.0
US AIRWAYS **	59	19	32.2	6	10.2	21	35.6	13	22.0
USA3000	6	0	0.0	2	33.3	4	66.7	0	0.0
OTHER U. S. AIRLINES	42	13	31.0	5	11.9	9	21.4	15	35.7
<b>TOTALS</b>	<b>422</b>	<b>132</b>	<b>31.3</b>	<b>57</b>	<b>13.5</b>	<b>140</b>	<b>33.2</b>	<b>93</b>	<b>22.0</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>468</b>	<b>98</b>	<b>20.9</b>	<b>101</b>	<b>21.6</b>	<b>175</b>	<b>37.4</b>	<b>94</b>	<b>20.1</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."

\*\* THE COMPLAINTS OF THE MERGED US AIRWAYS AND AMERICA WEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS US AIRWAYS COMPLAINTS IN THIS TABLE. AMERICA WEST IS NO LONGER INCLUDED IN THIS TABLE.

TABLE 5

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

FEBRUARY 2006

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DI SCRIM- INATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	2	0	1	0	0	1	1	0	0	0	0	0	5
AIR FRANCE	2	1	1	0	1	1	1	2	0	0	0	0	9
ALITALIA AIRLINES	1	1	2	1	1	3	0	0	0	0	0	0	9
BRITISH AIRWAYS	1	0	4	0	3	1	0	0	0	0	0	0	9
KLM	0	1	1	0	1	2	2	0	0	0	0	0	7
LUFTHANSA	0	1	0	0	0	3	4	0	0	0	0	0	8
MEXICANA	1	1	3	0	1	1	0	0	0	0	0	0	7
UNIVERSAL AIRLINES	1	0	0	0	6	0	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	11	2	7	2	5	12	8	0	0	0	0	0	47
TOTALS	19	7	19	3	18	24	16	2	0	0	0	0	108
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	0	7	0	1	0	1	0	0	0	0	0	10
TOTALS	1	0	7	0	1	0	1	0	0	0	0	0	10
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	1	2
TOTALS	0	0	0	0	1	0	0	0	0	0	0	1	2
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	0	5	0	0	0	0	0	0	2	7
TOTALS	0	0	0	0	5	0	0	0	0	0	0	2	7

\* 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

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

RANK	AIRLINE	FEBRUARY 2006			FEBRUARY 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>EXPRESSJET AIRLINES</b>	1	1,224,016	0.08	2	1,066,816	0.19
2	<b>FRONTIER AIRLINES</b>	1	655,321	0.15	*	*	*
3	<b>SOUTHWEST AIRLINES</b>	13	6,823,634	0.19	20	6,082,527	0.33
4	<b>HAWAIIAN AIRLINES</b>	1	459,980	0.22	1	430,341	0.23
5	<b>ALASKA AIRLINES</b>	3	1,209,369	0.25	12	1,174,759	1.02
6	<b>CONTINENTAL AIRLINES</b>	16	3,303,971	0.48	29	2,989,765	0.97
7	<b>SKYWEST AIRLINES</b>	8	1,395,622	0.57	4	1,156,404	0.35
8	<b>AIRTRAN AIRWAYS</b>	8	1,362,931	0.59	10	1,071,826	0.93
9	<b>NORTHWEST AIRLINES</b>	25	3,839,119	0.65	36	4,129,275	0.87
10	<b>ATLANTIC SOUTHEAST AIRLINES</b>	6	912,096	0.66	4	856,702	0.47
11	<b>AMERICAN EAGLE AIRLINES</b>	10	1,321,539	0.76	8	1,201,484	0.67
12	<b>COMAIR</b>	6	730,040	0.82	15	945,967	1.59
13	<b>DELTA AIR LINES</b>	48	5,417,169	0.89	51	6,584,955	0.77
14	<b>MESA AIRLINES</b>	9	975,909	0.92	*	*	*
15	<b>JETBLUE AIRWAYS</b>	12	1,295,928	0.93	4	1,012,385	0.40
16	<b>AMERICAN AIRLINES</b>	71	7,131,569	1.00	62	6,934,247	0.89
17	<b>ATA AIRLINES</b>	2	184,183	1.09	5	437,890	1.14
18	<b>UNITED AIRLINES</b>	60	4,961,516	1.21	45	4,735,967	0.95
19	<b>US AIRWAYS **</b>	59	4,271,948	1.38	34	3,264,429	1.04
<b>TOTALS **</b>		<b>359</b>	<b>47,475,860</b>	<b>0.76</b>	<b>342</b>	<b>44,075,739</b>	<b>0.78</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, as determined by DOT's Bureau of Transportation Statistics. Frontier Airlines' ranking in this table effective May 2005. Mesa Airlines' ranking in this table effective January 2006.

\*\* Effective January 2006, "Complaints" and "Systemwide Enplanements" data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table. America West is no longer ranked in this table. Totals for February 2005 reflect the deletion of America West's data for that month. Independence Air ceased operating in December 2005. Effective January 2006, Independence Air is no longer ranked in this table. Totals for February 2005 reflect the deletion of Independence Air's data for that month.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

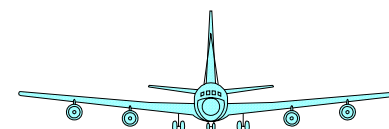
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



## Customer Service Reports to the Department of Homeland Security for the Month of February 2006 as provided by the Transportation Security Administration<sup>a</sup>

The Transportation Security Administration protects approximately 51 million airline passengers and screens their 65 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 February.

**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
189	.00037	66	.00013	35	.000068	400	.00078

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
279	.00055	1206	.0018

### 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 February.

## February 2006 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>1</b>

In addition to the information reported above for incidents that occurred during the month of February, which airlines were required to report by March 15, on March 1 American Airlines reported an incident on behalf of American Eagle Airlines that occurred on November 8, 2005, which neither American nor American Eagle reported in 2005. That incident concerned a [lost cat](#).