



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 2005**

<b>Flight Delays*</b>	February 2005 12 Months Ending February 2005
<b>Mishandled Baggage*</b>	February 2005
<b>Oversales*</b>	4 <sup>th</sup> Quarter 2004 January - December 2004
<b>Consumer Complaints**</b> (Includes Disability and Discrimination Complaints)	February 2005

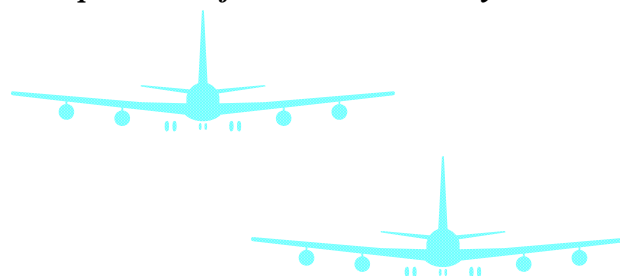
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\* Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov/>

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

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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 five sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, and Customer Service Reports to the Transportation Security Administration). 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. 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. 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 1 other carrier that reports 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 19 reporting air carriers, 11 carriers (America West, American, Independence Air—formerly Atlantic Coast, Continental, Delta, ExpressJet, 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, American Eagle, 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 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 has 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

CARRIER A/	AT 33 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/V/	7	83.6	13	96.1
SKYWEST AIRLINES S/	15	82.3	119	82.6
ATA AIRLINES S/	16	82.1	23	81.3
AMERICAN AIRLINES S/	32	80.0	84	80.5
UNITED AIRLINES S/	32	80.3	83	80.1
SOUTHWEST AIRLINES S/	17	79.0	60	79.9
COMAIR S/	23	78.9	111	79.3
AMERICAN EAGLE AIRLINES S/	23	79.0	104	79.0
INDEPENDENCE AIR *	11	80.8	40	78.8
CONTINENTAL AIRLINES S/	30	76.8	74	77.1
DELTA AIRLINES S/	33	75.8	107	76.6
NORTHWEST AIRLINES S/	32	76.3	117	76.5
AMERICA WEST AIRLINES S/	29	75.8	51	76.3
EXPRESSJET AIRLINES S/	25	72.5	112	75.4
ALASKA AIRLINES S/	16	75.6	45	73.9
US AIRWAYS S/	27	73.6	63	73.8
JETBLUE AIRWAYS S/	14	72.0	27	71.8
AIRTRAN AIRWAYS S/	20	68.4	42	69.1
ATLANTIC SOUTHEAST AIRLINES S/	20	64.8	111	64.5
<b>TOTAL</b>		<b>77.0</b>		<b>77.6</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.
- 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.
- \* Formerly Atlantic Coast Airlines

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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		DEC - 04		JAN - 05		FEB - 05		12 MONTHS ENDING FEB 2005		DATABASE TO DATE SEP 1987- FEB 2005	
	01 - 03 2004		04 - 06 2004		07 - 09 2004		10 - 12 2004											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.0	(15)	79.4	(8)	78.3	(10)	78.0	(10)	75.4	(3)	70.1	(12)	69.1	(18)	77.6	(9)	--	(--)
ALASKA	75.5	(14)	80.8	(5)	78.2	(11)	70.8	(18)	63.2	(18)	71.0	(11)	73.9	(15)	76.4	(13)	76.3	(9)
AMERICA WEST	74.3	(16)	76.7	(14)	77.8	(15)	74.1	(16)	70.5	(12)	71.9	(9)	76.3	(13)	75.7	(17)	78.5	(5)
AMERICAN	74.3	(17)	76.9	(13)	77.8	(14)	78.2	(9)	72.0	(10)	69.6	(13)	80.5	(4)	77.3	(11)	79.1	(3)
AMERICAN EAGLE	70.9	(18)	71.3	(19)	76.0	(18)	74.1	(15)	69.9	(14)	65.8	(18)	79.0	(8)	73.5	(19)	75.1	(10)
ATA	76.1	(13)	81.9	(4)	80.6	(6)	80.8	(2)	73.6	(7)	73.6	(5)	81.3	(3)	80.5	(3)	--	(--)
ATLANTIC SOUTHEAST	81.0	(5)	77.3	(12)	77.6	(16)	70.0	(19)	70.3	(13)	68.0	(16)	64.5	(19)	74.5	(18)	--	(--)
COMAIR	78.1	(9)	79.6	(7)	78.1	(12)	73.4	(17)	62.5	(19)	67.3	(17)	79.3	(7)	76.9	(12)	--	(--)
CONTINENTAL	79.9	(6)	74.3	(16)	81.1	(4)	80.3	(4)	75.7	(2)	78.0	(2)	77.1	(10)	78.5	(8)	78.9	(4)
DELTA	77.2	(11)	75.5	(15)	75.3	(19)	76.6	(12)	73.7	(6)	73.4	(6)	76.6	(11)	76.4	(14)	77.7	(7)
EXPRESSJET	78.6	(8)	74.3	(17)	79.9	(8)	75.1	(14)	67.0	(17)	71.3	(10)	75.4	(14)	76.1	(15)	--	(--)
HAWAIIAN	89.5	(1)	95.1	(1)	96.4	(1)	94.2	(1)	93.8	(1)	92.6	(1)	96.1	(1)	94.8	(1)	--	(--)
INDEPENDENCE AIR *	70.6	(19)	73.7	(18)	76.8	(17)	77.9	(11)	72.4	(9)	75.1	(4)	78.8	(9)	76.0	(16)	--	(--)
JETBLUE	83.8	(2)	84.3	(3)	79.1	(9)	80.3	(5)	67.5	(16)	63.1	(19)	71.8	(17)	79.0	(6)	--	(--)
NORTHWEST	76.8	(12)	78.5	(11)	81.1	(5)	79.8	(6)	73.5	(8)	72.5	(8)	76.5	(12)	78.9	(7)	79.9	(2)
SKYWEST	79.7	(7)	85.3	(2)	86.5	(2)	79.2	(7)	71.2	(11)	72.6	(7)	82.6	(2)	82.8	(2)	--	(--)
SOUTHWEST	83.2	(3)	78.9	(9)	79.9	(7)	78.3	(8)	74.0	(5)	75.6	(3)	79.9	(6)	79.2	(5)	82.4	(1)
UNITED	78.0	(10)	78.6	(10)	81.7	(3)	80.6	(3)	74.3	(4)	68.6	(15)	80.1	(5)	79.4	(4)	76.3	(8)
US AIRWAYS	82.5	(4)	80.7	(6)	78.1	(13)	76.1	(13)	68.6	(15)	68.6	(14)	73.8	(16)	77.5	(10)	78.5	(6)
Total	77.9		77.9		79.3		77.2		71.6		71.4		77.6		77.8		78.7	

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- 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.

\* Formerly Atlantic Coast Airlines

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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	561	66.3	1201	75.6	499	84.0	129	89.9	H/		746	83.9	598	84.4	12410	86.4
AS	H/		28	82.1	H/		H/		H/		84	85.7	168	78.6	H/	
B6	H/		558	81.7	H/		H/		H/		H/		84	78.6	H/	
CO	320	57.2	448	75.0	216	88.0	H/		H/		313	88.2	295	78.6	274	86.1
DH	163	62.0	195	76.9	H/		193	80.3	H/		H/		H/		H/	
DL	17817	73.6	1529	78.5	459	73.2	276	78.6	4074	85.4	938	84.9	517	75.6	611	79.4
EV	8128	63.3	H/		H/		28	75.0	1401	72.1	76	78.9	H/		H/	
FL	4666	66.4	480	79.8	920	76.2	H/		H/		140	66.4	64	56.2	414	67.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	140	70.7	168	81.0	132	83.3	H/		H/		112	85.7	304	78.0	248	74.6
MQ	79	43.0	1647	71.3	192	66.1	252	82.1	380	82.9	818	74.0	H/		6783	87.2
NW	373	57.9	325	64.0	299	75.3	125	71.2	41	78.0	504	72.6	328	68.9	333	77.8
OH	781	66.3	944	80.9	168	74.4	331	74.3	10705	81.1	504	86.1	28	60.7	H/	
OO	H/		H/		H/		H/		H/		H/		3015	87.0	H/	
RU	135	59.3	44	88.6	148	66.2	361	77.3	180	68.3	248	69.0	30	83.3	179	81.6
TZ	H/		84	88.1	H/		H/		H/		108	94.4	108	89.8	208	86.1
UA	224	69.6	716	77.0	364	84.1	178	87.1	71	74.6	382	84.8	5720	84.9	422	82.9
US	315	51.1	1642	72.7	410	75.4	7243	82.6	H/		3244	73.6	221	66.5	426	68.8
WN	H/		H/		4362	84.5	H/		H/		H/		H/		H/	
TOTAL	33702	69.1	10009	75.9	8169	81.2	9116	81.9	16852	81.2	8217	78.0	11480	83.6	22308	85.4

\* See Appendix at the 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	371	80.1	681	73.4	690	74.2	341	87.1	399	78.7	1048	73.3	640	77.5	2334	74.6
AS	H/		56	83.9	H/		28	85.7	H/		H/		359	63.5	620	74.4
B6	H/		H/		759	67.6	235	83.4	H/		2649	68.9	168	68.5	H/	
CO	181	81.8	3900	71.7	407	71.0	23	82.6	6278	82.6	19	84.2	412	68.7	459	68.0
DH	164	67.7	191	71.2	H/		5598	83.5	H/		235	82.6	H/		H/	
DL	296	68.6	592	68.8	966	73.7	296	73.0	276	75.7	1150	78.4	644	66.1	968	62.2
EV	28	50.0	H/		H/		4	100.0	112	65.2	56	71.4	84	29.8	136	55.1
FL	H/		140	62.1	436	64.9	140	63.6	H/		H/		106	56.6	111	37.8
HA	H/		H/		H/		H/		H/		H/		28	92.9	84	89.3
HP	168	81.5	168	67.3	84	76.2	84	83.3	152	62.5	224	83.5	2605	76.3	612	73.5
MQ	127	60.6	292	58.6	H/		132	72.7	111	81.1	360	74.4	H/		1760	83.9
NW	8046	77.7	366	65.8	263	60.5	228	68.4	304	74.3	95	70.5	427	65.6	477	58.5
OH	333	79.9	44	52.3	60	73.3	356	78.7	48	60.4	1259	77.6	H/		H/	
OO	41	82.9	H/		H/		H/		935	83.3	H/		220	73.2	3809	79.8
RU	181	69.6	4211	69.2	H/		432	68.5	6498	74.7	21	85.7	H/		19	84.2
TZ	H/		105	79.0	30	66.7	H/		H/		H/		92	68.5	94	74.5
UA	141	73.0	430	69.5	238	76.1	2017	86.7	251	81.7	336	81.8	949	71.8	2515	75.1
US	187	58.8	298	64.8	942	63.8	128	75.0	259	66.0	H/		298	55.7	272	52.6
WN	416	81.0	H/		1097	73.7	H/		152	80.9	H/		5357	74.6	3140	72.5
TOTAL	10680	76.9	11474	69.8	5972	70.1	10042	82.3	15775	78.3	7452	74.3	12389	72.6	17410	74.4

\* See Appendix at the 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*																
	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1752	58.7	884	83.3	98	98.0	3279	83.0	361	79.8	107	84.1	6834	74.7	164	84.8
AS	H/		56	76.8	H/		28	82.1	H/		436	78.7	112	69.6	997	81.0
B6	195	56.9	410	74.9	H/		H/		H/		420	84.0	H/		H/	
CO	324	58.6	464	80.8	78	92.3	281	79.0	146	82.2	56	76.8	274	68.2	84	78.6
DH	H/		292	71.9	H/		H/		H/		H/		166	69.3	H/	
DL	1720	69.8	1271	82.8	104	74.0	336	81.0	248	76.2	84	72.6	544	64.7	248	79.8
EV	H/		H/		H/		H/		138	56.5	H/		4	100.0	88	65.9
FL	388	53.9	859	77.9	264	76.1	112	72.3	140	69.3	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		40	75.0
HP	H/		84	82.1	H/		56	82.1	180	78.9	195	73.8	252	74.2	168	79.2
MQ	1420	59.2	23	87.0	H/		252	73.4	88	78.4	H/		6529	77.5	H/	
NW	504	53.8	548	73.4	310	80.3	214	70.1	8149	83.7	H/		539	71.8	160	78.1
OH	1204	68.7	365	79.2	43	83.7	84	83.3	187	77.5	H/		148	73.6	H/	
OO	H/		H/		H/		H/		32	75.0	222	86.9	1756	76.8	567	81.3
RU	125	60.0	23	78.3	94	80.9	14	100.0	208	69.7	H/		226	66.4	H/	
TZ	269	58.4	171	85.4	1229	85.2	H/		194	88.1	H/		H/		H/	
UA	544	65.4	644	82.9	H/		168	80.4	434	82.7	302	77.2	7791	80.7	538	86.4
US	1362	68.1	914	70.0	H/		311	76.8	65	75.4	H/		490	70.2	H/	
WN	H/		2287	86.2	4071	84.1	H/		H/		3456	78.3	H/		920	80.0
TOTAL	9807	63.1	9295	80.5	6291	83.9	5135	81.0	10570	82.3	5278	78.9	25665	76.8	3974	81.0

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

FEBRUARY 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*																		
CARRIER*	PHL		PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# 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	559	73.9	378	71.4	105	94.3	543	75.1	429	86.9	935	78.9	196	77.0	1547	87.6	604	86.8
AS	H/		272	65.1	H/		307	67.1	3543	76.7	356	71.3	H/		H/		H/	
B6	H/		28	64.3	H/		56	60.7	28	71.4	H/		56	67.9	H/		252	78.6
CO	165	66.1	343	68.2	37	89.2	229	65.9	251	81.7	306	75.2	79	73.4	H/		350	78.0
DH	H/		H/		193	77.7	H/		H/		H/		H/		H/		175	65.7
DL	588	65.5	276	68.5	252	77.4	392	66.3	435	83.9	436	71.6	3103	82.6	140	80.7	873	81.2
EV	H/		100	41.0	111	73.9	H/		28	57.1	24	45.8	1251	67.0	196	56.1	280	86.1
FL	516	68.2	H/		189	76.2	H/		H/		28	64.3	H/		H/		516	67.8
HA	H/		28	92.9	H/		28	82.1	56	66.1	28	96.4	H/		H/		H/	
HP	112	80.4	5013	74.8	28	67.9	334	70.7	280	79.6	360	73.1	108	83.3	84	81.0	84	84.5
MQ	96	65.6	H/		196	79.6	806	85.4	H/		160	81.2	H/		224	83.9	H/	
NW	371	61.5	360	56.7	119	82.4	168	50.6	305	80.7	276	74.6	110	66.4	335	78.8	399	71.4
OH	120	71.7	H/		190	81.6	H/		H/		H/		H/		216	85.2	56	73.2
OO	H/		457	73.1	H/		602	82.6	372	87.9	2851	72.6	6136	88.2	102	78.4	H/	
RU	134	64.2	H/		242	74.4	H/		H/		H/		49	81.6	380	80.3	17	100.0
TZ	H/		47	76.6	5	100.0	H/		34	70.6	161	86.3	H/		H/		H/	
UA	455	71.9	558	69.2	203	83.7	617	72.1	698	87.8	3140	79.2	252	73.4	132	85.6	336	85.1
US	6022	70.8	242	58.3	1976	78.1	157	63.1	133	73.7	266	67.7	H/		81	80.2	734	73.6
WN	1148	78.4	5132	75.0	H/		2304	74.1	972	87.0	H/		1064	77.7	1668	83.8	1756	82.5
TOTAL	10286	71.0	13234	73.0	3846	78.8	6543	74.0	7564	80.8	9327	75.7	12404	82.8	5105	83.1	6432	79.3

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
<u>SCHEDULED ARRIVAL TIME</u>	<u>ATL</u>	<u>BOS</u>	<u>BWI</u>	<u>CLT</u>	<u>CVG</u>	<u>DCA</u>	<u>DEN</u>	<u>DFW</u>	<u>DTW</u>	<u>EWR</u>	<u>FLL</u>	<u>IAD</u>	<u>IAH</u>	<u>JFK</u>	<u>LAS</u>	<u>LAX</u>	<u>LGA</u>	<u>MCO</u>
600 - 659 AM	87.3	69.9	66.7	89.2	79.2	J/	96.7	94.8	J/	82.7	60.0	88.9	89.5	80.7	92.3	87.1	100.0	82.7
700 - 759 AM	86.6	81.1	85.7	86.7	84.3	82.3	88.3	90.7	78.9	82.3	77.6	89.8	87.5	73.9	94.1	89.1	78.7	91.3
800 - 859 AM	82.6	77.0	91.0	84.4	85.6	78.5	90.0	87.6	80.8	85.1	90.3	80.0	72.3	82.1	86.2	86.8	76.8	89.9
900 - 959 AM	79.7	82.4	92.6	85.5	82.9	86.5	87.5	88.4	75.5	90.5	87.3	84.9	83.8	89.3	82.8	80.3	79.7	86.6
1000 - 1059 AM	80.9	84.5	91.1	82.0	83.3	81.3	81.1	85.9	75.1	89.6	76.5	83.0	76.2	80.6	81.4	76.1	74.0	86.8
1100 - 1159 AM	76.9	85.8	89.1	89.3	84.0	83.9	86.8	87.8	76.5	85.9	67.0	86.8	72.6	86.7	74.8	72.7	73.7	80.2
1200 - 1259 PM	74.2	80.3	87.7	90.1	86.0	83.4	88.0	87.5	81.5	83.6	68.1	87.4	82.2	75.1	76.8	74.6	76.4	81.3
100 - 159 PM	74.4	82.6	86.2	85.0	81.2	81.4	81.9	90.7	75.2	83.7	66.7	83.2	77.1	72.4	70.8	72.7	74.3	86.7
200 - 259 PM	72.5	81.8	82.1	84.7	83.2	75.6	88.6	87.1	80.5	77.6	71.0	84.7	79.2	73.9	71.7	75.3	65.2	83.8
300 - 359 PM	69.6	75.3	84.8	85.8	77.7	74.1	82.1	86.8	79.4	66.0	73.4	81.0	86.5	72.7	69.8	75.9	59.6	81.2
400 - 459 PM	61.2	74.9	81.5	81.7	81.0	82.4	83.1	84.6	80.5	61.8	73.1	82.3	79.6	77.0	68.2	72.1	57.7	82.3
500 - 559 PM	62.5	75.7	80.5	83.7	79.6	80.0	84.1	84.2	77.7	61.3	70.0	86.6	79.5	75.6	64.7	73.0	55.3	77.9
600 - 659 PM	61.5	74.1	78.9	78.8	79.5	69.4	86.7	83.4	76.3	55.3	58.7	75.6	79.8	68.4	66.6	70.2	53.7	78.6
700 - 759 PM	59.8	71.5	74.8	73.7	79.8	77.5	80.9	80.1	75.3	52.4	58.6	77.3	75.9	69.2	66.6	68.9	54.2	76.0
800 - 859 PM	54.2	69.8	71.9	71.1	81.5	70.5	76.3	81.3	74.1	55.4	68.8	79.7	75.0	70.3	61.3	65.5	47.5	70.1
900 - 959 PM	54.6	70.4	71.9	71.8	79.0	76.0	68.1	78.5	71.7	57.2	73.9	77.3	76.3	68.4	69.8	68.2	52.1	76.7
1000 - 1059 PM	57.8	66.1	72.9	77.3	75.0	73.5	77.2	70.8	65.5	65.0	67.7	72.9	68.7	64.0	68.2	63.8	46.3	75.8
1100 - 559 AM	75.6	68.8	72.9	86.5	76.2	72.3	71.9	83.8	70.5	65.6	71.0	80.8	80.6	74.2	63.3	80.2	54.6	73.1
TOTAL, ALL ARRIVALS, BY AIRPORT	69.1	75.9	81.2	81.9	81.2	78.0	83.6	85.4	76.9	69.8	70.1	82.3	78.3	74.3	72.6	74.4	63.1	80.5

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	82.5	84.5	89.9	J/	89.1	82.8	83.3	J/	77.8	85.7	85.7	89.0	J/	J/	87.5	86.2
700 - 759 AM	92.4	88.4	80.1	98.3	84.9	73.7	86.8	92.8	82.9	95.4	89.8	91.2	91.3	93.1	94.7	86.5
800 - 859 AM	95.1	90.9	86.4	96.7	85.4	97.0	83.5	92.5	80.2	91.1	90.7	89.3	82.5	87.4	94.8	84.2
900 - 959 AM	90.6	87.8	86.3	93.0	82.4	86.4	80.4	81.7	95.7	83.8	90.8	75.1	90.6	91.6	88.0	84.3
1000 - 1059 AM	92.1	85.6	87.3	86.3	85.1	87.7	79.6	73.4	84.9	71.3	89.6	77.3	79.0	88.9	85.5	81.9
1100 - 1159 AM	89.8	85.4	82.4	87.9	83.2	89.0	82.2	77.4	78.6	74.2	87.0	73.6	87.8	84.1	81.6	80.9
1200 - 1259 PM	89.7	80.2	87.7	79.3	81.8	82.5	77.8	76.5	82.0	66.9	86.8	71.9	84.3	86.6	80.8	80.9
100 - 159 PM	86.0	77.3	83.9	77.0	82.1	85.6	75.9	74.9	81.3	70.8	83.9	78.5	80.3	90.5	85.4	79.9
200 - 259 PM	91.5	80.8	83.5	79.1	79.5	79.8	72.1	71.1	80.2	73.1	80.5	74.0	83.7	85.8	79.8	79.5
300 - 359 PM	82.9	82.1	78.0	73.4	77.1	84.5	72.7	70.8	81.7	77.7	79.2	70.0	84.7	80.5	85.7	76.7
400 - 459 PM	83.7	79.5	79.3	68.7	73.2	78.8	69.3	68.5	79.7	76.2	80.5	73.1	83.0	78.0	79.3	75.2
500 - 559 PM	79.5	75.3	83.1	74.8	67.7	80.0	66.4	69.8	78.5	72.3	79.3	72.7	83.9	77.8	75.4	74.9
600 - 659 PM	80.9	91.8	79.3	71.1	66.1	82.5	61.1	70.6	81.5	73.7	72.2	78.1	74.9	84.3	78.4	72.2
700 - 759 PM	77.5	80.4	83.9	75.9	65.1	78.8	57.3	65.8	72.8	67.3	73.0	70.1	80.2	80.1	78.3	71.4
800 - 859 PM	75.6	78.2	76.7	76.0	66.7	81.5	60.5	71.5	68.1	63.0	77.1	74.1	76.0	73.9	65.8	69.3
900 - 959 PM	72.3	78.5	78.7	74.4	64.6	78.9	62.8	70.7	73.1	71.1	73.5	71.9	80.4	78.4	76.0	69.7
1000 - 1059 PM	76.3	71.0	62.3	67.3	74.5	68.2	66.1	65.6	74.3	77.1	77.5	70.5	73.1	78.5	66.7	68.1
1100 - 559 AM	72.7	68.6	76.5	81.4	79.2	75.5	71.1	69.8	75.2	65.4	75.3	84.4	72.5	81.5	71.4	73.5
TOTAL, ALL ARRIVALS, BY AIRPORT	83.9	81.0	82.3	78.9	76.8	81.0	71.0	73.0	78.8	74.0	80.8	75.7	82.8	83.1	79.3	77.0

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

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## AIR TRAVEL CONSUMER REPORT

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

<u>SCHEDULED DEPARTURE TIME</u>	<u>DEPARTURE AIRPORT*</u>																	
	<u>ATL</u>	<u>BOS</u>	<u>BWI</u>	<u>CLT</u>	<u>CVG</u>	<u>DCA</u>	<u>DEN</u>	<u>DFW</u>	<u>DTW</u>	<u>EWR</u>	<u>FLL</u>	<u>IAD</u>	<u>IAH</u>	<u>JFK</u>	<u>LAS</u>	<u>LAX</u>	<u>LGA</u>	<u>MCO</u>
600 - 659 AM	89.4	88.5	92.6	91.9	87.8	94.5	93.7	92.0	89.3	91.2	98.3	91.8	94.1	94.8	94.8	92.5	89.4	94.7
700 - 759 AM	89.2	84.4	92.1	88.5	87.1	92.3	94.3	92.4	88.8	91.4	96.9	92.2	90.3	90.8	92.5	90.7	86.4	94.2
800 - 859 AM	88.9	82.1	87.7	91.1	90.7	86.4	91.1	89.3	83.5	90.1	97.0	93.1	92.1	86.2	85.2	90.7	83.5	91.5
900 - 959 AM	83.4	83.9	88.7	85.6	88.0	86.1	90.3	87.8	83.2	88.1	90.8	84.0	87.1	85.5	85.5	85.0	83.2	89.6
1000 - 1059 AM	83.0	87.0	88.0	85.9	82.4	87.8	83.0	89.8	77.7	91.3	79.9	87.3	85.5	87.1	77.1	82.5	84.3	83.6
1100 - 1159 AM	82.2	86.4	91.9	84.4	80.2	86.6	81.7	85.9	81.0	92.4	75.5	82.3	83.1	85.4	77.2	79.6	85.1	85.1
1200 - 1259 PM	80.7	83.7	82.4	83.5	86.8	83.3	82.9	84.3	78.1	88.6	65.3	91.9	82.8	89.3	73.9	75.8	83.3	78.4
100 - 159 PM	78.0	85.7	84.8	79.8	82.6	84.3	88.3	86.5	76.8	84.1	65.4	88.2	86.8	73.1	73.8	76.2	80.1	78.8
200 - 259 PM	76.4	80.3	78.3	83.1	84.4	78.7	81.9	84.0	77.9	83.6	60.8	80.8	82.1	81.5	61.8	71.3	76.5	80.5
300 - 359 PM	75.9	79.7	72.5	73.7	79.8	67.5	82.0	83.0	78.7	77.0	70.7	80.6	82.4	71.1	64.8	78.3	74.3	78.7
400 - 459 PM	71.4	76.9	78.2	82.1	80.3	72.0	83.0	81.7	72.8	73.6	70.8	75.1	85.6	83.2	68.4	74.6	67.9	72.0
500 - 559 PM	66.7	68.5	71.8	74.2	77.2	79.0	79.5	80.5	81.9	67.4	61.2	83.5	82.4	79.5	63.5	77.0	67.5	74.6
600 - 659 PM	65.9	74.9	75.5	85.3	79.9	74.5	82.6	78.4	75.2	65.0	66.1	80.3	75.1	73.5	58.9	75.6	60.6	71.9
700 - 759 PM	67.6	71.4	74.5	74.6	81.2	66.6	81.7	77.3	77.7	58.0	55.7	78.0	84.8	75.0	60.9	75.2	61.2	73.1
800 - 859 PM	61.7	76.3	66.8	77.6	81.7	72.0	82.4	82.6	72.2	59.4	58.2	72.3	81.9	70.1	63.3	69.0	57.9	74.6
900 - 959 PM	57.8	79.3	63.6	70.1	83.4	64.2	80.7	82.7	75.0	100.0	64.2	72.4	85.0	67.8	61.1	77.0	57.7	69.8
1000 - 1059 PM	59.3	62.5	70.8	76.5	79.2	82.1	J/	91.1	74.9	J/	85.7	J/	89.7	51.8	75.2	82.3	J/	76.8
1100 - 559 AM	64.1	90.8	90.9	77.7	80.8	J/	92.3	91.1	79.2	97.0	100.0	100.0	100.0	88.2	77.6	80.6	96.1	95.2
TOTAL, ALL DEPARTURES, BY AIRPORT	74.2	80.8	81.6	80.3	83.0	80.4	84.1	84.6	79.6	79.9	74.2	83.0	84.6	80.4	73.5	80.4	76.3	81.7

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

FEBRUARY 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	94.7	91.3	94.4	96.6	92.0	93.3	85.1	97.0	94.2	94.6	92.2	91.9	94.9	93.7	95.1	92.5
700 - 759 AM	92.0	89.2	92.3	93.8	87.8	95.7	80.7	96.0	91.5	94.3	90.9	93.0	92.7	92.8	97.3	90.7
800 - 859 AM	91.1	89.4	87.0	95.1	86.2	89.0	82.6	92.7	90.2	90.0	88.4	91.7	87.0	93.6	94.5	88.9
900 - 959 AM	89.4	86.3	91.4	93.2	85.4	88.0	75.2	86.0	86.6	83.5	86.4	88.8	87.6	91.6	93.4	86.3
1000 - 1059 AM	90.8	82.8	89.2	79.0	83.7	89.7	75.2	72.8	89.3	78.9	80.4	82.5	86.6	93.2	87.5	83.9
1100 - 1159 AM	88.8	85.8	89.9	83.8	85.0	86.9	73.7	75.9	86.3	73.2	82.6	78.8	81.8	90.9	82.3	82.8
1200 - 1259 PM	85.7	84.8	83.2	75.4	84.9	85.0	75.8	72.7	79.1	66.9	82.7	76.1	82.4	84.2	81.6	80.9
100 - 159 PM	83.2	76.6	90.3	71.0	81.7	81.4	77.7	76.0	89.4	74.2	82.3	78.6	82.9	86.8	74.7	81.1
200 - 259 PM	81.0	76.4	84.8	70.0	75.6	79.7	61.6	73.7	76.5	75.0	78.8	77.6	74.3	85.3	79.3	77.8
300 - 359 PM	76.1	73.5	86.2	73.7	76.6	80.1	63.7	66.9	80.3	71.0	80.4	73.3	85.4	82.0	76.1	77.0
400 - 459 PM	75.1	78.8	79.8	65.5	71.9	87.6	63.9	68.6	85.5	76.9	69.4	75.7	81.2	79.9	80.9	75.5
500 - 559 PM	69.7	79.6	77.7	62.7	70.0	79.9	60.0	68.2	77.2	78.2	69.7	76.3	80.3	74.3	78.1	73.7
600 - 659 PM	68.5	75.4	83.4	69.2	65.0	75.6	53.1	62.0	79.6	70.7	72.7	79.5	82.7	72.0	73.8	72.4
700 - 759 PM	72.7	67.5	85.1	73.0	66.7	76.0	57.9	68.0	78.2	74.0	64.1	79.8	76.5	81.5	75.0	72.3
800 - 859 PM	68.9	77.1	77.8	71.3	62.3	80.8	55.2	67.8	74.4	71.2	66.9	78.6	83.3	74.1	72.8	71.4
900 - 959 PM	70.3	J/	82.4	78.7	66.6	92.9	58.5	67.2	95.7	65.9	77.5	84.9	85.8	79.2	78.7	71.3
1000 - 1059 PM	84.0	J/	87.6	78.6	83.1	98.2	58.5	77.7	J/	84.3	79.3	88.0	86.5	79.2	50.0	74.4
1100 - 559 AM	83.9	92.9	94.2	J/	97.7	97.6	76.6	84.4	94.5	100.0	92.0	90.7	89.3	96.4	95.5	82.5
TOTAL, ALL DEPARTURES, BY AIRPORT	81.8	81.0	86.8	79.4	77.4	86.1	68.7	75.3	84.5	79.1	81.3	82.6	84.0	85.4	83.0	80.0

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	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
US	1809	DCA-IAH	1940	20	90.00	46	34
B6	116	FLL-JFK	1920	28	89.29	49	43
US	706	FLL-EWR	1910	23	86.96	62	42
EV	4363	ATL-LEX	927	28	85.71	38	28
B6	40	FLL-JFK	1315	28	85.71	36	25
EV	4255	SLC-LAS	815	28	85.71	29	24
FL	47	ATL-LAS	2115	20	85.00	57	48
US	1798	DCA-DFW	1940	20	85.00	51	33
US	1812	DCA-PWM	2110	20	85.00	44	38
DH	15	MCO-IAD	1810	20	85.00	43	34
FL	590	FLL-ROC	1048	20	85.00	30	29
MQ	4445	ATL-ORD	1959	24	83.33	46	49
B6	122	MCO-JFK	2140	18	83.33	35	29
US	893	PHL-LAX	1540	23	82.61	60	51
FL	576	ATL-EWR	1645	28	82.14	65	53
AA	1468	FLL-LGA	2015	28	82.14	58	48
B6	22	JFK-SYR	2250	28	82.14	47	32
WN	1958	FLL-MCO	1140	28	82.14	41	23
RU	2349	SDF-IAH	700	16	81.25	25	20
FL	773	PHL-TPA	1828	20	80.00	56	25
OH	5442	EWR-CVG	2000	20	80.00	53	66
EV	4808	SLC-PHX	820	15	80.00	33	33

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

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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
AIRTRAN	494	16	3.2
JETBLUE	282	8	2.8
US AIRWAYS	1,362	26	1.9
ATLANTIC SOUTHEAST	805	12	1.5
ATA	151	1	0.7
INDEPENDENCE AIR *	420	2	0.5
EXPRESSJET	912	4	0.4
AMERICA WEST	529	2	0.4
COMAIR	1,093	3	0.3
SOUTHWEST	2,922	8	0.3
AMERICAN EAGLE	1,476	4	0.3
AMERICAN	1,928	4	0.2
DELTA	1,995	3	0.2
CONTINENTAL	687	1	0.1
SKYWEST	1,220	0	0.0
NORTHWEST	1,207	0	0.0
UNITED	777	0	0.0
ALASKA	421	0	0.0
HAWAIIAN	123	0	0.0
<b>TOTAL</b>	<b>18,804</b>	<b>94</b>	<b>0.5</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.

\* Formerly Atlantic Coast Airlines



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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)	81.8	90.3	236	236
AGUADILLA PR (BQN)	78.6	92.9	56	56
AKRON/CANTON OH (CAK)	74.4	75.4	684	702
ALBANY NY (ALB)	77.9	84.1	1,387	1,388
ALBUQUERQUE NM (ABQ)	81.3	85.9	2,637	2,636
ALLENTOWN PA (ABE)	74.4	80.1	433	433
AMARILLO TX (AMA)	82.7	90.6	562	562
ANCHORAGE AK (ANC)	71.7	79.1	1,328	1,329
ASHEVILLE NC (AVL)	73.2	70.8	336	301
ATLANTA GA (ATL)	69.1	74.2	33,702	34,030
AUSTIN TX (AUS)	79.8	85.4	3,144	3,145
BAKERSFIELD CA (BFL)	86.1	86.9	267	268
BALTIMORE MD (BWI)	81.2	81.6	8,169	8,168
BANGOR ME (BGR)	73.1	84.2	368	368
BARROW AK (BRW)	85.4	75.0	48	48
BATON ROUGE LA (BTR)	73.8	79.9	663	663
BEAUMONT/PORT ARTHUR TX (BPT)	77.3	81.1	233	233
BETHEL AK (BET)	77.3	64.8	88	88
BILLINGS MT (BIL)	83.8	91.7	388	387
BINGHAMTON NY (BGM)	77.4	79.8	84	84
BIRMINGHAM AL (BHM)	81.7	84.8	1,799	1,791
BISMARCK ND (BIS)	86.7	95.1	181	182
BLOOMINGTON IL (BMI)	74.1	79.0	224	224
BOISE ID (BOI)	79.5	86.7	1,227	1,224
BOSTON MA (BOS)	75.9	80.8	10,009	10,006
BOZEMAN MT (BZN)	80.6	87.0	407	407
BRISTOL TN (TRI)	70.7	75.7	300	300
BROWNSVILLE TX (BRO)	76.9	88.1	143	143
BUFFALO NY (BUF)	75.0	81.1	2,043	2,029
BURBANK CA (BUR)	74.1	78.8	2,146	2,146
BURLINGTON VT (BTV)	68.6	81.0	617	615
CEDAR RAPIDS/IOWA CTY IA (CID)	82.4	88.8	523	525
CHAMPAIGN IL (CMI)	80.7	87.6	275	275
CHARLESTON SC (CHS)	77.4	81.0	1,155	1,152
CHARLESTON WV (CRW)	78.3	82.0	391	362
CHARLOTTE NC (CLT)	81.9	80.3	9,116	9,120
CHATTANOOGA TN (CHA)	72.8	75.8	390	376
CHICAGO IL (MDW)	83.9	81.8	6,291	6,287
CHICAGO IL (ORD)	76.8	77.4	25,665	25,662
CINCINNATI OH (CVG)	81.2	83.0	16,852	16,829
CLEVELAND OH (CLE)	79.3	87.0	6,663	6,660
COLLEGE STATION TX (CLL)	86.4	89.3	345	345
COLORADO SPRINGS CO (COS)	77.6	83.4	1,048	1,047

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	76.8	79.6	927	927
COLUMBUS OH (CMH)	78.3	86.0	3,107	3,108
CORDOVA AK (CDV)	76.8	75.0	56	56
CORPUS CHRISTI TX (CRP)	78.4	85.6	682	682
DALLAS/FT. WORTH TX (DAL)	86.3	81.7	3,348	3,348
DALLAS/FT. WORTH TX (DFW)	85.4	84.6	22,308	22,294
DAYTON OH (DAY)	76.0	81.8	1,128	1,128
DAYTONA BEACH FL (DAB)	74.5	80.1	302	301
DEADHORSE AK (SCC)	66.7	66.7	24	24
DENVER CO (DEN)	83.6	84.1	11,480	11,473
DES MOINES IA (DSM)	76.8	82.6	811	811
DETROIT MI (DTW)	76.9	79.6	10,680	10,687
DILLINGHAM AK (DLG)	50.0	75.0	12	12
DUBUQUE IA (DBQ)	81.6	86.5	103	104
DULUTH MN (DLH)	82.9	86.7	76	75
DURANGO CO (DRO)	69.6	80.4	46	46
EAGLE CO (EGE)	69.9	81.0	326	326
EL PASO TX (ELP)	78.7	84.2	1,613	1,612
ERIE PA (ERI)	90.5	91.7	84	84
EUGENE OR (EUG)	81.2	82.8	441	447
EVANSVILLE IN (EVV)	73.8	77.9	439	438
FAIRBANKS AK (FAI)	74.4	80.2	348	348
FARGO ND (FAR)	81.3	88.3	299	299
FAYETTEVILLE AR (XNA)	77.3	78.5	1,124	1,104
FAYETTEVILLE NC (FAY)	55.6	65.5	108	84
FLINT MI (FNT)	67.9	78.8	639	626
FRESNO CA (FAT)	87.3	86.3	1,063	1,063
FT. LAUDERDALE FL (FLL)	70.1	74.2	5,972	5,968
FT. MYERS FL (RSW)	75.2	82.1	2,483	2,479
FT. SMITH AR (FSM)	79.2	86.9	159	160
FT. WAYNE IN (FWA)	78.2	78.9	458	474
GRAND FORKS ND (GFK)	71.6	93.9	67	66
GRAND RAPIDS MI (GRR)	72.9	79.9	1,271	1,270
GREAT FALLS MT (GTF)	86.6	91.7	336	336
GREEN BAY WI (GRB)	78.5	86.1	535	534
GREENSBORO/HIGH PT. NC (GSO)	78.1	82.1	1,484	1,487
GREENVILLE/SPARTBG. SC (GSP)	78.1	84.0	1,107	1,106
GULFPORT/BILOXI MS (GPT)	70.2	74.4	543	543
GUNNISON CO (GUC)	84.7	86.4	59	59
HARLINGEN TX (HRL)	77.5	83.5	454	454
HARRISBURG PA (MDT)	78.5	85.1	590	578
HARTFORD CT/SPGFLD MA (BDL)	77.4	85.2	2,903	2,900
HELENA MT (HLN)	86.8	93.9	197	196

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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.
HILO HAWAII HI (ITO)	99.0	99.0	192	192
HONOLULU OAHU HI (HNL)	88.3	95.2	2,882	2,883
HOUSTON TX (HOU)	80.5	76.3	4,379	4,354
HOUSTON TX (IAH)	78.3	84.6	15,775	15,772
HUNTSVILLE/DECATUR AL (HSV)	80.2	83.9	949	949
INDIANAPOLIS IN (IND)	80.6	84.5	3,534	3,530
INDIO/PALM SPRINGS CA (PSP)	72.7	80.4	1,179	1,186
ISLIP/LONG IS. NY (ISP)	82.3	85.9	930	930
JACKSON WY (JAC)	83.0	84.6	330	332
JACKSON/VICKSBURG MS (JAN)	80.3	84.9	838	837
JACKSONVILLE FL (JAX)	77.9	80.9	2,334	2,340
JUNEAU AK (JNU)	74.6	75.7	280	280
KAHULUI (OGG)	88.2	93.2	1,107	1,106
KALAMAZOO MI (AZO)	74.3	80.3	342	340
KALISPELL MT (FCA)	90.9	95.3	276	276
KANSAS CITY MO (MCI)	78.8	84.2	4,135	4,149
KETCHIKAN AK (KTN)	72.0	73.8	168	168
KEY WEST FL (EYW)	64.4	51.4	87	74
KING SALMON AK (AKN)	75.0	80.0	20	20
KNOXVILLE TN (TYS)	79.1	84.5	1,122	1,123
KODIAK AK (ADQ)	64.3	64.3	56	56
KONA HAWAII HI (KOA)	88.8	95.7	508	508
KOTZEBUE AK (OTZ)	66.7	63.1	84	84
LA CROSSE WI (LSE)	83.0	91.5	141	141
LAFAYETTE LA (LFT)	75.1	80.4	285	286
LANSING MI (LAN)	72.0	81.1	382	381
LAREDO TX (LRD)	80.2	88.1	227	227
LAS VEGAS NV (LAS)	72.6	73.5	12,389	12,388
LAWTON OK (LAW)	92.0	96.3	187	188
LEXINGTON/FRKFT KY (LEX)	75.5	81.6	656	657
LIHUE KAUAI HI (LIH)	93.3	96.8	564	564
LINCOLN NE (LNK)	88.2	88.2	152	152
LITTLE ROCK AR (LIT)	79.0	84.2	1,421	1,443
LONG BEACH CA (LGB)	76.0	89.3	858	858
LONGVIEW TX (GGG)	92.9	98.8	84	84
LOS ANGELES CA (LAX)	74.4	80.4	17,410	17,404
LOUISVILLE KY (SDF)	80.0	85.8	1,798	1,799
LUBBOCK TX (LBB)	78.1	86.1	639	639
MADISON WI (MSN)	77.6	84.2	665	665
MANCHESTER NH (MHT)	79.8	85.3	1,940	1,940
MARQUETTE MI (MQT)	72.5	80.0	80	80
MEDFORD OR (MFR)	83.9	80.2	348	348
MELBOURNE FL (MLB)	71.5	73.8	260	260

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MEMPHIS TN (MEM)	79.9	83.2	3,891	3,894
MIAMI FL (MIA)	81.0	81.0	5,135	5,129
MIDLAND/ODESSA TX (MAF)	79.8	87.5	623	623
MILWAUKEE WI (MKE)	77.5	85.3	1,598	1,600
MINNEAPLS/ST.P MN (MSP)	82.3	86.8	10,570	10,573
MINOT ND (MOT)	84.5	96.4	84	84
MISSION/MCALLEEN TX (MFE)	81.8	92.2	269	268
MISSOULA MT (MSO)	87.0	91.0	345	345
MOBILE AL/PASCAGOULA MS (MOB)	77.8	80.7	343	322
MOLINE IL (MLI)	79.5	87.3	346	346
MONROE LA (MLU)	73.0	75.6	211	197
MONTEREY CA (MRY)	85.3	83.4	537	536
MONTROSE CO (MTJ)	83.9	88.9	286	287
MYRTLE BEACH SC (MYR)	71.7	78.7	467	460
NAPLES FL (APF)	75.0	76.2	84	84
NASHVILLE TN (BNA)	81.9	83.2	4,579	4,578
NEW ORLEANS LA (MSY)	77.7	80.1	4,119	4,119
NEW YORK NY (JFK)	74.3	80.4	7,452	7,453
NEW YORK NY (LGA)	63.1	76.3	9,807	9,807
NEWARK NJ (EWR)	69.8	79.9	11,474	11,476
NEWBURGH NY (SWF)	77.0	90.1	304	303
NOME AK (OME)	64.3	59.5	84	84
NORFOLK/VA. BEACH VA (ORF)	78.5	86.1	1,713	1,711
OKLAHOMA CITY OK (OKC)	77.4	84.3	1,614	1,621
OMAHA NE (OMA)	78.5	84.1	1,699	1,697
ONTARIO CA (ONT)	74.2	80.0	2,717	2,710
ORANGE COUNTY CA (SNA)	79.4	83.1	3,594	3,595
ORLANDO FL (MCO)	80.5	81.7	9,295	9,293
PASCO WA (PSC)	91.5	92.9	281	280
PENSACOLA FL (PNS)	80.4	82.8	786	785
PEORIA IL (PIA)	77.4	81.6	393	392
PETERSBURG AK (PSG)	60.7	67.9	56	56
PHILADELPHIA PA (PHL)	71.0	68.7	10,286	10,292
PHOENIX AZ (PHX)	73.0	75.3	13,234	13,233
PITTSBURGH PA (PIT)	78.8	84.5	3,846	3,851
PORTLAND ME (PWM)	68.6	74.6	698	697
PORTLAND OR (PDX)	81.0	86.1	3,974	3,966
PROVIDENCE RI (PVD)	78.8	86.6	2,446	2,449
RALEIGH/DURHAM NC (RDU)	77.7	82.3	5,002	5,002
RAPID CITY SD (RAP)	85.5	94.9	220	217
RENO NV (RNO)	72.3	75.0	2,381	2,375
RICHMOND VA (RIC)	80.2	81.9	1,402	1,403
ROANOKE VA (ROA)	72.1	78.8	276	278

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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.
ROCHESTER MN (RST)	78.2	85.3	197	197
ROCHESTER NY (ROC)	71.3	78.1	1,468	1,453
SACRAMENTO CA (SMF)	77.6	79.2	3,727	3,734
SAGINAW MI (MBS)	74.7	85.6	249	250
SALT LAKE CITY UT (SLC)	82.8	84.0	12,404	12,376
SAN ANGELO TX (SJT)	77.6	90.6	210	212
SAN ANTONIO TX (SAT)	79.1	84.9	2,870	2,857
SAN DIEGO CA (SAN)	74.0	79.1	6,543	6,547
SAN FRANCISCO CA (OAK)	78.9	79.4	5,278	5,278
SAN FRANCISCO CA (SFO)	75.7	82.6	9,327	9,321
SAN JOSE CA (SJC)	78.7	81.6	4,468	4,468
SAN JUAN PR (SJU)	78.7	85.0	2,188	2,190
SAN LUIS OBISPO CA (SBP)	78.7	80.4	414	414
SANTA BARBARA CA (SBA)	82.4	86.5	970	970
SARASOTA/BRAD. FL (SRQ)	82.2	86.6	685	681
SAVANNAH GA (SAV)	79.5	80.4	1,037	1,036
SCRANTON/WILKES-BARRE PA (AVP)	68.4	69.0	250	252
SEATTLE WA (SEA)	80.8	81.3	7,564	7,565
SHREVEPORT LA (SHV)	79.9	85.6	661	662
SIOUX FALLS SD (FSD)	83.9	88.5	367	366
SITKA AK (SIT)	71.4	77.4	84	84
SOUTH BEND IN (SBN)	73.3	71.9	329	331
SPOKANE WA (GEG)	79.8	89.4	1,025	1,025
SPRINGFIELD MO (SGF)	82.7	85.3	537	538
ST. CROIX VI (STX)	93.8	90.6	32	32
ST. LOUIS MO (STL)	83.1	85.4	5,105	5,107
ST. THOMAS VI (STT)	78.4	83.4	319	320
STEAMBOAT SPRINGS CO (HDN)	82.4	88.3	188	188
SYRACUSE NY (SYR)	72.7	83.9	1,043	1,044
TALLAHASSEE FL (TLH)	80.6	79.4	475	475
TAMPA FL (TPA)	79.3	83.0	6,432	6,430
TEXARKANA AR (TXK)	85.6	91.6	153	154
TOLEDO OH (TOL)	79.8	80.1	405	432
TRAVERSE CITY MI (TVC)	75.2	83.4	153	151
TUCSON AZ (TUS)	73.6	82.0	1,559	1,558
TULSA OK (TUL)	79.8	85.3	1,576	1,573
TYLER TX (TYR)	87.3	92.2	292	293
VALPARAISO FL (VPS)	82.0	82.4	451	448
WACO TX (ACT)	87.7	93.1	261	261
WASHINGTON DC (IAD)	82.3	83.0	10,042	10,048
WASHINGTON DC (DCA)	78.0	80.4	8,217	8,229
WEST PALM BEACH FL (PBI)	76.0	81.1	2,533	2,534
WHITE PLAINS NY (HPN)	72.6	78.3	566	567

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WICHITA FALLS TX (SPS)	85.9	93.2	191	192
WICHITA KS (ICT)	77.6	83.5	951	939
WILMINGTON NC (ILM)	79.8	81.4	297	290
WRANGELL AK (WRG)	64.3	69.6	56	56
YAKUTAT AK (YAK)	66.1	82.1	56	56

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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
ATLANTIC SOUTHEAST	20	12,547	712	5.7	111	22,594	1,360	6.0
COMAIR	23	18,176	581	3.2	111	30,227	972	3.2
AMERICAN EAGLE	23	22,713	641	2.8	104	39,900	1,116	2.8
DELTA	33	42,460	940	2.2	107	55,015	1,188	2.2
US AIRWAYS	27	28,640	574	2.0	63	36,011	722	2.0
SKYWEST	15	21,090	336	1.6	119	38,537	742	1.9
ALASKA	16	7,449	83	1.1	45	11,956	206	1.7
EXPRESSJET	25	14,199	305	2.1	112	28,264	480	1.7
AMERICA WEST	29	12,539	187	1.5	51	14,755	215	1.5
AMERICAN	32	41,416	621	1.5	84	52,197	736	1.4
NORTHWEST	32	25,414	384	1.5	117	37,809	518	1.4
ATA	16	2,942	43	1.5	23	4,169	53	1.3
AIRTRAN	20	10,626	116	1.1	42	13,714	144	1.1
INDEPENDENCE AIR *	11	7,574	57	0.8	40	11,653	97	0.8
SOUTHWEST	17	39,302	270	0.7	60	78,220	565	0.7
UNITED	32	31,765	224	0.7	83	37,155	260	0.7
CONTINENTAL	30	17,020	100	0.6	74	21,768	120	0.6
JETBLUE	14	5,898	7	0.1	27	7,835	10	0.1
HAWAIIAN	7	292	0	0.0	13	3,553	1	0.0
Total		362,062	6,181	1.7	Total	545,332	9,505	1.7

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.

\* Formerly Atlantic Coast Airlines

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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	52197	42040	80.54%	736	1.41%	67	0.13%	2354	4.51%	444	0.85%	4286	8.21%	11	0.02%	2259	4.33%
AS	11956	8839	73.93%	206	1.72%	41	0.34%	1037	8.67%	31	0.26%	568	4.75%	20	0.17%	1213	10.15%
B6	7835	5624	71.78%	10	0.13%	25	0.32%	450	5.74%	8	0.10%	941	12.01%	17	0.22%	760	9.70%
CO	21768	16773	77.05%	120	0.55%	36	0.17%	891	4.09%	139	0.64%	2819	12.95%	13	0.06%	977	4.49%
DH	11653	9188	78.85%	97	0.83%	8	0.07%	488	4.19%	16	0.14%	980	8.41%	2	0.02%	874	7.50%
DL	55015	42152	76.62%	1188	2.16%	72	0.13%	2171	3.95%	164	0.30%	6470	11.76%	1	0.00%	2797	5.08%
EV	22594	14564	64.46%	1360	6.02%	47	0.21%	2088	9.24%	978	4.33%	2701	11.96%	6	0.02%	850	3.76%
FL	13714	9473	69.08%	144	1.05%	29	0.21%	647	4.71%	19	0.14%	1879	13.70%	0	0.00%	1524	11.11%
HA	3553	3416	96.14%	1	0.03%	1	0.03%	98	2.75%	1	0.04%	2	0.04%	1	0.01%	34	0.96%
HP	14755	11256	76.29%	215	1.46%	17	0.12%	886	6.00%	24	0.16%	1422	9.64%	13	0.09%	923	6.25%
MQ	39900	31506	78.96%	1116	2.80%	45	0.11%	1753	4.39%	213	0.53%	2829	7.09%	3	0.01%	2434	6.10%
NW	37809	28907	76.46%	518	1.37%	94	0.25%	2337	6.18%	493	1.30%	4272	11.30%	8	0.02%	1180	3.12%
OH	30227	23959	79.26%	972	3.22%	37	0.12%	2272	7.52%	1075	3.56%	1782	5.90%	34	0.11%	96	0.32%
OO	38537	31817	82.56%	742	1.93%	75	0.19%	3473	9.01%	354	0.92%	1159	3.01%	20	0.05%	897	2.33%
RU	28264	21324	75.45%	480	1.70%	76	0.27%	842	2.98%	251	0.89%	3515	12.44%	11	0.04%	1765	6.24%
TZ	4169	3389	81.29%	53	1.27%	0	0.00%	124	2.98%	3	0.07%	411	9.86%	4	0.09%	185	4.43%
UA	37155	29762	80.10%	260	0.70%	31	0.08%	1853	4.99%	92	0.25%	3180	8.56%	0	0.00%	1977	5.32%
US	36011	26579	73.81%	722	2.00%	44	0.12%	2756	7.65%	138	0.38%	3152	8.75%	0	0.00%	2620	7.28%
WN	78220	62494	79.90%	565	0.72%	123	0.16%	2955	3.78%	331	0.42%	3116	3.98%	51	0.07%	8586	10.98%
<b>TOTAL</b>	<b>545332</b>	<b>423062</b>		<b>9505</b>		<b>868</b>		<b>29475</b>		<b>4774</b>		<b>45485</b>		<b>214</b>		<b>31950</b>	
			<b>77.58%</b>		<b>1.74%</b>		<b>0.16%</b>		<b>5.40%</b>		<b>0.88%</b>		<b>8.34%</b>		<b>0.04%</b>		<b>5.86%</b>

**\*Causes of Delay:**

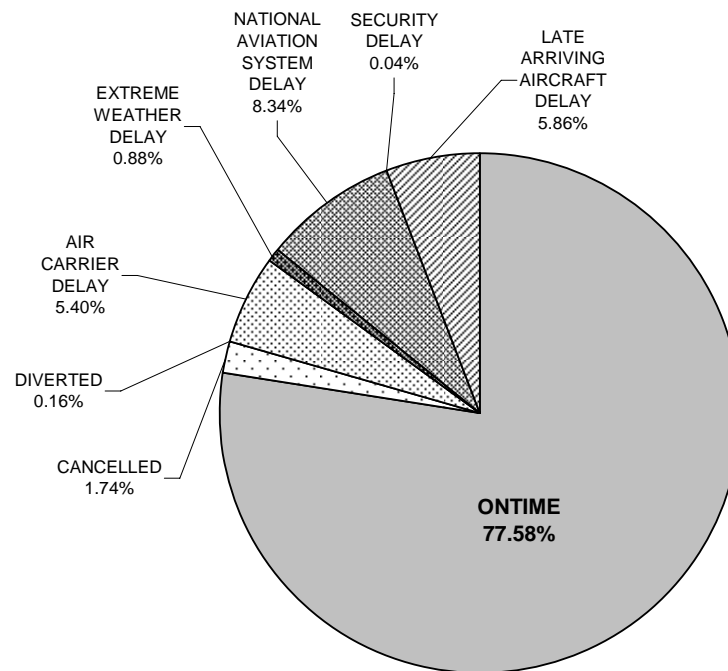
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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



**\*Causes of Delay:**

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

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

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 33 airports for which data must be reported. Data include all reported domestic flight operations to the 33 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 33 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

## **APPENDIX**

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

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

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

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

FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Independence Air
	(formerly Atlantic Coast Airlines)
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

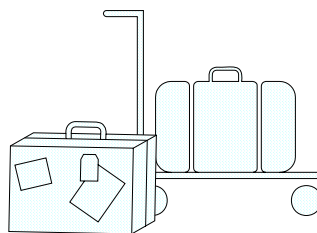
### **Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors**

HA	Hawaiian Airlines
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## **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.



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

RANK	AIRLINE	FEBRUARY 2005			FEBRUARY 2004		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,154	431,337	2.68	1,599	446,091	3.58
2	AIRTRAN AIRWAYS	3,048	1,098,356	2.78	2,846	953,958	2.98
3	INDEPENDENCE AIR **	1,250	409,528	3.05	8,440	614,414	13.74
4	JETBLUE AIRWAYS	3,271	1,038,976	3.15	2,502	855,404	2.92
5	ALASKA AIRLINES	3,323	1,051,526	3.16	2,848	1,022,460	2.79
6	SOUTHWEST AIRLINES	22,501	6,212,627	3.62	17,517	5,917,781	2.96
7	CONTINENTAL AIRLINES	9,514	2,457,073	3.87	7,190	2,467,268	2.91
8	ATA AIRLINES	1,675	423,712	3.95	2,775	763,606	3.63
9	UNITED AIRLINES	18,647	4,131,854	4.51	16,660	4,458,657	3.74
10	AMERICA WEST AIRLINES	6,834	1,513,824	4.51	5,443	1,522,235	3.58
11	AMERICAN AIRLINES	26,906	5,711,366	4.71	26,938	5,764,995	4.67
12	NORTHWEST AIRLINES	17,204	3,496,987	4.92	11,462	3,330,850	3.44
13	EXPRESSJET AIRLINES	6,086	1,068,046	5.70	4,035	867,427	4.65
14	DELTA AIR LINES ***	46,430	6,293,905	7.38	32,820	6,164,508	5.32
15	AMERICAN EAGLE AIRLINES	9,561	1,213,016	7.88	8,977	1,060,618	8.46
16	COMAIR	10,210	949,967	10.75	9,682	924,011	10.48
17	SKYWEST AIRLINES	14,534	1,182,307	12.29	12,473	971,048	12.84
18	US AIRWAYS	39,565	2,946,202	13.43	10,286	2,810,015	3.66
19	ATLANTIC SOUTHEAST AIRLINES	16,359	850,477	19.24	11,383	707,737	16.08
TOTALS		258,072	42,481,086	6.07	195,876	41,623,083	4.71

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.

\*\* Formerly Atlantic Coast Airlines

\*\*\* Delta Air Lines incorrectly reported to DOT its "Total Baggage Reports" for February 2004. Delta's revised data for that month is reflected in this table.

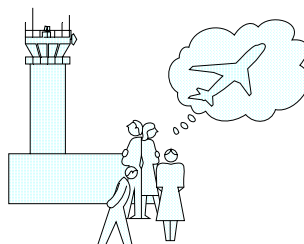
## **OVERSALES**

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.



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

RANK	AIRLINE	OCTOBER-DECEMBER 2004				OCTOBER-DECEMBER 2003			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	8	0	3,178,517	<b>0.00</b>	4	0	2,377,510	<b>0.00</b>
1	<b>INDEPENDENCE AIR</b>	2	0	37,236	<b>0.00</b>	*	*	*	
3	<b>HAWAIIAN AIRLINES</b>	650	8	1,323,363	<b>0.06</b>	284	109	1,416,878	<b>0.77</b>
4	<b>AIRTRAN AIRWAYS</b>	4,242	45	3,446,769	<b>0.13</b>	4,568	115	2,996,398	<b>0.38</b>
5	<b>AMERICAN EAGLE AIRLINES</b>	365	19	519,285	<b>0.37</b>	245	5	352,336	<b>0.14</b>
6	<b>UNITED AIRLINES</b>	18,910	733	15,699,070	<b>0.47</b>	26,415	1,120	14,976,922	<b>0.75</b>
7	<b>SKYWEST AIRLINES</b>	561	10	204,234	<b>0.49</b>	*	*	*	
8	<b>SOUTHWEST AIRLINES</b>	19,394	1,297	20,144,834	<b>0.64</b>	14,504	1,470	18,395,064	<b>0.80</b>
9	<b>AMERICAN AIRLINES</b>	16,266	1,375	20,444,116	<b>0.67</b>	17,175	1,126	19,693,148	<b>0.57</b>
10	<b>US AIRWAYS</b>	14,682	770	10,093,300	<b>0.76</b>	21,677	258	10,042,023	<b>0.26</b>
11	<b>ALASKA AIRLINES</b>	6,787	300	3,623,874	<b>0.83</b>	6,443	478	3,704,804	<b>1.29</b>
12	<b>AMERICA WEST AIRLINES</b>	11,981	476	5,302,202	<b>0.90</b>	9,845	161	4,967,920	<b>0.32</b>
13	<b>NORTHWEST AIRLINES</b>	16,617	1,161	12,436,669	<b>0.93</b>	17,476	567	11,599,304	<b>0.49</b>
14	<b>DELTA AIR LINES</b>	27,385	2,067	20,787,921	<b>0.99</b>	43,603	2,346	20,208,431	<b>1.16</b>
15	<b>COMAIR</b>	823	91	684,878	<b>1.33</b>	*	*	*	
16	<b>CONTINENTAL AIRLINES</b>	12,278	2,044	9,013,038	<b>2.27</b>	11,139	1,203	8,569,822	<b>1.40</b>
17	<b>ATLANTIC SOUTHEAST AIRLINES</b>	2,449	334	1,159,876	<b>2.88</b>	1,998	469	804,734	<b>5.83</b>
18	<b>ATA AIRLINES</b>	2,201	944	2,226,952	<b>4.24</b>	998	151	2,323,876	<b>0.65</b>
	<b>TOTALS</b>	155,601	11,674	130,326,134	<b>0.90</b>	176,374	9,578	122,429,170	<b>0.78</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 and operate aircraft with a passenger capacity of more than 60 seats. Hawaiian Airlines was ranked in this section for the first time with the 4<sup>th</sup> quarter 2003. Comair and SkyWest were ranked in this table for the first time with the 1<sup>st</sup> quarter 2004. Independence Air (formerly Atlantic Coast Airlines) is ranked in this table for the first time with the 4th quarter 2004. With the exception of ExpressJet Airlines (whose 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 this report.

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

RANK	AIRLINE	JANUARY - DECEMBER 2004				JANUARY - DECEMBER 2003			
		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>	28	17	11,782,625	<b>0.01</b>	19	0	9,011,552	<b>0.00</b>
2	<b>HAWAIIAN AIRLINES</b>	3,070	118	5,592,893	<b>0.21</b>	*	*	*	*
3	<b>SKYWEST AIRLINES</b>	1,548	13	485,976	<b>0.27</b>	*	*	*	*
4	<b>AIRTRAN AIRWAYS</b>	23,158	372	13,120,404	<b>0.28</b>	19,344	1,677	11,601,332	<b>1.45</b>
5	<b>AMERICAN EAGLE AIRLINES</b>	1,682	79	1,941,299	<b>0.41</b>	757	38	1,005,018	<b>0.38</b>
6	<b>UNITED AIRLINES</b>	100,980	3,171	64,857,365	<b>0.49</b>	107,589	3,929	60,570,978	<b>0.65</b>
7	<b>AMERICAN AIRLINES</b>	69,530	4,294	82,543,789	<b>0.52</b>	90,088	4,815	81,243,021	<b>0.59</b>
8	<b>US AIRWAYS</b>	73,898	2,603	39,995,850	<b>0.65</b>	87,051	1,330	39,088,401	<b>0.34</b>
9	<b>AMERICA WEST AIRLINES</b>	40,282	1,449	20,712,856	<b>0.70</b>	49,415	820	20,355,547	<b>0.40</b>
10	<b>NORTHWEST AIRLINES</b>	76,684	3,871	49,842,112	<b>0.78</b>	81,692	3,298	46,843,255	<b>0.70</b>
11	<b>SOUTHWEST AIRLINES</b>	90,809	7,711	81,066,038	<b>0.95</b>	84,826	7,622	74,719,340	<b>1.02</b>
12	<b>DELTA AIR LINES</b>	130,050	9,274	83,163,787	<b>1.12</b>	127,039	10,342	79,596,557	<b>1.30</b>
13	<b>ALASKA AIRLINES</b>	25,494	1,840	15,131,892	<b>1.22</b>	19,608	1,223	15,023,499	<b>0.81</b>
14	<b>CONTINENTAL AIRLINES</b>	47,909	6,264	35,670,751	<b>1.76</b>	48,257	3,626	34,338,402	<b>1.06</b>
15	<b>COMAIR</b>	4,223	565	2,480,018	<b>2.28</b>	*	*	*	*
16	<b>ATA AIRLINES</b>	6,371	2,346	10,073,006	<b>2.33</b>	3,518	834	9,375,960	<b>0.89</b>
17	<b>ATLANTIC SOUTHEAST AIRLINES</b>	6,309	913	3,847,659	<b>2.37</b>	7,657	2,378	3,024,407	<b>7.86</b>
---	<b>INDEPENDENCE AIR</b>	*	*	*	*	*	*	*	*
	<b>TOTALS</b>	702,025	44,900	522,308,320	<b>0.86</b>	726,860	41,932	485,797,269	<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 and operate aircraft with a passenger capacity of more than 60 seats. Hawaiian Airlines was ranked in this section for the first time with the 4<sup>th</sup> quarter 2003. Comair and SkyWest were ranked in this table for the first time with the first quarter 2004. Independence Air (formerly Atlantic Coast Airlines) was ranked for the first time with the 4<sup>th</sup> quarter 2004. With the exception of ExpressJet Airlines (whose 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 this 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

	FEBRUARY 2005				FEBRUARY 2004			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	465	67	3	78	502	104	2	61
FOREIGN AIRLINES	85	4	0	12	108	2	1	9
TRAVEL AGENTS	24	0	0	3	27	2	0	0
TOUR OPERATORS	1	0	0	0	21	0	0	1
MISCELLANEOUS	10	1	0	33	6	5	0	89
INDUSTRY TOTALS	585	72	3	126	664	113	3	160

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	FEBRUARY 2005			FEBRUARY 2004		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
BAGGAGE	1	159		2	111	
FLIGHT PROBLEMS	2	111		1	203	
CANCELLATIONS			38			49
DELAYS			30			55
MISCONNECTIONS			14			31
CUSTOMER SERVICE	3	71		3	80	
RES/TKTG/BOARDING	4	52		4	67	
DISABILITY	5	49		6	52	
REFUNDS	6	46		5	54	
OTHER	7	33		7	39	
FREQUENT FLYER			16			31
OVERSALES	8	27		8	30	
FARES	9	23		9	18	
DISCRIMINATION	10	8		10	7	
ADVERTISING	11	6		11	3	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		585			664	

\* 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\*  
FEBRUARY 2005

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	3	0	0	0	0	1	3	1	0	0	0	0	8
AIRTRAN AIRWAYS	4	0	0	0	0	5	0	0	0	0	0	0	9
ALASKA AIRLINES	3	0	2	0	0	3	2	0	0	0	0	1	11
AMERICA WEST AIRLINES	9	2	4	0	0	4	4	5	1	0	0	0	29
AMERICAN AIRLINES	14	2	4	2	4	21	7	3	0	2	0	3	62
AMERICAN EAGLE AIRLINES	0	2	0	0	0	3	2	1	0	0	0	0	8
ATA AIRLINES	1	0	2	1	0	0	1	0	0	0	0	0	5
COMAIR	7	0	1	0	2	5	0	0	0	0	0	0	15
CONTINENTAL AIRLINES	5	4	0	0	2	8	4	2	1	0	0	3	29
DELTA AIRLINES	6	2	6	0	3	19	5	5	0	0	0	5	51
MESA AIRLINES	3	0	0	0	0	1	3	5	0	0	0	0	12
NORTHWEST AIRLINES	7	2	4	2	2	8	5	3	1	0	0	2	36
PINNACLE AIRLINES	4	1	0	0	0	1	0	0	0	0	0	0	6
SOUTHEAST AIRLINES	0	0	0	0	3	0	0	0	0	0	0	12	15
SOUTHWEST AIRLINES	2	2	2	1	1	2	5	3	0	1	0	0	19
TRANSMERIDIAN AIRLINES	3	0	0	1	1	1	0	0	0	0	0	0	6
UNITED AIRLINES	6	0	2	5	3	8	15	4	0	1	0	1	45
US AIRWAYS	1	0	2	2	2	17	3	3	0	1	0	3	34
USA3000	2	0	0	1	1	0	0	0	0	1	0	0	5
OTHER U. S. AIRLINES	16	3	4	0	9	16	4	5	1	1	0	1	60
TOTAL FEBRUARY 2005	96	20	33	15	33	123	63	40	4	7	0	31	465
% OF TOTAL COMPLAINTS	20.6	4.3	7.1	3.2	7.1	26.5	13.5	8.6	0.9	1.5	0.0	6.7	
TOTAL FEBRUARY 2004	163	26	41	14	28	85	58	45	3	6	0	33	502
% OF TOTAL COMPLAINTS	32.5	5.2	8.2	2.8	5.6	16.9	11.6	9.0	0.6	1.2	0.0	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.'

Table 4

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

FEBRUARY 2005

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	8	3	37.5	2	25.0	1	12.5	2	25.0
AIRTRAN AIRWAYS	9	1	11.1	0	0.0	2	22.2	6	66.7
ALASKA AIRLINES	11	2	18.2	3	27.3	2	18.2	4	36.4
AMERICA WEST AIRLINES	29	11	37.9	9	31.0	7	24.1	2	6.9
AMERICAN AIRLINES	62	10	16.1	15	24.2	25	40.3	12	19.4
AMERICAN EAGLE AIRLINES	8	1	12.5	3	37.5	1	12.5	3	37.5
ATA AIRLINES	5	1	20.0	0	0.0	4	80.0	0	0.0
COMAIR	15	1	6.7	2	13.3	11	73.3	1	6.7
CONTINENTAL AIRLINES	29	10	34.5	6	20.7	9	31.0	4	13.8
DELTA AIRLINES	51	8	15.7	12	23.5	17	33.3	14	27.5
MESA AIRLINES	12	4	33.3	2	16.7	4	33.3	2	16.7
NORTHWEST AIRLINES	36	8	22.2	9	25.0	11	30.6	8	22.2
PINNACLE AIRLINES	6	0	0.0	2	33.3	4	66.7	0	0.0
SOUTHEAST AIRLINES	15	3	20.0	3	20.0	8	53.3	1	6.7
SOUTHWEST AIRLINES	19	7	36.8	4	21.1	5	26.3	3	15.8
TRANSMERIDIAN AIRLINES	6	2	33.3	1	16.7	3	50.0	0	0.0
UNITED AIRLINES	45	7	15.6	11	24.4	17	37.8	10	22.2
US AIRWAYS	34	4	11.8	4	11.8	16	47.1	10	29.4
USA3000	5	3	60.0	1	20.0	1	20.0	0	0.0
OTHER U. S. AIRLINES	60	12	20.0	12	20.0	24	40.0	12	20.0
<b>TOTALS</b>	<b>465</b>	<b>98</b>	<b>21.1</b>	<b>101</b>	<b>21.7</b>	<b>172</b>	<b>37.0</b>	<b>94</b>	<b>20.2</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>502</b>	<b>127</b>	<b>25.3</b>	<b>128</b>	<b>25.5</b>	<b>170</b>	<b>33.9</b>	<b>77</b>	<b>15.3</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\*\*

FEBRUARY 2005

	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 FRANCE	0	1	0	0	1	7	0	0	0	0	0	0	9
AIR JAMAICA	5	1	0	0	0	2	1	0	0	0	0	0	9
BRITISH AIRWAYS	1	0	0	0	1	5	2	0	0	0	0	1	10
IBERIA AIRLINES	0	2	1	0	0	3	0	1	0	0	0	0	7
KUWAIT AIRWAYS	0	1	1	0	0	3	0	0	0	0	0	0	5
LUFTHANSA	0	0	1	1	2	2	0	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	7	2	1	0	4	12	4	8	0	1	0	0	39
TOTALS	13	7	4	1	8	34	7	9	0	1	0	1	85
<b><u>TRAVEL AGENTS</u></b>													
ORBITZ.COM	0	0	3	1	0	0	0	0	1	0	0	0	5
TRAVELOCITY.COM	1	0	2	0	3	0	1	0	0	0	0	0	7
OTHER TRAVEL AGENTS	0	0	5	4	2	0	0	0	0	0	0	1	12
TOTALS	1	0	10	5	5	0	1	0	1	0	0	1	24
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	1	0	0	0	1
TOTALS	0	0	0	0	0	0	0	0	1	0	0	0	1
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	1	0	5	2	0	2	0	0	0	0	0	0	10
TOTALS	1	0	5	2	0	2	0	0	0	0	0	0	10

\* 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 2005			FEBRUARY 2004		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	2	1,066,816	0.19	2	918,640	0.22
2	HAWAIIAN AIRLINES	1	430,341	0.23	2	446,091	0.45
3	SOUTHWEST AIRLINES	19	6,082,527	0.31	10	5,751,624	0.17
4	SKYWEST AIRLINES	4	1,156,404	0.35	7	939,577	0.75
5	JETBLUE AIRWAYS	4	1,012,385	0.40	0	830,896	0.00
6	ATLANTIC SOUTHEAST AIRLINES	4	856,702	0.47	0	724,545	0.00
7	INDEPENDENCE AIR **	2	396,750	0.50	9	625,735	1.44
8	AMERICAN EAGLE AIRLINES	8	1,201,484	0.67	4	1,030,677	0.39
9	DELTA AIR LINES	51	6,584,955	0.77	55	6,395,273	0.86
10	AIRTRAN AIRWAYS	9	1,071,826	0.84	12	931,489	1.29
11	NORTHWEST AIRLINES	36	4,129,275	0.87	43	3,903,810	1.10
12	AMERICAN AIRLINES	62	6,934,247	0.89	72	6,838,282	1.05
13	ALASKA AIRLINES	11	1,174,759	0.94	14	1,133,331	1.24
14	UNITED AIRLINES	45	4,735,967	0.95	71	4,989,908	1.42
15	CONTINENTAL AIRLINES	29	2,989,765	0.97	27	2,935,176	0.92
16	US AIRWAYS	34	3,264,429	1.04	33	3,131,665	1.05
17	ATA AIRLINES	5	437,890	1.14	6	786,653	0.76
18	COMAIR	15	945,967	1.59	10	916,546	1.09
19	AMERICA WEST AIRLINES	29	1,564,430	1.85	15	1,546,119	0.97
TOTAL		370	46,036,919	0.80	392	44,776,037	0.88

**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.

\*\*Formerly Atlantic Coast Airlines

## **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.

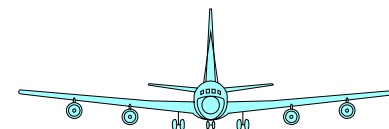
**Disability:** Civil rights complaints by air travelers with disabilities.

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

The Transportation Security Administration protects approximately 50 million airline passengers and screens their 59 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
213	.0004	138	.00028	10	.00002	698	.0014

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
290	.00046	1696	.0027

### 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.