



U.S. Department
of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	October 2005 12 Months Ending October 2005
Mishandled Baggage¹	October 2005
Oversales¹	3rd Quarter 2005 January-September 2005
Consumer Complaints² (Includes Disability and Discrimination Complaints)	October 2005
Customer Service Reports to the Dept. of Homeland Security³	October 2005
Airline Animal Incident Reports⁴	October 2005

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

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

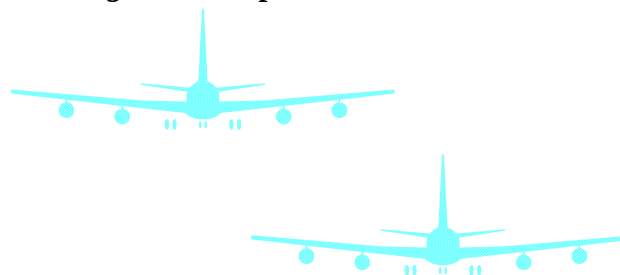
³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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



FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 18 U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, plus 2 other carriers that report voluntarily.

The rule requires carriers to currently report on operations to and from the 33 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 20 reporting air carriers, 13 carriers (America West, American, American Eagle, Independence Air, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, United, and US Airways) use ACARS exclusively; 4 carriers (AirTran, Atlantic Southeast, Comair, and Southwest) record arrival times manually; and 3 carriers (Alaska, ATA, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 33 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 33 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

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

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

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

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

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	85.7	14	96.8
SKYWEST AIRLINES S/	16	86.7	125	86.3
FRONTIER S/V/	23	86.5	38	86.2
COMAIR S/	22	84.0	105	84.9
AMERICA WEST AIRLINES S/	29	84.1	50	84.1
UNITED AIRLINES S/	33	82.8	78	83.0
AMERICAN EAGLE AIRLINES S/	22	82.2	107	82.7
ATA AIRLINES S/	13	81.8	18	82.5
INDEPENDENCE AIR S/	16	82.2	44	82.5
AMERICAN AIRLINES S/	32	81.4	83	82.1
SOUTHWEST AIRLINES S/	17	79.9	61	80.8
NORTHWEST AIRLINES S/	32	79.9	111	80.6
ALASKA AIRLINES S/	17	80.0	46	80.5
DELTA AIRLINES S/	33	80.0	99	80.1
US AIRWAYS S/	28	79.0	59	79.8
CONTINENTAL AIRLINES S/	30	77.0	72	78.1
ATLANTIC SOUTHEAST AIRLINES S/	19	78.3	123	77.4
EXPRESSJET AIRLINES S/	24	73.0	114	76.8
JETBLUE AIRWAYS S/	16	73.9	31	75.1
AIRTRAN AIRWAYS S/	21	73.4	45	74.6
TOTAL		80.5		81.3

➤ 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, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		AUG - 05		SEP - 05		OCT - 05		12 MONTHS ENDING OCT 2005		DATABASE TO DATE SEP 1987 OCT 2005	
	10 - 12 2004		01 – 03 2005		04 – 06 2005		07 – 09 2005											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	78	10	68.8	17	75.3	18	68.4	19	64.1	19	83.1	12	74.6	20	72.1	17	(--)	(--)
ALASKA	70.8	18	72.9	15	61.6	20	70.2	18	69.1	17	78.5	18	80.5	13	69	19	75.9	9
AMERICA WEST	74.1	16	76.7	6	83.8	6	81.6	5	81.9	5	86.8	6	84.1	5	79.7	5	78.7	5
AMERICAN	78.2	9	76.2	7	80.7	10	73.7	13	73.1	14	81.8	14	82.1	10	77.2	10	79.1	3
AMERICAN EAGLE	74.1	15	74.2	14	79.3	13	75.1	11	74.3	12	80.8	15	82.7	7	76.1	13	75.4	10
ATA	80.8	2	77.5	4	86.5	2	82.5	4	85	3	85.8	8	82.5	8	80.9	3	(--)	(--)
ATLANTIC SOUTHEAST	70	19	68.2	18	75	19	66.8	20	59.6	20	79.9	16	77.4	17	70.5	18	(--)	(--)
COMAIR	73.4	17	74.8	12	85	4	81.1	6	79.8	7	87.1	5	84.9	4	79.1	6	(--)	(--)
CONTINENTAL	80.3	4	75.8	9	81.1	9	74.7	12	75.7	11	79.5	17	78.1	16	77.2	9	78.9	4
DELTA	76.6	12	75.2	11	80.5	11	72.3	15	70.1	16	82.7	13	80.1	14	76.2	12	77.7	7
EXPRESSJET	75.1	14	74.4	13	81.1	8	72	16	72.6	15	76	19	76.8	18	75.1	15	(--)	(--)
FRONTIER	(--)	(--)	(--)	(--)	81.2	7	85.7	2	85.1	2	91.8	2	86.2	3	(--)	(--)	(--)	(--)
HAWAIIAN	94.2	1	93	1	95.2	1	96.8	1	97.4	1	96.3	1	96.8	1	95	1	(--)	(--)
INDEPENDENCE AIR	77.9	11	77.4	5	77.7	16	76.5	10	78.5	8	87.7	3	82.5	9	77.5	8	(--)	(--)
JETBLUE	80.3	5	65.8	19	76.2	17	72.7	14	73.8	13	83.8	10	75.1	19	72.8	16	(--)	(--)
NORTHWEST	79.8	6	75.2	10	80.4	12	70.5	17	67.2	18	74.8	20	80.6	12	76.4	11	79.8	2
SKYWEST	79.2	7	79.3	2	86.3	3	85.3	3	84.5	4	87.2	4	86.3	2	82.8	2	(--)	(--)
SOUTHWEST	78.3	8	78.6	3	84.5	5	79.3	7	78.4	9	83.9	9	80.8	11	80.2	4	82.4	1
UNITED	80.6	3	75.9	8	78.4	15	78.8	8	80.9	6	83.1	11	83	6	78.4	7	76.3	8
US AIRWAYS	76.1	13	70.2	16	78.5	14	77.1	9	78.3	10	86.3	7	79.8	15	75.3	14	78.5	6
Total	77.2		75.3		80.8		76.1		75.2		82.7		81.3		77.3		78.7	

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

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

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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	691	69.2	1164	68.0	500	85.0	150	78.0	H/		856	83.4	636	84.1	13786	86.7
AS	H/		59	64.4	H/		H/		H/		93	81.7	186	90.3	63	90.5
B6	H/		495	79.8	H/		H/		H/		H/		93	78.5	H/	
CO	407	62.4	583	58.3	199	92.5	H/		H/		414	81.6	386	88.9	334	83.8
DH	124	61.3	150	62.0	H/		173	82.7	H/		H/		H/		H/	
DL	16284	78.2	1548	75.1	419	79.7	254	77.6	3486	90.4	1030	80.5	491	86.8	561	85.2
EV	9732	75.3	H/		62	93.5	119	68.1	1642	88.1	69	82.6	H/		H/	
F9	90	77.8	H/		61	80.3	H/		H/		88	76.1	3373	88.6	150	89.3
FL	6061	74.0	680	67.9	1057	82.3	201	67.7	H/		150	82.0	93	81.7	442	72.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	186	76.3	181	72.4	155	80.0	H/		H/		124	71.8	341	83.9	279	81.0
MQ	147	68.7	1468	63.1	140	70.7	423	73.5	438	84.5	863	69.1	H/		8471	88.6
NW	370	70.0	348	50.9	302	78.1	148	76.4	22	72.7	534	76.6	424	80.4	285	83.5
OH	558	79.6	1102	70.3	150	80.7	305	80.0	11427	89.7	558	83.2	31	87.1	H/	
OO	H/		H/		H/		H/		126	84.9	H/		3567	89.9	H/	
RU	207	70.0	14	78.6	225	61.3	384	66.7	261	80.1	198	74.2	5	100.0	217	88.0
TZ	H/		99	77.8	H/		H/		H/		124	95.2	186	87.1	149	89.3
UA	217	77.0	788	67.4	434	82.0	185	88.1	32	84.4	450	86.9	6443	86.4	460	85.9
US	208	59.6	1719	73.3	386	79.5	6880	85.0	1	0.0	3183	86.5	243	86.8	456	75.2
WN	H/		H/		4932	84.5	H/		H/		H/		H/		H/	
TOTAL	35282	76.0	10398	69.0	9022	82.8	9222	82.5	17435	89.3	8734	82.1	16498	87.4	25653	86.8

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

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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	419	88.5	640	57.5	506	77.7	316	83.9	470	84.0	1036	72.1	734	76.6	2641	81.6
AS	H/		62	69.4	H/		31	90.3	H/		H/		394	73.4	617	81.7
B6	H/		294	51.0	847	63.5	341	89.1	H/		3054	75.5	278	78.1	H/	
CO	177	91.0	4721	59.2	476	76.3	22	95.5	7124	87.4	31	80.6	507	79.5	583	84.7
DH	148	82.4	208	59.1	H/		4881	84.3	H/		204	73.0	53	84.9	H/	
DL	181	80.7	488	58.6	852	69.8	290	81.4	247	76.9	1256	70.4	650	82.3	1171	87.2
EV	88	78.4	H/		H/		30	76.7	126	81.0	31	80.6	62	71.0	62	72.6
F9	62	82.3	H/		31	74.2	H/		90	93.3	H/		181	84.5	183	83.6
FL	H/		182	58.8	397	68.5	145	75.2	H/		H/		261	60.2	154	72.1
HA	H/		H/		H/		H/		H/		H/		60	75.0	75	89.3
HP	186	74.2	181	59.7	95	72.6	83	81.9	181	83.4	217	73.3	3052	83.1	610	83.3
MQ	140	66.4	300	46.3	H/		145	88.3	H/		666	65.6	H/		1726	86.0
NW	7809	83.3	319	47.6	235	64.7	175	66.9	262	89.7	96	57.3	463	80.6	550	89.1
OH	363	78.8	109	65.1	98	75.5	295	85.8	83	84.3	1608	70.7	H/		H/	
OO	H/		H/		H/		H/		58	75.9	H/		176	79.5	4235	85.1
RU	172	59.9	5029	51.0	H/		367	62.9	8463	86.2	31	67.7	H/		H/	
TZ	H/		160	53.1	H/		H/		H/		H/		58	86.2	60	85.0
UA	249	83.1	484	62.0	133	71.4	2016	82.9	220	80.9	403	78.9	1175	78.0	2877	86.0
US	93	79.6	228	58.8	589	71.5	125	94.4	286	69.6	H/		278	80.2	300	75.0
WN	455	82.6	H/		1154	73.6	H/		H/		H/		6209	74.1	3566	78.9
TOTAL	10542	82.5	13405	55.4	5413	71.0	9262	83.0	17610	86.1	8633	72.5	14591	77.3	19410	83.5

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

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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	1844	60.7	902	80.5	107	89.7	3217	68.3	426	84.7	124	92.7	6930	87.0	212	83.0
AS	H/		62	75.8	H/		3	66.7	H/		479	82.3	124	86.3	1049	85.6
B6	213	56.8	496	63.9	H/		H/		H/		496	91.5	H/		31	54.8
CO	367	62.4	604	78.6	33	69.7	311	78.1	131	82.4	62	88.7	419	83.3	155	74.2
DH	2	100.0	135	77.0	H/		H/		H/		H/		149	87.9	H/	
DL	1860	72.3	1203	79.8	31	74.2	279	67.4	270	79.6	62	91.9	419	80.4	372	82.3
EV	H/		H/		62	74.2	H/		124	68.5	H/		H/		H/	
F9	62	46.8	57	84.2	115	87.0	H/		93	75.3	H/		H/		122	83.6
FL	428	53.7	1041	80.4	330	79.1	123	66.7	153	77.1	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		44	81.8
HP	H/		93	82.8	H/		62	75.8	204	77.9	216	82.9	279	81.0	214	82.7
MQ	1547	61.0	30	86.7	4	50.0	578	67.6	57	78.9	H/		7186	88.8	H/	
NW	594	54.7	567	67.7	291	81.1	184	57.1	7910	83.6	H/		629	80.1	186	82.3
OH	1315	69.7	524	87.2	H/		155	75.5	197	83.8	H/		290	85.2	H/	
OO	H/		H/		H/		H/		31	71.0	277	90.6	3472	85.4	681	91.3
RU	105	57.1	49	89.8	163	77.9	H/		298	77.5	H/		270	82.6	H/	
TZ	295	64.7	67	86.6	1315	84.9	H/		206	85.9	H/		H/		H/	
UA	660	65.2	554	80.5	93	79.6	186	67.7	493	80.3	309	87.1	8361	85.6	669	77.4
US	1391	69.5	718	76.2	H/		243	69.5	62	90.3	H/		555	80.9	H/	
WN	H/		2712	81.2	5731	86.6	H/		H/		3958	78.5	H/		1121	72.3
TOTAL	10683	64.7	9814	79.0	8275	85.4	5341	68.7	10655	82.8	5983	81.6	29083	86.3	4856	81.0

* 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*																		
	PHL		PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	574	69.9	399	85.5	122	88.5	639	79.0	534	84.3	1069	81.4	186	86.0	1707	87.1	555	82.9
AS	H/		282	84.4	H/		369	80.2	4139	78.1	373	77.7	H/		H/		H/	
B6	H/		31	67.7	H/		93	81.7	62	71.0	H/		62	88.7	H/		274	73.7
CO	193	70.5	369	82.1	54	90.7	273	84.6	327	82.0	400	78.2	89	75.3	H/		386	83.2
DH	H/		H/		208	88.9	28	78.6	26	84.6	50	94.0	H/		H/		76	75.0
DL	533	65.1	238	84.0	176	79.5	339	81.1	521	81.2	628	85.4	3281	89.9	181	82.9	823	80.3
EV	H/		124	86.3	124	87.1	31	77.4	H/		H/		1225	85.1	124	81.5	393	86.8
F9	62	66.1	171	86.5	H/		154	89.6	121	85.1	145	86.9	114	91.2	92	87.0	31	67.7
FL	641	68.8	H/		205	72.2	H/		H/		62	75.8	H/		H/		452	74.8
HA	H/		31	90.3	H/		31	90.3	49	93.9	31	80.6	H/		H/		H/	
HP	155	77.4	5654	89.1	62	72.6	367	85.0	305	83.6	367	73.0	119	86.6	93	88.2	93	82.8
MQ	H/		H/		157	88.5	897	84.5	H/		160	76.9	H/		190	82.1	H/	
NW	355	54.4	370	84.6	89	84.3	181	82.3	370	83.8	308	79.9	121	88.4	259	76.8	290	80.0
OH	155	70.3	H/		233	84.1	H/		H/		H/		H/		358	84.9	62	82.3
OO	H/		309	86.1	1	0.0	784	85.1	507	94.9	3302	76.3	7300	90.8	56	91.1	H/	
RU	142	55.6	53	84.9	305	64.9	H/		H/		H/		53	84.9	430	81.2	28	89.3
TZ	H/		116	89.7	H/		H/		H/		144	79.2	H/		H/		H/	
UA	545	70.8	620	80.2	187	82.9	694	86.5	979	84.4	3796	82.0	248	82.3	93	83.9	372	82.3
US	5248	71.4	242	83.5	2031	84.5	124	84.7	150	80.0	269	79.9	H/		90	78.9	610	81.1
WN	1586	69.4	5795	80.1	572	83.7	2637	78.9	1130	84.5	H/		1164	77.0	1888	84.4	1917	80.6
TOTAL	10189	69.7	14804	84.4	4526	82.7	7641	82.0	9220	81.7	11104	79.7	13962	88.5	5561	84.5	6362	80.7

* 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*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	91.6	83.9	85.4	90.9	94.4	100.0	81.0	94.5	J/	90.3	65.6	90.6	95.9	80.7	85.3	86.9	95.6	87.3
700 - 759 AM	93.3	84.9	95.7	95.6	94.3	89.7	91.3	95.4	89.7	83.5	67.3	82.8	91.9	84.7	96.9	94.0	88.6	89.0
800 - 859 AM	89.3	78.2	96.5	88.4	92.9	90.4	91.6	94.4	92.5	81.6	79.5	92.7	91.7	83.3	93.1	90.6	82.3	86.1
900 - 959 AM	87.9	79.5	92.2	84.5	92.5	92.7	90.9	90.8	88.8	80.2	81.4	95.3	92.5	80.3	89.4	88.6	75.4	84.5
1000 - 1059 AM	86.6	74.6	91.8	80.6	93.4	86.1	89.5	88.9	89.6	83.6	80.9	86.3	87.6	86.3	81.7	88.4	75.3	82.9
1100 - 1159 AM	85.9	81.1	93.5	87.1	90.4	84.9	87.9	88.7	88.5	75.4	77.5	82.6	87.1	87.9	75.8	84.2	69.0	86.5
1200 - 1259 PM	83.3	81.7	83.9	87.2	92.5	80.9	86.4	87.8	84.9	70.7	75.1	82.2	91.5	79.0	72.6	85.1	71.8	82.8
100 - 159 PM	81.3	77.0	88.0	88.8	88.6	84.7	88.8	89.3	94.9	59.7	73.4	89.2	84.0	84.9	77.7	79.6	73.4	83.3
200 - 259 PM	77.6	75.4	85.9	86.6	90.3	83.7	87.1	87.4	85.1	51.5	74.3	86.9	86.9	74.4	73.1	86.6	65.7	84.4
300 - 359 PM	72.3	67.3	86.0	79.4	90.0	84.3	85.5	87.4	82.3	49.2	75.3	83.4	88.4	72.4	69.4	80.6	65.6	80.2
400 - 459 PM	64.5	62.9	77.6	81.6	89.7	78.9	84.3	86.7	79.5	39.7	64.5	71.8	83.8	55.6	72.8	83.0	61.3	81.3
500 - 559 PM	62.8	54.8	80.6	77.5	87.4	80.2	88.2	82.5	82.9	41.5	73.4	87.5	84.5	69.6	73.3	80.4	60.4	70.6
600 - 659 PM	66.5	56.4	75.6	76.6	90.5	78.2	88.1	84.2	77.8	36.7	75.1	82.8	79.7	60.1	71.5	80.1	53.8	69.5
700 - 759 PM	63.0	56.6	76.0	77.0	85.6	78.1	84.0	81.1	77.3	32.5	68.5	76.1	81.6	59.9	74.3	81.3	55.0	77.3
800 - 859 PM	67.4	56.4	71.9	73.9	85.5	75.6	84.1	79.6	76.8	35.2	62.6	77.7	75.3	70.4	73.3	78.2	45.5	75.1
900 - 959 PM	67.1	58.3	76.2	61.1	82.9	74.2	82.3	77.9	68.7	44.3	63.5	88.4	81.4	71.6	74.2	79.3	51.2	74.5
1000 - 1059 PM	71.2	67.8	76.0	80.1	82.7	77.8	81.7	81.6	75.0	54.9	60.8	73.9	81.9	73.9	74.0	72.6	51.1	68.4
1100 - 559 AM	83.6	76.7	79.9	86.8	85.3	77.7	84.7	84.9	79.6	69.7	55.6	87.1	82.5	80.0	80.7	86.9	66.0	75.6
TOTAL, ALL ARRIVALS, BY AIRPORT	76.0	69.0	82.8	82.5	89.3	82.1	87.4	86.8	82.5	55.4	71.0	83.0	86.1	72.5	77.3	83.5	64.7	79.0

* 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*																
<u>SCHEDULED ARRIVAL TIME</u>	<u>MDW</u>	<u>MIA</u>	<u>MSP</u>	<u>OAK</u>	<u>ORD</u>	<u>PDX</u>	<u>PHL</u>	<u>PHX</u>	<u>PIT</u>	<u>SAN</u>	<u>SEA</u>	<u>SFO</u>	<u>SLC</u>	<u>STL</u>	<u>TPA</u>	<u>TOTAL</u>
600 - 659 AM	100.0	81.5	86.6	J/	94.1	88.0	86.8	97.6	81.0	96.7	93.2	92.8	100.0	J/	93.3	90.4
700 - 759 AM	95.0	78.9	87.0	96.9	90.9	90.6	82.8	93.0	95.2	89.9	91.2	93.3	92.4	96.6	82.5	91.2
800 - 859 AM	91.6	76.6	89.7	96.2	90.3	91.1	83.4	92.4	90.4	90.2	93.4	88.2	93.8	94.4	88.2	89.8
900 - 959 AM	93.1	74.2	86.7	92.8	90.3	93.5	75.4	88.7	83.0	89.1	92.1	80.4	92.2	95.9	84.0	88.2
1000 - 1059 AM	92.2	80.2	87.5	90.4	91.0	92.1	77.3	90.4	91.0	86.5	90.0	77.4	90.3	95.8	92.3	86.7
1100 - 1159 AM	94.4	72.8	84.4	90.4	91.7	87.7	76.7	86.5	87.0	87.1	90.3	72.3	91.2	86.1	84.9	85.1
1200 - 1259 PM	88.6	70.9	85.3	88.4	90.4	83.0	77.4	86.8	92.4	83.2	84.9	80.6	88.5	91.6	86.6	84.5
100 - 159 PM	88.3	71.7	84.7	84.9	90.8	82.1	75.3	86.2	83.9	81.6	84.0	76.2	86.1	90.2	85.3	83.2
200 - 259 PM	89.7	67.1	84.1	71.6	90.3	78.6	73.6	84.8	90.6	82.8	81.9	81.0	87.8	85.4	81.6	82.2
300 - 359 PM	85.7	62.6	84.2	83.9	86.9	82.9	68.0	83.5	84.5	79.4	86.8	76.0	87.7	81.8	79.8	79.4
400 - 459 PM	79.0	63.1	83.9	75.5	84.2	78.5	65.5	80.1	79.5	78.8	80.3	84.3	87.7	84.2	83.3	75.5
500 - 559 PM	82.3	64.9	80.5	73.9	80.7	75.0	63.0	82.1	72.8	77.6	77.8	76.4	89.6	80.8	75.2	76.0
600 - 659 PM	82.9	58.7	81.6	76.8	78.8	78.5	58.8	80.7	84.8	74.5	78.5	78.0	87.1	74.0	82.0	74.7
700 - 759 PM	77.3	65.0	75.5	74.0	78.7	75.9	54.3	72.6	75.8	79.3	73.2	79.4	86.6	77.6	82.6	74.1
800 - 859 PM	75.2	75.2	80.3	71.3	78.8	75.4	59.1	77.9	68.8	81.5	72.5	82.6	82.8	70.6	74.0	72.9
900 - 959 PM	82.7	60.0	73.0	73.3	73.9	75.4	61.3	75.3	72.6	76.1	75.3	80.1	87.7	85.1	63.1	72.2
1000 - 1059 PM	72.9	60.7	80.3	74.8	77.5	69.9	65.4	73.4	82.3	74.8	77.3	78.7	83.6	81.4	66.0	73.2
1100 - 559 AM	77.7	68.8	75.4	81.9	87.8	77.8	83.2	84.5	83.9	83.8	76.8	80.3	76.3	78.1	77.4	79.4
TOTAL, ALL ARRIVALS, BY AIRPORT	85.4	68.7	82.8	81.6	86.3	81.0	69.7	84.4	82.7	82.0	81.7	79.7	88.5	84.5	80.7	80.5

* 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)

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	90.7	91.5	94.3	95.4	95.9	94.7	95.2	94.6	93.3	93.2	74.3	94.5	96.4	93.5	96.6	95.1	93.5	96.3
700 - 759 AM	91.0	89.8	94.4	94.6	93.3	92.4	92.9	92.2	87.8	92.6	78.7	95.5	94.8	92.7	93.6	92.0	92.4	92.0
800 - 859 AM	89.4	90.6	89.7	90.8	93.6	91.5	92.7	92.2	89.4	88.3	78.4	89.4	94.8	92.2	89.5	93.0	91.9	92.3
900 - 959 AM	88.4	86.5	90.5	89.1	92.6	92.3	91.8	89.9	87.2	86.9	77.3	90.2	94.8	91.4	89.9	89.7	86.3	90.1
1000 - 1059 AM	85.0	80.2	87.1	88.6	90.0	93.5	87.8	87.3	83.3	86.8	79.0	93.2	92.3	90.2	78.1	85.6	85.8	82.1
1100 - 1159 AM	85.4	81.7	86.2	87.7	90.0	88.6	86.6	85.6	87.5	83.8	73.0	89.3	90.5	88.0	77.4	82.8	79.5	85.0
1200 - 1259 PM	82.0	82.6	83.6	89.6	93.0	82.5	85.6	84.3	84.8	81.4	73.3	85.9	93.3	90.3	72.2	84.1	79.9	81.0
100 - 159 PM	81.0	80.5	73.6	85.7	91.8	86.2	84.7	85.3	78.8	72.0	61.5	81.8	90.8	74.3	66.2	79.9	79.0	81.3
200 - 259 PM	80.4	75.7	77.3	83.4	87.7	85.2	86.0	82.7	77.4	67.0	68.5	87.0	87.4	82.6	66.0	82.0	77.7	74.0
300 - 359 PM	76.6	75.0	77.3	80.4	85.9	83.2	86.3	83.6	74.8	60.3	69.3	85.6	88.1	79.3	64.6	82.9	73.5	77.9
400 - 459 PM	70.8	69.4	72.6	78.0	87.0	75.4	80.1	83.8	72.9	53.1	68.7	77.9	87.9	79.8	68.0	78.3	73.7	74.0
500 - 559 PM	65.3	62.3	69.3	79.1	81.7	76.3	83.7	80.2	76.9	49.0	64.0	78.1	83.6	67.7	67.3	79.0	72.2	70.5
600 - 659 PM	66.0	61.6	68.4	69.2	89.8	84.0	82.2	81.4	78.5	48.9	73.5	85.9	84.0	70.0	63.6	80.4	68.6	69.5
700 - 759 PM	67.5	60.9	73.4	82.0	88.0	76.6	87.7	80.4	74.2	43.1	72.4	82.3	85.8	65.6	63.9	81.5	60.3	67.8
800 - 859 PM	69.6	67.4	66.6	69.2	86.0	80.7	85.6	81.9	63.8	46.6	65.6	83.3	88.3	71.1	72.6	81.5	60.7	74.5
900 - 959 PM	68.5	59.8	64.6	77.9	89.2	85.6	85.9	80.9	75.9	48.9	55.1	86.2	91.5	69.3	69.6	79.6	59.3	88.1
1000 - 1059 PM	71.8	61.5	57.7	J/	88.8	80.6	J/	82.8	65.0	J/	J/	82.8	86.4	79.5	82.0	88.8	J/	94.7
1100 - 559 AM	81.0	96.0	92.3	J/	90.3	J/	91.0	98.8	J/	94.2	74.2	J/	93.5	93.7	85.2	88.8	J/	96.8
TOTAL, ALL DEPARTURES, BY AIRPORT	77.9	77.7	80.3	84.3	89.4	85.9	86.8	85.2	80.2	70.2	71.3	86.2	89.9	81.2	75.9	85.1	78.4	80.7

* 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)

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.0	76.1	89.6	96.2	92.5	97.3	92.9	95.3	90.1	96.0	93.5	95.8	96.0	94.6	92.4	93.6
700 - 759 AM	92.8	81.4	86.2	94.8	90.7	94.7	88.1	94.5	94.7	93.7	92.7	92.5	93.6	95.7	92.2	92.1
800 - 859 AM	91.3	77.9	88.0	93.2	90.0	94.8	88.3	87.7	93.9	87.0	91.5	91.7	93.4	95.0	91.4	90.7
900 - 959 AM	87.7	73.5	86.9	89.9	89.1	92.9	81.7	82.3	89.3	87.9	85.9	91.7	90.2	93.5	89.7	89.0
1000 - 1059 AM	87.3	74.2	83.0	85.6	88.1	88.0	82.4	87.5	91.8	86.6	91.7	83.7	90.2	91.7	86.1	86.7
1100 - 1159 AM	81.0	78.0	82.7	79.3	88.8	88.8	78.0	81.5	88.8	85.5	90.4	79.2	91.4	90.9	85.6	85.0
1200 - 1259 PM	80.1	75.8	86.0	81.1	89.1	84.3	73.8	78.8	87.9	83.6	86.4	79.6	86.7	88.3	90.3	83.8
100 - 159 PM	75.1	66.4	81.2	80.6	83.4	82.8	75.2	85.6	85.0	76.0	82.8	77.0	87.9	83.3	81.1	81.0
200 - 259 PM	79.7	70.2	82.1	64.9	80.3	72.6	71.3	75.4	87.3	82.8	81.9	82.4	89.4	85.2	76.2	79.8
300 - 359 PM	71.9	67.1	83.0	70.4	80.6	86.6	63.6	74.9	78.5	74.0	81.7	79.8	88.3	77.8	83.0	79.0
400 - 459 PM	71.5	65.9	79.6	75.4	74.8	74.4	65.3	75.7	81.0	78.6	81.9	84.9	89.0	76.7	79.0	76.1
500 - 559 PM	63.7	68.1	80.4	65.9	73.2	80.4	60.5	71.9	78.0	74.3	79.1	81.7	84.9	76.5	75.4	73.1
600 - 659 PM	66.4	66.1	79.6	66.4	74.4	76.4	56.2	76.5	79.4	77.7	81.2	83.0	89.2	71.1	75.0	74.4
700 - 759 PM	65.3	60.0	80.6	65.2	75.7	75.9	52.1	78.1	72.5	75.9	70.8	86.0	85.7	78.5	79.6	74.1
800 - 859 PM	60.1	74.8	J/	67.9	73.2	79.6	58.0	72.4	77.3	78.7	71.4	84.9	91.4	70.8	75.0	75.0
900 - 959 PM	65.7	58.1	82.8	63.6	80.5	82.8	81.4	82.3	51.7	88.2	89.8	86.7	85.4	82.8	58.0	78.7
1000 - 1059 PM	J/	J/	86.3	96.8	74.5	87.5	67.2	94.1	J/	91.8	91.8	92.4	93.3	J/	66.7	83.2
1100 - 559 AM	98.4	J/	97.0	100.0	90.0	86.6	90.7	92.9	96.8	100.0	87.8	92.2	95.9	96.8	96.8	89.6
TOTAL, ALL DEPARTURES, BY AIRPORT	78.1	72.5	83.1	79.8	82.3	86.4	72.1	82.0	85.7	84.3	85.9	85.6	90.0	85.4	83.7	82.2

* 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
RU	3007	EWR-MHT	925	26	96.15	31	28
RU	2782	GRR-EWR	1640	26	92.31	82	66
RU	2355	MKE-EWR	1315	26	88.46	81	52
CO	1430	DTW-EWR	1703	26	88.46	59	39
RU	3138	BWI-EWR	1835	26	88.46	45	40
RU	3060	EWR-CLT	900	26	88.46	43	35
WN	1032	LAS-LAX	1930	24	87.50	53	50
WN	866	LAX-LAS	2055	24	87.50	52	45
RU	3030	EWR-CMH	915	31	87.10	32	27
WN	3424	MSY-HOU	1435	15	86.67	31	29
AA	1700	MIA-JFK	1325	29	86.21	72	46
OH	5442	CVG-EWR	1735	21	85.71	51	58
RU	3280	MSP-EWR	1625	26	84.62	81	56
RU	2567	BNA-EWR	1520	26	84.62	79	52
CO	552	CMH-EWR	1705	26	84.62	76	64
CO	1184	ORD-EWR	1600	26	84.62	75	65
CO	1110	DCA-EWR	1500	26	84.62	64	37
RU	1213	EWR-IAD	1905	26	84.62	61	46
RU	2396	BDL-EWR	1640	26	84.62	60	35
MQ	4626	EWR-RDU	1910	26	84.62	51	48
RU	1212	IAD-EWR	1900	26	84.62	42	32
RU	1208	IAD-EWR	1500	31	83.87	84	55
RU	3275	BGR-EWR	1455	31	83.87	69	41
OH	5797	JFK-DTW	1810	31	83.87	54	30
FL	137	ATL-TPA	1845	31	83.87	46	36
WN	2041	ONT-LAS	1840	31	83.87	39	31

* See Appendix at the end of this section for list of carrier 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
RU	2344	PHL-EWR	1755	31	83.87	36	32
AA	1025	EWR-ORD	2015	22	81.82	49	45
RU	3243	EWR-RDU	1935	21	80.95	56	36
RU	3209	CAE-EWR	1655	26	80.77	79	49
CO	1195	BOS-EWR	1630	26	80.77	69	45
CO	334	RDU-EWR	1659	26	80.77	67	43
RU	2575	EWR-PIT	1745	26	80.77	60	37
RU	2517	EWR-IND	1950	26	80.77	57	42
RU	3004	PVD-EWR	1620	26	80.77	56	37
RU	3177	EWR-RIC	2010	26	80.77	55	39
RU	3036	OMA-EWR	1625	26	80.77	52	40
RU	2675	EWR-GSP	1840	26	80.77	44	37
RU	3020	GSP-EWR	1735	26	80.77	43	41
CO	1197	BOS-EWR	1730	31	80.65	80	63
UA	654	ORD-EWR	1545	31	80.65	62	46
RU	2383	BTV-EWR	1745	31	80.65	60	52
RU	3127	PIT-EWR	1710	31	80.65	58	31
AA	1221	JFK-DFW	1751	31	80.65	44	38
WN	2298	LAS-ONT	1720	31	80.65	41	30
WN	2298	MCI-LAS	1545	31	80.65	36	22
FL	530	MEM-ATL	1340	31	80.65	34	28
RU	3036	EWR-ROC	2055	31	80.65	34	26
RU	2356	GSO-EWR	1920	25	80.00	49	43
MQ	4792	DCA-LGA	1700	25	80.00	46	33
WN	3307	HOU-MSY	1315	15	80.00	23	21

* 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 // ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER*	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
EXPRESSJET	1,245	70	5.6
CONTINENTAL	860	20	2.3
AIRTRAN	562	6	1.1
JETBLUE	305	3	1.0
ATA	118	1	0.8
INDEPENDENCE AIR	324	2	0.6
AMERICAN	1,803	9	0.5
SOUTHWEST	2,984	14	0.5
AMERICAN EAGLE	1,507	7	0.5
COMAIR	1,092	4	0.4
NORTHWEST	1,213	3	0.2
US AIRWAYS	1,114	2	0.2
UNITED	1,344	2	0.1
DELTA	1,715	2	0.1
SKYWEST	1,477	0	0.0
ATLANTIC SOUTHEAST	857	0	0.0
AMERICA WEST	545	0	0.0
ALASKA	432	0	0.0
FRONTIER	226	0	0.0
HAWAIIAN	129	0	0.0
TOTAL	19,852	145	0.7

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

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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.
ABILENE TX (ABI)	87.7	91.0	212	211
ADAK ISLAND AK (ADK)	66.7	44.4	9	9
AGUADILLA PR (BQN)	80.0	95.9	50	49
AKRON/CANTON OH (CAK)	80.9	81.7	958	957
ALBANY GA (ABY)	71.4	84.0	119	119
ALBANY NY (ALB)	80.5	84.3	1,552	1,550
ALBUQUERQUE NM (ABQ)	84.4	85.1	3,347	3,348
ALEXANDRIA LA (AEX)	87.2	91.0	234	234
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	79.1	84.5	335	335
AMARILLO TX (AMA)	83.7	89.8	707	707
ANCHORAGE AK (ANC)	79.8	87.5	1,593	1,594
APPLETON WI (ATW)	84.2	87.0	184	184
ASHEVILLE NC (AVL)	72.9	73.2	414	414
ASHLAND WV (HTS)	90.1	91.6	111	119
ATLANTA GA (ATL)	76.0	77.9	35,282	35,309
ATLANTIC CITY NJ (ACY)	95.7	93.5	93	93
AUGUSTA GA (AGS)	68.4	74.5	171	196
AUSTIN TX (AUS)	84.0	88.4	3,477	3,479
BAKERSFIELD CA (BFL)	79.6	83.4	363	362
BALTIMORE MD (BWI)	82.8	80.3	9,022	8,998
BANGOR ME (BGR)	72.9	81.0	499	499
BARROW AK (BRW)	73.6	64.2	53	53
BATON ROUGE LA (BTR)	77.3	78.0	934	943
BEAUMONT/PORT ARTHUR TX (BPT)	33.3	33.3	3	3
BEND/REDMOND OR (RDM)	90.3	88.8	269	269
BETHEL AK (BET)	83.5	84.5	97	97
BILLINGS MT (BIL)	85.1	88.2	456	458
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	86.4	86.4	88	88
BIRMINGHAM AL (BHM)	81.2	85.9	1,661	1,665
BISMARCK/MANDAN ND (BIS)	86.1	92.5	187	187
BLOOMINGTON IL (BMI)	83.3	86.0	186	186
BOISE ID (BOI)	85.8	89.7	1,406	1,406
BOSTON MA (BOS)	69.0	77.7	10,398	10,401
BOZEMAN MT (BZN)	91.9	95.2	419	419
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	79.8	80.7	326	326
BROWNSVILLE TX (BRO)	91.5	97.7	177	177
BRUNSWICK GA (BQK)	72.4	73.1	98	93
BUFFALO NY (BUF)	80.3	84.3	2,270	2,298
BURBANK CA (BUR)	79.9	81.6	2,595	2,595
BURLINGTON VT (BTV)	78.8	83.1	779	781
BUTTE MT (BTM)	90.5	91.6	116	119
CARLSBAD CA (CLD)	86.4	85.8	176	176
CASPER WY (CPR)	82.1	83.2	313	315

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR CITY UT (CDC)	94.3	94.3	88	88
CEDAR RAPIDS/IOWA CITY IA (CID)	88.6	91.0	664	664
CHAMPAIGN/URBANA IL (CMI)	85.3	91.4	326	326
CHARLESTON SC (CHS)	76.7	83.1	1,335	1,336
CHARLESTON/DUNBAR WV (CRW)	84.2	86.4	450	449
CHARLOTTE AMALIE VI (STT)	76.8	88.7	151	150
CHARLOTTE NC (CLT)	82.5	84.3	9,222	9,218
CHARLOTTESVILLE VA (CHO)	85.6	84.6	208	208
CHATTANOOGA TN (CHA)	85.0	87.0	433	432
CHICAGO IL (MDW)	85.4	78.1	8,275	8,269
CHICAGO IL (ORD)	86.3	82.3	29,083	29,083
CHICO CA (CIC)	79.5	80.7	88	88
CHRISTIANSTED VI (STX)	89.3	82.1	28	28
CLEVELAND OH (CLE)	81.8	86.9	7,296	7,293
CODY WY (COD)	88.9	86.2	63	65
COLLEGE STATION/BRYAN TX (CLL)	91.2	95.4	217	217
COLORADO SPRINGS CO (COS)	88.5	91.1	1,301	1,297
COLUMBIA SC (CAE)	77.9	79.1	932	930
COLUMBUS GA (CSG)	71.8	76.6	124	124
COLUMBUS MS (GTR)	68.1	76.5	119	119
COLUMBUS OH (CMH)	80.0	85.0	3,072	3,073
CORDOVA AK (CDV)	82.3	87.1	62	62
CORPUS CHRISTI TX (CRP)	85.1	88.8	814	814
COVINGTON KY (CVG)	89.3	89.4	17,435	17,440
CRESCENT CITY CA (CEC)	77.9	75.0	86	88
DALLAS TX (DAL)	88.0	85.6	3,420	3,418
DALLAS/FT.WORTH TX (DFW)	86.8	85.2	25,653	25,663
DAYTON OH (DAY)	81.3	87.6	1,175	1,174
DAYTONA BEACH FL (DAB)	71.4	72.1	276	276
DEADHORSE AK (SCC)	80.8	88.5	26	26
DENVER CO (DEN)	87.4	86.8	16,498	16,469
DES MOINES IA (DSM)	84.2	88.8	961	959
DETROIT MI (DTW)	82.5	80.2	10,542	10,507
DILLINGHAM AK (DLG)	66.7	83.3	12	12
DOTHAN AL (DHN)	64.7	73.3	150	150
DUBUQUE IA (DBQ)	87.8	93.5	123	124
DULUTH MN (DLH)	77.3	78.7	88	89
DURANGO CO (DRO)	100.0	100.0	2	2
EL CENTRO CA (IPL)	88.7	91.9	62	62
EL PASO TX (ELP)	83.0	86.2	1,873	1,873
ELKO NV (EKO)	88.0	91.6	166	166
ERIE PA (ERI)	94.3	90.9	88	88
EUGENE OR (EUG)	82.4	85.4	460	459

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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.
EUREKA/ARCATA CA (ACV)	77.1	75.3	350	361
EVANSVILLE IN (EVV)	85.4	84.8	486	480
FAIRBANKS AK (FAI)	81.3	85.7	406	407
FARGO ND (FAR)	87.4	90.6	278	277
FAYETTEVILLE AR (XNA)	83.1	85.1	1,171	1,171
FAYETTEVILLE NC (FAY)	70.2	77.4	124	124
FLINT MI (FNT)	80.0	83.0	566	565
FLORENCE SC (FLO)	79.0	74.2	62	62
FORT LAUDERDALE FL (FLL)	71.0	71.3	5,413	5,409
FORT SMITH AR (FSM)	81.8	89.0	181	181
FORT WAYNE IN (FWA)	85.2	89.5	485	485
FRESNO CA (FAT)	87.4	90.7	1,123	1,123
FT. MYERS FL (RSW)	76.7	79.2	1,912	1,909
GAINESVILLE FL (GNV)	71.7	75.9	212	212
GRAND FORKS ND (GFK)	83.9	90.6	31	32
GRAND JUNCTION CO (GJT)	91.7	90.9	372	373
GRAND RAPIDS MI (GRR)	84.3	88.7	1,411	1,411
GREAT FALLS MT (GTF)	87.0	90.0	430	429
GREEN BAY/CLINTONVILLE WI (GRB)	84.4	89.1	533	534
GREENSBORO/HIGH POINT NC (GSO)	79.3	82.4	1,494	1,494
GREENVILLE/SPARTANBURG SC (GSP)	81.9	86.5	1,078	1,078
GULFPORT/BILOXI MS (GPT)	78.9	81.1	323	301
HARLINGEN/SAN BENITO TX (HRL)	89.6	92.8	502	502
HARRISBURG PA (MDT)	82.5	86.4	662	661
HARTFORD CT (BDL)	83.1	86.3	3,154	3,153
HELENA MT (HLN)	93.8	97.1	210	207
HICKORY NC (HKY)	82.8	77.4	93	93
HILO HI (ITO)	97.9	97.9	243	243
HONOLULU HI (HNL)	92.8	96.9	3,087	3,087
HOUSTON TX (HOU)	83.4	79.6	4,637	4,618
HOUSTON TX (IAH)	86.1	89.9	17,610	17,650
HUNTSVILLE AL (HSV)	83.4	87.2	977	976
IDAHO FALLS ID (IDA)	89.8	92.7	274	274
INDIANAPOLIS IN (IND)	83.7	86.6	3,565	3,570
INDIO/PALM SPRINGS CA (PSP)	80.5	84.1	812	809
INYOKERN CA (IYK)	82.9	88.0	82	83
ISLIP NY (ISP)	86.1	87.3	1,080	1,080
JACKSON WY (JAC)	89.8	88.3	196	196
JACKSON/VICKSBURG MS (JAN)	82.3	84.7	916	891
JACKSONVILLE FL (JAX)	79.4	83.8	2,694	2,694
JUNEAU AK (JNU)	83.1	84.1	338	339
KAHULUI HI (OGG)	92.9	95.2	1,092	1,092
KALAMAZOO MI (AZO)	87.9	92.2	412	412

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
KALISPELL MT (FCA)	86.9	87.9	297	305
KANSAS CITY MO (MCI)	82.6	85.3	4,710	4,709
KETCHIKAN AK (KTN)	84.9	85.5	186	186
KEY WEST FL (EYW)	58.9	47.6	124	124
KILLEEN TX (GRK)	85.9	90.7	419	419
KING SALMON AK (AKN)	68.2	63.6	22	22
KINSTON NC (ISO)	83.0	87.5	88	88
KNOXVILLE TN (TYS)	83.9	89.1	1,189	1,210
KODIAK AK (ADQ)	86.7	88.3	60	60
KONA HI (KOA)	95.9	95.4	560	560
KOTZEBUE AK (OTZ)	83.9	75.3	93	93
LA CROSSE WI (LSE)	86.3	93.6	139	140
LAFAYETTE LA (LFT)	87.3	83.8	346	346
LAKE CHARLES LA (LCH)	8.3	8.8	36	34
LANSING MI (LAN)	86.9	89.0	352	354
LAREDO TX (LRD)	88.2	92.7	245	245
LAS VEGAS NV (LAS)	77.3	75.9	14,591	14,587
LAWTON/FORT SILL OK (LAW)	84.9	87.6	186	186
LEWISBURG WV (LWB)	90.0	90.0	30	30
LEWISTON ID (LWS)	91.9	96.8	62	62
LEXINGTON KY (LEX)	82.0	88.2	881	882
LIHUE HI (LIH)	96.4	98.1	617	617
LINCOLN NE (LNK)	86.9	89.1	130	129
LITTLE ROCK AR (LIT)	84.8	87.5	1,571	1,572
LONG BEACH CA (LGB)	87.9	91.7	963	960
LONGVIEW/KILGOR/GLADWATR TX (GGG)	87.9	93.5	91	93
LOS ANGELES CA (LAX)	83.5	85.1	19,410	19,402
LOUISVILLE KY (SDF)	81.5	84.6	2,116	2,116
LUBBOCK TX (LBB)	85.5	90.2	827	828
LYNCHBURG VA (LYH)	78.5	87.1	93	93
MACON GA (MCN)	68.5	78.5	92	93
MADISON WI (MSN)	84.0	91.6	843	843
MANCHESTER NH (MHT)	80.4	82.1	2,015	2,015
MARQUETTE MI (MQT)	78.3	90.2	83	82
MEDFORD OR (MFR)	83.1	86.4	450	449
MELBOURNE FL (MLB)	73.4	81.3	316	315
MEMPHIS TN (MEM)	86.8	87.0	3,680	3,683
MERIDIAN MS (MEI)	78.2	79.0	119	119
MIAMI FL (MIA)	68.7	72.5	5,341	5,332
MIDLAND/ODESSA TX (MAF)	81.3	87.9	685	685
MILWAUKEE WI (MKE)	83.7	88.9	1,746	1,746
MINNEAPOLIS/ST. PAUL MN (MSP)	82.8	83.1	10,655	10,681
MINOT ND (MOT)	75.0	84.8	92	92

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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.
MISSION/MCALLEN/EDINBURG TX (MFE)	91.7	96.0	301	301
MISSOULA MT (MSO)	85.6	91.2	396	397
MOBILE AL (MOB)	81.1	87.3	334	323
MODESTO CA (MOD)	79.8	73.7	114	114
MOLINE IL (MLI)	84.3	87.8	485	484
MONROE LA (MLU)	75.8	88.7	124	124
MONTEREY CA (MRY)	77.9	80.8	642	646
MONTGOMERY AL (MGM)	77.9	78.5	330	330
MONTROSE/DELTA CO (MTJ)	87.2	94.5	164	164
MYRTLE BEACH SC (MYR)	85.5	85.7	525	553
NAPLES FL (APF)	71.0	72.0	93	93
NASHVILLE TN (BNA)	83.3	83.5	4,887	4,886
NEW HAVEN CT (HVN)	90.9	89.8	88	88
NEW ORLEANS LA (MSY)	86.0	82.8	857	856
NEW YORK NY (JFK)	72.5	81.2	8,633	8,636
NEW YORK NY (LGA)	64.7	78.4	10,683	10,668
NEWARK NJ (EWR)	55.4	70.2	13,405	13,405
NEWBURGH/POUGHKEEPSIE NY (SWF)	85.2	87.4	182	183
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	80.8	79.3	551	551
NOME AK (OME)	84.9	81.7	93	93
NORFOLK VA (ORF)	80.9	84.4	1,907	1,907
OAKLAND CA (OAK)	81.6	79.8	5,983	5,985
OKLAHOMA CITY OK (OKC)	85.3	88.3	1,801	1,801
OMAHA NE (OMA)	83.5	87.4	2,022	2,021
ONTARIO/SAN BERNARDINO CA (ONT)	79.6	82.3	3,078	3,074
ORLANDO FL (MCO)	79.0	80.7	9,814	9,818
OXNARD/VENTURA CA (OXR)	76.6	86.1	141	144
PANAMA CITY FL (PFN)	77.8	80.7	257	233
PASCO/KENNEWICK/RICHLAND WA (PSC)	93.6	95.0	295	298
PENSACOLA FL (PNS)	79.2	83.2	953	955
PEORIA IL (PIA)	84.5	88.3	426	427
PETERSBURG AK (PSG)	82.3	85.5	62	62
PHILADELPHIA PA (PHL)	69.7	72.1	10,189	10,195
PHOENIX AZ (PHX)	84.4	82.0	14,804	14,799
PITTSBURGH PA (PIT)	82.7	85.7	4,526	4,526
POCATELLO ID (PIH)	93.0	95.9	171	171
PONCE PR (PSE)	93.8	100.0	32	30
PORTLAND ME (PWM)	72.4	70.5	767	766
PORTLAND OR (PDX)	81.0	86.4	4,856	4,854
PROVIDENCE RI (PVD)	83.3	84.9	2,567	2,567
RALEIGH/DURHAM NC (RDU)	76.5	80.1	5,279	5,280
RAPID CITY SD (RAP)	87.4	92.6	365	364
REDDING CA (RDD)	80.3	82.5	157	154

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RENO NV (RNO)	80.5	82.0	2,237	2,239
RICHMOND VA (RIC)	81.8	84.1	1,737	1,739
ROANOKE VA (ROA)	78.5	79.3	256	237
ROCHESTER MN (RST)	88.4	91.0	189	189
ROCHESTER NY (ROC)	79.1	85.1	1,505	1,506
SACRAMENTO CA (SMF)	80.9	81.4	4,318	4,310
SAGINAW/BAY CITY/MIDLAND MI (MBS)	78.6	91.7	215	217
SALT LAKE CITY UT (SLC)	88.5	90.0	13,962	13,953
SAN ANGELO TX (SJT)	87.1	87.7	155	155
SAN ANTONIO TX (SAT)	83.6	87.4	3,481	3,477
SAN DIEGO CA (SAN)	82.0	84.3	7,641	7,641
SAN FRANCISCO CA (SFO)	79.7	85.6	11,104	11,134
SAN JOSE CA (SJC)	82.6	85.2	5,255	5,252
SAN JUAN PR (SJU)	76.3	86.0	1,718	1,720
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	83.4	84.1	489	490
SANTA ANA CA (SNA)	85.7	84.9	4,137	4,138
SANTA BARBARA CA (SBA)	87.8	88.1	1,045	1,049
SANTA MARIA CA (SMX)	81.6	83.4	179	181
SARASOTA/BRADENTON FL (SRQ)	81.6	82.7	511	510
SAVANNAH GA (SAV)	77.6	80.7	1,301	1,303
SCRANTON/WILKES-BARRE PA (AVP)	79.0	81.1	181	164
SEATTLE WA (SEA)	81.7	85.9	9,220	9,222
SHREVEPORT LA (SHV)	84.6	89.6	689	663
SIOUX FALLS SD (FSD)	88.9	92.6	460	459
SITKA AK (SIT)	80.6	83.9	93	93
SOUTH BEND IN (SBN)	88.2	92.5	323	322
SPOKANE WA (GEG)	86.4	90.1	1,097	1,096
SPRINGFIELD IL (SPI)	100.0	60.0	5	5
SPRINGFIELD MO (SGF)	84.6	90.6	733	733
ST. GEORGE UT (SGU)	92.0	92.4	264	264
ST. LOUIS MO (STL)	84.5	85.4	5,561	5,557
STATE COLLEGE PA (SCE)	80.6	86.0	93	93
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	83.9	80.6	31	31
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	94.6	93.4	240	243
SYRACUSE NY (SYR)	79.9	85.1	1,194	1,196
TALLAHASSEE FL (TLH)	83.7	87.0	455	455
TAMPA FL (TPA)	80.7	83.7	6,362	6,346
TEXARKANA AR (TXK)	91.4	93.5	93	93
TOLEDO OH (TOL)	88.8	90.0	402	402
TRAVERSE CITY MI (TVC)	81.6	87.8	255	255
TUCSON AZ (TUS)	83.7	88.9	1,650	1,649
TULSA OK (TUL)	83.7	86.9	2,026	2,026
TUPELO MS (TUP)	81.7	87.1	93	93

OCTOBER 2005

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TWIN FALLS ID (TWF)	88.3	91.2	180	181
TYLER TX (TYR)	88.5	92.8	253	251
VALDOSTA GA (VLD)	76.3	79.6	93	93
VALPARAISO FL (VPS)	82.3	88.0	615	615
WACO TX (ACT)	92.5	94.8	212	212
WASHINGTON DC (DCA)	82.1	85.9	8,734	8,751
WASHINGTON DC (IAD)	83.0	86.2	9,262	9,255
WAUSAU/MARSHFIELD WI (CWA)	33.3	100.0	3	3
WEST PALM BEACH/PALM BEACH FL (PBI)	71.7	75.8	2,108	2,109
WHITE PLAINS NY (HPN)	84.8	84.3	505	528
WICHITA FALLS TX (SPS)	86.3	91.3	219	219
WICHITA KS (ICT)	85.9	90.0	811	813
WILMINGTON NC (ILM)	85.0	88.9	380	380
WRANGELL AK (WRG)	82.3	88.7	62	62
YAKUTAT AK (YAK)	87.1	85.5	62	62
YUMA AZ (YUM)	82.8	81.7	93	93
TWIN FALLS ID (TWF)	88.3	91.2	180	181
TYLER TX (TYR)	88.5	92.8	253	251
VALDOSTA GA (VLD)	76.3	79.6	93	93

OCTOBER 2005

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 33 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
JETBLUE	16	7,165	256	3.6	32	9,418	294	3.1
DELTA	33	40,431	1,293	3.2	99	51,441	1,576	3.1
ATLANTIC SOUTHEAST	19	14,271	337	2.4	123	26,096	649	2.5
EXPRESSJET	24	17,474	527	3.0	114	34,753	832	2.4
AMERICAN	32	44,099	1,180	2.7	83	54,507	1,297	2.4
AMERICAN EAGLE	22	25,723	597	2.3	107	45,212	1,000	2.2
US AIRWAYS	28	26,707	567	2.1	59	32,997	675	2.0
COMAIR	22	19,962	379	1.9	107	32,929	641	1.9
ATA	13	2,976	54	1.8	18	3,441	61	1.8
AIRTRAN	21	13,258	219	1.7	45	16,954	267	1.6
ALASKA	17	8,382	99	1.2	46	13,286	193	1.5
CONTINENTAL	30	20,143	312	1.5	72	25,015	363	1.5
NORTHWEST	32	25,035	338	1.4	112	35,779	473	1.3
AMERICA WEST	29	14,153	185	1.3	50	16,688	214	1.3
INDEPENDENCE AIR	16	6,609	75	1.1	44	9,814	111	1.1
SKYWEST	16	24,847	206	0.8	125	44,830	496	1.1
SOUTHWEST	17	46,530	540	1.2	61	87,943	874	1.0
UNITED	33	35,428	351	1.0	78	40,830	400	1.0
FRONTIER	23	5,648	49	0.9	38	6,750	59	0.9
HAWAIIAN	7	322	0	0.0	14	4,029	0	0.0
Total		399,163	7,564	1.9	Total	592,712	10,475	1.8

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.

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	54507	44749	82.10%	1297	2.38%	91	0.17%	2213	4.06%	342	0.63%	3632	6.66%	8	0.01%	2175	3.99%
AS	13286	10691	80.47%	193	1.45%	20	0.15%	860	6.48%	25	0.19%	689	5.18%	18	0.14%	789	5.94%
B6	9418	7077	75.14%	294	3.12%	22	0.23%	322	3.42%	8	0.09%	1028	10.91%	12	0.13%	655	6.95%
CO	25015	19541	78.12%	363	1.45%	44	0.18%	866	3.46%	179	0.72%	3029	12.11%	17	0.07%	975	3.90%
DH	9814	8093	82.46%	111	1.13%	6	0.06%	299	3.04%	20	0.20%	731	7.45%	3	0.03%	552	5.62%
DL	51441	41205	80.10%	1576	3.06%	47	0.09%	1855	3.61%	71	0.14%	4554	8.85%	8	0.02%	2125	4.13%
EV	26096	20209	77.44%	649	2.49%	25	0.10%	2019	7.74%	976	3.74%	1834	7.03%	5	0.02%	380	1.46%
F9	6750	5820	86.22%	59	0.87%	5	0.07%	250	3.71%	32	0.48%	271	4.01%	0	0.00%	313	4.63%
FL	16954	12640	74.55%	267	1.57%	18	0.11%	689	4.07%	5	0.03%	1767	10.42%	0	0.00%	1567	9.24%
HA	4029	3900	96.80%	0	0.00%	0	0.00%	104	2.59%	1	0.02%	0	0.00%	2	0.04%	22	0.55%
HP	16688	14036	84.11%	214	1.28%	13	0.08%	771	4.62%	21	0.12%	954	5.72%	7	0.04%	672	4.03%
MQ	45212	37381	82.68%	1000	2.21%	59	0.13%	1860	4.12%	226	0.50%	2393	5.29%	0	0.00%	2292	5.07%
NW	35779	28827	80.57%	473	1.32%	74	0.21%	2591	7.24%	537	1.50%	2192	6.13%	31	0.09%	1053	2.94%
OH	32929	27951	84.88%	641	1.95%	35	0.11%	1680	5.10%	842	2.56%	1718	5.22%	6	0.02%	57	0.17%
OO	44830	38693	86.31%	496	1.11%	50	0.11%	3582	7.99%	237	0.53%	696	1.55%	19	0.04%	1057	2.36%
RU	34753	26683	76.78%	832	2.39%	77	0.22%	1141	3.28%	149	0.43%	3683	10.60%	12	0.03%	2176	6.26%
TZ	3441	2840	82.53%	61	1.77%	0	0.00%	88	2.55%	1	0.02%	296	8.60%	2	0.07%	153	4.45%
UA	40830	33897	83.02%	400	0.98%	36	0.09%	1845	4.52%	78	0.19%	2680	6.56%	0	0.00%	1894	4.64%
US	32997	26328	79.79%	675	2.05%	34	0.10%	1399	4.24%	72	0.22%	2697	8.17%	0	0.00%	1793	5.43%
WN	87943	71048	80.79%	874	0.99%	68	0.08%	3763	4.28%	226	0.26%	2921	3.32%	52	0.06%	8991	10.22%
TOTAL	592712	481609		10475		724		28196		4049		37766		202		29691	
			81.26%		1.77%		0.12%		4.76%		0.68%		6.37%		0.03%		5.01%

***Causes of Delay:**

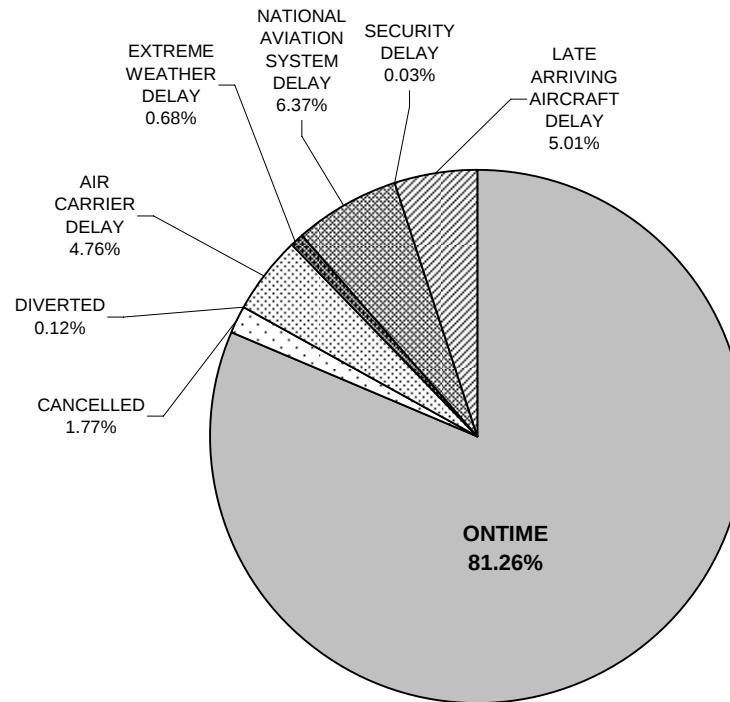
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

OCTOBER 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.

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

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

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

APPENDIX

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

Airports Covered by the Rule (14 CFR PART 234)

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

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

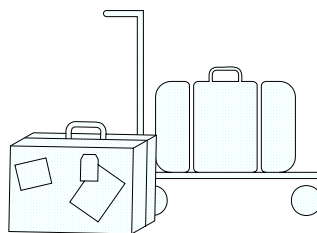
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Independence Air
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines
OO	SkyWest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

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

F9	Frontier Airlines
HA	Hawaiian Airlines

MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues, plus any other airline that voluntarily submits the data. See 14 CFR Part 234.



OCTOBER
MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	OCTOBER 2005			OCTOBER 2004		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	INDEPENDENCE AIR	1,089	424,202	2.57	3,387	634,484	5.34
2	JETBLUE AIRWAYS	3,089	1,153,305	2.68	2,295	1,057,510	2.17
3	HAWAIIAN AIRLINES	1,443	512,877	2.81	1,176	447,347	2.63
4	AIRTRAN AIRWAYS	4,366	1,473,907	2.96	2,084	1,148,779	1.81
5	UNITED AIRLINES	16,628	4,882,465	3.41	17,736	5,386,126	3.29
6	ALASKA AIRLINES	4,178	1,199,807	3.48	2,761	1,187,218	2.33
7	ATA AIRLINES	1,508	408,085	3.70	2,383	808,635	2.95
8	CONTINENTAL AIRLINES	11,083	2,918,228	3.80	7,895	2,817,585	2.80
9	AMERICA WEST AIRLINES	6,867	1,772,600	3.87	6,519	1,805,233	3.61
10	NORTHWEST AIRLINES	14,430	3,718,359	3.88	13,140	4,011,732	3.28
11	FRONTIER AIRLINES	2,894	711,164	4.07	*	*	*
12	AMERICAN AIRLINES	29,011	6,478,844	4.48	23,014	6,330,306	3.64
13	SOUTHWEST AIRLINES	34,717	7,746,027	4.48	20,546	7,055,089	2.91
14	DELTA AIR LINES	30,627	6,073,852	5.04	34,723	6,968,525	4.98
15	EXPRESSJET AIRLINES	8,133	1,301,545	6.25	4,990	1,167,859	4.27
16	SKYWEST AIRLINES	10,546	1,530,073	6.89	9,654	1,277,911	7.55
17	US AIRWAYS	22,384	2,849,973	7.85	13,270	3,364,332	3.94
18	COMAIR	9,636	1,150,829	8.37	9,801	1,138,921	8.61
19	AMERICAN EAGLE AIRLINES	14,258	1,561,466	9.13	9,444	1,393,881	6.78
20	ATLANTIC SOUTHEAST AIRLINES	12,565	1,026,027	12.25	12,029	984,815	12.21
TOTALS		239,452	48,893,635	4.90	196,847	48,986,288	4.02

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

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

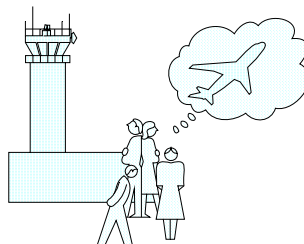
OVERSALES

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

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

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

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



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

JULY-SEPTEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JULY-SEPTEMBER 2005				JULY-SEPTEMBER 2004			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	1	0	3,782,567	0.00	8	9	3,033,338	0.03
2	INDEPENDENCE AIR	3	0	431,013	0.00	*	*	*	*
3	HAWAIIAN AIRLINES	872	8	1,549,659	0.05	833	4	1,458,091	0.03
4	COMAIR	86	10	702,971	0.14	828	100	675,987	1.48
5	SKYWEST AIRLINES	1,650	13	836,137	0.16	570	1	174,451	0.06
6	FRONTIER AIRLINES	119	38	2,220,146	0.17	*	*	*	*
7	AIRTRAN AIRWAYS	2,900	139	4,396,524	0.32	2,875	16	3,300,618	0.05
8	ATLANTIC SOUTHEAST AIRLINES	441	43	1,105,913	0.39	1,248	192	1,002,197	1.92
9	AMERICAN EAGLE AIRLINES	271	26	561,746	0.46	263	23	527,061	0.44
10	NORTHWEST AIRLINES	18,895	630	13,435,834	0.47	18,222	593	13,294,734	0.45
11	US AIRWAYS	9,344	471	9,916,541	0.47	15,183	531	10,115,003	0.52
12	UNITED AIRLINES	15,909	771	15,840,982	0.49	23,963	473	17,716,757	0.27
13	AMERICAN AIRLINES	18,803	1,220	22,928,627	0.53	12,804	786	21,090,205	0.37
14	AMERICA WEST AIRLINES	6,875	362	5,729,835	0.63	8,904	227	5,556,933	0.41
15	SOUTHWEST AIRLINES	18,208	1,662	23,595,749	0.70	14,568	1,311	21,102,752	0.62
16	DELTA AIR LINES	22,864	2,685	21,197,383	1.27	27,605	1,658	21,171,870	0.78
17	CONTINENTAL AIRLINES	7,833	1,276	9,557,668	1.34	12,023	1,433	9,189,561	1.56
18	ATA AIRLINES	1,072	232	1,468,849	1.58	1,048	707	2,684,190	2.63
19	ALASKA AIRLINES	6,180	882	4,293,756	2.05	6,224	412	4,299,920	0.96
	TOTALS	132,326	10,468	143,551,900	0.73	147,169	8,476	136,393,668	0.62

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. Independence Air was ranked in this table for the first time with the 4th quarter 2004. Frontier Airlines was ranked in this section for the first time with the 2nd quarter 2005 (voluntary flight delay and mishandled baggage reporting effective May 2005). With the exception of ExpressJet Airlines (whose entire fleet consists of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and "Mishandled Baggage" sections of the *Air Travel Consumer Report*.

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

JANUARY-SEPTEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES^{*}

RANK	AIRLINE	JANUARY-SEPTEMBER 2005				JANUARY-SEPTEMBER 2004			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	26	0	10,878,559	0.00	20	17	8,604,108	0.02
2	INDEPENDENCE AIR	7	1	1,006,151	0.01	*	*	*	*
3	HAWAIIAN AIRLINES	2,301	22	4,358,331	0.05	2,420	110	4,269,530	0.26
4	SKYWEST AIRLINES	4,256	71	1,891,577	0.38	987	3	281,742	0.11
5	AIRTRAN AIRWAYS	17,448	570	12,236,117	0.47	18,916	327	9,673,635	0.34
6	AMERICAN EAGLE AIRLINES	1,324	79	1,637,537	0.48	1,317	60	1,422,014	0.42
7	UNITED AIRLINES	65,258	2,213	45,629,676	0.48	82,070	2,438	49,158,295	0.50
8	COMAIR	1,084	109	2,075,281	0.53	3,400	474	1,795,140	2.64
9	AMERICAN AIRLINES	59,877	4,114	66,510,253	0.62	53,264	2,919	62,099,673	0.47
10	US AIRWAYS	41,974	2,160	30,958,556	0.70	59,216	1,833	29,902,550	0.61
11	SOUTHWEST AIRLINES	58,309	4,728	66,154,037	0.71	71,415	6,414	60,921,204	1.05
12	NORTHWEST AIRLINES	60,346	4,113	39,192,301	1.05	60,067	2,710	37,405,443	0.72
13	AMERICA WEST AIRLINES	27,950	1,772	16,526,669	1.07	28,301	973	15,410,654	0.63
14	DELTA AIR LINES	64,555	7,964	63,842,920	1.25	102,665	7,207	62,375,866	1.16
15	ATLANTIC SOUTHEAST AIRLINES	2,081	461	3,228,184	1.43	3,860	579	2,687,783	2.15
16	ALASKA AIRLINES	19,839	1,855	11,676,951	1.59	18,707	1,540	11,508,018	1.34
17	CONTINENTAL AIRLINES	30,348	5,300	27,948,168	1.90	35,631	4,220	26,657,713	1.58
18	ATA AIRLINES	3,991	1,350	4,311,563	3.13	4,170	1,402	7,846,054	1.79
*	FRONTIER AIRLINES	*	*	*	*	*	*	*	*
	TOTALS	460,974	36,882	410,062,831	0.90	546,426	33,226	392,019,422	0.85

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. Independence Air was ranked in this table for the first time with the 4th quarter 2004. Frontier Airlines was ranked in this section for the first time with the 2nd quarter 2005 (voluntary flight delay and mishandled baggage reporting effective May 2005). With the exception of ExpressJet Airlines (whose entire fleet consists of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and "Mishandled Baggage" sections of the *Air Travel Consumer Report*.

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

Summary - Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

Complaint Categories - Table 2 ranks the categories of complaints (baggage, refunds, etc.). Beginning with the October 2000 report, “Animals” was added as a new category. A detailed explanation of each category appears at the end of the report.

U.S. Airlines - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

Companies Other Than U.S. Airlines - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

Airline Rankings - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	OCTOBER 2005				OCTOBER 2004			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	476	52	0	132	353	48	2	61
FOREIGN AIRLINES	157	3	0	17	110	3	0	14
TRAVEL AGENTS	13	0	0	3	8	1	0	3
TOUR OPERATORS	3	0	0	0	5	0	0	0
MISCELLANEOUS	7	16	0	67	4	7	0	31
INDUSTRY TOTALS	656	71	0	219	480	59	2	109

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	OCTOBER 2005			OCTOBER 2004		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	145		1	100	
CANCELLATIONS			68			44
MISCONNECTIONS			32			9
DELAYS			29			24
BAGGAGE	2	141		3	80	
REFUNDS	3	114		2	94	
CUSTOMER SERVICE	4	69		4	63	
RES/TKTG/BOARDING	5	62		5	43	
DISABILITY	6	47		6	39	
FARES	7	26		9	11	
OTHER	8	22		8	18	
FREQUENT FLYER			10			13
OVERSALES	9	19		7	18	
DISCRIMINATION	10	7		10	8	
ADVERTISING	11	4		11	6	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		656			480	

* 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*

OCTOBER 2005

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	2	1	0	0	0	2	0	3	0	0	0	0	8
AIRTRAN AIRWAYS	3	0	1	0	2	5	2	0	0	0	0	0	13
ALASKA AIRLINES	3	0	0	0	0	0	2	0	0	0	0	0	5
ALLEGiant AIR	1	0	1	0	0	1	2	0	1	0	0	0	6
AMERICA WEST AIRLINES	6	0	0	0	1	4	0	0	0	1	0	1	13
AMERICAN AIRLINES	12	5	6	3	8	11	7	6	0	1	0	2	61
AMERICAN EAGLE AIRLINES	3	1	2	0	0	1	1	2	0	0	0	0	10
ATLANTIC SOUTHEAST AIRLINES	5	0	1	0	0	0	0	0	0	0	0	0	6
CONTINENTAL AIRLINES	7	2	3	3	4	6	8	2	0	1	0	0	36
DELTA AIR LINES	15	0	1	7	13	9	9	5	0	0	0	5	64
FRONTIER AIRLINES	0	0	2	1	1	0	1	0	0	0	0	0	5
INDEPENDENCE AIR	4	0	0	0	1	2	0	0	0	0	0	0	7
MESA AIRLINES	7	0	0	0	0	3	1	1	0	0	0	0	12
MESABA AVIATION	2	1	1	0	0	0	1	0	0	0	0	0	5
NORTHWEST AIRLINES	5	1	4	1	12	1	3	4	1	0	0	0	32
SOUTHWEST AIRLINES	2	0	1	0	3	3	5	2	0	2	0	0	18
TRANSMERIDIAN AIRLINES	1	0	0	0	9	2	0	0	0	0	0	10	22
UNITED AIRLINES	6	1	5	0	4	11	9	2	0	0	0	2	40
US AIRWAYS	8	2	9	4	7	11	4	8	0	0	0	1	54
USA3000	3	1	1	1	2	1	1	0	1	0	0	0	11
OTHER U.S. AIRLINES	18	0	2	0	5	11	5	5	1	1	0	0	48
TOTAL OCTOBER 2005	113	15	40	20	72	84	61	40	4	6	0	21	476
% OF TOTAL COMPLAINTS	23.7	3.2	8.4	4.2	15.1	17.6	12.8	8.4	0.8	1.3	0	4.4	
TOTAL OCTOBER 2004	85	12	33	10	45	56	53	35	4	6	0	14	353
% OF TOTAL COMPLAINTS	24.1	3.4	9.3	2.8	12.7	15.9	15.0	9.9	1.1	1.7	0	4.0	

* 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

OCTOBER 2005

U.S. AIRLINES*	COMPS RECD IN OCT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	8	3	37.5	0	0.0	5	62.5	0	0.0
AIRTRAN AIRWAYS	13	5	38.5	0	0.0	5	38.5	3	23.1
ALASKA AIRLINES	5	0	0.0	1	20.0	3	60.0	1	20.0
ALLEGiant AIR	6	3	50.0	1	16.7	0	0.0	2	33.3
AMERICA WEST AIRLINES	13	7	53.8	1	7.7	3	23.1	2	15.4
AMERICAN AIRLINES	61	16	26.2	7	11.5	24	39.3	14	23.0
AMERICAN EAGLE AIRLINES	10	6	60.0	2	20.0	2	20.0	0	0.0
ATLANTIC SOUTHEAST AIRLINES	6	3	50.0	0	0.0	2	33.3	1	16.7
CONTINENTAL AIRLINES	36	11	30.6	8	22.2	11	30.6	6	16.7
DELTA AIR LINES	64	25	39.1	4	6.2	25	39.1	10	15.6
FRONTIER AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
INDEPENDENCE AIR	7	4	57.1	0	0.0	2	28.6	1	14.3
MESA AIRLINES	12	5	41.7	2	16.7	4	33.3	1	8.3
MESABA AVIATION	5	4	80.0	0	0.0	1	20.0	0	0.0
NORTHWEST AIRLINES	32	4	12.5	7	21.9	11	34.4	10	31.2
SOUTHWEST AIRLINES	18	7	38.9	4	22.2	3	16.7	4	22.2
TRANSMERIDIAN AIRLINES	22	4	18.2	2	9.1	8	36.4	8	36.4
UNITED AIRLINES	40	12	30.0	6	15.0	14	35.0	8	20.0
US AIRWAYS	54	21	38.9	8	14.8	16	29.6	9	16.7
USA3000	11	3	27.3	2	18.2	4	36.4	2	18.2
OTHER U.S. AIRLINES	48	16	33.3	12	25.0	12	25.0	8	16.7
TOTALS	476	162	34.0	68	14.3	155	32.6	91	19.1
PREVIOUS YEAR'S TOTALS	353	118	33.4	100	28.3	112	31.7	23	6.5

*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**

OCTOBER 2005

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	2	0	0	0	1	2	0	0	0	0	0	0	5
AIR FRANCE	2	2	1	0	4	18	2	0	0	0	0	0	29
AIR JAMAICA	5	0	0	0	0	0	0	0	0	0	0	0	5
ALITALIA AIRLINES	3	0	0	0	0	7	0	1	0	0	0	0	11
BRITISH AIRWAYS	3	0	2	0	1	6	0	2	0	0	0	0	14
IBERIA AIRLINES	0	0	1	0	0	1	3	0	0	1	0	0	6
KLM	4	0	1	1	1	2	0	2	0	0	0	0	11
LUFTHANSA	0	0	2	0	1	5	1	0	0	0	0	0	9
MEXICANA	5	0	2	0	2	1	0	0	0	0	0	0	10
UNIVERSAL AIRLINES	0	0	0	0	8	0	0	0	0	0	0	1	9
VIRGIN ATLANTIC AIRWAYS	0	0	1	0	0	2	1	1	0	0	0	0	5
OTHER FOREIGN AIRLINES	4	1	7	3	14	12	1	1	0	0	0	0	43
TOTALS	28	3	17	4	32	56	8	7	0	1	0	1	157
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	2	0	4	1	6	0	0	0	0	0	0	0	13
TOTALS	2	0	4	1	6	0	0	0	0	0	0	0	13
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	0	0	2	0	0	0	0	0	0	0	3
TOTALS	1	0	0	0	2	0	0	0	0	0	0	0	3
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	1	1	1	2	1	0	0	0	0	0	0	7
TOTALS	1	1	1	1	2	1	0	0	0	0	0	0	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

OCTOBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	OCTOBER 2005			OCTOBER 2004		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	EXPRESSJET AIRLINES	0	1,409,273	0.00	0	1,246,687	0.00
1	HAWAIIAN AIRLINES	0	488,638	0.00	5	441,927	1.13
3	COMAIR	2	1,140,486	0.18	7	1,139,068	0.61
4	SOUTHWEST AIRLINES	18	7,577,674	0.24	12	6,902,393	0.17
5	SKYWEST AIRLINES	4	1,488,338	0.27	1	1,242,238	0.08
6	JETBLUE AIRWAYS	3	1,034,289	0.29	1	1,024,143	0.10
7	ALASKA AIRLINES	5	1,299,476	0.38	7	1,270,740	0.55
8	ATLANTIC SOUTHEAST AIRLINES	6	1,027,134	0.58	4	976,657	0.41
9	AMERICAN EAGLE AIRLINES	10	1,560,030	0.64	6	1,382,274	0.43
10	AMERICA WEST AIRLINES	13	1,808,590	0.72	12	1,822,167	0.66
11	UNITED AIRLINES	40	5,560,247	0.72	27	5,988,100	0.45
12	NORTHWEST AIRLINES	32	4,406,064	0.73	37	4,696,988	0.79
13	FRONTIER AIRLINES	5	686,655	0.73	*	*	*
14	AMERICAN AIRLINES	61	7,716,273	0.79	44	7,502,480	0.59
15	AIRTRAN AIRWAYS	13	1,438,150	0.90	5	1,115,827	0.45
16	ATA AIRLINES	4	414,713	0.96	5	818,158	0.61
17	DELTA AIR LINES	64	6,484,777	0.99	54	7,360,069	0.73
18	CONTINENTAL AIRLINES	36	3,506,591	1.03	24	3,378,038	0.71
19	INDEPENDENCE AIR	7	410,830	1.70	3	637,044	0.47
20	US AIRWAYS	54	3,159,238	1.71	30	3,527,594	0.85
TOTAL		377	52,617,466	0.72	284	52,472,592	0.54

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

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

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.

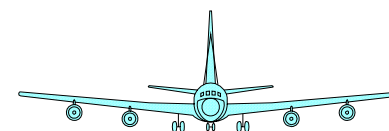
Disability: Civil rights complaints by air travelers with disabilities.

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 October 2005 as provided by the Transportation Security Administration^a

The Transportation Security Administration protects approximately 58 million airline passengers and screens their 74 million checked bags every month as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of October.

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 ^c		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public ^c	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
243	.0004	60	.0001	39	.00007	431	.00074

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
283	.00049	1376	.0019

NOTES

^a 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.

^b 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).

^c 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 October.

October 2005 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

[Section 710](#) of the Wendell H. Ford Aviation Investment and Reform Act for the 21st 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>).

Carrier	Death	Injury	Loss
American	2		
Horizon	2		
United	1		
Total	5	0	0