



U.S. Department  
of Transportation



---

---

# ***Air Travel Consumer Report***

---

---

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

**Issued: November 2005**



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

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

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

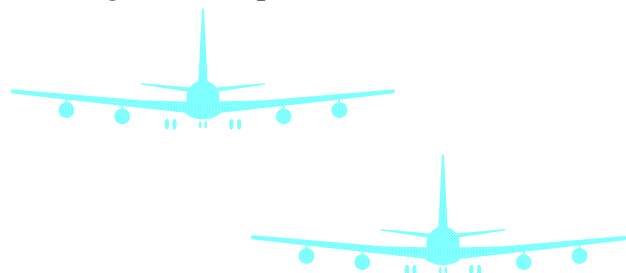
<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

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

## TABLE OF CONTENTS

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

Section	Page
<b>Mishandled Baggage</b>	
<b>Explanation</b>	25
<b>Ranking--Month</b>	26
<b>Ranking--YTD</b>	27
<b>Oversales</b>	
<b>Explanation</b>	28
<b>Ranking--Quarter</b>	29
<b>Ranking--YTD</b>	30
<b>Consumer Complaints</b>	
<b>Explanation</b>	31
<b>Complaint Tables 1-5</b>	32
Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
<b>Rankings, Table 6 (Month)</b>	37
<b>Complaint Tables 1-4 (YTD)</b>	38
Summary, Complaint Categories, U.S. Airlines, and Companies Other Than U.S. Airlines	
<b>Rankings, Table 5 (YTD)</b>	42
<b>Complaint Categories</b>	43
<b>Customer Service Reports to the Department of Homeland Security</b>	44
<b>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation</b>	45



## **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.

SEPTEMBER 2005

## 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	86.6	14	96.3
FRONTIER S/V/	23	92.1	39	91.8
INDEPENDENCE AIR S/	16	87.1	45	87.7
SKYWEST AIRLINES S/	17	87.5	116	87.2
COMAIR S/	22	85.8	109	87.1
AMERICA WEST AIRLINES S/	29	86.6	52	86.8
US AIRWAYS S/	27	86.1	61	86.3
ATA AIRLINES S/	13	86.5	18	85.8
SOUTHWEST AIRLINES S/	17	84.4	60	83.9
JETBLUE AIRWAYS S/	15	84.3	30	83.8
UNITED AIRLINES S/	33	83.6	79	83.1
AIRTRAN AIRWAYS S/	21	83.0	46	83.1
DELTA AIRLINES S/	33	83.0	100	82.7
AMERICAN AIRLINES S/	32	81.7	84	81.8
AMERICAN EAGLE AIRLINES S/	21	81.5	105	80.8
ATLANTIC SOUTHEAST AIRLINES S/	19	81.1	122	79.9
CONTINENTAL AIRLINES S/	30	79.0	72	79.5
ALASKA AIRLINES S/	16	81.3	45	78.5
EXPRESSJET AIRLINES S/	25	72.6	117	76.0
NORTHWEST AIRLINES S/	32	74.9	115	74.8
TOTAL		82.7		82.7

➤ 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.

## SEPTEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		JUL - 05		AUG - 05		SEP - 05		12 MONTHS ENDING SEP 2005		DATABASE TO DATE SEP 1987- SEP 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	17	68.4	19	60	20	64.1	19	83.1	12	72.5	17	--	(--)
ALASKA	70.8	18	72.9	15	61.6	19	70.2	18	63.7	17	69.1	17	78.5	18	68.9	19	75.9	9
AMERICA WEST	74.1	16	76.7	6	83.8	6	81.6	5	76.4	6	81.9	5	86.8	6	79.1	5	78.7	5
AMERICAN	78.2	9	76.2	7	80.7	9	73.7	13	67	14	73.1	14	81.8	14	77.2	10	79.1	3
AMERICAN EAGLE	74.1	15	74.2	14	79.3	12	75.1	11	70.3	9	74.3	12	80.8	15	75.7	13	75.4	10
ATA	80.8	2	77.5	4	86.5	2	82.5	4	77.2	4	85	3	85.8	8	81.5	3	--	(--)
ATLANTIC SOUTHEAST	70	19	68.2	18	75	18	66.8	20	61.7	18	59.6	20	79.9	16	70	18	--	(--)
COMAIR	73.4	17	74.8	12	85	4	81.1	6	76.6	5	79.8	7	87.1	5	78.6	6	--	(--)
CONTINENTAL	80.3	4	75.8	9	81.1	8	74.7	12	69.5	11	75.7	11	79.5	17	78	8	78.9	4
DELTA	76.6	12	75.2	11	80.5	10	72.3	15	65.6	15	70.1	16	82.7	13	76.2	12	77.7	7
EXPRESSJET	75.1	14	74.4	13	81.1	7	72	16	67.7	12	72.6	15	76	19	75.7	14	--	(--)
FRONTIER	--	(--)	--	(--)	--	(--)	85.7	2	80.6	3	85.1	2	91.8	2	--	(--)	--	(--)
HAWAIIAN	94.2	1	93	1	95.2	1	96.8	1	96.4	1	97.4	1	96.3	1	94.8	1	--	(--)
INDEPENDENCE AIR	77.9	11	77.4	5	77.7	15	76.5	10	65.5	16	78.5	8	87.7	3	77.5	9	--	(--)
JETBLUE	80.3	5	65.8	19	76.2	16	72.7	14	61.5	19	73.8	13	83.8	10	73.7	16	--	(--)
NORTHWEST	79.8	6	75.2	10	80.4	11	70.5	17	70	10	67.2	18	74.8	20	76.5	11	79.8	2
SKYWEST	79.2	7	79.3	2	86.3	3	85.3	3	84.2	2	84.5	4	87.2	4	82.6	2	--	(--)
SOUTHWEST	78.3	8	78.6	3	84.5	5	79.3	7	75.7	7	78.4	9	83.9	9	80.2	4	82.4	1
UNITED	80.6	3	75.9	8	78.4	14	78.8	8	72.8	8	80.9	6	83.1	11	78.5	7	76.3	8
US AIRWAYS	76.1	13	70.2	16	78.5	13	77.1	9	67.7	13	78.3	10	86.3	7	75.4	15	78.5	6
Total	77.2		75.3		80.8		76.1		70.9		75.2		82.7		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.

SEPTEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	689	80.3	1134	71.4	491	82.7	145	71.7	H/		827	83.6	637	82.1	13567	86.9
AS	H/		60	80.0	H/		H/		H/		90	88.9	191	89.0	37	78.4
B6	H/		491	87.8	H/		H/		H/		H/		90	77.8	H/	
CO	390	78.7	573	65.3	198	83.3	H/		H/		395	85.3	362	84.3	323	83.0
DH	146	85.6	155	72.9	H/		177	88.7	H/		H/		H/		H/	
DL	15960	83.8	1444	77.3	405	84.7	246	74.8	3307	91.7	990	83.2	474	85.4	569	86.3
EV	9225	80.1	H/		60	81.7	116	69.8	1801	84.5	90	87.8	H/		H/	
F9	89	92.1	H/		60	95.0	H/		H/		86	96.5	3287	93.0	143	90.2
FL	5277	82.4	622	74.8	954	88.4	163	76.1	H/		138	85.5	86	89.5	415	87.5
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	175	81.7	179	82.1	147	82.3	H/		H/		118	79.7	327	89.9	268	83.2
MQ	141	78.0	1463	71.2	133	79.7	413	77.0	429	81.1	837	80.6	H/		8399	84.8
NW	371	74.4	356	49.7	295	73.6	148	77.0	21	90.5	499	76.8	402	68.2	335	75.8
OH	540	89.1	1172	74.1	145	80.7	295	83.1	10947	89.9	540	85.7	30	100.0	H/	
OO	H/		H/		H/		1	0.0	147	69.4	H/		3730	92.3	H/	
RU	199	72.9	9	77.8	211	75.8	377	73.5	247	75.7	196	85.7	6	100.0	214	80.8
TZ	H/		104	77.9	H/		H/		H/		115	94.8	174	91.4	138	84.8
UA	207	78.7	765	74.5	438	85.6	177	84.2	30	90.0	437	87.6	6265	87.8	440	83.4
US	222	77.5	1668	77.8	356	88.5	6906	90.2	H/		2999	89.5	236	87.7	442	85.1
WN	H/		H/		4701	89.7	H/		H/		H/		H/		H/	
TOTAL	33631	82.3	10195	74.0	8594	87.2	9164	87.1	16929	89.0	8357	85.8	16297	89.1	25290	85.8

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

SEPTEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	406	86.2	637	70.0	484	87.4	323	84.8	517	77.2	1007	74.2	712	81.5	2571	80.4
AS	H/		60	81.7	H/		30	83.3	H/		H/		365	78.6	602	81.2
B6	H/		H/		695	85.5	330	96.4	H/		2989	84.0	270	81.9	H/	
CO	167	80.8	4166	74.5	329	80.9	25	80.0	6648	82.7	29	79.3	471	75.8	597	76.5
DH	148	87.2	214	72.4	H/		5019	88.5	H/		205	75.1	60	86.7	31	71.0
DL	175	76.6	488	74.2	765	82.9	280	82.1	240	68.3	1209	74.9	660	80.8	1134	79.1
EV	78	75.6	H/		H/		30	86.7	150	70.0	28	85.7	60	78.3	60	71.7
F9	60	91.7	H/		30	90.0	H/		88	88.6	H/		170	94.1	176	77.8
FL	H/		167	79.0	356	84.6	126	82.5	H/		H/		243	75.7	142	82.4
HA	H/		H/		H/		H/		H/		H/		58	84.5	88	93.2
HP	179	88.3	176	80.7	63	74.6	76	81.6	176	78.4	219	81.7	2949	86.0	611	86.6
MQ	138	79.0	301	63.8	H/		142	82.4	H/		643	72.6	H/		1703	88.0
NW	7945	81.6	402	60.4	146	67.8	192	74.5	306	75.8	90	68.9	440	57.0	506	55.7
OH	358	77.9	108	76.9	124	90.3	318	87.7	82	85.4	1548	73.4	H/		H/	
OO	5	60.0	H/		H/		H/		65	69.2	H/		170	91.2	4155	88.9
RU	164	64.6	4795	67.9	H/		391	67.3	7777	74.6	30	70.0	H/		H/	
TZ	H/		156	76.9	H/		H/		H/		H/		57	87.7	88	83.0
UA	228	82.5	466	74.5	125	86.4	1982	87.7	207	78.3	387	84.0	1109	80.3	2771	82.4
US	90	84.4	222	68.9	557	83.5	134	96.3	352	79.8	H/		267	77.2	290	67.2
WN	443	85.8	H/		1185	86.8	H/		H/		H/		5900	79.4	3504	79.1
TOTAL	10584	81.7	12358	71.1	4859	84.5	9398	86.9	16608	78.1	8384	78.2	13961	80.5	19029	82.2

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



SEPTEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																
	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1800	74.9	870	80.2	106	85.8	3096	77.5	429	78.6	120	81.7	6843	79.6	206	79.6
AS	H/		51	66.7	H/		H/		H/		479	82.7	120	85.0	1025	88.7
B6	210	82.4	375	85.6	H/		H/		H/		485	82.7	H/		30	53.3
CO	345	68.1	419	84.7	77	85.7	254	85.4	131	79.4	60	83.3	417	75.1	159	86.2
DH	H/		131	92.4	H/		H/		H/		H/		159	86.8	H/	
DL	1776	81.6	1129	87.8	30	86.7	269	75.1	265	73.6	60	75.0	406	79.8	360	81.4
EV	H/		H/		60	73.3	H/		118	77.1	H/		H/		H/	
F9	60	76.7	52	82.7	109	93.6	H/		90	86.7	H/		H/		117	93.2
FL	404	73.5	947	89.0	307	84.0	93	80.6	137	86.9	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		43	79.1
HP	H/		90	68.9	H/		60	80.0	193	78.2	207	81.2	267	82.0	210	87.1
MQ	1528	75.7	24	79.2	H/		555	79.8	57	71.9	H/		7058	81.1	H/	
NW	590	64.4	434	72.4	331	74.0	150	82.0	8276	78.1	H/		584	65.1	176	68.8
OH	1284	79.8	536	87.3	H/		150	82.0	193	82.9	H/		283	76.0	H/	
OO	H/		H/		H/		H/		30	76.7	292	87.7	2534	80.9	632	91.9
RU	111	69.4	40	90.0	118	84.7	28	96.4	277	75.8	H/		260	72.3	H/	
TZ	277	78.3	60	91.7	1232	88.5	H/		203	90.6	H/		H/		H/	
UA	638	77.1	509	84.3	97	83.5	180	77.8	475	80.0	291	83.5	8017	84.1	650	81.5
US	1340	80.7	689	89.0	H/		239	83.7	60	90.0	H/		526	78.9	H/	
WN	H/		2488	90.0	5515	88.7	H/		H/		3843	81.1	H/		1068	81.0
TOTAL	10363	77.0	8844	86.4	7982	87.6	5074	78.8	10934	78.5	5837	81.8	27474	81.0	4676	84.3

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

SEPTEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																		
	PHL		PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	556	82.2	379	79.9	119	85.7	620	76.8	523	80.9	1041	76.7	180	82.2	1673	87.1	534	81.8
AS	H/		259	83.4	H/		350	76.9	4077	79.5	360	78.9	H/		H/		H/	
B6	H/		30	70.0	H/		95	75.8	60	56.7	H/		60	76.7	H/		240	86.2
CO	184	69.0	299	79.6	47	85.1	259	79.2	378	75.4	378	77.2	89	76.4	H/		304	82.9
DH	H/		H/		207	93.2	30	83.3	30	86.7	64	76.6	H/		H/		64	89.1
DL	515	79.4	262	85.1	170	86.5	360	82.8	503	74.8	611	74.5	3205	83.9	175	84.0	711	85.8
EV	H/		120	86.7	120	78.3	30	70.0	H/		H/		1163	86.8	139	81.3	382	84.0
F9	60	96.7	176	96.6	H/		149	92.6	119	92.4	143	89.5	109	92.7	88	90.9	30	96.7
FL	547	84.5	H/		171	82.5	H/		H/		60	88.3	H/		H/		408	81.4
HA	H/		30	96.7	H/		35	91.4	59	71.2	30	96.7	H/		H/		H/	
HP	145	88.3	5489	89.6	60	85.0	355	88.2	300	93.0	355	76.9	115	84.3	85	88.2	89	84.3
MQ	H/		H/		150	86.0	896	86.6	H/		154	77.9	H/		123	78.9	H/	
NW	379	61.5	299	51.2	134	75.4	150	42.0	390	66.9	296	52.4	149	59.1	254	73.6	241	66.8
OH	149	84.6	H/		228	84.2	H/		H/		H/		H/		317	89.3	90	93.3
OO	H/		309	87.1	H/		762	87.1	497	93.6	3227	79.1	7214	89.9	41	87.8	H/	
RU	171	72.5	64	78.1	287	70.0	H/		H/		H/		52	67.3	408	75.0	9	88.9
TZ	H/		112	85.7	H/		H/		H/		126	84.9	H/		H/		H/	
UA	526	82.9	564	79.8	179	83.8	674	78.6	959	83.8	3660	81.2	238	79.0	90	90.0	358	86.9
US	5194	84.9	229	84.7	1971	90.3	120	82.5	145	78.6	260	70.4	H/		88	93.2	580	89.5
WN	1461	84.8	5590	83.5	319	91.8	2566	82.5	1107	86.2	H/		1146	81.1	1784	85.8	1893	87.6
TOTAL	9887	83.0	14211	85.1	4162	86.8	7451	81.8	9147	81.1	10765	78.5	13720	86.6	5265	85.0	5933	85.3

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

SEPTEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																		
<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>EWB</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	91.2	90.9	88.8	94.9	94.7	100.0	85.0	90.9	J/	89.0	81.7	94.7	84.8	88.8	87.7	94.2	97.0	70.2
700 - 759 AM	95.2	93.1	95.4	93.4	92.5	93.6	91.3	91.1	89.2	91.3	76.2	88.2	77.9	86.6	95.8	93.9	93.1	92.8
800 - 859 AM	92.2	87.3	97.3	91.8	93.8	91.0	92.0	92.6	87.5	93.2	88.4	91.5	82.9	84.4	88.8	89.8	88.6	95.3
900 - 959 AM	91.5	86.0	95.4	90.7	90.8	94.0	91.1	88.4	86.7	86.8	91.7	95.0	79.2	93.2	87.5	88.8	88.5	94.5
1000 - 1059 AM	91.3	87.0	93.4	87.0	90.3	91.2	89.6	91.4	87.5	91.4	92.3	84.4	84.0	85.3	86.3	83.5	85.8	92.2
1100 - 1159 AM	88.1	88.7	93.5	91.4	92.9	86.9	93.6	90.9	85.8	86.8	90.1	84.5	76.9	92.5	86.2	81.1	86.6	88.4
1200 - 1259 PM	86.6	84.0	89.0	94.4	94.8	90.9	90.3	90.5	84.0	85.0	84.7	81.4	82.7	89.4	81.3	87.9	81.0	86.4
100 - 159 PM	85.2	77.6	89.6	90.9	89.6	89.0	90.7	90.2	78.6	83.4	86.2	91.4	79.1	86.9	84.0	80.9	79.0	91.5
200 - 259 PM	85.8	80.0	88.1	89.4	92.8	86.2	89.5	89.8	84.2	73.5	85.6	94.5	78.4	80.8	84.0	86.2	76.6	85.3
300 - 359 PM	81.7	72.3	90.5	85.2	89.7	87.4	88.4	85.1	84.3	68.8	87.2	84.0	77.1	77.0	80.6	81.8	76.4	86.9
400 - 459 PM	77.2	67.3	84.7	87.2	89.3	89.2	86.3	84.3	79.7	58.2	81.9	82.7	74.3	64.4	72.1	83.7	75.4	87.8
500 - 559 PM	71.5	62.5	86.9	80.5	87.5	83.4	89.8	79.8	81.0	60.5	84.9	87.3	70.4	71.2	70.8	80.1	71.5	83.1
600 - 659 PM	75.6	63.0	83.3	83.6	87.0	81.6	88.8	80.3	77.9	57.5	83.8	86.9	71.9	66.5	71.7	76.8	66.1	81.8
700 - 759 PM	72.4	61.7	79.4	80.4	85.0	76.0	83.5	77.6	75.0	46.5	83.5	84.7	76.8	72.9	77.1	75.6	69.8	82.4
800 - 859 PM	71.2	59.7	80.3	80.6	82.9	77.7	86.4	76.7	72.5	51.6	81.2	85.7	72.0	74.6	72.1	76.1	65.5	83.4
900 - 959 PM	75.0	62.9	82.9	64.5	81.9	80.8	84.8	81.2	73.4	58.2	73.9	76.3	79.2	72.7	75.7	79.8	70.9	83.9
1000 - 1059 PM	83.1	66.9	84.9	80.6	81.0	79.0	82.3	79.9	74.3	71.2	72.2	76.4	77.7	79.2	75.9	68.8	65.1	79.1
1100 - 559 AM	88.3	76.7	81.7	83.3	87.6	76.8	90.0	84.9	83.3	84.8	79.8	85.0	83.8	84.1	78.2	79.8	76.3	84.2
TOTAL, ALL ARRIVALS, BY AIRPORT	82.3	74.0	87.2	87.1	89.0	85.8	89.1	85.8	81.7	71.1	84.5	86.9	78.1	78.2	80.5	82.2	77.0	86.4

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

SEPTEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																
<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	96.3	73.3	87.1	J/	91.3	100.0	89.9	95.1	91.4	76.7	95.2	95.9	J/	J/	86.2	90.2
700 - 759 AM	94.8	93.3	86.5	94.9	87.2	97.1	94.9	94.1	93.8	86.1	98.7	95.1	92.1	87.4	89.1	91.5
800 - 859 AM	92.4	87.7	84.0	97.5	86.1	94.5	91.8	92.7	87.8	90.5	93.9	93.1	94.4	90.3	94.3	90.1
900 - 959 AM	92.2	86.8	83.2	91.9	84.5	96.9	85.5	87.7	85.4	88.8	91.2	78.5	92.6	89.0	94.6	88.8
1000 - 1059 AM	89.8	85.1	76.8	90.6	86.4	92.1	84.1	88.8	92.7	85.4	86.6	72.7	86.9	93.7	94.9	87.6
1100 - 1159 AM	96.7	85.4	83.3	87.5	86.8	87.5	85.5	86.7	85.0	86.3	85.8	69.9	87.3	81.2	91.1	86.9
1200 - 1259 PM	90.2	81.9	85.8	84.0	86.6	86.4	86.2	87.7	92.3	82.6	86.3	80.4	90.7	89.2	90.9	86.9
100 - 159 PM	93.5	83.9	80.3	85.1	86.3	86.8	80.8	88.1	92.7	79.9	86.2	77.7	87.2	89.5	89.2	85.7
200 - 259 PM	88.0	78.5	83.5	79.4	83.7	82.2	86.6	86.5	92.0	85.9	82.2	81.9	88.9	88.7	83.0	85.3
300 - 359 PM	86.3	79.9	77.5	84.1	81.6	88.4	81.4	83.0	88.1	82.7	86.0	78.0	85.3	86.3	87.0	82.6
400 - 459 PM	85.5	67.1	71.8	78.9	79.4	81.1	82.9	79.6	89.0	86.1	82.1	71.7	82.7	88.0	81.9	78.9
500 - 559 PM	82.0	73.3	75.7	70.7	76.1	78.9	79.5	83.1	82.9	77.0	79.1	76.3	85.3	83.9	83.2	78.1
600 - 659 PM	84.0	84.8	80.3	78.3	71.4	80.6	79.5	80.7	87.8	80.0	77.6	76.0	83.6	79.9	83.6	77.7
700 - 759 PM	83.3	76.7	70.9	78.1	70.5	77.8	77.4	77.5	77.5	75.0	72.4	78.1	80.8	78.2	77.5	75.7
800 - 859 PM	78.7	83.3	73.3	77.2	67.8	78.3	75.3	80.6	79.9	81.7	71.7	84.2	83.6	71.8	79.7	75.2
900 - 959 PM	84.2	66.1	74.5	70.2	70.0	80.1	80.7	79.6	86.3	71.2	73.2	76.2	84.8	78.1	72.7	76.2
1000 - 1059 PM	82.9	66.2	67.5	71.8	80.4	76.8	77.9	74.6	83.9	74.8	75.8	74.3	83.8	86.1	78.7	76.7
1100 - 559 AM	87.2	79.5	75.1	80.0	89.0	81.7	87.4	85.0	85.6	82.4	75.8	76.9	83.3	83.8	82.0	82.7
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>87.6</b>	<b>78.8</b>	<b>78.5</b>	<b>81.8</b>	<b>81.0</b>	<b>84.3</b>	<b>83.0</b>	<b>85.1</b>	<b>86.8</b>	<b>81.8</b>	<b>81.1</b>	<b>78.5</b>	<b>86.6</b>	<b>85.0</b>	<b>85.3</b>	<b>82.7</b>

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

SEPTEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	88.4	94.5	95.2	95.7	97.2	96.9	96.4	92.9	94.9	95.6	96.6	93.3	83.6	94.2	96.8	94.9	94.9	95.4
700 - 759 AM	84.4	92.5	94.4	94.4	94.1	94.9	96.9	92.2	90.7	95.3	96.0	93.4	86.1	92.1	93.1	92.3	93.7	93.7
800 - 859 AM	89.0	92.6	93.3	94.3	94.2	92.8	93.1	91.4	88.0	92.4	94.5	92.0	83.8	94.3	90.9	92.5	92.8	96.5
900 - 959 AM	87.6	91.5	94.5	93.7	93.2	92.9	92.0	90.5	83.7	92.5	93.9	95.3	85.8	94.9	90.3	90.3	94.6	94.6
1000 - 1059 AM	86.3	86.1	91.7	84.6	88.8	93.6	89.5	90.7	83.1	89.6	92.0	92.5	79.0	96.9	81.6	83.2	92.9	92.6
1100 - 1159 AM	85.3	89.7	90.5	94.3	91.6	92.4	90.0	88.7	81.1	92.2	89.9	89.5	80.0	89.5	83.5	81.4	86.6	92.5
1200 - 1259 PM	85.5	86.0	83.8	92.6	91.4	89.4	91.9	87.2	79.6	90.0	87.6	90.4	81.5	93.1	83.8	82.1	89.0	89.4
100 - 159 PM	81.7	84.3	83.6	86.6	90.7	91.9	90.9	86.3	79.3	80.7	77.1	82.9	81.6	86.3	76.6	83.6	85.4	85.8
200 - 259 PM	82.7	78.8	83.2	86.3	90.1	89.8	89.4	84.8	81.7	84.6	85.0	91.5	80.1	82.9	76.5	80.2	84.3	81.9
300 - 359 PM	80.4	80.1	85.4	84.6	88.1	89.9	88.9	83.6	71.0	76.7	80.9	90.0	77.0	84.4	71.6	85.8	80.5	80.1
400 - 459 PM	75.8	74.3	82.3	86.1	88.0	83.4	86.5	79.9	76.8	68.2	82.0	79.9	77.4	82.6	74.2	80.0	83.4	81.9
500 - 559 PM	73.8	64.3	79.3	86.1	84.1	83.9	85.0	77.1	73.2	64.5	78.8	85.1	77.2	73.4	70.2	78.3	78.7	84.2
600 - 659 PM	73.1	66.9	77.8	71.8	87.7	85.1	85.0	78.2	67.5	65.0	84.9	88.1	73.4	75.5	67.4	81.9	79.0	82.0
700 - 759 PM	76.5	67.5	79.5	87.8	88.7	81.3	86.0	78.3	72.6	63.4	84.8	86.0	78.6	76.1	68.2	80.0	76.2	83.8
800 - 859 PM	75.2	75.8	72.1	71.4	87.5	84.5	86.2	77.1	64.0	62.6	82.2	84.4	81.4	78.8	76.7	81.7	75.1	85.0
900 - 959 PM	73.5	62.8	74.5	88.1	87.9	90.5	88.1	75.7	72.3	57.1	72.2	89.2	85.9	78.4	62.8	84.0	75.1	87.8
1000 - 1059 PM	81.4	76.9	82.9	J/	85.2	80.0	100.0	85.4	74.2	J/	J/	96.8	83.9	84.7	82.3	90.2	J/	69.6
1100 - 559 AM	94.1	95.2	100.0	J/	88.5	J/	88.5	94.9	J/	93.3	100.0	J/	75.0	85.8	86.5	86.7	J/	96.6
TOTAL, ALL DEPARTURES, BY AIRPORT	81.1	81.9	85.9	89.0	89.9	89.9	89.3	84.8	78.2	80.7	86.8	89.3	80.6	85.4	80.3	85.3	85.8	87.9

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

SEPTEMBER 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																
<u>SCHEDULED DEPARTURE 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	95.4	89.7	89.6	95.6	91.4	97.4	95.1	95.7	94.7	96.4	93.4	94.2	95.1	91.4	94.6	94.3
700 - 759 AM	94.5	88.0	86.6	92.2	88.3	93.8	91.7	92.2	97.5	95.2	91.7	91.8	94.1	92.3	96.1	91.8
800 - 859 AM	91.4	89.7	89.5	92.1	88.6	91.9	92.8	89.2	92.3	88.9	88.3	94.9	93.0	91.1	92.4	91.5
900 - 959 AM	87.7	87.9	79.4	87.6	87.0	94.7	87.6	85.1	93.0	90.1	86.6	90.4	90.6	89.5	93.9	89.6
1000 - 1059 AM	88.0	83.3	80.3	84.7	86.4	97.2	89.0	86.4	88.9	91.0	88.1	79.1	89.8	91.5	95.3	87.4
1100 - 1159 AM	89.2	82.2	78.6	78.6	86.4	87.1	86.1	88.1	89.4	86.8	84.6	78.6	92.1	89.9	89.1	87.0
1200 - 1259 PM	85.9	80.7	78.9	82.8	85.9	87.8	85.3	81.9	86.8	87.4	83.4	80.1	87.0	88.8	93.6	86.2
100 - 159 PM	82.7	80.0	79.3	75.0	82.7	87.5	86.8	87.9	90.8	81.0	81.3	84.0	88.3	87.7	88.7	83.7
200 - 259 PM	82.1	81.2	80.9	68.6	80.2	81.6	80.9	78.7	85.8	86.7	80.3	81.7	88.5	88.6	83.3	83.0
300 - 359 PM	77.2	73.4	74.6	73.6	79.1	85.4	77.7	77.1	88.0	76.1	77.6	82.6	86.1	82.5	85.0	81.3
400 - 459 PM	74.5	72.5	72.4	78.9	78.2	83.5	76.4	79.6	89.7	83.1	80.6	83.3	83.7	80.5	79.5	79.5
500 - 559 PM	74.5	71.1	69.0	66.9	74.1	82.2	75.6	75.2	88.3	82.7	82.8	80.6	81.2	80.6	81.4	76.9
600 - 659 PM	71.0	74.5	76.1	71.8	73.1	82.9	76.5	78.1	83.6	81.0	79.1	87.7	89.4	79.1	84.5	77.7
700 - 759 PM	75.7	84.1	76.2	71.5	72.9	80.2	76.6	82.4	76.2	77.5	68.4	86.8	83.9	82.6	79.5	78.0
800 - 859 PM	68.3	77.5	100.0	71.6	69.4	80.8	74.5	74.1	80.0	75.9	68.9	86.4	87.1	71.7	90.5	77.6
900 - 959 PM	77.1	74.3	76.1	73.0	70.1	91.4	78.9	88.9	71.4	87.1	80.4	86.0	84.7	77.5	70.2	80.3
1000 - 1059 PM	100.0	J/	81.8	90.0	74.7	95.5	84.1	96.2	J/	93.2	88.4	93.6	93.5	70.0	70.0	86.0
1100 - 559 AM	98.3	100.0	90.3	J/	61.8	87.3	84.7	95.1	97.7	100.0	77.6	91.5	94.9	95.0	91.5	88.4
TOTAL, ALL DEPARTURES, BY AIRPORT	82.6	80.2	78.5	80.5	80.7	88.8	83.3	84.3	89.4	86.7	83.4	86.4	88.8	86.2	88.2	84.3

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

SEPTEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

<u>CARRIER</u>	<u>FLIGHT NUMBER</u>	<u>ORIGIN-DESTIN. AIRPORTS</u>	<u>SCHEDULED DEPARTURE TIME</u>	<u>NUMBER OF OPERATIONS REPORTED</u>	<u>PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/</u>	<u>NUMBER OF MIN LATE AVERAGE      MEDIAN</u>
NW	1477	DTW-MSY	926	30	100.00	44      39
WN	121	MCO-LAS	700	18	94.44	26      23
WN	3404	LAS-OAK	1625	17	94.12	36      32
WN	866	LAX-LAS	2055	15	93.33	55      60
CO	1190	EWB-BOS	1730	21	90.48	67      43
RU	2653	LCH-IAH	1700	25	88.00	31      29
DL	1584	ATL-MSY	1752	24	87.50	17      9
WN	493	ELP-HOU	1625	15	86.67	32      34
DL	1023	MSY-ATL	1930	25	84.00	-3      -20
DL	473	JFK-DCA	1746	30	83.33	49      42
RU	3275	BGR-EWR	1455	29	82.76	52      41
RU	1212	IAD-EWR	1750	27	81.48	40      33
CO	1199	BOS-EWR	1830	21	80.95	55      35
AA	2111	JFK-MIA	1915	30	80.00	55      42
AA	185	JFK-LAX	1900	30	80.00	42      35
OH	5797	JFK-DTW	1810	30	80.00	41      35
AA	936	MIA-BOS	2002	30	80.00	33      31
WN	493	LAX-ELP	1310	15	80.00	24      20

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

SEPTEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
NORTHWEST	1,310	16	1.2
EXPRESSJET	1,179	11	0.9
CONTINENTAL	802	4	0.5
SOUTHWEST	2,911	10	0.3
INDEPENDENCE AIR	338	1	0.3
DELTA	1,703	5	0.3
COMAIR	1,091	3	0.3
AMERICAN	1,820	5	0.3
ALASKA	428	1	0.2
ATLANTIC SOUTHEAST	868	2	0.2
SKYWEST	1,457	1	0.1
AMERICAN EAGLE	1,524	0	0.0
UNITED	1,343	0	0.0
US AIRWAYS	1,109	0	0.0
AMERICA WEST	552	0	0.0
AIRTRAN	515	0	0.0
JETBLUE	282	0	0.0
FRONTIER	226	0	0.0
HAWAIIAN	134	0	0.0
ATA	115	0	0.0
<b>TOTAL</b>	<b>19,707</b>	<b>59</b>	<b>0.3</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.



SEPTEMBER 2005

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	75.2	87.9	206	206
ADAK ISLAND AK (ADK)	77.8	33.3	9	9
AGUADILLA PR (BQN)	81.5	98.2	54	55
AKRON/CANTON OH (CAK)	85.6	87.8	871	872
ALBANY GA (ABY)	81.0	86.2	116	116
ALBANY NY (ALB)	85.1	88.7	1,526	1,526
ALBUQUERQUE NM (ABQ)	84.1	87.1	3,206	3,206
ALEXANDRIA LA (AEX)	78.2	80.1	216	216
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	85.9	92.8	354	334
AMARILLO TX (AMA)	79.7	88.0	690	690
ANCHORAGE AK (ANC)	67.1	77.4	1,758	1,762
APPLETON WI (ATW)	85.7	90.9	175	175
ASHEVILLE NC (AVL)	76.4	74.0	377	377
ASHLAND WV (HTS)	91.1	86.7	90	90
ATLANTA GA (ATL)	82.3	81.1	33,631	33,853
ATLANTIC CITY NJ (ACY)	93.3	91.1	90	90
AUGUSTA GA (AGS)	73.2	74.5	190	196
AUSTIN TX (AUS)	87.1	89.1	3,470	3,472
BAKERSFIELD CA (BFL)	78.6	85.1	355	355
BALTIMORE MD (BWI)	87.2	85.9	8,594	8,590
BANGOR ME (BGR)	78.5	84.6	488	488
BARROW AK (BRW)	75.9	64.8	54	54
BATON ROUGE LA (BTR)	68.8	65.1	869	868
BEAUMONT/PORT ARTHUR TX (BPT)	66.7	73.3	30	30
BEND/REDMOND OR (RDM)	91.8	92.2	268	268
BETHEL AK (BET)	78.7	72.3	94	94
BILLINGS MT (BIL)	83.4	91.7	445	447
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	89.5	96.5	86	86
BIRMINGHAM AL (BHM)	83.8	87.7	1,645	1,648
BISMARCK/MANDAN ND (BIS)	81.8	90.4	198	198
BLOOMINGTON IL (BMI)	77.8	80.0	180	180
BOISE ID (BOI)	85.1	90.0	1,379	1,379
BOSTON MA (BOS)	74.0	81.9	10,195	10,191
BOZEMAN MT (BZN)	85.6	93.5	417	415
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	84.0	85.8	318	317
BROWNSVILLE TX (BRO)	77.2	82.2	136	135
BRUNSWICK GA (BQK)	74.4	88.9	117	90
BUFFALO NY (BUF)	84.2	88.6	2,253	2,253
BURBANK CA (BUR)	81.0	83.3	2,484	2,484
BURLINGTON VT (BTV)	84.8	87.0	803	805
BUTTE MT (BTM)	90.2	91.3	112	115
CARLSBAD CA (CLD)	88.8	87.8	170	172
CASPER WY (CPR)	85.6	86.5	313	312

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR CITY UT (CDC)	83.7	86.7	92	90
CEDAR RAPIDS/IOWA CITY IA (CID)	83.7	88.8	661	663
CHAMPAIGN/URBANA IL (CMI)	83.9	87.3	316	316
CHARLESTON SC (CHS)	82.3	87.2	1,267	1,268
CHARLESTON/DUNBAR WV (CRW)	83.1	88.8	367	366
CHARLOTTE AMALIE VI (STT)	87.9	92.4	132	132
CHARLOTTE NC (CLT)	87.1	89.0	9,164	9,157
CHARLOTTESVILLE VA (CHO)	90.6	93.6	202	202
CHATTANOOGA TN (CHA)	80.9	86.8	372	372
CHICAGO IL (MDW)	87.6	82.6	7,982	7,980
CHICAGO IL (ORD)	81.0	80.7	27,474	27,471
CHICO CA (CIC)	84.9	87.2	86	86
CHRISTIANSTED VI (STX)	88.5	84.6	26	26
CLEVELAND OH (CLE)	85.4	88.8	7,237	7,238
CODY WY (COD)	82.9	82.2	117	118
COLLEGE STATION/BRYAN TX (CLL)	82.6	85.0	235	234
COLORADO SPRINGS CO (COS)	84.2	89.6	1,238	1,236
COLUMBIA SC (CAE)	80.4	83.0	849	848
COLUMBUS GA (CSG)	70.0	80.0	120	120
COLUMBUS MS (GTR)	78.3	85.2	115	115
COLUMBUS OH (CMH)	81.1	84.9	3,043	3,035
CORDOVA AK (CDV)	73.3	68.3	60	60
CORPUS CHRISTI TX (CRP)	80.6	83.7	798	798
COVINGTON KY (CVG)	89.0	89.9	16,929	16,964
CRESCENT CITY CA (CEC)	81.9	74.1	83	85
DALLAS TX (DAL)	82.6	81.8	3,301	3,303
DALLAS/FT.WORTH TX (DFW)	85.8	84.8	25,290	25,274
DAYTON OH (DAY)	83.6	88.8	1,127	1,129
DAYTONA BEACH FL (DAB)	85.8	87.9	254	256
DEADHORSE AK (SCC)	77.8	77.8	27	27
DENVER CO (DEN)	89.1	89.3	16,297	16,257
DES MOINES IA (DSM)	83.4	88.6	925	923
DETROIT MI (DTW)	81.7	78.2	10,584	10,612
DILLINGHAM AK (DLG)	66.7	52.4	21	21
DOTHAN AL (DHN)	75.3	81.5	146	146
DUBUQUE IA (DBQ)	80.5	89.1	118	119
DULUTH MN (DLH)	75.9	90.4	83	83
DURANGO CO (DRO)	88.2	94.1	34	34
EAGLE CO (EGE)	68.8	88.9	16	18
EL CENTRO CA (IPL)	93.3	93.3	60	60
EL PASO TX (ELP)	84.2	89.1	1,825	1,826
ELKO NV (EKO)	86.1	88.6	166	166
ERIE PA (ERI)	87.2	91.9	86	86

SEPTEMBER 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.
EUGENE OR (EUG)	86.3	86.6	453	454
EUREKA/ARCATA CA (ACV)	82.0	78.2	339	348
EVANSVILLE IN (EVV)	82.8	85.1	489	495
FAIRBANKS AK (FAI)	72.3	80.4	451	453
FARGO ND (FAR)	82.5	90.0	331	330
FAYETTEVILLE AR (XNA)	81.9	84.7	1,135	1,134
FAYETTEVILLE NC (FAY)	77.5	85.0	120	120
FLINT MI (FNT)	83.5	86.4	546	546
FLORENCE SC (FLO)	81.7	82.0	60	61
FORT LAUDERDALE FL (FLL)	84.5	86.8	4,859	4,862
FORT SMITH AR (FSM)	81.3	85.8	176	176
FORT WAYNE IN (FWA)	85.0	88.2	474	475
FRESNO CA (FAT)	87.9	90.7	1,109	1,108
FT. MYERS FL (RSW)	86.9	89.1	1,338	1,339
GAINESVILLE FL (GNV)	76.1	81.6	205	206
GRAND FORKS ND (GFK)	72.8	91.4	81	81
GRAND JUNCTION CO (GJT)	81.8	83.1	358	356
GRAND RAPIDS MI (GRR)	79.5	87.1	1,320	1,322
GREAT FALLS MT (GTF)	87.4	90.1	413	413
GREEN BAY/CLINTONVILLE WI (GRB)	82.3	89.9	543	542
GREENSBORO/HIGH POINT NC (GSO)	82.3	86.3	1,448	1,448
GREENVILLE/SPARTANBURG SC (GSP)	81.8	88.8	1,063	1,064
GULFPORT/BILOXI MS (GPT)	42.8	45.0	243	242
HARLINGEN/SAN BENITO TX (HRL)	80.5	84.7	478	478
HARRISBURG PA (MDT)	85.5	89.2	622	613
HARTFORD CT (BDL)	85.2	91.1	2,977	2,980
HELENA MT (HLN)	89.7	92.6	204	202
HICKORY NC (HKY)	94.4	94.4	90	90
HILO HI (ITO)	99.6	99.2	236	236
HONOLULU HI (HNL)	88.0	95.6	3,011	3,012
HOUSTON TX (HOU)	76.9	74.9	4,647	4,631
HOUSTON TX (IAH)	78.1	80.6	16,608	16,606
HUNTSVILLE AL (HSV)	83.7	86.0	967	968
IDAHO FALLS ID (IDA)	90.0	95.5	271	266
INDIANAPOLIS IN (IND)	83.7	88.1	3,512	3,514
INDIO/PALM SPRINGS CA (PSP)	78.6	84.7	716	717
INYOKERN CA (IYK)	91.7	90.5	84	84
ISLIP NY (ISP)	90.2	89.8	1,111	1,111
JACKSON WY (JAC)	78.6	81.0	346	353
JACKSON/VICKSBURG MS (JAN)	80.2	79.4	899	905
JACKSONVILLE FL (JAX)	85.0	87.3	2,559	2,559
JUNEAU AK (JNU)	73.4	74.3	380	381
KAHULUI HI (OGG)	89.9	95.7	1,086	1,086

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
KALAMAZOO MI (AZO)	84.6	86.8	363	365
KALISPELL MT (FCA)	85.7	94.3	300	300
KANSAS CITY MO (MCI)	83.0	86.8	4,613	4,609
KETCHIKAN AK (KTN)	74.9	74.0	199	200
KEY WEST FL (EYW)	62.0	54.2	108	83
KILLEEN TX (GRK)	77.7	85.3	430	430
KING SALMON AK (AKN)	72.7	72.7	33	33
KINSTON NC (ISO)	84.7	82.4	85	85
KNOXVILLE TN (TYS)	85.1	90.7	1,135	1,134
KODIAK AK (ADQ)	80.0	63.3	60	60
KONA HI (KOA)	93.9	96.1	545	545
KOTZEBUE AK (OTZ)	60.0	40.0	90	90
LA CROSSE WI (LSE)	77.4	86.3	146	146
LAFAYETTE LA (LFT)	70.4	70.9	331	330
LAKE CHARLES LA (LCH)	53.8	50.4	119	119
LANSING MI (LAN)	79.9	87.9	333	331
LAREDO TX (LRD)	82.2	88.5	242	243
LAS VEGAS NV (LAS)	80.5	80.3	13,961	13,967
LAWTON/FORT SILL OK (LAW)	77.2	83.3	180	180
LEWISBURG WV (LWB)	90.0	90.0	30	30
LEWISTON ID (LWS)	88.3	95.0	60	60
LEXINGTON KY (LEX)	85.3	90.4	876	878
LIHUE HI (LIH)	93.9	97.5	607	607
LINCOLN NE (LNK)	88.8	88.8	170	170
LITTLE ROCK AR (LIT)	82.0	85.5	1,557	1,559
LONG BEACH CA (LGB)	85.3	91.8	920	920
LONGVIEW/KILGOR/GLADWATER TX (GGG)	84.3	92.2	89	90
LOS ANGELES CA (LAX)	82.2	85.3	19,029	19,030
LOUISVILLE KY (SDF)	81.8	86.4	2,020	2,021
LUBBOCK TX (LBB)	80.7	87.9	792	792
LYNCHBURG VA (LYH)	82.2	86.7	90	90
MACON GA (MCN)	76.9	80.0	91	90
MADISON WI (MSN)	80.4	89.1	808	808
MANCHESTER NH (MHT)	85.5	88.8	1,978	1,977
MARQUETTE MI (MQT)	67.9	90.4	81	83
MEDFORD OR (MFR)	85.8	88.7	445	444
MELBOURNE FL (MLB)	77.0	86.5	304	304
MEMPHIS TN (MEM)	82.8	82.8	3,881	3,877
MERIDIAN MS (MEI)	84.5	85.3	116	116
MIAMI FL (MIA)	78.8	80.2	5,074	5,075
MIDLAND/ODESSA TX (MAF)	82.4	87.2	666	666
MILWAUKEE WI (MKE)	81.9	88.1	1,713	1,710
MINNEAPOLIS/ST. PAUL MN (MSP)	78.5	78.5	10,934	10,938

SEPTEMBER 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.
MINOT ND (MOT)	68.5	88.8	89	89
MISSION/MCALLEN/EDINBURG TX (MFE)	81.3	89.0	289	290
MISSOULA MT (MSO)	84.7	93.8	391	390
MOBILE AL (MOB)	66.0	69.1	344	317
MODESTO CA (MOD)	85.8	78.8	113	113
MOLINE IL (MLI)	84.4	88.7	416	417
MONROE LA (MLU)	69.7	83.2	119	119
MONTEREY CA (MRY)	85.8	87.5	621	623
MONTGOMERY AL (MGM)	80.1	80.1	292	292
MONTROSE/DELTA CO (MTJ)	90.1	92.2	192	193
MYRTLE BEACH SC (MYR)	82.4	85.7	552	533
NANTUCKET MA (ACK)	57.1	80.0	14	15
NAPLES FL (APF)	88.9	83.3	90	90
NASHVILLE TN (BNA)	85.3	86.1	4,837	4,842
NEW HAVEN CT (HVN)	93.0	90.7	86	86
NEW ORLEANS LA (MSY)	15.9	17.3	1,069	1,036
NEW YORK NY (JFK)	78.2	85.4	8,384	8,379
NEW YORK NY (LGA)	77.0	85.8	10,363	10,344
NEWARK NJ (EWR)	71.1	80.7	12,358	12,364
NEWBURGH/POUGHKEEPSIE NY (SWF)	87.1	91.0	178	178
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	80.8	83.3	521	521
NOME AK (OME)	50.0	48.9	90	90
NORFOLK VA (ORF)	81.0	85.3	1,814	1,823
OAKLAND CA (OAK)	81.8	80.5	5,837	5,839
OGDEN UT (OGD)	0.0	0.0	3	1
OKLAHOMA CITY OK (OKC)	83.7	86.5	1,671	1,659
OMAHA NE (OMA)	83.9	88.2	1,914	1,938
ONTARIO/SAN BERNARDINO CA (ONT)	79.0	84.6	2,989	2,989
ORLANDO FL (MCO)	86.4	87.9	8,844	8,845
OXNARD/VENTURA CA (OXR)	84.8	92.8	138	138
PANAMA CITY FL (PFN)	73.8	77.8	248	221
PASCO/KENNEWICK/RICHLAND WA (PSC)	93.6	96.6	296	296
PENSACOLA FL (PNS)	78.5	82.0	956	957
PEORIA IL (PIA)	81.4	87.6	370	371
PETERSBURG AK (PSG)	55.0	58.3	60	60
PHILADELPHIA PA (PHL)	83.0	83.3	9,887	9,892
PHOENIX AZ (PHX)	85.1	84.3	14,211	14,208
PITTSBURGH PA (PIT)	86.8	89.4	4,162	4,157
POCATELLO ID (PIH)	91.3	95.6	183	180
PONCE PR (PSE)	96.7	96.7	30	30
PORTLAND ME (PWM)	81.0	82.1	852	838
PORTLAND OR (PDX)	84.3	88.8	4,676	4,673
PROVIDENCE RI (PVD)	86.7	88.2	2,527	2,527

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RALEIGH/DURHAM NC (RDU)	81.8	86.7	5,128	5,130
RAPID CITY SD (RAP)	88.7	92.1	379	379
REDDING CA (RDD)	85.5	84.7	152	150
RENO NV (RNO)	80.3	83.8	2,215	2,213
RICHMOND VA (RIC)	84.4	86.8	1,688	1,688
ROANOKE VA (ROA)	81.4	79.2	199	149
ROCHESTER MN (RST)	79.5	85.4	205	205
ROCHESTER NY (ROC)	82.8	88.9	1,525	1,527
SACRAMENTO CA (SMF)	80.9	83.3	4,231	4,229
SAGINAW/BAY CITY/MIDLAND MI (MBS)	74.0	90.0	169	170
SALT LAKE CITY UT (SLC)	86.6	88.8	13,720	13,719
SAN ANGELO TX (SJT)	85.8	93.2	148	148
SAN ANTONIO TX (SAT)	85.3	88.6	3,305	3,299
SAN DIEGO CA (SAN)	81.8	86.7	7,451	7,446
SAN FRANCISCO CA (SFO)	78.5	86.4	10,765	10,785
SAN JOSE CA (SJC)	83.3	86.2	5,078	5,079
SAN JUAN PR (SJU)	79.2	88.3	1,669	1,669
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	87.0	87.4	477	475
SANTA ANA CA (SNA)	84.6	87.4	4,009	4,009
SANTA BARBARA CA (SBA)	89.0	90.2	1,025	1,023
SANTA MARIA CA (SMX)	93.7	92.6	174	175
SARASOTA/BRADENTON FL (SRQ)	87.6	90.5	421	419
SAVANNAH GA (SAV)	80.8	86.4	1,235	1,236
SCRANTON/WILKES-BARRE PA (AVP)	87.5	85.8	176	148
SEATTLE WA (SEA)	81.1	83.4	9,147	9,144
SHREVEPORT LA (SHV)	80.1	80.7	679	662
SIOUX FALLS SD (FSD)	87.0	91.3	392	393
SITKA AK (SIT)	81.8	85.5	110	110
SOUTH BEND IN (SBN)	88.5	94.1	287	286
SPOKANE WA (GEG)	82.0	88.9	1,147	1,149
SPRINGFIELD MO (SGF)	83.9	89.0	737	736
ST. GEORGE UT (SGU)	84.1	88.9	226	226
ST. LOUIS MO (STL)	85.0	86.2	5,265	5,279
STATE COLLEGE PA (SCE)	98.9	96.7	90	90
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	84.6	96.2	26	26
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	85.0	84.8	327	330
SYRACUSE NY (SYR)	83.4	89.6	1,166	1,169
TALLAHASSEE FL (TLH)	80.9	85.7	413	414
TAMPA FL (TPA)	85.3	88.2	5,933	5,936
TEXARKANA AR (TXK)	82.2	87.8	90	90
TOLEDO OH (TOL)	91.7	92.6	397	405
TRAVERSE CITY MI (TVC)	84.9	83.2	192	191
TUCSON AZ (TUS)	83.3	87.1	1,557	1,556

SEPTEMBER 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.
TULSA OK (TUL)	82.2	84.7	1,976	1,982
TUPELO MS (TUP)	92.2	90.0	90	90
TWIN FALLS ID (TWF)	87.0	87.3	185	181
TYLER TX (TYR)	79.0	86.3	233	234
VALDOSTA GA (VLD)	78.9	88.9	90	90
VALPARAISO FL (VPS)	78.5	87.9	620	620
WACO TX (ACT)	87.8	93.7	205	205
WASHINGTON DC (DCA)	85.8	89.9	8,357	8,349
WASHINGTON DC (IAD)	86.9	89.3	9,398	9,391
WEST PALM BEACH/PALM BEACH FL (PBI)	86.2	90.0	1,785	1,786
WEST YELLOWSTONE MT (WYS)	79.4	79.4	68	68
WHITE PLAINS NY (HPN)	88.8	90.3	516	516
WICHITA FALLS TX (SPS)	77.0	88.7	230	230
WICHITA KS (ICT)	82.7	85.9	788	788
WILMINGTON NC (ILM)	81.9	86.2	370	370
WRANGELL AK (WRG)	56.7	68.3	60	60
YAKUTAT AK (YAK)	73.3	78.3	60	60
YUMA AZ (YUM)	80.7	86.5	88	89
TULSA OK (TUL)	82.2	84.7	1,976	1,982

SEPTEMBER 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
EXPRESSJET	25	16,445	1,222	7.4	117	32,884	2,172	6.6
CONTINENTAL	30	18,472	765	4.1	71	22,803	1,008	4.4
DELTA	33	39,155	1,412	3.6	100	49,866	1,937	3.9
ATLANTIC SOUTHEAST	19	14,058	392	2.8	122	25,470	716	2.8
AMERICAN EAGLE	21	25,278	564	2.2	105	44,408	1,039	2.3
AMERICAN	32	43,232	597	1.4	84	53,453	806	1.5
US AIRWAYS	27	26,176	314	1.2	61	32,452	474	1.5
COMAIR	22	19,432	269	1.4	109	31,990	436	1.4
NORTHWEST	32	25,313	302	1.2	115	37,149	492	1.3
AMERICA WEST	29	13,682	168	1.2	52	16,211	202	1.2
SOUTHWEST	17	44,506	347	0.8	60	84,591	1,021	1.2
AIRTRAN	21	11,764	90	0.8	46	15,095	174	1.2
ALASKA	16	8,151	65	0.8	45	13,146	143	1.1
UNITED	33	34,143	297	0.9	79	39,412	391	1.0
ATA	13	2,842	24	0.8	18	3,296	30	0.9
SKYWEST	16	23,810	163	0.7	114	42,785	363	0.8
FRONTIER	23	5,492	32	0.6	39	6,568	42	0.6
JETBLUE	15	6,447	31	0.5	30	8,624	51	0.6
INDEPENDENCE AIR	16	6,837	18	0.3	45	10,093	30	0.3
HAWAIIAN	7	342		0.0	14	3,957	5	0.1
Total		385,577	7,072	1.8	Total	574,253	11,532	2.0

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

**SEPTEMBER 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	53453	43707	81.77%	806	1.51%	99	0.19%	2292	4.29%	461	0.86%	3794	7.10%	10	0.02%	2284	4.27%
AS	13146	10314	78.46%	143	1.09%	13	0.10%	1067	8.12%	10	0.08%	595	4.53%	30	0.23%	973	7.40%
B6	8624	7224	83.77%	51	0.59%	18	0.21%	194	2.25%	12	0.14%	770	8.92%	3	0.04%	352	4.08%
CO	22803	18131	79.51%	1008	4.42%	30	0.13%	684	3.00%	210	0.92%	2096	9.19%	16	0.07%	628	2.75%
DH	10093	8855	87.73%	30	0.30%	5	0.05%	195	1.93%	10	0.10%	608	6.03%	9	0.09%	381	3.77%
DL	49866	41260	82.74%	1937	3.88%	68	0.14%	1767	3.54%	32	0.06%	3380	6.78%	1	0.00%	1421	2.85%
EV	25470	20353	79.91%	716	2.81%	29	0.11%	2288	8.98%	300	1.18%	1053	4.13%	10	0.04%	721	2.83%
F9	6568	6028	91.78%	42	0.64%	0	0.00%	164	2.49%	10	0.16%	171	2.60%	2	0.04%	151	2.30%
FL	15095	12543	83.09%	174	1.15%	15	0.10%	533	3.53%	9	0.06%	960	6.36%	0	0.00%	860	5.70%
HA	3957	3812	96.34%	5	0.13%	0	0.00%	116	2.94%	3	0.08%	2	0.05%	0	0.01%	18	0.46%
HP	16211	14067	86.77%	202	1.25%	16	0.10%	756	4.66%	14	0.09%	651	4.02%	7	0.05%	497	3.07%
MQ	44408	35873	80.78%	1039	2.34%	51	0.11%	1974	4.45%	236	0.53%	2778	6.25%	3	0.01%	2454	5.53%
NW	37149	27792	74.81%	492	1.32%	138	0.37%	3618	9.74%	401	1.08%	3314	8.92%	18	0.05%	1376	3.70%
OH	31990	27873	87.13%	436	1.36%	25	0.08%	1470	4.60%	692	2.16%	1419	4.44%	4	0.01%	71	0.22%
OO	42785	37308	87.20%	363	0.85%	50	0.12%	3117	7.29%	198	0.46%	841	1.97%	28	0.07%	880	2.06%
RU	32884	24981	75.97%	2172	6.61%	44	0.13%	990	3.01%	220	0.67%	2822	8.58%	18	0.05%	1638	4.98%
TZ	3296	2829	85.83%	30	0.91%	2	0.06%	73	2.21%	1	0.03%	238	7.23%	1	0.03%	122	3.71%
UA	39412	32762	83.13%	391	0.99%	30	0.08%	1587	4.03%	94	0.24%	2713	6.88%	0	0.00%	1835	4.66%
US	32452	27999	86.28%	474	1.46%	16	0.05%	932	2.87%	61	0.19%	1817	5.60%	0	0.00%	1153	3.55%
WN	84591	70959	83.88%	1021	1.21%	167	0.20%	2998	3.54%	184	0.22%	2348	2.78%	42	0.05%	6873	8.12%
<b>TOTAL</b>	<b>574253</b>	<b>474670</b>		<b>11532</b>		<b>816</b>		<b>26816</b>		<b>3157</b>		<b>32369</b>		<b>203</b>		<b>24689</b>	
			<b>82.66%</b>		<b>2.01%</b>		<b>0.14%</b>		<b>4.67%</b>		<b>0.55%</b>		<b>5.64%</b>		<b>0.04%</b>		<b>4.30%</b>

**\*Causes of Delay:**

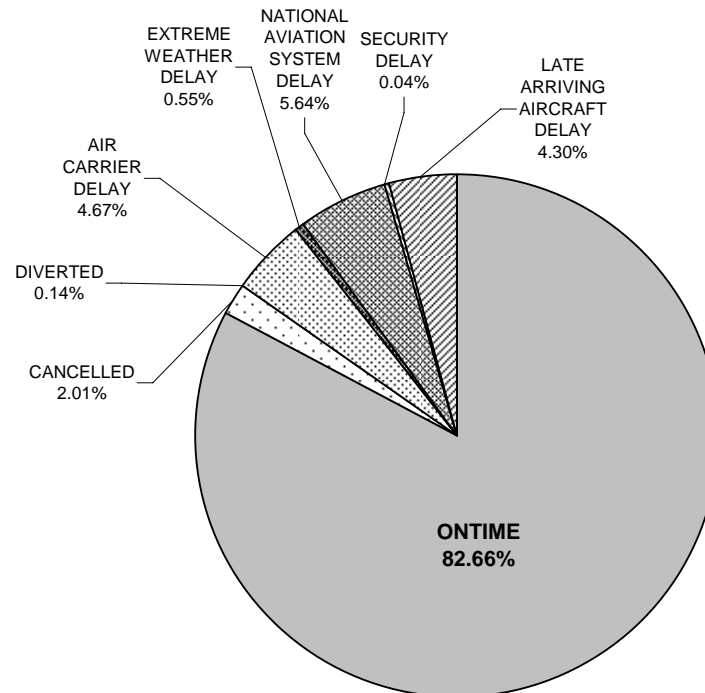
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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



**\*Causes of Delay:**

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

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

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

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

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



## **APPENDIX**

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

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

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

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

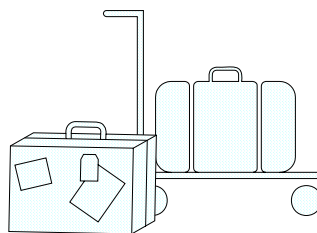
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Independence Air
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines
OO	SkyWest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

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

F9	Frontier Airlines
HA	Hawaiian Airlines

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	SEPTEMBER 2005			SEPTEMBER 2004		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,975	1,289,188	2.31	1,984	898,059	2.21
2	HAWAIIAN AIRLINES	1,236	473,588	2.61	1,033	423,446	2.44
3	INDEPENDENCE AIR	1,140	423,616	2.69	2,838	535,288	5.30
4	JETBLUE AIRWAYS	2,967	1,069,063	2.78	2,202	854,746	2.58
5	AMERICA WEST AIRLINES	5,152	1,704,191	3.02	5,425	1,676,163	3.24
6	UNITED AIRLINES	14,138	4,589,154	3.08	13,305	5,070,901	2.62
7	FRONTIER AIRLINES	2,270	649,009	3.50	*	*	*
8	ATA AIRLINES	1,407	391,661	3.59	2,001	689,782	2.90
9	CONTINENTAL AIRLINES	9,051	2,496,647	3.63	7,103	2,418,766	2.94
10	SOUTHWEST AIRLINES	25,832	7,123,890	3.63	16,853	6,266,194	2.69
11	NORTHWEST AIRLINES	14,137	3,638,392	3.89	13,146	3,560,272	3.69
12	ALASKA AIRLINES	5,586	1,248,664	4.47	3,563	1,206,399	2.95
13	AMERICAN AIRLINES	27,751	6,160,224	4.50	17,886	5,578,464	3.21
14	EXPRESSJET AIRLINES	5,736	1,138,277	5.04	4,002	1,003,134	3.99
15	DELTA AIR LINES	29,698	5,878,000	5.05	28,538	5,816,191	4.91
16	US AIRWAYS	14,104	2,664,343	5.29	11,092	2,740,871	4.05
17	SKYWEST AIRLINES	9,267	1,419,121	6.53	8,536	1,255,485	6.80
18	COMAIR	8,620	1,074,570	8.02	7,849	1,007,359	7.79
19	AMERICAN EAGLE AIRLINES	12,636	1,473,347	8.58	7,895	1,292,147	6.11
20	ATLANTIC SOUTHEAST AIRLINES	12,216	979,629	12.47	9,090	824,014	11.03
TOTALS		205,919	45,884,574	4.49	164,341	43,117,681	3.81

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2005			JANUARY - SEPTEMBER 2004		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	13,150	4,418,824	2.98	12,684	4,306,974	2.94
2	AIRTRAN AIRWAYS	43,762	12,521,002	3.50	29,678	10,020,403	2.96
3	INDEPENDENCE AIR	16,627	4,427,684	3.76	69,065	5,522,513	12.51
4	ATA AIRLINES	16,805	4,217,383	3.98	29,640	7,770,803	3.81
5	SOUTHWEST AIRLINES	273,007	67,543,689	4.04	200,386	62,588,798	3.20
6	JETBLUE AIRWAYS	44,633	10,973,080	4.07	26,738	8,786,492	3.04
7	CONTINENTAL AIRLINES	105,382	25,890,695	4.07	84,237	25,122,174	3.35
8	AMERICA WEST AIRLINES	66,497	16,334,186	4.07	58,992	15,632,196	3.77
9	UNITED AIRLINES	187,686	43,752,347	4.29	183,306	48,104,148	3.81
10	NORTHWEST AIRLINES	174,936	37,066,106	4.72	142,639	35,608,037	4.01
11	ALASKA AIRLINES	60,940	11,608,934	5.25	40,912	11,339,899	3.61
12	AMERICAN AIRLINES	356,019	60,812,109	5.85	264,165	57,391,911	4.60
13	EXPRESSJET AIRLINES	66,874	10,854,732	6.16	49,587	9,400,369	5.28
14	DELTA AIR LINES	471,453	63,119,744	7.47	277,422	63,726,639	4.35
15	AMERICAN EAGLE AIRLINES	126,671	13,048,169	9.71	98,913	11,157,835	8.86
16	US AIRWAYS	293,888	29,251,952	10.05	118,074	28,443,611	4.15
17	SKYWEST AIRLINES	128,396	12,509,504	10.26	98,423	10,146,906	9.70
18	COMAIR	111,570	10,038,682	11.11	94,604	9,499,244	9.96
19	ATLANTIC SOUTHEAST AIRLINES	165,638	8,963,788	18.48	101,618	7,612,440	13.35
*	FRONTIER AIRLINES	*	*	*	*	*	*
TOTALS		2,723,934	447,352,610	6.09	1,981,083	432,181,392	4.58

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

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

ENPLANED PASSENGERS—For the domestic system only.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections of this report. Frontier Airlines began voluntarily reporting flight delay and mishandled baggage data in May 2005; therefore, they are not ranked for the period January-September.

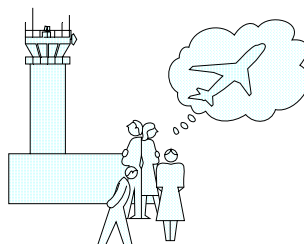
## **OVERSALES**

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

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

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

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



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

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

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

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

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

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

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

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

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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



Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	SEPTEMBER 2005				SEPTEMBER 2004			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	473	53	2	91	423	64	3	78
FOREIGN AIRLINES	172	2	0	27	143	3	0	10
TRAVEL AGENTS	11	0	0	3	15	0	0	1
TOUR OPERATORS	3	0	0	0	2	0	0	0
MISCELLANEOUS	11	14	0	83	8	11	0	37
INDUSTRY TOTALS	670	69	2	204	591	78	3	126

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	SEPTEMBER 2005			SEPTEMBER 2004		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	156		1	121	
CANCELLATIONS			63			60
DELAYS			38			17
MISCONNECTIONS			27			21
BAGGAGE	2	127		2	112	
REFUNDS	3	109		3	84	
RES/TKTG/BOARDING	4	84		4	75	
CUSTOMER SERVICE	5	71		5	71	
FARES	6	30		6	39	
OVERSALES	7	29		8	26	
DISABILITY	8	28		7	32	
OTHER	9	27		9	18	
FREQUENT FLYER			17			14
DISCRIMINATION	10	6		10	8	
ADVERTISING	11	3		11	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		670			591	

\* 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\*  
SEPTEMBER 2005

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	1	0	1	0	0	4	3	0	0	0	0	0	9
AIRTRAN AIRWAYS	4	0	3	0	0	3	2	0	0	0	0	0	12
ALASKA AIRLINES	6	2	1	0	1	5	0	2	0	0	0	0	17
ALLEGiant AIR	2	0	0	1	0	1	1	0	1	0	0	0	6
ALOHA AIRLINES	1	0	1	1	1	1	0	0	0	0	0	0	5
AMERICA WEST AIRLINES	3	0	1	0	0	1	0	0	0	0	0	0	5
AMERICAN AIRLINES	21	2	8	4	7	18	9	3	1	1	0	4	78
AMERICAN EAGLE AIRLINES	4	0	1	0	2	0	2	0	0	0	0	0	9
CONTINENTAL AIRLINES	5	0	5	2	3	5	6	2	0	0	0	1	29
DELTA AIRLINES	8	1	4	6	14	9	7	1	0	0	0	4	54
MESA AIRLINES	8	2	0	0	1	0	2	0	0	0	0	0	13
NORTHWEST AIRLINES	11	3	4	4	12	8	5	2	0	0	0	3	52
PAN AM	3	0	0	0	2	0	0	0	1	0	0	0	6
PINNACLE AIRLINES	3	1	0	0	0	2	0	0	0	0	0	0	6
SKYWEST AIRLINES	1	2	2	0	0	0	4	0	0	0	0	0	9
SOUTHWEST AIRLINES	1	0	1	0	1	4	2	1	0	0	0	0	10
UNITED AIRLINES	8	1	10	1	5	9	4	1	0	0	0	2	41
US AIRWAYS	5	1	3	5	9	13	7	5	0	0	0	4	52
USA3000	4	0	1	0	3	0	1	0	0	0	0	0	9
OTHER U. S. AIRLINES	14	3	7	1	5	8	6	4	0	0	0	3	51
TOTAL SEPTEMBER 2005	113	18	53	25	66	91	61	21	3	1	0	21	473
% OF TOTAL COMPLAINTS	23.9	3.8	11.2	5.3	13.9	19.2	12.9	4.4	0.6	0.2	0.0	4.4	
TOTAL SEPTEMBER 2004	96	18	51	33	51	73	53	27	4	4	0	13	423
% OF TOTAL COMPLAINTS	22.7	4.3	12.1	7.8	12.1	17.3	12.5	6.4	0.9	0.9	0.0	3.1	

\* 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

SEPTEMBER 2005

U. S. AIRLINES*	COMPS RECD IN SEP	INCI - DENTS IN SEP	PERCENT	INCI - DENTS IN AUG	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	9	3	33.3	4	44.4	1	11.1	1	11.1
AIRTRAN AIRWAYS	12	5	41.7	3	25.0	2	16.7	2	16.7
ALASKA AIRLINES	17	3	17.6	4	23.5	8	47.1	2	11.8
ALLEGIANTE AIR	6	3	50.0	0	0.0	2	33.3	1	16.7
ALOHA AIRLINES	5	3	60.0	0	0.0	2	40.0	0	0.0
AMERICAN WEST AIRLINES	5	1	20.0	1	20.0	2	40.0	1	20.0
AMERICAN AIRLINES	78	11	14.1	20	25.6	30	38.5	17	21.8
AMERICAN EAGLE AIRLINES	9	2	22.2	2	22.2	3	33.3	2	22.2
CONTINENTAL AIRLINES	29	9	31.0	4	13.8	9	31.0	7	24.1
DELTA AIRLINES	54	17	31.5	15	27.8	14	25.9	8	14.8
MESA AIRLINES	13	5	38.5	4	30.8	3	23.1	1	7.7
NORTHWEST AIRLINES	52	8	15.4	9	17.3	21	40.4	14	26.9
PAN AM	6	1	16.7	3	50.0	1	16.7	1	16.7
PINNACLE AIRLINES	6	2	33.3	2	33.3	0	0.0	2	33.3
SKYWEST AIRLINES	9	3	33.3	1	11.1	1	11.1	4	44.4
SOUTHWEST AIRLINES	10	2	20.0	2	20.0	2	20.0	4	40.0
UNITED AIRLINES	41	11	26.8	9	22.0	12	29.3	9	22.0
US AIRWAYS	52	14	26.9	5	9.6	23	44.2	10	19.2
USA3000	9	4	44.4	1	11.1	3	33.3	1	11.1
OTHER U. S. AIRLINES	51	19	37.3	15	29.4	8	15.7	9	17.6
<b>TOTALS</b>	<b>473</b>	<b>126</b>	<b>26.6</b>	<b>104</b>	<b>22.2</b>	<b>147</b>	<b>31.1</b>	<b>96</b>	<b>20.3</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>423</b>	<b>138</b>	<b>32.6</b>	<b>121</b>	<b>28.6</b>	<b>109</b>	<b>25.8</b>	<b>55</b>	<b>13.0</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\*\*

SEPTEMBER 2005

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	2	2	3	0	0	0	1	0	0	0	0	0	8
AIR FRANCE	2	1	2	1	4	4	3	1	0	0	0	0	18
ALITALIA AIRLINES	4	1	0	0	0	7	0	0	0	0	0	0	12
BRITISH AIRWAYS	2	0	2	0	2	2	1	0	0	1	0	1	11
KLM	1	0	1	1	0	3	0	0	0	0	0	0	6
LUFTHANSA	1	0	3	0	0	1	0	0	0	0	0	0	5
TACA AIRLINES	1	0	1	0	1	1	0	1	0	0	0	0	5
UNIVERSAL AIRLINES	13	0	2	0	19	0	0	0	0	0	0	0	34
OTHER FOREIGN AIRLINES	16	6	8	2	7	16	5	5	0	4	0	4	73
TOTALS	42	10	22	4	33	34	10	7	0	5	0	5	172
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	4	0	7	0	0	0	0	0	0	0	11
TOTALS	0	0	4	0	7	0	0	0	0	0	0	0	11
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	1	0	1	0	0	0	0	0	0	0	3
TOTALS	1	0	1	0	1	0	0	0	0	0	0	0	3
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	1	4	1	2	2	0	0	0	0	0	1	11
TOTALS	0	1	4	1	2	2	0	0	0	0	0	1	11

\* 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

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

RANK	AIRLINE	SEPTEMBER 2005			SEPTEMBER 2004		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>HAWAIIAN AIRLINES</b>	0	470,409	<b>0.00</b>	1	416,844	<b>0.24</b>
2	<b>JETBLUE AIRWAYS</b>	1	1,034,289	<b>0.10</b>	6	828,589	<b>0.72</b>
3	<b>SOUTHWEST AIRLINES</b>	10	6,996,349	<b>0.14</b>	11	6,130,973	<b>0.18</b>
4	<b>EXPRESSJET AIRLINES</b>	2	1,234,683	<b>0.16</b>	2	1,074,357	<b>0.19</b>
5	<b>ATLANTIC SOUTHEAST AIRLINES</b>	2	980,287	<b>0.20</b>	0	813,288	<b>0.00</b>
6	<b>AMERICA WEST AIRLINES</b>	5	1,730,414	<b>0.29</b>	22	1,691,261	<b>1.30</b>
7	<b>FRONTIER AIRLINES</b>	2	633,240	<b>0.32</b>	*	*	*
8	<b>COMAIR</b>	4	1,062,591	<b>0.38</b>	7	1,004,876	<b>0.70</b>
9	<b>AMERICAN EAGLE AIRLINES</b>	9	1,475,689	<b>0.61</b>	4	1,282,297	<b>0.31</b>
10	<b>SKYWEST AIRLINES</b>	9	1,381,736	<b>0.65</b>	2	1,221,199	<b>0.16</b>
11	<b>ATA AIRLINES</b>	3	394,680	<b>0.76</b>	7	699,538	<b>1.00</b>
12	<b>UNITED AIRLINES</b>	41	5,290,810	<b>0.77</b>	58	5,719,263	<b>1.01</b>
13	<b>DELTA AIR LINES</b>	54	6,309,481	<b>0.86</b>	52	6,238,818	<b>0.83</b>
14	<b>CONTINENTAL AIRLINES</b>	29	3,099,693	<b>0.94</b>	31	2,954,022	<b>1.05</b>
15	<b>AIRTRAN AIRWAYS</b>	12	1,255,906	<b>0.96</b>	6	866,625	<b>0.69</b>
16	<b>INDEPENDENCE AIR</b>	4	409,237	<b>0.98</b>	2	537,289	<b>0.37</b>
17	<b>AMERICAN AIRLINES</b>	78	7,468,775	<b>1.04</b>	69	6,718,498	<b>1.03</b>
18	<b>NORTHWEST AIRLINES</b>	52	4,386,650	<b>1.19</b>	35	4,265,045	<b>0.82</b>
19	<b>ALASKA AIRLINES</b>	17	1,343,439	<b>1.27</b>	5	1,280,612	<b>0.39</b>
20	<b>US AIRWAYS</b>	52	2,988,474	<b>1.74</b>	42	3,039,608	<b>1.38</b>
	<b>TOTAL</b>	<b>386</b>	<b>49,946,832</b>	<b>0.77</b>	<b>362</b>	<b>46,783,002</b>	<b>0.77</b>

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

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

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - SEPTEMBER 2005				JANUARY - SEPTEMBER 2004			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	5,548	608	33	869	4,307	733	26	643
FOREIGN AIRLINES	1,084	20	3	100	980	19	3	71
TRAVEL AGENTS	169	10	0	17	173	13	1	14
TOUR OPERATORS	24	0	0	0	47	2	0	2
MISCELLANEOUS	83	56	0	548	56	79	0	647
INDUSTRY TOTALS	6,908	694	36	1,534	5,563	846	30	1,377

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2005			JANUARY - SEPTEMBER 2004		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,809		1	1,392	
CANCELLATIONS			714			469
DELAYS			438			344
MISCONNECTIONS			310			244
BAGGAGE	2	1,653		2	1,015	
RES/TKTG/BOARDING	3	772		3	747	
CUSTOMER SERVICE	4	759		4	696	
REFUNDS	5	561		5	455	
DISABILITY	6	402		6	418	
OVERSALES	7	318		7	287	
OTHER	8	261		8	239	
FREQUENT FLYER			170			191
FARES	9	224		9	164	
DISCRIMINATION	10	100		10	92	
ADVERTISING	11	46		11	55	
ANIMALS	12	3		12	3	
COMPLAINT TOTAL		6,908			5,563	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.



Table 3

## COMPLAINTS AGAINST U. S. AIRLINES/BY COMPLAINT CATEGORY\*/JANUARY-SEPTEMBER 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	26	6	7	0	0	19	10	6	0	0	0	0	74
AIRTRAN AIRWAYS	46	6	19	0	10	30	18	5	0	0	0	0	134
ALASKA AIRLINES	39	5	5	1	4	24	20	7	0	3	0	4	112
ALLEGiant AIR	3	0	0	1	0	3	3	2	1	0	0	0	13
ALOHA AIRLINES	3	0	1	2	1	2	3	0	0	1	0	1	14
AMERICA WEST AIRLINES	54	12	27	1	12	30	28	10	1	1	0	1	177
AMERICAN AIRLINES	208	26	82	25	58	200	111	48	6	13	1	41	819
AMERICAN EAGLE AIRLINES	33	11	7	0	5	14	11	4	0	1	0	0	86
ATA AIRLINES	10	4	5	3	2	7	3	2	0	0	0	0	36
ATLANTIC SOUTHEAST AIRLINES	32	2	0	0	0	7	6	4	0	1	0	0	52
CHAMPION AIR	3	1	0	0	0	3	1	1	0	1	0	0	10
CHAUTAUQUA AIRLINES	29	2	1	0	5	12	2	2	0	0	0	1	54
CHI CAGO EXPRESS	5	0	0	0	3	2	0	1	0	1	0	0	12
COMAIR	111	1	9	1	10	36	10	7	0	0	0	2	187
CONTINENTAL AIRLINES	55	28	35	17	25	52	50	16	1	4	1	15	299
DELTA AIR LINES	172	15	92	26	46	244	75	34	3	10	0	47	764
EXECUTIVE AIRLINES	5	1	3	0	1	5	3	1	0	0	0	0	19
EXPRESSJET AIRLINES	24	4	2	0	3	2	7	2	0	0	0	1	45
FRONTIER AIRLINES	11	1	6	2	3	5	4	4	1	1	0	3	41
GREAT LAKES AVIATION	2	4	2	0	1	2	0	1	0	0	0	0	12
GULFSTREAM INT'L AIRLINES	6	2	1	0	1	3	0	3	0	0	0	0	16
HAWAIIAN AIRLINES	2	0	5	3	2	3	5	8	1	0	0	0	29
HORIZON AIRLINES	8	0	3	0	0	1	4	1	0	0	0	1	18
INDEPENDENCE AIR	39	1	5	2	7	7	6	0	5	0	0	0	72
JETBLUE AIRWAYS	6	0	2	0	3	8	9	0	0	1	0	2	31
MESA AIRLINES	85	6	3	0	4	16	20	11	0	1	0	0	146
MESABA AVIATION	19	8	5	0	1	5	10	2	0	0	0	1	51
MIDWEST AIRLINES	7	0	0	1	0	1	2	0	0	1	0	0	12
NORTHWEST AIRLINES	95	31	51	33	38	94	45	31	4	4	0	22	448
PAN AM	11	0	0	0	5	0	1	0	2	0	0	0	19
PI EDMONT AIRLINES	5	0	1	0	0	10	3	5	0	0	0	0	24
PI NNACLE AIRLINES	35	6	2	0	2	12	5	5	0	0	0	0	67
PSA AIRLINES	11	1	0	0	0	5	1	4	0	1	0	0	23
PI EDMAONT AIRLINES	4	1	1	0	0	2	2	2	0	0	0	0	12
SKYWEST AIRLINES	20	5	10	0	0	9	8	5	0	3	0	1	61
SOUTHEAST AIRLINES	1	0	0	0	9	1	0	0	0	0	0	30	41
SOUTHWEST AIRLINES	18	3	12	2	4	16	27	26	2	5	0	2	117
SPIRIT AIRLINES	8	3	2	1	2	5	0	2	0	1	0	2	26
TRANS STATES AIRLINES	13	0	1	0	1	3	2	1	0	0	0	0	21
TRANSMERIDIAN AIRLINES	15	0	3	2	1	3	1	1	0	0	0	0	26
UNITED AIRLINES	100	23	56	19	40	143	76	35	3	16	0	29	540
UNITED EXPRESS	6	1	4	0	0	6	1	0	0	0	0	0	18
US AIRWAYS	150	16	40	20	38	255	51	35	2	4	0	19	630
USA3000	27	0	11	2	5	6	5	1	2	1	1	0	61
OTHER U. S. AIRLINES	27	1	7	2	14	18	6	2	1	0	0	1	79
TOTAL JAN - SEP 2005	1,589	237	528	166	366	1,331	655	337	35	75	3	226	5,548
% OF TOTAL COMPLAINTS	28.6	4.3	9.5	3.0	6.6	24.0	11.8	6.1	0.6	1.4	0.1	4.1	
TOTAL JAN - SEP 2004	1,161	226	501	133	262	756	589	370	31	76	3	199	4,307
% OF TOTAL COMPLAINTS	27.0	5.2	11.6	3.1	6.1	17.6	13.7	8.6	0.7	1.8	0.1	4.6	

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

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 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

## COMPANIES OTHER THAN U. S. AIRLINES\*/BY COMPLAINT CATEGORY\*\*/JANUARY-SEPTEMBER 2005

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	2	1	0	0	2	1	2	2	0	0	0	0	10
AEROMEXICO	2	2	1	0	0	5	1	1	0	1	0	0	13
AEROPOSTAL AIRLINES	5	0	2	0	0	8	1	0	1	0	0	0	17
AIR CANADA	4	3	6	0	2	9	6	1	0	1	0	0	32
AIR FRANCE	7	7	13	2	8	34	8	9	1	0	0	1	90
AIR INDIA	14	0	3	3	5	12	4	0	0	0	0	2	43
AIR JAMAICA	29	5	4	0	9	15	7	0	0	1	0	0	70
ALITALIA AIRLINES	8	4	4	7	3	17	3	2	0	0	0	1	49
BAHAMASAIR	5	0	0	0	1	4	0	0	0	0	0	0	10
BRITISH AIRWAYS	7	3	15	0	7	36	10	6	0	2	0	5	91
BWIA	10	0	1	0	0	2	0	2	0	0	0	1	16
CATHAY PACIFIC AIRWAYS	1	0	2	0	2	5	2	0	0	0	0	0	12
EGYPTAIR	1	3	2	0	2	4	0	0	0	1	0	0	13
EL AL ISRAEL	1	3	1	0	2	3	1	0	0	0	0	0	11
EMI RATES AIRLINES	1	0	2	1	2	5	3	0	0	0	0	0	14
IBERIA AIRLINES	4	3	7	0	3	8	3	1	0	0	0	0	29
KLM	11	6	10	1	2	16	4	3	0	3	0	2	58
KUWAIT AIRWAYS	1	2	2	1	0	6	0	0	0	0	0	0	12
LAN CHILE AIRLINES	0	0	3	2	4	1	0	0	0	0	0	1	11
LOT POLISH AIRLINES	1	1	2	0	3	4	2	0	0	2	0	0	15
LUFTHANSA	5	2	12	3	6	9	3	5	0	2	0	0	47
MEXICANA	4	8	7	1	7	4	0	1	0	0	0	0	32
SAS	4	0	2	0	0	2	0	3	0	0	0	0	11
SOUTH AFRICAN AIRWAYS	0	0	1	0	1	3	1	2	0	0	0	2	10
TACA INTERNATIONAL AIRLINES	1	8	8	0	3	9	6	4	0	1	0	0	40
UNIVERSAL AIRLINES	13	0	2	0	19	0	0	0	0	0	0	0	34
VIRGIN ATLANTIC	0	0	5	0	2	3	1	0	0	3	0	0	14
OTHER FOREIGN AIRLINES	46	16	35	13	35	72	23	23	1	5	0	11	280
TOTALS	187	77	152	34	130	297	91	65	3	22	0	26	1,084
<b><u>TRAVEL AGENTS</u></b>													
CHEAP TICKETS	3	0	3	4	5	0	1	0	0	0	0	0	16
EXPEDIA.COM	1	0	8	3	8	0	1	0	0	0	0	1	22
ORBITZ.COM	3	0	13	3	6	0	1	0	2	0	0	0	28
TRAVELOCITY.COM	4	0	13	3	6	1	1	0	2	0	0	0	30
OTHER TRAVEL AGENTS	4	0	32	8	21	1	3	0	2	0	0	2	73
TOTALS	15	0	69	21	46	2	7	0	6	0	0	3	169
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	5	0	6	0	6	3	2	0	1	0	0	1	24
TOTALS	5	0	6	0	6	3	2	0	1	0	0	1	24
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	13	4	17	3	13	20	4	0	1	3	0	5	83
TOTALS	13	4	17	3	13	20	4	0	1	3	0	5	83

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 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 5

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2005			JANUARY - SEPTEMBER 2004		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	117	66,520,126	<b>0.18</b>	119	60,978,511	<b>0.20</b>
2	<b>JETBLUE AIRWAYS</b>	31	10,655,453	<b>0.29</b>	26	8,535,727	<b>0.30</b>
3	<b>EXPRESSJET AIRLINES</b>	45	11,796,293	<b>0.38</b>	13	10,055,235	<b>0.13</b>
4	<b>SKYWEST AIRLINES</b>	61	12,237,756	<b>0.50</b>	57	9,823,726	<b>0.58</b>
5	<b>ATLANTIC SOUTHEAST AIRLINES</b>	52	8,993,504	<b>0.58</b>	27	7,583,777	<b>0.36</b>
6	<b>AMERICAN EAGLE AIRLINES</b>	86	13,015,053	<b>0.66</b>	59	10,936,161	<b>0.54</b>
7	<b>HAWAIIAN AIRLINES</b>	29	4,358,331	<b>0.67</b>	20	4,291,294	<b>0.47</b>
8	<b>ATA AIRLINES</b>	36	4,356,375	<b>0.83</b>	60	7,963,625	<b>0.75</b>
9	<b>ALASKA AIRLINES</b>	112	12,715,574	<b>0.88</b>	68	12,296,338	<b>0.55</b>
10	<b>CONTINENTAL AIRLINES</b>	299	32,062,683	<b>0.93</b>	264	30,606,749	<b>0.86</b>
11	<b>NORTHWEST AIRLINES</b>	448	43,673,805	<b>1.03</b>	393	41,652,350	<b>0.94</b>
12	<b>AMERICA WEST AIRLINES</b>	177	16,725,496	<b>1.06</b>	177	15,796,066	<b>1.12</b>
13	<b>UNITED AIRLINES</b>	540	50,304,571	<b>1.07</b>	516	53,771,092	<b>0.96</b>
14	<b>AIRTRAN AIRWAYS</b>	134	12,240,064	<b>1.09</b>	103	9,722,096	<b>1.06</b>
15	<b>AMERICAN AIRLINES</b>	819	74,297,509	<b>1.10</b>	652	69,003,068	<b>0.94</b>
16	<b>DELTA AIR LINES</b>	764	67,027,659	<b>1.14</b>	522	65,186,728	<b>0.80</b>
17	<b>INDEPENDENCE AIR</b>	72	4,293,321	<b>1.68</b>	59	5,636,634	<b>1.05</b>
18	<b>COMAIR</b>	187	9,964,088	<b>1.88</b>	81	9,444,302	<b>0.86</b>
19	<b>US AIRWAYS</b>	630	32,720,045	<b>1.93</b>	316	31,765,047	<b>0.99</b>
*	<b>FRONTIER AIRLINES</b>	*	*	*	*	*	*
	<b>TOTAL</b>	<b>4,639</b>	<b>487,957,706</b>	<b>0.95</b>	<b>3,532</b>	<b>465,048,526</b>	<b>0.76</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections. Frontier Airlines began voluntarily reporting flight delay and mishandled baggage data in May 2005; therefore, they are not ranked in this table for the period January-September.

## **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.

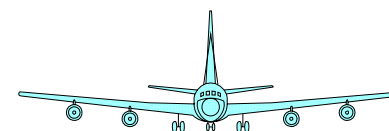
**Disability:** Civil rights complaints by air travelers with disabilities.

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

The Transportation Security Administration protects approximately 52 million airline passengers and screens their 66 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 September.

**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
260	.0005	75	.00014	29	.000056	455	.00088

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
299	.00058	1490	.0023

### 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 September.

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

[Section 710](#) of the Wendell H. Ford Aviation Investment and Reform Act for the 21<sup>st</sup> Century (“AIR-21”; P.L. 106-81) requires U.S. airlines that perform scheduled passenger transportation to file reports with the Department concerning incidents involving the loss, injury or death of animals during air transportation. This requirement was implemented through the issuance of 14 CFR 234.13 ([70 FR 7392](#)) as supplemented by a Reporting Directive published at [70 FR 9217](#).

An airline is required to submit a report for any month in which it experienced a loss, injury or death of a pet during air transportation. DOT publishes these reports monthly and also forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the reports that appear here are redacted to remove identifying information about individuals, including the owner of the pet.

A statistical summary of the reports appears in the table below. To see the actual (redacted) reports filed by these airlines, click the airline’s name in the web version of the report (see <http://airconsumer.ost.dot.gov/reports/index.htm>).

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Continental Airlines</a>	1		
<b><i>Total</i></b>	<b>1</b>	<b>0</b>	<b>0</b>