



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

*Issued: June 2006*



<b>Flight Delays<sup>1</sup></b>	April 2006 12 Months Ending April 2006
<b>Mishandled Baggage<sup>1</sup></b>	April 2006
<b>Oversales<sup>1</sup></b>	1 <sup>st</sup> Quarter 2006
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	April 2006
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	April 2006
<b>Airline Animal Incident Reports<sup>4</sup></b>	April 2006

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

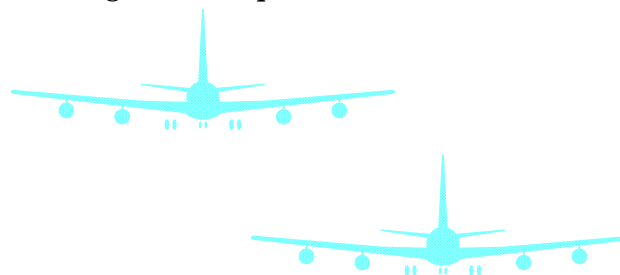
<sup>2</sup> Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

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

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

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

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

The rule requires carriers to currently report on operations to and from the 31 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 21\* reporting air carriers, 12 carriers (America West\*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, United, and US Airways\*) use ACARS exclusively; 5 carriers (AirTran, Aloha, Atlantic Southeast, Comair, and Southwest) record arrival times manually; and 4 carriers (Alaska, ATA, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 31 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 31 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

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

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

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

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

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

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 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/	6	81.6	14	94.3
COMAIR S/	23	84.9	105	85.1
FRONTIER AIRLINES S/	22	83.6	39	83.6
DELTA AIRLINES S/	30	82.2	98	82.5
NORTHWEST AIRLINES S/	29	82.1	106	82.1
JETBLUE AIRWAYS S/	15	79.9	34	81.1
SKYWEST AIRLINES S/	16	81.6	128	80.7
US AIRWAYS S/	29	79.9	80	80.1
AIRTRAN AIRWAYS S/	22	78.8	48	79.7
SOUTHWEST AIRLINES S/	16	79.1	62	79.7
MESA AIRLINE S/	26	77.4	120	77.2
AMERICAN AIRLINES S/	29	76.7	85	77.1
ALASKA AIRLINES S/	16	73.8	46	76.4
UNITED AIRLINES S/	31	76.4	84	76.3
EXPRESSJET AIRLINES S/	25	73.1	116	75.1
ATLANTIC SOUTHEAST AIRLINES S/	17	73.7	129	74.2
ALOHA AIRLINES S//	3	39.5	11	73.2
CONTINENTAL AIRLINES S/	29	72.5	77	72.7
AMERICAN EAGLE AIRLINES S/	23	73.4	116	72.2
ATA AIRLINES S/	10	67.1	16	65.2
<b>TOTAL</b>		<b>78.2</b>		<b>78.4</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Mesa Airlines' reporting effective January 2006; Aloha Airlines' reporting (voluntary) effective April 2006. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table.

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		FEB - 06		MAR - 06		APR - 06		12 MONTHS ENDING APR 2006		DATABASE TO DATE SEP 1987-APR 2006	
	04 - 06 2005		07 - 09 2005		10 - 12 2005		01 - 03 2006		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.3	17	68.4	19	72.6	19	75.8	9	71.2	15	79.9	4	79.7	9	73.2	14	(--)	(--)
ALASKA	61.6	19	70.2	18	74.4	15	71.7	17	71.1	16	72.6	13	76.4	13	69.4	17	75.8	8
ALOHA	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	73.2	17	(--)	(--)	(--)	(--)
AMERICA WEST	83.8	6	81.6	5	82.6	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	80.7	9	73.7	13	76.9	12	76.2	7	75	9	74.3	11	77.1	12	76.3	8	79	3
AMERICAN EAGLE	79.3	12	75.1	11	76.2	13	74.6	12	73.7	11	72.9	12	72.2	19	75.5	11	75.4	9
ATA	86.5	2	82.5	4	79.3	8	71	18	65.5	18	70.3	17	65.2	20	79.7	5	(--)	(--)
ATLANTIC SOUTHEAST	75	18	66.8	20	73.4	18	73.1	15	72	12	74.3	10	74.2	16	71.7	16	(--)	(--)
COMAIR	85	4	81.1	6	79.5	7	81	3	80.3	2	84.1	2	85.1	2	81.6	2	(--)	(--)
CONTINENTAL	81.1	8	74.7	12	76	14	73.3	14	71	17	71	15	72.7	18	75.6	10	78.7	4
DELTA	80.5	10	72.3	15	77.2	11	77.4	6	75.3	8	79.4	6	82.5	4	76.7	7	77.7	6
EXPRESSJET	81.1	7	72	16	74.3	16	74.2	13	71.7	14	71.5	14	75.1	15	74.8	13	(--)	(--)
FRONTIER	(--)	(--)	85.7	2	79.7	6	74.8	11	71.7	13	70	18	83.6	3	(--)	(--)	(--)	(--)
HAWAIIAN	95.2	1	96.8	1	95.4	1	93.7	1	94.3	1	90.9	1	94.3	1	95.2	1	(--)	(--)
INDEPENDENCE AIR	77.7	15	76.5	10	81.9	3	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
JETBLUE	76.2	16	72.7	14	70.8	20	70.6	19	62.1	19	77.9	8	81.1	6	72.9	15	(--)	(--)
MESA	(--)	(--)	(--)	(--)	(--)	(--)	76	8	77.9	5	76.8	9	77.2	11	(--)	(--)	(--)	(--)
NORTHWEST	80.4	11	70.5	17	73.7	17	78.2	5	75.8	7	79.1	7	82.1	5	75.4	12	79.7	2
SKYWEST	86.3	3	85.3	3	78.8	9	75.1	10	75.9	6	71	16	80.7	7	80.8	3	(--)	(--)
SOUTHWEST	84.5	5	79.3	7	80.6	4	81	4	78.6	4	79.7	5	79.7	10	80.8	4	82.3	1
UNITED	78.4	14	78.8	8	77.4	10	73	16	74.3	10	69.3	19	76.3	14	76.2	9	76.3	7
US AIRWAYS	78.5	13	77.1	9	79.7	5	81	2	79.2	3	82.6	3	80.1	8	79.2	6	78.5	5
<b>Total</b>	<b>80.8</b>		<b>76.1</b>		<b>77.5</b>		<b>76.8</b>		<b>75.3</b>		<b>76.1</b>		<b>78.4</b>		<b>77.2</b>		<b>78.7</b>	

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Frontier Airlines' reporting effective May 2005; Mesa Airlines' reporting effective January 2006; Aloha Airlines' reporting (voluntary) effective April 2006. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table. Independence Air ceased operations in December 2005. Effective January 2006, the carrier is no longer ranked in the ATRC.

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# 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	700	69.6	1129	77.8	419	82.3	149	75.2	H/		811	81.1	680	79.3	13470	81.2
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		32	71.9	H/		H/		H/		90	60.0	179	74.3	60	73.3
B6	H/		1379	84.8	H/		H/		H/		H/		90	75.6	H/	
CO	397	64.5	561	68.4	172	76.2	H/		H/		373	75.6	379	72.8	324	69.8
DL	13724	81.3	1468	74.9	337	81.3	163	82.2	2068	89.1	1013	82.4	462	88.3	366	82.0
EV	10023	72.3	H/		35	80.0	68	60.3	354	81.1	90	91.1	H/		48	91.7
F9	84	82.1	H/		60	83.3	1	100.0	H/		85	72.9	3440	85.7	169	88.2
FL	6326	78.5	779	73.9	1024	85.3	194	73.7	H/		150	86.0	100	74.0	329	81.8
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	117	68.4	1341	75.4	235	78.3	437	72.8	372	69.4	874	74.8	H/		8131	74.4
NW	400	71.0	366	77.3	238	79.8	136	75.0	H/		485	82.5	265	77.4	343	82.2
OH	624	71.3	1004	80.8	274	84.3	280	75.7	7808	89.4	457	82.5	24	83.3	76	89.5
OO	H/		H/		H/		H/		60	85.0	H/		3801	88.6	21	90.5
RU	219	74.4	29	82.8	218	62.8	402	71.9	248	72.6	240	78.8	5	80.0	231	76.2
TZ	H/		H/		H/		H/		H/		110	79.1	H/		111	73.9
UA	206	67.5	857	76.5	447	78.3	150	81.3	29	69.0	435	77.7	6636	82.7	468	75.6
US**	212	85.4	1784	76.2	422	77.5	5405	82.8	H/		2531	86.3	455	74.3	466	76.6
WN	H/		H/		4782	85.2	H/		H/		H/		608	74.5	H/	
YV	219	59.8	222	63.5	18	66.7	2199	73.3	H/		30	63.3	1184	88.6	110	78.2
<b>TOTAL</b>	<b>33251</b>	<b>77.0</b>	<b>10951</b>	<b>76.8</b>	<b>8681</b>	<b>83.0</b>	<b>9584</b>	<b>78.9</b>	<b>10939</b>	<b>87.9</b>	<b>7774</b>	<b>81.7</b>	<b>18308</b>	<b>84.0</b>	<b>24723</b>	<b>78.6</b>

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

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	330	80.6	621	68.0	576	81.6	329	84.2	470	78.5	1057	80.7	602	76.4	2564	73.1
AQ	H/		H/		H/		H/		H/		H/		25	48.0	H/	
AS	H/		60	63.3	H/		30	86.7	H/		H/		376	63.3	612	69.0
B6	H/		479	63.3	954	85.5	439	85.4	H/		3839	76.5	257	82.5	H/	
CO	172	82.0	5091	68.3	554	77.3	2	50.0	7011	79.5	60	63.3	495	67.5	576	62.0
DL	170	85.3	428	69.6	995	87.4	304	78.3	206	79.6	1114	75.1	534	84.8	1075	82.6
EV	34	52.9	H/		H/		4	100.0	98	77.6	82	68.3	H/		H/	
F9	63	84.1	H/		56	92.9	H/		84	89.3	H/		205	89.3	173	74.6
FL	210	88.6	256	63.3	490	81.4	205	84.4	H/		H/		167	77.8	90	46.7
HA	H/		H/		H/		H/		H/		H/		56	83.9	73	86.3
MQ	195	70.8	279	56.3	H/		143	69.9	H/		628	76.3	112	76.8	1792	91.5
NW	7631	85.6	276	64.9	272	84.6	170	80.6	285	84.2	178	79.8	527	74.8	556	75.0
OH	196	84.2	32	81.2	63	81.0	106	87.7	111	74.8	854	83.4	H/		H/	
OO	86	66.3	H/		H/		H/		26	65.4	H/		289	79.9	4039	81.0
RU	213	64.8	4781	63.6	H/		356	77.8	9362	78.5	30	76.7	H/		1	100.0
TZ	H/		H/		H/		H/		H/		H/		30	56.7	60	81.7
UA	206	75.2	457	63.9	212	72.2	2220	82.6	205	66.3	397	86.4	1170	70.6	2915	72.9
US**	240	87.5	329	68.4	826	83.2	180	83.9	240	75.4	210	77.1	3386	80.4	864	75.0
WN	448	72.8	H/		1216	87.8	H/		H/		H/		6357	75.3	3390	72.9
YV	121	74.4	246	61.8	H/		3475	77.9	170	68.8	180	68.3	650	76.9	91	75.8
<b>TOTAL</b>	<b>10315</b>	<b>83.6</b>	<b>13335</b>	<b>65.8</b>	<b>6214</b>	<b>84.1</b>	<b>7963</b>	<b>80.3</b>	<b>18268</b>	<b>78.7</b>	<b>8633</b>	<b>77.7</b>	<b>15238</b>	<b>76.3</b>	<b>18873</b>	<b>76.6</b>

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

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



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PHL	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1861	68.6	963	79.8	87	74.7	3401	83.2	329	80.9	120	70.8	6418	69.2	534	73.2
AQ	H/		H/		H/		H/		H/		69	29.0	H/		H/	
AS	H/		60	78.3	H/		30	80.0	H/		435	71.5	120	69.2	H/	
B6	240	72.5	686	82.4	H/		H/		H/		479	88.7	H/		H/	
CO	394	68.0	637	76.0	104	64.4	336	79.2	124	76.6	90	68.9	406	60.6	187	70.1
DL	1845	78.2	1245	85.3	H/		384	86.5	121	88.4	139	89.2	402	75.4	299	73.2
EV	74	75.7	180	87.2	152	74.3	H/		155	72.3	H/		H/		4	50.0
F9	60	70.0	90	82.2	148	79.7	H/		90	74.4	H/		H/		60	85.0
FL	448	66.5	1344	86.5	719	75.0	150	79.3	294	85.7	H/		H/		610	69.0
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	1531	67.9	13	69.2	60	48.3	569	76.4	206	72.8	H/		7650	68.2	59	52.5
NW	570	67.2	631	81.0	287	79.8	191	85.9	7644	85.8	H/		583	62.8	303	64.0
OH	1011	71.9	211	85.3	30	66.7	90	83.3	191	82.2	H/		161	78.9	136	72.1
OO	H/		H/		H/		H/		30	100.0	206	88.3	4420	77.9	H/	
RU	105	74.3	28	85.7	116	77.6	10	100.0	293	71.0	H/		251	67.3	123	76.4
TZ	230	41.3	46	78.3	542	70.8	H/		H/		14	92.9	H/		H/	
UA	595	69.2	691	70.8	85	65.9	180	77.2	480	74.8	269	71.7	7906	77.8	523	67.1
US**	1239	78.9	950	83.6	H/		415	77.6	210	76.2	180	84.4	699	67.5	4389	74.5
WN	H/		2726	87.9	5744	79.4	H/		H/		3960	76.3	H/		1685	75.5
YV	182	63.2	H/		83	66.3	H/		60	58.3	29	75.9	1682	70.5	290	65.2
<b>TOTAL</b>	<b>10385</b>	<b>71.1</b>	<b>10501</b>	<b>83.4</b>	<b>8157</b>	<b>77.6</b>	<b>5756</b>	<b>81.9</b>	<b>10227</b>	<b>83.7</b>	<b>5990</b>	<b>77.0</b>	<b>30698</b>	<b>72.3</b>	<b>9202</b>	<b>73.0</b>

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

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

APRIL 2006

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*														
CARRIER*	PHX		PIT		SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	443	64.1	H/		565	70.3	559	75.7	1087	64.6	210	76.2	660	81.8
AQ	H/		H/		30	56.7	H/		H/		H/		H/	
AS	317	71.3	H/		358	71.5	3893	77.6	385	64.4	H/		H/	
B6	30	56.7	H/		90	86.7	60	78.3	H/		60	80.0	354	87.3
CO	361	62.9	48	83.3	271	64.2	313	62.3	360	49.4	61	73.8	483	76.0
DL	345	86.1	192	84.9	374	86.1	385	86.5	533	80.5	2608	87.7	779	85.0
EV	H/		9	77.8	H/		H/		H/		602	87.7	H/	
F9	205	80.0	H/		139	75.5	95	77.9	143	67.8	172	77.9	56	83.9
FL	H/		145	83.4	H/		H/		60	56.7	H/		570	84.4
HA	30	66.7	H/		30	96.7	47	66.0	30	90.0	H/		H/	
MQ	H/		401	64.8	877	90.8	H/		143	66.4	H/		H/	
NW	364	75.3	76	73.7	170	70.0	358	81.6	297	66.0	90	83.3	422	83.4
OH	H/		241	88.0	H/		H/		H/		H/		1	100.0
OO	221	91.4	58	93.1	595	79.2	400	96.0	3341	63.2	5903	89.3	H/	
RU	101	73.3	300	59.7	H/		H/		H/		60	68.3	5	80.0
TZ	56	78.6	H/		H/		H/		106	65.1	H/		H/	
UA	655	75.4	210	71.0	706	69.4	865	80.6	3754	70.4	237	67.9	318	72.3
US**	5546	82.6	1400	83.1	499	79.2	437	81.5	555	61.4	115	81.7	796	84.7
WN	5773	77.9	581	82.6	2668	75.7	1107	86.6	H/		1224	77.4	2121	84.2
YV	3139	86.5	147	77.6	96	80.2	5	60.0	30	76.7	60	85.0	H/	
<b>TOTAL</b>	<b>17586</b>	<b>80.3</b>	<b>3808</b>	<b>78.8</b>	<b>7468</b>	<b>76.9</b>	<b>8524</b>	<b>79.9</b>	<b>10824</b>	<b>66.5</b>	<b>11402</b>	<b>86.3</b>	<b>6565</b>	<b>83.0</b>

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

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

APRIL 2006

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	87.6	89.0	84.7	87.9	89.3	88.3	91.4	92.3	100.0	72.1	62.1	78.8	86.5	83.7	88.1	90.6	95.0	86.4
700 - 759 AM	94.0	90.3	97.2	91.0	90.8	89.9	91.1	89.3	92.4	83.4	83.3	89.9	84.1	86.2	92.7	92.4	87.7	85.1
800 - 859 AM	82.0	86.7	96.9	83.0	91.1	88.5	92.1	89.1	92.2	88.4	99.1	85.9	81.8	85.8	90.9	90.9	87.2	94.7
900 - 959 AM	76.7	84.5	93.7	89.0	93.1	91.1	89.7	86.9	88.8	88.6	95.2	90.0	81.0	86.9	90.1	86.2	87.5	91.7
1000 - 1059 AM	81.7	84.3	93.3	81.4	86.3	85.8	87.1	85.1	89.4	88.0	94.9	84.3	77.6	82.0	85.2	83.2	82.5	90.3
1100 - 1159 AM	82.0	82.3	88.9	84.5	92.7	86.4	86.8	85.4	89.0	85.1	91.4	84.3	78.2	82.1	83.6	77.6	82.9	90.5
1200 - 1259 PM	83.2	84.5	89.2	73.4	88.2	84.6	83.0	85.0	87.1	78.7	89.3	87.5	87.2	83.9	80.6	79.8	80.1	90.6
100 - 159 PM	81.0	83.8	88.7	86.8	89.9	84.9	84.4	84.0	80.0	77.2	87.7	84.4	78.2	80.1	80.5	77.2	73.6	85.3
200 - 259 PM	78.3	85.9	90.9	86.3	84.4	87.5	84.7	79.0	82.6	68.6	84.3	83.9	78.1	75.6	78.1	79.9	66.7	87.9
300 - 359 PM	73.7	83.8	85.8	82.1	90.2	87.4	84.5	77.6	85.2	61.4	81.9	81.8	83.5	80.4	71.2	74.8	66.9	88.2
400 - 459 PM	69.5	77.5	86.2	80.1	83.5	81.9	80.4	73.1	86.4	54.0	81.0	74.5	76.6	73.4	69.2	75.7	69.9	85.5
500 - 559 PM	73.7	75.7	81.4	64.2	85.7	82.3	83.2	70.1	84.1	47.1	83.7	79.3	77.2	77.5	69.9	74.5	65.7	77.3
600 - 659 PM	76.3	70.4	74.4	70.1	85.4	76.8	81.4	70.0	79.8	49.0	77.2	71.4	69.7	73.2	67.4	68.3	63.5	79.4
700 - 759 PM	71.7	60.6	75.6	76.2	82.6	73.5	77.7	69.2	75.6	42.8	83.2	79.7	76.4	67.8	65.0	69.8	60.0	76.9
800 - 859 PM	66.8	61.1	74.9	69.5	78.3	70.6	76.1	69.7	76.9	45.8	80.4	72.8	74.2	73.6	67.5	69.4	59.1	78.5
900 - 959 PM	68.1	61.0	69.2	68.6	61.7	73.1	79.5	72.2	77.4	59.7	74.3	78.4	72.2	77.8	74.6	66.6	62.6	72.6
1000 - 1059 PM	73.2	70.6	71.0	87.3	73.2	75.5	75.6	68.9	63.0	67.3	74.9	79.3	71.6	76.7	66.5	64.3	59.8	71.5
1100 - 559 AM	81.7	76.5	73.9	70.7	67.3	74.6	76.7	76.8	79.2	74.5	76.6	79.4	78.3	74.9	71.9	70.5	64.4	73.3
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>77.0</b>	<b>76.8</b>	<b>83.0</b>	<b>78.9</b>	<b>87.9</b>	<b>81.7</b>	<b>84.0</b>	<b>78.6</b>	<b>83.6</b>	<b>65.8</b>	<b>84.1</b>	<b>80.3</b>	<b>78.7</b>	<b>77.7</b>	<b>76.3</b>	<b>76.6</b>	<b>71.1</b>	<b>83.4</b>

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

APRIL 2006  
AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	93.5	82.8	91.5	100.0	91.6	85.5	90.8	86.1	100.0	87.5	91.0	93.3	78.7	87.7
700 - 759 AM	87.2	86.6	91.2	93.7	86.4	91.3	87.5	88.4	95.5	98.9	92.5	96.0	100.0	90.2
800 - 859 AM	91.5	92.6	92.2	97.1	81.9	86.6	90.1	85.0	89.3	92.7	88.9	92.0	96.1	87.4
900 - 959 AM	90.9	91.1	91.2	93.0	83.2	84.7	85.9	89.5	90.4	93.3	76.0	91.1	95.3	87.1
1000 - 1059 AM	91.6	91.2	87.8	90.3	81.1	84.1	87.1	89.2	83.5	88.7	68.5	84.4	93.7	84.9
1100 - 1159 AM	76.6	87.2	86.3	86.7	78.9	79.9	86.3	80.6	78.8	90.1	58.7	89.4	87.5	83.2
1200 - 1259 PM	78.4	81.3	91.9	79.8	78.1	86.1	83.8	90.8	81.1	85.3	59.1	86.3	84.7	83.0
100 - 159 PM	83.0	87.3	86.4	86.9	74.9	73.6	82.9	79.1	81.1	82.4	56.0	87.4	89.2	81.6
200 - 259 PM	84.7	77.2	89.0	77.5	73.1	74.8	77.1	83.1	79.9	81.3	61.4	87.6	86.2	79.4
300 - 359 PM	74.4	83.5	88.9	79.7	66.7	65.2	78.8	84.1	74.4	71.3	67.5	83.8	86.9	77.6
400 - 459 PM	75.9	79.0	78.5	70.2	65.2	68.4	77.0	71.6	79.7	82.9	63.7	86.6	85.5	74.7
500 - 559 PM	66.5	80.2	83.9	71.0	63.2	60.3	80.8	78.5	71.3	72.6	64.7	85.4	82.3	73.8
600 - 659 PM	72.6	71.3	71.2	66.1	62.2	62.2	70.6	81.2	71.1	72.3	63.2	88.8	78.1	71.3
700 - 759 PM	69.9	82.5	75.9	68.4	58.9	53.8	74.4	71.1	70.8	77.1	62.0	82.0	82.3	70.4
800 - 859 PM	68.6	73.7	79.7	63.7	57.9	61.0	73.7	73.2	70.0	69.4	62.8	84.1	75.8	69.5
900 - 959 PM	67.3	71.8	67.3	66.0	60.5	70.5	60.5	57.6	66.8	73.9	57.5	83.1	65.6	68.1
1000 - 1059 PM	71.9	70.1	65.8	71.7	64.6	77.2	68.9	72.7	63.7	73.2	64.8	73.7	77.4	70.4
1100 - 559 AM	71.5	77.8	78.8	70.0	78.9	75.7	81.4	75.0	77.4	74.5	69.5	70.2	69.1	75.0
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>77.6</b>	<b>81.9</b>	<b>83.7</b>	<b>77.0</b>	<b>72.3</b>	<b>73.0</b>	<b>80.3</b>	<b>78.8</b>	<b>76.9</b>	<b>79.9</b>	<b>66.5</b>	<b>86.3</b>	<b>83.0</b>	<b>78.2</b>

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

APRIL 2006

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	93.0	95.4	93.9	90.5	95.2	93.2	96.6	92.1	93.2	94.6	95.2	93.9	92.8	94.3	97.0	93.3	94.8	97.0
700 - 759 AM	89.8	93.8	94.6	89.3	87.3	94.8	93.5	88.2	93.8	92.5	96.7	89.7	89.1	93.8	95.6	92.2	89.8	96.2
800 - 859 AM	91.1	92.5	90.1	90.3	92.3	89.8	89.9	85.1	90.7	90.8	94.3	80.8	84.7	95.9	88.6	91.2	90.9	95.0
900 - 959 AM	82.2	89.2	92.2	83.6	91.4	91.3	89.4	81.9	88.8	88.6	94.4	83.4	83.7	91.7	83.8	88.1	86.4	91.9
1000 - 1059 AM	81.3	87.8	86.4	78.1	93.9	92.4	85.7	82.0	88.7	87.3	93.6	79.5	80.2	87.0	76.5	81.0	88.1	89.8
1100 - 1159 AM	82.8	87.4	88.6	84.8	81.8	88.8	83.0	79.8	85.8	86.2	89.4	83.3	78.1	83.7	80.7	81.9	87.1	89.1
1200 - 1259 PM	80.4	89.4	83.6	75.8	94.5	90.2	84.6	77.2	86.1	81.4	85.0	82.1	81.0	82.6	76.7	76.3	84.5	89.0
100 - 159 PM	81.8	81.8	76.9	86.9	61.4	88.3	79.2	73.7	84.0	75.8	79.9	82.3	80.4	81.4	67.3	77.1	82.8	84.9
200 - 259 PM	76.8	84.5	77.8	80.5	91.0	89.7	83.2	75.1	79.1	71.9	82.2	77.2	74.4	85.7	70.3	74.3	72.8	79.4
300 - 359 PM	73.9	76.3	74.8	79.0	89.3	83.6	78.1	70.6	76.3	71.8	68.9	77.3	73.5	76.3	61.6	75.0	69.8	80.3
400 - 459 PM	72.7	77.8	80.2	72.7	88.3	81.2	76.1	68.1	71.4	60.5	76.4	76.1	80.8	79.7	65.8	73.3	68.1	77.7
500 - 559 PM	68.3	74.3	70.5	71.0	78.8	79.5	78.9	65.4	79.1	54.5	74.4	70.7	72.1	78.0	61.8	77.6	69.8	77.7
600 - 659 PM	75.9	71.8	69.5	66.0	86.7	80.9	77.4	63.6	68.9	52.3	78.9	78.7	69.4	79.2	61.2	72.9	69.6	73.1
700 - 759 PM	75.9	65.3	65.6	66.8	82.1	74.4	77.0	65.7	76.3	48.3	77.4	69.0	75.8	76.5	54.1	67.6	64.3	81.9
800 - 859 PM	71.0	59.8	65.9	66.7	85.1	76.6	77.7	65.6	63.3	54.2	78.2	62.7	67.4	74.9	68.2	74.5	68.0	75.6
900 - 959 PM	70.7	57.8	62.8	71.0	88.9	82.4	73.2	66.7	80.8	64.5	77.6	71.5	79.7	75.7	55.3	75.4	68.8	70.4
1000 - 1059 PM	79.4	68.0	90.0	88.2	J/	100.0	J/	75.8	75.3	76.7	70.0	61.7	80.3	87.5	75.5	81.4	J/	100.0
1100 - 559 AM	79.0	96.1	90.0	J/	J/	J/	85.6	98.8	J/	94.2	96.8	J/	96.2	97.2	81.2	81.1	96.7	100.0
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>78.3</b>	<b>82.4</b>	<b>80.7</b>	<b>78.0</b>	<b>89.6</b>	<b>86.5</b>	<b>82.4</b>	<b>74.8</b>	<b>82.3</b>	<b>74.3</b>	<b>84.5</b>	<b>78.2</b>	<b>78.5</b>	<b>84.2</b>	<b>74.3</b>	<b>80.5</b>	<b>79.3</b>	<b>84.9</b>

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

APRIL 2006

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *														
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	96.7	89.9	94.6	96.1	91.2	90.8	95.7	92.5	94.7	91.6	93.7	94.8	96.0	94.0
700 - 759 AM	94.3	89.0	90.6	94.0	87.1	90.1	93.0	94.6	95.4	91.5	87.8	96.3	94.9	91.7
800 - 859 AM	86.5	89.3	90.9	93.8	86.0	85.0	86.2	91.4	93.9	87.8	88.1	94.0	93.1	89.4
900 - 959 AM	84.0	88.6	91.7	92.8	81.0	82.6	83.0	91.6	91.1	84.7	85.4	90.1	96.3	86.1
1000 - 1059 AM	87.4	83.8	89.9	83.4	81.4	84.2	82.2	92.5	83.7	84.3	72.0	89.0	93.5	84.6
1100 - 1159 AM	67.5	90.1	87.1	78.6	80.2	79.3	80.0	81.9	77.6	82.3	68.2	89.9	91.6	83.0
1200 - 1259 PM	69.0	92.2	86.0	72.6	77.0	78.6	80.5	84.3	77.7	85.0	66.1	89.3	87.3	81.1
100 - 159 PM	67.1	82.2	88.2	72.5	77.2	79.6	82.1	84.4	76.7	81.5	62.9	83.5	81.9	78.9
200 - 259 PM	71.2	79.4	83.1	68.5	69.7	71.7	70.4	74.9	74.0	78.4	61.6	88.8	81.3	77.3
300 - 359 PM	58.7	77.5	81.9	68.2	69.4	67.2	72.3	81.7	75.8	77.6	63.3	86.5	85.1	74.1
400 - 459 PM	60.9	79.4	80.0	64.2	65.5	67.6	75.3	71.7	73.8	71.3	70.6	84.3	76.4	73.3
500 - 559 PM	59.2	76.7	78.7	62.1	62.1	60.2	66.0	69.0	74.3	77.6	64.1	88.4	80.9	71.0
600 - 659 PM	60.6	76.4	82.7	68.0	62.8	61.0	74.3	72.5	70.7	78.3	70.0	70.0	77.8	71.2
700 - 759 PM	58.9	76.4	80.3	60.0	61.7	53.5	70.3	64.7	70.2	69.3	65.4	92.5	72.1	69.5
800 - 859 PM	49.6	80.6	71.4	61.3	59.0	60.4	62.6	82.9	70.2	76.0	67.1	87.9	79.7	69.7
900 - 959 PM	62.2	76.9	83.4	63.9	62.0	60.0	83.0	100.0	70.6	83.4	66.4	90.2	68.9	73.6
1000 - 1059 PM	75.0	100.0	83.4	75.5	57.9	62.9	76.8	J/	85.4	85.3	75.9	J/	J/	78.7
1100 - 559 AM	93.3	71.4	98.8	85.0	95.3	100.0	96.1	J/	93.1	86.4	85.6	93.4	J/	85.9
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>71.8</b>	<b>83.1</b>	<b>85.6</b>	<b>76.7</b>	<b>73.4</b>	<b>74.0</b>	<b>79.5</b>	<b>83.4</b>	<b>81.5</b>	<b>82.8</b>	<b>73.6</b>	<b>89.0</b>	<b>86.4</b>	<b>79.5</b>

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

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
TZ	4234	HOU-LGA	1905	29	100.00	94	77
TZ	4233	LGA-HOU	1534	29	100.00	68	57
TZ	4232	HOU-LGA	1025	29	96.55	56	46
RU	2669	EWR-MCI	1930	25	96.00	56	43
OO	6174	MRY-SFO	1144	29	89.66	49	43
TZ	4220	MDW-LGA	1245	26	88.46	47	33
OO	6212	SFO-SMF	1239	30	86.67	54	42
MQ	4659	EWR-RDU	1700	29	86.21	70	65
RU	2784	CHS-EWR	1205	29	86.21	49	30
WN	438	SLC-DEN	1015	29	86.21	27	22
RU	2665	DTW-EWR	2015	26	84.62	46	51
US**	465	EWR-CLT	1825	25	84.00	52	36
RU	2567	BNA-EWR	1530	25	84.00	50	34
EV	4672	LGA-BTR	1935	25	84.00	47	39
US**	949	PHL-LAX	1845	30	83.33	42	28
OO	6212	SMF-SFO	1339	30	83.33	41	31
RU	2996	EWR-STL	1845	29	82.76	71	50
CO	1155	EWR-ATL	1935	26	80.77	59	50
TZ	4209	LGA-MDW	1635	26	80.77	58	46
FL	577	ATL-EWR	1659	30	80.00	56	39
CO	462	EWR-SJC	1740	25	80.00	54	54
RU	2763	EWR-DTW	1745	25	80.00	51	50
RU	2286	EWR-DAY	1905	25	80.00	50	42
RU	2174	EWR-GSO	1650	30	80.00	50	36
RU	2043	EWR-CLT	1930	25	80.00	50	37

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

\*\* Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and will appear only as US in this table. The designated flight was operated by US Airways, and the flight number is a US Airways flight number.

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
RU	2189	BWI-EWR	1847	25	80.00	50	38
AA	2376	DFW-ORD	1950	25	80.00	49	41
RU	3023	CLT-EWR	1415	25	80.00	49	28
RU	2227	EWR-DTW	2020	30	80.00	47	47
RU	2491	BWI-EWR	1745	30	80.00	46	40
RU	2864	EWR-PIT	1930	25	80.00	41	38
WN	2483	HOU-SAT	2055	25	80.00	37	32
AQ	486	KOA-SNA	1227	30	80.00	27	24

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



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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ATA	58	5	8.6
ALOHA	120	9	7.5
EXPRESSJET	1,327	37	2.8
CONTINENTAL	905	22	2.4
SKYWEST	1,519	15	1.0
JETBLUE	424	3	0.7
US AIRWAYS*	1,462	10	0.7
AIRTRAN	637	4	0.6
AMERICAN EAGLE	1,572	9	0.6
AMERICAN	1,807	10	0.6
ALASKA	427	2	0.5
ATLANTIC SOUTHEAST	790	3	0.4
SOUTHWEST	3,092	9	0.3
MESA	823	1	0.1
COMAIR	829	1	0.1
UNITED	1,389	1	0.1
DELTA	1,505	0	0.0
NORTHWEST	1,211	0	0.0
FRONTIER	236	0	0.0
HAWAIIAN	130	0	0.0
<b>TOTAL</b>	<b>20,263</b>	<b>141</b>	<b>0.7</b>

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

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

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**AIR TRAVEL CONSUMER REPORT**  
**TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT**

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	73.5	87.2	234	235
ADAK ISLAND AK (ADK)	66.7	44.4	9	9
AGUADILLA PR (BQN)	82.2	92.2	90	90
AKRON/CANTON OH (CAK)	82.3	86.7	888	887
ALBANY GA (ABY)	73.9	73.0	111	111
ALBANY NY (ALB)	78.6	83.2	1,256	1,256
ALBUQUERQUE NM (ABQ)	80.1	84.3	3,091	3,092
ALEXANDRIA LA (AEX)	80.8	82.7	177	196
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	79.8	84.9	401	391
AMARILLO TX (AMA)	77.9	86.5	702	703
ANCHORAGE AK (ANC)	81.8	88.1	1,439	1,439
APPLETON WI (ATW)	78.1	82.4	324	324
ASHEVILLE NC (AVL)	80.9	81.2	277	277
ASHLAND WV (HTS)	96.0	94.1	50	51
ASPEN CO (ASE)	79.3	77.0	213	213
ATLANTA GA (ATL)	77.0	78.3	33,251	33,370
ATLANTIC CITY NJ (ACY)	96.4	98.2	55	55
AUGUSTA GA (AGS)	69.9	70.4	226	226
AUSTIN TX (AUS)	79.3	81.2	3,630	3,622
BAKERSFIELD CA (BFL)	78.1	84.7	470	470
BALTIMORE MD (BWI)	83.0	80.7	8,681	8,683
BANGOR ME (BGR)	74.7	84.1	320	320
BARROW AK (BRW)	80.8	78.8	52	52
BATON ROUGE LA (BTR)	69.6	76.9	988	1,004
BEAUMONT/PORT ARTHUR TX (BPT)	87.9	81.8	33	33
BEND/REDMOND OR (RDM)	81.9	86.1	315	316
BETHEL AK (BET)	89.2	89.2	93	93
BILLINGS MT (BIL)	83.1	90.1	373	374
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	96.4	96.4	55	55
BIRMINGHAM AL (BHM)	81.2	81.6	1,489	1,489
BISMARCK/MANDAN ND (BIS)	84.5	93.1	174	174
BLOOMINGTON IL (BMI)	69.9	76.9	399	399
BOISE ID (BOI)	80.5	86.6	1,347	1,345
BOSTON MA (BOS)	76.8	82.4	10,951	10,955
BOZEMAN MT (BZN)	86.6	93.2	365	367
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	78.4	78.3	153	152
BROWNSVILLE TX (BRO)	78.2	87.0	193	193
BRUNSWICK GA (BQK)	82.4	90.0	68	60
BUFFALO NY (BUF)	76.4	80.6	2,145	2,146
BURBANK CA (BUR)	75.2	79.3	2,572	2,572
BURLINGTON VT (BTV)	75.4	81.3	536	551
BUTTE MT (BTM)	94.7	91.7	57	60
CARLSBAD CA (CLD)	76.4	81.3	246	246

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	90.0	93.1	260	260
CEDAR CITY UT (CDC)	87.6	94.1	89	85
CEDAR RAPIDS/IOWA CITY IA (CID)	75.8	82.4	777	777
CHAMPAIGN/URBANA IL (CMI)	71.2	85.1	316	316
CHARLESTON SC (CHS)	74.6	79.0	983	978
CHARLESTON/DUNBAR WV (CRW)	83.7	84.0	356	356
CHARLOTTE AMALIE VI (STT)	83.7	87.7	325	325
CHARLOTTE NC (CLT)	78.9	78.0	9,584	9,582
CHARLOTTESVILLE VA (CHO)	84.9	88.8	179	179
CHATTANOOGA TN (CHA)	81.9	84.4	386	371
CHICAGO IL (MDW)	77.6	71.8	8,157	8,183
CHICAGO IL (ORD)	72.3	73.4	30,698	30,705
CHICO CA (CIC)	51.8	60.7	112	112
CHRISTIANSTED VI (STX)	93.3	94.3	45	35
CLEVELAND OH (CLE)	81.4	85.8	7,151	7,146
CODY WY (COD)	85.6	95.6	90	90
COLLEGE STATION/BRYAN TX (CLL)	82.5	88.3	120	120
COLORADO SPRINGS CO (COS)	79.1	86.2	1,480	1,480
COLUMBIA SC (CAE)	69.4	73.5	1,049	1,049
COLUMBUS GA (CSG)	82.0	83.8	111	111
COLUMBUS MS (GTR)	83.3	75.0	60	60
COLUMBUS OH (CMH)	76.1	81.4	2,804	2,797
CORDOVA AK (CDV)	85.0	85.0	60	60
CORPUS CHRISTI TX (CRP)	73.0	81.5	774	775
COVINGTON KY (CVG)	87.9	89.6	10,939	10,986
CRESCENT CITY CA (CEC)	85.0	75.0	80	80
DALLAS TX (DAL)	83.8	82.2	4,091	4,091
DALLAS/FT.WORTH TX (DFW)	78.6	74.8	24,723	24,704
DAYTON OH (DAY)	75.2	82.8	1,095	1,095
DAYTONA BEACH FL (DAB)	74.5	73.1	341	331
DEADHORSE AK (SCC)	80.0	80.0	25	25
DENVER CO (DEN)	84.0	82.4	18,308	18,304
DES MOINES IA (DSM)	73.7	79.9	1,006	988
DETROIT MI (DTW)	83.6	82.3	10,315	10,311
DILLINGHAM AK (DLG)	85.7	85.7	14	14
DOTHAN AL (DHN)	74.7	74.1	162	162
DUBUQUE IA (DBQ)	73.0	79.1	115	115
DULUTH MN (DLH)	88.9	96.3	81	81
DURANGO CO (DRO)	89.8	92.5	266	266
EAGLE CO (EGE)	86.7	93.5	120	123
EL CENTRO CA (IPL)	75.5	77.3	110	110
EL PASO TX (ELP)	82.1	86.2	1,868	1,868
ELKO NV (EKO)	88.4	92.1	138	140

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ERIE PA (ERI)	90.3	95.1	103	102
EUGENE OR (EUG)	86.4	85.7	531	530
EUREKA/ARCATA CA (ACV)	64.4	69.9	278	279
EVANSVILLE IN (EVV)	79.0	80.9	415	444
FAIRBANKS AK (FAI)	87.5	91.2	375	374
FARGO ND (FAR)	84.5	89.9	336	335
FAYETTEVILLE AR (XNA)	73.2	77.9	986	990
FAYETTEVILLE NC (FAY)	78.4	71.3	102	108
FLAGSTAFF AZ (FLG)	80.5	83.2	149	149
FLINT MI (FNT)	80.3	87.9	638	622
FLORENCE SC (FLO)	78.3	86.7	60	60
FORT LAUDERDALE FL (FLL)	84.1	84.5	6,214	6,217
FORT SMITH AR (FSM)	68.3	77.9	145	145
FORT WAYNE IN (FWA)	76.6	82.6	556	557
FRESNO CA (FAT)	78.4	83.1	1,229	1,229
FT. MYERS FL (RSW)	84.9	87.7	2,858	2,860
GAINESVILLE FL (GNV)	70.8	73.6	161	140
GRAND FORKS ND (GFK)	80.7	92.7	83	82
GRAND JUNCTION CO (GJT)	89.8	91.5	381	378
GRAND RAPIDS MI (GRR)	80.0	85.9	1,401	1,401
GREAT FALLS MT (GTF)	89.2	93.8	323	324
GREEN BAY/CLINTONVILLE WI (GRB)	81.6	84.2	640	620
GREENSBORO/HIGH POINT NC (GSO)	70.5	78.9	1,122	1,123
GREENVILLE/SPARTANBURG SC (GSP)	74.2	82.0	928	908
GULFPORT/BILOXI MS (GPT)	78.5	81.2	553	543
GUNNISON CO (GUC)	89.2	90.9	65	66
HARLINGEN/SAN BENITO TX (HRL)	82.1	82.8	487	487
HARRISBURG PA (MDT)	78.2	83.1	657	658
HARTFORD CT (BDL)	79.6	86.3	2,761	2,764
HELENA MT (HLN)	91.1	93.8	146	144
HILO HI (ITO)	90.8	91.9	534	533
HONOLULU HI (HNL)	84.4	88.2	4,691	4,691
HOUSTON TX (HOU)	79.8	76.4	4,466	4,436
HOUSTON TX (IAH)	78.7	78.5	18,268	18,280
HUNTSVILLE AL (HSV)	79.4	83.3	776	774
IDAHO FALLS ID (IDA)	86.0	93.2	207	205
INDIANAPOLIS IN (IND)	79.0	84.7	3,120	3,123
INDIO/PALM SPRINGS CA (PSP)	77.9	82.4	1,264	1,266
INYOKERN CA (IYK)	80.0	91.8	85	85
ISLIP NY (ISP)	85.8	85.2	950	950
JACKSON WY (JAC)	86.0	89.8	222	225
JACKSON/VICKSBURG MS (JAN)	75.1	81.9	899	899
JACKSONVILLE FL (JAX)	81.3	84.1	2,594	2,593

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JUNEAU AK (JNU)	86.1	86.1	303	302
KAHULUI HI (OGG)	83.0	84.3	1,864	1,864
KALAMAZOO MI (AZO)	83.1	87.1	378	379
KALISPELL MT (FCA)	87.5	95.0	200	200
KANSAS CITY MO (MCI)	77.5	83.2	4,451	4,453
KETCHIKAN AK (KTN)	86.1	89.4	180	180
KEY WEST FL (EYW)	81.0	70.0	63	30
KILLEEN TX (GRK)	68.3	79.0	404	404
KING SALMON AK (AKN)	63.6	72.7	22	22
KINSTON NC (ISO)	80.0	88.3	60	60
KNOXVILLE TN (TYS)	76.3	81.5	852	852
KODIAK AK (ADQ)	88.3	90.0	60	60
KONA HI (KOA)	87.8	88.4	1,002	1,003
KOTZEBUE AK (OTZ)	88.9	86.7	90	90
LA CROSSE WI (LSE)	76.6	82.8	145	145
LAFAYETTE LA (LFT)	73.7	82.6	463	454
LAKE CHARLES LA (LCH)	83.9	89.0	118	118
LANSING MI (LAN)	79.4	89.0	428	427
LAREDO TX (LRD)	75.1	84.8	217	217
LAS VEGAS NV (LAS)	76.3	74.3	15,238	15,240
LAWTON/FORT SILL OK (LAW)	73.0	86.9	174	175
LEWISBURG WV (LWB)	75.0	75.0	12	12
LEWISTON ID (LWS)	93.3	94.9	60	59
LEXINGTON KY (LEX)	76.3	84.2	860	859
LIHUE HI (LIH)	83.2	84.7	1,096	1,096
LINCOLN NE (LNK)	80.0	82.6	270	270
LITTLE ROCK AR (LIT)	72.8	80.8	1,460	1,460
LONG BEACH CA (LGB)	86.6	93.4	964	967
LONGVIEW/KILGOR/GLADWATR TX (GGG)	71.1	83.3	90	90
LOS ANGELES CA (LAX)	76.6	80.5	18,871	18,863
LOUISVILLE KY (SDF)	77.5	81.3	1,583	1,580
LUBBOCK TX (LBB)	75.5	83.8	772	772
LYNCHBURG VA (LYH)	80.0	82.4	85	85
MACON GA (MCN)	61.8	83.3	89	90
MADISON WI (MSN)	77.9	81.7	1,044	1,044
MANCHESTER NH (MHT)	76.0	79.8	1,743	1,736
MARQUETTE MI (MQT)	66.3	82.5	80	80
MEDFORD OR (MFR)	75.7	76.4	502	499
MELBOURNE FL (MLB)	82.9	81.0	210	210
MEMPHIS TN (MEM)	81.0	83.3	3,883	3,882
MERIDIAN MS (MEI)	74.1	80.2	81	81
MIAMI FL (MIA)	81.9	83.1	5,756	5,757
MIDLAND/ODESSA TX (MAF)	75.3	84.2	695	695

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MILWAUKEE WI (MKE)	77.8	85.8	1,850	1,850
MINNEAPOLIS/ST. PAUL MN (MSP)	83.7	85.6	10,227	10,231
MINOT ND (MOT)	84.4	92.2	90	90
MISSION/MCALLEN/EDINBURG TX (MFE)	79.9	88.7	423	424
MISSOULA MT (MSO)	86.7	94.0	300	300
MOBILE AL (MOB)	73.8	81.6	504	505
MODESTO CA (MOD)	58.3	61.9	139	139
MOLINE IL (MLI)	76.7	81.7	514	515
MONROE LA (MLU)	74.2	84.2	120	120
MONTREY CA (MRY)	73.5	80.1	671	672
MONTGOMERY AL (MGM)	79.1	79.4	277	277
MONTROSE/DELTA CO (MTJ)	88.8	97.5	160	160
MYRTLE BEACH SC (MYR)	82.5	85.0	567	567
NAPLES FL (APF)	80.0	83.3	60	78
NASHVILLE TN (BNA)	79.0	81.2	4,776	4,774
NEW ORLEANS LA (MSY)	82.0	84.7	2,356	2,353
NEW YORK NY (JFK)	77.7	84.2	8,629	8,633
NEW YORK NY (LGA)	71.1	79.3	10,385	10,380
NEWARK NJ (EWR)	65.8	74.3	13,335	13,338
NEWBURGH/POUGHKEEPSIE NY (SWF)	73.3	67.8	90	90
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	76.4	76.6	551	551
NOME AK (OME)	86.7	87.8	90	90
NORFOLK VA (ORF)	76.5	82.3	1,616	1,616
OAKLAND CA (OAK)	77.0	76.7	5,990	5,992
OKLAHOMA CITY OK (OKC)	77.6	85.5	1,730	1,764
OMAHA NE (OMA)	73.6	82.4	1,819	1,818
ONTARIO/SAN BERNARDINO CA (ONT)	74.5	79.2	2,952	2,954
ORLANDO FL (MCO)	83.4	84.9	10,501	10,468
OXNARD/VENTURA CA (OXR)	77.1	81.6	140	141
PANAMA CITY FL (PFN)	73.4	72.5	207	207
PASCO/KENNEWICK/RICHLAND WA (PSC)	91.6	96.1	178	178
PENSACOLA FL (PNS)	74.6	79.2	810	799
PEORIA IL (PIA)	73.6	82.3	386	385
PETERSBURG AK (PSG)	85.0	86.7	60	60
PHILADELPHIA PA (PHL)	73.0	74.0	9,202	9,212
PHOENIX AZ (PHX)	80.3	79.5	17,586	17,588
PITTSBURGH PA (PIT)	78.8	83.4	3,808	3,806
POCATELLO ID (PIH)	88.1	97.3	151	150
PONCE PR (PSE)	96.7	90.0	30	30
PORTLAND ME (PWM)	71.3	81.6	533	512
PORTLAND OR (PDX)	81.9	88.2	4,635	4,634
PROVIDENCE RI (PVD)	80.1	84.5	2,251	2,252
RALEIGH/DURHAM NC (RDU)	76.2	81.3	4,614	4,607

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RAPID CITY SD (RAP)	86.3	91.5	364	364
REDDING CA (RDD)	47.1	59.8	174	174
RENO NV (RNO)	77.1	81.2	2,180	2,183
RICHMOND VA (RIC)	75.0	78.7	1,525	1,517
ROANOKE VA (ROA)	78.3	81.0	332	326
ROCHESTER MN (RST)	74.2	77.4	213	212
ROCHESTER NY (ROC)	74.2	82.0	1,375	1,352
ROCKFORD IL (RFD)	89.1	98.2	55	55
SACRAMENTO CA (SMF)	76.0	79.5	4,327	4,327
SAGINAW/BAY CITY/MIDLAND MI (MBS)	70.2	82.8	255	256
SALT LAKE CITY UT (SLC)	86.3	89.0	11,402	11,377
SAN ANGELO TX (SJT)	64.7	78.0	150	150
SAN ANTONIO TX (SAT)	79.7	84.0	3,630	3,632
SAN DIEGO CA (SAN)	76.9	81.5	7,468	7,474
SAN FRANCISCO CA (SFO)	66.5	73.6	10,824	10,821
SAN JOSE CA (SJC)	76.6	80.7	4,995	4,991
SAN JUAN PR (SJU)	80.9	88.4	2,227	2,228
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	76.1	76.1	568	570
SANTA ANA CA (SNA)	77.3	80.2	4,246	4,243
SANTA BARBARA CA (SBA)	76.4	83.2	1,240	1,240
SANTA MARIA CA (SMX)	79.3	82.1	145	145
SARASOTA/BRADENTON FL (SRQ)	86.5	88.0	799	799
SAVANNAH GA (SAV)	73.8	76.6	1,076	1,079
SCRANTON/WILKES-BARRE PA (AVP)	78.1	82.7	192	191
SEATTLE WA (SEA)	79.9	82.8	8,524	8,528
SHREVEPORT LA (SHV)	74.1	81.1	587	588
SIOUX FALLS SD (FSD)	84.5	84.4	438	436
SITKA AK (SIT)	86.8	91.2	91	91
SOUTH BEND IN (SBN)	77.3	75.6	128	127
SPOKANE WA (GEG)	80.9	90.2	1,057	1,055
SPRINGFIELD IL (SPI)	77.2	77.2	149	149
SPRINGFIELD MO (SGF)	70.4	77.8	734	733
ST. GEORGE UT (SGU)	81.8	90.2	253	255
ST. LOUIS MO (STL)	79.8	81.0	5,303	5,299
STATE COLLEGE PA (SCE)	96.5	98.8	85	85
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	89.5	87.7	114	114
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	82.8	84.6	169	182
SYRACUSE NY (SYR)	76.9	85.4	1,002	1,002
TALLAHASSEE FL (TLH)	82.5	86.8	234	234
TAMPA FL (TPA)	83.0	86.4	6,565	6,563
TELLURIDE CO (TEX)	77.4	77.4	31	31
TEXARKANA AR (TXK)	76.7	88.9	90	90
TOLEDO OH (TOL)	81.8	86.8	340	340

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TRAVERSE CITY MI (TVC)	77.3	86.0	229	229
TUCSON AZ (TUS)	79.5	85.2	2,108	2,110
TULSA OK (TUL)	76.6	82.1	1,790	1,817
TUPELO MS (TUP)	70.0	73.3	60	60
TWIN FALLS ID (TWF)	85.6	95.4	160	153
TYLER TX (TYR)	82.1	90.3	145	145
VALDOSTA GA (VLD)	82.0	81.1	111	111
VALPARAISO FL (VPS)	73.7	83.3	533	533
WACO TX (ACT)	74.1	87.8	205	205
WASHINGTON DC (DCA)	81.7	86.5	7,774	7,777
WASHINGTON DC (IAD)	80.3	78.2	7,963	7,967
WAUSAU/MARSHFIELD WI (CWA)	84.3	85.4	89	89
WEST PALM BEACH/PALM BEACH FL (PBI)	82.3	84.3	2,795	2,797
WHITE PLAINS NY (HPN)	76.6	76.8	531	530
WICHITA FALLS TX (SPS)	77.3	81.5	198	200
WICHITA KS (ICT)	71.5	77.0	1,044	1,044
WILMINGTON NC (ILM)	68.8	71.4	276	276
WRANGELL AK (WRG)	81.7	91.7	60	60
YAKUTAT AK (YAK)	81.7	90.0	60	60
YUMA AZ (YUM)	78.2	81.2	294	293

APRIL 2006  
AIR TRAVEL CONSUMER REPORT  
TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS  
BY CARRIER

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ALOHA	3	123	3	2.4	11	3,530	382	10.8
AMERICAN EAGLE	23	26,169	700	2.7	116	45,721	1,254	2.7
MESA	26	14,717	399	2.7	120	24,391	667	2.7
ATLANTIC SOUTHEAST	17	12,164	223	1.8	128	22,760	451	2.0
SKYWEST	16	23,503	329	1.4	126	44,441	686	1.5
UNITED	31	34,484	542	1.6	84	40,872	617	1.5
EXPRESSJET	25	17,730	271	1.5	117	35,836	459	1.3
DELTA	30	34,075	378	1.1	98	42,835	486	1.1
ALASKA	16	7,040	37	0.5	46	12,725	103	0.8
COMAIR	23	13,979	88	0.6	105	22,785	161	0.7
AMERICAN	29	41,129	281	0.7	85	53,496	356	0.7
NORTHWEST	29	24,114	131	0.5	106	35,242	200	0.6
US AIRWAYS*	29	34,978	187	0.5	80	41,951	221	0.5
SOUTHWEST	16	44,390	187	0.4	62	88,881	396	0.4
AIRTRAN	22	14,659	64	0.4	48	19,071	82	0.4
ATA	10	1,306	6	0.5	16	1,632	7	0.4
CONTINENTAL	29	20,346	55	0.3	77	25,747	64	0.2
FRONTIER	22	5,680	5	0.1	39	6,882	9	0.1
HAWAIIAN	6	267	0	0.0	14	4,016	5	0.1
JETBLUE	15	9,438	0	0.0	33	12,537	2	0.0
<b>Total</b>		<b>380,297</b>	<b>3,886</b>	<b>1.0</b>	<b>Total</b>	<b>585,359</b>	<b>6,608</b>	<b>1.1</b>

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

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	53496	41253	77.11%	356	0.67%	86	0.16%	2964	5.54%	431	0.81%	4652	8.70%	4	0.01%	3750	7.01%
AQ	3530	2585	73.23%	382	10.82%	3	0.08%	247	6.99%	1	0.03%	61	1.72%	1	0.04%	250	7.08%
AS	12725	9727	76.44%	103	0.81%	11	0.09%	899	7.07%	11	0.09%	934	7.34%	17	0.13%	1023	8.04%
B6	12537	10167	81.10%	2	0.02%	34	0.27%	369	2.94%	10	0.08%	1154	9.21%	7	0.05%	794	6.33%
CO	25747	18723	72.72%	64	0.25%	35	0.14%	1407	5.46%	177	0.69%	3488	13.55%	58	0.23%	1795	6.97%
DL	42835	35355	82.54%	486	1.13%	87	0.20%	1723	4.02%	92	0.21%	3236	7.56%	47	0.11%	1809	4.22%
EV	22760	16878	74.16%	451	1.98%	41	0.18%	2013	8.84%	872	3.83%	2126	9.34%	77	0.34%	302	1.33%
F9	6882	5750	83.55%	9	0.13%	9	0.13%	302	4.38%	23	0.33%	547	7.95%	2	0.03%	241	3.50%
FL	19071	15202	79.71%	82	0.43%	41	0.21%	594	3.11%	11	0.06%	1378	7.23%	0	0.00%	1762	9.24%
HA	4016	3786	94.27%	5	0.12%	0	0.00%	152	3.79%	1	0.03%	2	0.05%	3	0.07%	67	1.66%
MQ	45721	33001	72.18%	1254	2.74%	69	0.15%	2781	6.08%	375	0.82%	3449	7.54%	1	0.00%	4791	10.48%
NW	35242	28947	82.14%	200	0.57%	71	0.20%	2282	6.47%	320	0.91%	2398	6.80%	8	0.02%	1016	2.88%
OH	22785	19385	85.08%	161	0.71%	46	0.20%	1115	4.89%	556	2.44%	1449	6.36%	10	0.04%	65	0.28%
OO	44441	35858	80.69%	682	1.53%	36	0.08%	4334	9.75%	194	0.44%	1225	2.76%	27	0.06%	2085	4.69%
RU	35836	26896	75.05%	459	1.28%	161	0.45%	1396	3.90%	364	1.02%	3717	10.37%	104	0.29%	2738	7.64%
TZ	1632	1064	65.20%	7	0.43%	0	0.00%	88	5.37%	1	0.05%	306	18.76%	5	0.30%	161	9.89%
UA	40872	31180	76.29%	617	1.51%	62	0.15%	2310	5.65%	107	0.26%	3344	8.18%	2	0.01%	3250	7.95%
US***	41951	33609	80.11%	221	0.53%	46	0.11%	2210	5.27%	122	0.29%	3448	8.22%	15	0.04%	2280	5.43%
WN	88881	70803	79.66%	396	0.45%	139	0.16%	4200	4.72%	319	0.36%	3020	3.40%	61	0.07%	9944	11.19%
YV	24391	18834	77.22%	667	2.73%	52	0.21%	1902	7.80%	101	0.41%	960	3.94%	11	0.05%	1864	7.64%
TOTAL	585351	459003		6604		1029		33286		4087		40895		460		39987	
			78.42%		1.13%		0.18%		5.69%		0.70%		6.99%		0.08%		6.83%

**\*Causes of Delay:**

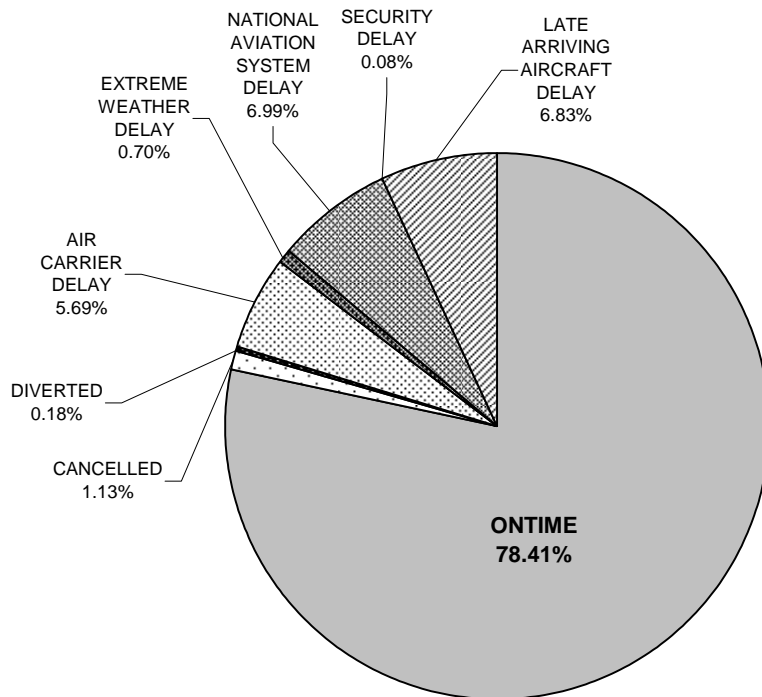
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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

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

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

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



**\*Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
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**Note:** For additional airline-specific information, visit <http://www.bts.gov>



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

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

**APPENDIX**

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

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

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

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

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

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

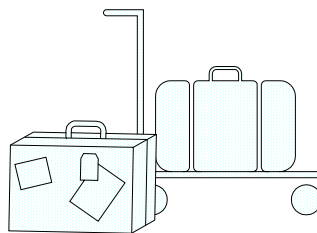
AQ	Aloha Airlines (eff. 04/06)
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\* Revised January 2006, based on Bureau of Transportation Statistic's Technical Reporting Directive #13, issued September 20, 2005.

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	APRIL 2006			APRIL 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	JETBLUE AIRWAYS	4,877	1,611,379	3.03	3,904	1,258,446	3.10
2	HAWAIIAN AIRLINES	1,522	490,053	3.11	1,348	464,714	2.90
3	NORTHWEST AIRLINES	13,139	3,875,289	3.39	15,567	4,184,025	3.72
4	CONTINENTAL AIRLINES	11,276	3,239,640	3.48	8,865	2,904,569	3.05
5	UNITED AIRLINES	18,019	5,083,738	3.54	14,262	4,628,657	3.08
6	FRONTIER AIRLINES	3,176	813,158	3.91	*	*	*
7	ALASKA AIRLINES	4,935	1,254,702	3.93	4,056	1,225,824	3.31
8	AIRTRAN AIRWAYS	8,051	1,802,327	4.47	4,921	1,353,802	3.63
9	SOUTHWEST AIRLINES	37,612	8,291,797	4.54	23,644	7,269,671	3.25
10	DELTA AIR LINES	27,025	5,597,462	4.83	46,459	7,135,131	6.51
11	ATA AIRLINES	1,045	214,559	4.87	1,400	390,708	3.58
12	AMERICAN AIRLINES	37,714	6,848,526	5.51	31,316	6,678,550	4.69
13	US AIRWAYS **	27,472	4,701,775	5.84	37,592	3,444,406	10.91
14	ALOHA AIRLINES	1,848	275,902	6.70	*	*	*
15	EXPRESSJET AIRLINES	10,155	1,403,372	7.24	6,053	1,166,859	5.19
16	SKYWEST AIRLINES	11,942	1,601,463	7.46	10,696	1,294,779	8.26
17	COMAIR	7,279	879,658	8.27	10,990	1,117,954	9.83
18	MESA AIRLINES	9,854	1,151,586	8.56	*	*	*
19	AMERICAN EAGLE AIRLINES	19,726	1,573,209	12.54	11,071	1,443,118	7.67
20	ATLANTIC SOUTHEAST AIRLINES	15,767	994,773	15.85	15,699	997,062	15.75
TOTALS **		272,434	51,704,368	5.27	247,843	46,958,275	5.28

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

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

ENPLANED PASSENGERS—For the domestic system only.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Reporting by Frontier Airlines effective May 2005. Reporting by Mesa Airlines effective January 2006. Reporting by Aloha Airlines (voluntary) effective April 2006.

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

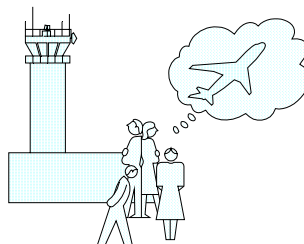
## OVERSALES

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

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

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

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



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

RANK	AIRLINE	JANUARY-MARCH 2006				JANUARY-MARCH 2005			
		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>	17	5	4,334,914	<b>0.01</b>	15	0	3,400,086	<b>0.00</b>
2	<b>HAWAIIAN AIRLINES</b>	647	14	1,460,757	<b>0.10</b>	744	5	1,376,667	<b>0.04</b>
3	<b>AIRTRAN AIRWAYS</b>	4,893	61	4,487,485	<b>0.14</b>	8,334	216	3,543,810	<b>0.61</b>
4	<b>UNITED AIRLINES</b>	17,503	493	14,773,356	<b>0.33</b>	21,687	593	14,160,569	<b>0.42</b>
5	<b>ALASKA AIRLINES</b>	4,852	188	3,424,626	<b>0.55</b>	6,284	511	3,505,624	<b>1.46</b>
6	<b>FRONTIER AIRLINES</b>	510	144	2,165,124	<b>0.67</b>	*	*	*	*
7	<b>NORTHWEST AIRLINES</b>	19,096	1,116	11,155,597	<b>1.00</b>	23,152	2,048	12,061,214	<b>1.70</b>
8	<b>US AIRWAYS **</b>	19,066	1,426	13,370,306	<b>1.07</b>	17,902	1,014	10,074,156	<b>1.01</b>
9	<b>AMERICAN AIRLINES</b>	22,511	2,465	21,213,474	<b>1.16</b>	17,687	1,478	20,623,793	<b>0.72</b>
10	<b>SKYWEST AIRLINES</b>	4,144	154	1,225,894	<b>1.26</b>	1,394	28	399,872	<b>0.70</b>
11	<b>SOUTHWEST AIRLINES</b>	29,804	2,881	22,015,484	<b>1.31</b>	21,530	1,473	19,780,746	<b>0.74</b>
12	<b>MESA AIRLINES</b>	3,828	330	1,946,708	<b>1.70</b>	*	*	*	*
13	<b>AMERICAN EAGLE AIRLINES</b>	583	109	507,758	<b>2.15</b>	682	40	503,598	<b>0.79</b>
14	<b>ATA AIRLINES</b>	298	147	640,100	<b>2.30</b>	1,896	912	1,532,801	<b>5.95</b>
15	<b>DELTA AIR LINES</b>	38,256	4,315	17,079,253	<b>2.53</b>	18,494	2,185	20,650,378	<b>1.06</b>
16	<b>CONTINENTAL AIRLINES</b>	12,227	2,500	9,611,189	<b>2.60</b>	13,273	2,642	8,775,816	<b>3.01</b>
17	<b>COMAIR</b>	2,143	135	455,164	<b>2.97</b>	693	72	665,595	<b>1.08</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	3,892	714	1,035,886	<b>6.89</b>	1,074	272	1,013,122	<b>2.68</b>
	<b>TOTALS **</b>	184,270	17,197	130,903,075	<b>1.31</b>	154,871	13,489	122,067,847	<b>1.11</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. The entire fleet of Express Jet Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ACR) consists of aircraft with 60 seats or less. Frontier Airlines was ranked in this section for the first time with the 2nd quarter (April-June) 2005 (voluntary flight delay and mishandled baggage reporting effective May 2005). Mesa Airlines is ranked in this section for the first time with this report.

\*\* Effective the 1st quarter 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways in this table. Independence Air ceased operating in December 2005. Effective the 1st quarter 2006, America West and Independence Air are no longer ranked in this table. Totals for the 1st quarter 2005 reflect the deletion of America West's and Independence Air's data for that quarter.

## **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

	APRIL 2006				APRIL 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	530	85	2	122	508	48	3	80
FOREIGN AIRLINES	141	2	0	20	109	1	0	5
TRAVEL AGENTS	17	1	0	0	19	2	0	1
TOUR OPERATORS	4	0	0	0	2	0	0	0
MISCELLANEOUS	13	8	0	42	11	8	0	28
<b>INDUSTRY TOTALS</b>	<b>705</b>	<b>96</b>	<b>2</b>	<b>184</b>	<b>649</b>	<b>59</b>	<b>3</b>	<b>114</b>



Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	APRIL 2006			APRIL 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	189		1	176	
CANCELLATIONS			86			65
MISCONNECTIONS			40			36
DELAYS			27			44
BAGGAGE	2	137		2	134	
CUSTOMER SERVICE	3	88		4	59	
RES/TKTG/BOARDING	4	77		3	78	
REFUNDS	5	67		6	47	
OVERSALES	6	44		5	49	
DISABILITY	7	36		7	37	
OTHER	8	30		8	31	
FREQUENT FLYER			25			22
FARES	9	25		9	25	
DISCRIMINATION	10	8		11	6	
ADVERTISING	11	4		10	7	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		705			649	

\* 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\*

APRIL 2006

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	2	2	1	0	0	0	1	0	0	0	0	0	6
AIRTRAN AIRWAYS	1	2	1	0	0	4	1	0	0	0	0	0	9
ALASKA AIRLINES	1	0	0	1	0	3	2	0	0	0	0	0	7
AMERICAN AIRLINES	22	3	7	3	6	21	19	8	1	2	0	4	96
AMERICAN EAGLE AIRLINES	7	1	1	0	0	4	2	0	0	0	0	0	15
ATLANTIC SOUTHEAST AIRLINES	3	0	0	0	0	3	0	1	0	0	0	0	7
CONTINENTAL AIRLINES	10	3	1	2	1	7	2	4	0	0	0	1	31
DELTA AIRLINES	20	2	6	2	6	14	3	0	0	1	0	7	61
EXPRESSJET AIRLINES	4	0	0	0	1	0	0	0	0	0	0	0	5
HOOTERS AIRLINES	1	1	0	0	2	1	0	0	0	0	0	0	5
MESA AIRLINES	5	0	0	0	0	1	2	4	0	0	0	0	12
NORTHWEST AIRLINES	5	3	5	1	4	3	10	3	0	1	0	1	36
SKYWEST AIRLINES	3	1	0	0	0	4	1	0	0	0	0	0	9
SOUTHWEST AIRLINES	3	2	0	0	0	3	2	2	1	0	0	0	13
UNITED AIRLINES	23	6	10	1	7	15	18	5	0	3	0	7	95
US AIRWAYS***	19	5	10	4	4	11	9	3	0	0	0	2	67
USA3000	4	0	0	0	2	0	0	0	0	0	0	0	6
OTHER U. S. AIRLINES	12	6	3	1	5	13	7	1	1	0	0	1	50
<b>TOTAL APRIL 2006</b>	<b>145</b>	<b>37</b>	<b>45</b>	<b>15</b>	<b>38</b>	<b>107</b>	<b>79</b>	<b>31</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>23</b>	<b>530</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>27.4</b>	<b>7.0</b>	<b>8.5</b>	<b>2.8</b>	<b>7.2</b>	<b>20.2</b>	<b>14.9</b>	<b>5.8</b>	<b>0.6</b>	<b>1.3</b>	<b>0</b>	<b>4.3</b>	
<b>TOTAL APRIL 2005</b>	<b>153</b>	<b>39</b>	<b>55</b>	<b>15</b>	<b>23</b>	<b>105</b>	<b>49</b>	<b>32</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>27</b>	<b>508</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>30.1</b>	<b>7.7</b>	<b>10.8</b>	<b>3.0</b>	<b>4.5</b>	<b>20.7</b>	<b>9.6</b>	<b>6.3</b>	<b>1.2</b>	<b>0.8</b>	<b>0</b>	<b>5.3</b>	

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

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

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

Table 4

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY INCIDENT DATE  
APRIL 2006

U. S. AIRLINES*	COMPS RECD IN APRIL	INCI - DENTS IN APRIL	PERCENT	INCI - DENTS IN MARCH	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	6	2	33.3	2	33.3	1	16.7	1	16.7
AIRTRAN AIRWAYS	9	7	77.8	0	0.0	1	11.1	1	11.1
ALASKA AIRLINES	7	3	42.9	0	0.0	2	28.6	2	28.6
AMERICAN AIRLINES	96	34	35.4	28	29.2	17	17.7	17	17.7
AMERICAN EAGLE AIRLINES	15	7	46.7	5	33.3	1	6.7	2	13.3
ATLANTIC SOUTHEAST AIRLINES	7	4	57.1	2	28.6	1	14.3	0	0.0
CONTINENTAL AIRLINES	31	15	48.4	9	29.0	5	16.1	2	6.5
DELTA AIRLINES	61	19	31.1	10	16.4	17	27.9	15	24.6
EXPRESSJET AIRLINES	5	2	40.0	1	20.0	2	40.0	0	0.0
HOOTERS AIRLINES	5	2	40.0	0	0.0	2	40.0	1	20.0
MESA AIRLINES	12	7	58.3	1	8.3	3	25.0	1	8.3
NORTHWEST AIRLINES	36	13	36.1	9	25.0	8	22.2	6	16.7
SKYWEST AIRLINES	9	3	33.3	4	44.4	1	11.1	1	11.1
SOUTHWEST AIRLINES	13	8	61.5	2	15.4	1	7.7	2	15.4
UNITED AIRLINES	95	18	18.9	33	34.7	31	32.6	13	13.7
US AIRWAYS**	67	21	31.3	11	16.4	18	26.9	17	25.4
USA3000	6	2	33.3	2	33.3	0	0.0	2	33.3
OTHER U. S. AIRLINES	50	25	50.0	5	10.0	16	32.0	4	8.0
<b>TOTALS</b>	<b>530</b>	<b>192</b>	<b>36.2</b>	<b>124</b>	<b>23.4</b>	<b>127</b>	<b>24.0</b>	<b>87</b>	<b>16.4</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>508</b>	<b>155</b>	<b>30.5</b>	<b>142</b>	<b>28.0</b>	<b>118</b>	<b>23.2</b>	<b>93</b>	<b>18.3</b>

\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER "OTHER U. S. AIRLINES."

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

Table 5

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

APRIL 2006

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROCALIFORNIA	25	1	0	0	1	0	0	0	0	0	0	0	27
AIR FRANCE	0	1	2	1	0	2	1	2	0	0	0	0	9
AIR INDIA	2	0	0	1	1	3	0	0	0	0	0	0	7
ALITALIA AIRLINES	1	1	2	1	1	3	1	0	0	0	0	1	11
BRITISH AIRWAYS	0	0	1	1	2	6	0	1	1	0	0	1	13
EMIRATES AIRLINES	1	0	1	0	0	2	1	0	0	0	0	0	5
KLM	1	0	0	0	1	2	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	9	4	19	3	11	9	2	2	0	0	0	5	64
<b>TOTALS</b>	<b>39</b>	<b>7</b>	<b>25</b>	<b>7</b>	<b>17</b>	<b>27</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>141</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	2	0	5	3	6	0	1	0	0	0	0	0	17
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	0	0	3	0	0	0	0	0	0	0	4
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	2	0	3	3	2	0	0	1	0	0	13
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>13</b>

\* 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

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

RANK	AIRLINE	APRIL 2006			APRIL 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ALOHA AIRLINES</i>	0	257,630	0.00	*	*	*
2	<i>COMAIR</i>	1	897,465	0.11	7	1,113,977	0.63
3	<i>SOUTHWEST AIRLINES</i>	13	8,136,357	0.16	10	7,133,251	0.14
4	<i>HAWAIIAN AIRLINES</i>	1	487,612	0.21	4	455,193	0.88
5	<i>JETBLUE AIRWAYS</i>	4	1,565,299	0.26	4	1,225,898	0.33
6	<i>EXPRESSJET AIRLINES</i>	5	1,523,042	0.33	2	1,264,641	0.16
7	<i>ALASKA AIRLINES</i>	7	1,420,320	0.49	5	1,362,035	0.37
8	<i>FRONTIER AIRLINES</i>	4	810,808	0.49	*	*	*
9	<i>AIRTRAN AIRWAYS</i>	9	1,768,359	0.51	11	1,326,766	0.83
10	<i>SKYWEST AIRLINES</i>	9	1,574,563	0.57	6	1,317,259	0.46
11	<i>ATLANTIC SOUTHEAST AIRLINES</i>	7	999,948	0.70	9	1,001,430	0.90
12	<i>CONTINENTAL AIRLINES</i>	31	4,038,269	0.77	37	3,550,020	1.04
13	<i>NORTHWEST AIRLINES</i>	36	4,608,336	0.78	46	4,872,619	0.94
14	<i>ATA AIRLINES</i>	2	234,974	0.85	4	414,797	0.96
15	<i>AMERICAN EAGLE AIRLINES</i>	15	1,573,420	0.95	10	1,439,873	0.69
16	<i>DELTA AIR LINES</i>	61	6,164,862	0.99	73	7,554,276	0.97
17	<i>MESA AIRLINES</i>	12	1,092,753	1.10	*	*	*
18	<i>AMERICAN AIRLINES</i>	96	8,425,477	1.14	87	8,074,471	1.08
19	<i>US AIRWAYS **</i>	67	5,080,985	1.32	49	3,860,664	1.27
20	<i>UNITED AIRLINES</i>	95	5,842,466	1.63	44	5,317,910	0.83
<b>TOTAL **</b>		<b>475</b>	<b>56,502,945</b>	<b>0.84</b>	<b>408</b>	<b>51,285,080</b>	<b>0.80</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics (BTS), plus any other carrier that voluntarily reports flight delay and mishandled baggage data to BTS. Frontier Airlines' ranking in this table effective May 2005. Mesa Airlines' ranking in this table effective January 2006. Aloha Airlines' ranking in this table effective April 2006, when the carrier started voluntarily reporting flight delay and mishandled baggage data.

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

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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



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

The Transportation Security Administration protects approximately 58 million airline passengers and screens their 75 million checked bags every month as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of April.

**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
318	.00053	72	.00012	41	.00007	577	.00096

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
243	.0004	1108	.0014

**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 April.

## April 2006 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">American Airlines</a>	1		
<a href="#">Continental Airlines</a>	1	1	
<a href="#">Northwest Airlines</a>			1
<a href="#">Pinnacle Airlines</a>		1	
<a href="#">United Airlines</a>	1		
<b><i>Total</i></b>	<b>3</b>	<b>2</b>	<b>1</b>