



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: February 2005*



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

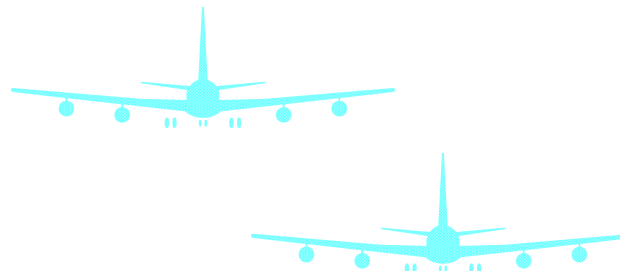
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\* Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov/>

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

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## **INTRODUCTION**

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

The report is divided into five sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, and Customer Service Reports to the Transportation Security Administration). The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division. The section that deals with customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

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



## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 18 U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, plus 1 other carrier that reports voluntarily.

The rule requires carriers to currently report on operations to and from the 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 19 reporting air carriers, 11 carriers (America West, American, Independence Air—formerly Atlantic Coast, Continental, Delta, ExpressJet, Hawaiian, JetBlue, Northwest, United, and US Airways) use ACARS exclusively; 4 carriers (AirTran, Atlantic Southeast, Comair, and Southwest) record arrival times manually; and 4 carriers (Alaska, American Eagle, ATA, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 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 has a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 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/V/	7	59.4	13	93.8
CONTINENTAL AIRLINES S/	29	75.9	79	75.7
AIRTRAN AIRWAYS S/	19	74.8	42	75.4
UNITED AIRLINES S/	30	74.1	83	74.3
SOUTHWEST AIRLINES S/	16	73.4	60	74.0
DELTA AIR LINES S/	31	73.8	105	73.7
ATA AIRLINES S/	19	71.8	26	73.6
NORTHWEST AIRLINES S/	31	73.1	117	73.5
INDEPENDENCE AIR * S/	10	68.2	40	72.4
AMERICAN AIRLINES S/	30	71.5	84	72.0
SKYWEST AIRLINES S/	13	71.6	118	71.2
AMERICA WEST AIRLINES S/	27	70.7	51	70.5
ATLANTIC SOUTHEAST AIRLINES S/	14	71.0	110	70.3
AMERICAN EAGLE AIRLINES S/	23	70.4	105	69.9
US AIRWAYS S/	26	68.5	61	68.6
JETBLUE AIRWAYS S/	13	67.1	28	67.5
EXPRESSJET AIRLINES S/	24	66.2	113	67.0
ALASKA AIRLINES S/	14	65.5	45	63.2
COMAIR S/	24	62.3	114	62.5
<b>TOTAL</b>		<b>71.4</b>		<b>71.6</b>

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by Hawaiian Airlines (voluntary) effective November 2003. Reporting by Comair effective January 2004. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.
- \* Formerly Atlantic Coast Airlines

## DECEMBER 2004

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		OCT- 04		NOV- 04		DEC- 04		12 MONTHS ENDING DEC 2004		DATABASE TO DATE SEP 1987-DEC 2004	
	01 - 03 2004		04 - 06 2004		07 - 09 2004		10 - 12 2004		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.0	(15)	79.4	(8)	78.3	(10)	78.0	(10)	81.3	(10)	77.6	(13)	75.4	(3)	77.7	(10)	--	(--)
ALASKA	75.5	(14)	80.8	(5)	78.2	(11)	70.8	(18)	78.9	(15)	70.1	(18)	63.2	(18)	76.5	(14)	76.3	(8)
AMERICA WEST	74.3	(16)	76.7	(14)	77.8	(15)	74.1	(16)	76.7	(18)	75.0	(15)	70.5	(12)	75.7	(17)	78.6	(5)
AMERICAN	74.3	(17)	76.9	(13)	77.8	(14)	78.2	(9)	82.1	(8)	80.9	(9)	72.0	(10)	76.8	(13)	79.2	(3)
AMERICAN EAGLE	70.9	(18)	71.3	(19)	76.0	(18)	74.1	(15)	78.2	(17)	74.4	(16)	69.9	(14)	73.2	(19)	75.3	(10)
ATA	76.1	(13)	81.9	(4)	80.6	(6)	80.8	(2)	86.6	(4)	82.1	(6)	73.6	(7)	79.8	(5)	--	(--)
ATLANTIC SOUTHEAST	81.0	(5)	77.3	(12)	77.6	(16)	70.0	(19)	71.5	(19)	68.1	(19)	70.3	(13)	76.3	(15)	--	(--)
COMAIR	78.1	(9)	79.6	(7)	78.1	(12)	73.4	(17)	78.2	(16)	80.1	(10)	62.5	(19)	77.3	(11)	--	(--)
CONTINENTAL	79.9	(6)	74.3	(16)	81.1	(4)	80.3	(4)	87.7	(2)	77.8	(12)	75.7	(2)	78.9	(9)	78.9	(4)
DELTA	77.2	(11)	75.5	(15)	75.3	(19)	76.6	(12)	79.5	(13)	76.6	(14)	73.7	(6)	76.2	(16)	77.7	(7)
EXPRESSJET	78.6	(8)	74.3	(17)	79.9	(8)	75.1	(14)	84.2	(5)	74.3	(17)	67.0	(17)	76.9	(12)	--	(--)
HAWAIIAN	89.5	(1)	95.1	(1)	96.4	(1)	94.2	(1)	95.3	(1)	93.4	(1)	93.8	(1)	93.9	(1)	--	(--)
INDEPENDENCE *	70.6	(19)	73.7	(18)	76.8	(17)	77.9	(11)	79.1	(14)	81.5	(7)	72.4	(9)	74.7	(18)	--	(--)
JETBLUE	83.8	(2)	84.3	(3)	79.1	(9)	80.3	(5)	86.8	(3)	87.5	(2)	67.5	(16)	81.8	(3)	--	(--)
NORTHWEST	76.8	(12)	78.5	(11)	81.1	(5)	79.8	(6)	81.8	(9)	84.2	(3)	73.5	(8)	79.1	(8)	79.9	(2)
SKYWEST	79.7	(7)	85.3	(2)	86.5	(2)	79.2	(7)	84.0	(6)	82.4	(5)	71.2	(11)	82.7	(2)	--	(--)
SOUTHWEST	83.2	(3)	78.9	(9)	79.9	(7)	78.3	(8)	80.0	(12)	81.0	(8)	74.0	(5)	80.1	(4)	82.5	(1)
UNITED	78.0	(10)	78.6	(10)	81.7	(3)	80.6	(3)	83.9	(7)	83.5	(4)	74.3	(4)	79.7	(6)	76.3	(9)
US AIRWAYS	82.5	(4)	80.7	(6)	78.1	(13)	76.1	(13)	80.9	(11)	78.7	(11)	68.6	(15)	79.2	(7)	78.6	(6)
<b>Total</b>	<b>77.9</b>		<b>77.9</b>		<b>79.3</b>		<b>77.2</b>		<b>81.0</b>		<b>79.1</b>		<b>71.6</b>		<b>78.1</b>		<b>78.8</b>	

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- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by Hawaiian Airlines (voluntary) effective November 2003. Reporting by Comair effective January 2004. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

\* Formerly Atlantic Coast Airlines

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
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	651	66.8	1515	66.3	569	77.9	151	70.2	H/		806	77.8	662	74.3	13789	77.3
AS	H/		31	64.5	H/		H/		H/		93	77.4	186	75.3	H/	
B6	H/		465	80.9	H/		H/		H/		H/		93	66.7	H/	
CO	374	71.7	550	74.7	258	84.1	H/		H/		347	86.5	332	74.1	300	79.3
DH	242	59.1	362	63.0	H/		266	69.9	H/		H/		H/		H/	
DL	17737	73.4	1562	75.7	453	73.3	233	73.8	4677	78.0	1008	79.9	579	74.6	1315	78.9
EV	8572	66.8	H/		24	54.2	62	66.1	638	62.2	70	65.7	101	77.2	2817	83.8
FL	5181	75.4	550	77.6	1024	80.0	H/		H/		153	79.7	68	73.5	415	76.9
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	155	54.8	184	66.8	153	66.7	H/		H/		124	66.1	363	71.6	272	65.8
MQ	89	42.7	1773	68.4	197	55.8	278	70.1	379	63.6	853	67.6	H/		7089	80.8
NW	446	62.1	394	69.3	303	78.9	138	79.7	16	62.5	521	74.7	396	64.4	311	72.0
OH	1178	57.0	1029	67.0	93	63.4	305	60.3	11581	63.0	524	66.8	H/		39	64.1
OO	H/		H/		H/		H/		H/		H/		2918	81.0	492	82.1
RU	197	58.9	22	77.3	164	55.5	395	67.8	227	59.0	265	57.7	45	62.2	188	70.7
TZ	H/		83	68.7	H/		109	78.9	H/		113	76.1	115	67.8	192	75.5
UA	334	71.6	833	71.8	463	76.0	248	75.4	55	80.0	416	76.7	6885	78.6	508	76.4
US	297	56.6	1636	73.7	335	77.0	7455	77.6	H/		2660	75.6	240	62.1	395	63.8
WN	H/		H/		4935	78.2	H/		H/		H/		H/		H/	
<b>TOTAL</b>	<b>35453</b>	<b>70.8</b>	<b>10989</b>	<b>71.2</b>	<b>8971</b>	<b>76.8</b>	<b>9640</b>	<b>75.9</b>	<b>17573</b>	<b>67.0</b>	<b>7953</b>	<b>74.7</b>	<b>12983</b>	<b>77.4</b>	<b>28122</b>	<b>78.5</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	DTW		EWR		FLL		IAH		JFK		LAS		LAX		LGA	
	# 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	402	75.1	740	62.8	828	65.7	466	73.0	1148	67.1	764	71.2	2763	69.0	1971	64.9
AS	H/		62	80.6	H/		H/		H/		384	60.9	737	69.3	H/	
B6	H/		H/		791	59.3	H/		2943	67.0	173	72.8	2	0.0	217	66.4
CO	198	83.8	4579	68.6	463	66.5	7242	84.0	22	77.3	429	72.0	584	69.5	355	62.3
DH	204	70.1	295	60.3	H/		H/		396	75.8	H/		H/		H/	
DL	301	73.1	594	65.5	954	67.8	303	70.0	1249	71.2	727	70.2	1203	69.0	1872	72.8
EV	62	58.1	H/		H/		89	82.0	31	74.2	H/		H/		H/	
FL	H/		153	68.6	458	72.7	H/		H/		124	72.6	124	63.7	427	62.3
HA	H/		H/		H/		H/		H/		31	67.7	92	60.9	H/	
HP	184	59.2	185	52.4	93	64.5	185	51.9	306	65.4	2980	74.2	703	73.3	H/	
MQ	109	46.8	287	53.0	H/		92	81.5	386	64.5	H/		1899	83.6	1527	61.4
NW	9063	77.8	422	64.7	276	60.1	388	77.6	91	76.9	416	61.1	574	60.8	513	60.4
OH	349	57.9	23	21.7	66	66.7	54	55.6	1243	60.3	H/		H/		1329	59.0
OO	H/		H/		H/		993	86.8	H/		182	58.8	4108	75.9	H/	
RU	270	55.9	4837	58.7	H/		7102	73.7	29	51.7	H/		16	62.5	137	47.4
TZ	H/		107	67.3	94	62.8	H/		H/		147	76.2	205	63.4	277	58.8
UA	248	76.6	485	64.9	249	72.7	341	74.8	363	73.3	1045	74.9	3021	74.7	597	73.0
US	116	66.4	349	60.2	822	57.8	203	63.1	H/		294	54.4	295	52.9	1445	72.2
WN	457	76.8	H/		1149	73.5	171	86.0	H/		5929	73.6	3478	72.4	H/	
<b>TOTAL</b>	<b>11963</b>	<b>75.6</b>	<b>13118</b>	<b>63.2</b>	<b>6243</b>	<b>66.2</b>	<b>17629</b>	<b>78.5</b>	<b>8207</b>	<b>67.3</b>	<b>13625</b>	<b>72.1</b>	<b>19804</b>	<b>72.9</b>	<b>10667</b>	<b>65.7</b>

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



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# 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	1000	71.8	125	74.4	3538	71.3	413	69.2	7708	65.1	214	71.5	638	67.2	439	63.6
AS	62	71.0	H/		31	74.2	H/		124	51.6	1100	67.8	H/		309	55.0
B6	418	65.6	H/		H/		H/		H/		H/		H/		31	61.3
CO	514	76.1	81	82.7	332	79.5	158	79.1	398	66.8	107	48.6	178	60.1	385	72.2
DH	513	70.4	H/		H/		H/		326	55.8	H/		H/		H/	
DL	1334	75.9	151	76.8	364	73.1	365	74.0	556	62.9	244	69.7	633	64.8	315	78.7
EV	H/		H/		H/		H/		H/		H/		H/		123	76.4
FL	877	76.2	245	79.2	122	70.5	153	72.5	H/		H/		516	69.6	H/	
HA	H/		H/		H/		H/		H/		62	62.9	H/		31	51.6
HP	93	69.9	H/		61	68.9	204	67.6	277	62.1	198	67.2	155	59.4	5508	73.3
MQ	24	75.0	41	56.1	276	59.8	87	70.1	7018	61.1	H/		129	53.5	H/	
NW	607	70.3	330	71.8	223	63.2	9264	75.5	543	66.5	202	59.4	402	66.2	401	56.4
OH	403	62.5	62	56.5	62	67.7	182	63.2	159	52.2	H/		122	59.0	H/	
OO	H/		H/		H/		H/		2005	59.1	662	73.4	H/		446	66.6
RU	19	94.7	124	58.9	10	60.0	237	52.7	207	55.1	H/		140	48.6	H/	
TZ	235	73.2	2121	77.1	55	74.5	158	74.7	H/		H/		107	57.9	124	69.4
UA	670	74.8	H/		186	69.9	507	73.8	9483	72.7	712	73.6	605	62.1	600	72.3
US	932	61.2	H/		312	66.3	152	65.8	554	57.2	H/		6933	60.1	240	64.2
WN	2452	78.1	4269	75.3	H/		H/		H/		1041	66.7	1254	70.9	5665	70.6
<b>TOTAL</b>	<b>10153</b>	<b>72.9</b>	<b>7549</b>	<b>75.4</b>	<b>5572</b>	<b>70.6</b>	<b>11880</b>	<b>74.2</b>	<b>29358</b>	<b>65.7</b>	<b>4542</b>	<b>68.6</b>	<b>11812</b>	<b>62.3</b>	<b>14617</b>	<b>70.7</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*														
CARRIER*	PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	136	73.5	608	67.9	526	70.0	1048	70.2	215	61.4	1579	81.5	626	76.2
AS	H/		356	57.3	3981	65.6	395	63.0	H/		H/		H/	
B6	H/		60	70.0	31	48.4	H/		62	77.4	H/		259	66.4
CO	36	80.6	260	71.9	336	61.9	375	65.6	110	73.6	45	77.8	397	79.1
DH	270	76.3	H/		H/		H/		H/		H/		461	75.3
DL	212	67.0	461	69.8	426	69.0	618	65.7	2980	79.3	237	73.4	921	72.9
EV	62	67.7	H/		H/		H/		93	78.5	H/		288	88.2
FL	197	79.7	H/		H/		57	50.9	H/		H/		509	72.7
HA	H/		31	61.3	62	48.4	31	67.7	H/		H/		H/	
HP	31	58.1	338	67.8	309	68.6	428	66.6	120	75.0	93	67.7	93	63.4
MQ	216	66.7	919	83.1	H/		171	71.9	H/		214	54.2	H/	
NW	145	80.0	189	53.4	418	64.4	310	61.3	111	64.0	309	74.8	442	66.5
OH	265	61.1	H/		H/		31	54.8	403	63.8	340	72.1	31	64.5
OO	H/		688	75.9	379	77.0	2981	58.2	6347	71.2	31	90.3	H/	
RU	275	68.0	H/		H/		H/		52	67.3	371	69.8	15	53.3
TZ	83	75.9	H/		120	44.2	232	59.9	H/		H/		H/	
UA	246	76.8	695	74.5	893	72.5	3666	72.6	277	67.9	211	79.1	372	76.9
US	2341	72.9	149	48.3	142	54.2	292	56.8	H/		117	73.5	717	65.4
WN	H/		2576	67.5	1088	69.2	H/		1154	67.2	1837	75.3	1880	75.5
<b>TOTAL</b>	<b>4515</b>	<b>72.2</b>	<b>7330</b>	<b>70.0</b>	<b>8711</b>	<b>66.9</b>	<b>10635</b>	<b>65.8</b>	<b>11924</b>	<b>72.4</b>	<b>5384</b>	<b>75.7</b>	<b>7011</b>	<b>73.6</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	76.5	66.2	72.1	92.1	73.3	J/	87.9	86.7	J/	73.3	35.5	91.5	76.7	84.2	77.4	J/	60.0	86.6
700 - 759 AM	83.4	80.3	86.5	89.1	72.0	75.9	86.9	85.9	79.4	73.4	77.8	88.9	72.0	90.7	86.1	75.4	85.1	87.3
800 - 859 AM	75.7	76.2	86.5	75.5	75.3	75.2	80.8	85.9	81.4	78.9	78.7	78.2	80.5	88.8	85.7	78.1	84.1	86.0
900 - 959 AM	76.9	80.5	86.9	75.0	72.6	83.6	83.2	83.8	79.1	85.7	82.6	85.5	80.5	83.2	80.1	74.7	84.0	82.9
1000 - 1059 AM	80.4	81.1	86.1	72.0	70.0	79.3	77.6	81.7	78.4	85.2	76.1	80.0	75.3	81.8	73.5	78.0	77.4	84.8
1100 - 1159 AM	81.5	78.2	87.7	81.1	67.5	82.1	79.4	82.8	76.9	80.4	70.8	75.0	69.9	74.8	72.6	73.0	75.7	82.4
1200 - 1259 PM	77.8	77.9	82.1	81.7	69.0	77.9	79.7	82.3	80.9	79.0	66.6	83.2	73.5	78.6	73.5	73.1	72.8	79.9
100 - 159 PM	78.5	74.7	78.9	79.6	67.2	72.3	78.3	80.1	83.7	76.9	63.6	74.8	79.8	71.4	71.3	74.9	78.5	80.7
200 - 259 PM	73.9	75.2	84.0	75.6	65.7	76.7	75.5	78.5	78.0	64.5	69.0	83.0	71.4	70.3	74.5	68.1	75.5	81.7
300 - 359 PM	70.9	71.2	77.6	79.0	64.7	80.4	72.8	80.3	74.7	63.8	69.0	80.1	63.8	70.1	72.7	64.7	75.7	71.9
400 - 459 PM	60.3	69.3	75.4	74.7	61.0	76.1	74.1	79.6	78.2	57.1	66.2	73.5	65.3	69.7	75.3	64.0	76.3	68.7
500 - 559 PM	64.9	70.6	73.2	70.5	68.4	74.2	79.1	73.5	72.5	54.9	74.5	81.1	63.4	67.6	72.3	60.2	71.6	69.6
600 - 659 PM	66.6	66.4	71.9	71.3	64.9	72.9	75.0	73.3	69.8	51.4	59.4	73.7	57.1	67.1	69.9	54.1	66.2	65.0
700 - 759 PM	64.3	64.1	70.7	72.2	61.3	72.3	74.7	68.9	73.9	37.7	59.9	75.9	61.5	62.2	71.0	59.1	70.3	66.5
800 - 859 PM	59.8	62.1	67.6	69.4	63.6	67.7	70.8	73.0	71.7	38.4	56.6	71.4	59.5	67.8	65.6	53.4	61.2	77.5
900 - 959 PM	56.0	64.4	71.6	68.8	65.0	67.2	68.7	69.7	68.2	54.3	55.0	75.1	60.4	66.1	68.4	55.7	68.2	62.9
1000 - 1059 PM	65.1	64.6	69.2	62.9	65.3	74.5	69.4	68.6	63.9	63.6	62.7	68.4	58.9	61.5	57.5	57.3	66.5	72.2
1100 - 559 AM	69.1	66.2	67.9	69.7	73.1	61.4	68.8	72.0	72.7	63.3	61.4	75.1	69.1	60.9	68.6	58.7	66.6	70.1
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>70.8</b>	<b>71.2</b>	<b>76.8</b>	<b>75.9</b>	<b>67.0</b>	<b>74.7</b>	<b>77.4</b>	<b>78.5</b>	<b>75.6</b>	<b>63.2</b>	<b>66.2</b>	<b>78.5</b>	<b>67.3</b>	<b>72.1</b>	<b>72.9</b>	<b>65.7</b>	<b>72.9</b>	<b>75.4</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*														
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	71.5	82.5	75.8	71.4	79.4	J/	82.5	89.7	80.9	71.8	J/	J/	100.0	79.0
700 - 759 AM	56.3	76.3	79.6	77.8	78.0	81.7	85.7	86.5	76.5	83.2	77.5	77.1	87.1	81.5
800 - 859 AM	85.1	74.2	77.3	74.6	69.3	83.8	73.1	85.5	85.6	82.1	73.1	89.1	90.1	79.9
900 - 959 AM	79.2	79.0	72.1	88.5	64.6	80.1	83.6	77.3	78.1	72.8	81.5	84.8	83.6	78.8
1000 - 1059 AM	77.9	73.5	71.2	80.8	76.6	71.1	79.9	71.7	75.2	66.7	75.2	89.7	82.1	77.4
1100 - 1159 AM	69.4	73.9	68.5	72.8	75.9	72.7	73.9	77.6	73.1	63.3	79.9	80.0	77.2	75.3
1200 - 1259 PM	66.8	79.2	69.1	70.6	68.8	78.3	73.2	68.9	73.0	59.1	67.7	84.0	81.5	75.8
100 - 159 PM	77.1	73.3	65.5	77.3	67.1	71.3	80.2	74.7	67.5	67.4	70.1	82.2	73.4	74.1
200 - 259 PM	70.5	73.8	64.1	68.5	63.7	68.8	71.3	73.5	63.7	64.8	74.1	69.4	78.9	72.6
300 - 359 PM	68.4	73.6	61.4	71.9	64.4	67.9	80.6	72.9	69.7	60.6	77.1	77.4	79.5	70.9
400 - 459 PM	71.0	69.7	61.0	72.0	55.1	69.2	69.5	70.8	71.6	66.9	69.9	71.5	74.7	68.9
500 - 559 PM	64.2	75.3	60.8	54.1	54.1	67.7	71.9	68.2	64.5	63.5	71.4	72.6	75.1	68.8
600 - 659 PM	70.7	75.1	53.3	73.0	54.9	70.8	61.1	65.5	57.4	63.3	66.4	73.8	66.7	65.4
700 - 759 PM	67.4	77.6	55.1	64.2	48.9	67.9	68.8	66.8	68.1	60.2	68.0	72.0	67.1	65.4
800 - 859 PM	64.1	66.6	58.7	62.6	55.8	65.6	69.4	59.7	59.8	67.1	72.4	60.6	62.5	63.8
900 - 959 PM	67.3	73.6	59.2	52.1	54.1	67.4	62.6	58.7	59.4	61.5	71.0	69.3	63.1	63.6
1000 - 1059 PM	61.7	67.7	62.2	57.7	63.9	63.0	70.0	58.3	61.2	68.5	65.0	67.2	63.7	64.1
1100 - 559 AM	66.5	69.8	75.2	63.2	64.8	64.3	66.5	60.0	57.6	65.4	62.5	69.8	64.3	66.6
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>70.6</b>	<b>74.2</b>	<b>65.7</b>	<b>68.6</b>	<b>62.3</b>	<b>70.7</b>	<b>72.2</b>	<b>70.0</b>	<b>66.9</b>	<b>65.8</b>	<b>72.4</b>	<b>75.7</b>	<b>73.6</b>	<b>71.4</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	88.1	81.9	90.7	91.1	81.7	90.1	95.0	92.1	83.4	90.0	93.5	88.9	78.1	92.4	90.5	87.7	92.5	87.9
700 - 759 AM	90.4	79.5	91.1	84.5	77.4	88.9	86.2	88.8	84.4	89.3	94.0	93.3	80.0	88.7	86.8	85.0	93.1	85.5
800 - 859 AM	83.9	79.2	80.6	84.7	76.6	82.7	87.8	85.8	81.4	82.7	93.9	90.8	77.1	81.8	86.5	81.2	88.5	84.9
900 - 959 AM	74.8	73.3	83.3	75.1	70.9	84.7	84.2	83.3	80.1	83.7	84.9	90.0	76.5	82.3	80.5	80.4	89.2	77.7
1000 - 1059 AM	76.5	82.6	81.8	80.4	69.7	82.3	78.7	79.4	78.6	82.1	84.2	87.7	77.3	75.2	75.8	79.9	81.1	80.3
1100 - 1159 AM	74.4	79.3	84.6	74.3	63.3	85.1	74.6	78.0	77.8	81.8	70.4	83.1	73.6	75.1	72.4	80.8	77.9	77.7
1200 - 1259 PM	77.1	78.3	78.1	79.8	68.3	83.2	77.7	75.5	72.5	79.0	64.2	80.3	78.6	75.1	70.6	77.8	78.7	67.2
100 - 159 PM	72.9	75.5	74.5	55.2	60.8	77.9	72.1	77.9	77.2	75.3	64.4	84.9	58.4	70.2	74.3	75.5	75.5	69.4
200 - 259 PM	75.4	70.4	75.4	79.0	63.0	78.6	74.1	72.2	74.7	73.1	59.6	77.4	73.9	63.8	66.6	75.5	69.2	70.0
300 - 359 PM	67.5	71.1	70.2	70.0	61.2	74.9	74.6	72.6	69.0	69.5	69.8	79.7	64.2	65.0	72.3	72.0	72.3	67.9
400 - 459 PM	67.0	70.0	63.7	75.7	61.0	77.3	75.5	73.2	69.2	67.4	61.6	86.0	69.2	65.2	75.0	69.6	71.2	56.0
500 - 559 PM	60.3	68.3	68.4	72.4	57.3	78.5	73.8	70.8	77.0	60.5	66.3	77.6	61.1	61.3	72.0	67.1	69.8	63.1
600 - 659 PM	60.3	67.2	67.9	70.1	68.5	76.8	76.2	66.9	62.3	56.4	69.6	77.5	53.1	61.6	73.5	63.9	72.4	45.6
700 - 759 PM	62.6	64.3	66.3	68.5	65.0	73.8	80.4	68.2	72.2	50.8	62.0	82.0	58.2	52.0	71.9	60.3	71.1	62.5
800 - 859 PM	64.4	66.9	58.6	74.2	68.9	72.2	71.1	67.9	76.1	46.7	61.5	79.1	56.5	59.5	67.9	57.6	69.8	63.8
900 - 959 PM	54.7	67.4	57.1	71.5	64.3	69.6	79.2	69.9	76.6	33.3	40.6	83.4	50.3	60.7	68.6	51.4	68.3	67.9
1000 - 1059 PM	61.1	65.4	56.9	73.5	61.9	72.0	J/	77.8	76.0	J/	54.8	81.8	56.9	68.9	83.0	J/	50.0	88.0
1100 - 559 AM	67.1	85.5	94.1	J/	64.3	J/	73.5	91.9	80.6	96.6	95.5	87.1	75.2	73.2	81.1	89.7	94.8	90.3
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>70.1</b>	<b>74.2</b>	<b>75.6</b>	<b>77.0</b>	<b>66.1</b>	<b>80.4</b>	<b>77.5</b>	<b>76.0</b>	<b>75.8</b>	<b>72.9</b>	<b>73.4</b>	<b>83.7</b>	<b>67.6</b>	<b>71.2</b>	<b>76.8</b>	<b>74.4</b>	<b>78.4</b>	<b>71.2</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*														
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.7	88.2	85.8	88.0	86.6	95.0	88.4	87.3	87.8	88.1	92.7	87.4	94.2	88.7
700 - 759 AM	91.5	87.6	81.6	83.3	75.1	92.7	83.9	84.7	82.5	88.4	85.5	89.4	92.1	86.7
800 - 859 AM	86.5	71.5	79.7	88.1	75.0	88.9	80.3	82.4	82.2	84.7	82.2	87.1	91.6	83.4
900 - 959 AM	87.0	82.2	78.1	80.3	64.3	78.9	85.4	76.2	76.7	80.9	73.5	86.6	91.5	79.9
1000 - 1059 AM	90.5	81.0	75.2	84.2	66.7	70.8	74.4	75.7	70.2	78.1	79.5	86.7	82.9	78.1
1100 - 1159 AM	79.8	74.8	69.1	79.1	69.6	68.8	79.0	71.1	68.6	67.6	76.1	89.4	78.7	74.8
1200 - 1259 PM	80.5	73.1	73.0	65.9	68.7	70.9	76.3	69.4	67.6	63.7	65.7	76.5	79.7	73.8
100 - 159 PM	75.2	81.1	71.2	66.9	69.1	70.4	76.5	67.5	68.2	70.7	76.3	79.8	74.1	74.0
200 - 259 PM	77.2	67.2	61.3	66.9	62.2	70.1	75.3	70.9	54.7	72.0	78.5	77.2	71.1	70.8
300 - 359 PM	74.6	76.8	62.9	69.1	57.3	64.3	66.8	73.1	68.1	69.4	75.8	64.6	75.2	69.5
400 - 459 PM	67.4	76.1	62.8	79.9	65.5	62.0	72.9	70.0	57.9	71.1	70.9	63.5	66.6	68.7
500 - 559 PM	75.6	71.6	59.4	59.9	52.2	67.9	70.6	62.0	60.0	72.4	70.5	65.8	69.9	66.5
600 - 659 PM	74.6	78.0	56.7	58.5	44.6	56.1	64.7	66.7	54.9	68.8	71.0	68.1	74.8	65.4
700 - 759 PM	65.5	81.9	54.3	73.2	56.8	66.5	65.1	65.4	51.1	67.5	63.8	68.9	68.2	65.6
800 - 859 PM	72.1	66.1	53.5	59.6	48.1	62.8	75.7	62.8	59.8	65.2	73.9	54.2	73.4	64.8
900 - 959 PM	J/	74.1	56.4	88.7	50.7	62.4	71.0	66.1	55.3	85.8	74.4	61.8	64.5	64.9
1000 - 1059 PM	J/	90.0	54.6	80.6	52.2	74.6	J/	79.7	69.9	76.9	74.6	84.9	J/	70.3
1100 - 559 AM	90.3	92.5	93.0	87.8	100.0	73.1	93.4	91.9	77.9	86.9	84.8	71.0	85.5	77.9
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>79.0</b>	<b>78.5</b>	<b>67.1</b>	<b>75.8</b>	<b>63.1</b>	<b>71.0</b>	<b>76.3</b>	<b>73.8</b>	<b>69.6</b>	<b>74.6</b>	<b>75.9</b>	<b>77.0</b>	<b>79.1</b>	<b>73.6</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	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
OO	6973	IND-ORD	1835	16	100.00	56	48
RU	3257	ROC-EWR	1750	25	96.00	66	51
AA	1723	JFK-MIA	1400	16	93.75	94	79
AA	2031	JFK-MIA	1820	16	93.75	57	47
AA	1085	FLL-ORD	1442	16	87.50	142	70
AA	1196	DFW-OKC	1930	16	87.50	50	42
NW	851	DTW-ANC	1542	16	87.50	43	45
AA	474	DFW-DAY	2054	16	87.50	27	26
AS	925	SMF-SEA	1655	15	86.67	71	48
B6	609	JFK-FLL	2200	15	86.67	37	35
OH	5803	IAD-CVG	1809	29	86.21	23	21
RU	3485	CLT-EWR	1730	25	84.00	68	55
RU	2527	GRR-EWR	1820	25	84.00	62	32
RU	2752	EWR-IAD	1700	25	84.00	35	25
US	203	CLT-ATL	1955	30	83.33	34	25
NW	849	MSP-ANC	1440	17	82.35	43	45
RU	2874	DAB-EWR	1735	22	81.82	64	37
RU	2383	BTV-EWR	1815	27	81.48	56	45
RU	2961	IAD-IAH	610	27	81.48	42	31
AA	1895	FLL-ORD	1618	16	81.25	96	30
AA	1108	DFW-MCO	2049	16	81.25	50	41
AA	2251	MCO-SJU	1740	16	81.25	33	23
CO	1044	RDU-EWR	1735	26	80.77	51	41
US	466	PHL-BOS	1830	31	80.65	43	28
DH	3	IAD-MCO	1550	31	80.65	38	28
RU	3440	EWR-DTW	1545	31	80.65	34	28
HP	274	PHX-IAH	1007	31	80.65	25	23
RU	3398	GSP-EWR	1740	25	80.00	63	61
RU	2145	IAD-CLE	1830	25	80.00	55	19
FL	759	FLL-DFW	1437	15	80.00	45	30

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 5 (CONTINUED). 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
US	41	PHL-FLL	1120	30	80.00	44	30
RU	3467	IAD-EWR	1845	25	80.00	44	38
B6	612	FLL-IAD	2110	15	80.00	41	33
NW	1506	CLE-DTW	1900	15	80.00	33	28
B6	600	FLL-JFK	1350	15	80.00	28	20

\* See Appendix at the 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 // 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
JETBLUE	290	9	3.1
EXPRESSJET	1,080	28	2.6
US AIRWAYS	1,268	27	2.1
NORTHWEST	1,363	18	1.3
ALASKA	439	5	1.1
AMERICA WEST	544	5	0.9
AMERICAN	2,307	21	0.9
CONTINENTAL	803	6	0.7
SKYWEST	1,427	10	0.7
AMERICAN EAGLE	1,436	10	0.7
INDEPENDENCE *	572	3	0.5
ATA	204	1	0.5
COMAIR	1,095	5	0.5
AIRTRAN	502	2	0.4
SOUTHWEST	2,904	10	0.3
UNITED	1,965	3	0.2
ATLANTIC SOUTHEAST	797	1	0.1
DELTA	1,916	0	0.0
HAWAIIAN	125	0	0.0
<b>TOTAL</b>	<b>21,037</b>	<b>164</b>	<b>0.8</b>

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

\* Formerly Atlantic Coast Airlines

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	77.3	86.5	260	260
AGUADILLA PR (BQN)	71.0	93.5	62	62
AKRON/CANTON OH (CAK)	64.8	64.3	830	831
ALBANY NY (ALB)	70.8	75.9	1,523	1,525
ALBUQUERQUE NM (ABQ)	75.0	79.4	3,074	3,075
ALLENTOWN PA (ABE)	64.1	72.7	465	476
AMARILLO TX (AMA)	80.6	85.4	712	711
ANCHORAGE AK (ANC)	52.8	63.8	1,521	1,518
ASHEVILLE NC (AVL)	68.5	78.4	305	306
ATLANTA GA (ATL)	70.8	70.1	35,453	35,406
AUSTIN TX (AUS)	75.8	81.9	3,442	3,417
BAKERSFIELD CA (BFL)	70.1	70.0	301	303
BALTIMORE MD (BWI)	76.8	75.6	8,971	8,981
BANGOR ME (BGR)	63.3	72.7	406	406
BARROW AK (BRW)	56.9	51.0	51	51
BATON ROUGE LA (BTR)	78.5	80.7	724	724
BEAUMONT/PORT ARTHUR TX (BPT)	85.8	88.0	275	276
BETHEL AK (BET)	56.8	45.3	95	95
BILLINGS MT (BIL)	66.4	83.5	450	449
BINGHAMTON NY (BGM)	65.6	63.4	93	93
BIRMINGHAM AL (BHM)	73.3	78.6	1,908	1,906
BISMARCK ND (BIS)	72.5	87.1	211	210
BLOOMINGTON IL (BMI)	70.0	78.5	247	247
BOISE ID (BOI)	60.4	73.4	1,362	1,364
BOSTON MA (BOS)	71.2	74.2	10,989	10,992
BOZEMAN MT (BZN)	67.7	82.3	452	451
BRISTOL TN (TRI)	68.3	71.6	341	341
BROWNSVILLE TX (BRO)	75.0	82.6	144	144
BUFFALO NY (BUF)	68.2	71.8	2,427	2,409
BURBANK CA (BUR)	70.6	71.4	2,235	2,237
BURLINGTON VT (BTV)	63.3	69.7	676	676
CEDAR RAPIDS/IOWA CTY IA (CID)	68.9	75.3	553	555
CHAMPAIGN IL (CMI)	64.5	76.4	304	305
CHARLESTON SC (CHS)	75.1	76.5	1,387	1,388
CHARLESTON WV (CRW)	70.9	74.7	540	501
CHARLOTTE NC (CLT)	75.9	77.0	9,640	9,638
CHATTANOOGA TN (CHA)	69.9	73.7	448	448
CHICAGO IL (MDW)	75.4	71.2	7,549	7,549
CHICAGO IL (ORD)	65.7	67.1	29,358	29,332
CINCINNATI OH (CVG)	67.0	66.1	17,573	17,556
CLEVELAND OH (CLE)	65.5	72.7	7,909	7,916
COLLEGE STATION TX (CLL)	85.6	92.4	341	341
COLORADO SPRINGS CO (COS)	72.5	81.0	1,249	1,252

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	68.5	69.0	1,145	1,146
COLUMBUS OH (CMH)	68.6	74.9	3,467	3,468
CORDOVA AK (CDV)	53.3	60.0	60	60
CORPUS CHRISTI TX (CRP)	79.1	84.6	764	765
DALLAS/FT. WORTH TX (DAL)	82.9	79.8	3,726	3,724
DALLAS/FT. WORTH TX (DFW)	78.5	76.0	28,122	28,124
DAYTON OH (DAY)	66.3	73.4	1,369	1,370
DAYTONA BEACH FL (DAB)	64.5	68.2	318	318
DEADHORSE AK (SCC)	46.2	46.2	26	26
DENVER CO (DEN)	77.4	77.5	12,983	12,980
DES MOINES IA (DSM)	66.7	71.6	976	976
DETROIT MI (DTW)	75.6	75.8	11,963	11,971
DILLINGHAM AK (DLG)	41.7	50.0	12	12
DUBUQUE IA (DBQ)	73.0	78.3	115	115
DULUTH MN (DLH)	72.6	71.6	73	74
DURANGO CO (DRO)	78.9	80.0	19	20
EAGLE CO (EGE)	55.8	73.2	199	198
EL PASO TX (ELP)	75.5	79.8	1,789	1,788
ERIE PA (ERI)	71.0	68.8	93	93
EUGENE OR (EUG)	66.6	69.6	476	481
EVANSVILLE IN (EVV)	60.1	65.0	444	423
FAIRBANKS AK (FAI)	57.0	63.1	379	379
FARGO ND (FAR)	72.0	81.6	293	294
FAYETTEVILLE AR (XNA)	69.5	73.5	1,248	1,240
FAYETTEVILLE NC (FAY)	70.7	70.0	150	150
FLINT MI (FNT)	70.3	73.0	687	686
FRESNO CA (FAT)	67.4	68.2	1,115	1,134
FT. LAUDERDALE FL (FLL)	66.2	73.4	6,243	6,238
FT. MYERS FL (RSW)	69.7	79.8	2,213	2,211
FT. SMITH AR (FSM)	72.2	79.0	176	176
FT. WAYNE IN (FWA)	65.3	70.3	568	569
GRAND FORKS ND (GFK)	75.8	80.6	62	62
GRAND RAPIDS MI (GRR)	68.8	73.4	1,420	1,417
GREAT FALLS MT (GTF)	72.5	86.0	309	307
GREEN BAY WI (GRB)	70.1	73.5	515	517
GREENSBORO/HIGH PT. NC (GSO)	73.0	77.2	1,714	1,718
GREENVILLE/SPARTBG. SC (GSP)	70.3	73.9	1,408	1,423
GULFPORT/BILOXI MS (GPT)	74.0	78.6	566	566
GUNNISON CO (GUC)	79.4	88.2	34	34
HARLINGEN TX (HRL)	78.9	82.3	493	492
HARRISBURG PA (MDT)	66.5	71.8	624	653
HARTFORD CT/SPGFLD MA (BDL)	73.2	76.8	3,051	3,050
HELENA MT (HLN)	64.5	69.7	220	218

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HILO HAWAII HI (ITO)	98.6	98.1	213	213
HONOLULU OAHU HI (HNL)	89.6	95.0	3,139	3,139
HOUSTON TX (HOU)	78.7	73.9	4,958	4,956
HOUSTON TX (IAH)	78.5	83.7	17,629	17,632
HUNTSVILLE/DECATUR AL (HSV)	71.1	75.1	1,153	1,194
INDIANAPOLIS IN (IND)	73.6	76.0	3,796	3,796
INDIO/PALM SPRINGS CA (PSP)	73.8	79.8	1,212	1,216
ISLIP/LONG IS. NY (ISP)	77.7	78.4	999	1,011
JACKSON WY (JAC)	53.1	61.0	256	259
JACKSON/VICKSBURG MS (JAN)	73.6	77.1	1,048	1,084
JACKSONVILLE FL (JAX)	71.2	77.0	2,556	2,558
JUNEAU AK (JNU)	61.1	62.4	306	306
KAHULUI (OGG)	92.6	94.5	1,186	1,186
KALAMAZOO MI (AZO)	62.2	68.3	415	416
KALISPELL MT (FCA)	65.1	83.5	278	279
KANSAS CITY MO (MCI)	72.6	76.6	4,736	4,735
KETCHIKAN AK (KTN)	59.8	67.4	184	184
KEY WEST FL (EYW)	76.8	67.7	56	31
KING SALMON AK (AKN)	45.5	45.5	22	22
KNOXVILLE TN (TYS)	70.0	76.6	1,201	1,232
KODIAK AK (ADQ)	58.3	56.7	60	60
KONA HAWAII HI (KOA)	93.7	95.9	539	539
KOTZEBUE AK (OTZ)	45.6	46.7	90	90
LA CROSSE WI (LSE)	66.0	79.2	106	106
LAFAYETTE LA (LFT)	79.7	86.1	325	346
LANSING MI (LAN)	71.2	76.0	511	512
LAREDO TX (LRD)	76.7	87.6	249	250
LAS VEGAS NV (LAS)	72.1	71.2	13,625	13,620
LAWTON OK (LAW)	87.8	93.4	181	182
LEXINGTON/FRKFT KY (LEX)	67.9	73.0	789	789
LIHUE KAUAI HI (LIH)	95.2	97.7	606	605
LINCOLN NE (LNK)	75.8	76.6	157	158
LITTLE ROCK AR (LIT)	71.2	75.0	1,515	1,521
LONG BEACH CA (LGB)	72.9	85.1	913	918
LONGVIEW TX (GGG)	84.8	94.6	92	93
LOS ANGELES CA (LAX)	72.9	76.8	19,804	19,777
LOUISVILLE KY (SDF)	68.9	73.7	1,976	1,977
LUBBOCK TX (LBB)	78.7	87.2	812	812
MADISON WI (MSN)	70.1	75.7	770	770
MANCHESTER NH (MHT)	71.5	77.5	2,258	2,259
MARQUETTE MI (MQT)	64.0	78.7	89	89
MEDFORD OR (MFR)	72.5	66.4	386	393
MELBOURNE FL (MLB)	65.7	75.8	236	236

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MEMPHIS TN (MEM)	75.3	74.4	4,392	4,401
MIAMI FL (MIA)	70.6	79.0	5,572	5,569
MIDLAND/ODESSA TX (MAF)	73.9	81.9	666	667
MILWAUKEE WI (MKE)	71.1	80.7	1,850	1,851
MINNEAPLS/ST.P MN (MSP)	74.2	78.5	11,880	11,900
MINOT ND (MOT)	72.0	83.0	107	106
MISSION/MCALLEN TX (MFE)	73.6	85.5	284	283
MISSOULA MT (MSO)	64.2	77.0	416	417
MOBILE AL/PASCAGOULA MS (MOB)	76.4	82.4	403	404
MOLINE IL (MLI)	69.5	74.7	371	371
MONROE LA (MLU)	77.5	80.6	289	289
MONTEREY CA (MRY)	76.8	74.7	604	596
MONTROSE CO (MTJ)	80.5	85.4	241	240
MYRTLE BEACH SC (MYR)	69.8	81.8	500	516
NAPLES FL (APF)	69.2	73.9	78	92
NASHVILLE TN (BNA)	72.9	74.0	5,027	5,027
NEW ORLEANS LA (MSY)	75.6	79.7	4,483	4,480
NEW YORK NY (JFK)	67.3	67.6	8,207	8,225
NEW YORK NY (LGA)	65.7	74.4	10,667	10,659
NEWARK NJ (EWR)	63.2	72.9	13,118	13,128
NEWBURGH NY (SWF)	68.2	75.8	384	385
NOME AK (OME)	50.0	40.0	90	90
NORFOLK/VA. BEACH VA (ORF)	67.3	73.8	2,004	2,019
OKLAHOMA CITY OK (OKC)	72.6	80.6	1,802	1,806
OMAHA NE (OMA)	71.0	76.2	1,915	1,917
ONTARIO CA (ONT)	71.2	75.0	3,056	3,055
ORANGE COUNTY CA (SNA)	75.4	76.9	4,112	4,112
ORLANDO FL (MCO)	72.9	78.4	10,153	10,150
PASCO WA (PSC)	60.1	71.6	338	345
PENSACOLA FL (PNS)	78.6	81.1	625	625
PEORIA IL (PIA)	64.7	72.7	425	422
PETERSBURG AK (PSG)	46.7	50.0	60	60
PHILADELPHIA PA (PHL)	62.3	63.1	11,812	11,814
PHOENIX AZ (PHX)	70.7	71.0	14,617	14,618
PITTSBURGH PA (PIT)	72.2	76.3	4,515	4,515
PORTLAND ME (PWM)	65.9	70.4	766	766
PORTLAND OR (PDX)	68.6	75.8	4,542	4,525
PROVIDENCE RI (PVD)	73.4	76.5	2,814	2,815
RALEIGH/DURHAM NC (RDU)	68.4	74.5	5,661	5,659
RAPID CITY SD (RAP)	74.5	87.3	322	322
RENO NV (RNO)	65.1	68.7	2,603	2,599
RICHMOND VA (RIC)	67.4	73.7	1,527	1,530
ROANOKE VA (ROA)	57.0	64.0	309	308

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ROCHESTER MN (RST)	71.3	76.7	188	189
ROCHESTER NY (ROC)	66.8	70.0	1,652	1,651
SACRAMENTO CA (SMF)	68.1	68.1	4,122	4,134
SAGINAW MI (MBS)	70.6	79.5	323	322
SALT LAKE CITY UT (SLC)	72.4	75.9	11,924	11,900
SAN ANGELO TX (SJT)	81.0	87.3	242	244
SAN ANTONIO TX (SAT)	75.3	81.7	3,177	3,177
SAN DIEGO CA (SAN)	70.0	73.8	7,330	7,335
SAN FRANCISCO CA (OAK)	72.4	72.8	6,017	6,046
SAN FRANCISCO CA (SFO)	65.8	74.6	10,635	10,619
SAN JOSE CA (SJC)	71.9	73.6	5,251	5,250
SAN JUAN PR (SJU)	70.0	80.4	2,333	2,332
SAN LUIS OBISPO CA (SBP)	80.1	78.1	458	457
SANTA BARBARA CA (SBA)	76.6	82.6	1,079	1,078
SARASOTA/BRAD. FL (SRQ)	72.6	80.2	569	567
SAVANNAH GA (SAV)	71.2	77.6	1,148	1,147
SCRANTON/WILKES-BARRE PA (AVP)	59.0	62.7	244	244
SEATTLE WA (SEA)	66.9	69.6	8,711	8,714
SHREVEPORT LA (SHV)	75.0	78.8	711	688
SIoux FALLS SD (FSD)	76.3	81.5	480	481
SITKA AK (SIT)	62.4	74.2	93	93
SOUTH BEND IN (SBN)	62.2	59.8	349	351
SPOKANE WA (GEG)	64.4	74.4	1,227	1,232
SPRINGFIELD MO (SGF)	72.6	78.3	625	626
ST. CROIX VI (STX)	71.4	77.1	35	35
ST. LOUIS MO (STL)	75.7	77.0	5,384	5,378
ST. THOMAS VI (STT)	71.9	80.9	320	320
STEAMBOAT SPRINGS CO (HDN)	59.5	84.2	121	120
SYRACUSE NY (SYR)	68.0	75.8	1,233	1,234
TALLAHASSEE FL (TLH)	74.3	79.1	421	397
TAMPA FL (TPA)	73.6	79.1	7,011	6,942
TEXARKANA AR (TXK)	83.0	88.6	165	167
TOLEDO OH (TOL)	64.2	66.9	455	456
TRAVERSE CITY MI (TVC)	64.1	67.3	156	156
TUCSON AZ (TUS)	68.6	79.1	1,635	1,635
TULSA OK (TUL)	72.1	79.4	1,773	1,775
TYLER TX (TYR)	87.8	91.6	319	321
VALPARAISO FL (VPS)	76.5	82.7	511	538
WACO TX (ACT)	90.0	92.1	290	290
WASHINGTON DC (IAD)	72.5	70.3	13,012	13,003
WASHINGTON DC (DCA)	74.7	80.4	7,953	7,956
WEST PALM BEACH FL (PBI)	68.9	78.8	2,618	2,617
WHITE PLAINS NY (HPN)	66.9	72.7	677	659

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WICHITA FALLS TX (SPS)	88.7	91.8	194	196
WICHITA KS (ICT)	69.5	77.7	879	880
WILMINGTON NC (ILM)	71.6	75.7	306	305
WRANGELL AK (WRG)	58.3	58.3	60	60
YAKUTAT AK (YAK)	55.0	60.0	60	60

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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
COMAIR	24	19,865	3,075	15.5	115	33,657	5,265	15.6
SKYWEST	13	22,156	908	4.1	118	41,574	1,930	4.6
ATLANTIC SOUTHEAST	14	12,946	441	3.4	110	24,562	875	3.6
AMERICAN EAGLE	23	24,036	850	3.5	105	42,629	1,514	3.6
EXPRESSJET	24	15,356	385	2.5	113	32,135	1,068	3.3
INDEPENDENCE *	10	3,338	119	3.6	40	17,249	535	3.1
ALASKA	14	7,853	156	2.0	45	13,401	361	2.7
US AIRWAYS	26	29,420	661	2.2	61	37,435	874	2.3
DELTA	31	44,565	921	2.1	105	57,554	1,199	2.1
UNITED	30	35,214	608	1.7	83	44,613	763	1.7
AMERICA WEST	27	13,795	225	1.6	51	16,561	283	1.7
AMERICAN	30	46,043	698	1.5	84	58,339	859	1.5
NORTHWEST	31	28,173	262	0.9	117	42,195	432	1.0
AIRTRAN	19	11,352	106	0.9	42	14,873	147	1.0
SOUTHWEST	16	39,337	362	0.9	60	86,269	832	1.0
ATA	19	4,677	26	0.6	26	5,924	33	0.6
CONTINENTAL	29	19,731	85	0.4	79	25,358	122	0.5
HAWAIIAN	7	340	1	0.3	13	3,971	12	0.3
JETBLUE	12	5,546	0	0.0	27	8,432	0	0.0
<b>Total</b>		<b>383,743</b>	<b>9,889</b>	<b>2.6</b>	<b>Total</b>	<b>606,731</b>	<b>17,104</b>	<b>2.8</b>

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

\* Formerly Atlantic Coast Airlines

**DECEMBER 2004**  
**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	58339	42014	72.02%	859	1.47%	125	0.21%	3609	6.19%	1215	2.08%	5985	10.26%	172	0.29%	4360	7.47%
AS	13401	8476	63.25%	361	2.69%	96	0.72%	1605	11.97%	59	0.44%	805	6.01%	18	0.13%	1982	14.79%
B6	8432	5688	67.46%	0	0.00%	44	0.52%	795	9.42%	17	0.21%	830	9.85%	58	0.68%	1000	11.86%
CO	25358	19193	75.69%	122	0.48%	45	0.18%	1140	4.49%	286	1.13%	3242	12.79%	93	0.37%	1237	4.88%
DH	17249	12487	72.39%	535	3.10%	35	0.20%	551	3.20%	41	0.24%	916	5.31%	10	0.06%	2674	15.50%
DL	57554	42444	73.75%	1199	2.08%	99	0.17%	3888	6.76%	433	0.75%	5734	9.96%	27	0.05%	3729	6.48%
EV	24562	17263	70.28%	875	3.56%	39	0.16%	2287	9.31%	886	3.61%	2077	8.46%	38	0.16%	1097	4.46%
FL	14873	11214	75.40%	147	0.99%	22	0.15%	717	4.82%	33	0.22%	1357	9.12%	0	0.00%	1383	9.30%
HA	3971	3723	93.75%	12	0.30%	5	0.13%	193	4.86%	3	0.06%	2	0.06%	3	0.07%	30	0.76%
HP	16561	11675	70.50%	283	1.71%	40	0.24%	1428	8.62%	49	0.29%	1786	10.79%	49	0.30%	1251	7.55%
MQ	42629	29782	69.86%	1514	3.55%	74	0.17%	2624	6.16%	466	1.09%	4012	9.41%	10	0.02%	4147	9.73%
NW	42195	31009	73.49%	432	1.02%	85	0.20%	3658	8.67%	537	1.27%	4695	11.13%	35	0.08%	1744	4.13%
OH	33657	21044	62.52%	5265	15.64%	47	0.14%	3332	9.90%	2014	5.99%	1750	5.20%	11	0.03%	193	0.57%
OO	41574	29608	71.22%	1930	4.64%	150	0.36%	4953	11.91%	782	1.88%	1903	4.58%	41	0.10%	2207	5.31%
RU	32135	21517	66.96%	1068	3.32%	93	0.29%	1342	4.18%	407	1.27%	4693	14.60%	50	0.16%	2965	9.23%
TZ	5924	4361	73.62%	33	0.56%	3	0.05%	337	5.69%	4	0.07%	754	12.72%	27	0.46%	405	6.83%
UA	44613	33159	74.33%	763	1.71%	88	0.20%	3288	7.37%	129	0.29%	4308	9.66%	3	0.01%	2875	6.44%
US	37435	25693	68.63%	874	2.33%	102	0.27%	3216	8.59%	124	0.33%	3798	10.15%	0	0.00%	3628	9.69%
WN	86269	63855	74.02%	832	0.96%	189	0.22%	4980	5.77%	346	0.40%	3553	4.12%	164	0.19%	12350	14.32%
<b>TOTALS</b>	<b>606731</b>	<b>434205</b>		<b>17104</b>		<b>1381</b>		<b>43945</b>		<b>7831</b>		<b>52199</b>		<b>809</b>		<b>49258</b>	
			<b>71.56%</b>		<b>2.82%</b>		<b>0.23%</b>		<b>7.24%</b>		<b>1.29%</b>		<b>8.60%</b>		<b>0.13%</b>		<b>8.12%</b>

**\*Causes of Delay:**

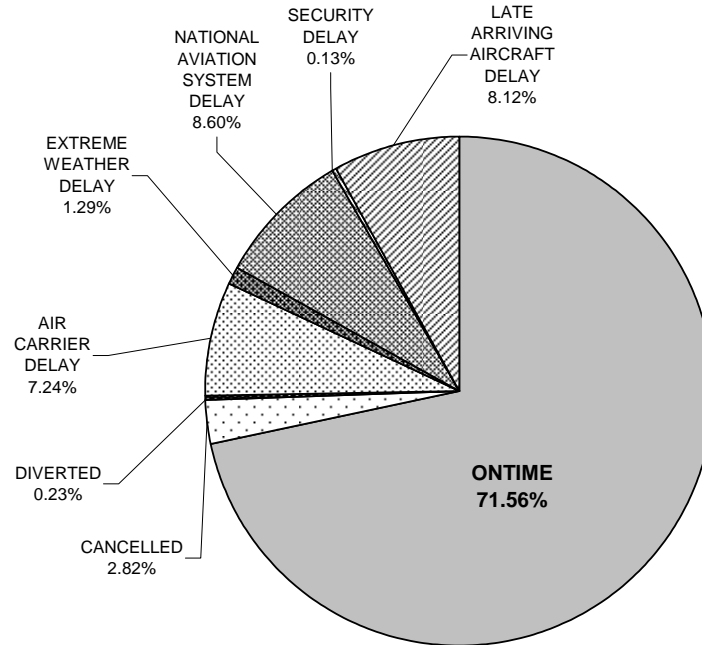
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

DECEMBER 2004  
 AIR TRAVEL CONSUMER REPORT  
 TABLE 10. OVERALL CAUSES OF DELAY\*



**\*Causes of Delay:**

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

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

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

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

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



**APPENDIX**

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

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

Atlanta: Hartsfield	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
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

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

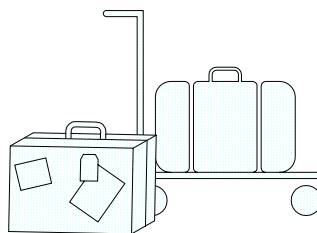
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Independence Air (formerly Atlantic Coast Airlines)
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways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

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

HA	Hawaiian Airlines
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## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	DECEMBER 2004			DECEMBER 2003		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,146	444,962	2.58	1,982	495,716	4.00
2	AIRTRAN AIRWAYS	4,027	1,246,398	3.23	4,004	1,057,638	3.79
3	JETBLUE AIRWAYS	4,293	1,099,624	3.90	2,529	847,411	2.98
4	ALASKA AIRLINES	5,431	1,268,045	4.28	4,042	1,184,591	3.41
5	INDEPENDENCE AIR **	2,421	496,986	4.87	10,737	679,656	15.80
6	SOUTHWEST AIRLINES	34,941	6,786,882	5.15	23,233	6,286,225	3.70
7	ATA AIRLINES	3,970	726,139	5.47	3,288	796,082	4.13
8	CONTINENTAL AIRLINES	17,475	2,839,186	6.15	11,193	2,837,095	3.95
9	AMERICA WEST AIRLINES	10,724	1,722,272	6.23	6,675	1,621,544	4.12
10	UNITED AIRLINES	32,458	5,050,794	6.43	28,098	5,009,815	5.61
11	AMERICAN AIRLINES	48,419	6,383,192	7.59	35,238	6,178,389	5.70
12	NORTHWEST AIRLINES	31,116	3,952,092	7.87	16,729	3,833,144	4.36
13	EXPRESSJET AIRLINES	11,171	1,083,470	10.31	5,797	972,591	5.96
14	DELTA AIR LINES	86,992	6,856,796	12.69	42,079	6,702,006	6.28
15	AMERICAN EAGLE AIRLINES	17,555	1,308,685	13.41	11,760	1,121,382	10.49
16	SKYWEST AIRLINES	20,284	1,229,263	16.50	19,888	1,043,615	19.06
17	US AIRWAYS	53,017	3,094,862	17.13	12,485	3,142,759	3.97
18	COMAIR	20,633	928,120	22.23	*	*	*
19	ATLANTIC SOUTHEAST AIRLINES	26,374	936,619	28.16	14,133	796,547	17.74
TOTALS		432,447	47,454,387	9.11	253,890	44,606,206	5.69

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 Comair effective January 2004. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections of this report.

\*\* Formerly Atlantic Coast Airlines

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

RANK	AIRLINE	JANUARY - DECEMBER 2004			JANUARY - DECEMBER 2003		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	38,294	13,563,810	2.82	34,137	12,006,938	2.84
2	HAWAIIAN AIRLINES	16,090	5,640,640	2.85	*	*	*
3	JETBLUE AIRWAYS	35,927	12,010,235	2.99	29,536	9,209,721	3.21
4	SOUTHWEST AIRLINES	278,885	83,219,358	3.35	258,006	77,031,918	3.35
5	ALASKA AIRLINES	52,497	14,963,773	3.51	34,629	13,532,918	2.56
6	CONTINENTAL AIRLINES	119,980	33,560,311	3.58	102,738	32,971,051	3.12
7	ATA AIRLINES **	38,127	9,992,858	3.82	37,872	9,317,526	4.06
8	UNITED AIRLINES	249,312	63,379,523	3.93	234,820	59,791,284	3.93
9	AMERICA WEST AIRLINES	82,960	20,862,820	3.98	65,680	19,926,189	3.30
10	NORTHWEST AIRLINES	200,254	47,456,826	4.22	153,394	44,819,309	3.42
11	AMERICAN AIRLINES	360,245	76,189,176	4.73	336,680	75,682,558	4.45
12	DELTA AIR LINES	436,261	84,366,476	5.17	308,679	80,349,180	3.84
13	US AIRWAYS	202,941	38,088,900	5.33	134,196	37,803,152	3.55
14	EXPRESSJET AIRLINES	72,593	12,735,330	5.70	49,605	11,009,492	4.51
15	AMERICAN EAGLE AIRLINES	135,494	15,134,931	8.95	104,604	12,426,086	8.42
16	SKYWEST AIRLINES	138,614	13,855,794	10.00	94,965	11,023,146	8.62
17	COMAIR	135,386	12,705,742	10.66	*	*	*
18	INDEPENDENCE AIR ***	76,405	7,154,643	10.68	77,488	8,398,073	9.23
19	ATLANTIC SOUTHEAST AIRLINES	151,941	10,483,142	14.49	141,982	9,216,497	15.41
<b>TOTALS</b>		<b>2,822,206</b>	<b>575,364,288</b>	<b>4.91</b>	<b>2,199,011</b>	<b>524,515,038</b>	<b>4.19</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.

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 Hawaiian (voluntary) effective November 2003. Reporting by Comair effective January 2004. 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.

\*\* ATA Airlines incorrectly reported to DOT its enplaned passengers for October 2004. The January-December data in this table reflect a correction of the ATA data for October.

\*\*\* Formerly Atlantic Coast Airlines

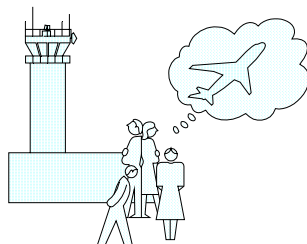
## OVERSALES

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

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

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

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



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

RANK	AIRLINE	OCTOBER-DECEMBER 2004				OCTOBER-DECEMBER 2003			
		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>	8	0	3,178,517	<b>0.00</b>	4	0	2,377,510	<b>0.00</b>
1	<b>INDEPENDENCE AIR</b>	2	0	37,236	<b>0.00</b>	*	*	*	
3	<b>HAWAIIAN AIRLINES</b>	650	8	1,323,363	<b>0.06</b>	284	109	1,416,878	<b>0.77</b>
4	<b>AIRTRAN AIRWAYS</b>	4,242	45	3,446,769	<b>0.13</b>	4,568	115	2,996,398	<b>0.38</b>
5	<b>AMERICAN EAGLE AIRLINES</b>	365	19	519,285	<b>0.37</b>	245	5	352,336	<b>0.14</b>
6	<b>UNITED AIRLINES</b>	18,910	733	15,699,070	<b>0.47</b>	26,415	1,120	14,976,922	<b>0.75</b>
7	<b>SKYWEST AIRLINES</b>	561	10	204,234	<b>0.49</b>	*	*	*	
8	<b>SOUTHWEST AIRLINES</b>	19,394	1,297	20,144,834	<b>0.64</b>	14,504	1,470	18,395,064	<b>0.80</b>
9	<b>AMERICAN AIRLINES</b>	16,266	1,375	20,444,116	<b>0.67</b>	17,175	1,126	19,693,148	<b>0.57</b>
10	<b>US AIRWAYS</b>	14,682	770	10,093,300	<b>0.76</b>	21,677	258	10,042,023	<b>0.26</b>
11	<b>ALASKA AIRLINES</b>	6,787	300	3,623,874	<b>0.83</b>	6,443	478	3,704,804	<b>1.29</b>
12	<b>AMERICA WEST AIRLINES</b>	11,981	476	5,302,202	<b>0.90</b>	9,845	161	4,967,920	<b>0.32</b>
13	<b>NORTHWEST AIRLINES</b>	16,617	1,161	12,436,669	<b>0.93</b>	17,476	567	11,599,304	<b>0.49</b>
14	<b>DELTA AIR LINES</b>	27,385	2,067	20,787,921	<b>0.99</b>	43,603	2,346	20,208,431	<b>1.16</b>
15	<b>COMAIR</b>	823	91	684,878	<b>1.33</b>	*	*	*	
16	<b>CONTINENTAL AIRLINES</b>	12,278	2,044	9,013,038	<b>2.27</b>	11,139	1,203	8,569,822	<b>1.40</b>
17	<b>ATLANTIC SOUTHEAST AIRLINES</b>	2,449	334	1,159,876	<b>2.88</b>	1,998	469	804,734	<b>5.83</b>
18	<b>ATA AIRLINES</b>	2,201	944	2,226,952	<b>4.24</b>	998	151	2,323,876	<b>0.65</b>
	<b>TOTALS</b>	155,601	11,674	130,326,134	<b>0.90</b>	176,374	9,578	122,429,170	<b>0.78</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of more than 60 seats. Hawaiian Airlines was ranked in this section for the first time with the 4<sup>th</sup> quarter 2003. Comair and SkyWest were ranked in this table for the first time with the 1<sup>st</sup> quarter 2004. Independence Air (formerly Atlantic Coast Airlines) is ranked in this table for the first time with the 4th quarter 2004. With the exception of ExpressJet Airlines (whose fleet consists of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and "Mishandled Baggage" sections of this report.

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

RANK	AIRLINE	JANUARY - DECEMBER 2004				JANUARY - DECEMBER 2003			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	28	17	11,782,625	<b>0.01</b>	19	0	9,011,552	<b>0.00</b>
2	<b>HAWAIIAN AIRLINES</b>	3,070	118	5,592,893	<b>0.21</b>	*	*	*	*
3	<b>SKYWEST AIRLINES</b>	1,548	13	485,976	<b>0.27</b>	*	*	*	*
4	<b>AIRTRAN AIRWAYS</b>	23,158	372	13,120,404	<b>0.28</b>	19,344	1,677	11,601,332	<b>1.45</b>
5	<b>AMERICAN EAGLE AIRLINES</b>	1,682	79	1,941,299	<b>0.41</b>	757	38	1,005,018	<b>0.38</b>
6	<b>UNITED AIRLINES</b>	100,980	3,171	64,857,365	<b>0.49</b>	107,589	3,929	60,570,978	<b>0.65</b>
7	<b>AMERICAN AIRLINES</b>	69,530	4,294	82,543,789	<b>0.52</b>	90,088	4,815	81,243,021	<b>0.59</b>
8	<b>US AIRWAYS</b>	73,898	2,603	39,995,850	<b>0.65</b>	87,051	1,330	39,088,401	<b>0.34</b>
9	<b>AMERICA WEST AIRLINES</b>	40,282	1,449	20,712,856	<b>0.70</b>	49,415	820	20,355,547	<b>0.40</b>
10	<b>NORTHWEST AIRLINES</b>	76,684	3,871	49,842,112	<b>0.78</b>	81,692	3,298	46,843,255	<b>0.70</b>
11	<b>SOUTHWEST AIRLINES</b>	90,809	7,711	81,066,038	<b>0.95</b>	84,826	7,622	74,719,340	<b>1.02</b>
12	<b>DELTA AIR LINES</b>	130,050	9,274	83,163,787	<b>1.12</b>	127,039	10,342	79,596,557	<b>1.30</b>
13	<b>ALASKA AIRLINES</b>	25,494	1,840	15,131,892	<b>1.22</b>	19,608	1,223	15,023,499	<b>0.81</b>
14	<b>CONTINENTAL AIRLINES</b>	47,909	6,264	35,670,751	<b>1.76</b>	48,257	3,626	34,338,402	<b>1.06</b>
15	<b>COMAIR</b>	4,223	565	2,480,018	<b>2.28</b>	*	*	*	*
16	<b>ATA AIRLINES</b>	6,371	2,346	10,073,006	<b>2.33</b>	3,518	834	9,375,960	<b>0.89</b>
17	<b>ATLANTIC SOUTHEAST AIRLINES</b>	6,309	913	3,847,659	<b>2.37</b>	7,657	2,378	3,024,407	<b>7.86</b>
---	<b>INDEPENDENCE AIR</b>	*	*	*	*	*	*	*	*
	<b>TOTALS</b>	<b>702,025</b>	<b>44,900</b>	<b>522,308,320</b>	<b>0.86</b>	<b>726,860</b>	<b>41,932</b>	<b>485,797,269</b>	<b>0.86</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of more than 60 seats. Hawaiian Airlines was ranked in this section for the first time with the 4<sup>th</sup> quarter 2003. Comair and SkyWest were ranked in this table for the first time with the first quarter 2004. Independence Air (formerly Atlantic Coast Airlines) was ranked for the first time with the 4<sup>th</sup> quarter 2004. With the exception of ExpressJet Airlines (whose fleet consists of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and "Mishandled Baggage" sections of this report.

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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



Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	DECEMBER 2004				DECEMBER 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	853	94	3	73	306	79	0	53
FOREIGN AIRLINES	108	3	0	4	133	2	0	7
TRAVEL AGENTS	8	2	0	1	21	0	0	1
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	7	11	0	19	9	2	0	34
<b>INDUSTRY TOTALS</b>	<b>976</b>	<b>110</b>	<b>3</b>	<b>97</b>	<b>469</b>	<b>83</b>	<b>0</b>	<b>95</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	DECEMBER 2004			DECEMBER 2003		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
OTHER	1	270		8	15	
CHARTERS/TOURS			250***			1
FREQUENT FLYER			15			13
BAGGAGE	2	253		2	76	
FLIGHT PROBLEMS	3	156		1	131	
CANCELLATIONS			79			54
DELAYS			33			38
MISCONNECTIONS			23			20
RES/TKTG/BOARDING	4	83		4	56	
CUSTOMER SERVICE	5	64		5	53	
REFUNDS	6	55		3	74	
DISABILITY	7	39		6	29	
OVERSALES	8	23		9	14	
FARES	9	20		7	16	
DISCRIMINATION	10	10		10	5	
ADVERTISING	11	3		12	0	
ANIMALS	12	0		11	0	
<b>COMPLAINT TOTALS</b>		<b>976</b>			<b>469</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

\*\*\*ALL 250 COMPLAINTS PERTAIN TO THE NOVEMBER 30, 2004, CESSATION OF OPERATIONS BY PUBLIC CHARTER CARRIER SOUTHEAST AIRLINES.

Table 3

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY\*  
DECEMBER 2004

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	4	0	0	0	1	2	0	0	0	0	0	0	7
AIRTRAN AIRWAYS	2	1	1	0	0	1	0	0	0	0	0	0	5
ALASKA AIRLINES	1	0	4	0	0	2	3	0	0	0	0	0	10
AMERICA WEST AIRLINES	5	1	2	0	1	3	2	0	1	0	0	1	16
AMERICAN AIRLINES	10	1	8	5	4	14	4	3	1	1	0	1	52
AMERICAN EAGLE AIRLINES	3	0	0	0	0	2	3	3	0	0	0	0	11
ATA AIRLINES	3	1	0	0	2	1	0	0	0	0	0	0	7
ATLANTIC SOUTHEAST AIRLINES	2	0	3	1	0	0	0	2	0	1	0	0	9
CHAUTAUQUA AIRLINES	8	0	0	0	0	0	1	0	0	0	0	0	9
COMAIR	22	0	2	0	4	9	1	1	0	0	0	0	39
CONTINENTAL AIRLINES	3	1	6	1	3	4	3	3	0	0	0	0	24
DELTA AIRLINES	16	1	5	2	2	38	4	4	0	1	0	4	77
EXPRESSJET AIRLINES	3	0	1	1	0	0	1	0	0	0	0	0	6
FRONTIER AIRLINES	3	1	0	0	0	1	0	0	0	0	0	0	5
MESA AIRLINES	4	0	0	0	1	0	1	2	0	0	0	0	8
MESABA AVIATION	3	0	1	0	0	2	1	0	0	0	0	0	7
NORTHWEST AIRLINES	5	2	6	2	3	9	8	3	0	1	0	2	41
PINNACLE AIRLINES	6	0	0	0	0	10	0	2	0	0	0	0	18
PSA AIRLINES	5	0	0	0	0	0	1	0	0	0	0	0	6
SKYWEST AIRLINES	4	0	0	0	0	2	2	3	0	0	0	0	11
SOUTHEAST AIRLINES	0	0	0	0	2	3	0	0	0	0	0	250	255
SOUTHWEST AIRLINES	2	0	0	0	0	1	2	1	0	0	0	0	6
UNITED AIRLINES	5	2	5	1	5	14	10	3	0	1	0	4	50
US AIRWAYS	13	2	13	1	1	94	1	4	0	1	0	2	132
OTHER U. S. AIRLINES	9	0	5	2	4	10	9	2	0	0	0	1	42
TOTAL DECEMBER 2004	141	13	62	16	33	222	57	36	2	6	0	265	853
% OF TOTAL COMPLAINTS	16.5	1.5	7.3	1.9	3.9	26.0	6.7	4.2	0.2	0.7	0.0	31.1	
TOTAL DECEMBER 2003	88	10	32	11	19	59	45	25	0	4	0	13	306
% OF TOTAL COMPLAINTS	28.8	3.3	10.5	3.6	6.2	19.3	14.7	8.2	0.0	1.3	0.0	4.2	

\* 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  
DECEMBER 2004

U. S. AIRLINES*	COMPS RECD IN DEC	INCI - DENTS IN DEC	PERCENT	INCI - DENTS IN NOV	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	7	4	57.1	0	0.0	0	0.0	3	42.9
AIRTRAN AIRWAYS	5	1	20.0	3	60.0	0	0.0	1	20.0
ALASKA AIRLINES	10	5	50.0	1	10.0	1	10.0	3	30.0
AMERICA WEST AIRLINES	16	5	31.2	6	37.5	1	6.2	4	25.0
AMERICAN AIRLINES	52	19	36.5	8	15.4	13	25.0	12	23.1
AMERICAN EAGLE AIRLINES	11	2	18.2	5	45.5	3	27.3	1	9.1
ATA AIRLINES	7	3	42.9	0	0.0	1	14.3	3	42.9
ATLANTIC SOUTHEAST AIRLINES	9	4	44.4	4	44.4	1	11.1	0	0.0
CHAUTAUQUA AIRLINES	9	7	77.8	2	22.2	0	0.0	0	0.0
COMAIR	39	24	61.5	0	0.0	2	5.1	13	33.3
CONTINENTAL AIRLINES	24	12	50.0	6	25.0	4	16.7	2	8.3
DELTA AIRLINES	77	28	36.4	7	9.1	9	11.7	33	42.9
EXPRESSJET AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
FRONTIER AIRLINES	5	4	80.0	0	0.0	0	0.0	1	20.0
MESA AIRLINES	8	4	50.0	0	0.0	4	50.0	0	0.0
MESABA AVIATION	7	5	71.4	1	14.3	0	0.0	1	14.3
NORTHWEST AIRLINES	41	20	48.8	6	14.6	8	19.5	7	17.1
PI NNACLE AIRLINES	18	15	83.3	0	0.0	1	5.6	2	11.1
PSA AIRLINES	6	5	83.3	0	0.0	0	0.0	1	16.7
SKYWEST AIRLINES	11	5	45.5	3	27.3	1	9.1	2	18.2
SOUTHEAST AIRLINES	255	77	30.2	1	0.4	38	14.9	139	54.5
SOUTHWEST AIRLINES	6	2	33.3	3	50.0	1	16.7	0	0.0
UNITED AIRLINES	50	12	24.0	18	36.0	9	18.0	11	22.0
US AIRWAYS	132	56	42.4	4	3.0	5	3.8	67	50.8
OTHER U. S. AIRLINES	42	22	52.4	4	9.5	7	16.7	9	21.4
<b>TOTALS</b>	<b>853</b>	<b>345</b>	<b>40.4</b>	<b>83</b>	<b>9.7</b>	<b>110</b>	<b>12.9</b>	<b>315</b>	<b>36.9</b>
<b>PREVIOUS YEAR' S TOTALS</b>	<b>306</b>	<b>135</b>	<b>44.1</b>	<b>73</b>	<b>23.9</b>	<b>69</b>	<b>22.5</b>	<b>29</b>	<b>9.5</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\*\*

DECEMBER 2004

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	1	0	0	0	2	1	2	1	0	0	0	0	7
ALITALIA AIRLINES	2	1	0	0	0	4	0	0	0	0	0	0	7
BRITISH AIRWAYS	1	0	0	1	0	2	0	0	1	0	0	0	5
LUFTHANSA	0	0	2	0	2	1	0	1	0	0	0	2	8
TACA	0	1	0	0	0	3	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	11	7	11	2	17	18	3	1	0	4	0	2	76
<b>TOTALS</b>	<b>15</b>	<b>9</b>	<b>13</b>	<b>3</b>	<b>21</b>	<b>29</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>108</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	7	1	0	0	0	0	0	0	0	0	8
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	1	1	0	1	2	1	0	0	0	0	1	7
<b>TOTALS</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>7</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

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

RANK	AIRLINE	DECEMBER 2004			DECEMBER 2003		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	6	6,628,834	0.09	7	6,119,544	0.11
2	<i>JETBLUE AIRWAYS</i>	2	1,072,630	0.19	2	826,983	0.24
3	<i>HAWAIIAN AIRLINES</i>	1	442,424	0.23	5	483,957	1.03
4	<i>AIRTRAN AIRWAYS</i>	5	1,219,127	0.41	19	1,030,331	1.84
5	<i>EXPRESSJET AIRLINES</i>	6	1,194,536	0.50	3	1,025,937	0.29
6	<i>AMERICAN AIRLINES</i>	52	7,801,147	0.67	46	7,435,113	0.62
7	<i>CONTINENTAL AIRLINES</i>	24	3,447,613	0.70	28	3,362,869	0.83
8	<i>ALASKA AIRLINES</i>	10	1,407,312	0.71	6	1,317,024	0.46
9	<i>INDEPENDENCE AIR **</i>	4	478,653	0.84	6	679,656	0.88
10	<i>AMERICAN EAGLE AIRLINES</i>	11	1,291,597	0.85	4	1,077,092	0.37
11	<i>UNITED AIRLINES</i>	50	5,710,739	0.88	30	5,639,589	0.53
12	<i>NORTHWEST AIRLINES</i>	41	4,602,829	0.89	23	4,406,788	0.52
13	<i>AMERICA WEST AIRLINES</i>	16	1,774,101	0.90	6	1,651,772	0.36
14	<i>SKYWEST AIRLINES</i>	11	1,204,369	0.91	4	1,015,432	0.39
15	<i>ATA AIRLINES</i>	7	751,178	0.93	6	825,698	0.73
16	<i>ATLANTIC SOUTHEAST AIRLINES</i>	9	944,032	0.95	1	795,910	0.13
17	<i>DELTA AIR LINES</i>	77	7,241,494	1.06	38	7,058,947	0.54
18	<i>US AIRWAYS</i>	132	3,268,145	4.04	25	3,452,314	0.72
19	<i>COMAIR</i>	39	921,238	4.23	*	*	*
<b>TOTALS</b>		<b>503</b>	<b>51,401,998</b>	<b>0.98</b>	<b>259</b>	<b>48,204,956</b>	<b>0.54</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. January 2004 was the first ranking of Comair.

\*\* Formerly Atlantic Coast Airlines

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - DECEMBER 2004				JANUARY - DECEMBER 2003			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	5,863	919	33	789	4,601	788	22	624
FOREIGN AIRLINES	1,289	28	3	99	990	18	0	56
TRAVEL AGENTS	202	17	1	19	253	9	0	16
TOUR OPERATORS	55	2	0	2	37	1	0	7
MISCELLANEOUS	68	102	0	726	102	96	1	599
<b>INDUSTRY TOTALS</b>	<b>7,477</b>	<b>1,068</b>	<b>37</b>	<b>1,635</b>	<b>5,983</b>	<b>912</b>	<b>23</b>	<b>1,302</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - DECEMBER 2004			JANUARY - DECEMBER 2003		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,746		1	1,260	
CANCELLATIONS			617			416
DELAYS			442			419
MISCONNECTIONS			290			208
BAGGAGE	2	1,428		2	1,080	
RES/TKTG/BOARDING	3	931		3	880	
CUSTOMER SERVICE	4	888		5	695	
REFUNDS	5	660		4	719	
OTHER	6	539		9	257	
CHARTERS/TOURS			264***			16
FREQUENT FLYER			226			201
DISABILITY	7	521		6	375	
OVERSALES	8	349		8	288	
FARES	9	226		7	305	
DISCRIMINATION	10	114		10	85	
ADVERTISING	11	71		11	37	
ANIMALS	12	4		12	2	
<b>COMPLAINT TOTALS</b>		<b>7,477</b>			<b>5,983</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

\*\*\*250 OF THE COMPLAINTS PERTAIN TO THE NOVEMBER 30, 2004, CESSATION OF OPERATIONS BY PUBLIC CHARTER CARRIER SOUTHEAST AIRLINES.



Table 3

## COMPLAINTS AGAINST U.S. AIRLINES, BY COMPLAINT CATEGORY\*, JANUARY - DECEMBER 2004

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	68	6	9	1	1	30	18	12	0	0	0	0	145
AIRTRAN AIRWAYS	28	12	15	0	4	25	15	14	0	0	0	4	117
ALASKA AIRLINES	21	1	12	4	4	21	20	4	2	3	0	3	95
ALLEGHENY AIRLINES	3	1	2	0	0	1	2	1	0	0	0	0	10
ALLEGIAN AIR	7	0	1	0	2	2	2	0	0	0	0	0	14
ALOHA AIRLINES	9	0	7	3	4	5	8	2	0	2	0	1	41
AMERICA WEST AIRLINES	76	21	25	7	8	28	24	17	2	4	0	3	215
AMERICAN AIRLINES	209	16	96	28	54	171	121	43	10	13	0	43	804
AMERICAN EAGLE AIRLINES	35	7	8	0	1	9	11	8	0	2	0	0	81
ATA AIRLINES	29	2	8	3	6	13	9	8	1	0	0	2	81
ATLANTIC SOUTHEAST AIRLINES	18	1	8	1	1	1	4	7	0	1	0	0	42
CHAUTAUQUA AIRLINES	9	2	1	0	0	1	3	2	0	0	0	1	19
CHICAGO EXPRESS	5	2	1	1	1	2	2	0	0	0	0	0	14
COMAIR	68	16	7	0	4	18	16	8	0	0	0	2	139
CONTINENTAL AIRLINES	46	17	48	19	37	56	50	28	2	7	1	25	336
DELTA AIRLINES	110	33	91	37	60	167	69	43	4	11	2	61	688
EXECUTIVE AIRLINES	11	0	2	0	0	3	4	1	0	0	0	0	21
EXPRESSJET AIRLINES	11	1	2	1	0	2	4	0	0	1	0	0	22
FRONTIER AIRLINES	17	2	1	1	5	5	2	3	0	0	0	0	36
GULFSTREAM INT'L AIRLINES	1	3	0	1	0	0	2	3	0	0	0	0	10
HAWAIIAN AIRLINES	3	1	5	0	3	5	5	2	1	0	0	1	26
HORIZON AIRLINES	9	3	2	2	2	3	1	3	1	0	0	0	26
INDEPENDENCE AIR **	36	4	3	0	2	8	7	7	0	1	0	1	69
JETBLUE AIRWAYS	7	0	4	2	1	8	5	2	1	2	0	0	32
MESA AIRLINES	81	3	6	0	3	9	15	6	0	1	0	2	126
MESABA AVIATION	20	9	5	1	0	5	6	2	0	1	0	1	50
NORTH AMERICAN AIRLINES	3	2	0	0	1	7	3	2	0	0	0	0	18
NORTHWEST AIRLINES	91	30	55	25	57	66	68	59	4	6	0	35	496
PAN AM	6	0	1	1	7	0	3	1	1	0	0	0	20
PI NNACLE AIRLINES	15	4	3	0	0	15	6	3	0	0	0	0	46
PSA AIRLINES	23	0	1	0	0	3	2	0	0	0	0	0	29
PI EDMONT AIRLINES	11	1	1	0	1	6	4	1	0	0	0	0	25
RYAN INTERNATIONAL AIRLINES	10	0	0	0	0	4	2	1	0	1	0	1	19
SKYWEST AIRLINES	26	5	7	0	0	20	8	8	0	1	0	0	75
SOUTHEAST AIRLINES	4	1	4	0	7	8	0	7	0	0	0	250	281
SOUTHWEST AIRLINES	23	3	16	3	3	22	28	36	2	11	0	0	147
SPIRIT AIRLINES	5	2	4	2	5	6	12	2	0	0	0	1	39
SUN COUNTRY AIRLINES	4	0	1	0	1	1	3	1	0	0	0	0	11
TRANS STATES AIRLINES	9	0	2	0	0	1	2	0	0	0	0	0	14
TRANSMERIDIAN AIRLINES	3	0	2	0	2	4	3	4	0	0	0	0	18
UNITED AIRLINES	119	29	87	17	45	125	108	53	4	15	0	32	634
UNITED EXPRESS	14	0	1	0	1	10	5	7	0	0	0	0	38
US AIRWAYS	79	22	66	18	34	171	49	45	5	5	0	15	509
US AIRWAYS EXPRESS	4	1	0	0	0	1	5	0	0	1	0	0	12
USA3000	18	1	7	1	1	7	3	1	0	1	0	1	41
WORLD AIRWAYS	39	0	0	0	0	0	3	0	0	0	0	0	42
OTHER U.S. AIRLINES	36	1	12	1	9	13	7	6	1	2	0	2	90
<b>TOTAL JANUARY-DECEMBER 2004</b>	<b>1,479</b>	<b>265</b>	<b>639</b>	<b>180</b>	<b>377</b>	<b>1,088</b>	<b>749</b>	<b>463</b>	<b>41</b>	<b>92</b>	<b>3</b>	<b>487</b>	<b>5,863</b>
% OF TOTAL COMPLAINTS	25.2	4.5	10.9	3.1	6.4	18.6	12.8	7.9	0.7	1.6	0.1	8.3	
TOTAL JANUARY-DECEMBER 2003	1,049	223	643	243	428	802	584	325	13	71	2	218	4,601
% OF TOTAL COMPLAINTS	22.8	4.8	14.0	5.3	9.3	17.4	12.7	7.1	0.3	1.5	0.0	4.7	

\* 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.'

\*\* Formerly Atlantic Coast Airlines

Table 4

## COMPANIES OTHER THAN U.S. AIRLINES, BY COMPLAINT CATEGORY, JANUARY - DECEMBER 2004

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	5	1	3	1	2	2	3	0	0	3	0	0	20
AEROCALIFORNIA	1	3	0	0	0	2	3	0	1	0	0	0	10
AEROMAR	3	0	3	0	36	1	0	0	0	0	0	0	43
AEROMEXICO	3	3	2	0	1	6	0	2	0	0	0	0	17
AIRCANADA	8	4	6	0	3	3	7	1	0	2	0	0	34
AIRFRANCE	8	4	12	1	12	29	9	10	3	5	0	3	96
AIRINDIA	6	4	5	0	2	13	12	4	0	1	0	0	47
AIRJAMAICA	5	3	6	0	6	12	6	0	0	0	0	1	39
ALITALIA AIRLINES	11	6	4	0	7	24	6	5	0	1	0	1	65
ALLEGRO AIRLINES	5	0	2	0	20	0	0	0	0	0	0	0	27
AUSTRIAN AIRLINES	4	2	5	0	3	2	1	0	0	0	0	1	18
BRITISH AIRWAYS	11	2	15	9	17	49	6	7	2	1	0	7	126
BWIA	6	0	2	1	0	3	2	0	0	0	0	0	14
CATHAY PACIFIC AIRWAYS	2	1	8	0	1	4	2	2	1	1	0	2	24
CHINA AIRLINES	2	0	2	0	1	0	1	4	0	0	0	0	10
DUTCH CARIBBEAN AIRLINES	0	2	0	0	8	3	0	0	0	0	0	0	13
EL AL ISRAEL	0	3	2	0	3	6	0	1	0	1	0	0	16
EMIRATES AIRLINES	2	0	3	1	2	3	0	2	0	1	1	1	16
GHANA AIRWAYS	67	0	0	0	11	9	0	0	0	0	0	0	87
IBERIA AIRLINES	4	5	4	0	2	11	6	0	0	0	0	0	32
KLM	13	4	7	0	1	4	10	3	0	1	0	0	43
KUWAIT AIRWAYS	2	2	4	0	3	0	1	0	0	0	0	0	12
LAN CHILE AIRLINES	1	0	5	2	2	5	0	2	0	0	0	1	18
LUFTHANSA	7	6	14	1	7	17	13	4	2	0	0	4	75
MEXICANA	4	2	4	0	6	2	3	1	0	0	0	1	23
SINGAPORE AIRLINES	0	0	4	0	0	3	3	0	0	3	0	1	14
SOUTH AFRICAN AIRWAYS	2	0	0	1	4	8	5	0	0	0	0	0	20
SWISS AIR	0	1	3	0	0	6	2	0	0	0	0	0	12
TACA INTERNATIONAL AIRLINES	5	3	6	1	2	18	2	0	1	0	0	0	38
VARIG AIRLINES	3	0	5	1	1	2	0	0	0	0	0	1	13
VIRGIN ATLANTIC	4	1	3	1	3	7	2	1	2	1	0	1	26
OTHER FOREIGN AIRLINES	27	19	49	7	42	58	20	8	1	0	0	10	241
TOTALS	221	81	188	27	208	312	125	57	13	21	1	35	1289
<b><u>TRAVEL AGENTS</u></b>													
CHEAP TICKETS	0	0	6	2	3	0	0	0	1	0	0	0	12
EXPEDIA.COM	0	0	10	1	3	1	1	0	1	0	0	0	17
ORBITZ.COM	0	0	14	2	4	1	0	0	3	0	0	0	24
PRICELINE.COM	0	0	7	2	6	0	0	0	0	0	0	0	15
TRAVELOCITY.COM	1	0	12	2	6	0	2	0	1	0	0	1	25
OTHER TRAVEL AGENTS	5	1	41	8	38	0	3	0	7	0	0	6	109
TOTALS	6	1	90	17	60	2	6	0	13	0	0	7	202
<b><u>TOUR OPERATORS</u></b>													
RITETIME AVIATION & TRAVEL	15	0	0	0	0	0	0	0	0	0	0	0	15
OTHER TOUR OPERATORS	10	0	7	1	6	8	2	0	2	0	0	4	40
TOTALS	25	0	7	1	6	8	2	0	2	0	0	4	55
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	15	2	7	1	9	18	6	1	2	1	0	6	68
TOTALS	15	2	7	1	9	18	6	1	2	1	0	6	68

TABLE 5

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

RANK	AIRLINE	JANUARY - DECEMBER 2004			JANUARY - DECEMBER 2003		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>EXPRESSJET AIRLINES</i>	22	13,664,710	0.16	24	11,376,605	0.21
2	<i>SOUTHWEST AIRLINES</i>	147	81,150,410	0.18	106	74,788,501	0.14
3	<i>JETBLUE AIRWAYS</i>	32	11,678,403	0.27	29	8,973,449	0.32
4	<i>ATLANTIC SOUTHEAST AIRLINES</i>	42	10,460,941	0.40	54	9,293,833	0.58
5	<i>HAWAIIAN AIRLINES</i>	26	5,614,657	0.46	*	*	*
6	<i>AMERICAN EAGLE AIRLINES</i>	81	14,869,126	0.54	61	11,925,053	0.51
7	<i>SKYWEST AIRLINES</i>	75	13,440,640	0.56	34	11,421,158	0.30
8	<i>ALASKA AIRLINES</i>	95	16,294,555	0.58	78	15,047,033	0.52
9	<i>DELTA AIR LINES</i>	688	86,901,935	0.79	667	84,250,319	0.79
10	<i>ATA AIRLINES **</i>	81	10,230,653	0.79	65	9,847,846	0.66
11	<i>CONTINENTAL AIRLINES</i>	336	40,745,995	0.82	372	38,936,200	0.96
12	<i>AMERICAN AIRLINES</i>	804	91,570,003	0.88	782	88,798,446	0.88
13	<i>AIRTRAN AIRWAYS</i>	117	13,176,925	0.89	97	11,654,706	0.83
14	<i>UNITED AIRLINES</i>	634	70,914,086	0.89	548	66,153,078	0.83
15	<i>NORTHWEST AIRLINES</i>	496	55,446,115	0.89	492	51,975,656	0.95
16	<i>INDEPENDENCE AIR ***</i>	69	7,253,075	0.95	65	8,598,599	0.76
17	<i>AMERICA WEST AIRLINES</i>	215	21,132,444	1.02	168	20,050,292	0.84
18	<i>COMAIR</i>	139	12,638,482	1.10	*	*	*
19	<i>US AIRWAYS</i>	509	41,916,728	1.21	373	41,264,286	0.90
	<b>TOTALS</b>	<b>4,608</b>	<b>619,099,883</b>	<b>0.74</b>	<b>4,015</b>	<b>564,355,060</b>	<b>0.71</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. November 2003 was the first ranking of Hawaiian Airlines (voluntary reporting of flight delay and mishandled baggage data). January 2004 was the first ranking of Comair.

\*\* ATA Airlines incorrectly reported to DOT its systemwide enplanements for October 2004. The January-December data in this table reflect a correction of the ATA data for October.

\*\*\* Formerly Atlantic Coast Airlines

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

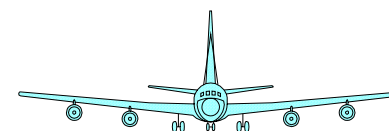
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



## Customer Service Reports to the Department of Homeland Security for the Month of December 2004 as provided by the Transportation Security Administration <sup>a</sup>

The Transportation Security Administration protects approximately 50 million airline passengers and screens their 59 million checked bags every month as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of December.

**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
278	.00056%	357	.00071%	24	.000048%	680	.0014%

In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data for checked baggage claims below includes claims for which TSA and/or the airlines may be liable.

Number of Damage Claims Received			
Checkpoint (TSA)	% of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	% of Total Checked Bags Screened
427	.00072	1814	.0031

**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 December.