



U.S. Department
of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	August 2005 12 Months Ending August 2005
Mishandled Baggage¹	August 2005
Oversales¹	2nd Quarter 2005 January-June 2005
Consumer Complaints² (Includes Disability and Discrimination Complaints)	August 2005
Customer Service Reports to the Dept. of Homeland Security³	August 2005
Airline Animal Incident Reports⁴	August 2005

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

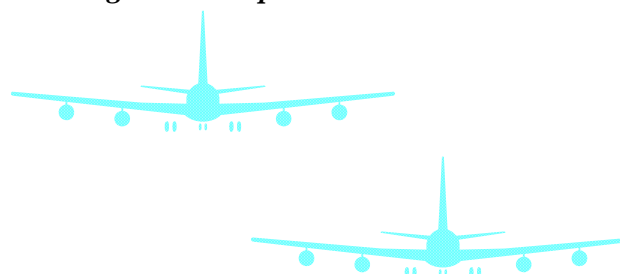
² Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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



FLIGHT DELAYS

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

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

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

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

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

AUGUST 2005

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 33 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/V/	7	90.3	13	97.4
FRONTIER AIRLINES S/V/	23	86.1	39	85.1
ATA AIRLINES S/	13	84.9	20	85.0
SKYWEST AIRLINES S/	16	84.8	111	84.5
AMERICA WEST AIRLINES S/	29	81.8	52	81.9
UNITED AIRLINES S/	33	81.1	80	80.9
COMAIR S/	22	78.5	108	79.8
INDEPENDENCE AIR S/	16	77.8	45	78.5
SOUTHWEST AIRLINES S/	17	79.8	60	78.4
US AIRWAYS S/	27	78.5	63	78.3
CONTINENTAL AIRLINES S/	30	75.5	71	75.7
AMERICAN EAGLE AIRLINES S/	21	75.6	105	74.3
JETBLUE AIRWAYS S/	16	73.3	31	73.8
AMERICAN AIRLINES S/	32	73.1	83	73.1
EXPRESSJET AIRLINES S/	25	70.9	115	72.6
DELTA AIRLINES S/	33	70.3	104	70.1
ALASKA AIRLINES S/	15	72.1	45	69.1
NORTHWEST AIRLINES S/	32	67.4	115	67.2
AIRTRAN AIRWAYS S/	21	63.9	46	64.1
ATLANTIC SOUTHEAST AIRLINES S/	22	61.8	120	59.6
TOTAL		75.3		75.2

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report

NOTE: Hurricane Katrina resulted in catastrophic conditions in the Gulf Coast areas of Louisiana, Mississippi and Alabama, adversely affecting late-August airline operations.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	3rd QUARTER		4th QUARTER		1st QUARTER		2nd QUARTER		JUN - 05		JUL - 05		AUG - 05		12 MONTHS ENDING AUG 2005		DATABASE TO DATE SEP 1987-AUG 2005	
	07 - 09 2004		10 - 12 2004		01 - 03 2005		04 - 06 2005		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	78.3	(10)	78.0	(10)	68.8	(17)	75.3	(17)	66.4	(19)	60.0	(20)	64.1	(19)	72.0	(17)	--	(--)
ALASKA	78.2	(11)	70.8	(18)	72.9	(15)	61.6	(19)	49.8	(20)	63.7	(17)	69.1	(17)	69.0	(19)	75.9	(9)
AMERICA WEST	77.8	(15)	74.1	(16)	76.7	(6)	83.8	(6)	80.8	(5)	76.4	(6)	81.9	(5)	78.7	(6)	78.6	(5)
AMERICAN	77.8	(14)	78.2	(9)	76.2	(7)	80.7	(9)	73.5	(11)	67.0	(14)	73.1	(14)	77.5	(10)	79.1	(3)
AMERICAN EAGLE	76.0	(18)	74.1	(15)	74.2	(14)	79.3	(12)	75.3	(10)	70.3	(9)	74.3	(12)	76.0	(13)	75.3	(10)
ATA	80.6	(6)	80.8	(2)	77.5	(4)	86.5	(2)	81.0	(4)	77.2	(4)	85.0	(3)	82.0	(3)	--	(--)
ATLANTIC SOUTHEAST	77.6	(16)	70.0	(19)	68.2	(18)	75.0	(18)	68.8	(18)	61.7	(18)	59.6	(20)	69.8	(18)	--	(--)
COMAIR	78.1	(12)	73.4	(17)	74.8	(12)	85.0	(4)	81.2	(3)	76.6	(5)	79.8	(7)	78.1	(8)	--	(--)
CONTINENTAL	81.1	(4)	80.3	(4)	75.8	(9)	81.1	(8)	79.0	(7)	69.5	(11)	75.7	(11)	78.5	(7)	78.8	(4)
DELTA	75.3	(19)	76.6	(12)	75.2	(11)	80.5	(10)	73.5	(12)	65.6	(15)	70.1	(16)	75.8	(14)	77.7	(7)
EXPRESSJET	79.9	(8)	75.1	(14)	74.4	(13)	81.1	(7)	78.7	(9)	67.7	(12)	72.6	(15)	76.4	(12)	--	(--)
FRONTIER	--	(--)	--	(--)	--	(--)	--	(--)	78.9	(8)	80.6	(3)	85.1	(2)	--	(--)	--	(--)
HAWAIIAN	96.4	(1)	94.2	(1)	93.0	(1)	95.2	(1)	94.1	(1)	96.4	(1)	97.4	(1)	94.9	(1)	--	(--)
INDEPENDENCE AIR	76.8	(17)	77.9	(11)	77.4	(5)	77.7	(15)	69.2	(17)	65.5	(16)	78.5	(8)	77.5	(9)	--	(--)
JETBLUE	79.1	(9)	80.3	(5)	65.8	(19)	76.2	(16)	69.4	(16)	61.5	(19)	73.8	(13)	73.5	(16)	--	(--)
NORTHWEST	81.1	(5)	79.8	(6)	75.2	(10)	80.4	(11)	72.7	(13)	70.0	(10)	67.2	(18)	77.4	(11)	79.8	(2)
SKYWEST	86.5	(2)	79.2	(7)	79.3	(2)	86.3	(3)	83.1	(2)	84.2	(2)	84.5	(4)	82.7	(2)	--	(--)
SOUTHWEST	79.9	(7)	78.3	(8)	78.6	(3)	84.5	(5)	80.4	(6)	75.7	(7)	78.4	(9)	80.3	(4)	82.4	(1)
UNITED	81.7	(3)	80.6	(3)	75.9	(8)	78.4	(14)	70.3	(15)	72.8	(8)	80.9	(6)	79.0	(5)	76.3	(8)
US AIRWAYS	78.1	(13)	76.1	(13)	70.2	(16)	78.5	(13)	71.6	(14)	67.7	(13)	78.3	(10)	75.1	(15)	78.5	(6)
Total	79.3		77.2		75.3		80.8		75.2		70.9		75.2		77.4		78.7	

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

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

NOTE: Hurricane Katrina resulted in catastrophic conditions in the Gulf Coast areas of Louisiana, Mississippi and Alabama, adversely affecting late-August 2005 airline operations.

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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	746	46.0	1233	65.3	544	72.8	195	64.1	H/		868	75.0	707	71.9	14950	75.1
AS	H/		62	80.6	H/		H/		H/		93	82.8	217	71.9	H/	
B6	H/		558	83.0	H/		H/		H/		H/		93	64.5	H/	
CO	414	50.2	607	66.2	238	76.5	H/		H/		405	79.0	417	79.1	348	76.4
DH	179	52.0	245	64.1	H/		231	80.5	H/		H/		H/		H/	
DL	19057	64.6	1498	70.6	489	62.6	266	71.4	3936	85.2	1025	77.5	494	74.9	648	72.4
EV	9329	55.7	H/		62	75.8	125	50.4	1925	72.5	93	73.1	H/		H/	
F9	93	55.9	H/		44	79.5	H/		H/		89	78.7	3466	88.4	163	76.1
FL	6100	60.2	671	62.7	1085	76.0	184	56.5	H/		155	64.5	124	66.1	481	71.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	155	60.6	213	78.9	155	67.1	H/		H/		124	65.3	337	84.6	279	70.6
MQ	147	50.3	1503	64.5	138	76.8	385	73.2	443	69.8	880	72.7	H/		8882	74.5
NW	423	45.6	421	44.4	342	57.0	191	61.8	8	50.0	563	62.2	462	52.2	373	57.9
OH	554	61.9	1194	71.4	155	87.1	306	75.5	11936	81.1	589	81.3	31	93.5	H/	
OO	H/		H/		H/		H/		153	67.3	H/		4257	87.0	H/	
RU	243	59.7	24	66.7	175	68.6	432	65.3	246	67.1	225	77.3	12	91.7	242	79.3
TZ	H/		139	76.3	H/		H/		H/		124	93.5	214	87.9	151	84.8
UA	213	54.5	820	73.0	433	81.8	186	73.1	31	77.4	471	82.0	6712	85.1	457	75.1
US	233	46.8	1802	73.1	421	72.9	7691	82.4	H/		3496	84.6	284	79.6	477	73.8
WN	H/		H/		4932	80.9	H/		H/		H/		H/		H/	
TOTAL	37886	60.6	10990	68.9	9213	77.1	10192	79.0	18678	80.5	9200	79.0	17827	84.0	27451	74.6

* 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		IAD		IAH		JFK		LAS		LAX	
	# 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	428	75.9	714	61.3	549	75.0	368	69.6	573	72.6	1153	68.0	720	73.8	2765	75.2
AS	H/		62	71.0	H/		31	74.2	H/		H/		341	68.6	647	74.5
B6	H/		H/		744	68.4	341	89.7	H/		3397	70.0	279	77.1	1	0.0
CO	177	77.4	4661	71.6	397	71.3	27	74.1	7571	80.8	31	74.2	475	68.6	663	76.3
DH	198	76.8	237	60.8	H/		6138	79.9	H/		242	70.2	62	83.9	39	66.7
DL	332	66.6	603	58.5	975	68.9	327	70.0	243	56.8	1379	63.5	650	71.2	1114	75.3
EV	35	57.1	H/		H/		31	74.2	100	63.0	53	69.8	93	66.7	89	77.5
F9	62	87.1	H/		31	71.0	H/		93	77.4	H/		180	91.7	181	82.3
FL	H/		171	56.7	411	66.9	149	55.0	H/		H/		255	67.1	169	58.0
HA	H/		H/		H/		H/		H/		H/		57	77.2	93	95.7
HP	186	82.3	186	69.4	93	71.0	93	80.6	186	75.8	275	69.1	3220	83.0	705	81.7
MQ	143	69.2	313	58.1	H/		147	84.4	H/		644	66.1	H/		1768	87.8
NW	9041	74.7	450	52.0	209	62.2	241	53.9	330	67.3	93	51.6	461	58.8	578	60.6
OH	341	78.3	111	66.7	128	88.3	329	77.2	85	78.8	1550	70.5	H/		H/	
OO	32	62.5	H/		H/		H/		93	67.7	H/		183	80.3	4428	88.6
RU	178	52.8	5431	61.2	H/		418	55.3	8806	78.4	31	64.5	H/		H/	
TZ	H/		151	73.5	H/		H/		H/		H/		62	91.9	114	90.4
UA	186	71.5	483	72.5	155	74.8	2278	82.1	213	72.3	403	79.7	1054	76.9	2942	84.8
US	93	80.6	277	62.1	735	73.6	146	80.8	371	78.2	H/		275	71.3	319	74.3
WN	464	79.1	H/		1247	77.6	H/		H/		H/		6147	77.4	3675	79.2
TOTAL	11896	74.6	13850	64.9	5674	72.4	11064	78.1	18664	78.5	9251	68.8	14514	77.0	20290	81.2

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1907	62.5	964	67.9	143	81.8	3480	68.8	455	74.7	124	75.0	7427	78.0	216	77.8
AS	H/		31	67.7	H/		H/		H/		519	74.8	124	71.8	1081	78.9
B6	217	67.3	465	71.0	H/		H/		H/		527	87.5	H/		31	67.7
CO	372	67.2	541	76.7	81	88.9	302	79.8	156	69.2	63	84.1	447	71.1	195	75.9
DH	H/		155	76.8	H/		H/		H/		H/		179	75.4	H/	
DL	1934	73.5	1341	75.3	115	62.6	341	63.6	248	64.5	124	70.2	489	62.8	341	80.4
EV	H/		H/		1	100.0	H/		126	69.0	H/		H/		30	66.7
F9	62	58.1	60	78.3	115	88.7	H/		101	83.2	H/		H/		124	88.7
FL	430	54.7	1055	73.6	341	65.7	124	53.2	155	63.2	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		44	93.2
HP	H/		93	53.8	H/		62	75.8	217	74.7	217	76.5	279	75.6	217	82.0
MQ	1603	67.2	24	70.8	H/		574	76.7	61	70.5	H/		7396	79.7	H/	
NW	623	48.0	521	62.4	351	62.4	155	72.9	9602	71.8	H/		614	58.5	221	57.0
OH	1333	71.2	558	83.3	H/		124	73.4	209	79.9	H/		283	78.1	H/	
OO	H/		H/		H/		H/		31	90.3	279	89.2	2233	78.1	668	91.9
RU	120	69.2	27	70.4	135	73.3	23	87.0	296	66.6	H/		297	75.4	H/	
TZ	298	73.2	88	90.9	1384	86.8	H/		240	88.8	H/		H/		H/	
UA	673	72.5	651	77.1	155	80.6	186	74.2	478	79.1	301	84.1	8315	82.5	709	76.9
US	1464	73.8	787	75.3	H/		272	74.6	79	77.2	H/		579	74.3	H/	
WN	H/		2639	81.8	5800	85.1	H/		H/		4015	80.5	H/		1115	74.8
TOTAL	11036	67.7	10000	75.8	8621	83.2	5643	70.4	12454	72.4	6169	80.7	28662	78.8	4992	78.8

* 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*	PHL		PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	626	69.6	398	69.8	144	69.4	649	71.8	622	71.9	1133	74.5	207	76.8	1810	79.4	637	73.6
AS	H/		248	67.7	H/		341	74.5	4388	69.9	372	70.7	H/		H/		H/	
B6	H/		31	48.4	H/		124	78.2	62	50.0	H/		62	79.0	H/		248	73.4
CO	200	74.0	332	79.2	20	90.0	305	78.0	421	69.4	436	72.7	89	65.2	H/		366	77.9
DH	H/		H/		237	79.7	31	80.6	31	71.0	93	83.9	H/		H/		70	84.3
DL	600	67.5	302	69.5	217	66.8	399	78.7	556	73.2	552	72.6	3326	83.4	124	66.1	925	72.8
EV	H/		96	75.0	123	61.0	31	67.7	62	62.9	26	57.7	1477	79.7	218	64.7	367	72.5
F9	62	82.3	186	91.4	H/		155	85.2	134	91.8	163	89.0	116	84.5	105	77.1	31	67.7
FL	620	65.8	H/		188	68.6	H/		H/		62	72.6	H/		H/		470	65.1
HA	H/		31	90.3	H/		62	95.2	62	87.1	31	90.3	H/		H/		H/	
HP	155	81.9	5757	86.6	62	83.9	368	76.6	310	81.9	364	75.0	120	90.0	93	77.4	93	68.8
MQ	H/		H/		155	79.4	906	84.8	H/		159	76.1	H/		124	70.2	H/	
NW	428	54.4	329	54.1	161	69.6	193	54.4	493	57.2	345	52.5	174	53.4	325	63.7	287	61.3
OH	155	82.6	H/		248	85.5	H/		H/		H/		H/		333	79.0	93	83.9
OO	H/		397	84.1	H/		802	85.5	457	92.3	3525	74.9	7511	87.6	96	77.1	H/	
RU	184	62.5	54	87.0	325	61.5	H/		H/		H/		92	88.0	451	74.3	53	71.7
TZ	H/		123	92.7	H/		H/		H/		159	76.7	H/		H/		H/	
UA	565	74.7	564	74.1	186	79.0	740	78.6	1028	82.6	3887	81.0	248	81.5	96	80.2	372	73.9
US	5877	77.4	239	81.6	2255	80.7	160	73.8	171	71.9	291	69.4	H/		89	80.9	620	77.9
WN	1533	76.6	5904	78.5	310	89.0	2680	78.6	1158	82.3	H/		1208	75.7	1861	79.4	1987	78.7
TOTAL	11005	74.5	14991	80.8	4631	77.7	7946	78.7	9955	74.0	11598	76.1	14630	84.0	5725	76.9	6619	74.6

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

AUGUST 2005

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	85.1	86.5	74.4	86.2	88.2	95.7	71.6	87.6	J/	77.9	72.6	79.0	92.0	74.0	90.3	91.8	85.2	68.8
700 - 759 AM	90.2	86.7	94.1	88.8	89.2	93.8	93.7	88.2	87.7	77.3	58.1	77.8	93.2	71.5	95.9	93.7	89.3	83.6
800 - 859 AM	85.4	80.8	97.1	87.4	85.3	86.3	89.5	88.3	88.1	86.2	87.3	88.1	92.0	80.6	90.6	91.1	85.4	94.4
900 - 959 AM	85.0	82.4	94.0	86.6	85.6	90.8	89.9	85.1	79.2	89.2	90.9	87.7	94.6	90.0	85.7	89.2	85.1	92.2
1000 - 1059 AM	83.6	77.5	91.4	86.1	82.1	85.1	87.3	87.5	83.0	88.4	84.1	89.2	91.0	85.0	86.2	90.6	83.7	90.1
1100 - 1159 AM	84.1	80.1	93.6	89.6	85.2	85.7	90.8	87.7	81.6	81.7	86.8	82.8	86.3	84.1	80.5	81.4	79.5	88.8
1200 - 1259 PM	83.1	80.3	87.6	88.6	87.9	84.6	87.9	85.2	79.3	78.2	77.8	77.7	87.6	70.3	80.0	84.0	75.5	83.4
100 - 159 PM	77.9	76.6	87.3	85.9	81.5	84.0	89.8	85.4	71.3	78.1	75.8	87.1	82.6	80.0	81.1	82.9	74.8	83.8
200 - 259 PM	70.5	74.8	81.4	83.4	85.2	85.0	87.0	81.6	74.1	70.3	83.9	90.3	80.3	70.0	81.0	83.0	66.9	76.4
300 - 359 PM	63.7	72.4	80.7	83.3	81.1	80.9	81.2	76.1	78.0	65.0	80.2	80.3	74.0	69.4	73.2	85.0	68.9	80.5
400 - 459 PM	48.1	65.8	76.7	77.1	77.7	79.2	74.7	70.3	72.7	56.1	69.1	71.6	74.2	62.9	71.9	79.6	59.8	71.1
500 - 559 PM	36.4	61.3	72.6	73.8	77.5	76.4	79.4	63.5	71.1	51.8	68.5	73.4	64.3	66.1	73.3	77.4	61.0	70.2
600 - 659 PM	36.9	61.6	68.6	70.9	77.9	70.0	78.7	58.5	65.9	50.7	67.8	75.6	63.9	54.0	66.6	75.8	54.5	63.7
700 - 759 PM	33.1	53.9	65.2	63.4	70.7	71.8	76.6	54.2	68.9	47.6	62.1	72.9	60.0	55.8	71.8	72.5	58.8	64.0
800 - 859 PM	33.2	52.0	58.7	69.8	74.4	67.5	77.6	55.3	66.6	41.4	56.9	70.8	58.7	59.1	61.8	74.3	50.8	56.8
900 - 959 PM	30.2	52.9	65.8	54.2	75.2	74.6	70.4	56.9	64.0	45.9	60.6	72.6	69.7	59.3	72.3	73.3	54.4	70.9
1000 - 1059 PM	34.3	60.4	67.5	61.7	73.2	60.8	73.0	65.5	57.7	59.0	59.4	62.0	65.5	66.9	67.5	69.0	51.7	61.4
1100 - 559 AM	63.0	67.5	62.7	66.0	62.9	61.2	77.8	70.1	72.1	67.3	59.2	73.1	79.6	73.6	69.3	78.4	62.6	67.1
TOTAL, ALL ARRIVALS, BY AIRPORT	60.6	68.9	77.1	79.0	80.5	79.0	84.0	74.6	74.6	64.9	72.4	78.1	78.5	68.8	77.0	81.2	67.7	75.8

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	100.0	56.5	79.6	J/	89.7	79.5	85.8	95.2	79.6	93.3	88.2	90.5	J/	J/	77.4	85.7
700 - 759 AM	94.9	86.0	79.5	96.2	87.6	98.1	91.4	94.8	85.9	86.2	86.6	93.5	96.2	92.6	91.8	89.3
800 - 859 AM	91.8	86.4	83.7	94.7	86.2	94.0	90.4	90.8	83.4	87.0	92.6	91.9	94.2	89.8	95.9	88.4
900 - 959 AM	91.8	86.7	80.4	92.7	85.5	94.7	86.8	85.3	86.5	84.6	84.7	69.0	91.5	89.3	89.3	86.8
1000 - 1059 AM	92.0	86.9	74.4	93.3	86.7	92.5	84.3	88.9	87.9	87.0	84.3	65.0	82.5	86.1	91.8	85.5
1100 - 1159 AM	90.6	75.8	81.5	87.1	83.8	83.4	86.9	86.2	77.5	82.0	82.3	67.8	90.8	87.6	88.0	84.2
1200 - 1259 PM	89.1	78.2	81.2	87.9	82.3	83.2	85.0	87.3	88.1	82.0	78.2	80.6	87.6	84.7	85.4	83.5
100 - 159 PM	90.4	75.7	74.9	84.6	81.2	81.0	81.3	82.5	85.2	77.2	81.2	78.8	83.7	83.1	86.3	81.8
200 - 259 PM	85.2	74.0	78.3	80.8	80.9	78.8	82.4	82.6	90.5	82.7	79.3	80.3	85.5	81.7	72.1	79.9
300 - 359 PM	80.6	77.1	69.2	80.4	77.6	83.1	72.6	79.8	85.2	76.7	76.5	76.5	84.2	73.3	76.0	76.0
400 - 459 PM	76.3	65.3	64.9	78.2	74.0	73.1	74.9	74.5	78.1	79.9	69.9	69.1	85.8	72.5	66.5	69.7
500 - 559 PM	76.0	64.3	67.5	70.5	69.8	75.5	68.2	79.2	78.8	76.4	63.5	79.3	82.0	72.6	70.0	68.0
600 - 659 PM	76.7	59.3	70.1	73.7	71.5	70.0	65.5	73.7	70.5	73.8	70.0	81.2	78.3	70.8	67.6	66.0
700 - 759 PM	76.0	55.4	63.9	78.7	70.2	64.8	60.6	66.8	65.2	70.6	61.2	74.6	76.7	67.3	62.8	63.5
800 - 859 PM	72.6	63.2	63.3	73.9	68.1	68.9	60.3	71.8	70.4	73.6	67.8	78.8	83.3	62.7	64.9	62.1
900 - 959 PM	72.0	50.6	65.7	70.6	68.9	84.1	65.4	67.1	63.8	74.6	67.6	73.9	76.2	66.5	62.9	63.1
1000 - 1059 PM	77.3	53.3	57.7	72.2	72.7	70.7	53.3	61.1	66.9	71.0	67.8	70.7	72.8	69.3	61.3	61.5
1100 - 559 AM	79.9	57.1	69.2	64.1	83.8	69.4	70.9	84.6	63.9	76.2	64.9	76.1	76.8	69.9	59.8	70.1
TOTAL, ALL ARRIVALS, BY AIRPORT	83.2	70.4	72.4	80.7	78.8	78.8	74.5	80.8	77.7	78.7	74.0	76.1	84.0	76.9	74.6	75.3

* 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	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	87.1	91.0	95.2	92.0	92.7	92.4	94.8	93.4	86.8	92.5	93.1	90.0	92.5	90.7	94.5	95.1	93.3	94.8
700 - 759 AM	87.1	87.9	91.9	91.2	89.5	92.3	93.8	89.7	81.4	91.5	94.6	87.7	94.4	88.6	92.4	91.4	90.8	91.6
800 - 859 AM	88.3	87.4	92.0	87.1	89.4	92.1	92.6	87.9	83.3	87.2	91.7	85.7	92.6	86.5	88.0	92.2	88.7	91.0
900 - 959 AM	84.5	86.3	89.3	88.5	88.0	92.0	89.2	85.7	74.0	88.5	89.0	88.5	93.3	86.1	88.7	87.3	87.2	92.0
1000 - 1059 AM	81.2	84.8	85.4	85.2	83.3	91.4	85.9	84.0	73.3	88.3	90.6	90.0	92.1	89.4	78.6	85.8	89.9	89.4
1100 - 1159 AM	80.9	85.1	85.9	84.9	85.0	89.3	85.2	85.0	76.1	82.7	85.5	83.7	91.0	88.4	84.6	81.2	83.4	88.4
1200 - 1259 PM	78.8	81.7	80.7	85.6	88.9	83.9	85.7	80.1	75.0	82.6	82.5	88.5	85.5	85.1	76.2	78.2	83.3	85.0
100 - 159 PM	77.2	78.9	78.9	82.8	86.9	85.6	83.7	78.5	69.7	74.4	74.4	74.7	86.0	64.8	74.6	82.7	82.9	79.0
200 - 259 PM	71.7	74.0	71.7	82.4	81.3	84.6	84.6	74.5	70.8	68.2	77.3	83.2	79.8	72.5	65.9	79.2	75.4	74.5
300 - 359 PM	64.4	76.2	74.1	76.6	83.1	82.0	81.1	72.8	59.6	66.8	69.9	81.1	77.7	70.9	64.2	85.1	71.4	69.5
400 - 459 PM	57.7	67.6	64.9	72.4	78.0	70.1	74.5	68.0	60.6	59.4	65.9	72.3	72.6	68.7	62.3	81.0	67.7	65.6
500 - 559 PM	46.8	57.9	65.2	73.2	72.6	71.9	75.3	62.6	65.2	50.2	65.3	71.2	70.4	60.2	65.6	77.8	64.1	59.9
600 - 659 PM	39.5	65.4	61.1	64.0	76.2	75.9	74.5	58.1	58.2	52.2	63.8	70.0	56.8	70.3	62.3	78.6	64.2	60.5
700 - 759 PM	40.1	57.4	59.0	72.2	78.7	72.3	73.9	52.7	59.5	50.7	56.7	68.8	66.0	52.7	58.9	78.6	63.2	61.3
800 - 859 PM	37.1	65.2	60.1	38.2	72.8	71.0	78.1	53.6	52.3	50.0	60.9	58.5	70.2	58.1	70.1	78.7	63.9	59.0
900 - 959 PM	32.9	50.3	55.8	69.9	79.4	72.4	79.5	51.3	67.7	42.4	40.3	72.1	72.2	59.6	55.7	76.1	62.9	60.0
1000 - 1059 PM	35.2	59.3	51.9	59.1	79.7	71.0	J/	56.6	61.7	J/	J/	82.2	79.4	76.4	72.1	80.6	J/	83.9
1100 - 559 AM	42.2	90.5	93.3	75.0	85.2	J/	79.9	97.6	J/	82.6	96.8	J/	89.3	79.8	77.8	79.3	J/	98.4
TOTAL, ALL DEPARTURES, BY AIRPORT	62.6	76.8	76.4	79.0	82.5	83.2	82.9	73.6	69.2	72.4	77.5	80.0	80.9	74.8	74.8	83.4	78.1	77.7

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

AUGUST 2005

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	97.9	84.4	86.4	96.6	92.6	94.2	91.7	91.9	92.2	96.9	94.7	94.6	95.5	96.4	95.3	93.1
700 - 759 AM	91.6	86.6	74.5	89.6	90.9	90.7	86.6	89.8	92.1	91.7	90.3	89.9	94.3	94.8	94.2	90.0
800 - 859 AM	93.7	89.2	87.4	90.0	90.3	90.8	89.5	87.6	90.6	86.6	86.4	91.3	92.2	91.8	95.4	89.5
900 - 959 AM	85.7	84.0	76.7	86.7	84.9	82.9	83.7	80.3	90.9	86.0	84.6	92.2	89.7	87.8	91.5	86.4
1000 - 1059 AM	87.9	89.8	73.3	82.7	84.3	92.3	85.6	85.8	90.5	83.2	79.4	68.1	88.9	93.5	91.7	84.8
1100 - 1159 AM	82.6	80.6	68.5	77.1	85.3	83.2	82.3	82.0	85.5	85.6	74.2	73.0	86.8	86.6	86.8	83.1
1200 - 1259 PM	83.9	79.4	72.1	80.1	84.6	84.2	80.7	78.9	89.2	81.0	78.6	75.8	87.3	86.4	89.8	81.9
100 - 159 PM	80.7	68.2	67.3	73.6	79.1	78.3	78.0	87.2	82.4	73.9	75.7	79.6	83.3	81.0	80.9	78.8
200 - 259 PM	70.2	69.7	65.5	68.1	72.0	76.8	76.4	72.6	83.1	84.2	75.7	79.0	82.4	78.8	72.8	75.4
300 - 359 PM	72.0	62.3	60.3	68.0	74.6	71.2	64.1	70.6	81.4	73.6	72.5	78.9	79.1	75.1	64.0	73.0
400 - 459 PM	62.0	60.6	62.3	72.6	66.7	80.2	62.0	73.8	76.1	77.1	69.8	82.8	81.3	68.0	54.5	68.8
500 - 559 PM	59.9	48.2	59.7	67.7	68.4	77.4	61.2	62.0	73.1	73.7	68.2	70.8	79.6	67.1	65.0	65.0
600 - 659 PM	63.5	54.7	58.6	66.7	66.5	72.3	57.4	71.2	69.6	77.0	65.8	86.8	82.1	68.8	60.4	64.3
700 - 759 PM	67.5	53.0	63.9	68.5	67.1	76.1	50.8	71.9	79.4	77.4	67.0	85.0	77.9	72.3	61.4	63.2
800 - 859 PM	60.6	55.5	44.7	75.4	66.2	62.9	64.3	64.3	66.9	73.2	61.5	83.4	80.1	57.1	70.4	62.8
900 - 959 PM	64.8	56.5	61.3	71.2	68.3	83.9	61.0	83.8	85.2	80.5	71.4	79.3	77.6	66.7	43.5	64.0
1000 - 1059 PM	74.1	J/	65.3	88.7	69.8	90.3	73.0	84.8	J/	94.6	75.8	88.1	88.3	59.3	66.7	66.2
1100 - 559 AM	90.3	75.5	94.3	100.0	74.3	83.0	86.7	92.8	96.8	100.0	69.6	83.6	95.6	95.2	96.8	79.8
TOTAL, ALL DEPARTURES, BY AIRPORT	77.3	69.6	67.6	79.0	77.2	82.8	73.6	79.4	82.9	83.1	77.1	82.7	85.1	80.9	78.4	76.7

* 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
AS	153	OME-ANC	2120	31	96.77	65	52
FL	315	CLT-ATL	1915	29	96.55	82	74
EV	4267	AVL-ATL	1645	23	95.65	82	63
AA	473	ATL-DFW	1809	22	95.45	89	71
AA	1111	ATL-DFW	1936	22	95.45	70	59
AA	544	DFW-ATL	1829	18	94.44	86	80
FL	636	ATL-MKE	2105	31	93.55	77	68
FL	468	ATL-BWI	1825	31	93.55	73	68
FL	577	EWR-ATL	1952	31	93.55	72	85
EV	4222	ATL-MGM	1846	31	93.55	63	56
EV	4849	TLH-ATL	1940	31	93.55	61	63
EV	4803	ATL-CLT	1816	31	93.55	60	53
RU	3275	BGR-EWR	1455	27	92.59	68	70
FL	59	IAD-ATL	2023	25	92.00	74	61
RU	3007	EWR-MHT	925	23	91.30	34	31
AA	690	DFW-BOS	1702	21	90.48	64	49
OH	5509	ORF-ATL	2015	31	90.32	75	68
EV	4239	PFN-ATL	1538	31	90.32	70	61
EV	4803	CLT-ATL	2000	31	90.32	70	58
FL	1703	TPA-ATL	1834	31	90.32	66	51
FL	43	ATL-LAX	1805	31	90.32	65	44
EV	4867	AUS-ATL	1825	31	90.32	59	48
EV	4101	ATL-CSG	2142	31	90.32	58	45
EV	4786	SDF-ATL	1918	31	90.32	57	49
EV	4849	ATL-TLH	1805	31	90.32	51	46
EV	4113	ATL-GNV	1529	31	90.32	46	38
EV	4107	ATL-DHN	1821	31	90.32	41	36
NW	405	MSP-DFW	1527	19	89.47	69	39
NW	340	DTW-LGA	1701	19	89.47	42	35
CO	1155	EWR-ATL	1840	27	88.89	78	79
RU	3227	ATL-IAH	2105	27	88.89	73	54

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	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
MQ	4445	ATL-ORD	1946	27	88.89	67	50
EV	4089	AGS-ATL	1841	27	88.89	57	57
DL	2051	JFK-SFO	1735	16	87.50	75	72
FL	579	EWR-ATL	1715	31	87.10	98	89
FL	296	HOU-ATL	1710	31	87.10	80	62
FL	1763	PHF-ATL	1825	31	87.10	78	61
FL	439	ATL-MCI	2100	31	87.10	74	72
CO	1720	IAH-ATL	1850	31	87.10	72	77
FL	576	ATL-EWR	1654	31	87.10	72	60
RU	2828	RDU-EWR	1745	31	87.10	69	55
DL	936	ATL-PNS	2244	31	87.10	67	37
EV	4128	ATL-PFN	1840	31	87.10	63	48
DL	1556	BWI-ATL	1800	31	87.10	63	46
EV	4113	GNV-ATL	1740	31	87.10	62	52
EV	4134	ATL-VLD	1852	31	87.10	61	50
FL	158	MSY-ATL	1415	31	87.10	60	49
EV	4223	ATL-MGM	1954	31	87.10	56	50
RU	1212	IAD-EWR	1745	31	87.10	55	51
AS	153	OTZ-OME	1957	31	87.10	54	46
NW	217	DTW-SEA	1544	31	87.10	49	35
EV	4828	PNS-ATL	1557	23	86.96	63	47
DL	1447	EWR-ATL	1815	23	86.96	63	43
EV	4815	CLE-ATL	1600	23	86.96	59	38
FL	187	MYR-ATL	1915	15	86.67	72	74
AA	2394	ATL-LGA	1813	30	86.67	69	54
DL	1684	ATL-MSY	2111	30	86.67	60	40
FL	988	ATL-PIT	2250	15	86.67	50	42
AA	778	MIA-BOS	2012	22	86.36	78	60
AA	926	MIA-ATL	2016	22	86.36	78	74
AA	1112	MIA-ATL	1630	22	86.36	67	57
CO	1156	ATL-EWR	1900	27	85.19	86	63

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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
FL	163	MSY-ATL	1758	27	85.19	80	81
FL	528	MEM-ATL	1721	27	85.19	79	77
EV	4130	TRI-ATL	2041	27	85.19	75	74
EV	4130	ATL-TRI	1842	27	85.19	69	70
CO	320	IAH-ATL	1419	27	85.19	66	43
RU	2968	PIT-EWR	1859	27	85.19	64	63
WN	2297	PHX-SLC	1850	27	85.19	54	37
EV	4496	ATL-DAB	2316	27	85.19	41	35
DH	1215	ATL-IAD	2140	26	84.62	51	41
FL	28	JAX-ATL	1608	25	84.00	57	54
FL	270	ATL-BOS	1740	31	83.87	85	76
FL	325	PHL-ATL	1801	31	83.87	78	69
FL	831	MDW-ATL	1723	31	83.87	78	70
FL	331	PHL-ATL	1940	31	83.87	78	72
FL	259	FNT-ATL	1827	31	83.87	71	54
EV	4124	MYR-ATL	1547	31	83.87	68	41
DL	1624	ATL-PVD	2115	31	83.87	67	62
EV	4474	MLU-ATL	1824	31	83.87	67	58
MQ	4444	ORD-ATL	1605	31	83.87	65	57
EV	4452	ATL-LIT	1847	31	83.87	64	47
EV	4474	ATL-MLU	1722	31	83.87	61	51
AA	2393	LGA-ATL	1457	31	83.87	59	45
EV	4179	ATL-ISP	2020	31	83.87	59	45
EV	4464	ATL-MDT	1922	31	83.87	59	53
EV	4169	ATL-GPT	2141	31	83.87	58	54
AA	1204	MIA-ATL	1800	31	83.87	58	55
EV	4394	ATL-GSO	1946	31	83.87	56	29
EV	4333	CAE-ATL	2012	31	83.87	53	36
DL	847	ATL-EWR	1800	31	83.87	52	42
DL	998	ATL-LAX	2113	31	83.87	51	31
EV	4240	PFN-ATL	1830	31	83.87	50	38

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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
DL	255	PHL-ATL	1840	31	83.87	50	37
EV	4157	HOU-ATL	1830	31	83.87	49	40
EV	4225	MGM-ATL	1650	31	83.87	44	25
WN	1976	LAS-PHX	1545	31	83.87	43	35
WN	1622	TPA-PBI	1640	31	83.87	41	25
EV	4206	GNV-ATL	2039	31	83.87	41	37
RU	2418	GRK-IAH	1655	31	83.87	37	29
FL	312	ATL-CLT	1745	29	82.76	58	52
NW	347	DTW-SFO	1934	29	82.76	49	35
RU	3117	IAH-ATL	1720	23	82.61	67	54
EV	4391	GRR-ATL	1644	23	82.61	55	51
US	1619	PHL-ATL	1945	17	82.35	81	75
AA	473	DFW-AUS	2017	22	81.82	69	49
AA	1853	MIA-DFW	1835	22	81.82	58	46
NW	863	MSP-FAI	1438	22	81.82	53	39
AA	1297	LGA-ATL	1900	27	81.48	86	71
CO	1157	EWR-ATL	1710	27	81.48	83	73
FL	373	LGA-ATL	2050	27	81.48	74	48
RU	2912	ATL-CLE	1925	27	81.48	69	55
EV	4566	XNA-ATL	2005	27	81.48	62	35
DL	1082	SRQ-ATL	1848	27	81.48	61	48
DL	1757	BNA-ATL	1606	27	81.48	60	37
DL	1262	ATL-SAT	2124	27	81.48	60	42
RU	2769	OKC-EWR	1740	27	81.48	53	40
RU	1213	EWR-IAD	1735	27	81.48	51	40
RU	3070	EWR-CLT	1930	27	81.48	50	34
WN	2297	SLC-BOI	2135	27	81.48	49	36
RU	2895	DAL-IAH	1700	27	81.48	47	19
DL	1502	MOB-ATL	2000	27	81.48	46	31
WN	1842	PHX-BNA	1805	27	81.48	44	40
FL	155	ATL-MSY	1700	27	81.48	41	32

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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
EV	4105	ATL-CSG	1916	27	81.48	29	20
AA	1853	DFW-RNO	2145	21	80.95	34	24
EV	4084	AGS-ATL	2117	26	80.77	47	29
FL	834	MCO-ATL	1840	31	80.65	85	81
FL	246	ATL-RIC	2055	31	80.65	85	65
FL	1795	RDU-ATL	1856	31	80.65	76	71
EV	4387	GPT-ATL	1807	31	80.65	69	52
FL	783	PHL-MCO	1955	31	80.65	68	45
DL	879	ORF-ATL	1850	31	80.65	68	50
EV	4134	VLD-ATL	2027	31	80.65	67	71
FL	405	IND-ATL	1740	31	80.65	67	64
FL	406	ATL-IND	2055	31	80.65	67	54
AA	1210	DFW-ATL	1721	31	80.65	66	66
EV	4264	JAN-ATL	1544	31	80.65	65	48
NW	843	MSP-ANC	1146	31	80.65	65	24
DL	1208	PHL-ATL	1940	31	80.65	64	40
DL	771	BWI-ATL	2000	31	80.65	64	58
DL	1627	PHL-ATL	2040	31	80.65	62	51
DL	631	JAN-ATL	1846	31	80.65	60	53
DL	1227	ATL-BUF	2150	31	80.65	60	46
FL	1763	ATL-MSY	2100	31	80.65	60	45
EV	4523	BWI-ATL	1930	31	80.65	59	60
DL	769	ORD-ATL	1745	31	80.65	58	47
FL	841	ATL-MCO	1755	31	80.65	57	57
EV	4128	PFN-ATL	1942	31	80.65	56	54
AA	1789	ATL-MIA	1930	31	80.65	56	59
DL	465	ATL-BHM	2126	31	80.65	55	40
CO	1820	IAH-ATL	1600	31	80.65	55	56
DL	1489	ATL-BWI	1815	31	80.65	53	47
FL	160	MSY-ATL	1945	31	80.65	51	45
EV	4191	BTR-ATL	1841	31	80.65	51	49

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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
DL	1685	EWR-ATL	1615	31	80.65	49	45
AS	153	ANC-OTZ	1748	31	80.65	47	37
EV	4333	ATL-CAE	1838	31	80.65	46	26
NW	778	MSP-LGA	1309	31	80.65	46	36
DL	412	ATL-EWR	2200	31	80.65	44	30
EV	4351	CRP-ATL	1840	31	80.65	42	37
NW	469	DTW-ATL	1524	31	80.65	40	26
EV	4230	MOB-ATL	1443	31	80.65	40	35
AS	725	PHX-SEA	1520	31	80.65	40	28
EV	4125	MYR-ATL	1420	31	80.65	32	25
WN	2757	LAS-RNO	1610	31	80.65	31	25
WN	2470	HOU-MSY	1640	31	80.65	30	28
WN	371	PHX-TUL	1240	31	80.65	29	25
FL	847	ATL-MCO	2100	30	80.00	75	55
DH	1212	IAD-ATL	1920	30	80.00	59	47
EV	4247	ATL-BNA	2240	30	80.00	58	43
DL	525	EWR-ATL	2015	30	80.00	50	46
EV	4352	ATL-CRW	1926	30	80.00	45	33
EV	4106	ATL-DHN	2200	30	80.00	45	31
FL	1768	ATL-MYR	1735	15	80.00	44	41
EV	4093	ATL-AVL	1655	30	80.00	39	36

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
AIRTRAN	573	110	19.2
ATLANTIC SOUTHEAST	885	140	15.8
DELTA	1,899	136	7.2
EXPRESSJET	1,271	56	4.4
ALASKA	460	11	2.4
NORTHWEST	1,467	33	2.2
AMERICAN	1,961	37	1.9
INDEPENDENCE AIR	407	6	1.5
CONTINENTAL	874	12	1.4
US AIRWAYS	1,270	14	1.1
SOUTHWEST	3,018	17	0.6
COMAIR	1,115	6	0.5
AMERICAN EAGLE	1,541	8	0.5
AMERICA WEST	565	1	0.2
UNITED	1,368	1	0.1
SKYWEST	1,467	1	0.1
JETBLUE	310	0	0.0
FRONTIER	220	0	0.0
HAWAIIAN	138	0	0.0
ATA	122	0	0.0
TOTAL	20,931	589	2.8

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

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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)	59.2	77.0	211	213
ADAK ISLAND AK (ADK)	75.0	75.0	8	8
AGUADILLA PR (BQN)	75.3	93.5	93	93
AKRON/CANTON OH (CAK)	71.7	75.4	911	904
ALBANY GA (ABY)	58.3	70.0	120	120
ALBANY NY (ALB)	75.7	84.0	1,748	1,747
ALBUQUERQUE NM (ABQ)	78.8	81.8	3,300	3,296
ALEXANDRIA LA (AEX)	62.2	74.6	209	209
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	71.5	77.7	376	376
AMARILLO TX (AMA)	71.3	82.0	725	726
ANCHORAGE AK (ANC)	60.6	71.3	2,328	2,332
APPLETON WI (ATW)	64.9	76.6	208	192
ASHEVILLE NC (AVL)	57.9	66.0	406	362
ASHLAND WV (HTS)	81.7	83.9	104	124
ATLANTA GA (ATL)	60.6	62.6	37,886	38,441
ATLANTIC CITY NJ (ACY)	80.6	88.2	93	93
AUGUSTA GA (AGS)	45.6	49.8	228	239
AUSTIN TX (AUS)	76.3	81.9	3,697	3,693
BAKERSFIELD CA (BFL)	81.6	87.3	402	402
BALTIMORE MD (BWI)	77.1	76.4	9,213	9,214
BANGOR ME (BGR)	68.2	82.2	534	534
BARROW AK (BRW)	64.5	40.3	62	62
BATON ROUGE LA (BTR)	63.9	70.4	908	900
BEAUMONT/PORT ARTHUR TX (BPT)	64.5	93.5	31	31
BEND/REDMOND OR (RDM)	88.7	88.1	310	310
BETHEL AK (BET)	56.7	46.4	97	97
BILLINGS MT (BIL)	81.4	90.3	505	505
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	84.9	88.2	93	93
BIRMINGHAM AL (BHM)	74.8	80.9	1,910	1,910
BISMARCK/MANDAN ND (BIS)	78.5	90.6	214	213
BLOOMINGTON IL (BMI)	71.1	82.5	194	194
BOISE ID (BOI)	76.8	83.5	1,541	1,545
BOSTON MA (BOS)	68.9	76.8	10,990	11,000
BOZEMAN MT (BZN)	79.8	90.4	516	519
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	65.3	67.2	329	329
BROWNSVILLE TX (BRO)	82.4	91.8	159	159
BRUNSWICK GA (BQK)	49.1	56.0	116	116
BUFFALO NY (BUF)	71.4	81.5	2,389	2,372
BURBANK CA (BUR)	77.8	82.0	2,574	2,579
BURLINGTON VT (BTV)	73.0	80.3	859	860
BUTTE MT (BTM)	85.8	95.8	120	120
CARLSBAD CA (CLD)	89.2	89.8	186	186
CASPER WY (CPR)	79.1	82.8	339	337

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR CITY UT (CDC)	81.7	83.9	93	93
CEDAR RAPIDS/IOWA CITY IA (CID)	77.2	86.5	698	698
CHAMPAIGN/URBANA IL (CMI)	76.0	89.9	337	337
CHARLESTON SC (CHS)	74.9	79.4	1,321	1,328
CHARLESTON/DUNBAR WV (CRW)	73.8	79.9	366	364
CHARLOTTE AMALIE VI (STT)	75.5	77.5	257	258
CHARLOTTE NC (CLT)	79.0	79.0	10,192	10,192
CHARLOTTESVILLE VA (CHO)	74.6	75.3	181	174
CHATTANOOGA TN (CHA)	69.5	73.9	449	449
CHICAGO IL (MDW)	83.2	77.3	8,621	8,621
CHICAGO IL (ORD)	78.8	77.2	28,662	28,688
CHICO CA (CIC)	84.9	82.8	93	93
CHRISTIANSTED VI (STX)	84.1	79.5	44	44
CLEVELAND OH (CLE)	78.5	83.5	7,957	7,942
CODY WY (COD)	82.3	85.5	124	124
COLLEGE STATION/BRYAN TX (CLL)	76.3	90.8	240	240
COLORADO SPRINGS CO (COS)	76.3	85.9	1,331	1,328
COLUMBIA SC (CAE)	67.0	71.7	946	921
COLUMBUS GA (CSG)	37.1	51.7	151	151
COLUMBUS MS (GTR)	49.2	51.7	120	120
COLUMBUS OH (CMH)	75.1	83.8	3,239	3,242
CORDOVA AK (CDV)	50.0	38.7	62	62
CORPUS CHRISTI TX (CRP)	71.9	79.3	851	852
COVINGTON KY (CVG)	80.5	82.5	18,678	18,848
CRESCENT CITY CA (CEC)	72.3	67.1	83	85
DALLAS TX (DAL)	73.4	72.7	3,663	3,663
DALLAS/FT.WORTH TX (DFW)	74.6	73.6	27,451	27,415
DAYTON OH (DAY)	71.8	80.4	1,263	1,252
DAYTONA BEACH FL (DAB)	58.1	66.7	358	357
DEADHORSE AK (SCC)	74.2	74.2	31	31
DENVER CO (DEN)	84.0	82.9	17,827	17,816
DES MOINES IA (DSM)	72.0	80.6	984	958
DETROIT MI (DTW)	74.6	69.2	11,896	11,891
DILLINGHAM AK (DLG)	62.9	77.1	35	35
DOTHAN AL (DHN)	38.1	59.3	181	182
DUBUQUE IA (DBQ)	78.9	94.4	123	124
DULUTH MN (DLH)	56.2	77.5	89	89
DURANGO CO (DRO)	82.2	87.7	73	73
EAGLE CO (EGE)	71.0	93.5	93	93
EL CENTRO CA (IPL)	88.7	91.9	62	62
EL PASO TX (ELP)	77.6	83.1	1,971	1,971
ELKO NV (EKO)	91.3	93.7	173	174
ERIE PA (ERI)	95.7	91.4	93	93

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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.
EUGENE OR (EUG)	85.2	80.5	519	519
EUREKA/ARCATA CA (ACV)	69.3	68.0	345	356
EVANSVILLE IN (EVV)	70.0	75.5	550	550
FAIRBANKS AK (FAI)	61.9	70.5	580	580
FARGO ND (FAR)	67.5	82.2	360	360
FAYETTEVILLE AR (XNA)	72.0	78.4	1,242	1,196
FAYETTEVILLE NC (FAY)	57.3	63.7	124	124
FLINT MI (FNT)	67.5	78.6	612	585
FLORENCE SC (FLO)	60.7	62.9	89	89
FORT LAUDERDALE FL (FLL)	72.4	77.5	5,674	5,675
FORT SMITH AR (FSM)	61.3	75.3	181	182
FORT WAYNE IN (FWA)	70.7	76.4	553	551
FRESNO CA (FAT)	86.2	88.9	1,228	1,228
FT. MYERS FL (RSW)	77.4	83.1	1,693	1,697
GAINESVILLE FL (GNV)	46.5	49.0	217	200
GRAND FORKS ND (GFK)	69.0	78.2	87	87
GRAND JUNCTION CO (GJT)	86.3	86.5	357	356
GRAND RAPIDS MI (GRR)	71.9	82.2	1,367	1,358
GREAT FALLS MT (GTF)	76.9	87.9	364	365
GREEN BAY/CLINTONVILLE WI (GRB)	73.3	83.1	591	592
GREENSBORO/HIGH POINT NC (GSO)	72.6	78.2	1,673	1,676
GREENVILLE/SPARTANBURG SC (GSP)	70.8	81.0	1,159	1,136
GULFPORT/BILOXI MS (GPT)	61.9	68.4	527	510
GUSTAVUS AK (GST)	64.5	71.0	31	31
HARLINGEN/SAN BENITO TX (HRL)	76.3	82.4	510	510
HARRISBURG PA (MDT)	75.2	81.1	670	655
HARTFORD CT (BDL)	73.6	82.4	3,242	3,240
HELENA MT (HLN)	87.9	91.0	214	212
HICKORY NC (HKY)	68.8	77.4	93	93
HILO HI (ITO)	99.2	99.6	244	244
HONOLULU HI (HNL)	90.9	95.1	3,375	3,375
HOUSTON TX (HOU)	71.9	67.8	5,002	4,974
HOUSTON TX (IAH)	78.5	80.9	18,664	18,653
HUNTSVILLE AL (HSV)	73.0	77.5	1,060	1,060
IDAHO FALLS ID (IDA)	90.5	95.3	275	275
INDIANAPOLIS IN (IND)	76.8	83.2	3,829	3,831
INDIO/PALM SPRINGS CA (PSP)	80.3	87.6	649	652
INYOKERN CA (IYK)	90.3	91.4	93	93
ISLIP NY (ISP)	80.1	77.2	1,123	1,116
JACKSON WY (JAC)	78.5	86.8	400	400
JACKSON/VICKSBURG MS (JAN)	65.5	69.6	967	967
JACKSONVILLE FL (JAX)	74.9	80.9	2,625	2,625
JUNEAU AK (JNU)	65.8	66.0	562	562

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
KAHULUI HI (OGG)	92.7	94.9	1,376	1,378
KALAMAZOO MI (AZO)	79.0	83.7	357	356
KALISPELL MT (FCA)	81.4	89.4	339	339
KANSAS CITY MO (MCI)	76.0	81.5	4,956	4,971
KETCHIKAN AK (KTN)	64.9	68.5	279	279
KEY WEST FL (EYW)	47.9	33.3	94	57
KILLEEN TX (GRK)	68.1	75.9	457	457
KING SALMON AK (AKN)	69.6	80.4	56	56
KINSTON NC (ISO)	60.9	77.4	64	62
KNOXVILLE TN (TYS)	71.0	79.3	1,181	1,163
KODIAK AK (ADQ)	66.1	56.5	62	62
KONA HI (KOA)	93.5	94.8	632	633
KOTZEBUE AK (OTZ)	52.7	50.5	93	93
LA CROSSE WI (LSE)	70.4	81.3	135	134
LAFAYETTE LA (LFT)	67.9	76.6	349	342
LAKE CHARLES LA (LCH)	71.6	86.2	116	116
LANSING MI (LAN)	75.7	87.3	292	291
LAREDO TX (LRD)	68.8	80.4	250	250
LAS VEGAS NV (LAS)	77.0	74.8	14,514	14,508
LAWTON/FORT SILL OK (LAW)	72.6	82.3	186	186
LEWISBURG WV (LWB)	61.3	64.5	31	31
LEWISTON ID (LWS)	80.6	85.2	62	61
LEXINGTON KY (LEX)	72.6	81.1	991	977
LIHUE HI (LIH)	95.6	97.8	689	690
LINCOLN NE (LNK)	84.5	85.8	148	148
LITTLE ROCK AR (LIT)	69.7	75.9	1,724	1,724
LONG BEACH CA (LGB)	84.5	91.0	985	986
LONGVIEW/KILGOR/GLADWATR TX (GGG)	80.6	89.4	93	94
LOS ANGELES CA (LAX)	81.2	83.4	20,290	20,274
LOUISVILLE KY (SDF)	73.5	80.8	2,189	2,175
LUBBOCK TX (LBB)	69.5	80.3	850	849
LYNCHBURG VA (LYH)	70.5	72.8	88	81
MACON GA (MCN)	43.8	65.2	89	89
MADISON WI (MSN)	70.0	85.1	840	840
MANCHESTER NH (MHT)	77.2	83.4	2,187	2,190
MARQUETTE MI (MQT)	73.0	86.5	89	89
MEDFORD OR (MFR)	87.2	89.1	515	515
MELBOURNE FL (MLB)	72.3	80.1	372	371
MEMPHIS TN (MEM)	78.2	77.7	4,193	4,170
MERIDIAN MS (MEI)	63.9	68.6	119	105
MIAMI FL (MIA)	70.4	69.6	5,643	5,648
MIDLAND/ODESSA TX (MAF)	70.1	80.0	700	699
MILWAUKEE WI (MKE)	73.6	81.9	1,862	1,864

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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.
MINNEAPOLIS/ST. PAUL MN (MSP)	72.4	67.6	12,454	12,424
MINOT ND (MOT)	62.4	81.7	93	93
MISSION/MCALLEN/EDINBURG TX (MFE)	77.6	89.6	335	335
MISSOULA MT (MSO)	79.5	86.2	419	419
MOBILE AL (MOB)	59.0	67.5	483	483
MODESTO CA (MOD)	83.9	75.0	124	124
MOLINE IL (MLI)	74.6	80.5	441	440
MONROE LA (MLU)	55.6	68.9	151	151
MONTEREY CA (MRY)	86.1	86.9	648	651
MONTGOMERY AL (MGM)	47.4	59.5	340	321
MONTROSE/DELTA CO (MTJ)	79.0	93.1	248	248
MYRTLE BEACH SC (MYR)	67.3	70.7	747	747
NANTUCKET MA (ACK)	60.2	68.2	88	88
NAPLES FL (APF)	57.0	60.2	93	93
NASHVILLE TN (BNA)	76.6	79.4	5,165	5,165
NEW HAVEN CT (HVN)	79.8	79.8	89	89
NEW ORLEANS LA (MSY)	65.6	70.6	4,500	4,505
NEW YORK NY (JFK)	68.8	74.8	9,251	9,248
NEW YORK NY (LGA)	67.7	78.1	11,036	11,032
NEWARK NJ (EWR)	64.9	72.4	13,850	13,849
NEWBURGH/POUGHKEEPSIE NY (SWF)	82.5	87.8	269	270
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	66.7	72.0	559	553
NOME AK (OME)	49.5	39.8	93	93
NORFOLK VA (ORF)	71.2	77.6	1,913	1,914
OAKLAND CA (OAK)	80.7	79.0	6,169	6,169
OKLAHOMA CITY OK (OKC)	74.5	81.3	1,785	1,764
OMAHA NE (OMA)	75.1	82.7	2,099	2,114
ONTARIO/SAN BERNARDINO CA (ONT)	76.7	80.9	3,132	3,131
ORLANDO FL (MCO)	75.8	77.7	10,000	10,001
OXNARD/VENTURA CA (OXR)	90.0	94.0	150	151
PANAMA CITY FL (PFN)	45.8	46.5	271	256
PASCO/KENNEWICK/RICHLAND WA (PSC)	89.4	94.4	341	341
PENSACOLA FL (PNS)	66.1	74.1	1,065	1,083
PEORIA IL (PIA)	72.9	82.3	340	311
PETERSBURG AK (PSG)	40.3	50.0	62	62
PHILADELPHIA PA (PHL)	74.5	73.6	11,005	11,013
PHOENIX AZ (PHX)	80.8	79.4	14,991	14,996
PITTSBURGH PA (PIT)	77.7	82.9	4,631	4,628
POCATELLO ID (PIH)	89.8	90.9	186	186
PONCE PR (PSE)	80.6	90.3	31	31
PORTLAND ME (PWM)	72.4	78.8	923	924
PORTLAND OR (PDX)	78.8	82.8	4,992	4,992
PROVIDENCE RI (PVD)	77.3	81.1	2,722	2,721

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RALEIGH/DURHAM NC (RDU)	73.2	78.8	5,288	5,290
RAPID CITY SD (RAP)	78.0	85.2	378	379
REDDING CA (RDD)	88.1	84.5	160	155
RENO NV (RNO)	76.5	80.2	2,465	2,465
RICHMOND VA (RIC)	74.0	78.3	1,835	1,841
ROANOKE VA (ROA)	62.5	72.1	272	258
ROCHESTER MN (RST)	67.1	82.8	255	256
ROCHESTER NY (ROC)	72.0	80.1	1,676	1,658
SACRAMENTO CA (SMF)	78.2	81.6	4,503	4,502
SAGINAW/BAY CITY/MIDLAND MI (MBS)	66.5	86.7	203	203
SALT LAKE CITY UT (SLC)	84.0	85.1	14,630	14,602
SAN ANGELO TX (SJT)	68.4	81.3	155	155
SAN ANTONIO TX (SAT)	75.6	82.2	3,564	3,548
SAN DIEGO CA (SAN)	78.7	83.1	7,946	7,956
SAN FRANCISCO CA (SFO)	76.1	82.7	11,598	11,587
SAN JOSE CA (SJC)	81.4	83.2	5,368	5,366
SAN JUAN PR (SJU)	71.4	81.4	2,188	2,188
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	83.8	85.1	494	495
SANTA ANA CA (SNA)	82.0	85.2	4,232	4,233
SANTA BARBARA CA (SBA)	87.7	88.6	1,082	1,085
SANTA MARIA CA (SMX)	94.6	94.6	186	186
SARASOTA/BRADENTON FL (SRQ)	76.4	75.9	538	540
SAVANNAH GA (SAV)	69.3	74.9	1,328	1,329
SCRANTON/WILKES-BARRE PA (AVP)	62.0	64.6	208	192
SEATTLE WA (SEA)	74.0	77.1	9,955	9,961
SHREVEPORT LA (SHV)	66.4	76.0	723	683
SIOUX FALLS SD (FSD)	78.8	86.9	345	344
SITKA AK (SIT)	71.6	84.5	155	155
SOUTH BEND IN (SBN)	75.4	82.6	297	264
SPOKANE WA (GEG)	76.3	84.8	1,222	1,223
SPRINGFIELD MO (SGF)	72.2	84.2	780	779
ST. GEORGE UT (SGU)	87.7	88.6	236	236
ST. LOUIS MO (STL)	76.9	80.9	5,725	5,726
STATE COLLEGE PA (SCE)	88.2	88.2	93	93
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	75.9	96.7	29	30
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	80.9	78.9	341	341
SYRACUSE NY (SYR)	73.5	82.6	1,334	1,336
TALLAHASSEE FL (TLH)	65.5	73.0	495	496
TAMPA FL (TPA)	74.6	78.4	6,619	6,633
TEXARKANA AR (TXK)	71.0	86.0	93	93
TOLEDO OH (TOL)	75.1	84.0	518	511
TRAVERSE CITY MI (TVC)	70.1	74.3	381	385
TUCSON AZ (TUS)	77.5	84.2	1,628	1,627

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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.
TULSA OK (TUL)	71.4	79.6	1,928	1,912
TUPELO MS (TUP)	57.0	65.6	93	93
TWIN FALLS ID (TWF)	85.4	86.0	185	186
TYLER TX (TYR)	75.8	84.4	244	244
VALDOSTA GA (VLD)	44.6	53.3	121	120
VALPARAISO FL (VPS)	59.7	73.1	693	674
VISALIA CA (VIS)	82.3	93.5	62	62
WACO TX (ACT)	76.9	86.3	212	212
WASHINGTON DC (DCA)	79.0	83.2	9,200	9,202
WASHINGTON DC (IAD)	78.1	80.0	11,064	11,070
WEST PALM BEACH/PALM BEACH FL (PBI)	70.5	78.8	2,077	2,080
WEST YELLOWSTONE MT (WYS)	78.6	80.0	70	70
WHITE PLAINS NY (HPN)	74.7	85.7	518	505
WICHITA FALLS TX (SPS)	75.8	83.8	240	240
WICHITA KS (ICT)	71.3	80.2	825	812
WILMINGTON NC (ILM)	72.4	78.4	387	380
WRANGELL AK (WRG)	43.5	59.7	62	62
YAKUTAT AK (YAK)	50.0	62.9	62	62
YUMA AZ (YUM)	82.8	93.5	93	93

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

CARRIER A/	AT 33 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ATLANTIC SOUTHEAST	21	15,224	1,176	7.7	117	27,117	2,181	8.0
AMERICAN EAGLE	21	26,379	853	3.2	105	46,605	1,468	3.1
DELTA	33	44,950	1,299	2.9	104	58,111	1,828	3.1
NORTHWEST	32	28,999	880	3.0	115	42,446	1,236	2.9
INDEPENDENCE AIR	16	8,371	236	2.8	45	12,343	347	2.8
COMAIR	22	20,642	535	2.6	108	34,249	911	2.7
EXPRESSJET	25	18,522	461	2.5	115	36,765	796	2.2
US AIRWAYS	27	29,500	574	1.9	63	36,828	724	2.0
AMERICAN	32	47,442	925	1.9	84	58,955	1,144	1.9
AIRTRAN	21	13,399	186	1.4	46	17,316	281	1.6
UNITED	33	36,190	414	1.1	80	42,077	486	1.2
SOUTHWEST	17	46,675	324	0.7	60	90,569	995	1.1
SKYWEST	16	25,139	211	0.8	107	45,063	443	1.0
ALASKA	15	8,556	46	0.5	45	14,368	139	1.0
CONTINENTAL	30	20,752	166	0.8	71	25,976	232	0.9
AMERICA WEST	29	14,614	118	0.8	52	17,419	147	0.8
JETBLUE	15	7,179	49	0.7	30	9,585	64	0.7
ATA	13	3,244	11	0.3	20	3,793	11	0.3
FRONTIER	23	5,816	11	0.2	39	6,937	16	0.2
HAWAIIAN	7	380	1	0.3	13	4,382	3	0.1
Total		421,973	8,476	2.0	Total	630,904	13,452	2.1

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

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TABLE 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	58955	43108	73.12%	1144	1.94%	255	0.43%	3310	5.62%	1155	1.96%	5631	9.55%	22	0.04%	4330	7.34%
AS	14368	9926	69.08%	139	0.97%	34	0.24%	1689	11.75%	52	0.36%	812	5.65%	46	0.32%	1670	11.63%
B6	9585	7072	73.78%	64	0.67%	50	0.52%	433	4.52%	41	0.42%	994	10.37%	17	0.18%	914	9.54%
CO	25976	19656	75.67%	232	0.89%	109	0.42%	1230	4.73%	244	0.94%	2982	11.48%	99	0.38%	1424	5.48%
DH	12343	9685	78.47%	347	2.81%	12	0.10%	434	3.51%	18	0.15%	949	7.69%	16	0.13%	882	7.14%
DL	58111	40711	70.06%	1828	3.15%	232	0.40%	3472	5.98%	286	0.49%	7032	12.10%	10	0.02%	4539	7.81%
EV	27117	16168	59.62%	2181	8.04%	82	0.30%	2792	10.30%	1597	5.89%	3128	11.54%	6	0.02%	1163	4.29%
F9	6937	5904	85.11%	16	0.23%	13	0.19%	287	4.14%	37	0.54%	321	4.62%	3	0.05%	356	5.13%
FL	17316	11094	64.07%	281	1.62%	60	0.35%	939	5.42%	60	0.35%	2312	13.35%	0	0.00%	2570	14.84%
HA	4382	4270	97.44%	3	0.07%	0	0.00%	78	1.78%	1	0.01%	5	0.11%	2	0.04%	24	0.54%
HP	17419	14274	81.95%	147	0.84%	41	0.24%	1033	5.93%	43	0.25%	1169	6.71%	15	0.09%	696	4.00%
MQ	46605	34609	74.26%	1468	3.15%	135	0.29%	2649	5.68%	486	1.04%	3452	7.41%	12	0.02%	3794	8.14%
NW	42446	28513	67.17%	1236	2.91%	117	0.28%	5780	13.62%	453	1.07%	3759	8.86%	20	0.05%	2568	6.05%
OH	34249	27323	79.78%	911	2.66%	83	0.24%	2225	6.50%	1409	4.11%	2171	6.34%	8	0.02%	118	0.35%
OO	45063	38098	84.54%	443	0.98%	50	0.11%	4121	9.14%	231	0.51%	951	2.11%	41	0.09%	1128	2.50%
RU	36765	26703	72.63%	796	2.17%	138	0.38%	1438	3.91%	295	0.80%	4336	11.79%	76	0.21%	2983	8.11%
TZ	3793	3223	84.97%	11	0.29%	1	0.03%	91	2.41%	3	0.08%	319	8.41%	6	0.15%	139	3.67%
UA	42077	34030	80.88%	486	1.16%	94	0.22%	2209	5.25%	120	0.29%	2732	6.49%	5	0.01%	2401	5.71%
US	36828	28836	78.30%	724	1.97%	72	0.20%	1926	5.23%	190	0.52%	2669	7.25%	0	0.00%	2411	6.55%
WN	90569	71009	78.40%	995	1.10%	231	0.26%	4397	4.86%	510	0.56%	2972	3.28%	68	0.08%	10387	11.47%
TOTAL	630904	474212		13452		1809		40534		7232		48696		472		44496	
			75.16%		2.13%		0.29%		6.42%		1.15%		7.72%		0.07%		7.05%

***Causes of Delay:**

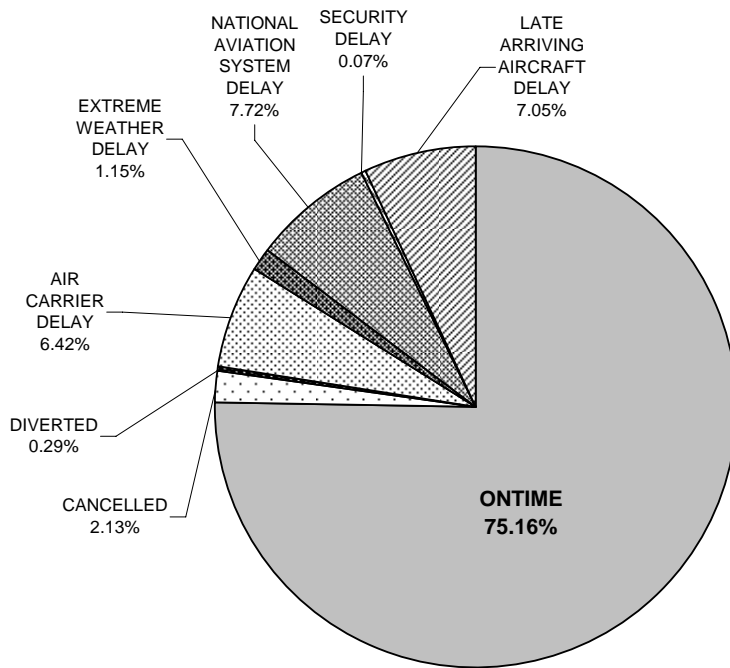
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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TABLE 10. OVERALL CAUSES OF DELAY***



***Causes of Delay:**

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

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

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

APPENDIX

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

Airports Covered by the Rule (14 CFR PART 234)

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

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

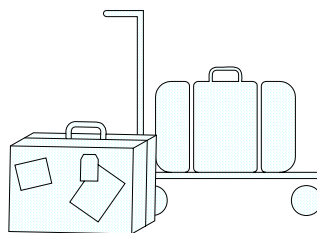
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Independence Air
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines
OO	SkyWest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

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

F9	Frontier Airlines
HA	Hawaiian Airlines

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	AUGUST 2005			AUGUST 2004		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,726	537,881	3.21	1,259	521,848	2.41
2	AIRTRAN AIRWAYS	5,516	1,547,438	3.56	3,884	1,244,370	3.12
3	UNITED AIRLINES	21,000	5,252,634	4.00	25,510	6,137,271	4.16
4	INDEPENDENCE AIR	2,150	519,009	4.14	4,121	536,595	7.68
5	AMERICA WEST AIRLINES	8,604	1,975,357	4.36	8,970	1,885,278	4.76
6	SOUTHWEST AIRLINES	36,663	8,291,425	4.42	25,793	7,561,540	3.41
7	ATA AIRLINES	2,328	513,728	4.53	3,950	954,096	4.14
8	CONTINENTAL AIRLINES	14,197	3,072,188	4.62	10,025	2,968,220	3.38
9	FRONTIER AIRLINES	3,938	787,147	5.00	*	*	*
10	NORTHWEST AIRLINES	22,896	4,268,139	5.36	17,806	4,425,074	4.02
11	JETBLUE AIRWAYS	8,096	1,368,165	5.92	4,873	1,120,014	4.35
12	EXPRESSJET AIRLINES	8,713	1,344,146	6.48	6,417	1,171,977	5.48
13	AMERICAN AIRLINES	45,978	7,071,943	6.50	34,092	6,730,911	5.06
14	ALASKA AIRLINES	10,742	1,529,356	7.02	6,647	1,546,499	4.30
15	US AIRWAYS	22,660	3,164,521	7.16	13,906	3,300,836	4.21
16	DELTA AIR LINES	58,741	7,310,674	8.03	36,827	7,249,504	5.08
17	SKYWEST AIRLINES	14,674	1,539,221	9.53	11,328	1,333,507	8.49
18	AMERICAN EAGLE AIRLINES	16,666	1,539,095	10.83	12,732	1,339,264	9.51
19	COMAIR	13,781	1,218,746	11.31	11,104	1,128,740	9.84
20	ATLANTIC SOUTHEAST AIRLINES	20,735	1,039,292	19.95	11,241	928,636	12.10
TOTALS		339,804	53,890,105	6.31	250,485	52,084,180	4.81

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

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

ENPLANED PASSENGERS—For the domestic system only.

NOTE: Hurricane Katrina resulted in catastrophic conditions in the Gulf Coast areas of Louisiana, Mississippi and Alabama, adversely affecting late-August airline operations.

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

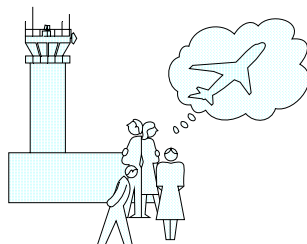
OVERSALES

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

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

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

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



APRIL - JUNE
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	APRIL - JUNE 2005				APRIL - JUNE 2004			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<i>JETBLUE AIRWAYS</i>	10	0	3,695,906	0.00	0	6	2,920,697	0.02
2	<i>INDEPENDENCE AIR</i>	0	1	372,767	0.03	*	*	*	*
3	<i>HAWAIIAN AIRLINES</i>	685	9	1,432,005	0.06	690	38	1,412,211	0.27
4	<i>AMERICAN EAGLE AIRLINES</i>	371	13	572,193	0.23	482	22	495,683	0.44
5	<i>FRONTIER AIRLINES</i>	213	58	2,111,042	0.27	*	*	*	*
6	<i>COMAIR</i>	305	27	706,715	0.38	1,204	140	608,523	2.30
7	<i>SKYWEST AIRLINES</i>	1,212	30	655,568	0.46	229	2	92,398	0.22
8	<i>AIRTRAN AIRWAYS</i>	6,214	215	4,295,783	0.50	6,259	57	3,411,731	0.17
9	<i>UNITED AIRLINES</i>	27,662	849	15,628,125	0.54	27,767	776	16,959,163	0.46
10	<i>US AIRWAYS</i>	14,728	675	10,967,859	0.62	21,282	808	10,576,091	0.76
11	<i>AMERICAN AIRLINES</i>	23,387	1,416	22,957,833	0.62	17,087	1,011	21,320,081	0.47
12	<i>SOUTHWEST AIRLINES</i>	18,571	1,593	22,777,542	0.70	25,572	2,429	21,628,048	1.12
13	<i>NORTHWEST AIRLINES</i>	18,299	1,435	13,695,253	1.05	21,867	1,154	12,935,606	0.89
14	<i>ALASKA AIRLINES</i>	7,375	462	3,877,571	1.19	3,964	325	3,620,268	0.90
15	<i>ATLANTIC SOUTHEAST AIRLINES</i>	566	146	1,109,149	1.32	1,187	140	913,359	1.53
16	<i>AMERICA WEST AIRLINES</i>	10,745	793	5,694,984	1.39	7,509	383	4,885,743	0.78
17	<i>DELTA AIR LINES</i>	23,197	3,094	21,995,159	1.41	28,817	2,331	21,718,352	1.07
18	<i>CONTINENTAL AIRLINES</i>	9,242	1,382	9,614,684	1.44	11,694	1,834	9,229,183	1.99
19	<i>ATA AIRLINES</i>	1,023	206	1,309,913	1.57	1,484	405	2,719,477	1.49
	TOTALS	163,805	12,404	143,470,051	0.86	177,094	11,861	135,446,614	0.88

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. Independence Air (formerly Atlantic Coast Airlines) was ranked in this table for the first time with the 4th quarter 2004. Frontier Airlines is being ranked in this section for the first time with this report (voluntary flight delay and mishandled baggage reporting effective May 2005). With the exception of ExpressJet Airlines (whose entire fleet consists of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and "Mishandled Baggage" sections of this report.

JANUARY-JUNE
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JANUARY - JUNE 2005				JANUARY - JUNE 2004			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<i>JETBLUE AIRWAYS</i>	25	0	7,095,992	0.00	12	8	5,570,770	0.01
2	<i>INDEPENDENCE AIR</i>	4	1	575,138	0.02	*	*	*	*
3	<i>HAWAIIAN AIRLINES</i>	1,429	14	2,808,672	0.05	1,587	106	2,811,439	0.38
4	<i>UNITED AIRLINES</i>	49,349	1,442	29,788,694	0.48	58,107	1,965	31,441,538	0.62
5	<i>AMERICAN EAGLE AIRLINES</i>	1,053	53	1,075,791	0.49	1,054	37	894,953	0.41
6	<i>SKYWEST AIRLINES</i>	2,606	58	1,055,440	0.55	417	2	107,291	0.19
7	<i>AIRTRAN AIRWAYS</i>	14,548	431	7,839,593	0.55	16,041	311	6,373,017	0.49
8	<i>AMERICAN AIRLINES</i>	41,074	2,894	43,581,626	0.66	40,460	2,133	41,009,468	0.52
9	<i>SOUTHWEST AIRLINES</i>	40,101	3,066	42,558,288	0.72	56,847	5,103	39,818,452	1.28
10	<i>COMAIR</i>	998	99	1,372,310	0.72	2,572	374	1,119,153	3.34
11	<i>US AIRWAYS</i>	32,630	1,689	21,042,015	0.80	44,033	1,302	19,787,547	0.66
12	<i>DELTA AIR LINES</i>	41,691	5,279	42,645,537	1.24	75,060	5,549	41,203,996	1.35
13	<i>AMERICA WEST AIRLINES</i>	21,075	1,410	10,796,834	1.31	19,397	746	9,853,721	0.76
14	<i>ALASKA AIRLINES</i>	13,659	973	7,383,195	1.32	12,483	1,128	7,208,098	1.56
15	<i>NORTHWEST AIRLINES</i>	41,451	3,483	25,756,467	1.35	41,845	2,117	24,110,709	0.88
16	<i>ATLANTIC SOUTHEAST AIRLINES</i>	1,640	418	2,122,271	1.97	2,612	387	1,685,586	2.30
17	<i>CONTINENTAL AIRLINES</i>	22,515	4,024	18,390,500	2.19	23,608	2,787	17,468,152	1.60
18	<i>ATA AIRLINES</i>	2,919	1,118	2,842,714	3.93	3,122	695	5,161,864	1.35
*	<i>FRONTIER AIRLINES</i>	*	*	*	*	*	*	*	*
	TOTALS	328,767	26,452	268,731,077	0.98	399,257	24,750	255,625,754	0.97

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. Independence Air (formerly Atlantic Coast Airlines) was ranked in this table for the first time with the 4th quarter 2004. Frontier Airlines is being ranked in this section for the first time with this report (voluntary flight delay and mishandled baggage reporting effective May 2005). With the exception of ExpressJet Airlines (whose entire fleet consists of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and "Mishandled Baggage" sections of 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

	AUGUST 2005				AUGUST 2004			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	664	74	5	124	618	96	3	82
FOREIGN AIRLINES	127	3	0	4	158	3	1	10
TRAVEL AGENTS	19	1	0	1	9	1	0	0
TOUR OPERATORS	5	0	0	0	4	1	0	0
MISCELLANEOUS	7	5	0	82	4	13	0	45
INDUSTRY TOTALS	822	83	5	211	793	114	4	137

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	AUGUST 2005			AUGUST 2004		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	226		1	240	
CANCELLATIONS			73			108
DELAYS			68			56
MISCONNECTIONS			39			43
BAGGAGE	2	166		2	167	
CUSTOMER SERVICE	3	107		3	99	
RES/TKTG/BOARDING	4	99		4	98	
REFUNDS	5	73		6	46	
DISABILITY	6	59		5	49	
FARES	7	34		8	19	
OVERSALES	8	21		7	43	
OTHER	8	21		9	17	
FREQUENT FLYER			12			17
DISCRIMINATION	10	12		10	10	
ADVERTISING	11	4		11	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		822			793	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT
 COMPLAINTS AGAINST U. S. AIRLINES
 BY COMPLAINT CATEGORY*
 AUGUST 2005

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	8	1	2	0	2	2	4	1	0	0	0	0	20
ALASKA AIRLINES	7	0	0	0	0	3	5	2	0	0	0	0	17
AMERICA WEST AIRLINES	2	0	1	0	3	2	4	1	0	0	0	0	13
AMERICAN AIRLINES	36	3	9	4	8	20	18	4	1	4	0	2	109
AMERICAN EAGLE AIRLINES	3	0	0	0	1	3	1	0	0	0	0	0	8
ATLANTIC SOUTHEAST AIRLINES	8	0	0	0	0	2	0	1	0	0	0	0	11
CHAUTAUQUA AIRLINES	6	0	0	0	1	2	0	0	0	0	0	0	9
COMAIR	2	0	0	0	0	0	2	3	0	0	0	0	7
CONTINENTAL AIRLINES	8	0	5	2	0	4	13	2	0	0	0	1	35
DELTA AIRLINES	18	1	15	5	5	23	13	9	0	1	0	4	94
EXPRESSJET AIRLINES	2	0	1	0	0	0	2	0	0	0	0	1	6
FRONTIER AIRLINES	1	0	1	1	0	2	0	0	0	1	0	0	6
HORIZON AIRLINES	4	0	1	0	0	1	0	0	0	0	0	1	7
INDEPENDENCE AIR	9	0	0	0	3	1	2	0	0	0	0	0	15
MESA AIRLINES	15	1	1	0	0	4	3	2	0	0	0	0	26
NORTHWEST AIRLINES	20	0	8	4	11	7	1	5	2	1	0	3	62
PAN AM	3	0	0	0	2	0	1	0	0	0	0	0	6
PIEDMONT AIRLINES	2	0	0	0	0	3	0	1	0	0	0	0	6
SKYWEST AIRLINES	6	0	1	0	0	1	1	2	0	1	0	0	12
SOUTHWEST AIRLINES	3	0	0	0	0	2	3	4	0	0	0	0	12
UNITED AIRLINES	14	5	9	4	11	18	12	8	0	1	0	2	84
US AIRWAYS	11	0	5	2	3	12	6	4	0	0	0	1	44
USA3000	3	0	3	0	0	1	2	0	0	0	0	0	9
OTHER U. S. AIRLINES	13	2	4	2	3	14	5	3	0	0	0	0	46
TOTAL AUGUST 2005	204	13	66	24	53	127	98	52	3	9	0	15	664
% OF TOTAL COMPLAINTS	30.7	2.0	9.9	3.6	8.0	19.1	14.8	7.8	0.5	1.4	0.0	2.3	
TOTAL AUGUST 2004	183	32	72	18	35	123	82	45	1	10	0	17	618
% OF TOTAL COMPLAINTS	29.6	5.2	11.7	2.9	5.7	19.9	13.3	7.3	0.2	1.6	0.0	2.8	

* 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

AUGUST 2005

U. S. AIRLINES*	COMPS RECD IN AUG	INCI - DENTS IN AUG	PERCENT	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AI RTRAN AIRWAYS	20	7	35.0	9	45.0	2	10.0	2	10.0
ALASKA AIRLINES	17	4	23.5	6	35.3	2	11.8	5	29.4
AMERICA WEST AIRLINES	13	5	38.5	4	30.8	1	7.7	3	23.1
AMERICAN AIRLINES	109	36	33.0	33	30.3	22	20.2	18	16.5
AMERICAN EAGLE AIRLINES	8	1	12.5	6	75.0	0	0.0	1	12.5
ATLANTIC SOUTHEAST AIRLINES	11	6	54.5	3	27.3	1	9.1	1	9.1
CHAUTAUQUA AIRLINES	9	3	33.3	2	22.2	3	33.3	1	11.1
COMAIR	7	2	28.6	1	14.3	4	57.1	0	0.0
CONTINENTAL AIRLINES	35	16	45.7	12	34.3	5	14.3	2	5.7
DELTA AIRLINES	94	39	41.5	21	22.3	15	16.0	19	20.2
EXPRESSJET AIRLINES	6	0	0.0	4	66.7	2	33.3	0	0.0
FRONTIER AIRLINES	6	2	33.3	2	33.3	0	0.0	2	33.3
HORIZON AIRLINES	7	1	14.3	3	42.9	2	28.6	1	14.3
INDEPENDENCE AIR	15	8	53.3	3	20.0	3	20.0	1	6.7
MESA AIRLINES	26	6	23.1	14	53.8	3	11.5	3	11.5
NORTHWEST AIRLINES	62	15	24.2	20	32.3	13	21.0	14	22.6
PAN AM	6	1	16.7	4	66.7	1	16.7	0	0.0
PIEDMONT AIRLINES	6	2	33.3	2	33.3	0	0.0	2	33.3
SKYWEST AIRLINES	12	2	16.7	5	41.7	2	16.7	3	25.0
SOUTHWEST AIRLINES	12	4	33.3	2	16.7	2	16.7	4	33.3
UNITED AIRLINES	84	16	19.0	24	28.6	20	23.8	24	28.6
US AIRWAYS	44	11	25.0	8	17.8	11	24.4	14	31.1
USA3000 AIRLINES	9	3	33.3	4	44.4	2	22.2	0	0.0
OTHER U. S. AIRLINES	46	7	15.2	12	26.7	11	24.4	16	35.6
TOTALS	664	197	29.7	204	30.7	127	19.1	136	20.5
PREVIOUS YEAR'S TOTALS	618	216	35.0	196	31.7	141	22.8	65	10.5

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

Table 5

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

AUGUST 2005

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROPOSTAL AIRLINES	2	0	0	0	0	2	0	0	1	0	0	0	5
AIR CANADA	0	1	1	0	0	2	0	0	0	1	0	0	5
AIR FRANCE	0	0	0	0	0	4	0	1	0	0	0	0	5
AIR JAMAICA	1	0	0	0	1	3	0	0	0	0	0	0	5
ALITALIA AIRLINES	0	1	0	2	1	1	0	0	0	0	0	1	6
BRITISH AIRWAYS	1	0	2	0	1	7	1	0	0	0	0	0	12
IBERIA AIRLINES	0	0	4	0	0	1	2	0	0	0	0	0	7
KLM	0	0	3	0	0	1	0	0	0	1	0	0	5
LUFTHANSA	0	1	1	0	0	1	0	2	0	1	0	0	6
TACA AIRLINES	0	1	3	0	0	2	3	0	0	0	0	0	9
OTHER FOREIGN AIRLINES	14	4	8	4	8	14	1	4	0	0	0	5	61
TOTALS	18	8	22	6	11	38	7	7	1	3	0	6	127
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	2	0	9	3	3	1	1	0	0	0	0	0	19
TOTALS	2	0	9	3	3	1	1	0	0	0	0	0	19
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	1	0	3	0	0	0	0	0	0	0	5
TOTALS	1	0	1	0	3	0	0	0	0	0	0	0	5
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	1	1	3	0	1	0	0	0	0	0	7
TOTALS	1	0	1	1	3	0	1	0	0	0	0	0	7

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 6

AUGUST
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	AUGUST 2005			AUGUST 2004		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	12	8,133,929	0.15	20	7,364,638	0.27
2	<i>JETBLUE AIRWAYS</i>	3	1,329,343	0.23	3	1,087,945	0.28
3	<i>ATA AIRLINES</i>	2	527,051	0.38	7	976,670	0.72
4	<i>EXPRESSJET AIRLINES</i>	6	1,493,965	0.40	3	1,267,948	0.24
5	<i>AMERICAN EAGLE AIRLINES</i>	8	1,537,279	0.52	11	1,326,113	0.83
6	<i>COMAIR</i>	7	1,207,273	0.58	10	1,128,952	0.89
7	<i>AMERICA WEST AIRLINES</i>	13	2,010,317	0.65	27	1,909,221	1.41
8	<i>HAWAIIAN AIRLINES</i>	4	531,934	0.75	2	512,770	0.39
9	<i>FRONTIER AIRLINES</i>	6	753,271	0.80	*	*	*
10	<i>SKYWEST AIRLINES</i>	12	1,497,316	0.80	10	1,298,095	0.77
11	<i>CONTINENTAL AIRLINES</i>	35	3,897,838	0.90	35	3,717,649	0.94
12	<i>ALASKA AIRLINES</i>	17	1,655,286	1.03	6	1,655,938	0.36
13	<i>ATLANTIC SOUTHEAST AIRLINES</i>	11	1,041,964	1.06	5	919,890	0.54
14	<i>DELTA AIR LINES</i>	94	7,785,045	1.21	66	7,747,068	0.85
15	<i>US AIRWAYS</i>	44	3,627,832	1.21	47	3,768,980	1.25
16	<i>NORTHWEST AIRLINES</i>	62	5,067,798	1.22	42	5,178,964	0.81
17	<i>AMERICAN AIRLINES</i>	109	8,780,679	1.24	125	8,331,312	1.50
18	<i>AIRTRAN AIRWAYS</i>	20	1,513,405	1.32	5	1,197,035	0.42
19	<i>UNITED AIRLINES</i>	84	6,021,036	1.40	78	6,816,312	1.14
20	<i>INDEPENDENCE AIR</i>	15	502,543	2.98	4	538,851	0.74
	TOTAL	564	58,915,104	0.96	506	56,744,351	0.89

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

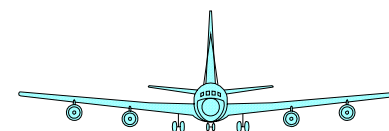
Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



Customer Service Reports to the Department of Homeland Security for the Month of August 2005 as provided by the Transportation Security Administration ^a

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 August.

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. TSA data represent the entire universe of feedback provided to the TSA Contact Center, which is easily accessible to the traveling public. By contrast, complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report.

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public ^c	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
301	.00055	100	.00018	28	.00005	600	.0011

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
401	.00073	1674	.0024

NOTES

^a Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the Department of Homeland Security (DHS), through its Transportation Security Administration (TSA), has provided this customer service report on passenger and baggage screening complaints and incidents to the Department of Transportation.

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available Monday through Friday, 8:00 AM to 10:00 PM (EST), and Saturdays, Sundays and Holidays, 10:00 AM to 6:00 PM (EST).

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of August.

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

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

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

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

Carrier	Death	Injury	Loss
American Airlines	2		
Continental Airlines	2	2	
Horizon Airlines		1	
US Airways		1	1
<i>Total</i>	4	4	1