



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: MARCH 2007*



<b>Flight Delays<sup>1</sup></b>	January 2007 12 Months Ending January 2007
<b>Mishandled Baggage<sup>1</sup></b>	January 2007
<b>Oversales<sup>1</sup></b>	4 <sup>th</sup> Quarter 2006 January-December 2006
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	January 2007
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	January 2007
<b>Airline Animal Incident Reports<sup>4</sup></b>	January 2007

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

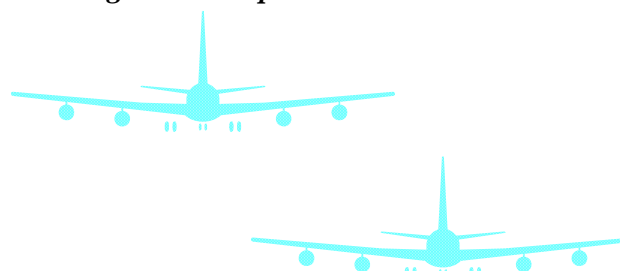
<sup>2</sup> Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

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

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

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 19\* U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two\*\* carriers that currently report flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 32 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 21\* reporting air carriers, 14 carriers (America West\*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways\*) use ACARS exclusively; 4 carriers (AirTran, Aloha, Atlantic Southeast, and Comair) record arrival times manually; and 3 carriers (Alaska, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 32 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 32 "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. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/) Airline Service Quality Performance data is available for purchase as a CD product from the BTS Product Distribution Center. It can be purchased by calling 202-366-DATA (3282). The Department cannot respond to inquiries about the performance of individual flights.

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

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

**\*\*Aloha Airlines and Hawaiian Airlines currently report flight delay data voluntarily, as permitted by Part 234.**

JANUARY 2007

## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 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	66.8	14	91.9
ALOHA AIRLINES S/V/	3	84.8	11	91.6
SOUTHWEST AIRLINES S/	18	82.9	63	82.4
DELTA AIRLINES S/	31	79.5	102	79.5
AIRTRAN AIRWAYS S/	21	79.1	49	79.3
PINNACLE AIRLINES S/	15	76.5	111	76.8
FRONTIER AIRLINES S/	23	75.5	41	75.1
CONTINENTAL AIRLINES S/	29	73.6	68	74.3
UNITED AIRLINES S/	31	73.2	80	73.2
US AIRWAYS S/	30	71.9	81	71.8
NORTHWEST AIRLINES S/	30	72.3	108	71.8
EXPRESSJET AIRLINES S/	24	68.6	114	71.6
MESA AIRLINE S/	25	69.2	119	70.5
ALASKA AIRLINES S/	16	73.4	45	70.5
JETBLUE AIRWAYS S/	18	69.0	45	68.8
AMERICAN AIRLINES S/	30	67.2	80	67.4
AMERICAN EAGLE AIRLINES S/	19	67.3	116	67.4
COMAIR S/	22	68.6	95	67.3
ATLANTIC SOUTHEAST AIRLINES S/	22	68.6	139	66.9
SKYWEST AIRLINES S/	18	66.0	133	65.0
<b>TOTAL</b>		<b>72.9</b>		<b>73.1</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table. Reporting by Pinnacle Airlines is effective January 2007.

## JANUARY 2007

## 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		NOV - 06		DEC - 06		JAN - 07		12 MONTHS ENDING JANUARY 2007		DATABASE TO DATE SEP 1987-JANUARY 2007	
	01 - 03 2006		04 - 06 2006		07 - 09 2006		10 - 12 2006		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.8	9	76.6	12	73.0	14	73.3	10	76.9	7	75.8	5	79.3	5	74.9	8	(--)	(--)
ALASKA	71.7	17	76.9	11	72.0	16	72.4	12	71.2	16	66.3	17	70.5	14	73.2	11	75.7	8
ALOHA	(--)	(--)	82.6	2	93.8	2	92.8	1	93.2	1	93.7	1	91.6	2	(--)	(--)	(--)	(--)
AMERICAN	76.2	7	76.5	13	75.7	7	73.6	8	76.9	8	67.1	15	67.4	16	74.5	9	78.8	3
AMERICAN EAGLE	74.6	12	69.7	19	72.3	15	69.5	16	75.1	13	64.3	19	67.4	17	70.7	17	74.6	9
ATA	71.0	18	65.0	20	69.8	18	71.7	15	73.3	15	68.8	13	(--)	(--)	(--)	(--)	(--)	(--)
ATLANTIC SOUTHEAST	73.1	15	70.8	18	57.0	20	63.3	20	65.7	20	69.9	10	66.9	19	65.5	18	(--)	(--)
COMAIR	81.0	3	78.3	8	69.2	19	66.7	19	66.8	19	68.5	14	67.3	18	72.8	14	(--)	(--)
CONTINENTAL	73.3	14	71.5	17	75.1	8	73.7	7	76.4	11	73.4	6	74.3	8	73.1	12	78.6	4
DELTA	77.4	6	79.6	6	74.0	13	74.1	5	75.9	12	80.8	3	79.5	4	76.5	4	77.6	6
EXPRESSJET	74.2	13	71.8	16	75.1	9	72.1	14	76.7	10	69.4	12	71.6	12	72.7	15	(--)	(--)
FRONTIER	74.8	11	82.2	3	83.5	3	81.4	3	87.1	3	71.8	7	75.1	7	80.1	2	(--)	(--)
HAWAIIAN	93.7	1	94.6	1	95.8	1	90.9	2	90.9	2	90.1	2	91.9	1	93.4	1	(--)	(--)
JETBLUE	70.6	19	78.0	9	74.8	11	68.6	17	70.1	18	64.8	18	68.8	15	72.7	16	(--)	(--)
MESA	76.0	8	73.7	15	71.2	17	72.7	11	76.8	9	69.9	9	70.5	13	73.1	13	(--)	(--)
NORTHWEST	78.2	5	80.9	4	76.6	6	67.9	18	70.1	17	66.6	16	71.8	11	75.2	7	79.5	2
PINNACLE	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
SKYWEST	75.1	10	80.9	5	78.9	5	72.2	13	77.1	6	63.9	20	65.0	20	75.6	6	(--)	(--)
SOUTHWEST	81.0	4	78.6	7	80.9	4	80.4	4	83.4	4	76.9	4	82.4	3	80.1	3	82.2	1
UNITED	73.0	16	73.7	14	74.9	10	73.8	6	78.5	5	69.4	11	73.2	9	73.7	10	76.2	7
US AIRWAYS	81.0	2	77.9	10	74.8	12	73.5	9	75.1	14	70.9	8	71.8	10	76.0	5	78.4	5
<b>Total</b>	<b>76.8</b>		<b>76.5</b>		<b>75.2</b>		<b>73.4</b>		<b>76.5</b>		<b>70.8</b>		<b>73.1</b>		<b>74.9</b>		<b>78.5</b>	

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Aloha Airlines' reporting (voluntary) is effective April 2006. Pinnacle Airlines' reporting is effective January 2007. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table.

JANUARY 2007

## 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
9E	H/		170	81.8	58	87.9	93	80.6	292	79.5	170	84.7	93	68.8	31	54.8
AA	692	69.5	1056	76.0	336	71.4	151	76.2	H/		890	72.6	709	61.2	14156	68.1
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		31	87.1	H/		H/		H/		93	80.6	186	71.5	93	64.5
B6	H/		1613	78.5	H/		124	56.5	H/		H/		93	71.0	H/	
CO	380	74.5	487	78.9	143	89.5	H/		H/		392	83.4	356	76.7	309	73.8
DL	12567	81.5	1412	84.8	323	84.5	136	79.4	1719	83.7	964	78.3	301	78.7	320	74.4
EV	8888	69.4	H/		9	100.0	58	77.6	635	77.2	84	92.9	26	46.2	10	40.0
F9	88	76.1	H/		7	85.7	H/		H/		88	83.0	3733	77.7	178	69.7
FL	6673	80.1	814	80.1	996	81.0	272	78.7	H/		159	78.0	123	75.6	243	63.0
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	120	67.5	1304	72.9	155	61.3	453	65.8	421	67.0	870	74.0	H/		8104	68.7
NW	418	67.2	353	72.5	294	65.3	215	61.9	H/		491	70.7	279	57.7	362	66.0
OH	490	67.3	1461	70.1	305	73.4	261	67.4	6125	75.0	538	67.5	87	56.3	95	48.4
OO	95	71.6	H/		H/		H/		92	57.6	H/		4431	56.7	123	32.5
UA	236	78.0	818	75.6	459	76.9	172	78.5	58	67.2	422	74.4	6891	72.1	514	64.4
US**	209	67.5	1689	77.8	385	67.0	6106	73.2	H/		2384	80.4	403	67.0	563	51.9
WN	H/		H/		5116	88.7	H/		H/		H/		1028	74.0	H/	
XE***	207	73.9	70	68.6	223	65.0	432	65.3	241	68.0	258	67.4	38	73.7	230	66.1
YV	213	63.8	180	71.1	45	86.7	1926	73.1	H/		H/		1280	64.8	46	67.4
<b>TOTAL</b>	<b>31276</b>	<b>76.6</b>	<b>11458</b>	<b>76.9</b>	<b>8854</b>	<b>83.1</b>	<b>10399</b>	<b>72.4</b>	<b>9583</b>	<b>76.1</b>	<b>7803</b>	<b>76.6</b>	<b>20057</b>	<b>68.7</b>	<b>25377</b>	<b>67.6</b>

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

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

\*\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

JANUARY 2007

## 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
9E	4246	74.5	H/		2	50.0	32	87.5	62	82.3	H/		H/		H/	
AA	364	71.7	630	53.5	589	72.8	327	78.0	429	68.1	989	73.3	619	64.0	2661	65.9
AQ	H/		H/		H/		H/		H/		H/		16	93.8	H/	
AS	H/		62	59.7	H/		H/		H/		H/		288	71.2	633	76.5
B6	H/		322	45.0	847	64.0	671	79.1	H/		4720	68.0	227	65.6	H/	
CO	175	82.9	4984	63.0	498	79.7	53	83.0	7498	78.7	103	71.8	463	77.3	603	67.8
DL	135	80.7	341	67.2	940	81.3	281	81.5	161	76.4	1129	76.7	544	70.4	1106	72.7
EV	106	67.0	H/		H/		11	63.6	76	57.9	17	70.6	92	58.7	299	52.8
F9	79	68.4	H/		63	81.0	H/		89	71.9	H/		233	73.4	323	79.6
FL	310	83.9	147	55.1	692	75.3	235	78.7	H/		H/		96	77.1	97	80.4
HA	H/		H/		H/		H/		H/		H/		57	70.2	80	67.5
MQ	204	58.3	293	48.5	H/		120	75.0	H/		624	69.4	121	79.3	1717	87.9
NW	7599	74.7	373	55.2	223	61.9	184	65.8	240	64.2	178	57.9	404	63.6	476	65.3
OH	249	64.7	133	57.1	H/		223	64.1	111	54.1	1757	57.8	H/		H/	
OO	71	40.8	H/		H/		H/		122	44.3	H/		256	69.5	4335	78.7
UA	225	68.4	423	61.2	140	57.9	2486	81.8	245	63.3	423	76.6	954	74.0	2849	76.1
US**	270	65.2	301	50.5	840	74.6	163	77.3	120	60.0	217	65.9	3282	73.6	869	69.6
WN	612	83.3	H/		1289	88.0	371	89.5	H/		H/		6770	81.7	3532	80.4
XE***	186	51.6	4834	56.0	H/		315	76.5	9125	75.8	31	67.7	H/		H/	
YV	223	67.7	136	56.6	H/		3100	71.1	160	56.9	292	53.1	632	78.8	122	79.5
<b>TOTAL</b>	<b>15054</b>	<b>74.0</b>	<b>12979</b>	<b>58.5</b>	<b>6123</b>	<b>76.5</b>	<b>8572</b>	<b>76.6</b>	<b>18438</b>	<b>75.8</b>	<b>10480</b>	<b>67.6</b>	<b>15054</b>	<b>76.6</b>	<b>19702</b>	<b>75.8</b>

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

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

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JANUARY 2007

## AIR TRAVEL CONSUMER REPORT

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ARRIVAL AIRPORT*																
CARRIER*	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
	# 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
9E	120	55.8	H/		H/		H/		2612	79.3	H/		H/		H/	
AA	1824	59.5	900	69.4	H/		3510	74.4	449	69.3	116	69.8	6651	60.5	186	64.5
AQ	H/		H/		H/		H/		H/		85	83.5	H/		H/	
AS	H/		62	75.8	H/		31	61.3	H/		441	74.6	124	68.5	984	80.6
B6	243	61.7	790	70.0	H/		H/		H/		457	77.7	184	52.2	31	48.4
CO	415	60.7	614	80.9	72	75.0	330	81.2	126	82.5	85	80.0	339	64.0	138	63.8
DL	1866	74.9	1160	81.4	H/		389	80.5	89	83.1	74	86.5	309	72.5	225	68.4
EV	53	52.8	H/		204	79.9	H/		136	58.8	113	41.6	H/		1	0.0
F9	94	47.9	63	58.7	168	79.2	H/		93	73.1	H/		H/		93	69.9
FL	396	62.9	1453	82.1	784	80.4	184	85.9	349	81.1	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		62	58.1
MQ	1702	61.4	H/		H/		543	79.0	H/		H/		7840	58.4	H/	
NW	556	53.4	526	69.6	321	69.8	186	59.7	7874	79.0	H/		644	59.6	129	69.0
OH	1200	60.5	145	77.2	74	44.6	31	77.4	97	64.9	H/		223	53.8	H/	
OO	H/		H/		H/		H/		65	50.8	248	71.4	4262	59.5	758	69.9
UA	714	59.5	674	73.4	H/		186	60.2	517	70.2	250	70.0	7806	71.8	709	74.0
US**	1167	75.7	804	69.9	H/		424	75.9	259	64.5	163	69.9	640	53.8	226	65.0
WN	H/		3062	87.1	6467	83.9	H/		H/		4211	83.6	H/		1143	81.5
XE***	120	60.0	26	88.5	105	66.7	11	72.7	260	76.2	H/		353	58.9	H/	
YV	153	45.1	H/		H/		H/		26	53.8	60	85.0	2464	56.9	5	80.0
<b>TOTAL</b>	<b>10623</b>	<b>63.9</b>	<b>10279</b>	<b>79.0</b>	<b>8195</b>	<b>82.1</b>	<b>5825</b>	<b>75.1</b>	<b>12952</b>	<b>77.6</b>	<b>6303</b>	<b>80.2</b>	<b>31839</b>	<b>62.3</b>	<b>4690</b>	<b>74.6</b>

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

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

\*\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

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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		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
9E	145	74.5	H/		H/		H/		H/		H/		209	78.5	H/	
AA	549	65.0	494	58.3	584	61.6	475	62.7	1084	68.7	217	61.3	1735	71.5	691	73.4
AQ	H/		H/		31	83.9	H/		H/		H/		H/		H/	
AS	H/		279	72.8	422	75.8	3821	70.9	538	76.8	H/		H/		H/	
B6	H/		93	53.8	93	65.6	62	72.6	H/		93	67.7	H/		320	65.3
CO	172	69.8	376	70.2	285	74.0	317	69.4	370	72.7	82	72.0	H/		492	83.9
DL	332	77.1	339	73.7	294	77.2	371	68.5	344	77.3	2408	78.6	115	62.6	844	81.3
EV	H/		H/		5	60.0	H/		92	70.7	369	53.9	84	66.7	H/	
F9	61	75.4	215	72.1	181	70.2	118	61.0	319	78.7	165	61.8	116	75.0	33	78.8
FL	488	77.7	H/		H/		H/		34	70.6	H/		H/		712	80.6
HA	H/		31	48.4	39	76.9	74	73.0	31	67.7	H/		H/		H/	
MQ	H/		H/		848	88.4	H/		120	91.7	H/		147	59.2	H/	
NW	380	67.6	344	63.7	118	73.7	350	71.1	279	65.9	95	63.2	238	69.7	330	61.5
OH	111	65.8	H/		H/		H/		H/		H/		57	61.4	12	66.7
OO	H/		253	63.6	696	75.6	470	63.6	3433	73.2	6957	64.6	38	31.6	H/	
UA	495	70.9	533	64.0	726	75.6	887	70.7	3679	78.4	194	60.8	87	73.6	411	71.8
US**	4020	71.0	5963	72.6	532	65.0	292	61.3	583	64.7	152	72.4	93	73.1	736	73.2
WN	1915	79.1	6212	80.1	2751	83.2	1198	80.6	H/		1286	73.4	2063	82.0	2334	86.4
XE***	117	59.8	51	66.7	H/		H/		H/		86	72.1	402	71.1	8	87.5
YV	39	69.2	2998	77.9	69	87.0	57	70.2	22	77.3	67	62.7	111	76.6	H/	
<b>TOTAL</b>	<b>8824</b>	<b>72.7</b>	<b>18181</b>	<b>74.9</b>	<b>7674</b>	<b>77.8</b>	<b>8492</b>	<b>70.8</b>	<b>10928</b>	<b>74.5</b>	<b>12171</b>	<b>68.0</b>	<b>5495</b>	<b>74.9</b>	<b>6923</b>	<b>79.2</b>

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

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

\*\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	86.6	85.9	80.0	77.9	75.8	84.2	75.0	78.4	J/	84.7	75.0	79.6	83.8	78.3	80.6	86.5	42.0	78.7
700 - 759 AM	89.0	85.1	94.8	87.9	91.0	83.8	77.2	77.7	71.9	85.4	90.6	82.5	82.5	81.3	89.6	89.7	83.3	90.0
800 - 859 AM	84.4	85.4	90.0	74.8	75.0	83.2	72.7	73.7	79.6	89.4	88.7	89.9	79.3	82.3	90.2	89.1	78.5	86.2
900 - 959 AM	80.4	85.0	90.6	78.4	80.8	83.5	74.4	73.7	78.4	88.6	88.1	82.9	76.1	78.0	85.5	83.3	79.2	85.8
1000 - 1059 AM	83.4	82.8	89.8	75.1	77.6	83.8	71.1	71.8	80.2	88.2	84.6	82.0	79.4	81.4	78.4	80.4	76.3	88.2
1100 - 1159 AM	78.7	85.1	91.2	76.2	50.9	83.6	71.2	71.0	81.2	82.7	79.7	82.0	80.8	85.3	80.8	76.9	76.2	82.6
1200 - 1259 PM	79.5	79.3	86.4	77.4	78.5	79.6	68.4	71.9	80.7	83.5	78.9	84.2	80.0	72.0	78.1	78.7	71.0	80.8
100 - 159 PM	75.8	85.4	87.3	79.7	77.0	82.1	66.9	69.5	74.0	77.1	77.5	83.6	77.9	83.5	78.0	77.7	65.1	83.3
200 - 259 PM	74.9	82.3	84.8	82.3	77.9	76.0	67.1	68.7	74.3	51.5	84.4	74.9	76.8	82.8	75.1	76.3	66.6	83.4
300 - 359 PM	75.8	81.6	87.9	74.1	81.8	76.1	67.8	67.8	76.5	43.2	79.9	77.1	81.2	67.2	77.0	79.5	63.8	82.2
400 - 459 PM	76.7	75.4	84.9	70.0	76.4	77.9	65.3	60.9	75.4	40.4	71.6	75.0	73.7	57.7	74.3	78.2	61.2	80.8
500 - 559 PM	74.3	73.6	79.8	67.2	66.3	74.4	61.8	61.9	71.0	33.7	79.2	78.2	70.1	61.5	75.8	69.3	58.1	73.4
600 - 659 PM	72.1	69.1	80.0	67.1	76.7	71.0	64.2	65.1	64.2	38.9	77.7	65.2	73.1	53.0	76.4	73.5	52.6	76.3
700 - 759 PM	70.8	66.8	79.8	72.4	72.2	69.7	60.1	64.6	72.7	37.2	71.3	72.2	71.8	53.8	70.5	70.0	50.1	76.4
800 - 859 PM	68.4	63.0	73.6	60.6	67.4	71.6	70.7	63.1	65.7	37.5	70.3	68.0	64.5	46.8	73.1	69.6	50.0	71.4
900 - 959 PM	68.8	72.1	79.4	60.9	77.8	68.3	69.4	61.0	68.6	43.8	68.3	69.1	60.7	56.6	72.3	65.3	51.0	70.0
1000 - 1059 PM	65.0	69.0	70.7	67.1	71.2	70.0	71.6	54.7	65.0	59.4	74.7	69.9	73.0	56.3	69.3	64.0	55.1	66.3
1100 - 559 AM	76.1	76.3	74.3	68.7	71.9	64.9	73.8	63.0	73.7	71.3	63.1	75.6	71.6	75.4	66.7	68.2	64.8	70.5
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>76.6</b>	<b>76.9</b>	<b>83.1</b>	<b>72.4</b>	<b>76.1</b>	<b>76.7</b>	<b>68.7</b>	<b>67.6</b>	<b>74.0</b>	<b>58.5</b>	<b>76.5</b>	<b>76.6</b>	<b>75.8</b>	<b>67.6</b>	<b>76.6</b>	<b>75.8</b>	<b>63.9</b>	<b>79.0</b>

\* See Appendix at 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	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	100.0	61.3	84.4	100.0	82.9	39.5	81.3	J/	J/	74.0	87.3	88.9	J/	80.6	82.0
700 - 759 AM	87.8	87.1	76.8	91.9	79.7	78.3	85.2	81.3	93.9	85.7	88.4	80.4	89.5	100.0	82.7
800 - 859 AM	88.5	94.7	85.3	92.1	71.9	91.9	78.5	83.2	89.5	82.7	89.7	80.7	87.3	93.3	81.8
900 - 959 AM	87.4	85.8	77.4	84.3	74.0	83.8	78.9	80.5	87.2	83.6	78.0	70.0	86.0	90.2	79.7
1000 - 1059 AM	88.4	84.9	79.3	89.4	73.1	83.0	82.8	73.3	81.6	78.9	73.9	70.1	81.5	89.0	78.8
1100 - 1159 AM	87.3	81.7	75.6	86.7	70.4	78.5	80.3	78.0	80.1	76.9	69.3	68.8	84.3	80.8	77.9
1200 - 1259 PM	87.9	73.2	82.2	82.7	69.5	76.8	79.8	78.3	75.3	75.2	69.5	61.0	83.3	81.7	76.4
100 - 159 PM	82.5	77.6	80.2	81.9	64.7	70.2	74.3	76.0	84.9	74.5	73.2	50.9	76.3	87.5	75.7
200 - 259 PM	87.2	73.2	80.3	82.3	61.7	81.4	73.9	74.3	81.1	69.9	75.8	66.6	83.3	84.0	73.6
300 - 359 PM	80.4	76.1	78.1	76.3	55.5	70.7	75.8	72.8	80.6	72.5	76.1	71.3	71.7	83.1	72.9
400 - 459 PM	83.9	74.1	74.6	81.3	53.8	70.5	68.9	75.0	80.5	67.9	74.1	66.5	73.8	75.7	69.8
500 - 559 PM	79.3	75.8	79.5	79.5	51.8	77.9	70.6	72.7	79.6	69.8	76.5	62.6	72.9	79.5	68.6
600 - 659 PM	75.5	74.0	77.1	75.4	50.3	72.2	69.4	75.2	73.2	63.2	78.4	69.5	70.4	74.2	67.8
700 - 759 PM	74.8	67.6	72.2	72.2	48.3	69.8	56.7	69.8	68.0	65.7	69.4	62.4	68.1	75.5	65.5
800 - 859 PM	75.7	64.3	73.1	74.6	42.6	71.5	67.5	70.2	67.1	61.3	72.6	72.3	70.1	60.9	64.1
900 - 959 PM	75.7	63.2	70.3	77.1	50.4	74.5	68.9	71.1	74.4	67.5	65.4	60.7	60.0	78.0	66.1
1000 - 1059 PM	79.0	61.5	69.3	72.4	56.3	68.5	72.2	74.4	70.9	65.4	61.8	61.2	52.5	76.3	66.7
1100 - 559 AM	76.7	57.9	71.0	74.7	75.2	66.4	71.3	72.8	71.4	65.5	72.3	56.4	68.2	63.3	70.3
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>82.1</b>	<b>75.1</b>	<b>77.6</b>	<b>80.2</b>	<b>62.3</b>	<b>74.6</b>	<b>72.7</b>	<b>74.9</b>	<b>77.8</b>	<b>70.8</b>	<b>74.5</b>	<b>68.0</b>	<b>74.9</b>	<b>79.2</b>	<b>72.9</b>

\* See Appendix at 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	90.9	90.7	92.4	84.5	88.8	93.0	94.0	84.2	93.3	90.6	95.0	92.8	87.7	87.8	95.1	91.0	87.1	95.6
700 - 759 AM	86.9	91.3	95.1	88.8	86.9	91.2	87.3	79.0	88.6	91.1	93.8	84.7	88.6	91.2	93.2	87.9	85.8	93.8
800 - 859 AM	86.8	88.4	90.9	88.5	89.9	86.4	79.8	75.6	86.6	87.8	92.4	85.0	82.8	79.7	87.1	88.4	85.9	91.0
900 - 959 AM	83.6	88.6	88.6	81.2	79.5	89.5	72.1	71.1	82.9	92.2	93.7	83.5	84.8	83.0	83.5	86.3	84.6	90.6
1000 - 1059 AM	77.2	87.9	89.4	74.3	83.4	85.3	68.1	69.9	83.0	88.6	89.2	82.5	84.1	76.7	77.6	80.5	86.2	87.1
1100 - 1159 AM	78.6	86.2	88.0	79.1	82.6	87.0	70.3	67.8	77.5	87.6	77.5	82.3	81.1	83.7	75.8	79.6	82.3	84.9
1200 - 1259 PM	77.2	81.8	85.9	77.9	73.6	83.7	67.5	67.7	83.1	83.6	73.9	84.5	84.1	80.5	76.6	79.7	81.9	80.8
100 - 159 PM	74.6	83.5	82.0	78.2	76.7	87.2	64.0	60.6	77.9	80.7	73.4	79.4	82.9	65.1	72.8	75.7	77.9	76.0
200 - 259 PM	70.1	78.8	78.2	78.4	76.6	83.4	65.4	63.4	75.4	70.3	76.2	72.0	80.4	76.5	72.8	73.4	72.6	72.7
300 - 359 PM	67.8	76.7	81.7	76.6	75.0	77.0	63.7	64.1	74.0	60.4	79.8	68.9	81.2	78.2	67.8	75.7	70.4	73.4
400 - 459 PM	71.0	77.5	81.4	75.4	77.3	72.7	62.8	63.1	76.6	54.1	69.1	71.0	80.5	63.0	71.2	79.6	66.5	75.2
500 - 559 PM	70.5	69.8	77.8	72.9	75.4	75.8	64.1	58.7	76.8	48.1	69.0	69.0	75.3	61.7	68.7	70.3	68.4	76.7
600 - 659 PM	73.6	70.0	72.3	59.7	57.7	73.3	67.8	59.2	63.2	47.8	73.4	70.5	72.3	56.4	70.3	71.2	60.8	68.4
700 - 759 PM	64.7	68.6	79.1	65.9	68.9	67.5	65.3	58.7	71.5	45.2	76.4	62.8	73.4	52.6	64.7	76.5	58.8	73.8
800 - 859 PM	65.0	63.0	71.8	56.3	68.8	84.7	65.8	63.4	59.8	46.5	67.1	64.1	73.9	53.8	70.3	70.0	57.8	68.6
900 - 959 PM	67.7	87.2	74.5	63.9	76.9	82.9	73.6	61.8	77.1	47.7	51.7	70.3	79.5	47.2	71.5	74.5	57.5	71.3
1000 - 1059 PM	70.8	60.0	93.3	78.1	J/	J/	83.7	56.6	77.3	50.0	J/	72.2	75.7	71.1	77.4	80.4	48.1	69.4
1100 - 559 AM	64.0	91.5	94.5	J/	J/	J/	81.0	93.8	J/	85.7	96.7	J/	J/	90.4	75.4	79.4	87.1	64.5
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>74.3</b>	<b>80.9</b>	<b>83.8</b>	<b>75.7</b>	<b>76.5</b>	<b>82.6</b>	<b>69.5</b>	<b>66.4</b>	<b>78.6</b>	<b>71.8</b>	<b>80.0</b>	<b>77.0</b>	<b>80.5</b>	<b>71.4</b>	<b>76.2</b>	<b>79.6</b>	<b>74.9</b>	<b>80.4</b>

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

JANUARY 2007

## 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	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	90.0	86.6	91.9	94.8	85.8	95.3	90.8	95.1	95.6	87.8	90.3	89.6	88.0	97.1	90.6
700 - 759 AM	91.5	83.5	86.3	88.1	80.2	87.1	86.9	92.5	94.3	86.9	88.6	84.4	84.3	92.9	88.0
800 - 859 AM	86.7	85.3	86.6	92.8	78.9	87.7	87.7	87.4	89.7	79.1	86.8	83.0	84.7	93.7	85.0
900 - 959 AM	87.7	80.1	85.2	84.1	72.5	81.9	81.7	78.1	88.0	74.8	82.0	73.0	87.5	94.5	81.9
1000 - 1059 AM	83.0	82.8	80.5	83.4	74.5	83.3	77.9	75.2	84.0	75.5	75.0	71.9	82.0	91.7	78.8
1100 - 1159 AM	80.5	80.1	80.0	81.2	69.8	81.2	80.9	76.0	80.3	74.3	74.8	74.3	83.6	88.3	78.0
1200 - 1259 PM	77.6	81.9	78.3	81.4	68.3	81.5	82.5	74.5	78.9	73.6	75.3	70.1	82.6	80.9	77.3
100 - 159 PM	80.7	70.6	84.7	75.3	65.3	77.4	78.7	76.7	73.4	68.7	73.6	62.7	76.1	80.7	73.8
200 - 259 PM	74.7	69.9	77.5	74.5	61.6	75.6	72.9	74.2	79.9	70.0	75.2	63.8	77.6	77.8	72.4
300 - 359 PM	76.1	70.0	77.8	73.3	58.9	78.5	74.2	68.7	79.9	71.0	77.1	69.7	72.8	80.5	71.0
400 - 459 PM	72.0	70.1	78.1	71.4	54.2	70.8	71.4	75.8	77.6	65.9	78.1	68.5	69.3	73.5	70.2
500 - 559 PM	70.6	67.4	79.8	76.5	53.3	73.0	66.6	73.4	77.9	70.8	76.4	71.2	73.4	76.0	68.6
600 - 659 PM	66.4	75.0	81.8	74.8	51.2	73.5	71.3	68.5	83.1	61.0	76.0	52.5	65.8	77.9	67.4
700 - 759 PM	65.0	74.0	83.9	66.6	49.8	64.1	65.2	72.0	73.5	67.6	75.1	72.8	71.2	77.8	66.8
800 - 859 PM	59.1	79.5	80.0	73.4	50.3	83.1	63.9	68.8	75.7	69.1	73.5	69.0	72.1	71.2	64.8
900 - 959 PM	67.1	72.1	82.8	74.7	51.6	72.4	69.4	68.4	78.7	64.2	79.6	77.2	83.8	74.7	70.4
1000 - 1059 PM	33.3	42.9	82.8	86.1	69.4	85.7	77.6	75.1	88.8	78.7	82.0	78.9	J/	50.0	76.1
1100 - 559 AM	96.7	J/	90.9	77.9	71.1	80.3	91.2	86.2	96.8	78.8	85.7	86.9	86.4	100.0	80.6
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>77.3</b>	<b>76.6</b>	<b>82.1</b>	<b>80.2</b>	<b>64.3</b>	<b>81.3</b>	<b>76.9</b>	<b>75.9</b>	<b>83.0</b>	<b>74.4</b>	<b>79.4</b>	<b>73.1</b>	<b>78.7</b>	<b>84.0</b>	<b>75.5</b>

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

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
OO	4067	DFW-SLC	1200	27	100.00	59	55
UA	1199	IAD-TUS	1715	31	100.00	50	41
OO	3974	LAX-SLC	1105	31	93.55	50	36
CO	1438	EWB-ABQ	930	24	91.67	44	31
YV	7198	IAD-JFK	1523	23	91.30	55	44
OO	4047	SLC-DFW	1305	26	88.46	57	39
OO	4067	SLC-PDX	1400	26	88.46	50	52
OO	4011	SLC-AUS	1030	26	88.46	43	28
OH	5021	JFK-RDU	830	26	88.46	34	25
OO	5826	MLI-ORD	1815	17	88.24	100	99
AS	519	LAX-SEA	1753	31	87.10	34	28
FL	595	SWF-FLL	1355	15	86.67	27	21
OH	5636	CVG-EWR	1506	22	86.36	54	35
B6	1069	JFK-AUS	2050	28	85.71	51	45
XE**	3127	PIT-EWR	1752	28	85.71	51	41
FL	589	SWF-ATL	1725	21	85.71	31	24
AA	1659	EWR-ORD	1845	27	85.19	77	63
YV	2809	JFK-CLT	1635	27	85.19	71	45
AA	2394	ATL-LGA	1910	27	85.19	50	46
OH	5070	BUF-CVG	640	27	85.19	44	26
YV	7129	BHM-ORD	1807	20	85.00	85	71
OO	4073	DFW-SLC	1720	26	84.62	59	33
OO	4012	PDX-SLC	1530	26	84.62	53	42
DL	17	JFK-ATL	825	31	83.87	96	51
XE**	1276	IAD-EWR	1459	31	83.87	59	46

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

\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

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

CARRIER *	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OO	6458	LAX-TUS	2051	31	83.87	51	35
AA	185	JFK-LAX	2030	31	83.87	49	29
OO	5740	YUM-IPL	1647	30	83.33	46	38
OO	4003	SLC-DFW	806	30	83.33	36	33
US***	1937	BOS-LAS	745	18	83.33	28	30
YV	7350	CAE-ORD	1737	23	82.61	87	67
OO	6869	ORD-AUS	2005	23	82.61	75	65
UA	441	LGA-DEN	1000	23	82.61	37	27
OO	5919	ORD-MLI	1645	17	82.35	52	33
XE**	3053	DTW-EWR	1455	28	82.14	73	49
XE**	2968	MEM-EWR	1340	22	81.82	72	63
AA	1497	EWR-ORD	2025	27	81.48	59	55
AA	335	LGA-ORD	1650	27	81.48	58	39
XE**	3070	EWR-CLT	2035	27	81.48	56	48
MQ	4384	SDF-ORD	1940	27	81.48	52	39
CO	1186	ORD-EWR	1705	27	81.48	47	36
OO	3844	SLC-OKC	1018	21	80.95	46	27
EV	4926	OAK-LAX	2005	26	80.77	57	40
OO	4038	SLC-JAC	2035	26	80.77	55	42
EV	4330	LAX-OAK	1822	26	80.77	52	29
OO	4007	SLC-ASE	1000	26	80.77	42	36
UA	646	ORD-EWR	1315	31	80.65	61	48
MQ	4464	FNT-ORD	1840	31	80.65	61	34
MQ	4090	ORD-OKC	2055	31	80.65	55	32
AA	676	DFW-MCO	1420	31	80.65	51	51

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

\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

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



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

CARRIER *	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
CO	661	SAT-EWR	1250	31	80.65	48	36
OH	4958	JFK-CVG	1738	31	80.65	43	35
OO	4021	HDN-SLC	1315	31	80.65	39	27
OH	5421	BTV-CVG	605	31	80.65	37	29
OO	5778	YUM-LAX	1358	31	80.65	35	27
EV	4883	OAK-SLC	950	31	80.65	34	24
OO	6788	FSD-ORD	1828	20	80.00	72	47
OO	6951	DSM-ORD	1836	20	80.00	66	55
YV	7274	MBS-ORD	1817	20	80.00	66	26
XE**	2751	MHT-EWR	1325	30	80.00	65	40
YV	7198	JFK-IAD	1706	20	80.00	62	55
OO	5837	BNA-ORD	1837	20	80.00	59	27
OO	4029	HDN-SLC	1445	30	80.00	45	40

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

\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
EXPRESSJET	1,211	51	4.2
SKYWEST	1,593	55	3.5
COMAIR	743	20	2.7
MESA	859	23	2.7
JETBLUE	496	11	2.2
AMERICAN	1,808	33	1.8
CONTINENTAL	880	15	1.7
ATLANTIC SOUTHEAST	690	8	1.2
AIRTRAN	691	8	1.2
AMERICAN EAGLE	1,528	17	1.1
ALASKA	415	4	1.0
NORTHWEST	1,178	10	0.8
US AIRWAYS*	1,427	12	0.8
UNITED	1,345	9	0.7
FRONTIER	264	1	0.4
DELTA	1,329	3	0.2
SOUTHWEST	3,253	1	0.0
PINNACLE	695	0	0.0
HAWAIIAN	147	0	0.0
ALOHA	124	0	0.0
<b>TOTAL</b>	<b>20,676</b>	<b>281</b>	<b>1.4</b>

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

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	66.4	78.7	244	244
ADAK ISLAND AK (ADK)	12.5	12.5	8	8
AGUADILLA PR (BQN)	67.0	88.0	109	100
AKRON/CANTON OH (CAK)	74.8	83.5	702	713
ALBANY GA (ABY)	64.8	70.4	108	108
ALBANY NY (ALB)	75.8	83.7	1,227	1,174
ALBUQUERQUE NM (ABQ)	74.5	78.1	3,095	3,095
ALEXANDRIA LA (AEX)	72.6	79.0	347	348
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	68.7	78.5	482	479
AMARILLO TX (AMA)	71.9	77.4	701	702
ANCHORAGE AK (ANC)	55.2	67.2	1,390	1,392
APPLETON WI (ATW)	66.9	76.7	490	489
ASHEVILLE NC (AVL)	74.6	73.3	268	243
ASHLAND WV (HTS)	87.0	98.1	54	53
ASPEN CO (ASE)	47.5	46.0	665	668
ATLANTA GA (ATL)	76.6	74.3	31,276	31,883
ATLANTIC CITY NJ (ACY)	76.5	79.8	85	84
AUGUSTA GA (AGS)	64.9	77.5	168	169
AUSTIN TX (AUS)	67.9	75.0	3,773	3,774
BAKERSFIELD CA (BFL)	80.0	82.3	469	468
BALTIMORE MD (BWI)	83.1	83.8	8,854	8,860
BANGOR ME (BGR)	70.3	77.4	424	425
BARROW AK (BRW)	80.6	77.4	62	62
BATON ROUGE LA (BTR)	71.3	78.6	972	924
BEAUMONT/PORT ARTHUR TX (BPT)	90.3	90.0	31	30
BELLINGHAM WA (BLI)	47.5	68.3	59	60
BEND/REDMOND OR (RDM)	72.3	78.5	303	302
BETHEL AK (BET)	61.8	53.9	89	89
BILLINGS MT (BIL)	62.3	78.3	342	341
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	76.3	86.6	118	119
BIRMINGHAM AL (BHM)	75.1	80.6	1,722	1,723
BISMARCK/MANDAN ND (BIS)	64.9	75.6	271	271
BLOOMINGTON IL (BMI)	65.9	75.3	299	299
BOISE ID (BOI)	71.9	80.0	1,384	1,381
BOSTON MA (BOS)	76.9	80.9	11,458	11,458
BOZEMAN MT (BZN)	50.1	66.2	375	376
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	66.2	68.8	77	77
BROWNSVILLE TX (BRO)	72.5	86.5	193	192
BRUNSWICK GA (BQK)	67.9	84.4	81	77
BUFFALO NY (BUF)	71.0	76.2	2,377	2,357
BURBANK CA (BUR)	77.4	80.5	2,699	2,700
BURLINGTON VT (BTV)	62.5	64.8	552	551
BUTTE MT (BTM)	74.2	78.7	62	61

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	71.6	83.8	229	229
CASPER WY (CPR)	62.1	72.1	330	330
CEDAR RAPIDS/IOWA CITY IA (CID)	66.5	74.6	973	971
CHAMPAIGN/URBANA IL (CMI)	52.6	69.5	211	213
CHARLESTON SC (CHS)	72.4	78.6	1,180	1,156
CHARLESTON/DUNBAR WV (CRW)	72.1	80.0	265	290
CHARLOTTE AMALIE VI (STT)	77.3	86.5	309	310
CHARLOTTE NC (CLT)	72.4	75.7	10,399	10,402
CHARLOTTESVILLE VA (CHO)	63.0	82.4	127	136
CHATTANOOGA TN (CHA)	71.7	81.7	431	432
CHICAGO IL (MDW)	82.1	77.3	8,195	8,172
CHICAGO IL (ORD)	62.3	64.3	31,839	31,815
CHICO CA (CIC)	69.0	77.0	113	113
CHRISTIANSTED VI (STX)	93.8	83.3	48	48
CLEVELAND OH (CLE)	75.3	82.2	6,982	6,978
CODY WY (COD)	75.3	83.9	93	93
COLLEGE STATION/BRYAN TX (CLL)	69.1	76.5	162	162
COLORADO SPRINGS CO (COS)	64.6	73.7	1,300	1,305
COLUMBIA SC (CAE)	69.0	74.8	911	911
COLUMBUS GA (CSG)	71.7	79.8	113	114
COLUMBUS MS (GTR)	66.7	72.0	81	82
COLUMBUS OH (CMH)	72.1	78.8	3,437	3,437
CORDOVA AK (CDV)	59.7	66.1	62	62
CORPUS CHRISTI TX (CRP)	77.5	84.7	715	739
COVINGTON KY (CVG)	76.1	76.5	9,583	9,562
CRESCENT CITY CA (CEC)	48.8	59.3	86	86
DALLAS TX (DAL)	79.1	78.1	4,455	4,457
DALLAS/FT.WORTH TX (DFW)	67.6	66.4	25,377	25,379
DAYTON OH (DAY)	76.7	83.8	1,220	1,219
DAYTONA BEACH FL (DAB)	73.2	77.9	381	380
DEADHORSE AK (SCC)	71.0	77.4	62	62
DENVER CO (DEN)	68.7	69.5	20,057	20,067
DES MOINES IA (DSM)	68.0	76.6	1,548	1,516
DETROIT MI (DTW)	74.0	78.6	15,054	15,034
DILLINGHAM AK (DLG)	53.8	69.2	13	13
DOTHAN AL (DHN)	62.0	73.9	142	142
DUBUQUE IA (DBQ)	66.7	74.2	120	120
DULUTH MN (DLH)	77.6	89.1	174	174
DURANGO CO (DRO)	70.1	74.9	375	375
EAGLE CO (EGE)	63.4	70.1	525	525
EL CENTRO CA (IPL)	55.6	63.2	117	117
EL PASO TX (ELP)	74.0	82.1	1,878	1,879
ELKO NV (EKO)	76.5	83.3	149	150

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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.
ELMIRA/CORNING NY (ELM)	76.7	83.5	90	91
ERIE PA (ERI)	74.4	77.5	121	102
EUGENE OR (EUG)	73.3	79.7	502	502
EUREKA/ARCATA CA (ACV)	60.1	67.9	323	324
EVANSVILLE IN (EVV)	69.2	75.5	468	465
FAIRBANKS AK (FAI)	59.8	70.4	341	341
FARGO ND (FAR)	58.8	72.9	500	499
FAYETTEVILLE AR (XNA)	62.3	68.8	1,126	1,090
FAYETTEVILLE NC (FAY)	69.8	75.2	179	153
FLAGSTAFF AZ (FLG)	63.2	68.8	144	144
FLINT MI (FNT)	69.1	78.8	621	608
FLORENCE SC (FLO)	75.0	78.2	56	55
FORT LAUDERDALE FL (FLL)	76.5	80.0	6,123	6,124
FORT SMITH AR (FSM)	77.0	85.3	183	184
FORT WAYNE IN (FWA)	65.0	71.1	494	494
FRESNO CA (FAT)	75.0	79.5	1,222	1,221
FT. MYERS FL (RSW)	68.2	78.5	2,908	2,908
GAINESVILLE FL (GNV)	60.0	75.1	165	169
GRAND FORKS ND (GFK)	75.8	95.0	120	120
GRAND JUNCTION CO (GJT)	63.0	68.3	459	448
GRAND RAPIDS MI (GRR)	68.9	79.5	1,388	1,362
GREAT FALLS MT (GTF)	63.2	79.8	247	248
GREEN BAY/CLINTONVILLE WI (GRB)	68.3	75.6	754	754
GREENSBORO/HIGH POINT NC (GSO)	73.2	77.3	1,398	1,402
GREENVILLE/SPARTANBURG SC (GSP)	66.7	77.8	1,089	1,088
GULFPORT/BILOXI MS (GPT)	76.2	82.3	554	553
GUNNISON CO (GUC)	69.8	74.7	182	182
HANCOCK/HOUGHTON MI (CMX)	87.1	83.9	31	31
HARLINGEN/SAN BENITO TX (HRL)	72.1	79.1	488	488
HARRISBURG PA (MDT)	68.3	75.9	801	804
HARTFORD CT (BDL)	78.7	84.2	2,764	2,767
HELENA MT (HLN)	66.9	67.5	154	154
HILO HI (ITO)	96.3	97.2	792	792
HONOLULU HI (HNL)	91.0	94.3	5,717	5,717
HOUSTON TX (HOU)	79.1	77.8	4,629	4,631
HOUSTON TX (IAH)	75.8	80.5	18,438	18,441
HUNTSVILLE AL (HSV)	72.5	80.3	684	684
IDAHO FALLS ID (IDA)	68.8	73.9	269	268
INDIANAPOLIS IN (IND)	73.3	81.0	3,629	3,609
INDIO/PALM SPRINGS CA (PSP)	73.1	78.1	1,355	1,353
INYOKERN CA (IYK)	79.3	84.3	82	83
ISLIP NY (ISP)	87.7	91.0	1,067	1,064
JACKSON WY (JAC)	48.8	49.8	281	281

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON/VICKSBURG MS (JAN)	77.4	85.0	1,110	1,096
JACKSONVILLE FL (JAX)	76.7	83.2	2,937	2,940
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	83.6	87.1	61	62
JUNEAU AK (JNU)	61.0	58.7	310	310
KAHULUI HI (OGG)	91.7	90.8	2,218	2,218
KALAMAZOO MI (AZO)	67.1	72.1	474	477
KALISPELL MT (FCA)	61.2	76.9	206	208
KANSAS CITY MO (MCI)	72.4	76.9	4,902	4,903
KETCHIKAN AK (KTN)	62.9	69.4	186	186
KEY WEST FL (EYW)	66.7	47.8	69	92
KILLEEN TX (GRK)	66.2	69.8	450	450
KING SALMON AK (AKN)	42.9	23.8	21	21
KINSTON NC (ISO)	62.5	77.8	8	9
KNOXVILLE TN (TYS)	71.9	79.6	1,035	1,039
KODIAK AK (ADQ)	41.5	41.5	53	53
KONA HI (KOA)	93.4	93.1	1,312	1,312
KOTZEBUE AK (OTZ)	66.7	69.9	93	93
LA CROSSE WI (LSE)	65.9	77.1	205	205
LAFAYETTE LA (LFT)	73.3	78.5	483	483
LAKE CHARLES LA (LCH)	80.5	87.5	128	128
LANSING MI (LAN)	63.1	72.5	409	411
LAREDO TX (LRD)	67.6	73.1	250	249
LAS VEGAS NV (LAS)	76.6	76.2	15,054	15,063
LAWTON/FORT SILL OK (LAW)	65.7	68.5	178	181
LEWISTON ID (LWS)	74.2	75.4	62	61
LEXINGTON KY (LEX)	67.2	79.3	875	874
LIHUE HI (LIH)	92.5	93.3	1,381	1,381
LINCOLN NE (LNK)	65.8	74.3	366	366
LITTLE ROCK AR (LIT)	71.9	77.1	1,426	1,424
LONG BEACH CA (LGB)	72.7	78.5	1,146	1,145
LONGVIEW/KILGOR/GLADWATR TX (GGG)	66.7	79.6	93	93
LOS ANGELES CA (LAX)	75.8	79.6	19,702	19,688
LOUISVILLE KY (SDF)	76.3	80.1	1,715	1,714
LUBBOCK TX (LBB)	71.4	75.6	797	796
LYNCHBURG VA (LYH)	67.9	83.1	84	89
MACON GA (MCN)	70.3	78.5	91	93
MADISON WI (MSN)	67.2	76.3	1,175	1,173
MANCHESTER NH (MHT)	80.5	82.8	1,699	1,694
MARQUETTE MI (MQT)	49.4	74.1	85	85
MEDFORD OR (MFR)	67.9	71.3	524	523
MELBOURNE FL (MLB)	82.6	91.3	184	184
MEMPHIS TN (MEM)	76.6	82.3	7,032	7,017
MERIDIAN MS (MEI)	67.2	77.2	58	57

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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.
MIAMI FL (MIA)	75.1	76.6	5,825	5,820
MIDLAND/ODESSA TX (MAF)	75.8	82.8	728	727
MILWAUKEE WI (MKE)	68.8	78.3	1,887	1,888
MINNEAPOLIS/ST. PAUL MN (MSP)	77.6	82.1	12,952	12,913
MINOT ND (MOT)	79.6	90.3	93	93
MISSION/MCALLEN/EDINBURG TX (MFE)	71.5	81.3	386	401
MISSOULA MT (MSO)	62.1	70.8	298	298
MOBILE AL (MOB)	73.1	75.0	517	517
MODESTO CA (MOD)	70.7	71.1	263	263
MOLINE IL (MLI)	70.2	75.9	776	752
MONROE LA (MLU)	63.9	71.6	249	285
MONTEREY CA (MRY)	76.7	81.8	681	680
MONTGOMERY AL (MGM)	69.2	75.9	386	386
MONTROSE/DELTA CO (MTJ)	61.1	68.1	306	307
MYRTLE BEACH SC (MYR)	74.1	83.2	483	469
NAPLES FL (APF)	75.4	62.5	65	64
NASHVILLE TN (BNA)	76.0	79.5	5,163	5,165
NEW ORLEANS LA (MSY)	74.6	80.0	2,767	2,768
NEW YORK NY (JFK)	67.6	71.4	10,480	10,492
NEW YORK NY (LGA)	63.9	74.9	10,623	10,620
NEWARK NJ (EWR)	58.5	71.8	12,979	12,974
NEWBURGH/POUGHKEEPSIE NY (SWF)	67.2	79.4	381	379
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	81.6	86.0	495	472
NOME AK (OME)	66.7	71.0	93	93
NORFOLK VA (ORF)	73.3	82.4	1,662	1,663
OAKLAND CA (OAK)	80.2	80.2	6,303	6,297
OKLAHOMA CITY OK (OKC)	61.8	69.4	2,075	2,085
OMAHA NE (OMA)	70.8	79.3	2,289	2,290
ONTARIO/SAN BERNARDINO CA (ONT)	78.2	82.6	3,036	3,037
ORLANDO FL (MCO)	79.0	80.4	10,279	10,282
OXNARD/VENTURA CA (OXR)	75.2	85.7	113	112
PANAMA CITY FL (PFN)	67.9	77.7	299	273
PASCO/KENNEWICK/RICHLAND WA (PSC)	54.0	68.9	226	228
PELLSTON MI (PLN)	80.6	83.9	31	31
PENSACOLA FL (PNS)	65.1	67.1	839	866
PEORIA IL (PIA)	63.0	68.2	392	396
PETERSBURG AK (PSG)	66.1	72.6	62	62
PHILADELPHIA PA (PHL)	72.7	76.9	8,824	8,830
PHOENIX AZ (PHX)	74.9	75.9	18,181	18,174
PITTSBURGH PA (PIT)	73.9	80.3	4,184	4,159
POCATELLO ID (PIH)	70.5	85.3	176	156
PONCE PR (PSE)	83.6	79.0	67	62
PORTLAND ME (PWM)	62.8	66.5	546	547

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND OR (PDX)	74.6	81.3	4,690	4,698
PROVIDENCE RI (PVD)	79.8	84.6	2,149	2,103
RALEIGH/DURHAM NC (RDU)	73.7	78.5	5,243	5,243
RAPID CITY SD (RAP)	65.5	74.8	385	385
REDDING CA (RDD)	73.7	81.5	152	151
RENO NV (RNO)	77.8	79.3	2,310	2,309
RHINELANDER WI (RHI)	50.0	50.0	2	2
RICHMOND VA (RIC)	72.7	78.9	1,662	1,665
ROANOKE VA (ROA)	65.0	73.8	386	408
ROCHESTER MN (RST)	68.8	72.2	384	385
ROCHESTER NY (ROC)	65.2	71.9	1,486	1,491
ROCKFORD IL (RFD)	54.7	75.8	64	62
SACRAMENTO CA (SMF)	78.6	81.8	4,524	4,533
SAGINAW/BAY CITY/MIDLAND MI (MBS)	67.9	81.9	321	321
SALT LAKE CITY UT (SLC)	68.0	73.1	12,171	12,241
SAN ANGELO TX (SJT)	70.3	72.3	155	155
SAN ANTONIO TX (SAT)	68.5	78.0	3,511	3,483
SAN DIEGO CA (SAN)	77.8	83.0	7,674	7,671
SAN FRANCISCO CA (SFO)	74.5	79.4	10,928	10,928
SAN JOSE CA (SJC)	81.6	84.3	5,072	5,071
SAN JUAN PR (SJU)	75.5	82.4	2,172	2,176
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	81.2	86.1	547	548
SANTA ANA CA (SNA)	80.7	83.5	4,430	4,429
SANTA BARBARA CA (SBA)	78.8	84.1	1,215	1,214
SANTA MARIA CA (SMX)	78.8	82.1	151	151
SARASOTA/BRADENTON FL (SRQ)	78.4	82.2	684	687
SAVANNAH GA (SAV)	73.0	79.4	1,052	1,054
SCRANTON/WILKES-BARRE PA (AVP)	63.8	76.4	265	263
SEATTLE WA (SEA)	70.8	74.4	8,492	8,490
SHREVEPORT LA (SHV)	71.5	77.1	803	773
SIOUX CITY IA (SUX)	72.2	77.8	54	54
SIOUX FALLS SD (FSD)	66.7	74.0	597	597
SITKA AK (SIT)	50.5	69.9	93	93
SOUTH BEND IN (SBN)	63.6	68.8	291	301
SPOKANE WA (GEG)	68.6	78.9	1,176	1,179
SPRINGFIELD IL (SPI)	58.7	67.1	143	143
SPRINGFIELD MO (SGF)	60.8	69.7	899	900
ST. GEORGE UT (SGU)	72.8	82.8	309	308
ST. LOUIS MO (STL)	74.9	78.7	5,495	5,470
STATE COLLEGE PA (SCE)	83.6	88.2	67	68
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	63.3	60.7	392	394
SUN VALLEY/HAILLEY/KETCHUM ID (SUN)	74.9	76.9	279	281
SYRACUSE NY (SYR)	70.5	74.6	1,118	1,119

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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.
TALLAHASSEE FL (TLH)	79.1	82.6	311	310
TAMPA FL (TPA)	79.2	84.0	6,923	6,931
TELLURIDE CO (TEX)	62.9	59.7	62	62
TEXARKANA AR (TXK)	68.8	76.1	93	92
TOLEDO OH (TOL)	67.6	76.4	182	157
TRAVERSE CITY MI (TVC)	64.4	76.3	278	279
TRENTON NJ (TTN)	66.1	80.0	115	115
TUCSON AZ (TUS)	69.6	80.1	2,166	2,163
TULSA OK (TUL)	66.3	71.1	2,009	1,937
TUPELO MS (TUP)	67.2	82.8	58	58
TWIN FALLS ID (TWF)	67.5	79.8	197	173
TYLER TX (TYR)	66.7	76.4	123	123
VALDOSTA GA (VLD)	71.8	71.2	85	59
VALPARAISO FL (VPS)	67.6	74.5	506	553
WACO TX (ACT)	72.0	78.6	182	182
WASHINGTON DC (DCA)	76.6	82.6	7,803	7,792
WASHINGTON DC (IAD)	76.6	77.0	8,572	8,580
WATERLOO IA (ALO)	89.7	89.3	29	28
WAUSAU/MARSHFIELD WI (CWA)	70.6	78.4	153	153
WEST PALM BEACH/PALM BEACH FL (PBI)	74.1	79.5	2,858	2,861
WHITE PLAINS NY (HPN)	70.4	73.3	848	846
WICHITA FALLS TX (SPS)	69.7	71.2	175	177
WICHITA KS (ICT)	65.4	74.0	1,255	1,233
WILMINGTON DE (ILG)	82.5	84.2	57	57
WILMINGTON NC (ILM)	72.2	82.3	270	215
WRANGELL AK (WRG)	67.7	85.5	62	62
YAKUTAT AK (YAK)	59.7	67.7	62	62
YUMA AZ (YUM)	65.6	71.9	302	302

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

CARRIER A/	AT 32 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
AMERICAN EAGLE	19	25,685	1,345	5.2	116	45,967	2,583	5.6
AMERICAN	30	44,061	1,951	4.4	80	55,124	2,522	4.6
ATLANTIC SOUTHEAST	21	11,884	492	4.1	135	21,100	925	4.4
SKYWEST	18	26,755	911	3.4	130	48,387	1,777	3.7
COMAIR	22	13,776	465	3.4	97	21,462	756	3.5
ALASKA	16	8,087	171	2.1	45	12,828	397	3.1
MESA	25	14,423	416	2.9	119	25,909	740	2.9
EXPRESSJET	24	17,723	537	3.0	114	35,327	980	2.8
PINNACLE	15	8,339	192	2.3	111	21,062	528	2.5
SOUTHWEST	18	51,369	749	1.5	63	96,330	1,731	1.8
DELTA	31	31,543	529	1.7	102	39,276	633	1.6
UNITED	31	35,186	550	1.6	80	41,310	653	1.6
US AIRWAYS*	30	33,860	505	1.5	81	42,101	613	1.5
AIRTRAN	21	15,253	156	1.0	49	20,632	206	1.0
ALOHA	3	132	4	3.0	11	3,875	34	0.9
NORTHWEST	30	24,434	207	0.8	108	35,527	309	0.9
CONTINENTAL	29	20,672	151	0.7	68	26,047	207	0.8
FRONTIER	23	6,607	34	0.5	41	7,812	49	0.6
JETBLUE	18	10,988	23	0.2	45	15,367	43	0.3
HAWAIIAN	7	374	2	0.5	14	4,622	11	0.2
<b>Total</b>		<b>401,151</b>	<b>9,390</b>	<b>2.3</b>	<b>Total</b>	<b>620,065</b>	<b>15,697</b>	<b>2.5</b>

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

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

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**AIR TRAVEL CONSUMER REPORT**  
**TABLE 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
9E	21062	16178	76.81%	528	2.51%	33	0.16%	1210	5.75%	117	0.56%	1781	8.45%	5	0.02%	1210	5.75%
AA	55124	37171	67.43%	2522	4.58%	95	0.17%	3587	6.51%	1532	2.78%	5028	9.12%	10	0.02%	5180	9.40%
AQ	3875	3551	91.64%	34	0.88%	0	0.00%	130	3.35%	0	0.00%	15	0.38%	2	0.05%	144	3.70%
AS	12828	9038	70.46%	397	3.09%	71	0.55%	1006	7.84%	86	0.67%	932	7.27%	13	0.10%	1285	10.02%
B6	15367	10568	68.77%	43	0.28%	52	0.34%	802	5.22%	30	0.19%	2082	13.55%	23	0.15%	1767	11.50%
CO	26047	19350	74.29%	207	0.79%	25	0.10%	1093	4.20%	196	0.75%	3768	14.47%	78	0.30%	1330	5.11%
DL	39276	31233	79.52%	633	1.61%	81	0.21%	1903	4.84%	221	0.56%	3366	8.57%	10	0.03%	1829	4.66%
EV	21100	14119	66.91%	925	4.38%	61	0.29%	2655	12.58%	733	3.48%	1641	7.78%	10	0.05%	955	4.53%
F9	7812	5868	75.12%	49	0.63%	5	0.06%	462	5.91%	46	0.60%	954	12.22%	0	0.00%	427	5.47%
FL	20632	16368	79.33%	206	1.00%	48	0.23%	785	3.80%	26	0.13%	1462	7.08%	0	0.00%	1737	8.42%
HA	4622	4249	91.93%	11	0.24%	0	0.00%	245	5.29%	4	0.08%	1	0.03%	0	0.01%	112	2.42%
MQ	45967	30966	67.37%	2583	5.62%	115	0.25%	2402	5.23%	735	1.60%	4131	8.99%	2	0.01%	5032	10.95%
NW	35527	25497	71.77%	309	0.87%	35	0.10%	2958	8.33%	270	0.76%	4734	13.32%	16	0.04%	1708	4.81%
OH	21462	14448	67.32%	756	3.52%	57	0.27%	2385	11.11%	965	4.50%	2511	11.70%	6	0.03%	334	1.56%
OO	48387	31431	64.96%	1777	3.67%	91	0.19%	7395	15.28%	767	1.59%	1127	2.33%	41	0.08%	5758	11.90%
UA	41310	30221	73.16%	653	1.58%	46	0.11%	2254	5.46%	258	0.62%	4349	10.53%	0	0.00%	3529	8.54%
US***	42101	30226	71.79%	613	1.46%	74	0.18%	2947	7.00%	105	0.25%	4892	11.62%	32	0.08%	3212	7.63%
WN	96330	79392	82.42%	1731	1.80%	169	0.18%	3669	3.81%	375	0.39%	2919	3.03%	60	0.06%	8014	8.32%
XE****	35327	25310	71.64%	980	2.77%	91	0.26%	1354	3.83%	289	0.82%	4494	12.72%	25	0.07%	2783	7.88%
YV	25909	18274	70.53%	740	2.86%	46	0.18%	2572	9.93%	220	0.85%	1516	5.85%	14	0.05%	2527	9.75%
TOTAL	620065	453458		15697		1195		41813		6977		51703		347		48874	
			73.13%		2.53%		0.19%		6.74%		1.13%		8.34%		0.06%		7.88%

**\*Causes of Delay:**

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

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

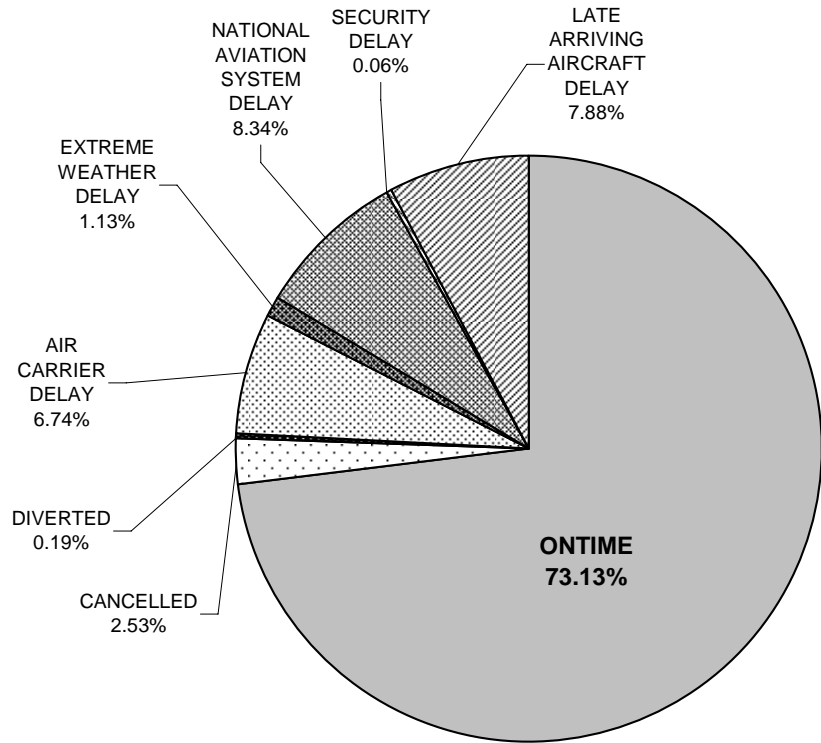
\*\* See Appendix at the end of this section for list of carrier codes.

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

\*\*\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.



**JANUARY 2007  
AIR TRAVEL CONSUMER REPORT  
TABLE 10. OVERALL CAUSES OF DELAY\***



**\*Causes of Delay:**

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 31 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

**APPENDIX**

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

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

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Int'l Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Cincinnati: Greater Cincinnati	CVG
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Oakland : International	OAK
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
ST. Louis : Lambert International	STL
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
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
XE	ExpressJet Airlines
F9	Frontier Airlines
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines
9E	Pinnacle Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US**	US Airways

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

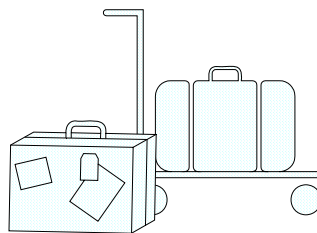
AQ	Aloha Airlines (eff. 04/06)
HA	Hawaiian Airlines (eff. 01/07)

\* Revised January 2007, based on Bureau of Transportation Statistics' Technical Reporting Directive #14, issued October 2, 2006.

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	JANUARY 2007			JANUARY 2006		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALOHA AIRLINES	1,086	321,532	3.38	*	*	*
2	AIRTRAN AIRWAYS	5,613	1,544,409	3.63	5,658	1,383,337	4.09
3	HAWAIIAN AIRLINES	2,046	549,796	3.72	1,461	489,382	2.99
4	CONTINENTAL AIRLINES	15,191	2,944,428	5.16	12,448	2,853,640	4.36
5	NORTHWEST AIRLINES	17,708	3,366,911	5.26	15,896	3,238,650	4.91
6	JETBLUE AIRWAYS	8,926	1,653,968	5.40	7,353	1,394,515	5.27
7	ALASKA AIRLINES	6,214	1,066,058	5.83	4,813	1,074,897	4.48
8	SOUTHWEST AIRLINES	49,826	7,447,139	6.69	35,115	7,028,878	5.00
9	US AIRWAYS **	31,730	4,219,443	7.52	23,691	2,448,502	9.68
10	DELTA AIR LINES	37,792	4,825,772	7.83	36,257	5,401,554	6.71
11	AMERICAN AIRLINES	54,136	6,126,282	8.84	44,019	6,316,115	6.97
12	UNITED AIRLINES	41,787	4,606,808	9.07	23,232	4,539,705	5.12
13	PINNACLE AIRLINES	6,398	675,142	9.48	*	*	*
14	EXPRESSJET AIRLINES	11,596	1,207,791	9.60	10,232	1,157,740	8.84
15	FRONTIER AIRLINES	7,575	693,935	10.92	3,820	674,004	5.67
16	ATLANTIC SOUTHEAST AIRLINES	9,026	820,457	11.00	17,942	921,355	19.47
17	MESA AIRLINES	13,457	1,064,802	12.64	14,200	1,013,572	14.01
18	COMAIR	10,741	711,696	15.09	8,740	815,302	10.72
19	SKYWEST AIRLINES	28,545	1,642,708	17.38	17,608	1,426,161	12.35
20	AMERICAN EAGLE AIRLINES	24,190	1,347,576	17.95	19,255	1,377,354	13.98
TOTALS		383,583	46,836,653	8.19	301,740	43,554,663	6.93

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

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

ENPLANED PASSENGERS—For the domestic system only.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Reporting by Aloha Airlines (voluntary) is effective April 2006.; reporting by Pinnacle Airlines is effective January 2007.

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

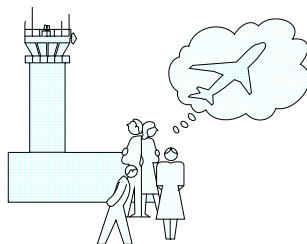
## OVERSALES

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

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

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

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



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

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

RANK	AIRLINE	OCTOBER-DECEMBER 2006				OCTOBER-DECEMBER 2005			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>ALOHA AIRLINES</b>	32	0	887,148	<b>0.00</b>	*	*	*	*
2	<b>AIRTRAN AIRWAYS</b>	4,781	18	5,017,232	<b>0.04</b>	3,240	45	4,388,198	<b>0.10</b>
3	<b>JETBLUE AIRWAYS</b>	10	29	4,931,609	<b>0.06</b>	6		3,850,507	<b>0.00</b>
4	<b>HAWAIIAN AIRLINES</b>	340	38	1,610,807	<b>0.24</b>	844	16	1,481,486	<b>0.11</b>
5	<b>FRONTIER AIRLINES</b>	644	113	2,249,061	<b>0.50</b>	213	56	2,096,971	<b>0.27</b>
6	<b>UNITED AIRLINES</b>	17,225	866	15,369,958	<b>0.56</b>	12,835	669	15,016,704	<b>0.45</b>
7	<b>NORTHWEST AIRLINES</b>	17,740	851	12,235,357	<b>0.70</b>	16,128	733	11,493,344	<b>0.64</b>
8	<b>SOUTHWEST AIRLINES</b>	24,785	1,748	24,073,919	<b>0.73</b>	15,350	1,368	22,225,722	<b>0.62</b>
9	<b>AMERICAN AIRLINES</b>	21,987	1,877	21,307,774	<b>0.88</b>	18,218	1,443	21,556,675	<b>0.67</b>
10	<b>AMERICAN EAGLE AIRLINES</b>	415	54	610,898	<b>0.88</b>	357	54	560,082	<b>0.96</b>
11	<b>US AIRWAYS **</b>	15,471	1,359	13,695,451	<b>0.99</b>	7,893	357	8,619,527	<b>0.41</b>
12	<b>MESA AIRLINES</b>	3,028	179	1,659,022	<b>1.08</b>	*	*	*	*
13	<b>SKYWEST AIRLINES</b>	3,090	177	1,556,835	<b>1.14</b>	1,465	29	940,641	<b>0.31</b>
14	<b>DELTA AIR LINES</b>	15,096	2,246	16,664,534	<b>1.35</b>	26,089	2,779	18,067,377	<b>1.54</b>
15	<b>CONTINENTAL AIRLINES</b>	8,296	1,442	10,232,687	<b>1.41</b>	9,444	1,918	9,570,637	<b>2.00</b>
16	<b>ALASKA AIRLINES</b>	3,972	549	3,642,976	<b>1.51</b>	4,454	558	3,628,827	<b>1.54</b>
17	<b>COMAIR</b>	1,831	101	599,762	<b>1.68</b>	855	53	573,735	<b>0.92</b>
18	<b>ATA AIRLINES</b>	547	194	620,591	<b>3.13</b>	335	129	1,070,737	<b>1.20</b>
19	<b>ATLANTIC SOUTHEAST AIRLINES</b>	1,657	397	967,995	<b>4.10</b>	1,264	199	979,025	<b>2.03</b>
	<b>TOTALS **</b>	140,947	12,238	137,933,616	<b>0.89</b>	118,990	10,406	126,120,195	<b>0.83</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ATRC) consists of aircraft with 60 seats or less. Mesa Airlines' ranking in this table is effective the 1<sup>st</sup> quarter 2006. Aloha Airlines' ranking in this table is effective the 2<sup>nd</sup> quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006).

\*\* Effective the 1<sup>st</sup> quarter 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways in this table. Independence Air ceased operating in December 2005. Effective the 1<sup>st</sup> quarter 2006, America West and Independence Air are no longer ranked in this table. Totals for the 3<sup>rd</sup> quarter 2005 reflect the deletion of America West's and Independence Air's data for that quarter.

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

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

RANK	AIRLINE	JANUARY - DECEMBER 2006				JANUARY - DECEMBER 2005			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	73	126	18,564,558	<b>0.07</b>	32	0	14,729,066	<b>0.00</b>
2	<b>AIRTRAN AIRWAYS</b>	17,698	163	20,051,219	<b>0.08</b>	20,688	615	16,624,315	<b>0.37</b>
3	<b>HAWAIIAN AIRLINES</b>	2,216	79	6,202,663	<b>0.13</b>	3,145	38	5,839,817	<b>0.07</b>
4	<b>FRONTIER AIRLINES</b>	2,566	450	9,656,161	<b>0.47</b>	*	*	*	*
5	<b>UNITED AIRLINES</b>	71,894	3,221	63,157,815	<b>0.51</b>	78,093	2,882	60,646,380	<b>0.48</b>
6	<b>NORTHWEST AIRLINES</b>	73,959	3,988	49,039,931	<b>0.81</b>	76,474	4,846	50,685,645	<b>0.96</b>
7	<b>AMERICAN AIRLINES</b>	81,542	7,393	87,900,592	<b>0.84</b>	78,095	5,557	88,066,928	<b>0.63</b>
8	<b>SOUTHWEST AIRLINES</b>	107,427	8,724	96,276,907	<b>0.91</b>	73,659	6,096	88,379,759	<b>0.69</b>
9	<b>US AIRWAYS</b>	68,174	5,965	55,156,067	<b>1.08</b>	49,867	2,517	39,578,083	<b>0.64</b>
10	<b>SKYWEST AIRLINES</b>	13,791	647	5,786,205	<b>1.12</b>	5,721	100	2,832,218	<b>0.35</b>
11	<b>ALASKA AIRLINES</b>	18,677	1,949	15,492,040	<b>1.26</b>	24,293	2,413	15,305,778	<b>1.58</b>
12	<b>AMERICAN EAGLE AIRLINES</b>	1,724	314	2,388,828	<b>1.31</b>	1,681	133	2,197,619	<b>0.61</b>
13	<b>MESA AIRLINES</b>	14,794	1,095	6,896,908	<b>1.59</b>	*	*	*	*
14	<b>DELTA AIR LINES</b>	88,377	11,644	68,675,523	<b>1.70</b>	90,644	10,743	81,910,297	<b>1.31</b>
15	<b>CONTINENTAL AIRLINES</b>	39,510	7,087	40,807,967	<b>1.74</b>	39,792	7,218	37,518,805	<b>1.92</b>
16	<b>ATA AIRLINES</b>	1,431	578	2,635,802	<b>2.19</b>	4,326	1,479	5,382,300	<b>2.75</b>
17	<b>COMAIR</b>	7,196	559	2,259,675	<b>2.47</b>	1,939	162	2,649,016	<b>0.61</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	9,531	1,846	4,131,637	<b>4.47</b>	3,345	660	4,207,209	<b>1.57</b>
*	<b>ALOHA AIRLINES</b>	*	*	*	*	*	*	*	*
	<b>TOTALS</b>	620,580	55,828	555,080,498	<b>1.01</b>	551,794	45,459	516,553,235	<b>0.88</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ATRC) consists of aircraft with 60 seats or less. Frontier Airlines was ranked in this table for the first time with the 2nd quarter (April-June) 2005 (voluntary flight delay and mishandled baggage reporting effective May 2005). Mesa Airlines' ranking in this table is effective the 1<sup>st</sup> quarter 2006. Aloha Airlines' ranking in this table is effective the 2<sup>nd</sup> quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006).

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



## **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

	JANUARY 2007				JANUARY 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	554	63	5	135	649	49	4	99
FOREIGN AIRLINES	167	0	0	7	147	4	0	7
TRAVEL AGENTS	14	0	1	1	21	0	0	1
TOUR OPERATORS	2	0	0	0	4	0	0	0
MISCELLANEOUS	15	7	0	24	8	10	0	41
<b>INDUSTRY TOTALS</b>	<b>752</b>	<b>70</b>	<b>6</b>	<b>167</b>	<b>829</b>	<b>63</b>	<b>4</b>	<b>148</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY 2007			JANUARY 2006		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
BAGGAGE	1	241		1	227	
FLIGHT PROBLEMS	2	188		2	199	
CANCELLATIONS			87			72
DELAYS			45			51
MISCONNECTIONS			29			42
CUSTOMER SERVICE	3	80		3	94	
RES/TKTG/BOARDING	4	75		4	92	
REFUNDS	5	60		5	68	
DI SABILITY	6	28		6	44	
OVERSALES	7	26		7	41	
FARES	8	20		9	24	
OTHER	9	18		8	25	
FREQUENT FLYER			11			18
DI SCRIMINATION	10	10		10	10	
ADVERTISING	11	5		11	5	
ANI MALS	12	1		12	0	
COMPLAINT TOTAL		752			829	

\* 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\*  
JANUARY 2007

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	0	1	1	0	0	2	2	0	0	0	0	0	6
ALASKA AIRLINES	1	0	0	0	0	5	3	0	0	1	0	1	11
AMERICAN AIRLINES	40	3	5	0	3	37	10	4	2	2	0	1	107
AMERICAN EAGLE AIRLINES	5	1	0	0	1	4	2	1	0	0	0	0	14
COMAIR	8	1	0	0	0	0	0	0	0	0	0	0	9
CONTINENTAL AIRLINES	5	1	6	1	4	2	8	0	0	0	0	1	28
DELTA AIRLINES	13	3	11	3	2	31	3	4	0	1	0	1	72
FRONTIER AIRLINES	0	0	1	0	4	1	0	0	0	0	0	0	6
HAWAIIAN AIRLINES	2	0	0	1	0	1	2	1	0	0	0	0	7
JETBLUE AIRWAYS	2	0	0	0	0	2	1	2	0	0	0	0	7
NORTHWEST AIRLINES	7	2	3	1	7	12	0	0	0	1	0	2	35
PINNACLE AIRLINES	4	0	0	0	0	1	0	1	0	0	0	0	6
SKYWEST AIRLINES	7	0	1	0	0	1	0	1	0	1	0	0	11
SOUTHWEST AIRLINES	5	1	1	0	1	7	5	4	0	0	0	0	24
UNITED AIRLINES	17	6	12	5	10	41	12	1	0	1	0	5	110
US AIRWAYS ***	12	0	3	3	5	6	10	4	0	1	0	3	47
OTHER U. S. AIRLINES	27	2	3	0	2	10	8	0	1	1	0	0	54
TOTAL JANUARY 2007	155	21	47	14	39	163	66	23	3	9	0	14	554
% OF TOTAL COMPLAINTS	28.0	3.8	8.5	2.5	7.0	29.4	11.9	4.2	0.5	1.6	0	2.5	
TOTAL JANUARY 2006	179	37	58	17	40	171	75	38	3	8	0	23	649
% OF TOTAL COMPLAINTS	27.6	5.7	8.9	2.6	6.2	26.3	11.6	5.9	0.5	1.2	0	3.5	

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

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

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

Table 4

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY INCIDENT DATE  
JANUARY 2007

U. S. AIRLINES*	COMPS RECD IN JAN	INCI - DENTS IN JAN	PERCENT	INCI - DENTS IN DEC	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AI RTRAN AI RWAYS	6	3	50.0	2	33.3	0	0.0	1	16.7
ALASKA AIRLINES	11	6	54.5	3	27.3	0	0.0	2	18.2
AMERICAN AIRLINES	107	30	28.0	46	43.0	18	16.8	13	12.1
AMERICAN EAGLE AIRLINES	14	3	21.4	6	42.9	2	14.3	3	21.4
COMAIR	9	2	22.2	4	44.4	2	22.2	1	11.1
CONTINENTAL AIRLINES	28	10	35.7	9	32.1	5	17.9	4	14.3
DELTA AIRLINES	72	21	29.2	22	30.6	15	20.8	14	19.4
FRONTIER AIRLINES	6	1	16.7	4	66.7	0	0.0	1	16.7
HAWAIIAN AIRLINES	7	4	57.1	0	0.0	3	42.9	0	0.0
JETBLUE AIRWAYS	7	1	14.3	3	42.9	1	14.3	2	28.6
NORTHWEST AIRLINES	35	5	14.3	12	34.3	8	22.9	10	28.6
PINNACLE AIRLINES	6	3	50.0	2	33.3	0	0.0	1	16.7
SKYWEST AIRLINES	11	3	27.3	6	54.5	2	18.2	0	0.0
SOUTHWEST AIRLINES	24	7	29.2	8	33.3	5	20.8	4	16.7
UNITED AIRLINES	110	29	26.4	29	26.4	24	21.8	28	25.5
US AIRWAYS	47	17	36.2	10	21.3	9	19.1	11	23.4
OTHER U. S. AIRLINES	54	20	37.0	16	29.6	9	16.7	9	16.7
<b>TOTALS</b>	<b>554</b>	<b>165</b>	<b>29.8</b>	<b>182</b>	<b>32.9</b>	<b>103</b>	<b>18.6</b>	<b>104</b>	<b>18.8</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>649</b>	<b>183</b>	<b>28.2</b>	<b>203</b>	<b>31.3</b>	<b>142</b>	<b>21.9</b>	<b>121</b>	<b>18.6</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\*\*  
 JANUARY 2007

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	0	0	2	2	0	10	2	1	0	1	0	0	18
AIR INDIA	1	0	1	0	0	1	1	1	0	0	0	0	5
AIR JAMAICA	2	2	0	0	0	3	1	0	0	0	0	0	8
ALITALIA AIRLINES	5	0	3	0	3	8	0	0	0	0	0	0	19
BRITISH AIRWAYS	6	0	1	1	0	23	1	1	0	0	0	0	33
EMIRATES AIRLINES	0	0	3	0	0	1	1	0	0	0	0	0	5
IBERIA AIRLINES	0	0	1	0	1	3	0	0	0	0	0	0	5
LAN CHILE AIRLINES	1	1	0	0	0	1	2	0	0	0	1	0	6
LUFTHANSA	2	0	0	0	1	4	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	12	2	8	1	11	19	5	2	0	0	0	1	61
<b>TOTALS</b>	<b>29</b>	<b>5</b>	<b>19</b>	<b>4</b>	<b>16</b>	<b>73</b>	<b>13</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>167</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	7	2	3	0	0	0	2	0	0	0	14
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	1	1	0	0	0	0	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	4	0	2	0	1	4	1	0	0	0	0	3	15
<b>TOTALS</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>15</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

JANUARY  
CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES \*

RANK	AIRLINE	JANUARY 2007			JANUARY 2006		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	2	1,058,359	0.19	31	984,717	3.15
2	ATLANTIC SOUTHEAST AIRLINES	2	856,702	0.23	9	929,313	0.97
3	EXPRESSJET AIRLINES	4	1,328,004	0.30	7	1,289,777	0.54
4	ALOHA AIRLINES	1	303,925	0.33	*	**	*
5	SOUTHWEST AIRLINES	24	7,289,866	0.33	12	6,864,826	0.17
6	AIRTRAN AIRWAYS	6	1,496,534	0.40	10	1,345,946	0.74
7	JETBLUE AIRWAYS	7	1,600,180	0.44	2	1,354,599	0.15
8	SKYWEST AIRLINES	11	1,631,510	0.67	19	1,399,061	1.36
9	CONTINENTAL AIRLINES	28	3,694,321	0.76	47	3,531,434	1.33
10	FRONTIER AIRLINES	6	726,891	0.83	7	681,126	1.03
11	NORTHWEST AIRLINES	35	4,088,025	0.86	49	3,924,441	1.25
12	PINNACLE AIRLINES	6	687,940	0.87	*	*	*
13	ALASKA AIRLINES	11	1,216,456	0.90	18	1,238,365	1.45
14	AMERICAN EAGLE AIRLINES	14	1,364,690	1.03	17	1,374,557	1.24
15	US AIRWAYS **	47	4,498,666	1.04	40	2,677,334	1.49
16	COMAIR	9	726,914	1.24	4	807,944	0.50
17	HAWAIIAN AIRLINES	7	546,164	1.28	2	486,634	0.41
18	DELTA AIR LINES	72	5,493,109	1.31	84	5,871,660	1.43
19	AMERICAN AIRLINES	107	7,685,180	1.39	102	7,799,224	1.31
20	UNITED AIRLINES	110	5,323,373	2.07	84	5,254,787	1.60
<b>TOTAL</b>		<b>509</b>	<b>51,616,809</b>	<b>0.99</b>	<b>544</b>	<b>47,815,745</b>	<b>1.14</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Pinnacle Airlines' ranking in this table is effective January 2007. Aloha Airlines' ranking in this table is effective April 2006.

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

## **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.

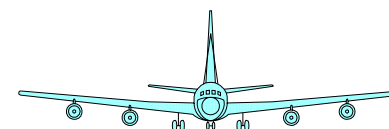
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 January 2007 as provided by the Transportation Security Administration <sup>a</sup>

The Transportation Security Administration protects approximately 54 million airline passengers and screens their 73 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 January.

**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
129	.00024	47	.00009	7	.00001	248	.00046

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
289	.0005	1627	.0002

### 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 January.

### January 2007 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

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