U.S. Department
of Transportation

Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

Issued: May 2007

Flight Delays[1]	March 2007 12 Months Ending March 2007
Mishandled Baggage[1]	March 2007 January-March 2007
Oversales[1]	1st Quarter 2007
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	March 2007 January-March 2007
Customer Service Reports to the Dept. of Homeland Security[3]	March 2007
Airline Animal Incident Reports[4]	March 2007

[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

TABLE OF CONTENTS

Section	Page
Introduction	2
Flight Delays	
Explanation	3
Table 1 Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier	4
Table 1A Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date	5
Table 2 Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport	6
Table 3 Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day	10
Table 4 Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day	12
Table 5 List of Regularly Scheduled Flights Arriving Late 80% of the Time or More	14
Table 6 Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More	20
Table 7 On-Time Arrival and Departure Percentage, by Airport	21
Table 8 Overall Number and Percentage of Flight Cancellations, by Carrier	25
Table 9 Flight Causation Data, By Airline and Category	26
Table 10 Flight Causation Data, Graphic Representation	27
Footnotes	28
Appendix	29

Section	Page
Mishandled Baggage	
Explanation	30
Ranking--Month	31
Ranking--YTD	32
Oversales	
Explanation	33
Ranking--Quarter	34
Consumer Complaints	
Explanation	34
Complaint Tables 1-5 Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	35
Rankings, Table 6 (Month)	41
Complaint Tables 1-4 (YTD) Summary, Complaint Categories, U.S. Airlines, and Companies Other Than U.S. Airlines	42
Rankings, Table 5 (YTD)	46
Complaint Categories	47
Customer Service Reports to the Department of Homeland Security	48
Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation	49

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.

Except for the flights listed in Table 5, this report provides summary information - 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/ Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at https://www.bts.gov/pdc/index.xml CDs for earlier months can be purchased by sending an email to: Orders@bts.gov Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: http://www.transtats.bts.gov/HomeDrillChart.asp
Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

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.**

MARCH 2007

AIR TRAVEL CONSUMER REPORT

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

	AT 32 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER A/	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	71.6	14	93.9
ALOHA AIRLINES S/V	3	87.7	11	93.2
FRONTIER AIRLINES S/	22	84.7	41	84.8
SOUTHWEST AIRLINES S/	18	83.0	63	82.0
DELTA AIR LINES S/	31	79.2	101	79.7
SKYWEST AIRLINES S/	18	79.3	134	78.4
AIRTRAN AIRWAYS S/	22	78.7	50	78.4
PINNACLE AIRLINES S/	14	75.1	109	78.1
ALASKA AIRLINES S/	16	75.5	45	73.2
UNITED AIRLINES S/	31	72.3	83	72.4
AMERICAN EAGLE AIRLINES S/	19	71.8	116	71.8
AMERICAN AIRLINES S/	30	70.5	80	71.4
CONTINENTAL AIRLINES S/	29	70.7	72	71.2
MESA AIRLINE S/	24	70.2	114	70.7
ATLANTIC SOUTHEAST AIRLINES S/	21	73.2	137	70.4
EXPRESSJET AIRLINES S/	24	68.1	111	69.6
COMAIR S/	22	66.3	94	66.9
NORTHWEST AIRLINES S/	30	66.3	105	66.0
JETBLUE AIRWAYS S/	18	62.5	46	63.6
US AIRWAYS S/	30	56.1	81	55.5
TOTAL		72.5		73.3

- **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 Complaints" sections of this report.**

MARCH 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*	2nd QUARTER 04 – 06 2006		3rd QUARTER 07 – 09 2006		4th QUARTER 10 – 12 2006		1st QUARTER 01 – 03 2007		JAN - 07		FEB - 07		MAR - 07		12 MONTHS ENDING MARCH 2007		DATABASE T0 DATE SEP 1987- MARCH 2007	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	76.6	12	73.0	14	73.3	10	76.5	6	79.3	5	71.2	8	78.4	7	74.8	6	(--)	(--)
ALASKA	76.9	11	72.0	16	72.4	12	72.0	9	70.5	14	72.3	7	73.2	9	73.4	8	75.7	8
ALOHA	82.6	2	93.8	2	92.8	1	92.0	2	91.6	2	91.1	2	93.2	2	(--)	(--)	(--)	(--)
AMERICAN	76.5	13	75.7	7	73.6	8	67.8	14	67.4	16	64.2	12	71.4	12	73.4	7	78.7	3
AMERICAN EAGLE	69.7	19	72.3	15	69.5	16	67.3	15	67.4	17	62.3	15	71.8	11	69.7	16	74.4	9
ATA	65.0	20	69.8	18	71.7	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
ATLANTIC SOUTHEAST	70.8	18	57.0	20	63.3	20	66.1	16	66.9	19	60.5	16	70.4	15	64.3	18	(--)	(--)
COMAIR	78.3	8	69.2	19	66.7	19	63.0	19	67.3	18	53.5	20	66.9	17	69.5	17	(--)	(--)
CONTINENTAL	71.5	17	75.1	8	73.7	7	73.0	8	74.3	8	73.7	5	71.2	13	73.3	9	78.5	4
DELTA	79.6	6	74.0	13	74.1	5	78.7	4	79.5	4	76.7	4	79.7	5	76.6	4	77.6	6
EXPRESSJET	71.8	16	75.1	9	72.1	14	70.6	10	71.6	12	70.7	9	69.6	16	72.5	12	(--)	(--)
FRONTIER	82.2	3	83.5	3	81.4	3	77.7	5	75.1	7	72.7	6	84.8	3	81.3	2	(--)	(--)
HAWAIIAN	94.6	1	95.8	1	90.9	2	92.5	1	91.9	1	91.4	1	93.9	1	93.4	1	(--)	(--)
JETBLUE	78.0	9	74.8	11	68.6	17	63.4	18	68.8	15	57.4	19	63.6	19	70.7	15	(--)	(--)
MESA	73.7	15	71.2	17	72.7	11	68.1	13	70.5	13	62.5	14	70.7	14	71.4	14	(--)	(--)
NORTHWEST	80.9	4	76.6	6	67.9	18	65.7	17	71.8	11	58.8	18	66.0	18	72.8	11	79.4	2
PINNACLE	(--)	(--)	(--)	(--)	(--)	(--)	73.3	7	76.8	6	64.2	13	78.1	8	(--)	(--)	(--)	(--)
SKYWEST	80.9	5	78.9	5	72.2	13	69.7	12	65.0	20	65.0	10	78.4	6	75.4	5	(--)	(--)
SOUTHWEST	78.6	7	80.9	4	80.4	4	80.7	3	82.4	3	77.3	3	82.0	4	80.2	3	82.1	1
UNITED	73.7	14	74.9	10	73.8	6	70.2	11	73.2	9	64.5	11	72.4	10	73.2	10	76.2	7
US AIRWAYS	77.9	10	74.8	12	73.5	9	62.4	20	71.8	10	60.0	17	55.5	20	72.2	13	78.3	5
Total	**76.5**		**75.2**		**73.4**		**71.4**		**73.1**		**67.3**		**73.3**		**74.0**		**78.5**	

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. Aloha Airlines' reporting (voluntary) is effective April 2006. Pinnacle Airlines' reporting is effective January 2007. ATA Airlines' ranking in this table ceased effective January 2007.**

MARCH 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*																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		172	77.3	57	71.9	90	87.8	318	76.1	168	80.4	93	88.2	31	80.6
AA	690	75.5	1052	65.9	332	69.0	150	76.0	H/		886	71.4	709	72.5	14126	76.6
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		49	79.6	H/		H/		H/		92	68.5	186	87.6	92	82.6
B6	H/		1716	67.8	H/		107	57.0	H/		H/		93	65.6	H/	
CO	404	69.6	532	63.9	171	78.9	H/		H/		386	73.6	400	76.8	342	71.9
DL	13155	82.8	1440	76.7	325	74.2	203	80.3	1777	81.8	934	77.2	307	88.6	317	81.4
EV	9744	74.3	H/		H/		36	50.0	1156	74.3	110	86.4	13	84.6	72	73.6
F9	120	80.8	H/		H/		H/		H/		88	76.1	3872	87.1	198	75.3
FL	7099	83.2	843	73.2	1122	78.3	278	74.8	H/		165	74.5	150	84.7	248	70.2
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	119	66.4	1241	69.2	154	61.0	450	66.2	419	69.7	864	75.1	H/		8016	81.4
NW	446	65.7	328	60.1	296	62.8	212	61.8	H/		512	70.3	301	59.5	357	67.5
OH	435	77.9	1534	58.3	306	61.4	204	74.5	5650	78.0	486	58.2	75	65.3	48	77.1
OO	540	75.9	H/		H/		H/		129	69.0	H/		4457	80.1	124	62.1
UA	218	72.0	919	63.1	454	67.6	155	71.0	79	70.9	463	66.5	7221	78.7	477	69.0
US	203	53.7	1828	50.7	374	44.9	6156	53.8	H/		2437	54.7	432	66.4	583	54.0
WN	H/		H/		5218	82.9	H/		H/		H/		1040	80.5	H/	
XE	237	78.5	165	75.2	214	55.6	471	65.2	268	58.6	256	73.0	33	72.7	256	74.2
YV	202	69.3	207	62.3	52	84.6	2045	69.7	H/		H/		1375	75.0	12	75.0
TOTAL	33612	79.3	12026	64.9	9075	76.7	10557	60.4	9796	77.1	7847	66.8	20757	79.8	25299	77.2

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

MARCH 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*																
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	4352	75.2	H/		H/		102	82.4	62	77.4	H/		H/		H/	
AA	362	69.1	627	47.0	589	76.4	326	75.5	429	76.0	988	57.3	620	76.1	2641	75.5
AQ	H/		H/		H/		H/		H/		H/		28	100.0	H/	
AS	H/		60	73.3	H/		H/		H/		H/		301	77.4	633	79.6
B6	H/		434	48.6	1090	66.9	697	66.4	H/		5113	57.2	250	80.8	H/	
CO	177	71.8	5465	57.9	617	72.4	2	50.0	7861	79.7	105	52.4	548	77.2	606	76.1
DL	119	84.9	325	61.8	920	75.9	291	82.8	124	77.4	1255	60.2	622	82.2	1155	78.8
EV	93	73.1	H/		H/		5	80.0	70	65.7	1	100.0	89	61.8	403	56.6
F9	93	73.1	H/		62	77.4	H/		88	77.3	H/		239	83.7	322	86.3
FL	309	79.9	148	64.2	821	75.3	212	85.8	H/		H/		124	88.7	93	80.6
HA	H/		H/		H/		H/		H/		H/		58	75.9	79	63.3
MQ	208	60.1	261	49.0	H/		89	68.5	H/		622	65.6	117	86.3	1680	89.2
NW	7897	67.8	393	45.3	372	66.1	136	59.6	238	69.7	152	46.7	429	66.7	535	74.4
OH	252	65.5	141	58.2	26	65.4	225	51.6	84	71.4	1794	48.6	H/		H/	
OO	163	65.0	H/		H/		H/		229	73.4	H/		250	82.4	4349	81.6
UA	177	69.5	434	49.8	191	68.1	2594	72.6	181	65.7	420	61.7	1090	77.9	2993	79.5
US	265	43.4	275	27.6	837	44.8	176	48.3	124	62.9	217	51.2	3319	64.9	858	62.1
WN	617	77.8	H/		1297	80.3	372	79.8	H/		H/		6925	86.1	3577	83.0
XE	181	45.9	4808	52.0	H/		401	66.6	9024	78.0	144	45.1	H/		H/	
YV	212	67.0	189	55.6	H/		3044	69.5	160	60.6	203	47.3	688	77.9	145	77.2
TOTAL	15477	70.0	13560	53.8	6822	70.4	8672	70.7	18674	78.1	11014	56.2	15697	78.8	20069	79.4

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

MARCH 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*																
	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
9E	119	67.2	H/		H/		H/		2696	73.6	H/		H/		H/	
AA	1807	49.0	930	70.2	H/		3511	74.2	446	71.5	115	79.1	6678	59.5	186	73.7
AQ	H/		H/		H/		H/		H/		96	84.4	H/		H/	
AS	H/		57	71.9	H/		29	51.7	H/		437	80.1	124	73.4	983	79.1
B6	246	54.1	922	67.8	H/		H/		H/		438	82.9	208	45.2	31	45.2
CO	407	50.9	711	72.4	48	66.7	347	72.9	137	70.8	93	78.5	430	52.8	124	63.7
DL	1895	63.8	1186	73.2	H/		398	76.6	119	80.7	54	85.2	311	69.5	199	82.9
EV	53	41.5	H/		123	68.3	H/		111	64.0	64	71.9	26	57.7	H/	
F9	92	45.7	93	81.7	147	83.7	H/		93	86.0	H/		H/		93	84.9
FL	406	55.9	1679	78.7	774	70.2	204	79.4	340	72.1	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		62	75.8
MQ	1692	57.6	H/		H/		545	78.2	H/		H/		7739	60.7	H/	
NW	569	42.7	643	62.4	317	58.7	217	65.0	8467	70.3	H/		631	54.2	155	59.4
OH	1148	52.8	151	79.5	84	52.4	31	74.2	36	55.6	H/		354	52.0	H/	
OO	H/		H/		H/		H/		155	73.5	315	76.2	4493	62.7	781	90.1
UA	704	46.4	749	70.2	H/		186	62.9	507	66.9	244	78.7	7903	65.4	725	74.1
US	1252	50.6	908	43.4	H/		434	52.1	274	50.4	138	64.5	688	40.0	235	55.3
WN	H/		3185	83.4	6602	79.3	H/		H/		4232	87.0	H/		1177	84.2
XE	124	49.2	26	80.8	94	66.0	5	80.0	253	63.6	H/		282	55.3	H/	
YV	182	39.6	H/		H/		H/		31	58.1	67	76.1	2580	59.5	H/	
TOTAL	10696	53.5	11240	73.1	8189	77.1	5907	72.4	13665	70.5	6293	84.3	32447	61.0	4751	79.0

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

MARCH 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*															
	PHL		PHX		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	172	70.3	H/		H/		H/		H/		H/		151	77.5	H/	
AA	547	65.8	491	71.7	584	71.6	471	70.5	1078	76.3	217	73.7	1724	74.1	713	73.8
AQ	H/		H/		31	87.1	H/		H/		H/		H/		H/	
AS	H/		311	78.8	421	76.0	3908	72.2	536	78.7	H/		H/		H/	
B6	H/		93	69.9	93	79.6	62	58.1	H/		93	74.2	H/		368	65.8
CO	197	59.9	421	75.8	299	79.6	357	66.9	375	71.2	93	72.0	H/		572	78.8
DL	336	72.0	427	84.1	301	85.7	403	74.4	354	82.8	2486	86.7	140	83.6	868	77.6
EV	60	75.0	H/		H/		H/		94	76.6	273	69.6	63	73.0	H/	
F9	62	77.4	209	83.7	181	89.0	90	75.6	326	89.6	169	78.7	116	80.2	62	88.7
FL	522	66.7	88	81.8	H/		H/		31	90.3	H/		H/		763	80.7
HA	H/		31	64.5	47	63.8	76	80.3	31	74.2	H/		H/		H/	
MQ	H/		H/		811	90.9	H/		120	92.5	H/		155	71.0	H/	
NW	340	51.2	434	68.7	177	67.2	341	57.2	274	65.7	124	63.7	286	66.8	496	65.1
OH	55	72.7	H/		H/		H/		H/		H/		26	80.8	H/	
OO	H/		223	66.4	698	77.4	467	82.9	3520	84.2	7269	85.9	66	78.8	H/	
UA	516	63.2	617	74.9	760	78.2	892	70.5	3884	81.4	241	71.4	93	72.0	434	70.0
US	4180	47.6	5994	69.5	521	62.2	274	58.4	574	62.4	160	67.5	93	58.1	823	47.9
WN	1960	74.6	6198	84.5	2833	87.2	1200	84.4	H/		1323	81.8	2112	77.9	2394	83.5
XE	107	77.6	62	79.0	H/		H/		H/		125	76.8	373	69.4	30	80.0
YV	62	72.6	2943	81.1	67	82.1	62	72.6	26	80.8	88	77.3	92	76.1	H/	
TOTAL	9116	59.3	18542	77.4	7824	81.3	8603	73.1	11223	80.3	12661	83.9	5490	75.0	7523	74.6

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

MARCH 2007

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	80.0	70.7	60.7	64.4	68.2	90.9	96.5	82.5	66.7	62.2	60.9	68.9	88.3	62.7	85.4	84.1	26.7	53.9
700 - 759 AM	88.7	72.5	93.7	80.7	91.1	73.7	88.4	86.2	72.8	84.0	40.0	82.2	79.7	75.0	93.3	95.4	78.5	88.6
800 - 859 AM	86.1	79.5	90.4	67.5	79.2	80.2	87.5	86.6	77.8	82.0	94.8	87.9	83.3	62.5	88.8	91.1	71.8	90.0
900 - 959 AM	85.0	78.3	85.8	74.2	81.3	72.8	86.1	84.3	76.1	82.7	80.9	86.4	80.3	66.1	90.5	89.1	66.6	85.3
1000 - 1059 AM	84.8	77.0	90.1	63.7	84.0	79.7	81.9	83.7	73.0	83.5	84.3	76.2	80.9	76.9	82.0	83.0	65.9	80.5
1100 - 1159 AM	81.4	73.0	82.9	68.1	70.9	76.8	85.5	83.8	75.6	77.0	77.2	78.0	83.6	72.4	80.1	80.3	65.8	77.3
1200 - 1259 PM	81.4	73.3	81.6	65.6	78.0	73.5	76.9	83.5	73.3	74.3	76.1	81.4	79.3	69.2	87.5	87.0	68.6	73.2
100 - 159 PM	78.5	77.8	85.8	62.4	84.4	71.0	77.6	83.9	76.4	65.5	66.0	78.1	79.6	64.3	83.1	83.3	56.0	76.7
200 - 259 PM	77.2	68.8	77.4	68.9	78.7	63.1	81.2	79.8	73.2	48.0	72.7	70.7	77.1	71.8	79.7	81.5	52.8	76.2
300 - 359 PM	78.1	68.3	79.0	59.0	79.3	64.4	79.7	80.1	77.3	45.3	77.4	71.7	77.9	59.8	77.5	81.3	52.9	75.5
400 - 459 PM	80.9	61.2	78.5	55.4	77.1	65.9	77.6	69.9	73.0	40.3	69.7	62.2	77.2	54.1	82.0	81.0	45.0	74.0
500 - 559 PM	77.2	58.9	73.7	58.0	61.3	71.5	75.6	71.1	68.4	33.5	69.1	60.3	73.6	49.4	76.8	78.5	46.3	73.4
600 - 659 PM	72.1	55.5	67.9	49.9	75.7	60.7	73.8	70.4	62.9	35.0	71.8	58.3	73.6	43.1	76.5	78.9	40.3	68.8
700 - 759 PM	74.4	55.3	72.7	60.2	73.4	57.8	73.4	69.8	69.9	30.4	60.9	78.9	72.9	37.5	75.2	74.6	38.8	71.6
800 - 859 PM	72.4	43.9	65.2	45.2	68.9	52.5	76.0	69.0	59.9	38.1	63.7	65.2	71.6	34.7	72.2	68.1	41.8	62.9
900 - 959 PM	74.2	57.9	71.6	67.5	61.8	57.8	71.6	65.7	57.5	41.9	65.3	56.9	73.2	37.7	77.2	64.5	37.1	66.0
1000 - 1059 PM	73.5	57.9	61.9	56.5	67.5	55.4	77.2	59.3	64.6	42.4	61.2	60.6	71.1	36.7	65.5	67.1	39.5	62.5
1100 - 559 AM	76.3	57.6	65.7	68.8	67.7	65.7	77.6	69.0	58.3	58.6	56.1	64.9	76.7	59.3	64.6	69.9	54.9	63.0
TOTAL, ALL ARRIVALS, BY AIRPORT	79.3	64.9	76.7	60.4	77.1	66.8	79.8	77.2	70.0	53.8	70.4	70.7	78.1	56.2	78.8	79.4	53.5	73.1

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

MARCH 2007

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	84.6	58.1	73.8	100.0	82.8	77.8	61.6	85.7	J/	86.2	90.7	74.2	94.4	57.4	77.3
700 - 759 AM	85.4	69.1	72.4	95.2	75.1	92.5	83.5	83.2	95.2	93.4	94.1	96.3	91.8	95.8	83.7
800 - 859 AM	84.0	87.9	76.0	94.6	71.5	92.2	67.4	84.9	91.2	85.2	92.5	86.4	88.6	95.0	82.3
900 - 959 AM	84.2	86.4	74.7	91.7	69.4	85.1	73.3	76.2	90.5	87.5	85.9	87.6	76.8	90.0	81.5
1000 - 1059 AM	84.4	82.1	70.9	95.5	64.7	88.3	68.7	81.3	84.4	77.2	80.2	88.3	83.8	82.2	79.4
1100 - 1159 AM	83.1	78.5	74.7	90.2	67.5	84.8	72.9	85.0	86.3	78.6	78.0	87.5	81.7	85.3	78.9
1200 - 1259 PM	83.9	79.9	73.9	87.0	67.5	82.4	70.2	82.0	81.6	79.6	80.3	82.3	82.8	79.5	77.8
100 - 159 PM	81.7	74.9	75.3	89.6	64.9	83.4	66.5	80.8	88.7	83.6	79.6	82.1	82.2	78.2	76.4
200 - 259 PM	79.4	67.3	72.5	89.6	62.7	84.6	59.2	77.7	83.7	77.2	83.2	83.9	75.0	76.4	73.9
300 - 359 PM	79.4	73.4	70.0	82.4	56.9	82.8	68.5	76.5	84.7	74.7	78.7	82.8	74.4	78.9	72.3
400 - 459 PM	73.0	70.2	65.8	81.7	58.0	73.2	53.8	76.5	82.3	71.4	82.5	81.2	72.9	74.9	69.5
500 - 559 PM	70.1	73.9	71.2	83.9	53.2	80.1	56.1	75.6	76.6	68.4	77.8	81.6	69.7	72.5	68.5
600 - 659 PM	70.1	68.2	65.9	77.7	50.7	78.4	50.2	70.3	81.0	70.5	80.5	84.5	69.7	69.6	65.9
700 - 759 PM	67.7	63.5	68.4	79.4	49.4	70.7	37.2	72.6	79.4	61.9	77.4	78.9	71.3	67.7	65.6
800 - 859 PM	69.3	73.1	64.1	78.7	44.1	75.9	50.8	71.7	69.6	64.2	75.6	83.1	67.0	71.7	63.1
900 - 959 PM	70.4	61.1	61.8	76.4	45.7	74.9	53.7	72.7	76.9	62.7	73.3	80.7	67.2	64.0	63.2
1000 - 1059 PM	73.9	56.9	73.9	76.8	50.2	69.8	54.9	72.6	71.9	67.8	65.6	69.7	60.7	66.9	62.9
1100 - 559 AM	76.9	47.6	64.5	72.5	64.9	62.2	64.8	72.0	69.4	65.6	76.1	66.2	59.8	59.3	65.1
TOTAL, ALL ARRIVALS, BY AIRPORT	77.1	72.4	70.6	84.3	61.0	79.0	59.3	77.4	81.3	73.1	80.3	83.9	75.0	74.6	72.5

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

MARCH 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	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.5	86.2	90.4	90.8	86.1	91.0	95.2	87.8	89.6	86.2	88.5	87.7	88.5	85.0	95.9	91.6	88.7	93.9
700 - 759 AM	89.3	81.9	89.1	73.2	87.5	87.9	91.9	86.7	85.8	85.1	90.1	78.3	87.1	84.2	91.3	88.5	84.3	90.7
800 - 859 AM	87.0	78.4	86.2	79.9	89.8	76.4	88.4	84.2	82.0	78.0	84.3	82.5	80.2	76.7	89.4	90.0	81.3	89.8
900 - 959 AM	80.7	79.8	86.6	71.3	83.2	83.9	84.7	82.7	81.1	75.4	88.9	87.8	80.4	68.9	86.4	89.0	77.2	87.8
1000 - 1059 AM	78.1	80.0	83.5	81.5	81.3	73.4	81.9	83.7	77.7	77.2	77.2	84.1	80.4	68.4	85.4	85.7	72.2	81.7
1100 - 1159 AM	80.3	78.1	79.4	67.9	83.2	83.1	80.7	77.7	74.9	76.3	76.1	78.2	78.3	77.3	74.7	82.4	71.1	77.6
1200 - 1259 PM	75.2	72.3	76.5	63.9	68.1	77.3	77.1	79.7	76.6	69.9	69.2	74.1	78.7	69.5	78.5	81.4	73.5	73.6
100 - 159 PM	76.2	74.5	76.1	55.2	79.2	68.9	72.4	77.0	72.8	70.6	69.4	76.0	75.9	59.3	76.4	79.5	70.4	71.9
200 - 259 PM	69.5	67.6	71.0	56.4	74.7	67.9	74.8	74.2	71.3	58.0	65.7	67.4	74.8	68.6	75.1	78.2	64.4	65.2
300 - 359 PM	68.5	65.5	70.7	55.0	74.5	58.4	75.4	74.0	67.8	47.8	67.3	67.3	72.9	68.2	74.7	74.5	58.8	72.7
400 - 459 PM	70.0	61.9	65.7	50.5	72.5	51.6	76.2	70.9	73.4	45.1	60.1	61.5	71.6	52.1	69.5	78.9	59.1	66.3
500 - 559 PM	71.7	54.5	68.1	49.1	66.1	63.8	76.7	63.2	69.2	39.7	65.9	64.4	70.3	52.6	71.8	74.7	59.5	71.6
600 - 659 PM	74.8	51.3	70.7	55.3	55.9	71.7	73.6	65.1	65.0	36.2	63.4	64.5	66.6	52.5	73.1	76.3	52.6	65.8
700 - 759 PM	66.8	55.1	62.7	42.1	69.8	54.2	74.8	66.2	65.4	36.8	69.8	59.2	68.8	40.2	71.9	75.7	51.9	64.9
800 - 859 PM	67.2	46.8	63.5	44.1	72.3	72.7	77.1	65.0	62.7	36.9	63.7	61.4	67.3	38.7	76.7	72.6	56.8	65.9
900 - 959 PM	62.9	43.2	70.8	27.3	80.6	36.9	78.4	68.3	67.7	41.1	58.1	66.7	75.6	30.0	69.3	68.4	52.2	66.4
1000 - 1059 PM	77.4	46.9	77.8	57.1	J/	J/	82.8	69.1	59.0	100.0	J/	61.3	77.0	45.7	78.5	74.9	J/	70.6
1100 - 559 AM	73.8	87.6	73.1	J/	J/	J/	86.2	93.3	J/	72.5	90.3	J/	83.0	78.7	68.0	80.0	90.3	67.7
TOTAL, ALL DEPARTURES, BY AIRPORT	74.8	69.8	76.3	57.2	77.2	71.0	79.4	75.3	72.8	61.3	73.6	72.7	75.9	61.9	77.6	81.0	68.3	75.6

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

MARCH 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	90.8	87.1	87.4	96.0	86.0	93.8	85.6	92.7	95.1	92.2	91.7	95.3	95.8	95.4	90.3
700 - 759 AM	87.5	86.7	81.7	94.8	78.0	93.2	75.9	90.1	94.7	90.2	91.9	92.4	92.1	91.0	86.6
800 - 859 AM	83.9	82.7	80.2	90.9	74.1	93.0	80.8	81.1	92.7	85.7	90.7	90.7	85.7	90.1	84.0
900 - 959 AM	81.8	80.1	76.5	87.8	67.9	85.1	62.1	78.7	90.5	82.1	86.7	88.0	81.2	90.1	80.0
1000 - 1059 AM	79.7	83.3	75.9	90.8	67.2	89.4	67.9	78.6	84.7	81.8	84.0	87.0	78.9	87.7	79.6
1100 - 1159 AM	77.0	78.8	70.4	87.1	65.1	86.2	62.2	77.6	83.3	78.7	76.4	90.3	86.3	82.6	77.7
1200 - 1259 PM	77.2	77.0	72.6	83.8	64.9	86.2	72.1	77.7	83.9	79.7	82.1	86.9	77.3	81.6	76.0
100 - 159 PM	72.5	71.6	74.3	78.6	64.6	81.3	59.6	76.9	77.9	74.3	78.1	81.6	76.2	73.3	73.6
200 - 259 PM	76.8	67.1	73.0	81.7	59.3	84.9	65.2	73.2	81.9	81.5	76.8	78.4	74.2	74.7	70.7
300 - 359 PM	66.9	66.6	75.5	79.3	57.1	89.7	43.9	70.9	86.0	73.0	74.1	85.4	71.0	72.8	68.7
400 - 459 PM	67.0	71.7	65.7	78.0	54.1	72.3	59.8	69.9	79.5	74.5	80.4	75.0	67.7	68.8	65.8
500 - 559 PM	58.9	66.4	61.8	78.0	53.9	79.8	49.4	70.9	79.9	70.5	83.2	85.5	69.5	71.8	65.9
600 - 659 PM	60.7	65.2	71.9	76.8	52.9	76.8	51.8	69.1	81.6	72.5	75.8	80.4	65.8	70.2	65.6
700 - 759 PM	58.5	70.3	72.0	72.5	49.9	73.8	52.8	67.8	81.2	69.3	80.8	80.2	64.3	70.5	63.5
800 - 859 PM	55.7	75.8	73.4	71.9	49.3	76.7	33.8	66.2	76.9	67.8	77.7	75.5	70.1	72.9	62.3
900 - 959 PM	57.5	71.6	72.2	77.9	50.0	75.7	61.9	70.4	81.1	68.8	83.1	89.2	68.5	65.7	65.6
1000 - 1059 PM	J/	59.7	66.8	91.3	57.6	85.0	37.2	78.7	87.2	71.6	82.2	87.5	66.7	J/	73.3
1100 - 559 AM	96.8	J/	76.9	90.3	75.8	82.3	91.2	88.3	94.9	80.4	82.3	86.1	J/	98.2	79.1
TOTAL, ALL DEPARTURES, BY AIRPORT	72.7	75.0	73.2	84.1	62.2	85.2	60.3	76.2	85.4	79.2	82.4	86.5	77.7	80.1	73.8

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

MARCH 2007

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
US	2188	DCA-LGA	2100	26	100.00	55	49
XE	2575	EWR-PIT	1800	26	96.15	95	85
OH	5274	BOS-JFK	1800	25	96.00	75	56
US	836	BOS-PHL	1530	20	95.00	42	34
US	834	CLT-BUF	1940	28	92.86	59	53
OH	5115	IAD-JFK	700	27	92.59	49	42
XE	2864	EWR-PIT	2000	26	92.31	72	51
US	2047	BOS-DCA	1845	26	92.31	54	52
US	2172	DCA-LGA	1300	26	92.31	43	36
US	1596	LAX-PHL	1100	23	91.30	30	29
US	1876	PHL-BOS	1830	22	90.91	54	47
US	1770	CLT-BOS	1415	22	90.91	35	26
US	1105	EWR-CLT	1640	20	90.00	77	67
US	1972	CLT-EWR	1415	20	90.00	74	66
US	1777	BOS-PHL	1830	20	90.00	63	49
XE	2840	EWR-MHT	2140	20	90.00	57	40
XE	2174	PVD-EWR	1755	26	88.46	92	70
XE	3005	PIT-EWR	2010	26	88.46	80	64
AA	1497	EWR-ORD	2025	26	88.46	75	74
XE	2744	EWR-DTW	1925	26	88.46	71	44
US	1582	CLT-EWR	1600	26	88.46	71	60
MQ	4545	EWR-BOS	1900	26	88.46	68	72
EV	4184	CAE-LGA	1901	26	88.46	60	40
US	1852	CLT-BWI	2140	26	88.46	41	31
XE	2840	ORF-EWR	1935	25	88.00	58	45

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

MARCH 2007

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
US	1470	ORD-PHL	1610	31	87.10	63	47
CO	661	SAT-EWR	1250	31	87.10	60	31
NW	1225	DTW-DEN	1905	31	87.10	59	52
OH	5378	IAD-JFK	1450	31	87.10	58	60
US	2042	DCA-BOS	1645	31	87.10	57	46
US	1719	CLT-MCO	1920	31	87.10	53	40
US	923	CLT-ORD	1420	31	87.10	52	38
AA	626	FLL-LGA	1340	31	87.10	51	39
US	1637	CLT-TPA	2135	31	87.10	51	38
US	1857	CLT-MCO	2130	31	87.10	50	38
B6	154	MCO-JFK	2010	31	87.10	50	43
B6	14	FLL-JFK	1650	31	87.10	48	33
NW	807	MSP-SEA	1430	31	87.10	43	30
US	1945	CLT-RSW	2140	31	87.10	40	36
US	1496	LAX-CLT	1300	31	87.10	28	27
US	1426	MCO-PHL	1440	23	86.96	58	44
US	1402	FLL-PHL	1400	23	86.96	40	43
UA	1677	ORD-SJU	1750	30	86.67	83	48
CO	1170	ORD-EWR	1600	22	86.36	83	62
US	654	FLL-PHX	711	22	86.36	42	25
US	1272	TPA-PHL	1655	29	86.21	41	38
US	1036	PHL-BOS	2030	28	85.71	61	50
US	656	DCA-PHX	1639	27	85.19	49	24
US	1470	PHL-MHT	2010	27	85.19	48	43
US	1920	DCA-PVD	2120	20	85.00	41	32

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

MARCH 2007

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
US	1134	CLT-DTW	2135	20	85.00	40	28
AA	1659	EWR-ORD	1845	26	84.62	107	99
XE	2656	MKE-EWR	1550	26	84.62	84	68
XE	2355	MKE-EWR	1310	26	84.62	80	51
OH	5213	BOS-DCA	1905	26	84.62	67	49
OH	5660	RIC-JFK	1905	26	84.62	64	51
XE	2338	EWR-RIC	2045	26	84.62	63	41
US	1838	PIT-ORD	1745	26	84.62	54	32
NW	1081	EWR-MSP	1939	26	84.62	53	47
US	1628	DFW-CLT	1700	26	84.62	50	34
US	1740	BUF-PHL	1800	26	84.62	47	39
US	1816	CLT-SYR	2130	26	84.62	47	43
NW	649	EWR-DTW	1940	26	84.62	34	31
US	1047	CLT-ILM	2140	26	84.62	33	26
NW	656	DTW-EWR	1526	26	84.62	32	39
XE	2701	BDL-EWR	1320	25	84.00	52	35
XE	2076	EWR-IND	1950	31	83.87	70	69
XE	2665	DTW-EWR	1730	31	83.87	69	57
US	1024	SJU-PHL	1430	31	83.87	64	47
US	1528	CLT-PHL	1930	31	83.87	60	48
US	46	PHX-DCA	1452	31	83.87	56	41
UA	1460	ORD-MIA	2000	31	83.87	55	48
XE	2491	BWI-EWR	1745	31	83.87	49	36
NW	530	DTW-LGA	1519	31	83.87	45	32
US	96	LAS-DTW	1330	31	83.87	40	25

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

MARCH 2007

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
US	1580	CLT-PIT	2140	31	83.87	35	29
US	836	PHL-JAX	2020	30	83.33	56	36
XE	6312	CMH-JFK	1915	17	82.35	76	72
XE	6311	JFK-CMH	1645	17	82.35	55	39
XE	2410	PVD-EWR	1630	22	81.82	96	94
MQ	4415	HPN-ORD	900	22	81.82	96	63
CO	1197	BOS-EWR	1725	22	81.82	68	60
CO	1199	BOS-EWR	1850	22	81.82	67	56
US	1010	EWR-CLT	1500	22	81.82	63	45
US	807	ORD-CLT	1549	22	81.82	59	32
US	1109	BOS-PHL	1700	22	81.82	47	52
XE	2332	PIT-EWR	1540	26	80.77	83	84
XE	1281	EWR-IAD	1930	26	80.77	76	73
B6	1079	JFK-RIC	2135	26	80.77	75	86
XE	3065	CLT-EWR	1650	26	80.77	75	78
XE	2052	PIT-EWR	1415	26	80.77	73	81
B6	1057	JFK-PIT	2125	26	80.77	71	69
XE	2774	DAY-EWR	1700	26	80.77	71	57
CO	445	EWR-RDU	1840	26	80.77	68	54
US	1760	EWR-CLT	1830	26	80.77	64	38
OH	5573	JFK-RDU	2010	26	80.77	64	66
OH	5478	IAD-JFK	1921	26	80.77	64	55
AA	346	ORD-LGA	1915	26	80.77	63	60
XE	2669	EWR-MCI	2010	26	80.77	62	54
UA	690	ORD-LGA	1700	26	80.77	59	41

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

MARCH 2007

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OH	4970	CVG-EWR	1505	26	80.77	58	44
US	1097	BOS-PHL	2030	26	80.77	57	55
YV	2809	JFK-CLT	1635	26	80.77	56	34
US	958	PHL-ORD	2015	26	80.77	55	57
XE	2675	EWR-GSP	1945	26	80.77	55	41
US	1931	PHL-ATL	2000	26	80.77	53	50
OH	5076	CMH-JFK	1912	26	80.77	52	26
XE	2286	EWR-DAY	1925	26	80.77	50	45
US	1920	PBI-DCA	1815	26	80.77	50	38
MQ	4632	EWR-RDU	2000	26	80.77	49	51
AA	744	DFW-LGA	1625	26	80.77	48	31
US	1490	CLT-LGA	1545	26	80.77	48	44
US	1160	PHL-BTV	2000	26	80.77	47	46
CO	1189	BOS-EWR	1430	26	80.77	46	42
US	2044	DCA-BOS	1745	26	80.77	40	33
US	1607	PIT-PHL	1800	26	80.77	34	33
US	1408	CLT-BDL	2155	26	80.77	27	26
NW	661	EWR-DTW	1811	26	80.77	25	18
UA	655	EWR-ORD	1845	31	80.65	80	95
B6	1017	BOS-JFK	1805	31	80.65	78	44
YV	7174	BHM-ORD	1807	31	80.65	65	35
NW	846	MSP-PHL	1922	31	80.65	63	56
OH	5294	JFK-BOS	1700	31	80.65	62	44
AA	1400	LAX-ORD	1305	31	80.65	61	44
UA	688	ORD-LGA	1605	31	80.65	59	47

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

MARCH 2007

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
US	1626	MCO-PHL	1650	31	80.65	57	34
US	1706	CLT-PHL	1730	31	80.65	56	42
US	1585	PHL-MCO	1115	31	80.65	55	34
US	1071	PHL-SJU	930	31	80.65	55	40
CO	1198	EWR-BOS	2045	31	80.65	54	42
B6	544	PBI-EWR	1430	31	80.65	53	38
UA	647	EWR-ORD	2000	31	80.65	51	44
US	1430	PBI-PHL	1654	31	80.65	47	38
US	1946	MCO-CLT	1720	31	80.65	45	32
US	1429	PHL-PBI	1330	31	80.65	43	38
FL	203	CAK-LGA	1657	31	80.65	41	35
OO	4036	DFW-SLC	1720	31	80.65	41	24
US	1061	PHL-FLL	1010	31	80.65	40	32
MQ	4656	RDU-JFK	1455	31	80.65	36	27
XE	2214	PVD-EWR	1350	25	80.00	72	42
OH	5022	JFK-ROC	2105	25	80.00	55	41
US	1069	BOS-PHL	1730	20	80.00	55	41
XE	2836	EWR-ORF	1730	25	80.00	52	49
DL	681	JFK-SJU	1650	30	80.00	47	43
OH	4965	CMH-JFK	1520	30	80.00	42	40

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

MARCH 2007

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
US AIRWAYS	1,451	150	10.3
JETBLUE	535	46	8.6
EXPRESSJET	1,260	89	7.1
COMAIR	702	37	5.3
CONTINENTAL	955	30	3.1
NORTHWEST	1,234	24	1.9
AMERICAN	1,812	30	1.7
AMERICAN EAGLE	1,510	15	1.0
ATLANTIC SOUTHEAST	772	7	0.9
UNITED	1,401	12	0.9
MESA	865	7	0.8
DELTA	1,384	7	0.5
ALASKA	425	2	0.5
AIRTRAN	725	3	0.4
FRONTIER	270	1	0.4
SOUTHWEST	3,292	11	0.3
SKYWEST	1,656	2	0.1
PINNACLE	760	0	0.0
HAWAIIAN	153	0	0.0
ALOHA	131	0	0.0
TOTAL	21,293	473	2.2

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.

MARCH 2007

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)	79.5	88.5	244	243
ADAK ISLAND AK (ADK)	44.4	33.3	9	9
AGUADILLA PR (BQN)	60.5	85.5	124	124
AKRON/CANTON OH (CAK)	72.5	79.7	698	700
ALBANY GA (ABY)	83.5	87.0	115	115
ALBANY NY (ALB)	65.0	73.4	1,205	1,177
ALBUQUERQUE NM (ABQ)	80.0	84.3	3,135	3,133
ALEXANDRIA LA (AEX)	79.9	87.3	353	353
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	73.2	79.5	473	474
AMARILLO TX (AMA)	75.3	81.7	709	709
ANCHORAGE AK (ANC)	63.2	73.4	1,404	1,401
APPLETON WI (ATW)	68.0	73.4	513	493
ASHEVILLE NC (AVL)	69.7	77.8	234	239
ASHLAND WV (HTS)	87.7	87.9	57	58
ASPEN CO (ASE)	67.8	65.3	692	704
ATLANTA GA (ATL)	79.3	74.8	33,612	33,664
ATLANTIC CITY NJ (ACY)	64.3	74.5	84	55
AUGUSTA GA (AGS)	53.0	71.3	181	181
AUSTIN TX (AUS)	75.8	80.1	3,952	3,952
BAKERSFIELD CA (BFL)	85.1	85.5	484	484
BALTIMORE MD (BWI)	76.7	76.3	9,075	9,077
BANGOR ME (BGR)	68.0	75.9	415	415
BARROW AK (BRW)	66.1	53.2	62	62
BATON ROUGE LA (BTR)	71.0	76.0	990	990
BEAUMONT/PORT ARTHUR TX (BPT)	71.0	77.4	31	31
BELLINGHAM WA (BLI)	91.9	90.3	62	62
BEND/REDMOND OR (RDM)	86.9	90.2	305	305
BETHEL AK (BET)	74.2	76.4	89	89
BILLINGS MT (BIL)	75.0	88.7	336	336
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	71.7	76.3	106	118
BIRMINGHAM AL (BHM)	75.9	81.3	1,803	1,804
BISMARCK/MANDAN ND (BIS)	68.8	82.0	260	261
BLOOMINGTON IL (BMI)	63.0	75.0	292	292
BOISE ID (BOI)	79.0	85.7	1,407	1,409
BOSTON MA (BOS)	64.9	69.8	12,026	12,030
BOZEMAN MT (BZN)	74.2	83.6	446	444
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	72.6	71.8	84	85
BROWNSVILLE TX (BRO)	75.6	85.3	217	218
BRUNSWICK GA (BQK)	67.9	81.0	84	84
BUFFALO NY (BUF)	61.2	69.2	2,400	2,413
BURBANK CA (BUR)	85.4	86.9	2,729	2,731
BURLINGTON VT (BTV)	50.4	63.6	559	588
BUTTE MT (BTM)	85.4	89.2	82	83

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	76.3	79.9	232	234
CASPER WY (CPR)	84.5	86.1	330	330
CEDAR RAPIDS/IOWA CITY IA (CID)	69.8	74.3	852	863
CHAMPAIGN/URBANA IL (CMI)	60.4	71.0	212	210
CHARLESTON SC (CHS)	67.9	74.5	1,283	1,280
CHARLESTON/DUNBAR WV (CRW)	66.2	78.3	325	327
CHARLOTTE AMALIE VI (STT)	63.7	66.1	342	342
CHARLOTTE NC (CLT)	60.4	57.2	10,557	10,555
CHARLOTTESVILLE VA (CHO)	78.2	85.2	142	142
CHATTANOOGA TN (CHA)	74.5	82.1	435	435
CHICAGO IL (MDW)	77.1	72.7	8,189	8,180
CHICAGO IL (ORD)	61.0	62.2	32,447	32,456
CHICO CA (CIC)	84.0	86.6	119	119
CHRISTIANSTED VI (STX)	76.0	74.0	50	50
CLEVELAND OH (CLE)	72.7	77.1	7,525	7,472
CODY WY (COD)	82.4	83.9	91	93
COLLEGE STATION/BRYAN TX (CLL)	84.5	89.0	155	155
COLORADO SPRINGS CO (COS)	75.8	79.5	1,184	1,181
COLUMBIA SC (CAE)	67.8	74.3	970	1,002
COLUMBUS GA (CSG)	72.2	75.0	115	100
COLUMBUS MS (GTR)	80.5	85.2	87	88
COLUMBUS OH (CMH)	65.5	72.6	3,395	3,395
CORDOVA AK (CDV)	72.6	77.4	62	62
CORPUS CHRISTI TX (CRP)	77.3	81.2	728	728
COVINGTON KY (CVG)	77.1	77.2	9,796	9,795
CRESCENT CITY CA (CEC)	67.0	68.2	88	88
DALLAS TX (DAL)	78.3	76.0	4,567	4,566
DALLAS/FT.WORTH TX (DFW)	77.2	75.3	25,299	25,288
DAYTON OH (DAY)	74.7	80.3	1,283	1,279
DAYTONA BEACH FL (DAB)	82.9	89.0	455	455
DEADHORSE AK (SCC)	58.1	61.3	62	62
DENVER CO (DEN)	79.8	79.4	20,757	20,750
DES MOINES IA (DSM)	68.4	76.3	1,564	1,567
DETROIT MI (DTW)	70.0	72.8	15,477	15,452
DILLINGHAM AK (DLG)	71.4	78.6	14	14
DOTHAN AL (DHN)	65.7	74.5	140	141
DUBUQUE IA (DBQ)	61.3	70.6	119	119
DULUTH MN (DLH)	66.5	75.8	185	186
DURANGO CO (DRO)	81.1	80.9	371	372
EAGLE CO (EGE)	72.3	76.5	548	548
EAU CLAIRE WI (EAU)	79.2	76.0	24	25
EL CENTRO CA (IPL)	78.2	82.7	110	110
EL PASO TX (ELP)	78.6	82.1	1,854	1,853

MARCH 2007

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.
ELKO NV (EKO)	91.3	94.7	149	150
ELMIRA/CORNING NY (ELM)	68.9	77.1	106	105
ERIE PA (ERI)	66.3	68.5	89	111
EUGENE OR (EUG)	84.5	91.4	521	523
EUREKA/ARCATA CA (ACV)	76.9	82.6	325	327
EVANSVILLE IN (EVV)	72.9	77.6	490	490
FAIRBANKS AK (FAI)	66.4	71.0	372	372
FARGO ND (FAR)	70.4	80.4	494	495
FAYETTEVILLE AR (XNA)	73.5	75.7	1,168	1,170
FAYETTEVILLE NC (FAY)	58.7	72.9	167	181
FLAGSTAFF AZ (FLG)	76.1	81.3	155	155
FLINT MI (FNT)	66.8	78.2	732	731
FLORENCE SC (FLO)	66.7	78.9	57	57
FORT LAUDERDALE FL (FLL)	70.4	73.6	6,822	6,820
FORT SMITH AR (FSM)	76.6	90.0	171	170
FORT WAYNE IN (FWA)	68.5	73.5	536	536
FRESNO CA (FAT)	83.6	90.3	1,238	1,238
FT. MYERS FL (RSW)	69.9	74.2	3,543	3,541
GAINESVILLE FL (GNV)	59.1	71.1	181	180
GRAND FORKS ND (GFK)	66.7	79.7	117	118
GRAND JUNCTION CO (GJT)	81.8	85.0	455	447
GRAND RAPIDS MI (GRR)	66.3	77.8	1,352	1,353
GREAT FALLS MT (GTF)	78.7	87.0	301	301
GREEN BAY/CLINTONVILLE WI (GRB)	65.3	74.5	757	756
GREENSBORO/HIGH POINT NC (GSO)	70.1	74.0	1,359	1,358
GREENVILLE/SPARTANBURG SC (GSP)	71.6	80.0	1,154	1,157
GULFPORT/BILOXI MS (GPT)	75.4	82.2	558	511
GUNNISON CO (GUC)	84.0	81.9	200	199
HANCOCK/HOUGHTON MI (CMX)	79.2	75.0	24	24
HARLINGEN/SAN BENITO TX (HRL)	76.1	77.3	503	503
HARRISBURG PA (MDT)	67.0	75.4	789	789
HARTFORD CT (BDL)	71.1	77.5	2,777	2,775
HELENA MT (HLN)	87.1	89.6	155	154
HILO HI (ITO)	96.2	97.4	822	822
HILTON HEAD SC (HHH)	75.6	75.0	45	44
HONOLULU HI (HNL)	90.8	94.0	5,787	5,788
HOUSTON TX (HOU)	77.4	75.0	4,736	4,716
HOUSTON TX (IAH)	78.1	75.9	18,674	18,678
HUNTSVILLE AL (HSV)	72.9	79.9	757	732
IDAHO FALLS ID (IDA)	89.6	91.0	268	268
INDIANAPOLIS IN (IND)	72.0	79.7	3,820	3,820
INDIO/PALM SPRINGS CA (PSP)	78.0	78.6	1,453	1,453
INYOKERN CA (IYK)	83.3	89.3	84	84

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ISLIP NY (ISP)	78.9	82.8	1,064	1,064
JACKSON WY (JAC)	71.4	80.8	297	297
JACKSON/VICKSBURG MS (JAN)	77.4	82.6	1,108	1,087
JACKSONVILLE FL (JAX)	71.3	77.1	3,007	3,006
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	79.3	80.5	87	87
JUNEAU AK (JNU)	60.3	56.8	310	310
KAHULUI HI (OGG)	90.8	92.2	2,202	2,202
KALAMAZOO MI (AZO)	65.3	73.1	481	479
KALISPELL MT (FCA)	80.4	94.0	235	235
KANSAS CITY MO (MCI)	75.8	81.0	4,777	4,775
KETCHIKAN AK (KTN)	54.3	60.2	186	186
KEY WEST FL (EYW)	61.0	65.0	123	123
KILLEEN TX (GRK)	77.3	80.0	445	445
KING SALMON AK (AKN)	50.0	31.8	22	22
KNOXVILLE TN (TYS)	71.7	81.7	1,158	1,160
KODIAK AK (ADQ)	53.8	57.7	52	52
KONA HI (KOA)	92.2	91.9	1,415	1,415
KOTZEBUE AK (OTZ)	55.9	58.1	93	93
LA CROSSE WI (LSE)	62.6	72.1	203	204
LAFAYETTE LA (LFT)	77.2	81.3	473	466
LAKE CHARLES LA (LCH)	84.0	85.7	119	119
LANSING MI (LAN)	65.5	73.9	414	414
LAREDO TX (LRD)	79.2	83.9	255	255
LAS VEGAS NV (LAS)	78.8	77.6	15,697	15,696
LAWTON/FORT SILL OK (LAW)	81.8	89.0	181	181
LEWISTON ID (LWS)	83.9	90.3	62	62
LEXINGTON KY (LEX)	69.9	81.1	848	899
LIHUE HI (LIH)	93.7	95.4	1,340	1,340
LINCOLN NE (LNK)	69.5	75.7	377	375
LITTLE ROCK AR (LIT)	73.4	77.8	1,505	1,506
LONG BEACH CA (LGB)	83.8	84.7	1,182	1,182
LONGVIEW/KILGOR/GLADWATR TX (GGG)	82.8	89.1	93	92
LOS ANGELES CA (LAX)	79.4	81.0	20,069	20,059
LOUISVILLE KY (SDF)	74.1	74.9	1,768	1,769
LUBBOCK TX (LBB)	73.6	79.3	807	808
LYNCHBURG VA (LYH)	72.7	76.1	88	88
MACON GA (MCN)	69.9	65.2	93	92
MADISON WI (MSN)	68.3	78.2	1,191	1,193
MANCHESTER NH (MHT)	70.1	78.7	1,825	1,854
MARATHON FL (MTH)	71.4	61.1	35	36
MARQUETTE MI (MQT)	49.4	72.3	83	83
MEDFORD OR (MFR)	85.8	89.0	555	556
MELBOURNE FL (MLB)	82.3	89.8	186	186

MARCH 2007

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.
MEMPHIS TN (MEM)	79.6	82.9	7,199	7,192
MERIDIAN MS (MEI)	59.6	73.7	57	57
MIAMI FL (MIA)	72.4	75.0	5,907	5,907
MIDLAND/ODESSA TX (MAF)	75.8	85.7	728	728
MILWAUKEE WI (MKE)	64.8	77.8	1,884	1,890
MINNEAPOLIS/ST. PAUL MN (MSP)	70.5	73.2	13,665	13,657
MINOT ND (MOT)	54.8	80.6	93	93
MISSION/MCALLEN/EDINBURG TX (MFE)	74.5	84.5	381	381
MISSOULA MT (MSO)	83.7	89.5	332	332
MOBILE AL (MOB)	80.1	76.6	493	522
MODESTO CA (MOD)	78.1	81.8	274	274
MOLINE IL (MLI)	70.9	76.8	735	736
MONROE LA (MLU)	76.9	83.1	277	278
MONTEREY CA (MRY)	81.5	85.7	687	691
MONTGOMERY AL (MGM)	72.0	79.5	382	381
MONTROSE/DELTA CO (MTJ)	79.5	82.8	337	337
MYRTLE BEACH SC (MYR)	58.3	72.1	599	599
NAPLES FL (APF)	75.3	76.2	93	63
NASHVILLE TN (BNA)	75.5	77.8	5,189	5,192
NEW ORLEANS LA (MSY)	76.5	81.4	2,984	2,981
NEW YORK NY (JFK)	56.2	61.9	11,014	10,997
NEW YORK NY (LGA)	53.5	68.3	10,696	10,670
NEWARK NJ (EWR)	53.8	61.3	13,560	13,576
NEWBURGH/POUGHKEEPSIE NY (SWF)	58.3	71.1	463	463
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	75.2	80.4	435	438
NOME AK (OME)	66.0	45.7	94	94
NORFOLK VA (ORF)	69.6	77.7	1,659	1,662
OAKLAND CA (OAK)	84.3	84.1	6,293	6,294
OKLAHOMA CITY OK (OKC)	73.4	81.0	2,089	2,094
OMAHA NE (OMA)	70.0	75.8	2,300	2,302
ONTARIO/SAN BERNARDINO CA (ONT)	82.0	85.2	2,947	2,947
ORLANDO FL (MCO)	73.1	75.6	11,240	11,225
OXNARD/VENTURA CA (OXR)	79.0	85.7	119	119
PANAMA CITY FL (PFN)	63.6	76.0	283	283
PASCO/KENNEWICK/RICHLAND WA (PSC)	81.8	89.8	225	226
PENSACOLA FL (PNS)	73.4	79.4	870	869
PEORIA IL (PIA)	65.3	71.9	398	416
PETERSBURG AK (PSG)	48.4	48.4	62	62
PHILADELPHIA PA (PHL)	59.3	60.3	9,116	9,109
PHOENIX AZ (PHX)	77.4	76.2	18,542	18,540
PITTSBURGH PA (PIT)	63.9	72.3	4,254	4,253
POCATELLO ID (PIH)	92.9	98.1	155	155
PONCE PR (PSE)	65.6	78.7	61	61

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND ME (PWM)	53.8	64.7	584	580
PORTLAND OR (PDX)	79.0	85.2	4,751	4,749
PROVIDENCE RI (PVD)	67.6	75.2	2,156	2,157
RALEIGH/DURHAM NC (RDU)	70.9	75.7	5,257	5,278
RAPID CITY SD (RAP)	79.7	84.5	390	393
REDDING CA (RDD)	78.3	85.2	157	155
RENO NV (RNO)	82.7	84.2	2,400	2,399
RICHMOND VA (RIC)	64.2	75.4	1,645	1,649
ROANOKE VA (ROA)	72.3	76.0	314	288
ROCHESTER MN (RST)	66.9	67.5	381	382
ROCHESTER NY (ROC)	57.7	67.0	1,498	1,577
ROCKFORD IL (RFD)	79.4	93.5	63	62
SACRAMENTO CA (SMF)	81.9	83.8	4,609	4,613
SAGINAW/BAY CITY/MIDLAND MI (MBS)	65.7	77.5	329	329
SALT LAKE CITY UT (SLC)	83.9	86.5	12,661	12,643
SAN ANGELO TX (SJT)	80.5	81.3	154	155
SAN ANTONIO TX (SAT)	74.4	81.0	3,565	3,566
SAN DIEGO CA (SAN)	81.3	85.4	7,824	7,823
SAN FRANCISCO CA (SFO)	80.3	82.4	11,223	11,217
SAN JOSE CA (SJC)	85.9	87.7	5,123	5,122
SAN JUAN PR (SJU)	66.8	75.3	2,251	2,251
SAN LUIS OBISPO/PASO ROBLS CA (SBP)	81.9	87.9	579	579
SANTA ANA CA (SNA)	81.6	83.2	4,486	4,494
SANTA BARBARA CA (SBA)	82.8	86.3	1,223	1,224
SANTA MARIA CA (SMX)	75.0	82.7	152	150
SARASOTA/BRADENTON FL (SRQ)	74.1	80.8	940	939
SAVANNAH GA (SAV)	68.7	78.3	1,152	1,149
SCRANTON/WILKES-BARRE PA (AVP)	69.7	72.6	274	274
SEATTLE WA (SEA)	73.1	79.2	8,603	8,603
SHREVEPORT LA (SHV)	78.8	82.6	758	787
SIOUX CITY IA (SUX)	66.7	75.6	45	45
SIOUX FALLS SD (FSD)	66.2	75.3	589	591
SITKA AK (SIT)	41.9	55.9	93	93
SO.PINES/PINHRST/ABERDEEN NC (SOP)	76.9	84.6	13	13
SOUTH BEND IN (SBN)	70.1	68.1	438	408
SPOKANE WA (GEG)	80.6	89.3	1,223	1,228
SPRINGFIELD IL (SPI)	63.2	67.3	152	150
SPRINGFIELD MO (SGF)	75.0	78.3	908	879
ST. GEORGE UT (SGU)	88.3	90.6	309	310
ST. LOUIS MO (STL)	75.0	77.7	5,490	5,492
STATE COLLEGE PA (SCE)	78.6	83.9	56	56
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	73.0	71.6	396	398
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	89.7	90.3	292	299

MARCH 2007

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.
SYRACUSE NY (SYR)	58.0	66.8	1,161	1,163
TALLAHASSEE FL (TLH)	82.1	86.9	329	329
TAMPA FL (TPA)	74.6	80.1	7,523	7,519
TELLURIDE CO (TEX)	67.7	67.7	62	62
TEXARKANA AR (TXK)	80.6	86.0	93	93
TOLEDO OH (TOL)	68.5	74.0	181	181
TRAVERSE CITY MI (TVC)	59.0	74.6	278	279
TRENTON NJ (TTN)	54.6	71.4	119	119
TUCSON AZ (TUS)	77.8	84.9	2,282	2,282
TULSA OK (TUL)	73.8	81.0	2,018	2,018
TUPELO MS (TUP)	72.6	80.6	62	62
TWIN FALLS ID (TWF)	92.5	95.5	159	157
TYLER TX (TYR)	82.3	91.9	124	124
VALDOSTA GA (VLD)	69.9	81.7	93	93
VALPARAISO FL (VPS)	71.6	80.3	581	584
WACO TX (ACT)	87.3	90.6	181	181
WASHINGTON DC (DCA)	66.8	71.0	7,847	7,852
WASHINGTON DC (IAD)	70.7	72.7	8,672	8,674
WATERLOO IA (ALO)	65.0	75.0	20	20
WAUSAU/MARSHFIELD WI (CWA)	58.4	69.1	149	149
WEST PALM BEACH/PALM BEACH FL (PBI)	69.4	73.6	3,186	3,186
WHITE PLAINS NY (HPN)	67.3	64.2	912	919
WICHITA FALLS TX (SPS)	83.0	83.0	176	176
WICHITA KS (ICT)	71.9	80.4	1,238	1,239
WILMINGTON DE (ILG)	78.9	77.6	57	58
WILMINGTON NC (ILM)	59.6	69.7	314	314
WRANGELL AK (WRG)	48.4	58.1	62	62
YAKUTAT AK (YAK)	69.4	77.4	62	62
YUMA AZ (YUM)	78.1	83.4	301	301

MARCH 2007

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	25,300	1,154	4.6	116	45,410	2,045	4.5
PINNACLE	14	8,592	407	4.7	108	22,298	927	4.2
COMAIR	22	13,135	559	4.3	94	20,519	828	4.0
MESA	24	14,735	538	3.7	114	26,499	983	3.7
EXPRESSJET	24	17,947	748	4.2	111	35,993	1,246	3.5
AMERICAN	30	44,018	1,550	3.5	80	55,040	1,866	3.4
ATLANTIC SOUTHEAST	20	12,659	425	3.4	136	23,248	767	3.3
JETBLUE	18	12,033	377	3.1	46	16,685	515	3.1
NORTHWEST	30	26,062	820	3.1	105	37,003	1,103	3.0
US AIRWAYS	30	34,627	1,026	3.0	81	42,921	1,260	2.9
SKYWEST	18	28,205	657	2.3	131	50,514	1,318	2.6
CONTINENTAL	29	22,227	534	2.4	72	28,330	629	2.2
UNITED	31	36,516	858	2.3	83	42,714	946	2.2
ALASKA	16	8,219	116	1.4	45	13,002	284	2.2
DELTA	31	32,746	745	2.3	101	41,179	839	2.0
AIRTRAN	22	16,415	224	1.4	50	22,327	295	1.3
SOUTHWEST	18	52,257	542	1.0	63	97,928	962	1.0
ALOHA	3	154	0	0.0	11	3,980	17	0.4
FRONTIER	22	6,816	22	0.3	41	8,099	27	0.3
HAWAIIAN	7	384	0	0.0	14	4,683	1	0.0
Total		413,047	11,302	2.7	Total	638,372	16,858	2.6

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.

MARCH 2007
AIR TRAVEL CONSUMER REPORT
TABLE 9. CAUSES OF DELAY*, BY CARRIER**

								CAUSES OF DELAY									
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	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	22298	17409	78.07%	927	4.16%	53	0.24%	1237	5.55%	151	0.68%	1283	5.75%	5	0.02%	1233	5.53%
AA	55040	39281	71.37%	1866	3.39%	178	0.32%	3502	6.36%	682	1.24%	5228	9.50%	14	0.03%	4290	7.79%
AQ	3980	3711	93.24%	17	0.43%	0	0.00%	122	3.08%	1	0.03%	33	0.84%	5	0.13%	90	2.27%
AS	13002	9516	73.19%	284	2.18%	63	0.48%	994	7.64%	43	0.33%	793	6.10%	35	0.27%	1274	9.80%
B6	16685	10618	63.64%	515	3.09%	49	0.29%	1016	6.09%	43	0.25%	2274	13.63%	12	0.07%	2159	12.94%
CO	28330	20157	71.15%	629	2.22%	59	0.21%	1390	4.91%	364	1.28%	3618	12.77%	51	0.18%	2062	7.28%
DL	41179	32820	79.70%	839	2.04%	53	0.13%	2063	5.01%	104	0.25%	3441	8.36%	4	0.01%	1855	4.50%
EV	23248	16361	70.38%	767	3.30%	33	0.14%	3330	14.32%	440	1.89%	1350	5.81%	11	0.05%	956	4.11%
F9	8099	6866	84.78%	27	0.33%	7	0.09%	399	4.93%	6	0.07%	565	6.98%	2	0.02%	227	2.80%
FL	22327	17496	78.36%	295	1.32%	49	0.22%	1078	4.83%	24	0.11%	1405	6.29%	0	0.00%	1980	8.87%
HA	4683	4397	93.89%	1	0.02%	0	0.00%	219	4.69%	1	0.02%	1	0.03%	0	0.00%	63	1.35%
MQ	45410	32588	71.76%	2045	4.50%	134	0.30%	2473	5.45%	483	1.06%	3573	7.87%	4	0.01%	4110	9.05%
NW	37003	24435	66.04%	1103	2.98%	56	0.15%	4083	11.03%	249	0.67%	4693	12.68%	31	0.08%	2352	6.36%
OH	20519	13724	66.88%	828	4.04%	26	0.13%	2311	11.26%	969	4.72%	2306	11.24%	9	0.04%	345	1.68%
OO	50514	39608	78.41%	1318	2.61%	48	0.10%	4855	9.61%	241	0.48%	876	1.73%	55	0.11%	3513	6.95%
UA	42714	30914	72.37%	946	2.21%	69	0.16%	2374	5.56%	141	0.33%	4011	9.39%	1	0.00%	4257	9.97%
US	42921	23804	55.46%	1260	2.94%	89	0.21%	6269	14.61%	163	0.38%	5625	13.11%	32	0.08%	5678	13.23%
WN	97928	80288	81.99%	962	0.98%	106	0.11%	4186	4.27%	332	0.34%	2836	2.90%	86	0.09%	9132	9.33%
XE	35993	25054	69.61%	1246	3.46%	148	0.41%	1889	5.25%	451	1.25%	3526	9.80%	24	0.07%	3655	10.16%
YV	26499	18746	70.74%	983	3.71%	55	0.21%	2906	10.97%	191	0.72%	1182	4.46%	16	0.06%	2420	9.13%
TOTAL	638372	467793		16858		1275		46698		5079		48621		396		51652	
			73.28%		2.64%		0.20%		7.32%		0.80%		7.62%		0.06%		8.09%

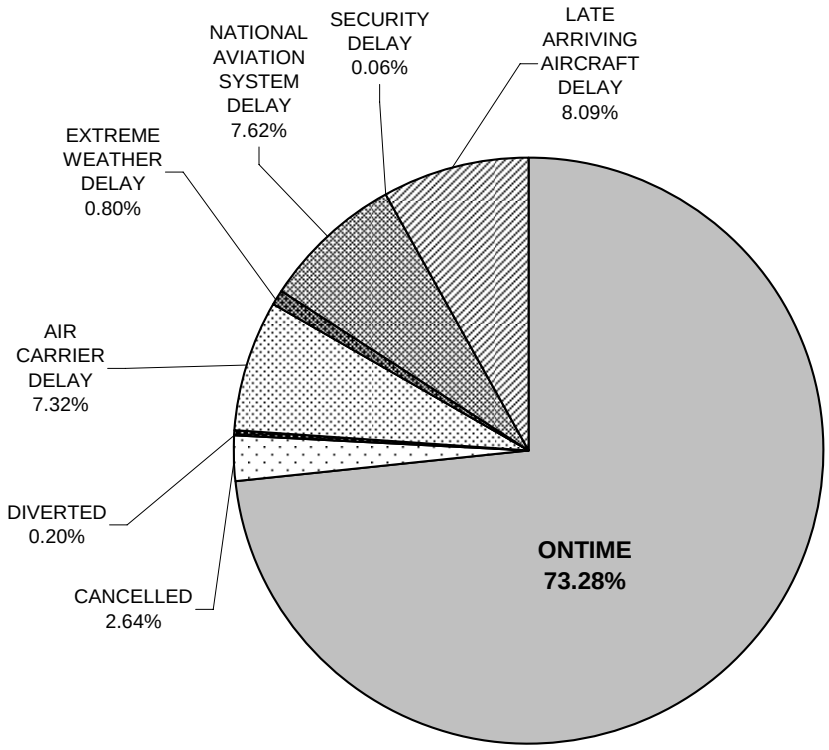
***Causes of Delay:**

- 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 breech, 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.**

MARCH 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.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breech, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

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

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

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

A See Appendix for list of carrier codes.

B See Appendix for list of 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

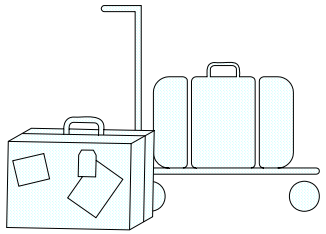
AQ	Aloha Airlines (eff. 04/06)
HA	Hawaiian Airlines (eff. 01/07)

* 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.



MARCH

MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS

U.S. AIRLINES*

		MARCH 2007			MARCH 2006		
RANK	**AIRLINE**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**
1	ALOHA AIRLINES	1,318	367,331	**3.59**	*	*	*****
2	HAWAIIAN AIRLINES	2,331	612,430	**3.81**	2,049	517,490	**3.96**
3	AIRTRAN AIRWAYS	8,841	2,086,191	**4.24**	6,656	1,811,202	**3.67**
4	ALASKA AIRLINES	6,679	1,280,740	**5.21**	5,456	1,286,383	**4.24**
5	NORTHWEST AIRLINES	22,366	4,012,443	**5.57**	17,841	4,040,675	**4.42**
6	FRONTIER AIRLINES	5,327	911,564	**5.84**	4,153	837,043	**4.96**
7	JETBLUE AIRWAYS	11,844	1,994,952	**5.94**	5,358	1,637,461	**3.27**
8	UNITED AIRLINES	33,920	5,317,182	**6.38**	22,246	5,256,828	**4.23**
9	CONTINENTAL AIRLINES	22,950	3,392,187	**6.77**	13,035	3,350,497	**3.89**
10	AMERICAN AIRLINES	47,431	6,942,149	**6.83**	42,485	7,128,873	**5.96**
11	SOUTHWEST AIRLINES	63,919	8,819,465	**7.25**	41,780	8,508,512	**4.91**
12	DELTA AIR LINES	44,537	5,812,686	**7.66**	33,941	6,215,710	**5.46**
13	PINNACLE AIRLINES	6,998	819,194	**8.54**	*	*	*****
14	ATLANTIC SOUTHEAST AIRLINES	9,288	1,012,019	**9.18**	16,438	1,087,172	**15.12**
15	MESA AIRLINES	12,356	1,216,604	**10.16**	9,886	1,198,185	**8.25**
16	US AIRWAYS	52,675	4,819,173	**10.93**	32,430	4,869,375	**6.66**
17	SKYWEST AIRLINES	21,986	1,894,469	**11.61**	17,322	1,701,924	**10.18**
18	EXPRESSJET AIRLINES	16,038	1,345,239	**11.92**	10,709	1,451,493	**7.38**
19	COMAIR	11,224	815,409	**13.76**	7,807	902,344	**8.65**
20	AMERICAN EAGLE AIRLINES	21,928	1,535,239	**14.28**	20,344	1,546,954	**13.15**
	TOTALS **	423,956	55,006,666	**7.71**	309,936	53,348,121	**5.81**

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.

* 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, plus other carriers that report flight delay data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report. Reporting by Aloha Airlines (voluntary) is effective April 2006; reporting by Pinnacle Airlines is effective January 2007.
** ATA Airlines' ranking in this table ceased effective January 2007. Totals for March 2006 reflect the deletion of ATA's data for that month.

JANUARY - MARCH

MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS

U.S. AIRLINES*

		JANUARY - MARCH 2007			JANUARY - MARCH 2006		
RANK	**AIRLINE**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**
1	ALOHA AIRLINES	3,488	996,047	**3.50**	*	*	*****
2	HAWAIIAN AIRLINES	6,299	1,687,181	**3.73**	4,898	1,470,302	**3.33**
3	AIRTRAN AIRWAYS	20,067	5,228,967	**3.84**	17,735	4,592,944	**3.86**
4	ALASKA AIRLINES	17,953	3,401,586	**5.28**	14,914	3,424,626	**4.35**
5	JETBLUE AIRWAYS	29,463	5,161,011	**5.71**	17,821	4,360,753	**4.09**
6	CONTINENTAL AIRLINES	53,170	9,169,890	**5.80**	36,812	8,915,871	**4.13**
7	NORTHWEST AIRLINES	62,582	10,626,115	**5.89**	47,805	10,485,627	**4.56**
8	SOUTHWEST AIRLINES	165,834	23,413,754	**7.08**	109,368	22,513,000	**4.86**
9	UNITED AIRLINES	110,288	14,186,802	**7.77**	64,029	14,131,439	**4.53**
10	DELTA AIR LINES	119,486	15,171,546	**7.88**	102,625	16,658,442	**6.16**
11	AMERICAN AIRLINES	148,234	18,802,248	**7.88**	121,833	19,318,640	**6.31**
12	FRONTIER AIRLINES	18,360	2,305,323	**7.96**	11,872	2,179,226	**5.45**
13	US AIRWAYS	122,038	13,038,063	**9.36**	95,748	12,925,632	**7.41**
14	PINNACLE AIRLINES	20,634	2,148,213	**9.61**	*	*	*****
15	EXPRESSJET AIRLINES	37,676	3,694,200	**10.20**	30,464	3,713,883	**8.20**
16	ATLANTIC SOUTHEAST AIRLINES	27,229	2,644,327	**10.30**	49,334	2,914,374	**16.93**
17	MESA AIRLINES	38,169	3,275,653	**11.65**	32,460	3,203,413	**10.13**
18	SKYWEST AIRLINES	74,165	5,106,915	**14.52**	49,575	4,544,753	**10.91**
19	COMAIR	31,613	2,128,918	**14.85**	22,680	2,453,418	**9.24**
20	AMERICAN EAGLE AIRLINES	66,871	4,157,974	**16.08**	56,918	4,245,449	**13.41**
	TOTALS **	1,173,619	146,344,733	**8.02**	886,891	142,051,792	**6.24**

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.

* 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, plus other carriers that report flight delay data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report. Reporting by Aloha Airlines (voluntary) is effective April 2006; reporting by Pinnacle Airlines is effective January 2007.
** ATA Airlines' ranking in this table ceased effective January 2007. Totals for January-March 2006 reflect the deletion of ATA's data for that three-month period.

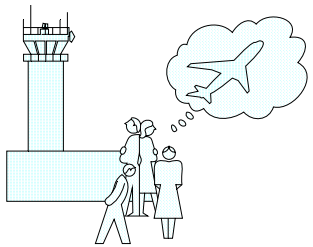
OVERSALES

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

JANUARY - MARCH

PASSENGERS DENIED BOARDING

BY U.S. AIRLINES**[*]

		JANUARY -MARCH 2007				JANUARY -MARCH 2006			
		DENIED BOARDINGS (DB'S)				DENIED BOARDINGS (DB'S)			
RANK	AIRLINE	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs
1	***JETBLUE AIRWAYS***	0	19	5,090,815	**0.04**	17	5	4,334,914	**0.01**
2	***ALOHA AIRLINES***	141	16	949,892	**0.17**	*	*	*	*****
3	***AIRTRAN AIRWAYS***	6,484	107	5,080,108	**0.21**	4,893	61	4,487,485	**0.14**
4	***UNITED AIRLINES***	17,517	604	15,013,562	**0.40**	17,503	493	14,773,356	**0.33**
5	***HAWAIIAN AIRLINES***	408	85	1,674,816	**0.51**	647	14	1,460,757	**0.10**
6	***ALASKA AIRLINES***	3,257	347	3,401,586	**1.02**	4,852	188	3,424,626	**0.55**
7	***AMERICAN AIRLINES***	22,133	2,213	20,850,796	**1.06**	22,511	2,465	21,213,474	**1.16**
8	***AMERICAN EAGLE AIRLINES***	319	67	561,144	**1.19**	583	109	507,758	**2.15**
9	***NORTHWEST AIRLINES***	19,515	1,424	11,386,586	**1.25**	19,096	1,116	11,155,597	**1.00**
10	***SOUTHWEST AIRLINES***	19,222	2,874	22,903,022	**1.25**	29,804	2,881	22,015,484	**1.31**
11	***FRONTIER AIRLINES***	1,095	354	2,214,518	**1.60**	510	144	2,165,124	**0.67**
12	***US AIRWAYS***	19,348	2,182	12,994,097	**1.68**	19,066	1,426	13,370,306	**1.07**
13	***CONTINENTAL AIRLINES***	8,576	1,925	9,977,651	**1.93**	12,227	2,500	9,611,189	**2.60**
14	***MESA AIRLINES***	3,358	351	1,813,068	**1.94**	3,828	330	1,946,708	**1.70**
15	***SKYWEST AIRLINES***	5,430	496	1,814,434	**2.73**	4,144	154	1,225,894	**1.26**
16	***COMAIR***	1,845	153	461,448	**3.32**	2,143	135	455,164	**2.97**
17	***DELTA AIR LINES***	27,374	5,516	15,904,335	**3.47**	38,256	4,315	17,079,253	**2.53**
18	***ATLANTIC SOUTHEAST AIRLINES***	2,808	527	970,316	**5.43**	3,892	714	1,035,886	**6.89**
	TOTALS **	158,830	19,260	133,062,194	**1.45**	183,972	17,050	130,262,975	**1.31**

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 and Pinnacle Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ATCR) consists of aircraft with 60 seats or less. Aloha Airlines' ranking in this table is effective the 2nd quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006).

**ATA Airlines' ranking in this table ceased effective the 1st quarter 2007. Totals for the 1st quarter 2006 reflect the deletion of ATA'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

	MARCH 2007				MARCH 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,055	87	7	167	573	100	2	88
FOREIGN AIRLINES	185	1	0	14	105	4	0	11
TRAVEL AGENTS	21	0	0	0	18	2	0	0
TOUR OPERATORS	31	0	0	33	0	0	0	0
MISCELLANEOUS	18	9	0	30	11	8	0	36
INDUSTRY TOTALS	1,310	97	7	244	707	114	2	135

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	MARCH 2007			MARCH 2006		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	440		1	153	
CANCELLATIONS			214			67
DELAYS			107			33
MISCONNECTIONS			58			26
BAGGAGE	2	283		2	151	
CUSTOMER SERVICE	3	147		5	82	
RES/TKTG/BOARDING	4	132		3	105	
REFUNDS	5	111		4	89	
OTHER	6	61		8	22	
FREQUENT FLYER			22			17
OVERSALES	7	51		6	38	
DISABILITY	8	36		7	31	
FARES	9	35		9	21	
DISCRIMINATION	10	8		10	11	
ADVERTISING	11	5		11	4	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		1,310			707	

* 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*

MARCH 2007

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	6	1	0	0	0	0	0	0	0	0	0	0	7
AIRTRAN AIRWAYS	3	0	1	0	0	5	1	1	0	0	0	0	11
ALASKA AIRLINES	6	0	0	0	0	2	1	2	0	0	0	0	11
ALLEGIANT AIR	5	0	1	1	3	1	1	0	0	0	0	0	12
AMERICAN AIRLINES	69	1	12	4	14	40	16	3	0	1	0	4	164
AMERICAN EAGLE AIRLINES	4	0	2	0	0	3	2	2	0	0	0	0	13
ATLANTIC SOUTHEAST AIRLINES	10	0	0	0	0	0	0	0	0	0	0	0	10
CHAUTAUQUA AIRLINES	5	0	1	0	0	0	1	0	0	0	0	0	7
COLGAN AIRWAYS	4	0	1	0	0	0	0	0	0	0	0	1	6
COMAIR	4	0	0	0	0	2	0	0	0	1	0	0	7
CONTINENTAL AIRLINES	18	1	4	2	2	6	4	3	0	1	0	1	42
DELTA AIR LINES	40	3	13	2	5	38	13	6	1	0	0	4	125
FRONTIER AIRLINES	2	2	1	0	0	1	0	1	0	0	0	0	7
JETBLUE AIRWAYS	9	0	1	1	2	2	5	1	0	0	0	0	21
MESA AIRLINES	7	0	0	0	0	0	1	1	0	0	0	0	9
NORTHWEST AIRLINES	22	3	6	5	6	13	11	3	0	1	0	5	75
PINNACLE AIRLINES	8	2	0	0	0	0	1	0	0	1	0	0	12
PIEDMONT AIRLINES	3	0	0	0	0	3	2	0	0	0	0	0	8
REPUBLIC AIRWAYS	10	0	0	0	0	0	1	0	0	0	0	0	11
SKYWEST AIRLINES	6	2	1	0	0	2	1	0	0	0	0	0	12
SOUTHWEST AIRLINES	4	3	1	0	0	6	6	1	0	0	0	1	22
SPIRIT AIRLINES	5	3	5	0	3	3	5	0	0	0	0	0	24
UNITED AIRLINES	42	7	16	5	22	33	25	6	0	1	0	5	162
US AIRWAYS	76	16	24	8	23	42	34	1	1	1	0	5	231
USA3000	2	0	0	2	0	0	3	0	0	0	0	1	8
OTHER U.S. AIRLINES	21	1	2	0	1	5	4	2	0	0	0	2	38
TOTAL MARCH 2007	391	45	92	30	81	207	138	33	2	7	0	29	1,055
% OF TOTAL COMPLAINTS	37.1	4.3	8.7	2.8	7.7	19.6	13.1	3.1	0.2	0.7	0	2.7	
TOTAL MARCH 2006	137	34	78	15	57	117	79	25	2	10	0	19	573
% OF TOTAL COMPLAINTS	23.9	5.9	13.6	2.6	9.9	20.4	13.8	4.4	0.3	1.7	0	3.3	

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

** AIRLINES ARE LISTED INDIVIDUALY 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

MARCH 2007

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN MARCH	INCI-DENTS IN MARCH	PERCENT	INCI-DENTS IN FEB	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
AIR WISCONSIN	7	6	85.7	1	14.3	0	0.0	0	0.0
AIRTRAN AIRWAYS	11	6	54.5	0	0.0	1	9.1	4	36.4
ALASKA AIRLINES	11	5	45.5	1	9.1	3	27.3	2	18.2
ALLEGIANT AIR	12	6	50.0	0	0.0	4	33.3	2	16.7
AMERICAN AIRLINES	164	54	32.9	31	18.9	42	25.6	37	22.6
AMERICAN EAGLE AIRLINES	13	7	53.8	1	7.7	2	15.4	3	23.1
ATLANTIC SOUTHEAST AIRLINES	10	4	40.0	3	30.0	2	20.0	1	10.0
CHAUTAUQUA AIRLINES	7	6	85.7	0	0.0	0	0.0	1	14.3
COLGAN AIRWAYS	6	2	33.3	2	33.3	0	0.0	2	33.3
COMAIR	7	4	57.1	1	14.3	1	14.3	1	14.3
CONTINENTAL AIRLINES	42	22	52.4	9	21.4	6	14.3	5	11.9
DELTA AIR LINES	125	43	34.4	25	20.0	29	23.2	28	22.4
FRONTIER AIRLINES	7	3	42.9	1	14.3	0	0.0	3	42.9
JETBLUE AIRWAYS	21	9	42.9	7	33.3	2	9.5	3	14.3
MESA AIRLINES	9	6	66.7	1	11.1	1	11.1	1	11.1
NORTHWEST AIRLINES	75	17	22.7	21	28.0	19	25.3	18	24.0
PINNACLE AIRLINES	12	6	50.0	2	16.7	2	16.7	2	16.7
PIEDMONT AIRLINES	8	2	25.0	4	50.0	1	12.5	1	12.5
REPUBLIC AIRWAYS	11	8	72.7	2	18.2	0	0.0	1	9.1
SKYWEST AIRLINES	12	4	33.3	2	16.7	3	25.0	3	25.0
SOUTHWEST AIRLINES	22	10	45.5	2	9.1	4	18.2	6	27.3
SPIRIT AIRLINES	24	10	41.7	4	16.7	4	16.7	6	25.0
UNITED AIRLINES	162	53	32.7	38	23.5	41	25.3	30	18.5
US AIRWAYS	231	107	46.3	36	15.6	34	14.7	50	21.6
USA3000	8	2	25.0	3	37.5	2	25.0	1	12.5
OTHER U.S. AIRLINES	38	20	52.6	12	31.6	6	15.8	4	10.5
TOTALS	1,055	422	40.0	209	19.8	209	19.8	215	20.4
PREVIOUS YEAR'S TOTALS	573	201	35.1	134	23.4	136	23.7	102	17.8

*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**

MARCH 2007

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AIR FRANCE	1	1	3	0	1	10	0	2	0	1	0	0	19
AIR INDIA	2	0	1	0	2	1	0	0	0	0	0	0	6
AIR JAMAICA	3	0	1	0	0	3	0	0	0	0	0	0	7
ALITALIA AIRLINES	3	2	2	0	2	6	1	0	0	0	1	1	18
BRITISH AIRWAYS	6	0	2	0	4	16	1	0	0	0	0	0	29
EMIRATES AIRLINES	0	0	4	0	1	1	1	0	0	0	0	0	7
KLM	2	0	1	0	0	0	1	1	0	0	0	0	5
LAN CHILE AIRLINES	2	0	0	1	1	2	0	0	0	0	0	0	6
LUFTHANSA	0	0	1	0	1	4	0	0	1	0	0	1	8
TACA INTERNATIONAL AIRLINES	1	1	0	0	1	4	0	0	0	0	0	0	7
VIRGIN ATLANTIC AIRWAYS	0	1	3	0	0	3	0	0	0	0	0	0	7
OTHER FOREIGN AIRLINES	25	0	7	2	6	21	3	0	0	0	0	2	66
TOTALS	45	5	25	3	19	71	7	3	1	1	1	4	185
TRAVEL AGENTS													
ORBITZ.COM	1	0	2	0	2	0	0	0	0	0	0	0	5
TRAVELOCITY.COM	0	1	3	0	3	0	0	0	1	0	0	0	8
OTHER TRAVEL AGENTS	0	0	4	0	4	0	0	0	0	0	0	0	8
TOTALS	1	1	9	0	9	0	0	0	1	0	0	0	21
TOUR OPERATORS													
TRAVELAND	0	0	2	1	0	0	1	0	0	0	0	25	29
OTHER TOUR OPERATORS	0	0	0	0	0	1	0	0	1	0	0	0	2
TOTALS	0	0	2	1	0	1	1	0	1	0	0	25	31
MISCELLANEOUS													
OTHER MISCELLANEOUS	3	0	4	1	2	4	1	0	0	0	0	3	18
TOTALS	3	0	4	1	2	4	1	0	0	0	0	3	18

* 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.

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

TABLE 6

MARCH
CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES *

		MARCH 2007			MARCH 2006		
RANK	*AIRLINE*	*COMPLAINTS*	*SYSTEMWIDE ENPLANEMENTS*	*COMPLAINTS PER 100,000 ENPLANEMENTS*	*COMPLAINTS*	*SYSTEMWIDE ENPLANEMENTS*	*COMPLAINTS PER 100,000 ENPLANEMENTS*
1	***ALOHA AIRLINES***	0	348,854	**0.00**	*	*	*****
2	***EXPRESSJET AIRLINES***	2	1,477,849	**0.14**	6	1,571,744	**0.38**
3	***SOUTHWEST AIRLINES***	22	8,636,687	**0.25**	13	8,344,671	**0.16**
4	***HAWAIIAN AIRLINES***	3	609,812	**0.49**	7	514,143	**1.36**
5	***AIRTRAN AIRWAYS***	11	2,034,728	**0.54**	9	1,776,534	**0.51**
6	***SKYWEST AIRLINES***	12	1,881,546	**0.64**	13	1,681,062	**0.77**
7	***MESA AIRLINES***	9	1,190,561	**0.76**	12	1,160,813	**1.03**
8	***ALASKA AIRLINES***	11	1,448,248	**0.76**	10	1,456,791	**0.69**
9	***FRONTIER AIRLINES***	7	871,743	**0.80**	7	863,265	**0.81**
10	***AMERICAN EAGLE AIRLINES***	13	1,557,833	**0.83**	19	1,550,849	**1.23**
11	***COMAIR***	7	832,875	**0.84**	4	922,222	**0.43**
12	***ATLANTIC SOUTHEAST AIRLINES***	10	1,056,835	**0.95**	6	1,098,347	**0.55**
13	***CONTINENTAL AIRLINES***	42	4,265,536	**0.98**	41	4,153,373	**0.99**
14	***JETBLUE AIRWAYS***	21	1,885,260	**1.11**	4	1,592,972	**0.25**
15	***PINNACLE AIRLINES***	12	836,410	**1.43**	*	*	*****
16	***NORTHWEST AIRLINES***	75	4,860,236	**1.54**	37	4,844,870	**0.76**
17	***DELTA AIR LINES***	125	6,583,330	**1.90**	61	6,804,506	**0.90**
18	***AMERICAN AIRLINES***	164	8,580,751	**1.91**	106	8,719,416	**1.22**
19	***UNITED AIRLINES***	162	6,133,217	**2.64**	62	6,050,794	**1.02**
20	***US AIRWAYS***	231	5,216,310	**4.43**	74	5,265,686	**1.41**
	TOTAL **	**939**	**60,308,621**	**1.56**	**491**	**58,372,058**	**0.84**

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.

* 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, plus other carriers that report flight delay and mishandled baggage data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report. Aloha Airlines' ranking in this table is effective April 2006; Pinnacle Airlines' ranking in this table is effective January 2007.

** ATA Airlines' ranking in this table ceased effective January 2007. Totals for March 2006 reflect the deletion of ATA's data for that month.

Table 1 (YTD)

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

	JANUARY - MARCH 2007				JANUARY - MARCH 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	2,278	221	13	408	1,645	206	7	275
FOREIGN AIRLINES	475	5	0	28	360	9	0	28
TRAVEL AGENTS	54	0	1	1	49	2	0	1
TOUR OPERATORS	33	0	0	33	6	0	0	4
MISCELLANEOUS	47	37	0	81	26	26	0	110
INDUSTRY TOTALS	2,887	263	14	551	2,086	243	7	418

Table 2 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	JANUARY - MARCH 2007			JANUARY - MARCH 2006		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	909		1	499	
CANCELLATIONS			421			190
DELAYS			231			127
MISCONNECTIONS			127			100
BAGGAGE	2	709		2	496	
CUSTOMER SERVICE	3	310		4	239	
RES/TKTG/BOARDING	4	295		3	270	
REFUNDS	5	230		5	216	
OVERSALES	6	116		7	98	
OTHER	7	111		8	71	
FREQUENT FLYER			50			56
DISABILITY	8	85		6	100	
FARES	9	78		9	58	
DISCRIMINATION	10	23		10	26	
ADVERTISING	11	17		11	13	
ANIMALS	12	4		12	0	
COMPLAINT TOTAL		2,887			2,086	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 (YTD)

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORY*

JANUARY - MARCH 2007

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	10	1	0	0	0	0	1	0	0	0	0	0	12
AIRTRAN AIRWAYS	7	4	4	0	0	8	6	3	1	0	0	0	33
ALASKA AIRLINES	9	0	0	0	1	8	6	2	0	1	0	1	28
ALLEGIANT AIR	7	0	1	1	5	1	3	0	1	0	0	0	19
AMERICAN AIRLINES	163	8	23	10	22	112	42	9	2	4	0	11	406
AMERICAN EAGLE AIRLINES	12	4	4	0	1	8	5	3	0	0	0	0	37
ATLANTIC SOUTHEAST AIRLINES	12	2	1	0	0	3	2	1	0	0	0	0	21
CHAUTAUQUA AIRLINES	8	2	1	0	0	0	2	0	0	0	0	0	13
COMAIR	18	2	0	1	0	2	1	0	0	1	0	0	25
CONTINENTAL AIRLINES	28	2	12	4	6	17	16	3	0	1	0	7	96
DELTA AIR LINES	67	11	36	8	8	95	23	12	1	2	1	10	274
EXPRESSJET AIRLINES	9	0	0	0	0	0	1	0	0	0	0	0	10
FRONTIER AIRLINES	3	2	2	0	6	2	0	1	0	0	0	0	16
HAWAIIAN AIRLINES	3	0	0	1	1	1	2	3	0	0	0	0	11
JETBLUE AIRWAYS	36	0	2	1	2	6	7	6	0	0	0	0	60
MESA AIRLINES	16	0	0	0	0	0	2	1	0	0	0	0	19
NORTHWEST AIRLINES	36	5	15	6	15	36	12	8	0	2	1	8	144
PINNACLE AIRLINES	17	2	0	0	0	1	4	1	0	1	0	0	26
PIEDMONT AIRLINES	6	0	0	0	0	4	2	1	0	0	0	0	13
REPUBLIC AIRWAYS	13	0	0	0	0	1	1	0	0	0	0	0	15
SKYWEST AIRLINES	22	6	3	0	1	9	3	1	0	1	0	0	46
SOUTHWEST AIRLINES	15	4	4	0	2	13	16	5	2	0	0	1	62
SPIRIT AIRLINES	12	3	8	0	5	10	6	0	1	0	0	0	45
UNITED AIRLINES	91	15	42	14	43	91	43	9	2	2	0	12	364
US AIRWAYS	113	23	38	15	32	65	55	6	1	3	0	16	367
USA3000	5	0	1	2	1	0	4	0	0	0	0	1	14
OTHER U.S. AIRLINES	55	4	8	0	3	16	10	1	0	1	0	4	102
TOTAL JANUARY 2007	793	100	205	63	154	509	275	76	11	19	2	71	2,278
% OF TOTAL COMPLAINTS	34.8	4.4	9.0	2.8	6.8	22.3	12.1	3.3	0.5	0.8	0.1	3.1	
TOTAL JANUARY 2006	443	83	183	42	131	382	200	86	9	23	0	63	1,645
% OF TOTAL COMPLAINTS	26.9	5.0	11.1	2.6	8.0	23.2	12.2	5.2	0.5	1.4	0	3.8	

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

** AIRLINES ARE LISTED INDIVIDUALY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

TABLE 4 (YTD)

COMPANIES OTHER THAN U.S. AIRLINES*

BY COMPLAINT CATEGORY**

JANUARY-MARCH 2007

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROCALIFORNIA	13	0	0	0	1	0	0	0	0	0	0	0	14
AIR FRANCE	2	1	6	2	2	27	2	3	0	2	0	1	48
AIR INDIA	9	0	2	0	3	4	2	1	0	0	0	0	21
AIR JAMAICA	5	3	3	0	0	7	2	0	0	0	0	0	20
ALITALIA AIRLINES	8	4	6	0	6	21	1	0	0	0	1	1	48
BRITISH AIRWAYS	13	0	4	2	7	52	2	1	0	1	0	1	83
EMIRATES AIRLINES	0	0	7	0	1	2	2	0	0	1	0	0	13
KLM	6	0	2	0	0	1	1	1	0	0	0	0	11
LAN CHILE AIRLINES	3	1	0	1	2	3	2	0	0	0	1	0	13
LUFTHANSA	3	1	3	0	3	10	2	0	1	0	0	1	24
TACA INTERNATIONAL AIRLINES	1	1	1	1	3	4	0	1	0	0	0	0	12
VIRGIN ATLANTIC AIRWAYS	0	1	3	0	0	10	0	0	0	0	0	0	14
OTHER FOREIGN AIRLINES	39	3	21	3	21	47	14	2	0	0	0	4	154
TOTALS	102	15	58	9	49	188	30	9	1	4	2	8	475
TRAVEL AGENTS													
EXPEDIA.COM	0	0	3	1	6	0	0	0	0	0	0	0	10
ORBITZ.COM	1	0	6	1	2	0	0	0	0	0	0	0	10
TRAVELOCITY.COM	0	1	5	1	5	0	0	0	1	0	0	0	13
OTHER TRAVEL AGENTS	1	0	9	1	7	0	1	0	2	0	0	0	21
TOTALS	2	1	23	4	20	0	1	0	3	0	0	0	54
TOUR OPERATORS													
TRAVELAND	0	0	2	1	0	0	1	0	0	0	0	25	29
OTHER TOUR OPERATORS	0	0	0	0	1	2	0	0	1	0	0	0	4
TOTALS	0	0	2	1	1	2	1	0	1	0	0	25	33
MISCELLANEOUS													
OTHER MISCELLANEOUS	12	0	7	1	6	10	3	0	1	0	0	7	47
TOTALS	12	0	7	1	6	10	3	0	1	0	0	7	47

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 10 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

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

TABLE 5 (YTD)

JANUARY - MARCH
CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES *

		JANUARY - MARCH 2007			JANUARY - MARCH 2006		
RANK	***AIRLINE***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***
1	***ALOHA AIRLINES***	2	943,562	**0.21**	*	*	*****
2	***EXPRESSJET AIRLINES***	10	4,058,399	**0.25**	14	4,085,537	**0.34**
3	***SOUTHWEST AIRLINES***	62	22,916,870	**0.27**	38	22,033,131	**0.17**
4	***MESA AIRLINES***	19	3,223,834	**0.59**	52	3,121,439	**1.67**
5	***AIRTRAN AIRWAYS***	33	5,077,730	**0.65**	27	4,485,411	**0.60**
6	***HAWAIIAN AIRLINES***	11	1,678,599	**0.66**	10	1,460,757	**0.68**
7	***FRONTIER AIRLINES***	16	2,274,459	**0.70**	16	2,199,712	**0.73**
8	***ALASKA AIRLINES***	28	3,862,476	**0.72**	31	3,904,525	**0.79**
9	***ATLANTIC SOUTHEAST AIRLINES***	21	2,760,198	**0.76**	21	2,939,756	**0.71**
10	***CONTINENTAL AIRLINES***	96	11,464,633	**0.84**	104	10,988,778	**0.95**
11	***AMERICAN EAGLE AIRLINES***	37	4,211,600	**0.88**	45	4,246,945	**1.06**
12	***SKYWEST AIRLINES***	46	5,072,700	**0.91**	40	4,475,745	**0.89**
13	***NORTHWEST AIRLINES***	144	12,884,023	**1.12**	111	12,608,430	**0.88**
14	***COMAIR***	25	2,174,064	**1.15**	14	2,460,206	**0.57**
15	***PINNACLE AIRLINES***	26	2,190,225	**1.19**	*	*	*****
16	***JETBLUE AIRWAYS***	60	4,956,432	**1.21**	18	4,243,499	**0.42**
17	***DELTA AIR LINES***	274	17,156,364	**1.60**	193	18,093,335	**1.07**
18	***AMERICAN AIRLINES***	406	23,304,354	**1.74**	280	23,650,209	**1.18**
19	***UNITED AIRLINES***	364	16,350,293	**2.23**	206	16,267,097	**1.27**
20	***US AIRWAYS***	367	13,979,985	**2.63**	189	13,899,850	**1.36**
	TOTAL **	**2,047**	**160,540,800**	**1.28**	**1,409**	**155,164,362**	**0.91**

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.

* 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, plus other carriers that report flight delay and mishandled baggage data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report. Aloha Airlines' ranking in this table is effective April 2006; Pinnacle Airlines' ranking in this table is effective January 2007.

** ATA Airlines' ranking in this table ceased effective January 2007. Totals for January - March 2006 reflect the deletion of ATA's data for that three-month period.

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 March 2007 as provided by the Transportation Security Administration [a]

The Transportation Security Administration protects approximately 57 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 March.

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
129	.00021	52	.00008	9	.00001	205	.0003

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
276	.0004	1298	.002

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 March.

March 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 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
Continental Airlines	2		
Northwest Airlines		1	
United Airlines	1		
Total	**3**	**1**	**0**