



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

*Issued: June 2008*



<b>Flight Delays<sup>1</sup></b>	April 2008 12 Months Ending April 2008
<b>Mishandled Baggage<sup>1</sup></b>	April 2008
<b>Oversales<sup>1</sup></b>	1 <sup>st</sup> Quarter 2008
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	April 2008
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	April 2008
<b>Airline Animal Incident Reports<sup>4</sup></b>	April 2008

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

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

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

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

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the eighteen (18) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1)\* carrier that currently reports 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) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 20 reporting air carriers, 13 carriers (AirTran, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways) use ACARS exclusively; 1 carrier (American) uses a combination of ACARS and DGS; 1 carrier (Comair) records arrival times manually; and 4 carriers (Alaska, Atlantic Southeast, 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/](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](mailto: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](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.

**\*Pinnacle Airlines currently reports flight delay data voluntarily, as permitted by Part 234. Aloha Airlines, which had reported data voluntarily for January and February 2008, ceased all flight operations on March 31. Effective with the May-issued report, Aloha is no longer a ranked airline.**

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	77.3	14	90.5
SKYWEST AIRLINES S/	22	85.1	147	84.0
SOUTHWEST AIRLINES S/	19	83.4	64	83.3
FRONTIER AIRLINES S/	22	82.6	43	82.1
ALASKA AIRLINES S/	16	82.1	47	81.6
US AIRWAYS S/	30	80.9	81	81.3
AIRTRAN AIRWAYS S/	24	80.2	55	81.1
PINNACLE AIRLINES S/V/	16	82.2	114	80.4
JETBLUE AIRWAYS S/	19	76.5	45	77.0
ATLANTIC SOUTHEAST AIRLINES S/	14	77.6	126	77.0
DELTA AIR LINES S/	31	76.6	94	76.8
EXPRESSJET AIRLINES S/	29	74.7	125	76.5
CONTINENTAL AIRLINES S/	29	76.3	67	76.5
NORTHWEST AIRLINES S/	30	76.4	99	75.9
COMAIR S/	23	74.7	91	75.3
AMERICAN EAGLE	18	74.8	115	74.4
MESA AIRLINE S/	21	73.9	116	73.2
UNITED AIRLINES S/	31	73.1	84	72.8
AMERICAN AIRLINES S/	30	65.3	80	65.3
<b>TOTAL</b>		<b>77.1</b>		<b>77.7</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, 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.

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		FEB - 08		MAR - 08		APR - 08		12 MONTHS ENDING APRIL 2008		DATABASE TO DATE SEP 1987-APRIL 2008	
	04 - 06 2007		07 - 09 2007		10 - 12 2007		01 - 03 2008		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	79.7	5	75.0	10	76.0	6	70.8	10	64.4	15	70.0	13	81.1	7	75.4	6	(--)	(--)
ALASKA	75.4	9	69.4	19	73.0	13	75.9	3	76.7	4	78.0	3	81.6	5	73.4	12	75.5	8
ALOHA**	90.2	2	94.7	1	92.1	2	(--)	(--)	95.6	1	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	66.6	19	70.5	17	70.1	16	63.4	19	61.7	18	62.0	19	65.3	19	67.2	18	78.2	4
AMERICAN EAGLE	68.9	17	70.7	16	69.6	18	64.4	18	60.6	20	66.4	17	74.4	16	68.6	17	73.5	9
ATLANTIC SOUTHEAST	68.1	18	57.0	20	68.0	20	69.4	13	68.1	10	69.1	14	77.01	10	66.0	19	(--)	(--)
COMAIR	69.4	15	69.6	18	69.7	17	66.7	16	61.4	19	66.0	18	75.3	15	69.5	15	(--)	(--)
CONTINENTAL	72.2	12	77.3	8	74.9	9	71.0	8	70.2	8	68.4	15	76.45	13	74.1	9	78.3	3
DELTA	77.7	7	72.1	12	79.2	4	75.8	4	77.2	3	71.7	8	76.8	11	75.8	5	77.6	6
EXPRESSJET	72.7	11	77.9	6	73.5	11	69.4	12	67.6	12	67.8	16	76.47	12	73.8	10	(--)	(--)
FRONTIER	77.2	8	79.9	3	75.5	7	75.0	5	75.1	6	73.4	7	82.1	4	76.9	3	(--)	(--)
HAWAIIAN	93.6	1	94.0	2	93.0	1	93.9	1	93.1	2	94.5	1	90.5	1	93.3	1	(--)	(--)
JETBLUE	68.9	16	73.9	11	73.9	10	71.7	7	67.8	11	70.7	11	77.02	9	73.2	13	(--)	(--)
MESA	74.8	10	77.1	9	72.4	14	69.1	14	62.9	17	75.8	5	73.2	17	73.5	11	(--)	(--)
NORTHWEST	70.8	14	71.8	13	70.2	15	69.5	11	65.9	13	70.1	12	75.9	14	70.8	14	79	2
PINNACLE	81.2	3	77.3	7	73.3	12	68.1	15	63.6	16	71.5	10	80.4	8	74.7	7	(--)	(--)
SKYWEST	79.7	6	78.0	5	75.0	8	70.9	9	69.1	9	77.8	4	84.0	2	76.2	4	(--)	(--)
SOUTHWEST	80.6	4	79.5	4	79.7	3	74.8	6	72.5	7	74.4	6	83.3	3	78.7	2	81.9	1
UNITED	71.5	13	71.3	15	68.2	19	66.4	17	65.1	14	71.7	9	72.8	18	69.4	16	75.9	7
US AIRWAYS	64.3	20	71.7	14	76.9	5	78.3	2	76.3	5	79.1	2	81.3	6	74.2	8	78.1	5
<b>Total</b>	<b>73.9</b>		<b>74.2</b>		<b>74.2</b>		<b>70.8</b>		<b>68.6</b>		<b>71.6</b>		<b>77.7</b>		<b>73.4</b>		<b>78.2</b>	

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily (Pinnacle Airlines).

\*\* Aloha Airlines ceased all flight operations on March 31, 2008. The carrier's ranking in this table ceased effective with the May 2008-issued report.

APRIL 2008

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	592	71.3	111	71.2	56	76.8	90	75.6	215	82.3	164	89.0	70	68.6	56	78.6
AA	701	65.0	1108	70.0	268	75.7	167	70.7	H/		869	68.5	646	64.9	13454	67.7
AS	H/		90	92.2	H/		H/		H/		90	74.4	180	87.2	90	85.6
B6	H/		1762	79.1	H/		147	63.3	H/		H/		83	81.9	H/	
CO	375	72.0	576	72.9	172	86.0	1	0.0	H/		337	86.1	313	72.2	311	67.5
DL	12049	79.3	1396	74.0	321	76.6	263	77.6	1530	84.4	917	79.1	337	76.9	325	75.7
EV	11073	77.5	4	50.0	1	100.0	32	59.4	455	88.6	H/		H/		4	75.0
F9	132	71.2	H/		H/		H/		H/		90	80.0	3956	85.2	167	82.0
FL	7294	82.3	704	80.4	1174	83.6	222	76.6	H/		218	79.4	114	78.9	229	74.7
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	57	45.6	817	71.7	146	72.6	403	69.0	508	74.2	852	74.3	H/		7451	76.6
NW	270	71.1	334	66.2	286	74.1	192	66.7	H/		529	72.8	293	70.3	139	65.5
OH	719	59.2	1053	71.3	255	72.5	138	65.9	4818	84.4	508	76.6	26	76.9	108	67.6
OO	393	85.8	H/		85	82.4	9	100.0	131	82.4	H/		4197	85.2	157	86.0
UA	231	74.0	821	73.9	408	73.3	153	72.5	82	54.9	443	70.7	6214	76.7	366	68.9
US	313	80.2	1696	80.1	365	77.8	6356	83.3	H/		2163	86.3	289	81.0	462	81.4
WN	H/		H/		4966	84.7	H/		H/		H/		1771	84.8	H/	
XE	165	67.9	50	80.0	55	72.7	464	65.7	200	82.0	183	67.2	151	86.1	159	74.2
YV	259	69.1	56	44.6	53	69.8	1880	74.4	H/		H/		1024	82.3	8	50.0
<b>TOTAL</b>	<b>34623</b>	<b>78.2</b>	<b>10578</b>	<b>75.1</b>	<b>8611</b>	<b>82.0</b>	<b>10517</b>	<b>78.8</b>	<b>7939</b>	<b>83.5</b>	<b>7363</b>	<b>78.5</b>	<b>19664</b>	<b>80.9</b>	<b>23486</b>	<b>71.3</b>

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

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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	4252	85.2	H/		30	86.7	67	74.6	148	80.4	H/		H/		H/	
AA	330	65.5	509	60.1	434	72.1	320	63.4	358	67.9	1018	59.3	601	62.4	2454	60.3
AS	H/		60	70.0	H/		H/		H/		H/		347	86.2	559	86.8
B6	H/		434	67.1	1282	75.7	638	82.1	H/		4695	75.8	299	86.3	H/	
CO	176	80.1	4955	73.3	549	80.0	H/		7218	82.4	108	67.6	527	74.8	586	65.7
DL	99	78.8	311	72.0	819	72.4	217	79.7	88	73.9	1341	72.6	592	68.1	1022	70.2
EV	112	76.8	56	50.0	H/		26	96.2	1	100.0	H/		H/		H/	
F9	83	72.3	H/		60	68.3	H/		60	81.7	H/		260	81.5	200	75.0
FL	204	79.9	143	62.2	621	79.2	205	78.5	H/		H/		226	77.9	136	66.2
HA	H/		H/		H/		H/		H/		H/		60	76.7	67	79.1
MQ	198	59.6	112	71.4	H/		H/		H/		613	71.9	114	87.7	1387	92.4
NW	7049	83.3	299	55.5	256	67.6	117	67.5	119	65.5	175	59.4	396	70.2	503	66.8
OH	177	74.0	107	65.4	49	67.3	71	93.0	80	82.5	1234	69.9	H/		H/	
OO	37	70.3	134	58.2	H/		H/		242	86.8	H/		257	86.0	3751	85.9
UA	210	66.2	412	66.0	154	63.6	2295	80.6	142	76.8	464	75.4	992	73.3	2422	71.2
US	223	87.0	294	68.7	628	77.2	90	76.7	146	91.8	180	80.0	2478	82.2	683	77.5
WN	586	84.5	H/		1388	80.8	326	78.5	H/		H/		7186	84.0	3578	81.2
XE	189	57.1	4405	66.3	H/		310	74.5	6905	78.4	H/		51	88.2	910	89.7
YV	154	64.3	44	68.2	H/		1714	66.4	209	72.7	77	67.5	316	83.9	30	83.3
<b>TOTAL</b>	<b>14079</b>	<b>82.1</b>	<b>12275</b>	<b>68.7</b>	<b>6270</b>	<b>76.3</b>	<b>6396</b>	<b>75.4</b>	<b>15716</b>	<b>80.1</b>	<b>9905</b>	<b>72.3</b>	<b>14702</b>	<b>80.8</b>	<b>18288</b>	<b>77.6</b>

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



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	198	58.1	H/		H/		H/		1931	84.5	H/		H/		H/	
AA	1837	49.9	924	64.5	H/		3382	68.1	513	66.9	90	58.9	6072	65.6	191	55.0
AS	H/		90	80.0	H/		30	73.3	H/		400	85.8	120	71.7	1001	80.5
B6	240	45.8	1162	77.9	H/		H/		H/		330	86.1	196	67.9	30	86.7
CO	380	53.2	661	77.3	8	62.5	329	80.9	128	82.0	90	73.3	410	65.6	120	70.8
DL	1797	62.9	1056	75.7	H/		354	78.0	120	79.2	29	89.7	256	73.4	201	71.6
EV	79	59.5	H/		H/		H/		11	81.8	H/		H/		H/	
F9	71	45.1	77	75.3	175	83.4	H/		111	86.5	H/		H/		136	83.8
FL	601	53.9	1885	83.0	593	84.1	173	87.3	280	83.6	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		60	83.3
MQ	1472	52.6	H/		H/		500	78.4	H/		H/		7381	73.6	H/	
NW	563	44.9	579	71.2	198	78.3	191	68.1	6922	80.5	H/		559	67.6	150	79.3
OH	1134	59.4	84	76.2	30	50.0	59	71.2	165	75.2	H/		280	69.3	H/	
OO	H/		H/		H/		H/		220	79.1	212	88.7	3995	73.0	889	92.1
UA	645	53.5	617	74.9	H/		35	37.1	447	68.0	142	73.9	7705	73.7	531	69.3
US	1129	69.2	842	80.0	H/		290	71.7	243	84.0	133	87.2	619	69.5	225	81.3
WN	H/		3552	82.4	6612	83.2	H/		H/		4056	84.4	H/		1204	82.6
XE	73	46.6	4	75.0	81	65.4	5	100.0	265	68.3	H/		171	63.7	60	71.7
YV	60	33.3	H/		H/		H/		H/		30	93.3	2239	59.7	H/	
<b>TOTAL</b>	<b>10279</b>	<b>56.0</b>	<b>11533</b>	<b>78.4</b>	<b>7697</b>	<b>82.8</b>	<b>5348</b>	<b>71.2</b>	<b>11356</b>	<b>79.9</b>	<b>5512</b>	<b>84.0</b>	<b>30003</b>	<b>70.4</b>	<b>4798</b>	<b>80.4</b>

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

APRIL 2008

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	PHL		PHX		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	167	70.7	H/		H/		H/		H/		H/		144	70.8	H/	
AA	467	58.0	482	65.1	505	62.2	467	56.1	1016	60.4	206	59.2	1568	70.9	575	69.7
AS	H/		300	87.0	326	82.5	3869	81.1	417	80.1	H/		H/		H/	
B6	H/		60	81.7	150	78.7	60	90.0	150	74.0	185	87.0	H/		353	77.6
CO	171	77.8	382	66.8	288	67.0	366	65.3	364	64.6	78	74.4	H/		516	82.9
DL	316	75.6	365	68.8	343	70.6	393	80.4	355	61.7	2210	84.3	111	74.8	748	73.1
EV	29	89.7	H/		H/		H/		H/		H/		120	72.5	H/	
F9	60	73.3	200	85.0	186	77.4	106	81.1	138	73.9	194	82.5	88	84.1	44	70.5
FL	411	70.3	153	79.1	61	70.5	H/		52	78.8	H/		137	81.0	757	79.9
HA	H/		30	76.7	60	85.0	90	67.8	30	76.7	H/		H/		H/	
MQ	H/		H/		635	93.7	H/		142	93.7	H/		86	67.4	H/	
NW	330	62.4	328	69.8	178	65.2	359	71.6	292	65.4	90	85.6	253	72.7	379	68.9
OH	332	63.3	H/		H/		H/		H/		H/		4	25.0	34	38.2
OO	74	56.8	273	89.7	522	91.8	459	90.8	3103	84.6	6334	91.6	104	66.3	H/	
UA	476	67.9	477	71.1	718	67.3	738	69.5	3746	72.7	206	64.1	60	81.7	307	69.4
US	3604	74.9	5490	84.7	434	83.4	278	75.9	574	77.7	154	85.7	120	87.5	714	81.5
WN	1926	73.7	5844	85.3	3155	84.3	1376	83.0	1022	83.0	1448	85.4	2150	84.1	2616	83.6
XE	27	77.8	146	84.9	436	82.1	90	67.8	141	90.1	474	86.1	248	71.8	7	85.7
YV	1	0.0	2715	88.1	8	87.5	H/		H/		74	78.4	73	75.3	H/	
<b>TOTAL</b>	<b>8391</b>	<b>72.0</b>	<b>17245</b>	<b>83.5</b>	<b>8005</b>	<b>80.4</b>	<b>8651</b>	<b>78.1</b>	<b>11542</b>	<b>76.0</b>	<b>11653</b>	<b>87.6</b>	<b>5266</b>	<b>77.4</b>	<b>7050</b>	<b>78.7</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	85.7	84.7	J/	90.4	90.0	J/	94.1	82.0	86.7	82.1	84.2	85.2	93.3	79.9	85.1	89.4	54.5	79.4
700 - 759 AM	92.8	90.5	91.1	90.4	94.8	90.7	87.3	79.9	89.1	89.0	86.7	78.4	82.3	81.9	92.4	93.8	81.7	83.7
800 - 859 AM	85.6	88.4	93.6	85.0	88.7	86.4	89.4	78.0	90.0	88.2	94.7	93.0	83.0	83.1	90.5	89.7	71.6	92.9
900 - 959 AM	80.0	85.1	93.2	87.8	85.5	84.5	86.8	78.1	88.4	93.7	91.2	93.0	86.5	89.3	87.0	85.1	70.4	91.4
1000 - 1059 AM	80.6	82.1	91.0	81.1	89.3	79.6	82.5	76.9	86.5	87.1	90.4	85.2	85.6	87.5	81.5	81.1	64.4	90.0
1100 - 1159 AM	82.5	80.8	89.5	77.5	81.4	81.9	88.1	76.5	87.1	80.7	84.0	78.7	86.3	85.2	84.3	77.9	61.6	82.4
1200 - 1259 PM	79.5	84.7	87.8	81.5	87.5	80.9	80.8	74.5	85.4	78.3	80.8	84.8	82.8	85.5	83.5	76.3	61.0	82.4
100 - 159 PM	80.2	79.8	87.9	85.3	79.5	84.2	82.0	72.7	81.2	75.5	78.5	80.1	82.8	79.5	78.2	78.9	58.4	84.4
200 - 259 PM	76.3	80.3	83.6	79.4	85.9	82.1	82.4	73.7	85.5	64.8	78.7	79.6	79.5	76.7	84.8	77.8	53.7	80.0
300 - 359 PM	76.0	75.6	81.7	82.6	84.8	77.9	82.0	73.8	83.6	63.3	78.7	76.8	81.2	65.2	79.0	81.0	52.9	78.2
400 - 459 PM	77.1	71.2	77.0	74.8	81.6	72.9	77.2	69.9	82.2	58.9	77.5	69.5	78.2	70.5	75.7	77.4	51.3	77.7
500 - 559 PM	78.9	72.3	75.9	69.8	66.7	73.7	78.1	68.2	81.3	57.0	70.5	78.1	74.0	64.7	79.4	72.2	52.2	76.1
600 - 659 PM	74.9	64.1	80.5	72.2	82.1	74.0	77.6	66.9	76.4	58.8	70.6	68.7	75.1	60.2	76.5	80.4	47.4	72.2
700 - 759 PM	71.1	66.0	77.3	74.2	77.9	74.6	70.3	67.4	76.5	54.6	71.2	75.3	76.4	60.2	77.0	75.1	52.7	74.1
800 - 859 PM	69.5	64.6	74.3	75.3	75.9	75.9	74.4	60.1	78.3	54.3	66.8	69.5	66.2	61.8	75.2	69.0	44.5	67.0
900 - 959 PM	67.1	69.7	73.4	71.0	53.2	75.7	74.1	59.5	72.6	59.4	65.8	66.3	71.9	61.3	75.3	70.0	43.5	65.1
1000 - 1059 PM	71.3	63.4	73.5	73.9	74.7	72.4	77.6	55.7	54.6	61.5	67.0	64.3	72.4	60.9	81.4	65.7	41.0	67.1
1100 - 559 AM	76.8	73.3	74.4	65.6	71.9	68.0	79.1	59.4	72.9	72.6	66.5	70.6	87.7	71.7	74.4	67.8	56.7	72.1
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>78.2</b>	<b>75.1</b>	<b>82.0</b>	<b>78.8</b>	<b>83.5</b>	<b>78.5</b>	<b>80.9</b>	<b>71.3</b>	<b>82.1</b>	<b>68.7</b>	<b>76.3</b>	<b>75.4</b>	<b>80.1</b>	<b>72.3</b>	<b>80.8</b>	<b>77.6</b>	<b>56.0</b>	<b>78.4</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *															
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.7	83.5	86.6	J/	89.8	84.0	84.9	95.6	100.0	90.4	96.6	J/	100.0	J/	87.9
700 - 759 AM	96.3	90.9	84.4	97.8	87.8	92.8	80.7	91.6	95.7	94.9	92.4	95.1	87.5	93.6	88.6
800 - 859 AM	91.7	83.7	87.1	94.3	81.4	96.7	81.7	89.2	94.1	86.7	91.7	92.3	87.6	95.8	86.5
900 - 959 AM	92.8	88.1	86.3	91.0	83.6	89.9	76.6	75.9	89.8	87.0	78.9	92.9	86.0	91.6	84.7
1000 - 1059 AM	93.5	81.2	84.2	91.4	81.5	86.7	77.2	88.6	82.2	86.3	71.8	88.0	79.0	90.0	83.0
1100 - 1159 AM	90.4	83.2	77.8	89.1	78.9	82.8	79.1	89.9	82.2	82.3	73.1	88.4	79.8	85.4	81.9
1200 - 1259 PM	88.9	72.2	82.7	80.1	77.8	78.7	78.8	83.3	79.3	78.9	72.8	83.8	81.1	79.8	80.0
100 - 159 PM	85.6	70.2	81.0	82.6	71.6	84.4	75.9	83.9	82.1	80.3	78.7	90.9	82.3	84.1	79.3
200 - 259 PM	87.0	70.6	81.2	85.2	70.2	76.6	74.4	83.0	81.9	80.4	72.7	91.0	78.1	80.6	78.4
300 - 359 PM	84.8	75.1	79.0	83.2	64.5	85.3	75.1	87.0	84.1	78.2	78.2	90.4	77.7	78.1	77.0
400 - 459 PM	84.1	63.8	80.9	81.1	63.7	84.9	67.0	83.0	67.9	78.1	81.4	88.3	73.3	78.3	74.2
500 - 559 PM	78.4	72.9	78.6	77.9	60.2	88.3	66.8	86.7	84.5	79.1	78.2	83.9	72.4	73.2	73.1
600 - 659 PM	75.9	65.6	74.1	85.3	57.9	74.4	64.7	79.8	79.9	76.2	77.4	87.2	73.4	77.7	72.6
700 - 759 PM	70.6	64.5	78.3	81.8	55.4	80.9	61.4	79.5	75.3	68.0	70.5	80.4	74.9	72.8	70.4
800 - 859 PM	73.6	65.4	72.6	80.9	52.8	68.1	65.8	82.3	73.1	71.5	74.9	85.9	67.6	71.3	69.1
900 - 959 PM	70.4	57.4	72.4	78.5	51.7	74.9	73.7	75.4	74.8	74.6	69.1	81.5	63.3	68.1	68.4
1000 - 1059 PM	74.0	48.3	61.7	75.9	64.0	72.6	70.2	73.2	74.6	68.4	68.9	72.1	72.6	67.4	67.7
1100 - 559 AM	76.4	55.1	78.3	81.3	75.0	70.9	69.1	84.2	75.7	76.5	69.5	67.9	78.3	73.8	72.2
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>82.8</b>	<b>71.2</b>	<b>79.9</b>	<b>84.0</b>	<b>70.4</b>	<b>80.4</b>	<b>72.0</b>	<b>83.5</b>	<b>80.4</b>	<b>78.1</b>	<b>76.0</b>	<b>87.6</b>	<b>77.4</b>	<b>78.7</b>	<b>77.1</b>

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

APRIL 2008

## 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	92.0	93.7	93.8	92.4	90.0	94.8	95.6	85.3	88.9	91.8	93.4	92.9	92.4	94.4	95.5	94.4	92.3	96.1
700 - 759 AM	90.0	90.2	92.8	88.6	91.4	95.1	95.4	83.6	91.0	92.4	92.0	90.1	90.4	92.3	90.9	91.4	88.8	93.7
800 - 859 AM	90.0	91.1	87.8	86.5	88.6	91.4	89.7	80.4	89.7	85.0	94.7	79.8	87.6	89.7	91.2	91.0	88.0	92.2
900 - 959 AM	87.0	91.0	86.0	85.0	92.3	89.3	88.7	75.0	88.7	87.6	87.9	87.6	88.8	88.2	85.1	85.2	78.9	90.9
1000 - 1059 AM	82.0	89.2	87.0	86.4	85.4	85.4	81.8	74.2	85.9	88.0	89.0	88.1	85.8	90.2	84.4	83.4	76.3	90.5
1100 - 1159 AM	80.8	85.8	84.6	82.3	90.2	83.7	83.7	74.2	84.7	85.6	85.7	83.9	83.6	83.3	81.5	83.0	72.6	87.0
1200 - 1259 PM	80.5	82.9	81.2	77.2	81.4	80.0	81.4	73.5	82.9	76.9	79.5	80.4	85.2	83.6	84.0	77.2	74.9	75.1
100 - 159 PM	78.1	83.3	81.5	80.2	84.9	84.6	79.0	69.7	81.3	75.4	77.5	69.7	80.4	84.4	80.0	78.6	67.7	81.3
200 - 259 PM	76.2	77.2	82.1	78.6	83.1	80.5	77.9	66.1	73.9	71.2	76.7	78.4	79.0	77.9	77.5	73.7	65.7	69.9
300 - 359 PM	74.3	78.9	80.9	67.7	83.4	77.5	78.3	69.0	79.7	61.1	71.1	68.6	79.7	73.6	77.3	76.0	67.1	77.7
400 - 459 PM	76.0	73.7	70.9	79.4	81.3	78.5	77.3	67.7	80.1	57.2	74.8	63.8	75.2	70.0	77.3	80.1	62.2	74.9
500 - 559 PM	76.7	73.3	74.3	69.0	83.7	74.6	76.7	63.0	77.8	55.0	75.9	68.9	74.4	74.2	71.0	78.7	59.8	75.9
600 - 659 PM	76.9	70.0	73.7	69.9	67.0	77.9	81.1	65.2	71.6	57.7	70.7	67.9	70.5	69.7	79.0	80.8	57.5	70.5
700 - 759 PM	74.4	69.9	72.1	71.3	78.4	76.5	76.7	64.4	74.0	54.9	65.6	67.7	72.8	62.8	78.0	81.6	54.4	68.7
800 - 859 PM	72.4	66.4	72.0	79.0	81.2	79.6	80.0	62.5	64.1	56.7	69.4	68.3	68.3	68.6	73.6	80.8	55.9	67.3
900 - 959 PM	73.9	58.3	64.3	71.5	80.3	82.7	76.8	60.6	78.7	60.9	68.3	64.8	73.8	69.1	77.1	76.7	54.1	63.8
1000 - 1059 PM	77.9	J/	J/	79.4	J/	J/	J/	64.9	79.3	50.0	J/	69.7	72.2	71.3	83.2	85.4	68.0	J/
1100 - 559 AM	85.2	94.4	91.5	100.0	J/	95.5	84.4	90.0	J/	96.7	96.7	J/	92.3	84.4	83.4	75.3	93.3	68.9
TOTAL, ALL DEPARTURES, BY AIRPORT	79.4	81.8	81.3	79.6	84.6	83.4	81.8	70.8	81.3	73.1	80.5	76.2	80.3	79.0	82.0	82.5	71.1	80.6

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *															
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	97.1	91.7	89.6	96.1	85.6	96.0	93.7	94.3	95.8	92.3	94.0	94.8	93.4	95.1	92.8
700 - 759 AM	95.5	85.9	90.5	95.1	87.1	94.1	90.1	92.2	93.2	90.7	91.7	94.6	91.1	95.3	90.9
800 - 859 AM	91.4	89.0	89.1	93.5	83.9	90.9	87.1	88.7	93.4	89.0	90.3	94.2	90.4	93.7	88.7
900 - 959 AM	89.3	78.1	89.9	92.0	81.0	92.2	79.8	83.5	88.9	83.1	87.3	92.7	85.7	90.5	85.9
1000 - 1059 AM	87.9	80.4	86.4	90.1	79.3	86.2	79.8	82.9	85.1	83.6	79.6	89.7	86.8	87.9	83.7
1100 - 1159 AM	92.5	84.0	87.6	80.4	78.3	85.1	78.7	84.1	81.2	86.9	71.9	90.9	78.6	85.3	82.6
1200 - 1259 PM	83.6	76.3	79.6	83.4	77.4	84.4	81.3	81.6	81.0	80.4	77.2	82.1	77.6	84.4	79.9
100 - 159 PM	81.1	63.1	84.9	79.6	72.5	84.9	82.2	83.8	80.2	78.7	78.2	88.8	85.5	82.5	78.9
200 - 259 PM	77.1	67.1	81.2	80.4	66.1	83.4	73.3	73.5	83.3	72.7	74.6	88.9	78.4	82.0	75.1
300 - 359 PM	80.0	66.3	79.7	76.3	66.9	87.0	71.9	81.3	81.5	79.0	78.1	93.1	76.8	76.7	75.9
400 - 459 PM	77.3	71.6	76.3	77.8	60.0	85.9	70.1	82.1	76.8	81.0	79.7	88.4	71.2	73.0	74.0
500 - 559 PM	79.6	62.5	82.2	78.9	59.1	85.6	67.4	79.5	78.2	82.7	88.2	91.2	69.9	79.5	73.1
600 - 659 PM	73.1	71.8	78.5	78.6	57.1	89.2	70.5	84.7	81.8	76.7	81.1	83.3	67.6	69.5	72.2
700 - 759 PM	63.7	62.2	82.2	82.7	58.1	76.8	61.7	79.9	86.5	73.9	86.8	87.7	72.5	77.0	71.7
800 - 859 PM	63.1	71.0	84.2	75.4	55.6	82.2	72.8	77.5	81.1	74.6	79.3	90.1	72.6	72.9	70.8
900 - 959 PM	64.5	60.5	84.1	79.7	60.7	67.1	64.7	78.3	74.3	76.1	80.6	92.5	60.0	64.5	73.6
1000 - 1059 PM	J/	61.6	80.6	85.0	71.0	69.1	84.6	84.2	94.0	84.8	81.1	88.5	J/	75.0	79.3
1100 - 559 AM	96.7	J/	97.6	86.7	98.2	87.6	87.8	95.3	J/	83.5	77.7	78.9	100.0	100.0	84.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>81.1</b>	<b>73.4</b>	<b>84.3</b>	<b>84.6</b>	<b>70.7</b>	<b>87.2</b>	<b>77.5</b>	<b>83.9</b>	<b>84.9</b>	<b>82.8</b>	<b>82.3</b>	<b>90.6</b>	<b>80.3</b>	<b>83.2</b>	<b>79.7</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
AA	1555	MIA-SJU	2005	30	96.67	84	56
OO	3678	SLC-SUN	950	20	95.00	-3	-3
OO	3732	SUN-SLC	1125	20	95.00	-10	-10
AA	1212	SEA-DFW	2340	30	90.00	55	32
AA	1147	DFW-SEA	1655	24	87.50	37	26
AA	1639	JFK-SJU	1900	30	83.33	106	99
AA	1148	MIA-JFK	1925	24	83.33	41	29
AA	1236	MIA-MCO	2105	24	83.33	39	36
AA	350	ORD-LGA	1805	30	83.33	36	27
AA	1551	LGA-BNA	1945	26	80.77	56	50
AA	791	LGA-DFW	2105	26	80.77	47	34
AA	742	DFW-LGA	1630	26	80.77	42	30
AA	613	JFK-MIA	1850	30	80.00	61	35
XE	2465	EWR-ORF	1805	15	80.00	38	29
MQ	4649	EWR-RDU	920	30	80.00	33	28

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // 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
AMERICAN	1,746	34	1.9
COMAIR	636	7	1.1
JETBLUE	582	6	1.0
AMERICAN EAGLE	1,460	12	0.8
EXPRESSJET	1,220	9	0.7
MESA	721	5	0.7
NORTHWEST	1,056	5	0.5
DELTA	1,269	4	0.3
AIRTRAN	762	2	0.3
SKYWEST	1,685	3	0.2
UNITED	1,325	2	0.2
SOUTHWEST	3,474	0	0.0
US AIRWAYS	1,324	0	0.0
CONTINENTAL	895	0	0.0
ATLANTIC SOUTHEAST	800	0	0.0
PINNACLE	754	0	0.0
ALASKA	423	0	0.0
FRONTIER	260	0	0.0
HAWAIIAN	156	0	0.0
<b>TOTAL</b>	<b>20,548</b>	<b>89</b>	<b>0.4</b>

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



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	74.8	90.2	206	205
ADAK ISLAND AK (ADK)	50.0	62.5	8	8
AGUADILLA PR (BQN)	67.5	86.7	120	120
AKRON/CANTON OH (CAK)	76.5	83.1	722	723
ALBANY GA (ABY)	75.7	82.5	103	103
ALBANY NY (ALB)	79.7	84.7	1,184	1,185
ALBUQUERQUE NM (ABQ)	82.4	85.0	3,466	3,465
ALEXANDRIA LA (AEX)	78.9	87.6	194	194
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	80.8	90.3	411	414
AMARILLO TX (AMA)	78.7	84.8	639	639
ANCHORAGE AK (ANC)	73.0	82.9	1,394	1,392
APPLETON WI (ATW)	71.5	78.9	513	513
ASHEVILLE NC (AVL)	77.6	86.5	312	312
ASPEN CO (ASE)	79.4	75.6	321	324
ATLANTA GA (ATL)	78.2	79.4	34,623	34,632
ATLANTIC CITY NJ (ACY)	61.5	76.9	26	26
AUGUSTA GA (AGS)	68.8	79.4	189	189
AUSTIN TX (AUS)	76.7	83.6	4,229	4,229
BAKERSFIELD CA (BFL)	87.6	94.4	444	444
BALTIMORE MD (BWI)	82.0	81.3	8,611	8,615
BANGOR ME (BGR)	78.9	76.2	209	210
BARROW AK (BRW)	75.0	65.0	60	60
BATON ROUGE LA (BTR)	75.7	80.6	764	763
BEAUMONT/PORT ARTHUR TX (BPT)	74.1	100.0	27	27
BELLINGHAM WA (BLI)	100.0	96.7	29	30
BEND/REDMOND OR (RDM)	89.0	92.8	292	292
BETHEL AK (BET)	76.7	70.9	86	86
BILLINGS MT (BIL)	88.5	94.5	364	365
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	83.3	83.3	60	60
BIRMINGHAM AL (BHM)	77.9	82.7	2,033	2,031
BISMARCK/MANDAN ND (BIS)	86.0	88.0	207	208
BLOOMINGTON IL (BMI)	73.9	82.5	422	422
BOISE ID (BOI)	84.4	89.6	1,418	1,418
BOSTON MA (BOS)	75.1	81.8	10,578	10,566
BOZEMAN MT (BZN)	86.0	89.4	365	367
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	84.2	88.6	177	176
BROWNSVILLE TX (BRO)	78.1	91.8	146	146
BRUNSWICK GA (BQK)	82.9	89.0	82	82
BUFFALO NY (BUF)	77.1	83.5	2,145	2,147
BURBANK CA (BUR)	85.1	87.2	2,678	2,678
BURLINGTON VT (BTV)	76.1	82.7	611	611
BUTTE MT (BTM)	91.1	96.4	56	56
CARLSBAD CA (CLD)	92.1	87.4	190	190

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	92.3	91.4	208	209
CEDAR CITY UT (CDC)	96.4	96.5	56	57
CEDAR RAPIDS/IOWA CITY IA (CID)	74.6	82.6	799	801
CHAMPAIGN/URBANA IL (CMI)	68.8	82.7	260	260
CHARLESTON SC (CHS)	72.2	74.6	1,290	1,289
CHARLESTON/DUNBAR WV (CRW)	80.3	87.2	274	274
CHARLOTTE AMALIE VI (STT)	69.2	76.7	331	331
CHARLOTTE NC (CLT)	78.8	79.6	10,517	10,522
CHARLOTTESVILLE VA (CHO)	82.4	90.5	74	74
CHATTANOOGA TN (CHA)	74.0	84.5	342	343
CHICAGO IL (MDW)	82.8	81.1	7,697	7,699
CHICAGO IL (ORD)	70.4	70.7	30,003	30,009
CHICO CA (CIC)	78.4	84.5	116	116
CHRISTIANSTED VI (STX)	82.2	73.3	45	45
CLEVELAND OH (CLE)	79.9	84.1	5,948	5,944
CODY WY (COD)	88.9	96.7	90	90
COLLEGE STATION/BRYAN TX (CLL)	79.1	88.7	115	115
COLORADO SPRINGS CO (COS)	80.6	86.6	1,430	1,430
COLUMBIA SC (CAE)	72.1	77.8	940	939
COLUMBUS GA (CSG)	72.3	83.0	112	112
COLUMBUS MS (GTR)	81.1	81.1	74	74
COLUMBUS OH (CMH)	76.1	83.4	2,981	2,982
CORDOVA AK (CDV)	76.7	76.7	60	60
CORPUS CHRISTI TX (CRP)	79.0	87.0	377	377
COVINGTON KY (CVG)	83.5	84.6	7,939	7,925
CRESCENT CITY CA (CEC)	74.4	74.4	86	86
DALLAS TX (DAL)	81.1	79.4	4,707	4,707
DALLAS/FT.WORTH TX (DFW)	71.3	70.8	23,486	23,478
DAYTON OH (DAY)	78.9	86.2	1,383	1,385
DAYTONA BEACH FL (DAB)	75.8	77.4	363	363
DEADHORSE AK (SCC)	81.7	76.7	60	60
DENVER CO (DEN)	80.9	81.8	19,664	19,660
DES MOINES IA (DSM)	75.1	82.0	1,412	1,413
DETROIT MI (DTW)	82.1	81.3	14,079	14,078
DILLINGHAM AK (DLG)	50.0	50.0	2	2
DOTHAN AL (DHN)	75.9	81.0	116	116
DUBUQUE IA (DBQ)	68.1	79.3	116	116
DULUTH MN (DLH)	83.2	85.8	197	197
DURANGO CO (DRO)	90.8	93.0	314	314
EAGLE CO (EGE)	77.9	84.7	181	183
EL CENTRO CA (IPL)	96.3	96.3	108	108
EL PASO TX (ELP)	81.7	85.2	1,750	1,750
ELKO NV (EKO)	96.6	97.3	146	146

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ELMIRA/CORNING NY (ELM)	84.5	88.2	110	110
ERIE PA (ERI)	84.5	90.5	116	116
EUGENE OR (EUG)	86.2	93.3	463	463
EUREKA/ARCATA CA (ACV)	86.5	86.8	288	288
EVANSVILLE IN (EVV)	81.4	85.3	495	495
FAIRBANKS AK (FAI)	77.0	84.2	374	374
FARGO ND (FAR)	80.7	86.2	414	414
FAYETTEVILLE AR (XNA)	71.2	77.5	1,199	1,199
FAYETTEVILLE NC (FAY)	72.0	83.9	168	168
FLAGSTAFF AZ (FLG)	90.4	91.0	166	166
FLINT MI (FNT)	77.1	86.2	800	802
FLORENCE SC (FLO)	78.4	84.3	51	51
FORT LAUDERDALE FL (FLL)	76.3	80.5	6,270	6,267
FORT SMITH AR (FSM)	76.6	85.5	235	235
FORT WAYNE IN (FWA)	73.9	77.4	495	495
FRESNO CA (FAT)	88.0	91.7	1,288	1,288
FT. MYERS FL (RSW)	80.0	84.0	2,940	2,946
GAINESVILLE FL (GNV)	72.0	81.1	164	164
GILLETTE WY (GCC)	76.7	77.8	90	90
GRAND FORKS ND (GFK)	81.0	90.5	116	116
GRAND JUNCTION CO (GJT)	86.8	87.0	440	440
GRAND RAPIDS MI (GRR)	75.9	85.0	1,485	1,484
GREAT FALLS MT (GTF)	87.9	93.7	190	189
GREEN BAY/CLINTONVILLE WI (GRB)	75.0	81.3	772	772
GREENSBORO/HIGH POINT NC (GSO)	71.0	77.1	1,254	1,254
GREENVILLE/SPARTANBURG SC (GSP)	75.9	84.2	1,014	1,014
GULFPORT/BILOXI MS (GPT)	79.9	84.1	725	725
GUNNISON CO (GUC)	86.4	87.9	66	66
HANCOCK/HOUGHTON MI (CMX)	73.3	76.7	30	30
HARLINGEN/SAN BENITO TX (HRL)	78.4	77.6	370	370
HARRISBURG PA (MDT)	76.5	83.9	678	678
HARTFORD CT (BDL)	78.5	84.8	2,518	2,519
HELENA MT (HLN)	92.0	89.1	138	138
HILO HI (ITO)	87.1	89.5	641	641
HILTON HEAD SC (HHH)	61.0	75.3	77	77
HONOLULU HI (HNL)	79.8	86.8	4,444	4,443
HOUSTON TX (HOU)	80.2	76.5	4,694	4,693
HOUSTON TX (IAH)	80.1	80.3	15,716	15,712
HUNTSVILLE AL (HSV)	76.4	81.3	906	907
IDAHO FALLS ID (IDA)	86.1	94.0	280	281
INDIANAPOLIS IN (IND)	76.8	84.2	3,642	3,644
INDIO/PALM SPRINGS CA (PSP)	79.4	83.2	1,205	1,207
INYOKERN CA (IYK)	87.7	91.5	81	82

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ISLIP NY (ISP)	82.1	83.6	899	899
JACKSON WY (JAC)	87.8	94.8	213	213
JACKSON/VICKSBURG MS (JAN)	77.0	85.2	1,049	1,049
JACKSONVILLE FL (JAX)	76.9	82.5	2,905	2,904
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	76.7	83.3	90	90
JUNEAU AK (JNU)	81.6	85.4	309	308
KAHULUI HI (OGG)	80.7	86.1	1,460	1,460
KALAMAZOO MI (AZO)	76.9	81.2	411	410
KALISPELL MT (FCA)	95.0	98.0	200	200
KANSAS CITY MO (MCI)	78.7	82.2	5,317	5,319
KETCHIKAN AK (KTN)	83.9	84.4	180	180
KEY WEST FL (EYW)	76.4	75.3	89	89
KILLEEN TX (GRK)	76.2	82.5	370	371
KING SALMON AK (AKN)	50.0	50.0	2	2
KNOXVILLE TN (TYS)	78.8	84.2	1,137	1,135
KODIAK AK (ADQ)	83.3	81.7	60	60
KONA HI (KOA)	79.1	83.9	985	986
KOTZEBUE AK (OTZ)	78.9	76.7	90	90
LA CROSSE WI (LSE)	72.4	85.2	170	169
LAFAYETTE LA (LFT)	75.6	84.6	390	390
LAKE CHARLES LA (LCH)	74.4	86.0	86	86
LANSING MI (LAN)	76.4	83.0	364	364
LAREDO TX (LRD)	73.4	80.5	169	169
LAS VEGAS NV (LAS)	80.8	82.0	14,702	14,704
LAWTON/FORT SILL OK (LAW)	78.0	82.4	255	256
LEWISTON ID (LWS)	89.4	97.9	47	47
LEXINGTON KY (LEX)	78.6	83.4	883	883
LIHUE HI (LIH)	84.3	87.2	1,039	1,040
LINCOLN NE (LNK)	75.9	82.7	266	266
LITTLE ROCK AR (LIT)	71.1	77.2	1,231	1,234
LONG BEACH CA (LGB)	88.2	90.6	1,233	1,232
LONGVIEW/KILGOR/GLADWATR TX (GGG)	70.0	87.8	90	90
LOS ANGELES CA (LAX)	77.6	82.5	18,288	18,284
LOUISVILLE KY (SDF)	78.0	82.6	2,028	2,030
LUBBOCK TX (LBB)	74.0	82.3	723	724
LYNCHBURG VA (LYH)	80.4	88.2	51	51
MACON GA (MCN)	73.9	85.3	69	68
MADISON WI (MSN)	74.3	81.5	1,116	1,116
MANCHESTER NH (MHT)	78.7	84.2	1,596	1,596
MARQUETTE MI (MQT)	56.1	81.7	82	82
MEDFORD OR (MFR)	86.7	91.3	505	505
MELBOURNE FL (MLB)	72.8	80.3	173	173
MEMPHIS TN (MEM)	76.4	79.7	6,841	6,844

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MERIDIAN MS (MEI)	78.6	87.5	56	56
MIAMI FL (MIA)	71.2	73.4	5,348	5,347
MIDLAND/ODESSA TX (MAF)	75.2	83.2	612	612
MILWAUKEE WI (MKE)	77.0	80.6	3,865	3,866
MINNEAPOLIS/ST. PAUL MN (MSP)	79.9	84.3	11,356	11,350
MINOT ND (MOT)	78.9	91.1	90	90
MISSION/MCALLEN/EDINBURG TX (MFE)	74.1	86.1	352	352
MISSOULA MT (MSO)	85.1	89.1	202	202
MOBILE AL (MOB)	75.9	80.3	511	512
MODESTO CA (MOD)	84.2	82.6	241	241
MOLINE IL (MLI)	77.0	81.9	684	685
MONROE LA (MLU)	82.9	87.6	217	217
MONTEREY CA (MRY)	88.0	89.5	692	692
MONTGOMERY AL (MGM)	81.4	87.3	322	322
MONTROSE/DELTA CO (MTJ)	90.4	94.8	135	135
MUSKEGON MI (MKG)	64.6	69.2	65	65
MYRTLE BEACH SC (MYR)	73.6	82.1	447	447
NASHVILLE TN (BNA)	77.6	80.9	4,870	4,867
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	72.3	80.7	83	83
NEW ORLEANS LA (MSY)	78.7	82.0	3,426	3,426
NEW YORK NY (JFK)	72.3	79.0	9,905	9,901
NEW YORK NY (LGA)	56.0	71.1	10,279	10,272
NEWARK NJ (EWR)	68.7	73.1	12,275	12,275
NEWBURGH/POUGHKEEPSIE NY (SWF)	81.5	86.5	459	460
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	79.8	82.5	529	530
NOME AK (OME)	72.2	73.3	90	90
NORFOLK VA (ORF)	73.1	80.0	1,388	1,388
OAKLAND CA (OAK)	84.0	84.6	5,512	5,512
OKLAHOMA CITY OK (OKC)	77.6	83.9	2,234	2,233
OMAHA NE (OMA)	76.8	83.7	2,226	2,228
ONTARIO/SAN BERNARDINO CA (ONT)	81.6	86.3	3,322	3,320
ORLANDO FL (MCO)	78.4	80.6	11,533	11,537
OXNARD/VENTURA CA (OXR)	89.3	93.8	112	112
PALMDALE CA (PMD)	92.9	91.1	56	56
PANAMA CITY FL (PFN)	72.4	82.1	330	330
PASCO/KENNEWICK/RICHLAND WA (PSC)	90.7	97.3	226	226
PENSACOLA FL (PNS)	77.4	82.7	798	797
PEORIA IL (PIA)	73.8	80.5	492	492
PETERSBURG AK (PSG)	85.0	86.7	60	60
PHILADELPHIA PA (PHL)	72.0	77.5	8,391	8,391
PHOENIX AZ (PHX)	83.5	83.9	17,245	17,250
PITTSBURGH PA (PIT)	79.2	82.9	3,621	3,621
POCATELLO ID (PIH)	94.0	97.3	150	150

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PONCE PR (PSE)	78.3	93.3	60	60
PORTLAND ME (PWM)	73.3	80.0	588	590
PORTLAND OR (PDX)	80.4	87.2	4,798	4,795
PROVIDENCE RI (PVD)	80.0	83.1	1,918	1,917
RALEIGH/DURHAM NC (RDU)	75.0	80.0	4,976	4,980
RAPID CITY SD (RAP)	85.3	88.2	348	347
REDDING CA (RDD)	83.6	84.2	146	146
RENO NV (RNO)	81.3	85.8	2,123	2,120
RICHMOND VA (RIC)	74.7	81.6	1,665	1,666
ROANOKE VA (ROA)	74.6	79.6	280	279
ROCHESTER MN (RST)	80.1	82.7	312	312
ROCHESTER NY (ROC)	76.0	82.4	1,306	1,308
ROCK SPRINGS WY (RKS)	90.0	90.0	60	60
ROCKFORD IL (RFD)	87.5	89.3	56	56
ROSWELL NM (ROW)	74.1	85.2	81	81
SACRAMENTO CA (SMF)	80.1	85.3	4,603	4,600
SAGINAW/BAY CITY/MIDLAND MI (MBS)	71.5	79.9	235	234
SALEM OR (SLE)	66.7	96.5	57	57
SALT LAKE CITY UT (SLC)	87.6	90.6	11,653	11,643
SAN ANGELO TX (SJT)	72.0	86.7	143	143
SAN ANTONIO TX (SAT)	75.1	81.8	3,787	3,789
SAN DIEGO CA (SAN)	80.4	84.9	8,005	8,012
SAN FRANCISCO CA (SFO)	76.0	82.3	11,542	11,539
SAN JOSE CA (SJC)	83.5	87.1	4,744	4,742
SAN JUAN PR (SJU)	72.6	81.6	2,019	2,020
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	86.6	89.1	531	531
SANTA ANA CA (SNA)	82.5	86.3	3,985	3,984
SANTA BARBARA CA (SBA)	84.9	90.1	1,071	1,071
SANTA MARIA CA (SMX)	87.0	89.0	146	146
SARASOTA/BRADENTON FL (SRQ)	78.7	84.0	729	730
SAVANNAH GA (SAV)	74.7	78.9	1,298	1,297
SCRANTON/WILKES-BARRE PA (AVP)	69.5	76.9	197	199
SEATTLE WA (SEA)	78.1	82.8	8,651	8,650
SHREVEPORT LA (SHV)	72.0	81.6	669	669
SIOUX CITY IA (SUX)	91.7	83.3	12	12
SIOUX FALLS SD (FSD)	76.6	82.1	475	475
SITKA AK (SIT)	79.8	87.2	94	94
SOUTH BEND IN (SBN)	75.7	78.6	444	444
SPOKANE WA (GEG)	80.6	88.1	1,374	1,374
SPRINGFIELD IL (SPI)	71.4	77.6	133	134
SPRINGFIELD MO (SGF)	75.5	80.8	877	877
ST. GEORGE UT (SGU)	90.7	92.3	300	300
ST. LOUIS MO (STL)	77.4	80.3	5,266	5,268

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
STATE COLLEGE PA (SCE)	83.3	91.7	60	60
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	81.3	88.3	128	128
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	82.0	83.6	250	250
SYRACUSE NY (SYR)	75.5	82.9	1,063	1,063
TALLAHASSEE FL (TLH)	75.2	82.1	419	419
TAMPA FL (TPA)	78.7	83.2	7,050	7,049
TEXARKANA AR (TXK)	80.0	86.7	90	90
TOLEDO OH (TOL)	76.8	83.8	142	142
TRAVERSE CITY MI (TVC)	71.2	82.4	260	261
TUCSON AZ (TUS)	82.0	86.5	2,438	2,441
TULSA OK (TUL)	75.9	84.0	1,986	1,987
TWIN FALLS ID (TWF)	97.2	99.3	143	143
TYLER TX (TYR)	86.0	90.0	150	150
VALDOSTA GA (VLD)	75.6	76.7	86	86
VALPARAISO FL (VPS)	72.4	81.8	548	550
WACO TX (ACT)	80.8	90.1	172	172
WASHINGTON DC (DCA)	78.5	83.4	7,363	7,362
WASHINGTON DC (IAD)	75.4	76.2	6,396	6,398
WATERLOO IA (ALO)	65.4	88.5	26	26
WAUSAU/MARSHFIELD WI (CWA)	63.8	75.3	163	162
WEST PALM BEACH/PALM BEACH FL (PBI)	77.2	80.6	2,730	2,733
WHITE PLAINS NY (HPN)	76.4	81.5	940	940
WICHITA FALLS TX (SPS)	77.2	85.1	202	202
WICHITA KS (ICT)	74.3	83.1	1,189	1,188
WILMINGTON NC (ILM)	77.7	82.6	283	281
WRANGELL AK (WRG)	90.0	91.7	60	60
YAKIMA WA (YKM)	78.2	94.5	55	55
YAKUTAT AK (YAK)	78.3	81.7	60	60
YUMA AZ (YUM)	86.2	89.4	377	376

APRIL 2008

**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	30	41,526	3,084	7.4	80	51,470	3,918	7.6
MESA	21	11,025	381	3.5	116	21,804	801	3.7
AMERICAN EAGLE	18	22,868	529	2.3	115	42,026	1,007	2.4
PINNACLE	16	8,291	177	2.1	114	21,969	514	2.3
UNITED	31	32,657	581	1.8	84	38,797	682	1.8
COMAIR	23	11,443	183	1.6	93	17,510	268	1.5
SKYWEST	22	25,562	294	1.2	148	48,734	707	1.5
ALASKA	16	7,972	86	1.1	47	12,517	158	1.3
US AIRWAYS	30	31,220	368	1.2	81	38,095	415	1.1
EXPRESSJET	29	16,426	183	1.1	125	34,978	304	0.9
DELTA	31	30,284	286	0.9	94	37,049	319	0.9
JETBLUE	19	12,250	87	0.7	45	17,141	127	0.7
NORTHWEST	30	22,332	154	0.7	99	30,956	209	0.7
HAWAIIAN	7	398	1	0.3	14	4,611	29	0.6
AIRTRAN	24	16,587	101	0.6	55	22,646	129	0.6
SOUTHWEST	19	54,762	376	0.7	64	100,772	554	0.5
ATLANTIC SOUTHEAST	14	12,008	51	0.4	126	23,159	120	0.5
CONTINENTAL	29	20,495	73	0.4	67	25,983	87	0.3
FRONTIER	22	6,596	5	0.1	43	7,909	7	0.1
<b>Total</b>		<b>384,702</b>	<b>7,000</b>	<b>1.8</b>	<b>Total</b>	<b>598,126</b>	<b>10,355</b>	<b>1.7</b>

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

**APRIL 2008**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	21969	17672	80.44%	514	2.34%	59	0.27%	1224	5.57%	108	0.49%	1233	5.61%	1	0.01%	1157	5.27%
AA	51470	33590	65.26%	3918	7.61%	133	0.26%	3850	7.48%	140	0.27%	5704	11.08%	6	0.01%	4129	8.02%
AS	12517	10219	81.64%	158	1.26%	18	0.14%	619	4.95%	28	0.22%	760	6.08%	15	0.12%	700	5.59%
B6	17141	13203	77.03%	127	0.74%	59	0.34%	587	3.42%	13	0.08%	1808	10.55%	1	0.01%	1342	7.83%
CO	25983	19865	76.45%	87	0.33%	29	0.11%	1371	5.28%	83	0.32%	2982	11.48%	38	0.15%	1528	5.88%
DL	37049	28441	76.77%	319	0.86%	66	0.18%	1895	5.11%	95	0.26%	3932	10.61%	0	0.00%	2301	6.21%
EV	23159	17837	77.02%	120	0.52%	31	0.13%	2223	9.60%	750	3.24%	1797	7.76%	6	0.03%	395	1.71%
F9	7909	6496	82.13%	7	0.09%	8	0.10%	384	4.86%	12	0.16%	720	9.10%	0	0.00%	282	3.56%
FL	22646	18355	81.05%	129	0.57%	41	0.18%	614	2.71%	15	0.07%	1657	7.32%	0	0.00%	1835	8.10%
HA	4611	4175	90.54%	29	0.63%	3	0.07%	245	5.31%	0	0.00%	1	0.02%	1	0.02%	157	3.41%
MQ	42026	31275	74.42%	1007	2.40%	82	0.20%	2571	6.12%	233	0.55%	3224	7.67%	1	0.00%	3633	8.64%
NW	30956	23492	75.89%	209	0.68%	61	0.20%	2291	7.40%	285	0.92%	3420	11.05%	2	0.01%	1196	3.86%
OH	17510	13185	75.30%	268	1.53%	28	0.16%	1348	7.70%	662	3.78%	1801	10.28%	3	0.02%	215	1.23%
OO	48734	40932	83.99%	707	1.45%	83	0.17%	2337	4.80%	170	0.35%	2628	5.39%	13	0.03%	1864	3.83%
UA	38797	28232	72.77%	682	1.76%	85	0.22%	2350	6.06%	131	0.34%	3604	9.29%	0	0.00%	3713	9.57%
US	38095	30976	81.31%	415	1.09%	59	0.15%	1657	4.35%	73	0.19%	3116	8.18%	24	0.06%	1776	4.66%
WN	100772	83901	83.26%	554	0.55%	101	0.10%	3877	3.85%	272	0.27%	3183	3.16%	59	0.06%	8826	8.76%
XE	34978	26749	76.47%	304	0.87%	69	0.20%	1657	4.74%	140	0.40%	3321	9.49%	39	0.11%	2700	7.72%
YV	21804	15959	73.19%	801	3.67%	33	0.15%	2547	11.68%	99	0.45%	1137	5.21%	31	0.14%	1197	5.49%
TOTAL	598126	464554		10355		1048		33646		3310		46027		240		38945	
			77.67%		1.73%		0.18%		5.63%		0.55%		7.70%		0.04%		6.51%

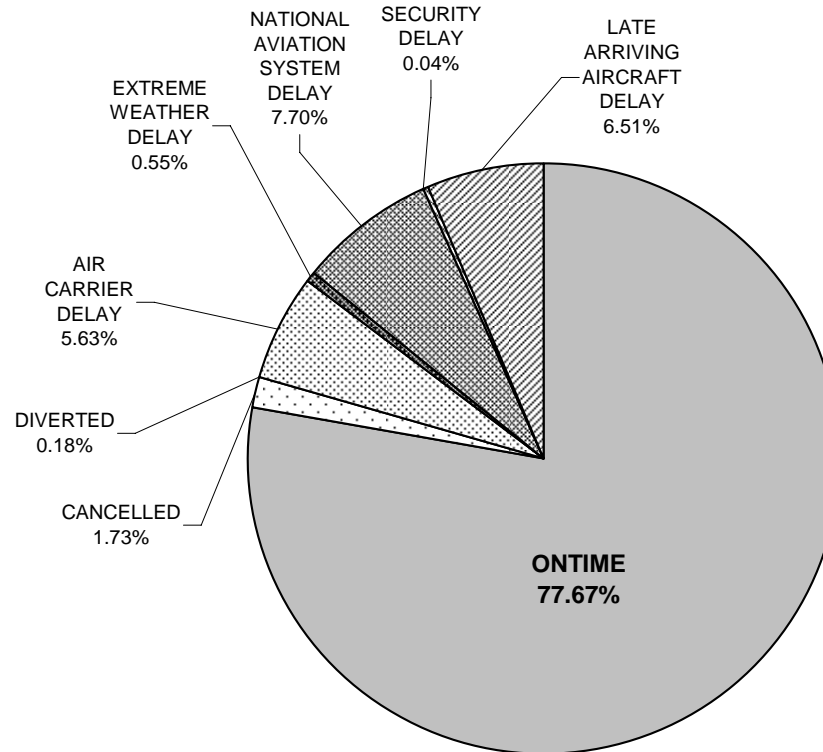
**\*Causes of Delay:**

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

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

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

APRIL 2008  
 AIR TRAVEL CONSUMER REPORT  
 TABLE 10. OVERALL CAUSES OF DELAY\*



**Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
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**Note:** For additional airline-specific information, visit <http://www.bts.gov>

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 32 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
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
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways

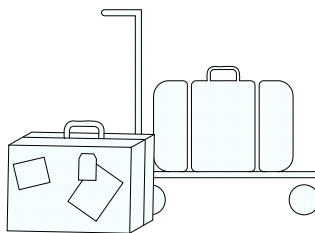
**Air Carriers Voluntarily Reporting  
Data to DOT and to CRS Vendors**

9E	Pinnacle Airlines (eff. 01/08)
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\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #16, issued October 31, 2007, effective January 1, 2008.

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	APRIL 2008			APRIL 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	JETBLUE AIRWAYS	5,678	1,889,704	3.00	10,182	1,924,199	5.29
2	AIRTRAN AIRWAYS	6,858	2,071,226	3.31	7,013	2,043,919	3.43
3	HAWAIIAN AIRLINES	2,449	721,016	3.40	1,583	576,588	2.75
4	NORTHWEST AIRLINES	11,927	3,487,745	3.42	15,376	3,883,023	3.96
5	SOUTHWEST AIRLINES	34,345	9,003,803	3.81	50,455	8,616,192	5.86
6	CONTINENTAL AIRLINES	12,168	3,165,174	3.84	16,917	3,363,944	5.03
7	US AIRWAYS	18,256	4,344,119	4.20	37,437	4,702,875	7.96
8	ALASKA AIRLINES	5,362	1,269,054	4.23	6,973	1,286,778	5.42
9	UNITED AIRLINES	22,994	4,679,752	4.91	25,667	5,151,605	4.98
10	FRONTIER AIRLINES	4,155	833,679	4.98	4,647	939,033	4.95
11	DELTA AIR LINES	27,136	5,122,977	5.30	33,530	5,450,639	6.15
12	EXPRESSJET AIRLINES	7,787	1,310,471	5.94	10,122	1,272,117	7.96
13	AMERICAN AIRLINES	38,454	6,054,983	6.35	44,737	6,624,037	6.75
14	PINNACLE AIRLINES	5,701	862,277	6.61	5,162	823,246	6.27
15	SKYWEST AIRLINES	11,742	1,756,307	6.69	16,706	1,814,106	9.21
16	COMAIR	5,609	750,293	7.48	9,408	784,376	11.99
17	MESA AIRLINES	7,884	983,803	8.01	11,934	1,207,194	9.89
18	ATLANTIC SOUTHEAST AIRLINES	10,119	1,054,860	9.59	8,227	994,620	8.27
19	AMERICAN EAGLE AIRLINES	14,566	1,393,970	10.45	19,483	1,497,745	13.01
TOTALS **		253,190	50,755,213	4.99	335,559	52,956,236	6.34

**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 (Pinnacle). 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.

\*\* Aloha Airlines was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with the May 2008-issued report as a result of its cessation of all flight operations on March 31, 2008. Totals for April 2007 reflect the deletion of Aloha's data for that month.

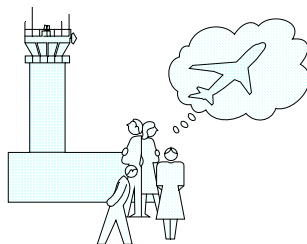
## OVERSALES

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

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

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

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



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

RANK	AIRLINE	JANUARY - MARCH 2008				JANUARY - MARCH 2007			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	23	9	5,518,098	<b>0.02</b>	0	19	5,090,815	<b>0.04</b>
2	<b>HAWAIIAN AIRLINES</b>	153	16	1,732,996	<b>0.09</b>	408	85	1,674,816	<b>0.51</b>
3	<b>AIRTRAN AIRWAYS</b>	9,225	202	5,718,319	<b>0.35</b>	6,484	107	5,080,108	<b>0.21</b>
4	<b>ALASKA AIRLINES</b>	2,485	297	3,619,711	<b>0.82</b>	3,257	347	3,401,586	<b>1.02</b>
5	<b>UNITED AIRLINES</b>	13,550	1,239	13,846,166	<b>0.89</b>	17,517	604	15,013,562	<b>0.40</b>
6	<b>AMERICAN AIRLINES</b>	21,892	1,982	20,231,629	<b>0.98</b>	22,133	2,213	20,850,796	<b>1.06</b>
7	<b>NORTHWEST AIRLINES</b>	15,855	1,233	10,713,842	<b>1.15</b>	19,515	1,424	11,386,586	<b>1.25</b>
8	<b>MESA AIRLINES</b>	5,479	189	1,584,168	<b>1.19</b>	3,358	351	1,813,068	<b>1.94</b>
9	<b>FRONTIER AIRLINES</b>	1,147	333	2,507,991	<b>1.33</b>	1,095	354	2,214,518	<b>1.60</b>
10	<b>CONTINENTAL AIRLINES</b>	10,457	1,586	10,075,301	<b>1.57</b>	8,576	1,925	9,977,651	<b>1.93</b>
11	<b>SOUTHWEST AIRLINES</b>	25,431	4,156	24,708,540	<b>1.68</b>	19,222	2,874	22,903,022	<b>1.25</b>
12	<b>DELTA AIR LINES</b>	15,458	2,836	15,722,610	<b>1.80</b>	27,374	5,516	15,904,335	<b>3.47</b>
13	<b>US AIRWAYS</b>	26,153	2,560	12,755,978	<b>2.01</b>	19,348	2,182	12,994,097	<b>1.68</b>
14	<b>SKYWEST AIRLINES</b>	3,010	371	1,834,243	<b>2.02</b>	5,430	496	1,814,434	<b>2.73</b>
15	<b>AMERICAN EAGLE AIRLINES</b>	345	154	552,779	<b>2.79</b>	319	67	561,144	<b>1.19</b>
16	<b>COMAIR</b>	1,426	245	546,701	<b>4.48</b>	1,845	153	461,448	<b>3.32</b>
17	<b>PINNACLE AIRLINES</b>	149	45	95,473	<b>4.71</b>	*	*	*	*
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	2,807	552	1,057,771	<b>5.22</b>	2,808	527	970,316	<b>5.43</b>
	<b>TOTALS**</b>	155,045	18,005	132,822,316	<b>1.36</b>	158,689	19,244	132,112,302	<b>1.46</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. Pinnacle Airlines' ranking in this table effective the 4<sup>th</sup> quarter 2007. The entire fleet of ExpressJet 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 ceased all flight operations on March 31, 2008. Aloha's ranking in this table ceased effective with this report. The carrier was ranked in this table for each of the four quarters in 2007. Totals for January-March 2007 reflect the deletion of Aloha's data for that quarter.

## **CONSUMER COMPLAINTS**

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

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

**Complaint Categories** - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	APRIL 2008				APRIL 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	975	91	5	151	1,088	71	10	167
FOREIGN AIRLINES	117	3	0	9	128	2	0	7
TRAVEL AGENTS	18	2	0	2	27	0	0	3
TOUR OPERATORS	2	0	0	1	5	0	0	1
MISCELLANEOUS	1	7	0	5	0	0	0	0
<b>INDUSTRY TOTALS</b>	<b>1,113</b>	<b>103</b>	<b>5</b>	<b>168</b>	<b>1,248</b>	<b>73</b>	<b>10</b>	<b>178</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	APRIL 2008			APRIL 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	340		1	396	
CANCELLATIONS			164			191
DELAYS			83			95
MISCONNECTIONS			57			59
BAGGAGE	2	218		2	251	
RES/TKTG/BOARDING	3	132		4	134	
CUSTOMER SERVICE	4	127		3	152	
REFUNDS	5	117		5	105	
OVERSALES	6	62		6	58	
DISABILITY	7	36		8	44	
OTHER	8	35		7	50	
FREQUENT FLYER			23			39
FARES	9	34		9	41	
DISCRIMINATION	10	8		10	13	
ADVERTISING	11	4		11	4	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>1,113</b>			<b>1,248</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.



Table 3

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

APRIL 2008

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	2	2	1	0	0	0	0	0	0	0	0	0	5
AIRTRAN AIRWAYS	7	2	1	0	1	6	2	0	0	0	0	0	19
ALASKA AIRLINES	1	0	4	0	0	4	0	0	0	0	0	1	10
ALLEGIAN AIR	3	0	0	0	0	1	1	0	0	0	0	0	5
ALOHA AIRLINES	2	0	0	0	6	0	0	0	0	0	0	0	8
AMERICAN AIRLINES	74	2	10	4	7	24	22	4	1	1	0	6	155
AMERICAN EAGLE AIRLINES	9	4	1	0	0	4	1	2	0	0	0	0	21
ATA AIRLINES	0	0	2	0	2	1	1	0	0	0	0	0	6
ATLANTIC SOUTHEAST AIRLINES	7	2	0	0	0	4	1	1	0	0	0	0	15
COMAIR	6	0	0	0	0	2	0	0	0	0	0	0	8
CONTINENTAL AIRLINES	13	1	8	0	0	11	11	0	0	0	0	0	44
DELTA AIRLINES	29	7	25	6	5	32	14	3	1	0	0	6	128
EXPRESSJET AIRLINES	4	0	0	0	0	0	3	0	0	0	0	1	8
FREEDOM AIRLINES	3	0	0	0	0	2	0	0	0	0	0	0	5
FRONTIER AIRLINES	1	1	1	0	0	2	0	0	0	0	0	1	6
HAWAIIAN AIRLINES	1	1	1	0	1	1	0	0	0	0	0	0	5
JETBLUE AIRWAYS	5	0	3	0	3	1	2	1	0	0	0	0	15
LYNXAIR INTERNATIONAL	4	0	0	1	1	1	0	1	0	0	0	0	8
MESA AIRLINES	2	0	0	0	0	1	2	0	0	0	0	0	5
MIDWEST AIRLINES	5	1	0	1	0	3	0	1	0	1	0	0	12
NORTHWEST AIRLINES	10	4	7	1	4	7	3	2	1	1	0	1	41
PIEDMONT AIRLINES	2	2	0	0	0	1	1	0	0	0	0	0	6
PINNACLE AIRLINES	2	2	0	0	0	1	2	0	0	0	0	0	7
SKYBUS AIRLINES	2	0	1	0	28	1	0	0	0	0	0	0	32
SKYWEST AIRLINES	3	2	0	0	0	0	0	0	0	1	0	1	7
SOUTHWEST AIRLINES	7	3	4	0	2	4	5	6	0	0	0	0	31
SPIRIT AIRLINES	11	3	13	1	8	13	9	1	0	0	0	2	61
TRANS STATES AIRLINES	7	0	0	0	0	1	1	1	0	0	0	0	10
UNITED AIRLINES	34	8	14	7	16	28	15	7	1	1	0	7	138
UNITED EXPRESS	4	0	1	0	1	1	0	0	0	0	0	0	7
US AIRWAYS	32	11	16	5	6	13	14	3	0	2	0	5	107
OTHER U. S. AIRLINES	21	2	3	2	2	8	2	0	0	0	0	0	40
TOTAL APRIL 2008	313	60	116	28	93	178	112	33	4	7	0	31	975
% OF TOTAL COMPLAINTS	32.1	6.2	11.9	2.9	9.5	18.3	11.5	3.4	0.4	0.7	0	3.2	
TOTAL APRIL 2007	367	55	107	38	75	207	139	41	4	12	0	43	1,088
% OF TOTAL COMPLAINTS	33.7	5.1	9.8	3.5	6.9	19.0	12.8	3.8	0.4	1.1	0	4.0	

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

\*\* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (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

APRIL 2008

U. S. AIRLINES*	COMPS RECD IN APRIL	INCI - DENTS IN APRIL	PERCENT	INCI - DENTS IN MARCH	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	3	60.0	2	40.0	0	0.0	0	0.0
AIRTRAN AIRWAYS	19	9	47.4	3	15.8	5	26.3	2	10.5
ALASKA AIRLINES	10	3	30.0	2	20.0	4	40.0	1	10.0
ALLEGIAN AIR	5	3	60.0	2	40.0	0	0.0	0	0.0
ALOHA AIRLINES	8	2	25.0	0	0.0	4	50.0	2	25.0
AMERICAN AIRLINES	155	65	41.9	41	26.5	39	25.2	10	6.5
AMERICAN EAGLE AIRLINES	21	6	28.6	8	38.1	6	28.6	1	4.8
ATA AIRLINES	6	2	33.3	2	33.3	1	16.7	1	16.7
ATLANTIC SOUTHEAST AIRLINES	15	7	46.7	4	26.7	4	26.7	0	0.0
COMAIR	8	1	12.5	4	50.0	3	37.5	0	0.0
CONTINENTAL AIRLINES	44	17	38.6	12	27.3	10	22.7	5	11.4
DELTA AIRLINES	128	46	35.9	28	21.9	40	31.2	14	10.9
EXPRESSJET AIRLINES	8	5	62.5	1	12.5	1	12.5	1	12.5
FREEDOM AIRLINES	5	2	40.0	1	20.0	2	40.0	0	0.0
FRONTIER AIRLINES	6	3	50.0	1	16.7	0	0.0	2	33.3
HAWAIIAN AIRLINES	5	2	40.0	1	20.0	1	20.0	1	20.0
JETBLUE AIRWAYS	15	6	40.0	5	33.3	2	13.3	2	13.3
LYNXAIR INTERNATIONAL	8	2	25.0	2	25.0	2	25.0	2	25.0
MESA AIRLINES	5	2	40.0	2	40.0	1	20.0	0	0.0
MIDWEST AIRLINES	12	4	33.3	4	33.3	2	16.7	2	16.7
NORTHWEST AIRLINES	41	12	29.3	11	26.8	11	26.8	7	17.1
PIEDMONT AIRLINES	6	2	33.3	1	16.7	3	50.0	0	0.0
PINNACLE AIRLINES	7	2	28.6	3	42.9	1	14.3	1	14.3
SKYBUS AIRLINES	32	14	43.8	3	9.4	12	37.5	3	9.4
SKYWEST AIRLINES	7	3	42.9	1	14.3	2	28.6	1	14.3
SOUTHWEST AIRLINES	31	10	32.3	12	38.7	7	22.6	2	6.5
SPIRIT AIRLINES	61	16	26.2	13	21.3	23	37.7	9	14.8
TRANS STATES AIRLINES	10	6	60.0	2	20.0	2	20.0	0	0.0
UNITED AIRLINES	138	52	37.7	28	20.3	37	26.8	21	15.2
UNITED EXPRESS	7	6	85.7	0	0.0	1	14.3	0	0.0
US AIRWAYS	107	48	44.9	24	22.4	26	24.3	9	8.4
OTHER U. S. AIRLINES	40	13	32.5	9	22.5	13	32.5	5	12.5
<b>TOTALS</b>	<b>975</b>	<b>374</b>	<b>38.4</b>	<b>232</b>	<b>23.8</b>	<b>265</b>	<b>27.2</b>	<b>104</b>	<b>10.7</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>1,088</b>	<b>235</b>	<b>21.6</b>	<b>365</b>	<b>33.5</b>	<b>240</b>	<b>22.1</b>	<b>248</b>	<b>22.8</b>

\*AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (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\*\*

APRIL 2008

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	2	0	0	0	2	1	0	0	0	0	0	0	5
AIR FRANCE	2	0	1	0	3	6	2	0	0	0	0	1	15
AIR JAMAICA	3	0	0	0	0	2	1	0	0	0	0	0	6
ALITALIA AIRLINES	0	0	1	0	0	5	0	0	0	0	0	0	6
BRITISH AIRWAYS	4	0	1	0	3	5	1	0	0	0	0	0	14
EMI RATES AIRLINES	1	0	0	1	1	1	0	0	0	0	0	1	5
MEXICANA	0	1	1	1	0	2	2	1	0	0	0	0	8
OTHER FOREIGN AIRLINES	12	1	5	3	7	18	7	2	0	1	0	2	58
<b>TOTALS</b>	<b>24</b>	<b>2</b>	<b>9</b>	<b>5</b>	<b>16</b>	<b>40</b>	<b>13</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>117</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	0	7	1	8	0	1	0	0	0	0	0	18
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	2	0	0	0	0	0	0	0	0	0	0	0	2
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	1	0	0	0	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>

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

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

TABLE 6

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

RANK	AIRLINE	APRIL 2008			APRIL 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	31	8,806,377	0.35	30	8,440,574	0.36
2	<i>SKYWEST AIRLINES</i>	7	1,746,077	0.40	12	1,796,465	0.67
3	<i>MESA AIRLINES</i>	5	949,680	0.53	11	1,167,339	0.94
4	<i>EXPRESSJET AIRLINES</i>	8	1,464,142	0.55	5	1,397,581	0.36
5	<i>FRONTIER AIRLINES</i>	6	873,390	0.69	6	851,789	0.70
6	<i>HAWAIIAN AIRLINES</i>	5	718,767	0.70	5	572,613	0.87
7	<i>ALASKA AIRLINES</i>	10	1,415,244	0.71	12	1,447,837	0.83
8	<i>JETBLUE AIRWAYS</i>	15	1,931,960	0.78	14	1,882,947	0.74
9	<i>PINNACLE AIRLINES</i>	7	875,361	0.80	4	839,758	0.48
10	<i>AIRTRAN AIRWAYS</i>	19	1,986,989	0.96	14	1,996,929	0.70
11	<i>NORTHWEST AIRLINES</i>	41	4,248,283	0.97	69	4,591,530	1.50
12	<i>COMAIR</i>	8	762,883	1.05	9	799,099	1.13
13	<i>CONTINENTAL AIRLINES</i>	44	4,090,876	1.08	61	4,219,200	1.45
14	<i>ATLANTIC SOUTHEAST AIRLINES</i>	15	1,080,853	1.39	5	1,034,192	0.48
15	<i>AMERICAN EAGLE AIRLINES</i>	21	1,423,142	1.48	13	1,516,096	0.86
16	<i>AMERICAN AIRLINES</i>	155	7,546,103	2.05	160	8,201,916	1.95
17	<i>DELTA AIR LINES</i>	128	5,917,597	2.16	129	6,159,199	2.09
18	<i>US AIRWAYS</i>	107	4,255,346	2.51	245	5,079,946	4.82
19	<i>UNITED AIRLINES</i>	138	5,418,312	2.55	151	5,903,727	2.56
	<b>TOTAL **</b>	<b>770</b>	<b>55,511,382</b>	<b>1.39</b>	<b>955</b>	<b>57,898,737</b>	<b>1.65</b>

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

\* 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 (Pinnacle). 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 was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with the May 2008-issued report as a result of its cessation of all flight operations on March 31, 2008. Totals for April 2007 reflect the deletion of Aloha's data for that month.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

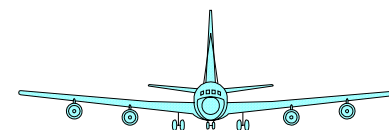
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



## Customer Service Reports to the Department of Homeland Security for the Month of April 2008 as provided by the Transportation Security Administration <sup>a</sup>

The Transportation Security Administration screened approximately 58 million airline passengers and their 52.2 million checked bags during April as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of April.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public <sup>c</sup>	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
480	.0008	59	.0001	51	.00009	601	.001

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
306	.0005	1287	.002

**NOTES**

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

<sup>b</sup> The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available 24 hours a day.

<sup>c</sup> The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of April.

As of October 2007, TSA now calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate number of checked bags screened.

## April 2008 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">American</a>	2		
<a href="#">Delta</a>	1		
<b><i>Total</i></b>	<b>3</b>	<b>0</b>	<b>0</b>