



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

***Issued: February 2008***



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

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

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

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

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

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 21\* reporting air carriers, 15 carriers (AirTran, America West\*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways\*) use ACARS exclusively; 3 carriers (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/](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.

**\* 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.**

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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/
ALOHA AIRLINES S/V/	3	90.1	11	93.0
HAWAIIAN AIRLINES S/V/	7	76.7	14	92.0
US AIRWAYS S/	30	73.6	82	74.5
SOUTHWEST AIRLINES S/	19	72.5	64	72.5
DELTA AIR LINES S/	31	70.9	98	71.4
ALASKA AIRLINES S/	16	69.1	45	71.1
AIRTRAN AIRWAYS S/	24	66.2	54	67.2
CONTINENTAL AIRLINES S/	30	65.7	74	66.4
JETBLUE AIRWAYS S/	19	65.1	47	65.3
ATLANTIC SOUTHEAST AIRLINES S/	14	63.3	127	64.0
EXPRESSJET AIRLINES S/	30	60.6	127	63.7
SKYWEST AIRLINES S/	23	63.7	149	62.4
MESA AIRLINE S/	23	60.5	120	61.8
AMERICAN AIRLINES S/	30	58.4	80	58.7
NORTHWEST AIRLINES S/	30	57.8	97	57.4
FRONTIER AIRLINES S/	22	57.5	45	57.3
COMAIR S/	23	55.8	88	56.2
UNITED AIRLINES S/	31	55.0	83	54.8
PINNACLE AIRLINES S/	16	52.9	119	54.6
AMERICAN EAGLE AIRLINES S/	18	54.8	113	53.6
<b>TOTAL</b>		<b>63.7</b>		<b>64.3</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.

## DECEMBER 2007

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		OCT - 07		NOV - 07		DEC - 07		12 MONTHS ENDING DECEMBER 2007		DATABASE TO DATE SEP 1987-DECEMBER 2007	
	01 - 03 2007		04 - 06 2007		07 - 09 2007		10 - 12 2007		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	76.5	6	79.7	5	75.0	10	76.0	6	80.0	9	81.1	8	67.2	7	76.8	6	(--)	(--)
ALASKA	72.0	9	75.4	9	69.4	19	73.0	13	70.1	19	78.0	13	71.1	6	72.4	12	75.5	8
ALOHA	92.0	2	90.2	2	94.7	1	92.1	2	91.5	2	91.6	2	93.0	1	92.2	2	(--)	(--)
AMERICAN	67.8	14	66.6	19	70.5	17	70.1	16	76.1	14	75.6	19	58.7	14	68.7	17	78.5	3
AMERICAN EAGLE	67.3	15	68.9	17	70.7	16	69.6	18	78.3	12	76.7	17	53.6	20	69.1	16	74.1	9
ATLANTIC SOUTHEAST	66.1	16	68.1	18	57.0	20	68.0	20	63.6	20	76.7	18	64.0	10	64.7	20	(--)	(--)
COMAIR	63.0	19	69.4	15	69.6	18	69.8	17	74.4	18	76.8	15	56.2	17	67.9	19	(--)	(--)
CONTINENTAL	73.0	8	72.2	12	77.3	8	74.9	9	80.4	8	78.0	12	66.4	8	74.3	9	78.5	4
DELTA	78.7	4	77.7	7	72.1	12	79.2	4	80.7	7	85.6	3	71.4	5	76.9	5	77.6	6
EXPRESSJET	70.6	10	72.7	11	77.9	6	73.5	11	79.6	10	76.8	16	63.7	11	73.8	10	(--)	(--)
FRONTIER	77.7	5	77.2	8	79.9	3	75.5	7	84.4	3	84.5	4	57.3	16	77.6	4	(--)	(--)
HAWAIIAN	92.5	1	93.6	1	94.0	2	93.0	1	94.6	1	92.4	1	92.0	2	93.3	1	(--)	(--)
JETBLUE	63.4	18	68.9	16	73.9	11	73.9	10	77.4	13	79.7	10	65.3	9	70.1	14	(--)	(--)
MESA	68.1	13	74.8	10	77.1	9	72.4	14	78.4	11	76.9	14	61.8	13	73.1	11	(--)	(--)
NORTHWEST	65.7	17	70.8	14	71.8	13	70.2	15	74.7	16	78.2	11	57.4	15	69.6	15	79.2	2
PINNACLE	73.3	7	81.2	3	77.3	7	73.3	12	81.6	5	84.1	6	54.6	19	76.3	7	(--)	(--)
SKYWEST	69.7	12	79.7	6	78.0	5	75.0	8	80.7	6	82.1	7	62.4	12	75.7	8	(--)	(--)
SOUTHWEST	80.7	3	80.6	4	79.5	4	79.7	3	82.2	4	84.5	5	72.5	4	80.1	3	82.1	1
UNITED	70.2	11	71.5	13	71.3	15	68.2	19	74.4	17	75.5	20	54.8	18	70.3	13	76.1	7
US AIRWAYS	62.4	20	64.3	20	71.7	14	76.9	5	75.7	15	80.6	9	74.5	3	68.7	18	78.1	5
<b>Total</b>	<b>71.4</b>		<b>73.9</b>		<b>74.2</b>		<b>74.2</b>		<b>78.2</b>		<b>80.0</b>		<b>64.3</b>		<b>73.4</b>		<b>78.3</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.

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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 *																
	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	89	67.4	123	58.5	43	76.7	100	61.0	235	59.1	103	68.9	H/		57	61.4
AA	699	60.5	1051	58.8	278	69.4	145	73.1	H/		854	63.7	612	54.6	13646	63.6
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		62	87.1	H/		H/		H/		93	86.0	186	55.4	93	78.5
B6	H/		1614	70.9	H/		155	56.8	H/		H/		93	52.7	H/	
CO	371	63.3	516	57.0	170	78.8	2	0.0	H/		326	72.7	384	64.6	296	61.1
DL	12596	74.5	1257	69.8	324	76.2	255	82.4	1658	78.7	825	76.1	403	59.3	334	72.5
EV	11084	62.8	22	68.2	3	100.0	4	25.0	677	73.3	77	67.5	H/		3	33.3
F9	109	56.9	H/		H/		H/		H/		86	67.4	3923	60.9	160	59.4
FL	7402	65.8	621	70.9	1307	72.3	310	68.7	H/		219	74.0	105	62.9	240	59.2
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	61	32.8	797	60.9	152	51.3	477	54.9	505	51.5	845	66.9	H/		8048	59.7
NW	384	56.5	339	54.3	287	60.3	200	52.0	H/		488	59.8	375	38.4	212	46.7
OH	417	48.9	848	52.7	334	55.4	135	57.0	4807	62.5	405	58.3	24	41.7	79	39.2
OO	478	64.6	H/		84	65.5	59	61.0	218	57.3	H/		4075	59.4	173	52.0
UA	244	56.1	809	54.5	424	61.6	150	59.3	63	44.4	388	54.1	6719	56.9	412	42.7
US	278	71.9	1548	71.6	385	80.3	6435	77.2	H/		2018	80.6	317	66.6	529	75.2
WN	H/		H/		4998	78.6	H/		H/		H/		1646	68.2	H/	
XE	96	64.6	23	69.6	204	59.3	323	57.0	244	66.8	203	60.1	181	48.1	140	64.3
YV	222	61.7	35	28.6	36	77.8	2031	65.2	H/		H/		1161	65.5	10	40.0
<b>TOTAL</b>	<b>34530</b>	<b>67.4</b>	<b>9665</b>	<b>64.2</b>	<b>9029</b>	<b>74.1</b>	<b>10781</b>	<b>71.6</b>	<b>8407</b>	<b>65.6</b>	<b>6930</b>	<b>70.5</b>	<b>20204</b>	<b>59.4</b>	<b>24432</b>	<b>62.0</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*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	4349	53.5	H/		31	54.8	44	59.1	85	62.4	H/		H/		H/	
AA	345	63.2	562	50.4	497	68.0	311	69.1	362	61.3	1074	61.3	620	57.4	2569	53.8
AQ	H/		H/		H/		H/		H/		H/		31	96.8	H/	
AS	H/		62	71.0	H/		H/		H/		H/		363	72.2	510	74.7
B6	H/		398	54.0	1179	65.5	673	71.6	H/		4913	65.0	290	70.7	H/	
CO	176	72.7	4976	57.6	563	68.9	50	76.0	7790	73.8	103	68.0	431	64.7	688	54.8
DL	106	77.4	321	63.6	896	72.3	259	76.1	155	71.0	1386	70.0	708	64.5	1238	59.0
EV	52	75.0	79	34.2	H/		28	78.6	18	55.6	H/		H/		H/	
F9	88	42.0	H/		93	66.7	H/		85	54.1	H/		168	55.4	166	46.4
FL	195	73.8	149	65.8	596	62.1	207	76.3	H/		H/		273	59.3	122	54.1
HA	H/		H/		H/		H/		H/		H/		62	82.3	80	68.8
MQ	212	42.0	116	55.2	H/		H/		H/		659	58.3	123	75.6	1700	80.2
NW	6965	65.3	350	40.6	233	42.9	211	62.1	240	54.6	178	54.5	426	44.8	537	43.4
OH	218	56.4	80	40.0	5	0.0	48	66.7	71	66.2	1411	49.1	H/		H/	
OO	39	66.7	135	29.6	2	50.0	H/		166	67.5	H/		276	76.8	4198	75.3
UA	211	54.5	418	44.7	159	45.3	2269	65.4	210	45.2	438	65.1	909	58.5	2722	56.2
US	250	82.0	274	59.1	673	76.2	112	81.2	159	81.1	174	74.1	2936	70.5	772	72.8
WN	598	72.7	H/		1292	79.3	327	70.6	H/		H/		7036	72.1	3540	67.0
XE	191	48.2	4828	50.5	H/		257	62.3	6509	69.0	H/		65	78.5	1280	58.3
YV	173	49.7	62	72.6	H/		2104	54.4	237	59.1	80	51.2	492	71.5	100	76.0
<b>TOTAL</b>	<b>14168</b>	<b>61.4</b>	<b>12810</b>	<b>53.5</b>	<b>6219</b>	<b>69.2</b>	<b>6900</b>	<b>63.9</b>	<b>16087</b>	<b>70.5</b>	<b>10416</b>	<b>62.6</b>	<b>15209</b>	<b>68.8</b>	<b>20222</b>	<b>64.9</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	168	34.5	H/		H/		H/		2643	49.8	H/		H/		H/	
AA	1834	43.0	912	60.9	H/		3423	62.8	519	54.9	100	67.0	6189	49.3	143	55.9
AQ	H/		H/		H/		H/		H/		109	89.9	H/		H/	
AS	H/		93	84.9	H/		31	83.9	H/		454	72.7	124	68.5	1147	63.7
B6	248	55.6	1088	67.6	H/		H/		H/		360	65.3	210	47.6	31	71.0
CO	393	52.4	697	70.0	47	53.2	325	65.8	128	71.1	91	63.7	409	48.9	172	63.4
DL	1659	62.1	1163	76.4	H/		346	74.3	171	72.5	31	67.7	322	58.1	242	64.5
EV	50	38.0	H/		H/		H/		76	71.1	H/		H/		H/	
F9	91	42.9	143	64.3	145	55.9	H/		96	52.1	H/		H/		90	27.8
FL	484	49.8	1785	72.3	616	64.1	196	69.4	264	61.0	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		62	85.5
MQ	1522	48.4	H/		H/		550	64.2	H/		H/		7523	40.1	H/	
NW	534	35.6	543	54.1	222	58.1	150	48.0	7295	62.4	H/		559	44.4	195	40.5
OH	1011	46.4	28	78.6	27	70.4	44	63.6	94	43.6	H/		245	46.9	H/	
OO	H/		H/		H/		H/		196	45.9	297	68.7	4033	47.5	755	75.8
UA	601	37.6	651	60.7	H/		62	48.4	449	42.1	239	47.7	7542	52.8	684	54.1
US	1014	63.0	834	74.8	H/		307	71.0	275	80.4	165	77.0	620	52.4	249	71.1
WN	H/		3501	79.9	6527	69.7	H/		H/		4153	71.8	H/		1226	65.4
XE	42	45.2	1	100.0	75	60.0	13	84.6	223	54.3	122	65.6	137	42.3	56	44.6
YV	84	26.2	H/		H/		H/		27	63.0	60	86.7	2304	39.0	H/	
<b>TOTAL</b>	<b>9735</b>	<b>49.5</b>	<b>11439</b>	<b>72.2</b>	<b>7659</b>	<b>68.5</b>	<b>5447</b>	<b>64.2</b>	<b>12456</b>	<b>58.7</b>	<b>6181</b>	<b>70.7</b>	<b>30217</b>	<b>46.9</b>	<b>5052</b>	<b>63.4</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*	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	143	62.9	H/		H/		H/		H/		13	15.4	175	50.9	H/	
AA	498	52.6	504	52.6	526	54.9	457	50.3	1041	50.0	209	48.8	1586	64.2	619	65.1
AQ	H/		H/		31	83.9	H/		H/		H/		H/		H/	
AS	H/		310	75.5	341	76.5	3834	67.2	429	70.4	H/		H/		H/	
B6	H/		59	59.3	155	61.9	62	66.1	155	43.2	177	63.3	H/		314	60.8
CO	199	68.3	369	62.6	341	65.7	433	61.9	410	55.6	81	59.3	H/		510	67.6
DL	319	69.6	377	69.5	337	66.2	473	63.0	439	53.3	2507	63.9	107	57.9	784	73.6
EV	H/		H/		H/		H/		H/		H/		59	64.4	H/	
F9	59	61.0	133	45.9	163	58.9	119	39.5	145	51.0	148	39.2	98	58.2	62	50.0
FL	441	61.5	117	59.0	59	44.1	H/		62	59.7	H/		175	66.3	644	62.7
HA	H/		31	71.0	61	77.0	93	79.6	31	64.5	H/		H/		H/	
MQ	H/		H/		769	78.9	H/		143	57.3	H/		93	60.2	H/	
NW	332	53.6	376	38.6	171	42.1	414	46.9	285	38.2	90	34.4	213	54.5	390	51.5
OH	308	41.6	H/		H/		H/		H/		H/		127	52.0	9	55.6
OO	78	43.6	258	64.3	624	79.5	382	71.2	3480	67.4	7042	64.5	49	46.9	H/	
UA	475	52.6	526	50.4	706	53.3	842	53.1	3804	56.7	200	46.5	91	47.3	336	54.2
US	3533	70.1	5768	75.7	468	72.9	339	65.8	587	65.2	155	68.4	117	88.0	697	75.9
WN	1775	67.6	5827	72.5	2994	75.6	1374	67.9	754	67.8	1433	65.7	2136	72.4	2519	78.2
XE	21	57.1	196	56.6	589	72.2	88	42.0	164	57.3	235	63.4	268	56.7	4	75.0
YV	48	41.7	2804	76.3	22	68.2	H/		11	27.3	64	68.8	47	59.6	H/	
<b>TOTAL</b>	<b>8229</b>	<b>64.6</b>	<b>17655</b>	<b>71.3</b>	<b>8357</b>	<b>70.4</b>	<b>8910</b>	<b>63.3</b>	<b>11940</b>	<b>60.0</b>	<b>12354</b>	<b>63.4</b>	<b>5341</b>	<b>65.8</b>	<b>6888</b>	<b>70.3</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	83.0	69.6	77.4	81.4	76.4	J/	75.4	70.9	77.4	61.4	61.3	76.2	84.4	73.5	85.9	82.4	58.6	75.9
700 - 759 AM	83.7	75.9	83.9	76.7	79.9	78.8	72.4	74.4	64.7	74.3	71.6	69.7	75.1	75.1	91.0	86.9	72.6	73.4
800 - 859 AM	72.1	71.3	79.2	77.1	72.0	75.1	73.5	72.1	66.4	79.6	82.0	82.8	73.9	78.6	81.9	83.0	68.1	88.8
900 - 959 AM	71.0	75.8	84.1	77.4	65.3	82.7	72.6	69.6	63.2	83.5	88.3	78.9	71.6	80.4	81.7	74.4	66.7	83.3
1000 - 1059 AM	75.0	74.5	84.3	73.0	74.2	73.8	62.6	67.5	68.2	76.7	83.3	77.0	71.0	77.8	69.5	68.0	59.0	81.5
1100 - 1159 AM	74.2	76.1	84.1	65.1	66.4	74.0	67.6	68.4	64.7	73.3	76.5	67.7	75.2	79.7	74.5	67.7	59.3	79.9
1200 - 1259 PM	71.1	65.7	81.8	73.2	61.5	66.7	59.1	69.1	65.4	67.2	76.9	71.1	77.1	66.4	72.6	69.2	55.0	75.1
100 - 159 PM	69.9	68.6	80.8	72.7	70.9	74.2	58.4	66.0	58.7	58.4	68.1	70.1	73.9	74.4	71.2	62.9	52.4	79.4
200 - 259 PM	65.6	69.9	72.2	77.1	73.2	77.3	59.7	66.0	59.2	48.8	75.8	76.8	70.9	71.2	74.2	62.4	53.6	70.9
300 - 359 PM	64.7	67.5	77.9	72.7	69.9	73.2	56.8	58.5	66.2	48.4	68.0	67.5	74.0	56.5	69.4	68.4	49.0	82.1
400 - 459 PM	66.4	61.5	68.3	75.7	55.8	70.4	53.1	55.5	61.8	39.9	70.2	59.3	65.7	61.3	64.3	62.6	43.5	72.1
500 - 559 PM	61.4	59.2	75.4	69.9	42.5	67.1	55.7	52.9	58.0	38.8	66.4	59.5	68.6	54.2	58.9	57.1	41.2	73.6
600 - 659 PM	63.3	55.5	69.8	66.6	63.0	62.5	48.5	55.7	55.0	37.3	69.0	55.2	66.0	45.7	64.2	61.2	38.7	66.1
700 - 759 PM	57.2	58.3	67.4	69.5	63.7	69.8	47.1	52.9	59.1	36.1	64.2	60.8	64.5	46.8	62.0	56.1	34.7	66.9
800 - 859 PM	57.8	54.8	70.1	66.6	50.8	67.5	50.0	54.5	57.9	32.9	60.7	52.6	63.1	42.9	61.5	59.8	33.9	63.4
900 - 959 PM	61.1	51.3	61.4	69.6	67.0	68.9	50.7	49.9	60.0	35.6	56.0	60.6	58.6	49.2	60.9	54.7	42.5	53.7
1000 - 1059 PM	59.2	57.5	65.7	63.2	53.2	51.6	53.1	40.1	56.9	48.3	60.3	59.6	61.3	54.9	63.8	49.8	35.4	63.5
1100 - 559 AM	69.0	60.8	62.9	55.8	61.3	61.2	48.3	62.9	61.8	62.1	57.0	56.2	74.8	68.3	61.3	58.2	47.2	58.0
TOTAL, ALL ARRIVALS, BY AIRPORT	67.4	64.2	74.1	71.6	65.6	70.5	59.4	62.0	61.4	53.4	69.2	63.9	70.5	62.6	68.8	64.9	49.5	72.2

\* 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	68.5	74.3	71.1	J/	68.1	65.6	79.2	44.4	100.0	73.8	82.4	J/	94.4	J/	75.0
700 - 759 AM	80.6	75.7	63.0	96.0	64.2	80.8	90.5	79.8	85.4	86.2	86.4	76.8	76.0	88.9	76.1
800 - 859 AM	76.0	84.9	62.4	94.6	58.3	86.5	74.5	85.6	80.8	82.5	88.8	76.1	83.4	89.9	74.7
900 - 959 AM	77.8	82.2	66.2	88.7	55.5	74.9	77.3	81.5	83.8	74.4	72.2	71.9	72.6	88.9	73.4
1000 - 1059 AM	76.9	74.8	65.7	86.3	53.2	79.4	81.9	65.4	75.6	69.4	62.6	70.7	81.7	81.2	70.6
1100 - 1159 AM	76.3	67.8	64.6	75.9	52.4	69.7	80.8	73.0	74.7	71.2	55.7	64.6	72.1	80.4	69.4
1200 - 1259 PM	79.2	63.6	60.4	74.8	52.5	64.1	74.9	79.0	67.7	68.0	56.2	60.0	70.9	72.7	67.5
100 - 159 PM	77.2	63.4	55.8	69.5	48.0	64.7	74.3	74.1	75.3	67.7	55.4	60.1	68.5	71.8	66.3
200 - 259 PM	66.7	66.8	64.3	72.2	48.5	53.3	70.6	70.0	71.7	61.3	55.7	59.8	74.5	72.7	64.3
300 - 359 PM	77.3	68.0	50.2	70.3	40.8	70.6	62.8	73.3	78.7	65.8	55.7	62.2	68.6	77.7	63.6
400 - 459 PM	69.4	53.6	57.2	63.6	38.6	57.3	56.5	69.1	68.1	60.6	58.3	59.3	57.0	72.0	59.6
500 - 559 PM	64.1	68.1	58.3	68.9	38.8	60.4	60.3	62.4	69.5	59.5	59.1	45.7	66.4	66.8	58.3
600 - 659 PM	65.0	58.9	45.1	61.0	36.9	60.3	55.0	73.9	68.3	54.8	54.7	62.5	53.5	63.6	57.2
700 - 759 PM	57.3	46.8	52.8	67.2	32.8	52.8	51.4	62.1	61.2	56.7	55.0	54.6	58.7	65.5	54.5
800 - 859 PM	55.4	55.4	53.4	56.6	32.2	53.3	50.5	67.1	62.2	57.1	58.3	56.9	54.5	54.7	54.6
900 - 959 PM	54.0	50.3	49.3	65.4	35.2	64.1	56.4	66.9	61.5	54.9	50.4	59.8	43.9	59.0	55.7
1000 - 1059 PM	52.0	44.6	51.0	55.0	41.5	49.7	53.5	67.8	58.1	55.2	47.2	48.1	52.5	56.7	55.0
1100 - 559 AM	56.6	47.2	67.5	54.7	61.3	51.4	60.0	59.1	63.6	62.2	55.3	52.9	70.0	56.1	60.2
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>68.5</b>	<b>64.2</b>	<b>58.7</b>	<b>70.7</b>	<b>46.9</b>	<b>63.4</b>	<b>64.6</b>	<b>71.3</b>	<b>70.4</b>	<b>63.3</b>	<b>60.0</b>	<b>63.4</b>	<b>65.8</b>	<b>70.3</b>	<b>63.7</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	91.1	78.8	91.8	89.2	88.2	92.2	91.8	88.5	82.3	87.4	93.3	86.0	90.7	87.0	94.0	90.2	86.1	94.4
700 - 759 AM	87.1	76.5	89.5	84.0	81.6	91.6	87.2	79.4	87.2	83.8	91.6	85.1	89.9	83.0	92.8	86.1	85.1	93.6
800 - 859 AM	83.6	74.6	82.2	84.7	82.0	82.6	76.5	74.8	74.5	75.7	90.0	70.8	81.6	80.0	86.8	86.7	79.1	90.8
900 - 959 AM	75.6	78.1	83.1	78.1	77.8	81.6	75.5	67.5	74.1	79.7	87.1	79.9	80.4	78.2	81.2	80.1	75.1	86.8
1000 - 1059 AM	71.5	77.7	76.0	75.2	65.7	81.9	67.3	62.0	70.2	76.3	86.4	79.1	78.1	78.2	71.2	69.2	66.6	85.2
1100 - 1159 AM	72.7	70.1	75.9	73.0	70.8	75.3	63.9	63.2	69.6	72.9	79.6	75.6	73.2	81.1	67.2	70.2	60.8	80.3
1200 - 1259 PM	71.0	74.6	70.9	62.3	65.3	71.4	58.6	64.7	67.1	69.2	72.6	65.4	79.0	77.0	71.7	69.4	65.9	75.6
100 - 159 PM	67.6	68.3	70.5	75.3	63.9	74.5	56.9	60.2	64.6	62.1	70.4	60.4	76.2	67.6	69.2	66.7	65.0	75.0
200 - 259 PM	63.6	64.6	67.3	66.3	65.9	73.6	57.8	58.7	57.0	58.0	67.8	61.4	73.2	63.4	71.3	61.5	63.8	69.2
300 - 359 PM	60.0	63.2	65.1	59.4	66.4	74.7	57.6	59.2	61.6	45.3	68.2	74.8	74.4	66.0	63.9	63.0	55.4	75.5
400 - 459 PM	63.9	59.5	60.3	72.3	60.3	71.4	54.6	54.8	56.9	49.6	66.5	50.4	74.4	59.9	66.2	64.4	55.0	73.9
500 - 559 PM	64.8	58.5	66.2	68.1	67.1	71.6	55.4	51.4	60.7	41.5	65.7	60.8	67.9	60.2	53.6	60.6	50.2	72.0
600 - 659 PM	61.1	54.3	62.3	71.5	39.0	69.7	56.4	51.2	50.0	40.2	60.5	53.8	66.9	56.0	58.7	62.7	48.6	67.3
700 - 759 PM	62.1	52.5	57.4	69.3	59.1	62.5	52.3	46.9	60.8	39.5	65.9	58.4	68.4	52.8	61.6	64.6	38.3	67.3
800 - 859 PM	60.0	54.7	55.8	69.3	56.3	75.7	54.3	49.8	61.3	35.8	59.6	52.4	62.8	51.6	48.8	58.9	44.1	63.9
900 - 959 PM	61.7	33.3	62.6	65.2	58.9	76.6	49.4	50.3	63.9	36.9	51.4	48.9	75.0	46.4	60.6	70.2	40.2	43.7
1000 - 1059 PM	68.8	J/	J/	74.6	J/	72.0	51.6	51.4	61.0	J/	20.0	58.1	69.9	56.1	66.0	72.7	J/	50.0
1100 - 559 AM	71.3	80.5	95.6	J/	J/	92.0	61.7	92.7	J/	79.1	90.0	100.0	73.5	80.2	70.3	64.0	93.3	64.7
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>68.6</b>	<b>67.7</b>	<b>72.2</b>	<b>73.5</b>	<b>66.5</b>	<b>77.1</b>	<b>62.3</b>	<b>61.0</b>	<b>65.9</b>	<b>61.0</b>	<b>75.2</b>	<b>65.5</b>	<b>75.3</b>	<b>68.1</b>	<b>70.4</b>	<b>71.1</b>	<b>63.0</b>	<b>77.3</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *															
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	84.1	84.2	83.1	95.5	73.6	91.8	88.9	93.8	92.5	90.9	88.4	91.9	88.0	95.1	87.9
700 - 759 AM	82.7	85.0	78.7	89.5	67.9	91.2	84.7	93.9	89.5	83.7	86.2	87.3	86.6	94.5	85.2
800 - 859 AM	77.3	87.8	74.4	91.9	64.8	86.9	81.9	88.7	79.1	80.9	85.3	84.1	84.7	92.0	80.3
900 - 959 AM	72.9	76.2	75.2	90.4	55.6	79.8	72.4	79.2	84.2	77.6	79.3	77.9	82.5	87.7	75.9
1000 - 1059 AM	72.7	72.3	69.6	78.2	52.2	72.9	78.7	73.0	77.0	70.3	69.0	79.4	70.5	84.6	71.2
1100 - 1159 AM	69.0	75.9	63.9	71.7	49.1	74.7	79.0	72.5	71.4	67.1	61.6	76.7	77.1	79.9	69.6
1200 - 1259 PM	64.8	72.5	63.1	68.8	49.3	67.7	78.2	70.4	73.5	68.5	61.2	62.8	66.6	80.6	67.9
100 - 159 PM	68.9	58.7	65.0	61.4	49.1	64.6	71.2	71.2	65.4	64.6	58.4	65.1	65.9	67.9	64.7
200 - 259 PM	59.4	60.1	60.3	70.5	41.1	65.4	72.3	73.2	72.4	57.4	56.8	65.4	67.2	66.4	62.8
300 - 359 PM	55.1	60.3	60.3	51.5	39.0	61.8	59.1	66.9	65.4	61.1	56.4	67.5	59.3	63.4	60.2
400 - 459 PM	57.9	67.6	53.5	58.8	35.6	68.8	62.5	66.9	71.3	65.6	54.7	61.7	54.3	70.7	59.9
500 - 559 PM	53.5	60.0	57.5	61.3	34.5	62.5	48.9	70.7	71.6	61.3	64.1	70.8	60.9	67.4	59.0
600 - 659 PM	50.5	59.4	56.1	58.1	36.1	64.6	57.7	67.5	71.7	58.9	63.2	45.2	58.5	63.3	57.1
700 - 759 PM	45.5	65.8	57.4	54.0	36.2	53.3	50.3	71.6	68.1	54.5	62.6	65.3	46.7	64.6	57.1
800 - 859 PM	38.4	60.6	54.7	58.0	33.0	68.8	59.8	59.9	68.0	62.1	64.5	65.2	46.4	64.0	54.3
900 - 959 PM	35.6	54.4	63.8	61.7	38.5	79.5	52.9	60.8	67.7	61.4	68.4	72.5	48.9	52.3	58.8
1000 - 1059 PM	J/	43.0	60.3	80.0	49.4	75.3	J/	78.8	78.3	75.2	67.6	72.0	J/	J/	67.9
1100 - 559 AM	86.7	100.0	90.5	65.7	75.0	75.6	85.4	81.9	83.3	76.0	66.6	81.3	J/	87.0	73.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>62.5</b>	<b>68.1</b>	<b>64.8</b>	<b>71.3</b>	<b>47.4</b>	<b>74.6</b>	<b>69.2</b>	<b>73.7</b>	<b>75.3</b>	<b>70.3</b>	<b>68.1</b>	<b>72.7</b>	<b>69.3</b>	<b>76.4</b>	<b>67.3</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	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
XE	7758	LAX-SEA	1345	15	100.00	57	50
XE	7824	LAX-GEG	1855	15	100.00	56	42
UA	789	ORD-MSP	1711	28	96.43	65	43
OH	5597	BOS-PHL	1800	22	95.45	72	60
OH	5587	BOS-PHL	1500	22	95.45	59	35
UA	412	DEN-OMA	2140	15	93.33	67	54
NW	552	MSP-LGA	1856	15	93.33	58	47
UA	1298	LAX-DEN	1709	15	93.33	51	47
XE	7771	RNO-LAX	1840	15	93.33	50	37
XE	7829	RNO-LAX	1150	15	93.33	35	24
XE	7755	LAX-RNO	1002	15	93.33	27	26
AA	360	ORD-LGA	1600	26	92.31	71	63
CO	1697	EWR-ABQ	2000	26	92.31	70	49
MQ	4045	ORD-DBQ	1540	26	92.31	46	28
AA	1497	EWR-ORD	2020	25	92.00	84	78
CO	552	CMH-EWR	1738	24	91.67	70	62
XE	2756	EWR-BHM	2000	24	91.67	57	52
OO	2504	MSP-MKE	1800	24	91.67	36	25
OH	5257	EWR-CVG	1743	22	90.91	89	93
OH	5256	CVG-EWR	1510	22	90.91	85	61
UA	691	LGA-ORD	1800	22	90.91	76	65
WN	3323	PHX-BUR	2135	22	90.91	43	37
UA	959	ORD-DEN	1945	31	90.32	76	60
OO	6449	ORD-SLC	1730	31	90.32	72	61
MQ	3970	ORD-IND	1405	31	90.32	56	43

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
AA	827	ORD-SJC	1920	30	90.00	75	56
OH	5315	MSP-CVG	1755	20	90.00	52	42
F9	629	DEN-DTW	1920	20	90.00	50	29
OO	2531	BDL-MKE	1100	29	89.66	44	26
XE	2782	EWR-RIC	1930	27	88.89	87	72
XE	3157	MCI-IAH	1429	18	88.89	60	26
NW	1738	DTW-MKE	1912	18	88.89	44	34
NW	697	DTW-DFW	1523	18	88.89	44	39
XE	2500	LEX-EWR	1445	26	88.46	92	75
UA	684	ORD-LGA	1400	26	88.46	84	57
XE	2558	EWR-OMA	2015	26	88.46	70	45
OO	5922	COS-ORD	1639	17	88.24	89	50
UA	489	ORD-SMF	2015	17	88.24	88	66
UA	423	DEN-EGE	2055	17	88.24	68	50
UA	371	JAC-ORD	1251	17	88.24	65	43
F9	578	SLC-DEN	1705	17	88.24	54	43
XE	2355	MKE-EWR	1300	25	88.00	98	63
MQ	4012	PIT-ORD	1915	25	88.00	62	49
NW	527	LGA-DTW	1955	25	88.00	58	58
UA	675	PIT-ORD	1717	16	87.50	107	83
UA	439	DEN-ORD	1840	16	87.50	82	84
EV	4775	LGA-CAE	2125	24	87.50	72	44
UA	1141	GRR-ORD	1856	16	87.50	69	33
OO	2675	MKE-OMA	1930	24	87.50	58	42
MQ	4435	CID-ORD	1935	24	87.50	56	52

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



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

CARRIER *	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OH	5017	ATL-SDF	1610	24	87.50	55	38
NW	650	DTW-EWR	1926	24	87.50	47	29
UA	912	ORD-IAH	1735	16	87.50	46	35
MQ	4130	EVV-ORD	1845	24	87.50	38	32
MQ	4135	ORD-IND	1740	31	87.10	70	48
9E	2851	DSM-LGA	1505	31	87.10	67	39
B6	75	SYR-JFK	1720	31	87.10	66	45
MQ	4239	CID-ORD	1305	31	87.10	55	38
UA	836	ORD-LGA	1800	31	87.10	50	51
OH	5580	PHL-BOS	1700	23	86.96	63	36
WN	49	DAL-HOU	1830	23	86.96	43	35
AA	681	ORD-MIA	2010	30	86.67	83	35
XE	7826	LAX-PDX	2015	15	86.67	72	69
CO	648	EWR-SFO	1940	15	86.67	62	48
UA	357	ORD-DFW	1645	30	86.67	61	50
MQ	4398	GRR-ORD	1945	30	86.67	58	37
F9	797	DEN-PDX	2140	30	86.67	55	31
MQ	4095	MKE-ORD	1845	30	86.67	53	40
MQ	3519	DFW-LBB	2020	30	86.67	51	38
MQ	4307	ORD-LSE	2000	30	86.67	50	43
CO	1728	EWR-JAX	2045	15	86.67	45	34
YV	7145	IAD-LGA	1805	15	86.67	45	29
OO	6154	ORD-GRB	1745	15	86.67	34	24
OO	3845	SLC-SLE	1125	15	86.67	33	25
XE	7763	LAX-RNO	1655	15	86.67	28	24

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OH	5266	RIC-LGA	1810	22	86.36	48	31
XE	2268	EWR-BUF	2100	29	86.21	54	50
MQ	4090	ORD-OKC	2125	29	86.21	50	45
AA	347	LGA-ORD	1815	28	85.71	65	63
B6	1069	JFK-AUS	2045	28	85.71	62	37
YV	7256	SPI-ORD	1829	27	85.19	73	69
CO	1197	BOS-EWR	1725	26	84.62	92	63
YV	7209	IAD-LGA	720	26	84.62	55	34
OH	5446	BOS-SDF	1350	19	84.21	63	36
MQ	3912	ORD-MKE	1735	19	84.21	58	36
AA	1881	JFK-MIA	1550	19	84.21	55	34
AA	354	ORD-LGA	1735	25	84.00	77	66
9E	3752	LGA-FNT	1929	25	84.00	73	69
AA	1763	ORD-SNA	1645	25	84.00	64	26
OH	5543	CVG-MSP	1640	25	84.00	46	37
OO	2873	EWR-MKE	1525	31	83.87	111	65
OO	5892	BZN-ORD	1256	31	83.87	92	45
MQ	3937	ORD-SGF	2010	31	83.87	75	43
UA	406	DEN-LGA	1621	31	83.87	63	54
AA	358	ORD-LGA	1630	31	83.87	60	53
OO	5871	ORD-COS	1845	31	83.87	57	47
MQ	3969	MSN-ORD	1605	31	83.87	52	41
UA	167	BOS-LAX	1749	31	83.87	41	31
MQ	4279	ORD-GRR	1725	31	83.87	40	30
FL	52	SFO-ATL	2235	31	83.87	39	38

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
NW	327	DTW-LAX	1210	31	83.87	36	31
FL	44	SFO-ATL	1241	31	83.87	36	36
MQ	4371	MDT-ORD	1755	30	83.33	96	37
AA	1521	BOS-ORD	1625	18	83.33	81	67
XE	3148	BTV-EWR	1440	18	83.33	81	45
AA	1521	ORD-TUS	1935	18	83.33	77	71
OO	2879	EWR-MKE	2050	24	83.33	76	75
MQ	4430	ORD-HPN	1725	30	83.33	75	55
AA	1392	ORD-EWR	1620	30	83.33	74	78
AA	1081	BOS-ORD	2005	24	83.33	74	54
EV	4686	CAE-LGA	1846	24	83.33	73	69
AA	2357	ORD-DFW	2015	30	83.33	72	45
CO	806	EWR-AUS	1955	24	83.33	68	54
AA	1891	ORD-LAX	2035	18	83.33	67	43
OO	2548	MKE-MSN	2145	24	83.33	64	32
MQ	4504	ORD-CMH	2000	30	83.33	62	30
XE	2717	EWR-STL	1950	24	83.33	59	43
MQ	4472	PNS-ORD	1800	30	83.33	56	39
NW	1190	DTW-LGA	1705	18	83.33	50	47
NW	1299	LGA-MEM	1110	18	83.33	48	32
MQ	4049	ORD-RST	1540	30	83.33	47	27
EV	4683	ISP-ATL	1710	18	83.33	42	30
AA	879	DFW-PSP	1810	18	83.33	40	38
AA	1475	BWI-DFW	1040	18	83.33	29	21
UA	1169	ORD-SAN	2015	29	82.76	95	47

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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
F9	513	LGA-DEN	2140	29	82.76	64	55
OO	5961	ORD-PIA	1645	29	82.76	59	50
MQ	4231	HSV-ORD	1925	29	82.76	55	41
MQ	4391	ORD-HSV	1720	29	82.76	54	53
MQ	4050	RST-ORD	1715	29	82.76	53	30
OO	3886	SLC-SLE	2105	29	82.76	44	29
OH	5536	CLT-LGA	1745	23	82.61	63	46
WN	337	MDW-PIT	2050	23	82.61	56	55
OO	4015	BHM-SLC	1755	23	82.61	55	41
OH	5672	CHS-LGA	1328	23	82.61	48	44
MQ	4123	ORD-CMI	2050	23	82.61	46	37
WN	2896	LAS-LAX	2120	23	82.61	34	22
OO	5990	HDN-ORD	1234	17	82.35	77	36
UA	790	DSM-ORD	1542	17	82.35	73	59
UA	339	DEN-EGE	1117	17	82.35	73	52
UA	489	JAX-ORD	1717	17	82.35	72	59
OO	5878	ASE-ORD	1248	17	82.35	69	54
UA	801	ORD-MSP	1551	17	82.35	60	47
OO	5929	ORD-TUL	1525	17	82.35	59	36
9E	4710	OKC-MSP	1730	28	82.14	101	30
UA	655	EWR-ORD	1838	28	82.14	69	66
NW	632	MEM-LGA	1423	28	82.14	51	37
EV	4339	SWF-ATL	1710	28	82.14	47	38
AA	766	DFW-LGA	1955	28	82.14	40	36
WN	109	LAX-PHX	1725	28	82.14	37	31

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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	370	ORD-LGA	1250	28	82.14	36	32
OH	5350	RDU-LGA	1900	22	81.82	69	56
OH	5456	MCI-CVG	1735	22	81.82	69	30
OH	5520	JFK-BOS	1905	22	81.82	66	45
OH	5164	BHM-LGA	1735	22	81.82	54	48
YV	7186	ORD-MBS	1930	27	81.48	95	66
OH	5513	BOS-JFK	1637	27	81.48	68	54
XE	2868	STL-EWR	1640	27	81.48	59	35
AA	762	DFW-LGA	1830	27	81.48	56	46
XE	1223	EWR-ORD	1845	16	81.25	91	48
CO	318	EWR-TPA	2035	16	81.25	59	43
UA	796	ORD-ATL	2057	16	81.25	54	36
AA	1972	ORD-RDU	1635	16	81.25	49	32
YV	7404	BOS-IAD	1643	16	81.25	44	31
YV	7452	ORD-MHT	1931	21	80.95	61	52
OH	5329	CVG-DFW	2050	21	80.95	57	36
MQ	4074	ORD-XNA	1815	26	80.77	81	74
AA	346	ORD-LGA	1930	26	80.77	73	57
XE	2985	EWR-DTW	2015	26	80.77	64	58
YV	7308	BMI-ORD	1800	26	80.77	57	32
MQ	3938	ORD-LIT	1730	26	80.77	57	46
AA	740	DFW-LGA	1535	26	80.77	50	29
XE	2874	CHS-EWR	1830	26	80.77	48	41
MQ	4226	DBQ-ORD	1655	26	80.77	39	28
AA	67	ORD-DFW	1705	31	80.65	71	60

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
YV	7247	IAD-BHM	1647	31	80.65	65	55
AS	525	DEN-SEA	1900	31	80.65	59	45
B6	7	BUF-JFK	1705	31	80.65	59	40
MQ	4138	ORD-JFK	1420	31	80.65	57	45
UA	155	ORD-SFO	2005	31	80.65	56	43
AA	1999	EWR-MIA	1650	31	80.65	52	37
MQ	4273	RIC-MIA	1420	31	80.65	52	30
MQ	4363	ORD-CHA	1520	31	80.65	51	25
US	1161	BOS-PHX	625	31	80.65	47	35
B6	644	SFO-JFK	1225	31	80.65	34	25
NW	753	DTW-MSP	1133	31	80.65	33	33
UA	121	ORD-LAX	1500	31	80.65	32	32
AA	363	LGA-ORD	2000	25	80.00	84	69
UA	1259	SEA-SFO	1842	15	80.00	82	50
MQ	3939	LIT-ORD	1950	25	80.00	82	27
AA	397	LGA-ORD	2110	25	80.00	78	41
AA	2075	EWR-DFW	1930	25	80.00	75	58
UA	828	ORD-BOS	2045	20	80.00	73	41
OO	3955	GJT-SLC	1805	15	80.00	69	58
MQ	4082	ORD-ICT	1910	30	80.00	69	45
AA	889	ORD-LAX	1815	30	80.00	66	66
UA	563	PHL-ORD	1712	30	80.00	66	41
UA	390	DEN-ICT	2140	15	80.00	64	56
MQ	4345	ORD-PIT	2005	30	80.00	63	44
AA	1179	BOS-ORD	1800	25	80.00	63	43

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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	874	ORD-BOS	1925	30	80.00	63	54
MQ	4353	ORD-CID	1810	25	80.00	61	30
AA	2372	DFW-ORD	1905	30	80.00	60	49
OH	5622	ATL-CMH	2215	20	80.00	60	43
OH	5545	CVG-MCI	1630	20	80.00	60	25
MQ	3962	ORD-LIT	2130	30	80.00	59	39
AA	1768	ORD-PHL	1600	25	80.00	58	34
MQ	4096	MKE-MQT	2000	15	80.00	58	41
MQ	4179	PVD-ORD	1845	30	80.00	56	31
AA	785	LGA-DFW	1840	30	80.00	55	51
MQ	4806	BOS-LGA	1800	25	80.00	54	42
MQ	4368	GRB-ORD	1815	30	80.00	54	29
MQ	4296	IND-ORD	2015	30	80.00	53	37
MQ	4792	DCA-LGA	1740	25	80.00	53	51
MQ	4501	ORD-DSM	1740	30	80.00	53	37
AA	1274	DEN-DFW	1930	25	80.00	52	51
NW	330	DTW-LGA	1924	15	80.00	51	36
XE	7779	SEA-LAX	1700	15	80.00	51	39
EV	4563	SWF-ATL	630	30	80.00	49	34
F9	419	DEN-LAX	2140	30	80.00	49	42
MQ	3415	DFW-GRK	2040	30	80.00	49	34
MQ	4493	ORD-OMA	1935	30	80.00	48	34
XE	7821	BOI-LAX	1405	15	80.00	47	36
UA	1161	MHT-ORD	1701	15	80.00	46	31
UA	554	SFO-PDX	1615	15	80.00	45	38

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
MQ	4248	ROC-ORD	1905	25	80.00	44	46
XE	7765	LAX-SEA	1855	15	80.00	42	46
MQ	4389	ORD-RST	1745	30	80.00	42	37
OO	6325	AZO-ORD	2004	15	80.00	41	35
NW	1081	EWR-MSP	1733	15	80.00	41	41
MQ	4498	EVV-ORD	1710	25	80.00	40	28
NW	634	MEM-LGA	1830	15	80.00	40	30
NW	262	DTW-LGA	2127	15	80.00	39	30
NW	514	MSP-LGA	1705	25	80.00	38	34
MQ	4510	ORD-FNT	1545	30	80.00	37	22
AA	2014	DFW-MSY	2145	15	80.00	35	28
OO	2503	MKE-MSP	1625	30	80.00	34	27
MQ	4370	MSN-ORD	1920	30	80.00	33	19
OO	6154	GRB-ORD	1916	15	80.00	33	27
XE	7753	LAX-SEA	939	15	80.00	31	31

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



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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,490	177	11.9
UNITED	1,261	117	9.3
COMAIR	674	54	8.0
AMERICAN	1,741	131	7.5
EXPRESSJET	1,187	87	7.3
SKYWEST	1,625	90	5.5
NORTHWEST	1,035	57	5.5
MESA	711	36	5.1
FRONTIER	276	12	4.3
CONTINENTAL	953	34	3.6
JETBLUE	554	15	2.7
PINNACLE	729	18	2.5
AIRTRAN	741	14	1.9
ATLANTIC SOUTHEAST	807	14	1.7
SOUTHWEST	3,436	49	1.4
ALASKA	418	5	1.2
DELTA	1,361	7	0.5
US AIRWAYS	1,315	4	0.3
HAWAIIAN	149	0	0.0
ALOHA	132	0	0.0
<b>TOTAL</b>	<b>20,597</b>	<b>921</b>	<b>4.5</b>

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

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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)	51.9	68.8	237	237
ADAK ISLAND AK (ADK)	33.3	33.3	9	9
AGUADILLA PR (BQN)	62.9	85.5	124	124
AKRON/CANTON OH (CAK)	64.3	72.2	810	812
ALBANY GA (ABY)	67.0	69.1	94	94
ALBANY NY (ALB)	65.0	70.9	1,204	1,201
ALBUQUERQUE NM (ABQ)	70.2	74.7	3,601	3,600
ALEXANDRIA LA (AEX)	61.1	78.9	198	199
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	58.3	68.6	429	433
AMARILLO TX (AMA)	66.0	73.5	658	656
ANCHORAGE AK (ANC)	70.6	78.0	1,377	1,376
APPLETON WI (ATW)	48.3	57.1	460	462
ASHEVILLE NC (AVL)	68.6	70.2	299	299
ASPEN CO (ASE)	49.4	48.3	559	584
ATLANTA GA (ATL)	67.4	68.6	34,530	34,499
ATLANTIC CITY NJ (ACY)	65.8	69.2	38	39
AUGUSTA GA (AGS)	63.6	67.4	187	187
AUSTIN TX (AUS)	65.4	75.8	4,403	4,403
BAKERSFIELD CA (BFL)	74.0	86.7	407	407
BALTIMORE MD (BWI)	74.1	72.2	9,029	9,031
BANGOR ME (BGR)	59.2	55.4	184	186
BARROW AK (BRW)	80.0	60.0	60	60
BATON ROUGE LA (BTR)	66.2	73.4	775	778
BEAUMONT/PORT ARTHUR TX (BPT)	77.4	83.9	31	31
BELLINGHAM WA (BLI)	75.9	93.3	29	30
BEND/REDMOND OR (RDM)	72.2	77.4	306	305
BETHEL AK (BET)	79.8	76.2	84	84
BILLINGS MT (BIL)	53.9	71.5	395	393
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	60.3	62.1	58	58
BIRMINGHAM AL (BHM)	70.6	74.8	2,060	2,062
BISMARCK/MANDAN ND (BIS)	55.3	69.1	262	262
BLOOMINGTON IL (BMI)	48.1	51.0	453	453
BOISE ID (BOI)	65.2	74.0	1,589	1,587
BOSTON MA (BOS)	64.2	67.7	9,665	9,680
BOZEMAN MT (BZN)	50.1	69.6	437	438
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	68.7	77.3	131	132
BROWNSVILLE TX (BRO)	63.8	84.0	105	106
BRUNSWICK GA (BQK)	64.1	76.6	64	64
BUFFALO NY (BUF)	66.1	68.9	2,065	2,064
BURBANK CA (BUR)	71.1	74.6	2,779	2,781
BURLINGTON VT (BTV)	55.7	59.8	576	577
BUTTE MT (BTM)	61.7	70.3	60	64
CARLSBAD CA (CLD)	80.4	84.6	240	240

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	67.9	76.3	296	295
CEDAR RAPIDS/IOWA CITY IA (CID)	45.7	49.9	817	789
CHAMPAIGN/URBANA IL (CMI)	37.7	54.8	236	239
CHARLESTON SC (CHS)	62.8	68.5	1,289	1,287
CHARLESTON/DUNBAR WV (CRW)	62.2	71.0	209	210
CHARLOTTE AMALIE VI (STT)	68.4	72.2	288	288
CHARLOTTE NC (CLT)	71.6	73.5	10,781	10,774
CHARLOTTESVILLE VA (CHO)	74.2	76.3	97	97
CHATTANOOGA TN (CHA)	64.2	75.8	352	351
CHICAGO IL (MDW)	68.5	62.5	7,659	7,660
CHICAGO IL (ORD)	46.9	47.4	30,217	30,315
CHICO CA (CIC)	65.0	70.7	117	116
CHRISTIANSTED VI (STX)	64.1	48.7	39	39
CLEVELAND OH (CLE)	64.6	70.2	5,593	5,597
CODY WY (COD)	68.8	79.6	93	93
COLLEGE STATION/BRYAN TX (CLL)	54.7	74.3	148	148
COLORADO SPRINGS CO (COS)	57.9	71.5	1,503	1,437
COLUMBIA SC (CAE)	54.8	64.0	914	913
COLUMBUS GA (CSG)	59.2	73.8	103	103
COLUMBUS MS (GTR)	53.3	69.3	75	75
COLUMBUS OH (CMH)	63.6	70.9	3,141	3,146
CORDOVA AK (CDV)	58.3	65.0	60	60
CORPUS CHRISTI TX (CRP)	66.2	72.5	397	396
COVINGTON KY (CVG)	65.6	66.5	8,407	8,397
CRESCENT CITY CA (CEC)	52.3	58.4	88	89
DALLAS TX (DAL)	71.5	69.1	4,608	4,605
DALLAS/FT.WORTH TX (DFW)	62.0	61.0	24,432	24,408
DAYTON OH (DAY)	61.3	71.0	1,344	1,347
DAYTONA BEACH FL (DAB)	70.3	73.0	259	259
DEADHORSE AK (SCC)	81.7	80.0	60	60
DENVER CO (DEN)	59.4	62.3	20,204	20,180
DES MOINES IA (DSM)	47.5	51.2	1,393	1,400
DETROIT MI (DTW)	61.4	65.9	14,168	14,173
DOTHAN AL (DHN)	69.1	70.2	123	124
DUBUQUE IA (DBQ)	33.3	35.9	114	117
DULUTH MN (DLH)	58.1	72.9	203	203
DURANGO CO (DRO)	64.9	72.0	328	329
EAGLE CO (EGE)	46.5	55.4	357	354
EL CENTRO CA (IPL)	81.6	88.7	114	115
EL PASO TX (ELP)	69.2	77.0	1,804	1,805
ELKO NV (EKO)	77.0	84.2	139	139
ELMIRA/CORNING NY (ELM)	54.1	65.1	109	109
ERIE PA (ERI)	45.5	63.6	77	77

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EUGENE OR (EUG)	68.7	76.7	549	549
EUREKA/ARCATA CA (ACV)	60.1	65.1	308	312
EVANSVILLE IN (EVV)	53.2	64.6	447	449
FAIRBANKS AK (FAI)	81.6	85.1	397	397
FARGO ND (FAR)	55.8	67.7	398	399
FAYETTEVILLE AR (XNA)	53.5	61.8	1,196	1,196
FAYETTEVILLE NC (FAY)	64.8	68.0	193	194
FLAGSTAFF AZ (FLG)	68.1	68.8	144	144
FLINT MI (FNT)	59.3	71.6	739	739
FLORENCE SC (FLO)	53.8	76.9	39	39
FORT LAUDERDALE FL (FLL)	69.2	75.2	6,219	6,211
FORT SMITH AR (FSM)	64.2	71.3	268	268
FORT WAYNE IN (FWA)	48.9	57.7	511	511
FRESNO CA (FAT)	75.5	79.8	1,364	1,373
FT. MYERS FL (RSW)	69.5	78.0	2,585	2,577
GAINESVILLE FL (GNV)	59.0	76.4	144	144
GRAND FORKS ND (GFK)	53.0	75.7	115	115
GRAND JUNCTION CO (GJT)	58.5	67.4	412	389
GRAND RAPIDS MI (GRR)	53.4	64.3	1,267	1,259
GREAT FALLS MT (GTF)	59.0	72.4	210	210
GREEN BAY/CLINTONVILLE WI (GRB)	46.5	56.3	652	654
GREENSBORO/HIGH POINT NC (GSO)	60.4	67.8	1,082	1,083
GREENVILLE/SPARTANBURG SC (GSP)	58.2	67.0	1,091	1,091
GULFPORT/BILOXI MS (GPT)	70.4	79.7	719	720
GUNNISON CO (GUC)	45.1	54.1	82	85
HANCOCK/HOUGHTON MI (CMX)	15.4	66.7	13	12
HARLINGEN/SAN BENITO TX (HRL)	66.6	71.7	344	343
HARRISBURG PA (MDT)	58.6	66.0	616	617
HARTFORD CT (BDL)	63.8	71.7	2,674	2,676
HELENA MT (HLN)	52.6	76.0	156	154
HILO HI (ITO)	93.3	94.7	795	795
HILTON HEAD SC (HHH)	51.2	69.0	84	84
HONOLULU HI (HNL)	87.4	93.0	5,751	5,746
HOUSTON TX (HOU)	68.7	67.1	4,665	4,667
HOUSTON TX (IAH)	70.5	75.3	16,087	16,081
HUNTSVILLE AL (HSV)	61.9	74.7	829	829
IDAHO FALLS ID (IDA)	51.4	68.9	284	286
INDIANAPOLIS IN (IND)	63.1	72.9	3,471	3,477
INDIO/PALM SPRINGS CA (PSP)	69.5	78.8	1,179	1,177
INYOKERN CA (IYK)	72.0	86.7	82	83
ISLIP NY (ISP)	79.1	83.0	900	900
JACKSON WY (JAC)	50.7	61.4	278	277
JACKSON/VICKSBURG MS (JAN)	62.5	71.9	1,173	1,178

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE FL (JAX)	68.5	76.7	2,931	2,928
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	72.0	75.7	107	107
JUNEAU AK (JNU)	70.5	67.9	305	305
KAHULUI HI (OGG)	88.0	91.0	2,102	2,103
KALAMAZOO MI (AZO)	44.1	54.6	365	366
KALISPELL MT (FCA)	54.6	73.0	262	263
KANSAS CITY MO (MCI)	62.8	66.4	5,622	5,619
KETCHIKAN AK (KTN)	71.7	71.2	184	184
KEY WEST FL (EYW)	60.7	78.6	84	84
KILLEEN TX (GRK)	53.6	60.6	384	386
KNOXVILLE TN (TYS)	61.6	70.3	1,160	1,163
KODIAK AK (ADQ)	73.3	71.7	60	60
KONA HI (KOA)	89.9	92.7	1,321	1,322
KOTZEBUE AK (OTZ)	85.6	82.2	90	90
LA CROSSE WI (LSE)	41.2	56.9	204	204
LAFAYETTE LA (LFT)	63.8	75.5	423	425
LAKE CHARLES LA (LCH)	76.5	89.5	85	86
LANSING MI (LAN)	53.9	65.2	349	348
LAREDO TX (LRD)	67.8	75.6	171	172
LAS VEGAS NV (LAS)	68.8	70.4	15,209	15,209
LAWTON/FORT SILL OK (LAW)	57.1	68.3	203	205
LEWISTON ID (LWS)	66.1	82.1	56	56
LEXINGTON KY (LEX)	59.1	68.9	743	743
LIHUE HI (LIH)	92.5	93.9	1,351	1,351
LINCOLN NE (LNK)	53.9	59.5	293	294
LITTLE ROCK AR (LIT)	55.7	63.4	1,389	1,390
LONG BEACH CA (LGB)	73.7	78.1	1,259	1,260
LONGVIEW/KILGOR/GLADWATR TX (GGG)	55.9	71.0	93	93
LOS ANGELES CA (LAX)	64.9	71.1	20,222	20,210
LOUISVILLE KY (SDF)	64.0	69.7	1,912	1,914
LUBBOCK TX (LBB)	60.3	66.2	733	733
LYNCHBURG VA (LYH)	65.4	71.2	52	52
MACON GA (MCN)	63.4	73.6	71	72
MADISON WI (MSN)	42.2	57.1	1,076	1,045
MANCHESTER NH (MHT)	67.5	72.5	1,653	1,654
MARQUETTE MI (MQT)	28.6	62.7	84	83
MEDFORD OR (MFR)	65.4	73.7	523	529
MELBOURNE FL (MLB)	65.9	80.7	176	176
MEMPHIS TN (MEM)	63.6	70.5	7,144	7,152
MERIDIAN MS (MEI)	57.7	71.2	52	52
MIAMI FL (MIA)	64.2	68.1	5,447	5,438
MIDLAND/ODESSA TX (MAF)	63.8	70.6	585	586
MILWAUKEE WI (MKE)	45.9	57.3	2,825	2,849

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MINNEAPOLIS/ST. PAUL MN (MSP)	58.7	64.8	12,456	12,456
MINOT ND (MOT)	47.7	79.5	88	88
MISSION/MCALLEN/EDINBURG TX (MFE)	66.0	82.6	420	419
MISSOULA MT (MSO)	59.0	71.4	288	287
MOBILE AL (MOB)	63.9	68.6	543	541
MODESTO CA (MOD)	69.2	72.6	250	252
MOLINE IL (MLI)	48.2	50.9	753	770
MONROE LA (MLU)	65.2	76.1	247	247
MONTEREY CA (MRY)	78.6	80.5	771	774
MONTGOMERY AL (MGM)	69.7	75.0	317	316
MONTROSE/DELTA CO (MTJ)	54.1	59.9	220	217
MYRTLE BEACH SC (MYR)	71.4	80.2	433	434
NASHVILLE TN (BNA)	67.7	70.6	5,008	5,006
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	74.1	70.9	54	55
NEW ORLEANS LA (MSY)	70.2	76.9	3,434	3,433
NEW YORK NY (JFK)	62.6	68.1	10,416	10,433
NEW YORK NY (LGA)	49.5	63.0	9,735	9,742
NEWARK NJ (EWR)	53.5	61.0	12,810	12,819
NEWBURGH/POUGHKEEPSIE NY (SWF)	69.3	74.6	488	488
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	71.9	77.8	484	483
NOME AK (OME)	82.2	75.6	90	90
NORFOLK VA (ORF)	67.4	72.7	1,579	1,581
OAKLAND CA (OAK)	70.7	71.3	6,181	6,188
OKLAHOMA CITY OK (OKC)	58.6	63.8	2,277	2,304
OMAHA NE (OMA)	57.4	65.3	2,389	2,375
ONTARIO/SAN BERNARDINO CA (ONT)	72.7	75.5	3,591	3,591
ORLANDO FL (MCO)	72.2	77.3	11,439	11,439
OXNARD/VENTURA CA (OXR)	81.8	88.2	110	110
PALMDALE CA (PMD)	83.6	73.2	55	56
PANAMA CITY FL (PFN)	61.2	75.1	276	277
PASCO/KENNEWICK/RICHLAND WA (PSC)	54.4	78.4	241	241
PENSACOLA FL (PNS)	63.8	71.4	852	852
PEORIA IL (PIA)	47.9	57.1	499	503
PETERSBURG AK (PSG)	68.3	70.0	60	60
PHILADELPHIA PA (PHL)	64.6	69.2	8,229	8,229
PHOENIX AZ (PHX)	71.3	73.7	17,655	17,649
PIERRE SD (PIR)	66.7	0.0	3	3
PITTSBURGH PA (PIT)	64.7	71.4	3,834	3,834
POCATELLO ID (PIH)	67.5	84.4	157	154
PONCE PR (PSE)	74.2	81.5	124	124
PORTLAND ME (PWM)	59.7	66.2	717	716
PORTLAND OR (PDX)	63.4	74.6	5,052	5,047
PROVIDENCE RI (PVD)	67.9	71.3	2,005	2,005

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RALEIGH/DURHAM NC (RDU)	66.6	72.5	5,384	5,384
RAPID CITY SD (RAP)	60.8	79.4	372	373
REDDING CA (RDD)	66.2	77.9	151	149
RENO NV (RNO)	70.2	74.4	2,250	2,249
RHINELANDER WI (RHI)	64.3	60.7	28	28
RICHMOND VA (RIC)	63.7	69.0	1,679	1,681
ROANOKE VA (ROA)	55.9	55.0	331	333
ROCHESTER MN (RST)	41.1	50.1	355	355
ROCHESTER NY (ROC)	56.1	65.1	1,336	1,337
ROCKFORD IL (RFD)	63.2	83.9	57	56
ROSWELL NM (ROW)	50.0	69.4	62	62
SACRAMENTO CA (SMF)	67.4	72.4	4,897	4,898
SAGINAW/BAY CITY/MIDLAND MI (MBS)	43.5	54.2	237	240
SALEM OR (SLE)	18.3	73.8	60	61
SALT LAKE CITY UT (SLC)	63.4	72.7	12,354	12,345
SAN ANGELO TX (SJT)	63.8	71.9	152	153
SAN ANTONIO TX (SAT)	66.3	75.7	3,889	3,892
SAN DIEGO CA (SAN)	70.4	75.3	8,357	8,363
SAN FRANCISCO CA (SFO)	60.0	68.1	11,940	11,937
SAN JOSE CA (SJC)	69.8	73.4	5,113	5,111
SAN JUAN PR (SJU)	62.4	76.1	2,126	2,119
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	76.7	83.5	621	624
SANTA ANA CA (SNA)	72.8	77.9	4,386	4,388
SANTA BARBARA CA (SBA)	78.6	81.1	1,301	1,303
SANTA MARIA CA (SMX)	85.7	89.1	147	147
SARASOTA/BRADENTON FL (SRQ)	68.8	77.8	664	659
SAVANNAH GA (SAV)	60.5	70.7	1,170	1,170
SCRANTON/WILKES-BARRE PA (AVP)	46.2	63.6	208	195
SEATTLE WA (SEA)	63.3	70.3	8,910	8,913
SHREVEPORT LA (SHV)	57.5	70.4	706	707
SIOUX CITY IA (SUX)	35.7	34.5	56	55
SIOUX FALLS SD (FSD)	50.3	59.5	563	565
SITKA AK (SIT)	69.6	82.8	92	93
SOUTH BEND IN (SBN)	56.4	55.4	411	410
SPOKANE WA (GEG)	63.4	74.7	1,472	1,472
SPRINGFIELD IL (SPI)	44.0	44.2	141	147
SPRINGFIELD MO (SGF)	55.4	64.9	903	878
ST. GEORGE UT (SGU)	77.2	81.8	303	303
ST. LOUIS MO (STL)	65.8	69.3	5,341	5,333
STATE COLLEGE PA (SCE)	69.4	74.2	62	62
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	52.2	60.0	293	295
SUN VALLEY/HAILLEY/KETCHUM ID (SUN)	61.9	69.6	231	247
SYRACUSE NY (SYR)	60.6	66.8	1,052	1,052

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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.
TALLAHASSEE FL (TLH)	71.3	70.3	317	320
TAMPA FL (TPA)	70.3	76.4	6,888	6,879
TELLURIDE CO (TEX)	47.2	44.4	36	36
TEXARKANA AR (TXK)	62.0	68.9	121	122
TOLEDO OH (TOL)	48.5	60.1	163	163
TRAVERSE CITY MI (TVC)	45.3	60.6	287	287
TUCSON AZ (TUS)	67.1	76.5	2,526	2,524
TULSA OK (TUL)	57.7	64.0	2,073	2,076
TUPELO MS (TUP)	64.9	83.8	37	37
TWIN FALLS ID (TWF)	68.3	80.2	224	212
TYLER TX (TYR)	51.6	67.3	153	153
VALDOSTA GA (VLD)	56.1	70.7	82	82
VALPARAISO FL (VPS)	57.8	69.7	574	575
WACO TX (ACT)	63.4	71.7	205	205
WASHINGTON DC (DCA)	70.5	77.1	6,930	6,933
WASHINGTON DC (IAD)	63.9	65.5	6,900	6,903
WATERLOO IA (ALO)	50.0	42.3	26	26
WAUSAU/MARSHFIELD WI (CWA)	46.2	54.6	132	130
WEST PALM BEACH/PALM BEACH FL (PBI)	68.4	76.0	2,770	2,762
WHITE PLAINS NY (HPN)	59.9	62.9	931	936
WICHITA FALLS TX (SPS)	58.3	68.8	199	202
WICHITA KS (ICT)	57.4	62.5	1,278	1,281
WILMINGTON NC (ILM)	68.2	79.4	280	281
WRANGELL AK (WRG)	70.0	76.7	60	60
YAKIMA WA (YKM)	45.9	59.7	61	62
YAKUTAT AK (YAK)	53.3	65.0	60	60
YUMA AZ (YUM)	77.7	80.8	345	344

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	18	24,254	1,994	8.2	113	44,559	3,712	8.3
PINNACLE	16	8,406	713	8.5	119	21,888	1,732	7.9
MESA	23	12,212	812	6.6	120	22,673	1,600	7.1
UNITED	31	33,759	1,911	5.7	83	40,008	2,272	5.7
COMAIR	23	10,764	595	5.5	88	16,384	882	5.4
SKYWEST	23	27,177	1,200	4.4	147	50,345	2,525	5.0
EXPRESSJET	30	16,781	691	4.1	126	35,880	1,273	3.5
AMERICAN	30	42,180	1,475	3.5	80	52,576	1,784	3.4
ATLANTIC SOUTHEAST	15	12,220	286	2.3	128	23,584	630	2.7
JETBLUE	19	12,178	308	2.5	47	17,078	423	2.5
DELTA	31	31,990	694	2.2	98	39,123	811	2.1
CONTINENTAL	30	21,442	443	2.1	74	27,153	531	2.0
US AIRWAYS	30	31,980	606	1.9	82	39,203	710	1.8
AIRTRAN	24	16,593	274	1.7	54	22,578	403	1.8
NORTHWEST	30	23,199	387	1.7	97	32,144	568	1.8
ALASKA	16	8,133	85	1.0	45	12,836	195	1.5
SOUTHWEST	19	53,647	709	1.3	64	99,422	1,265	1.3
ALOHA	3	174	1	0.6	11	4,027	51	1.3
HAWAIIAN	7	421	0	0.0	14	4,691	50	1.1
FRONTIER	22	6,364	47	0.7	45	7,987	76	1.0
<b>Total</b>		<b>393,874</b>	<b>13,231</b>	<b>3.4</b>	<b>Total</b>	<b>614,139</b>	<b>21,493</b>	<b>3.5</b>

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

**DECEMBER 2007**  
**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	21888	11951	54.60%	1732	7.91%	98	0.45%	2329	10.64%	317	1.45%	2681	12.25%	4	0.02%	2775	12.68%
AA	52576	30887	58.75%	1784	3.39%	110	0.21%	4728	8.99%	1207	2.30%	7538	14.34%	17	0.03%	6304	11.99%
AQ	4027	3744	92.97%	51	1.27%	2	0.05%	149	3.70%	12	0.31%	13	0.32%	2	0.05%	54	1.33%
AS	12836	9128	71.11%	195	1.52%	36	0.28%	962	7.49%	60	0.47%	1222	9.52%	32	0.25%	1202	9.36%
B6	17078	11160	65.35%	423	2.48%	67	0.39%	1077	6.30%	30	0.18%	2180	12.76%	7	0.04%	2135	12.50%
CO	27153	18033	66.41%	531	1.96%	55	0.20%	1629	6.00%	268	0.99%	4303	15.85%	61	0.23%	2273	8.37%
DL	39123	27921	71.37%	811	2.07%	70	0.18%	2485	6.35%	234	0.60%	4656	11.90%	7	0.02%	2940	7.51%
EV	23584	15105	64.05%	630	2.67%	87	0.37%	4103	17.40%	1042	4.42%	1869	7.93%	18	0.08%	729	3.09%
F9	7987	4579	57.33%	76	0.95%	10	0.13%	836	10.47%	83	1.04%	1682	21.06%	1	0.01%	720	9.01%
FL	22578	15178	67.22%	403	1.78%	52	0.23%	1266	5.61%	54	0.24%	2509	11.11%	0	0.00%	3115	13.80%
HA	4691	4314	91.96%	50	1.07%	0	0.00%	221	4.70%	9	0.19%	1	0.01%	0	0.01%	97	2.06%
MQ	44559	23883	53.60%	3712	8.33%	151	0.34%	3921	8.80%	956	2.15%	4864	10.92%	3	0.01%	7069	15.86%
NW	32144	18464	57.44%	568	1.77%	79	0.25%	3500	10.89%	369	1.15%	6547	20.37%	19	0.06%	2597	8.08%
OH	16384	9215	56.24%	882	5.38%	46	0.28%	2358	14.39%	1291	7.88%	2265	13.82%	4	0.02%	324	1.98%
OO	50345	31413	62.40%	2525	5.02%	142	0.28%	8443	16.77%	702	1.39%	1652	3.28%	99	0.20%	5369	10.66%
UA	40008	21906	54.75%	2272	5.68%	81	0.20%	3976	9.94%	386	0.97%	5550	13.87%	0	0.00%	5838	14.59%
US	39203	29212	74.51%	710	1.81%	64	0.16%	2376	6.06%	120	0.31%	3890	9.92%	33	0.08%	2798	7.14%
WN	99422	72121	72.54%	1265	1.27%	191	0.19%	6034	6.07%	646	0.65%	4507	4.53%	137	0.14%	14521	14.61%
XE	35880	22845	63.67%	1273	3.55%	116	0.32%	2477	6.90%	302	0.84%	4483	12.49%	51	0.14%	4334	12.08%
YV	22673	14021	61.84%	1600	7.06%	58	0.26%	3348	14.77%	362	1.60%	1551	6.84%	16	0.07%	1717	7.57%
TOTAL	614139	395080		21493		1515		56216		8451		63963		512		66910	
			64.33%		3.50%		0.25%		9.15%		1.38%		10.41%		0.08%		10.89%

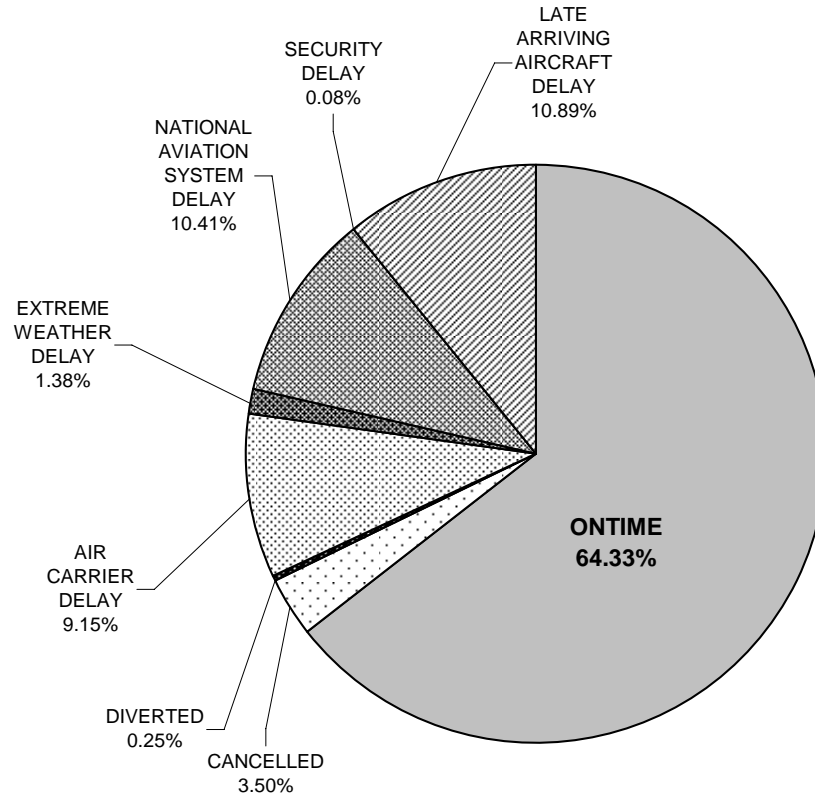
**\*Causes of Delay:**

- 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.

**DECEMBER 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 breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

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

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



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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 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
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

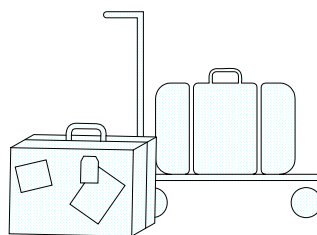
AQ	Aloha Airlines (eff. 04/06)
HA	Hawaiian Airlines (eff. 01/07)

\* 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.



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

RANK	AIRLINE	DECEMBER 2007			DECEMBER 2006		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,962	569,867	3.44	2,252	560,600	4.02
2	ALOHA AIRLINES	1,214	326,274	3.72	1,296	332,341	3.90
3	AIRTRAN AIRWAYS	8,418	1,993,462	4.22	6,801	1,801,632	3.77
4	JETBLUE AIRWAYS	7,712	1,785,806	4.32	9,863	1,742,853	5.66
5	CONTINENTAL AIRLINES	18,358	3,159,667	5.81	18,522	3,198,317	5.79
6	NORTHWEST AIRLINES	24,410	3,443,426	7.09	24,358	3,837,049	6.35
7	ALASKA AIRLINES	9,561	1,272,855	7.51	10,655	1,247,610	8.54
8	SOUTHWEST AIRLINES	63,179	8,263,583	7.65	67,318	8,027,315	8.39
9	UNITED AIRLINES	33,269	4,331,051	7.68	40,483	4,668,833	8.67
10	FRONTIER AIRLINES	6,301	759,997	8.29	6,714	728,969	9.21
11	AMERICAN AIRLINES	58,933	6,209,975	9.49	63,635	6,490,106	9.80
12	US AIRWAYS	38,972	4,046,497	9.63	42,359	4,397,901	9.63
13	DELTA AIR LINES	52,438	4,942,150	10.61	40,741	5,274,144	7.72
14	EXPRESSJET AIRLINES	13,312	1,245,228	10.69	15,053	1,367,629	11.01
15	MESA AIRLINES	11,184	945,583	11.83	15,593	1,114,610	13.99
16	COMAIR	9,481	714,113	13.28	12,799	807,890	15.84
17	SKYWEST AIRLINES	26,840	1,715,568	15.64	25,778	1,620,836	15.90
18	ATLANTIC SOUTHEAST AIRLINES	15,783	965,206	16.35	9,956	874,520	11.38
19	AMERICAN EAGLE AIRLINES	23,762	1,363,546	17.43	28,556	1,477,993	19.32
20	PINNACLE AIRLINES	14,783	768,580	19.23	*	*	*
TOTALS **		439,872	48,822,434	9.01	442,732	49,571,148	8.93

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

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

ENPLANED PASSENGERS—For the domestic system only.

\* 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 Pinnacle Airlines is effective January 2007.

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

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

RANK	AIRLINE	JANUARY - DECEMBER 2007			JANUARY - DECEMBER 2006		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	24,369	7,152,928	3.41	19,619	6,256,908	3.14
2	ALOHA AIRLINES	15,923	4,108,775	3.88	13,993	2,815,205	4.97
3	AIRTRAN AIRWAYS	99,389	24,466,517	4.06	97,537	20,672,940	4.72
4	NORTHWEST AIRLINES	224,879	44,904,152	5.01	212,148	46,139,348	4.60
5	JETBLUE AIRWAYS	111,400	21,289,009	5.23	76,442	18,709,400	4.09
6	CONTINENTAL AIRLINES	207,170	38,853,675	5.33	178,605	37,544,152	4.76
7	UNITED AIRLINES	340,784	59,151,171	5.76	339,714	59,820,531	5.68
8	SOUTHWEST AIRLINES	612,347	104,303,658	5.87	525,903	98,455,561	5.34
9	FRONTIER AIRLINES	66,323	10,770,347	6.16	51,358	9,917,661	5.18
10	ALASKA AIRLINES	102,150	15,985,172	6.39	88,746	15,547,711	5.71
11	AMERICAN AIRLINES	573,748	79,145,366	7.25	504,535	79,700,546	6.33
12	DELTA AIR LINES	488,334	64,228,122	7.60	456,200	66,311,396	6.88
13	US AIRWAYS	455,303	53,772,419	8.47	409,600	51,954,212	7.88
14	EXPRESSJET AIRLINES	134,023	15,692,966	8.54	148,716	16,597,068	8.96
15	PINNACLE AIRLINES	93,017	9,739,495	9.55	*	*	*
16	MESA AIRLINES	140,440	13,430,547	10.46	144,507	13,693,224	10.55
17	SKYWEST AIRLINES **	241,076	22,187,771	10.87	201,060	19,795,138	10.16
18	ATLANTIC SOUTHEAST AIRLINES	134,367	11,953,427	11.24	204,397	11,765,493	17.37
19	COMAIR	106,812	9,370,937	11.40	127,930	10,674,855	11.98
20	AMERICAN EAGLE AIRLINES	247,800	18,293,243	13.55	269,604	18,692,559	14.42
TOTALS ***		4,419,654	628,799,697	7.03	4,070,614	605,063,908	6.73

**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 Pinnacle Airlines is effective January 2007.

\*\* This table includes the corrections made by SkyWest Airlines on November 15, 2007, to its September 2007 "Total Baggage Reports" and "Enplaned Passengers."

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

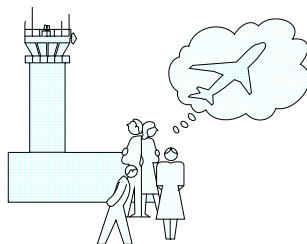
## OVERSALES

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.



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

RANK	AIRLINE	OCTOBER - DECEMBER 2007				OCTOBER - DECEMBER 2006			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<i>PINNACLE AIRLINES</i>	3	0	9,242	<b>0.00</b>	*	*	*	*
2	<i>JETBLUE AIRWAYS</i>	10	3	5,180,468	<b>0.01</b>	10	29	4,931,609	<b>0.06</b>
3	<i>AIRTRAN AIRWAYS</i>	5,614	46	5,934,141	<b>0.08</b>	4,781	18	5,017,232	<b>0.04</b>
4	<i>ALOHA AIRLINES</i>	202	8	953,851	<b>0.08</b>	32	0	887,148	<b>0.00</b>
5	<i>HAWAIIAN AIRLINES</i>	220	18	1,767,774	<b>0.10</b>	340	38	1,610,807	<b>0.24</b>
6	<i>NORTHWEST AIRLINES</i>	11,065	473	11,327,726	<b>0.42</b>	17,740	851	12,235,357	<b>0.70</b>
7	<i>UNITED AIRLINES</i>	16,380	937	14,671,409	<b>0.64</b>	17,225	866	15,369,958	<b>0.56</b>
8	<i>AMERICAN AIRLINES</i>	15,666	1,608	21,656,205	<b>0.74</b>	21,987	1,877	21,307,774	<b>0.88</b>
9	<i>FRONTIER AIRLINES</i>	1,077	196	2,458,627	<b>0.80</b>	644	113	2,249,061	<b>0.50</b>
10	<i>CONTINENTAL AIRLINES</i>	6,669	843	10,424,519	<b>0.81</b>	8,296	1,442	10,232,687	<b>1.41</b>
11	<i>ALASKA AIRLINES</i>	3,741	347	3,780,367	<b>0.92</b>	3,972	549	3,642,976	<b>1.51</b>
12	<i>SOUTHWEST AIRLINES</i>	16,793	2,354	24,875,699	<b>0.95</b>	24,785	1,748	24,073,919	<b>0.73</b>
13	<i>SKYWEST AIRLINES</i>	3,090	187	1,954,068	<b>0.96</b>	3,090	177	1,556,835	<b>1.14</b>
14	<i>US AIRWAYS</i>	18,439	1,315	13,030,439	<b>1.01</b>	15,471	1,359	13,695,451	<b>0.99</b>
15	<i>DELTA AIR LINES</i>	8,671	2,009	16,229,841	<b>1.24</b>	15,096	2,246	16,664,534	<b>1.35</b>
16	<i>AMERICAN EAGLE AIRLINES</i>	354	123	629,569	<b>1.95</b>	415	54	610,898	<b>0.88</b>
17	<i>MESA AIRLINES</i>	2,972	355	1,706,790	<b>2.08</b>	3,028	179	1,659,022	<b>1.08</b>
18	<i>COMAIR</i>	992	131	502,829	<b>2.61</b>	1,831	101	599,762	<b>1.68</b>
19	<i>ATLANTIC SOUTHEAST AIRLINES</i>	1,946	412	1,089,178	<b>3.78</b>	1,657	397	967,995	<b>4.10</b>
	<b>TOTALS**</b>	113,904	11,365	138,182,742	<b>0.82</b>	140,400	12,044	137,313,025	<b>0.88</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. 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.

\*\*ATA Airlines' ranking in this table ceased effective the 1<sup>st</sup> quarter 2007. Totals for the 4th quarter 2006 reflect the deletion of ATA's data for that period.

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

RANK	AIRLINE	JANUARY-DECEMBER 2007				JANUARY-DECEMBER 2006			
		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>	13	43	21,386,573	<b>0.02</b>	73	126	18,564,558	<b>0.07</b>
2	<b>AIRTRAN AIRWAYS</b>	28,949	348	23,780,058	<b>0.15</b>	17,698	163	20,051,219	<b>0.08</b>
3	<b>HAWAIIAN AIRLINES</b>	1,061	119	7,098,609	<b>0.17</b>	2,216	79	6,202,663	<b>0.13</b>
4	<b>ALOHA AIRLINES</b>	482	112	3,921,358	<b>0.29</b>	*	*	*	*
5	<b>UNITED AIRLINES</b>	90,639	4,448	62,732,171	<b>0.71</b>	71,894	3,221	63,157,815	<b>0.51</b>
6	<b>ALASKA AIRLINES</b>	16,106	1,164	15,985,172	<b>0.73</b>	18,677	1,949	15,492,040	<b>1.26</b>
7	<b>AMERICAN AIRLINES</b>	75,852	6,764	87,781,244	<b>0.77</b>	81,542	7,393	87,900,592	<b>0.84</b>
8	<b>NORTHWEST AIRLINES</b>	72,115	3,969	47,779,125	<b>0.83</b>	73,959	3,988	49,039,931	<b>0.81</b>
9	<b>FRONTIER AIRLINES</b>	4,631	969	10,436,638	<b>0.93</b>	2,566	450	9,656,161	<b>0.47</b>
10	<b>SOUTHWEST AIRLINES</b>	88,248	11,288	101,910,758	<b>1.11</b>	107,427	8,724	96,276,907	<b>0.91</b>
11	<b>US AIRWAYS</b>	77,001	6,544	54,991,550	<b>1.19</b>	68,174	5,965	55,156,067	<b>1.08</b>
12	<b>AMERICAN EAGLE AIRLINES</b>	1,269	336	2,485,956	<b>1.35</b>	1,724	314	2,388,828	<b>1.31</b>
13	<b>CONTINENTAL AIRLINES</b>	36,049	6,100	42,576,293	<b>1.43</b>	39,510	7,087	40,807,967	<b>1.74</b>
14	<b>MESA AIRLINES**</b>	15,590	1,120	7,262,198	<b>1.54</b>	14,794	1,095	6,896,908	<b>1.59</b>
15	<b>SKYWEST AIRLINES</b>	19,507	1,339	7,937,530	<b>1.69</b>	13,791	647	5,786,205	<b>1.12</b>
16	<b>DELTA AIR LINES</b>	78,837	16,691	67,455,072	<b>2.47</b>	88,377	11,644	68,675,523	<b>1.70</b>
17	<b>COMAIR</b>	5,455	556	1,763,507	<b>3.15</b>	7,196	559	2,259,675	<b>2.47</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	9,913	1,968	4,377,102	<b>4.50</b>	9,531	1,846	4,131,637	<b>4.47</b>
*	<b>PINNACLE AIRLINES</b>	*	*	*	*	*	*	*	*
	<b>TOTALS**</b>	621,717	63,878	571,660,914	<b>1.12</b>	619,149	55,250	552,444,696	<b>1.00</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. Aloha Airlines' ranking in this table is effective the 2<sup>nd</sup> quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006). Pinnacle Airlines' ranking in this section is 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 ACR) consists of aircraft with 60 seats or less.

\*\* This table includes corrections to Mesa Airlines' 3<sup>rd</sup> quarter oversales data.

\*\*\*ATA Airlines' ranking in this table ceased effective the 1<sup>st</sup> quarter 2007. Totals for 2006 reflect the deletion of ATA's data for that twelve-month 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.). A detailed explanation of each category appears at the end of the report.

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	DECEMBER 2007				DECEMBER 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	718	39	2	59	462	47	6	109
FOREIGN AIRLINES	108	1	0	4	124	0	0	13
TRAVEL AGENTS	13	2	0	0	10	1	0	1
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	10	4	0	12	10	4	0	26
<b>INDUSTRY TOTALS</b>	<b>849</b>	<b>46</b>	<b>2</b>	<b>75</b>	<b>607</b>	<b>52</b>	<b>6</b>	<b>149</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	DECEMBER 2007			DECEMBER 2006		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	292		1	167	
CANCELLATIONS			145			68
DELAYS			83			31
MISCONNECTIONS			33			29
BAGGAGE	2	191		2	157	
CUSTOMER SERVICE	3	110		3	71	
RES/TKTG/BOARDING	4	108		4	65	
REFUNDS	5	51		5	43	
OVERSALES	6	30		9	20	
FARES	7	22		7	25	
DISABILITY	8	18		6	29	
OTHER	8	18		8	21	
FREQUENT FLYER			15			19
ADVERTISING	10	6		12	0	
DISCRIMINATION	11	2		10	9	
ANIMALS	12	1		11	0	
<b>COMPLAINT TOTAL</b>		<b>849</b>			<b>607</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\*

DECEMBER 2007

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	3	2	1	0	0	0	1	0	0	0	0	1	8
AIRTRAN AIRWAYS	7	1	2	0	0	3	1	0	0	0	0	0	14
ALASKA AIRLINES	1	1	1	1	1	3	0	0	0	0	0	0	8
ALLEGIAN AIR	1	0	2	0	1	1	1	0	0	0	0	0	6
AMERICAN AIRLINES	34	1	5	4	3	25	16	3	0	0	0	1	92
AMERICAN EAGLE AIRLINES	9	1	1	0	0	2	6	1	0	0	0	0	20
ATLANTIC SOUTHEAST AIRLINES	5	0	1	0	0	3	0	0	0	0	0	1	10
CHAUTAUQUA AIRLINES	3	0	0	0	0	0	2	0	0	0	0	0	5
CONTINENTAL AIRLINES	13	2	4	0	2	7	8	0	0	0	0	0	36
DELTA AIRLINES	22	3	20	2	4	23	7	2	0	0	0	3	86
EXPRESSJET AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
JETBLUE AIRWAYS	7	0	1	0	0	0	2	0	0	0	0	0	10
MESA AIRLINES	4	0	0	0	0	2	1	0	0	0	0	0	7
NORTHWEST AIRLINES	12	1	9	4	4	13	0	3	0	0	0	1	47
PIEDMONT AIRLINES	4	1	1	0	0	2	1	1	0	0	0	0	10
PINNACLE AIRLINES	7	0	1	0	0	2	2	0	0	1	0	0	13
SKYBUS AIRLINES	3	0	1	0	0	1	0	0	1	0	0	0	6
SKYWEST AIRLINES	2	1	0	0	0	2	1	0	0	0	0	0	6
SOUTHWEST AIRLINES	3	1	2	0	1	4	2	0	0	0	0	0	13
SPIRIT AIRLINES	6	2	9	0	11	13	8	0	1	0	0	0	50
TRANS STATES AIRLINES	2	0	0	0	0	2	1	0	0	0	0	0	5
UNITED AIRLINES	52	3	8	2	4	15	19	1	0	0	0	5	109
UNITED EXPRESS	3	0	0	0	0	1	1	0	0	0	0	0	5
US AIRWAYS	31	4	13	5	4	9	11	4	0	0	0	3	84
OTHER U. S. AIRLINES	28	3	2	0	4	16	7	1	1	0	0	0	62
<b>TOTAL DECEMBER 2007</b>	<b>268</b>	<b>27</b>	<b>84</b>	<b>18</b>	<b>39</b>	<b>149</b>	<b>98</b>	<b>16</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>15</b>	<b>718</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>37.3</b>	<b>3.8</b>	<b>11.7</b>	<b>2.5</b>	<b>5.4</b>	<b>20.7</b>	<b>13.6</b>	<b>2.2</b>	<b>0.4</b>	<b>0.1</b>	<b>0</b>	<b>2.1</b>	
<b>TOTAL DECEMBER 2006</b>	<b>142</b>	<b>14</b>	<b>44</b>	<b>21</b>	<b>25</b>	<b>106</b>	<b>58</b>	<b>24</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>20</b>	<b>462</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>30.7</b>	<b>3.0</b>	<b>9.5</b>	<b>4.5</b>	<b>5.4</b>	<b>22.9</b>	<b>12.6</b>	<b>5.2</b>	<b>0</b>	<b>1.7</b>	<b>0</b>	<b>4.3</b>	

\* 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

DECEMBER 2007

U. S. AIRLINES*	COMPS RECD IN DEC	INCI - DENTS IN DEC	PERCENT	INCI - DENTS IN NOV	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	8	5	62.5	2	25.0	1	12.5	0	0.0
AIRTRAN AIRWAYS	14	9	64.3	4	28.6	1	7.1	0	0.0
ALASKA AIRLINES	8	3	37.5	1	12.5	3	37.5	1	12.5
ALLEGIANTE AIR	6	3	50.0	1	16.7	1	16.7	1	16.7
AMERICAN AIRLINES	92	37	40.2	21	22.8	28	30.4	6	6.5
AMERICAN EAGLE AIRLINES	20	11	55.0	5	25.0	4	20.0	0	0.0
ATLANTIC SOUTHEAST AIRLINES	10	3	30.0	3	30.0	4	40.0	0	0.0
CHAUTAUQUA AIRLINES	5	3	60.0	0	0.0	2	40.0	0	0.0
CONTINENTAL AIRLINES	36	18	50.0	13	36.1	3	8.3	2	5.6
DELTA AIRLINES	86	33	38.4	13	15.1	26	30.2	14	16.3
EXPRESSJET AIRLINES	6	3	50.0	0	0.0	3	50.0	0	0.0
JETBLUE AIRWAYS	10	9	90.0	0	0.0	1	10.0	0	0.0
MESA AIRLINES	7	6	85.7	1	14.3	0	0.0	0	0.0
NORTHWEST AIRLINES	47	22	46.8	9	19.1	13	27.7	3	6.4
PIEDMONT AIRLINES	10	8	80.0	2	20.0	0	0.0	0	0.0
PINNACLE AIRLINES	13	8	61.5	4	30.8	1	7.7	0	0.0
SKYBUS AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
SKYWEST AIRLINES	6	5	83.3	1	16.7	0	0.0	0	0.0
SOUTHWEST AIRLINES	13	7	53.8	4	30.8	1	7.7	1	7.7
SPIRIT AIRLINES	50	17	34.0	4	8.0	25	50.0	4	8.0
TRANS STATES AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
UNITED AIRLINES	109	62	56.9	15	13.8	25	22.9	7	6.4
UNITED EXPRESS	5	5	100.0	0	0.0	0	0.0	0	0.0
US AIRWAYS	84	36	42.9	20	23.8	17	20.2	11	13.1
OTHER U. S. AIRLINES	62	33	53.2	15	24.2	12	19.4	2	3.2
<b>TOTALS</b>	<b>718</b>	<b>354</b>	<b>49.3</b>	<b>139</b>	<b>19.4</b>	<b>173</b>	<b>24.1</b>	<b>52</b>	<b>7.2</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>462</b>	<b>163</b>	<b>35.3</b>	<b>88</b>	<b>19.0</b>	<b>125</b>	<b>27.1</b>	<b>86</b>	<b>18.6</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\*\*

DECEMBER 2007

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	2	0	1	0	0	6	0	1	0	0	0	0	10
AIR INDIA	3	0	0	0	0	3	1	0	0	0	0	0	7
ALITALIA AIRLINES	1	1	3	0	1	5	0	0	0	0	0	0	11
BRITISH AIRWAYS	0	1	1	0	2	5	1	0	1	0	0	1	12
TACA INTERNATIONAL AIRLINES	0	0	0	1	1	2	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	15	1	13	1	3	18	9	0	1	0	1	1	63
<b>TOTALS</b>	<b>21</b>	<b>3</b>	<b>18</b>	<b>2</b>	<b>7</b>	<b>39</b>	<b>12</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>108</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	0	5	1	5	0	0	0	1	0	0	0	13
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	1	1	0	3	0	1	0	1	0	1	10
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>10</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

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

RANK	AIRLINE	DECEMBER 2007			DECEMBER 2006		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	13	8,087,288	0.16	14	7,875,367	0.18
2	<i>ALOHA AIRLINES</i>	1	307,969	0.32	0	312,739	0.00
3	<i>SKYWEST AIRLINES</i>	6	1,700,683	0.35	11	1,613,453	0.68
4	<i>EXPRESSJET AIRLINES</i>	6	1,391,545	0.43	3	1,491,664	0.20
5	<i>FRONTIER AIRLINES</i>	4	778,686	0.51	3	623,759	0.48
6	<i>HAWAIIAN AIRLINES</i>	3	568,102	0.53	7	556,660	1.26
7	<i>COMAIR</i>	4	729,667	0.55	8	825,623	0.97
8	<i>JETBLUE AIRWAYS</i>	10	1,809,950	0.55	7	1,690,538	0.41
9	<i>ALASKA AIRLINES</i>	8	1,435,650	0.56	7	1,412,386	0.50
10	<i>AIRTRAN AIRWAYS</i>	14	1,932,885	0.72	6	1,752,311	0.34
11	<i>MESA AIRLINES</i>	7	909,111	0.77	4	1,101,861	0.36
12	<i>CONTINENTAL AIRLINES</i>	36	3,986,618	0.90	20	3,971,440	0.50
13	<i>ATLANTIC SOUTHEAST AIRLINES</i>	10	988,401	1.01	3	908,385	0.33
14	<i>NORTHWEST AIRLINES</i>	47	4,134,610	1.14	41	4,531,226	0.90
15	<i>AMERICAN AIRLINES</i>	92	7,923,725	1.16	68	8,065,602	0.84
16	<i>AMERICAN EAGLE AIRLINES</i>	20	1,386,462	1.44	10	1,496,181	0.67
17	<i>DELTA AIR LINES</i>	86	5,713,494	1.51	55	5,964,653	0.92
18	<i>PINNACLE AIRLINES</i>	13	794,773	1.64	*	*	*
19	<i>US AIRWAYS</i>	84	4,368,810	1.92	51	4,694,642	1.09
20	<i>UNITED AIRLINES</i>	109	5,132,046	2.12	75	5,442,620	1.38
	<b>TOTAL **</b>	<b>573</b>	<b>54,080,475</b>	<b>1.06</b>	<b>393</b>	<b>54,331,110</b>	<b>0.72</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 (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. Pinnacle Airlines' ranking in this table was effective January 2007.

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

Table 1 YTD

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - DECEMBER 2007				JANUARY - DECEMBER 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	10,960	727	51	1,538	6,452	894	40	1,277
FOREIGN AIRLINES	1,815	20	1	118	1,549	21	1	136
TRAVEL AGENTS	201	4	1	18	188	8	0	6
TOUR OPERATORS	63	0	0	39	21	1	0	5
MISCELLANEOUS	129	114	0	273	115	79	0	427
<b>INDUSTRY TOTALS</b>	<b>13,168</b>	<b>865</b>	<b>53</b>	<b>1,986</b>	<b>8,325</b>	<b>1,003</b>	<b>41</b>	<b>1,851</b>



Table 2 YTD

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - DECEMBER 2007			JANUARY - DECEMBER 2006		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	4,465		1	2,162	
CANCELLATIONS			2,045			832
DELAYS			1,229			475
MISCONNECTIONS			622			453
BAGGAGE	2	2,894		2	1,936	
RES/TKTG/BOARDING	3	1,495		4	1,007	
CUSTOMER SERVICE	4	1,365		3	1,019	
REFUNDS	5	1,024		5	774	
OVERSALES	6	482		7	341	
DI SABILITY	7	480		6	430	
OTHER	8	416		9	247	
FREQUENT FLYER			281			190
FARES	9	392		8	252	
DI SCRIMINATION	10	99		10	114	
ADVERTISING	11	46		11	40	
ANIMALS	12	10		12	3	
<b>COMPLAINT TOTAL</b>		<b>13,168</b>			<b>8,325</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 YTD

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES, BY COMPLAINT CATEGORY\*/JANUARY - DECEMBER 2007

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR MIDWEST	10	0	0	1	0	2	0	0	0	0	0	0	13
AIR WISCONSIN	44	9	7	0	0	1	7	1	0	1	0	1	71
AIRTRAN AIRWAYS	77	10	24	1	3	36	24	19	1	2	0	0	197
ALASKA AIRLINES	33	7	8	2	4	34	29	7	2	3	1	3	133
ALLEGiant AIR	23	1	5	3	12	8	9	1	1	1	0	2	66
AMERICAN AIRLINES	653	26	122	53	90	402	167	50	2	12	2	38	1,617
AMERICAN EAGLE AIRLINES	95	17	15	0	8	45	23	8	0	3	0	2	216
ATA AIRLINES	18	5	7	0	1	9	4	4	0	0	0	0	48
ATLANTIC SOUTHEAST AIRLINES	104	6	4	0	1	16	7	9	0	1	0	1	149
CHAUTAUQUA AIRLINES	36	5	3	1	0	3	9	0	0	0	0	1	58
COLGAN AIRWAYS CORPORATION	12	1	1	0	0	2	2	0	0	0	0	1	19
COMAIR	108	8	0	3	1	7	8	2	0	1	0	0	138
CONTINENTAL AIRLINES	179	18	57	17	28	118	76	21	1	6	1	12	534
DELTA AIRLINES	372	61	194	44	59	357	117	53	2	4	2	60	1,325
ETIHAD AIRWAYS	2	0	2	0	2	2	3	0	0	0	0	0	11
EXECUTIVE AIRLINES	14	3	2	0	1	18	0	0	0	0	0	2	40
EXPRESSJET AIRLINES	59	2	5	1	1	0	6	3	0	0	0	1	78
FREEDOM AIRLINES	50	0	0	0	0	3	1	1	0	0	0	1	56
FRONTIER AIRLINES	17	7	9	3	10	11	3	8	1	0	0	2	71
GULFSTREAM INTERNATIONAL AIRLINES	5	3	2	0	2	1	0	1	0	0	0	0	14
HAWAIIAN AIRLINES	11	2	10	4	4	6	6	7	0	0	0	1	51
HORIZON AIRLINES	14	0	1	1	0	6	4	3	0	0	0	0	29
JETBLUE AIRWAYS	83	0	14	2	7	19	24	13	0	1	0	2	165
MESA AIRLINES	74	2	1	0	0	5	13	8	0	2	0	3	108
MESABA AVIATION	16	3	0	0	1	1	3	2	0	2	0	2	30
MIDWEST AIRLINES	14	1	5	0	0	8	3	2	0	0	0	0	33
NORTH AMERICAN AIRLINES	2	0	4	0	3	2	0	0	0	0	0	0	11
NORTHWEST AIRLINES	288	17	90	35	57	143	69	44	0	8	1	16	768
Piedmont AIRLINES	45	4	5	0	0	21	5	2	0	0	0	1	83
Pinnacle AIRLINES	50	5	5	0	0	8	18	8	0	2	0	0	96
PSA AIRLINES	21	0	1	0	1	3	6	0	0	0	0	0	32
REPUBLIC AIRWAYS	57	0	0	0	0	4	6	0	0	0	0	0	67
SHUTTLE AMERICA	24	2	0	0	2	1	4	0	0	0	0	0	33
SKYBUS AIRLINES	9	1	9	2	7	7	1	0	2	1	0	0	39
SKYWEST AIRLINES	88	11	7	0	1	25	13	8	0	2	0	1	156
SOUTHWEST AIRLINES	54	10	19	3	10	65	52	37	5	9	0	2	266
SPIRIT AIRLINES	101	24	98	15	87	162	46	5	7	1	0	6	552
SUN COUNTRY AIRLINES	1	0	0	0	0	4	6	0	0	0	0	0	11
TRANS STATES AIRLINES	30	0	1	0	0	6	4	1	0	1	0	0	43
UNITED AIRLINES	464	63	169	54	169	285	184	64	4	10	0	74	1,540
UNITED EXPRESS	9	2	0	0	0	7	4	1	0	0	0	1	24
US AIRWAYS	674	83	217	65	161	268	229	28	5	7	0	91	1,828
USA3000	9	0	3	3	3	4	6	1	0	0	0	1	30
OTHER U. S. AIRLINES	50	1	12	2	11	21	16	6	1	2	0	0	122
TOTAL JANUARY-DECEMBER 2007	4,097	420	1,136	315	745	2,154	1,214	428	34	82	7	328	10,960
% OF TOTAL COMPLAINTS	37.4	3.8	10.4	2.9	6.8	19.7	11.1	3.9	0.3	0.7	0.1	3.0	
TOTAL JANUARY-DECEMBER 2006	1,845	275	708	173	485	1,400	870	368	30	90	3	205	6,452
% OF TOTAL COMPLAINTS	28.6	4.3	11.0	2.7	7.5	21.7	13.5	5.7	0.5	1.4	0	3.2	

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

AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U.S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*  
JANUARY - DECEMBER 2007

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AER LINGUS	6	0	5	1	1	4	1	0	0	0	0	0	18
AEROCALIFORNIA	14	0	0	0	3	0	0	0	0	0	0	0	17
AEROFLOT	2	0	2	0	1	2	2	1	0	0	0	1	11
AEROLINEAS ARGENTINAS	7	0	1	0	1	5	0	0	0	0	0	0	14
AEROMEXICO	7	4	5	1	0	5	0	1	0	0	0	1	24
AIR CANADA	13	1	5	1	3	13	8	1	0	1	0	0	46
AIR FRANCE	24	3	18	5	13	71	6	6	0	4	0	2	152
AIR INDIA	25	2	6	0	9	16	9	1	0	0	0	2	70
AIR JAMAICA	11	4	7	3	5	13	5	0	0	0	0	0	48
ALITALIA AIRLINES	22	9	20	2	16	96	6	0	0	0	1	1	173
AVIANCA	6	0	2	2	4	2	2	0	1	2	0	0	21
BRITISH AIRWAYS	39	2	12	11	26	170	10	4	2	2	0	7	285
COPA COMPANIA PANAMENA	5	1	7	2	1	6	1	0	0	0	0	0	23
EGYPTAIR	0	0	2	0	3	6	0	0	0	0	0	0	11
EL AL ISRAEL	0	2	3	2	3	6	2	0	2	0	0	0	20
EMIRATES AIRLINES	3	4	11	0	2	14	4	3	0	1	0	0	42
ETIHAD AIRWAYS	2	0	2	0	2	2	3	0	0	0	0	0	11
EUROFLY	7	0	2	0	4	4	1	1	0	0	0	0	19
GLOBESPAN	7	1	0	0	1	1	0	0	0	0	0	0	10
IBERIA AIRLINES	6	1	13	2	9	33	3	3	0	0	1	1	72
KLM	16	2	8	1	0	14	6	1	0	0	0	1	49
KUWAIT AIRWAYS	3	0	1	0	2	7	1	0	0	0	0	0	14
LAN CHILE AIRLINES	7	1	3	2	3	5	3	0	0	0	1	0	25
LIAT	0	0	0	0	2	8	0	0	0	0	0	0	10
LLOYD AEREO BOLIVIANO	1	0	1	0	3	4	1	0	0	0	0	0	10
LOT POLISH AIRLINES	3	2	5	0	4	4	0	1	0	0	0	0	19
LUFTHANSA	8	2	12	1	9	31	11	7	1	0	0	2	84
MEXICANA	11	3	12	0	2	9	4	1	0	0	0	2	44
PHILIPPINE AIRLINES	0	0	4	0	3	2	2	1	0	1	0	1	14
ROYAL AIR MAROC	4	0	4	0	2	6	0	0	0	0	0	0	16
SAS	0	0	1	0	0	10	1	1	0	0	0	0	13
SOUTH AFRICAN AIRWAYS	2	0	2	0	2	8	1	1	0	0	0	1	17
TACA INTERNATIONAL AIRLINES	1	5	4	3	5	11	2	3	0	0	0	0	34
TAP	1	0	0	0	3	6	1	0	0	0	0	0	11
THAI AIRWAYS INTERNATIONAL	2	0	2	1	1	2	3	0	0	0	0	0	11
VIRGIN ATLANTIC AIRWAYS	7	1	7	1	4	31	2	3	0	1	0	1	58
OTHER FOREIGN AIRLINES	55	10	54	6	33	85	29	9	0	4	0	14	299
<b>TOTALS</b>	<b>327</b>	<b>60</b>	<b>243</b>	<b>47</b>	<b>185</b>	<b>712</b>	<b>130</b>	<b>49</b>	<b>6</b>	<b>16</b>	<b>3</b>	<b>37</b>	<b>1,815</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (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.

Table 4 YTD-cont.

AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U.S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*  
JANUARY - DECEMBER 2007

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>TRAVEL AGENTS</u></b>													
CHEAP TICKETS	1	0	9	5	5	0	2	0	0	0	0	0	22
CHEAPOAIR.COM	0	0	6	3	5	0	1	0	1	0	0	0	16
EXPEDIA.COM	0	0	14	2	14	0	0	0	0	0	0	0	30
ORBITZ.COM	3	0	26	4	11	0	1	0	0	0	0	0	45
PRICELINE.COM	1	0	7	2	5	0	0	0	1	0	0	0	16
TRAVELOCITY.COM	0	1	11	5	14	0	2	0	2	0	0	0	35
OTHER TRAVEL AGENTS	2	0	19	2	10	1	1	0	1	0	0	1	37
<b>TOTALS</b>	<b>7</b>	<b>1</b>	<b>92</b>	<b>23</b>	<b>64</b>	<b>1</b>	<b>7</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>201</b>
<b><u>TOUR OPERATORS</u></b>													
SKYVALUE USA	0	0	0	0	12	0	0	0	0	0	0	0	12
TRAVELAND	0	0	2	1	0	0	1	0	0	0	0	34	38
OTHER TOUR OPERATORS	1	0	1	0	7	3	0	0	0	0	0	1	13
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>19</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>35</b>	<b>63</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	33	1	21	6	11	24	13	3	1	1	0	15	129
<b>TOTALS</b>	<b>33</b>	<b>1</b>	<b>21</b>	<b>6</b>	<b>11</b>	<b>24</b>	<b>13</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>15</b>	<b>129</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (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.

TABLE 5 YTD

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

RANK	AIRLINE	JANUARY-DECEMBER 2007			JANUARY-DECEMBER 2006		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ALOHA AIRLINES</i>	8	3,894,032	0.21	4	2,634,798	0.15
2	<i>SOUTHWEST AIRLINES</i>	266	101,991,150	0.26	175	96,349,383	0.18
3	<i>EXPRESSJET AIRLINES</i>	78	17,426,271	0.45	63	18,050,459	0.35
4	<i>FRONTIER AIRLINES</i>	71	10,763,273	0.66	47	9,637,300	0.49
5	<i>SKYWEST AIRLINES</i>	156	22,095,712	0.71	132	19,535,140	0.68
6	<i>HAWAIIAN AIRLINES</i>	51	7,102,463	0.72	40	6,202,663	0.64
7	<i>ALASKA AIRLINES</i>	133	17,559,090	0.76	90	17,164,501	0.52
8	<i>JETBLUE AIRWAYS</i>	165	21,045,088	0.78	72	18,098,711	0.40
9	<i>MESA AIRLINES</i>	108	13,043,323	0.83	167	13,277,278	1.26
10	<i>AIRTRAN AIRWAYS</i>	197	23,773,103	0.83	125	20,038,889	0.62
11	<i>PINNACLE AIRLINES</i>	96	9,965,455	0.96	*	*	*
12	<i>CONTINENTAL AIRLINES</i>	534	49,005,712	1.09	413	46,775,919	0.88
13	<i>AMERICAN EAGLE AIRLINES</i>	216	18,518,861	1.17	193	18,765,715	1.03
14	<i>ATLANTIC SOUTHEAST AIRLINES</i>	149	12,324,439	1.21	88	11,932,725	0.74
15	<i>NORTHWEST AIRLINES</i>	768	53,736,983	1.43	486	54,887,676	0.89
16	<i>COMAIR</i>	138	9,571,231	1.44	68	10,844,474	0.63
17	<i>AMERICAN AIRLINES</i>	1,617	98,165,082	1.65	1,067	98,142,466	1.09
18	<i>DELTA AIR LINES</i>	1,325	73,051,467	1.81	762	73,654,538	1.03
19	<i>UNITED AIRLINES</i>	1,540	68,386,110	2.25	944	69,325,040	1.36
20	<i>US AIRWAYS</i>	1,828	57,870,936	3.16	788	57,756,302	1.36
	<b>TOTAL **</b>	<b>9,444</b>	<b>689,289,781</b>	<b>1.37</b>	<b>5,724</b>	<b>663,073,977</b>	<b>0.86</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 (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. Pinnacle Airlines' ranking in this table is effective January 2007.

\*\* ATA Airlines' ranking in this table ceased effective January 2007. Totals for January-December 2006 reflect the deletion of ATA's data for that twelve-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 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.

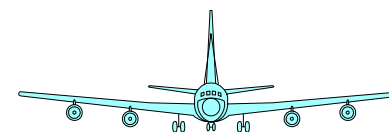
**Disability:** Civil rights complaints by air travelers with disabilities.

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

The Transportation Security Administration screened approximately 57.5 million airline passengers and their 51.75 million checked bags during November as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of December.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public <sup>c</sup>	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
436	.00076	64	.0001	53	.00009	552	.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
238	.0004	1077	.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 December.

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.

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

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

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

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

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