



U.S. Department
of Transportation



Air Travel Consumer Report

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



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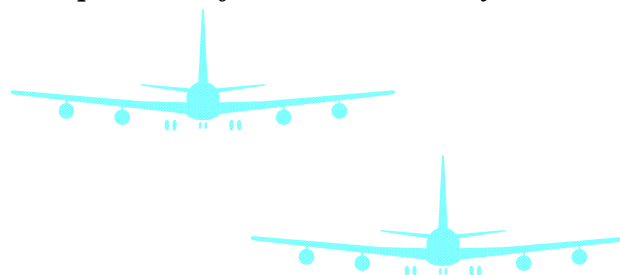
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|--|---|
| Flight Delays* | November 2004 12 Months Ending November 2004 |
| Mishandled Baggage* | November 2004 |
| Oversales* | 3rd Quarter 2004 January - September 2004 |
| Consumer Complaints** (Includes Disability and Discrimination Complaints) | November 2004 |

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

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

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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 five sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, and Customer Service Reports to the Transportation Security Administration). 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. 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. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

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



FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 18 U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, plus 1 other carrier that reports voluntarily.

The rule requires carriers to currently report on operations to and from the 31 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 19 reporting air carriers, 11 carriers (America West, American, Independence Air—formerly Atlantic Coast, Continental, Delta, ExpressJet, Hawaiian, JetBlue, Northwest, United, and US Airways) use ACARS exclusively; 4 carriers (AirTran, Atlantic Southeast, Comair, and Southwest) record arrival times manually; and 4 carriers (Alaska, American Eagle, ATA, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 31 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 31 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system.

Table 9 displays airline flight delay causation data by categories and Table 10 provides an overall graphic representation of that data.

This report provides summary information; except for the few flights listed in Table 5, it does not show the on-time record of individual flights. A printout showing the performance of each specific flight reported to DOT is available for inspection in the Reports Reference Room (room 4201) of the Office of Airline Information at DOT's headquarters in Washington, D.C. The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/ntda/oai/>. Airline Service Quality Performance data is available for purchase as a CD product from the BTS Product Distribution Center. It can be purchased by calling 202-366-DATA (3282). The Department cannot respond to inquiries about the performance of individual flights.

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

NOVEMBER 2004

AIR TRAVEL CONSUMER REPORT

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

| CARRIER A/ | AT 31 REPORTABLE AIRPORTS B/ | | AT ALL REPORTABLE AIRPORTS C/ | |
|--------------------------------|------------------------------|--------------------------------|-------------------------------|--------------------------------|
| | NUMBER OF AIRPORTS REPORTED | PERCENT OF ARRIVALS ON TIME D/ | NUMBER OF AIRPORTS REPORTED | PERCENT OF ARRIVALS ON TIME D/ |
| HAWAIIAN AIRLINES S/V/ | 7 | 71.5 | 13 | 93.4 |
| JETBLUE AIRWAYS S/ | 12 | 86.8 | 27 | 87.5 |
| NORTHWEST AIRLINES S/ | 31 | 84.5 | 112 | 84.2 |
| UNITED AIRLINES S/ | 30 | 83.3 | 78 | 83.5 |
| SKYWEST AIRLINES S/ | 13 | 82.7 | 119 | 82.4 |
| ATA AIRLINES S/ | 19 | 81.0 | 26 | 82.1 |
| INDEPENDENCE AIR * S/ | 12 | 78.1 | 61 | 81.5 |
| SOUTHWEST AIRLINES S/ | 16 | 82.1 | 60 | 81.0 |
| AMERICAN AIRLINES S/ | 30 | 80.5 | 81 | 80.9 |
| COMAIR S/ | 24 | 79.7 | 111 | 80.1 |
| US AIRWAYS S/ | 26 | 78.8 | 62 | 78.7 |
| CONTINENTAL AIRLINES S/ | 30 | 77.5 | 76 | 77.8 |
| AIRTRAN AIRWAYS S/ | 19 | 76.8 | 41 | 77.6 |
| DELTA AIR LINES S/ | 31 | 76.8 | 99 | 76.6 |
| AMERICA WEST AIRLINES S/ | 27 | 75.3 | 52 | 75.0 |
| AMERICAN EAGLE AIRLINES S/ | 23 | 75.2 | 104 | 74.4 |
| EXPRESSJET AIRLINES S/ | 23 | 71.1 | 109 | 74.3 |
| ALASKA AIRLINES S/ | 14 | 72.2 | 45 | 70.1 |
| ATLANTIC SOUTHEAST AIRLINES S/ | 14 | 68.2 | 109 | 68.1 |
| TOTAL | | 79.1 | | 79.1 |

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by Hawaiian Airlines (voluntary) effective November 2003. Reporting by Comair effective January 2004. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

* Formerly Atlantic Coast Airlines

NOVEMBER 2004

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 | 4th QUARTER | | 1st QUARTER | | 2nd QUARTER | | 3rd QUARTER | | SEP-04 | | OCT-04 | | NOV-04 | | 12 MONTHS ENDING NOV 2004 | | DATABASE TO DATE SEP 1987-NOV 2004 | |
|--------------------|-------------|------|-------------|------|-------------|------|-------------|------|-------------|------|-------------|------|-------------|------|---------------------------|------|------------------------------------|------|
| | 10-12 2004 | | 01-03 2004 | | 04-06 2004 | | 07-09 2004 | | | | | | | | | | | |
| | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank | % | Rank |
| AIRTRAN | 78.8 | (13) | 75.0 | (15) | 79.4 | (8) | 78.3 | (10) | 76.6 | (19) | 81.3 | (10) | 77.6 | (13) | 77.4 | (11) | -- | (--) |
| ALASKA | 76.5 | (15) | 75.5 | (14) | 80.8 | (5) | 78.2 | (11) | 78.8 | (16) | 78.9 | (15) | 70.1 | (18) | 77.3 | (12) | 76.4 | (8) |
| AMERICA WEST | 81.8 | (6) | 74.3 | (16) | 76.7 | (14) | 77.8 | (15) | 82.2 | (13) | 76.7 | (18) | 75.0 | (15) | 76.5 | (15) | 78.6 | (5) |
| AMERICAN | 80.0 | (11) | 74.3 | (17) | 76.9 | (13) | 77.8 | (14) | 86.0 | (6) | 82.1 | (8) | 80.9 | (9) | 76.9 | (14) | 79.2 | (3) |
| AMERICAN EAGLE | 74.9 | (17) | 70.9 | (18) | 71.3 | (19) | 76.0 | (18) | 84.5 | (10) | 78.2 | (17) | 74.4 | (16) | 73.1 | (18) | 75.4 | (10) |
| ATA | 80.2 | (10) | 76.1 | (13) | 81.9 | (4) | 80.6 | (6) | 88.6 | (3) | 86.6 | (4) | 82.1 | (6) | 80.1 | (6) | -- | (--) |
| INDEPENDENCE * | 75.5 | (16) | 70.6 | (19) | 73.7 | (18) | 76.8 | (17) | 82.5 | (12) | 79.1 | (14) | 81.5 | (7) | 74.3 | (17) | -- | (--) |
| ATLANTIC SOUTHEAST | 82.0 | (5) | 81.0 | (5) | 77.3 | (12) | 77.6 | (16) | 77.8 | (17) | 71.5 | (19) | 68.1 | (19) | 77.1 | (13) | -- | (--) |
| COMAIR | -- | (--) | 78.1 | (9) | 79.6 | (7) | 78.1 | (12) | 82.0 | (14) | 78.2 | (16) | 80.1 | (10) | -- | (--) | -- | (--) |
| CONTINENTAL | 81.1 | (9) | 79.9 | (6) | 74.3 | (16) | 81.1 | (4) | 85.9 | (7) | 87.7 | (2) | 77.8 | (12) | 79.0 | (9) | 78.9 | (4) |
| DELTA | 81.3 | (8) | 77.2 | (11) | 75.5 | (15) | 75.3 | (19) | 77.0 | (18) | 79.5 | (13) | 76.6 | (14) | 76.3 | (16) | 77.8 | (7) |
| EXPRESSJET | 78.4 | (14) | 78.6 | (8) | 74.3 | (17) | 79.9 | (8) | 86.3 | (5) | 84.2 | (5) | 74.3 | (17) | 77.5 | (10) | -- | (--) |
| HAWAIIAN | -- | (--) | 89.5 | (1) | 95.1 | (1) | 96.4 | (1) | 96.7 | (1) | 95.3 | (1) | 93.4 | (1) | 93.4 | (1) | -- | (--) |
| JETBLUE | 86.7 | (1) | 83.8 | (2) | 84.3 | (3) | 79.1 | (9) | 83.8 | (11) | 86.8 | (3) | 87.5 | (2) | 83.1 | (3) | -- | (--) |
| NORTHWEST | 81.4 | (7) | 76.8 | (12) | 78.5 | (11) | 81.1 | (5) | 85.4 | (9) | 81.8 | (9) | 84.2 | (3) | 79.3 | (8) | 80.0 | (2) |
| SKYWEST | 82.8 | (4) | 79.7 | (7) | 85.3 | (2) | 86.5 | (2) | 88.8 | (2) | 84.0 | (6) | 82.4 | (5) | 83.2 | (2) | -- | (--) |
| SOUTHWEST | 85.2 | (2) | 83.2 | (3) | 78.9 | (9) | 79.9 | (7) | 85.4 | (8) | 80.0 | (12) | 81.0 | (8) | 80.9 | (4) | 82.6 | (1) |
| UNITED | 78.8 | (12) | 78.0 | (10) | 78.6 | (10) | 81.7 | (3) | 87.9 | (4) | 83.9 | (7) | 83.5 | (4) | 79.8 | (7) | 76.3 | (9) |
| US AIRWAYS | 83.3 | (3) | 82.5 | (4) | 80.7 | (6) | 78.1 | (13) | 81.6 | (15) | 80.9 | (11) | 78.7 | (11) | 80.1 | (5) | 78.6 | (6) |
| Total | 80.8 | | 77.9 | | 77.9 | | 79.3 | | 83.9 | | 81.0 | | 79.1 | | 78.5 | | 78.8 | |

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by Hawaiian Airlines (voluntary) effective November 2003. Reporting by Comair effective January 2004. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

* Formerly Atlantic Coast Airlines

NOVEMBER 2004

AIR TRAVEL CONSUMER REPORT

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

| ARRIVAL AIRPORT* | | | | | | | | | | | | | | | | |
|------------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|-------------|-------------|--------------|-------------|--------------|-------------|
| CARRIER* | ATL | | BOS | | BWI | | CLT | | CVG | | DCA | | DEN | | DFW | |
| | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME |
| AA | 625 | 73.9 | 1415 | 76.3 | 553 | 85.2 | 144 | 81.9 | H/ | 776 | 82.3 | 626 | 82.4 | 13131 | 82.1 | |
| AS | H/ | | 29 | 65.5 | H/ | | H/ | | H/ | 89 | 82.0 | 179 | 73.2 | H/ | | |
| B6 | H/ | | 447 | 89.3 | H/ | | H/ | | H/ | H/ | | 89 | 82.0 | H/ | | |
| CO | 374 | 61.5 | 542 | 80.3 | 261 | 80.5 | 1 | 100.0 | H/ | | 358 | 84.4 | 303 | 76.2 | 309 | 74.8 |
| DH | 269 | 65.4 | 420 | 75.5 | H/ | | 230 | 81.7 | 84 | 86.9 | H/ | | H/ | | H/ | |
| DL | 17137 | 70.6 | 1541 | 80.5 | 445 | 76.2 | 224 | 76.3 | 4462 | 86.1 | 988 | 85.9 | 560 | 77.9 | 1559 | 74.9 |
| EV | 8076 | 63.5 | H/ | | 30 | 76.7 | 59 | 78.0 | 499 | 68.5 | 88 | 77.3 | 111 | 73.0 | 3095 | 77.6 |
| FL | 4928 | 72.3 | 539 | 84.6 | 959 | 87.0 | H/ | | H/ | | 149 | 79.2 | 63 | 79.4 | 385 | 83.1 |
| HA | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | |
| HP | 148 | 58.1 | 178 | 75.3 | 147 | 61.2 | H/ | | H/ | | 118 | 61.0 | 346 | 72.8 | 262 | 62.6 |
| MQ | 85 | 58.8 | 1729 | 78.5 | 193 | 75.1 | 269 | 71.4 | 348 | 69.0 | 838 | 80.0 | H/ | | 6658 | 72.9 |
| NW | 458 | 64.2 | 434 | 78.1 | 322 | 85.7 | 148 | 87.8 | 34 | 94.1 | 543 | 82.9 | 351 | 81.2 | 309 | 72.2 |
| OH | 1300 | 62.2 | 909 | 86.8 | 90 | 83.3 | 172 | 78.5 | 11087 | 80.9 | 451 | 88.7 | H/ | | 38 | 76.3 |
| OO | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | | 2628 | 84.9 | 540 | 75.0 |
| RU | 196 | 60.2 | 16 | 75.0 | 147 | 65.3 | 395 | 74.9 | 237 | 67.1 | 236 | 69.9 | 30 | 90.0 | 165 | 76.4 |
| TZ | H/ | | 79 | 74.7 | H/ | | 107 | 88.8 | H/ | | 111 | 89.2 | 107 | 78.5 | 184 | 63.6 |
| UA | 318 | 65.4 | 806 | 79.9 | 413 | 82.3 | 235 | 82.6 | 51 | 80.4 | 411 | 87.1 | 6453 | 86.5 | 491 | 77.0 |
| US | 292 | 52.7 | 1663 | 79.0 | 347 | 80.1 | 7220 | 83.9 | H/ | | 2573 | 84.8 | 255 | 79.2 | 372 | 71.2 |
| WN | H/ | | H/ | | 4682 | 86.4 | H/ | | H/ | | H/ | | H/ | | H/ | |
| TOTAL | 34206 | 68.3 | 10747 | 80.0 | 8589 | 84.1 | 9204 | 82.8 | 16802 | 81.5 | 7729 | 83.4 | 12101 | 84.1 | 27498 | 78.0 |

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

NOVEMBER 2004

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| ARRIVAL AIRPORT* | | | | | | | | | | | | | | | | |
|------------------|--------------|-------------|--------------|-------------|-------------|-------------|--------------|-------------|-------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|
| CARRIER* | DTW | | EWR | | FLL | | IAH | | JFK | | LAS | | LAX | | LGA | |
| | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME |
| AA | 369 | 80.2 | 697 | 70.6 | 779 | 80.7 | 437 | 76.7 | 1099 | 83.5 | 736 | 78.1 | 2625 | 81.6 | 1868 | 71.7 |
| AS | H/ | | 59 | 72.9 | H/ | | H/ | | H/ | | 369 | 66.1 | 713 | 79.0 | H/ | |
| B6 | H/ | | H/ | | 727 | 85.7 | H/ | | 2708 | 86.4 | 170 | 87.1 | H/ | | 208 | 76.9 |
| CO | 190 | 87.9 | 4618 | 74.4 | 411 | 83.7 | 6871 | 79.9 | 25 | 88.0 | 448 | 71.7 | 539 | 77.9 | 343 | 63.6 |
| DH | 181 | 77.3 | 384 | 69.3 | H/ | | H/ | | 389 | 85.3 | H/ | | H/ | | H/ | |
| DL | 293 | 72.4 | 576 | 69.4 | 949 | 82.7 | 288 | 67.0 | 1235 | 81.2 | 687 | 75.1 | 1165 | 78.8 | 1932 | 80.8 |
| EV | 57 | 61.4 | H/ | | H/ | | 121 | 65.3 | 21 | 71.4 | H/ | | H/ | | H/ | |
| FL | H/ | | 148 | 69.6 | 423 | 81.3 | H/ | | H/ | | 113 | 74.3 | 114 | 71.1 | 410 | 71.5 |
| HA | H/ | | H/ | | H/ | | H/ | | H/ | | 30 | 90.0 | 90 | 76.7 | H/ | |
| HP | 177 | 68.4 | 177 | 61.6 | 67 | 70.1 | 179 | 53.1 | 293 | 65.9 | 2903 | 77.4 | 727 | 77.9 | H/ | |
| MQ | 107 | 45.8 | 280 | 66.4 | H/ | | 88 | 58.0 | 375 | 75.7 | H/ | | 1835 | 90.6 | 1502 | 72.5 |
| NW | 9315 | 86.1 | 403 | 70.2 | 184 | 81.0 | 358 | 78.5 | 118 | 85.6 | 448 | 78.8 | 556 | 84.5 | 555 | 73.0 |
| OH | 298 | 76.8 | 48 | 56.2 | 64 | 87.5 | 53 | 60.4 | 1170 | 77.4 | H/ | | H/ | | 1289 | 77.5 |
| OO | H/ | | H/ | | H/ | | 919 | 76.7 | H/ | | 175 | 73.1 | 3933 | 89.9 | H/ | |
| RU | 227 | 74.9 | 4657 | 70.9 | H/ | | 6580 | 70.4 | 29 | 79.3 | H/ | | H/ | | 134 | 78.4 |
| TZ | H/ | | 104 | 70.2 | 90 | 84.4 | H/ | | H/ | | 141 | 77.3 | 199 | 76.9 | 274 | 76.6 |
| UA | 237 | 82.7 | 466 | 77.3 | 238 | 79.8 | 326 | 69.6 | 347 | 82.7 | 1017 | 78.4 | 2911 | 87.0 | 590 | 77.8 |
| US | 100 | 75.0 | 335 | 64.2 | 755 | 77.6 | 201 | 62.7 | H/ | | 304 | 64.8 | 296 | 64.5 | 1432 | 80.3 |
| WN | 423 | 85.1 | H/ | | 1091 | 86.2 | 158 | 75.9 | H/ | | 5642 | 78.6 | 3294 | 83.6 | H/ | |
| TOTAL | 11974 | 84.1 | 12952 | 71.8 | 5778 | 82.5 | 16579 | 74.6 | 7809 | 82.3 | 13183 | 77.2 | 18997 | 84.5 | 10537 | 75.8 |

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

NOVEMBER 2004

AIR TRAVEL CONSUMER REPORT

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| ARRIVAL AIRPORT* | | | | | | | | | | | | | | | | |
|------------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|--------------|-------------|-------------|-------------|--------------|-------------|--------------|-------------|
| CARRIER* | MCO | | MDW | | MIA | | MSP | | ORD | | PDX | | PHL | | PHX | |
| | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME |
| AA | 957 | 85.3 | 132 | 87.1 | 3352 | 86.5 | 397 | 79.6 | 7320 | 75.8 | 207 | 79.7 | 596 | 76.2 | 408 | 77.0 |
| AS | 60 | 61.7 | H/ | | 30 | 83.3 | H/ | | 120 | 58.3 | 1089 | 76.2 | H/ | | 298 | 56.4 |
| B6 | 406 | 89.9 | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | | 30 | 93.3 |
| CO | 496 | 84.9 | 112 | 84.8 | 317 | 85.5 | 154 | 83.8 | 428 | 68.0 | 103 | 69.9 | 175 | 60.0 | 358 | 77.9 |
| DH | 481 | 87.9 | H/ | | H/ | | H/ | | 320 | 59.4 | H/ | | H/ | | H/ | |
| DL | 1316 | 83.5 | 148 | 79.7 | 350 | 74.9 | 350 | 81.1 | 542 | 64.2 | 264 | 87.1 | 606 | 70.6 | 319 | 81.2 |
| EV | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | | H/ | | 120 | 70.8 |
| FL | 843 | 84.8 | 234 | 78.6 | 115 | 74.8 | 148 | 80.4 | H/ | | H/ | | 479 | 72.7 | H/ | |
| HA | H/ | | H/ | | H/ | | H/ | | H/ | | 49 | 57.1 | H/ | | 30 | 83.3 |
| HP | 90 | 68.9 | H/ | | 60 | 75.0 | 191 | 72.8 | 267 | 65.9 | 182 | 73.1 | 178 | 71.9 | 5353 | 79.0 |
| MQ | 24 | 95.8 | 80 | 62.5 | 268 | 74.3 | 83 | 74.7 | 6744 | 72.4 | H/ | | 128 | 73.4 | H/ | |
| NW | 566 | 83.4 | 335 | 82.1 | 192 | 82.3 | 8963 | 88.8 | 603 | 74.5 | 149 | 85.2 | 426 | 75.8 | 361 | 77.0 |
| OH | 390 | 80.8 | 77 | 90.9 | 60 | 75.0 | 179 | 84.9 | 158 | 67.7 | H/ | | 120 | 81.7 | H/ | |
| OO | H/ | | H/ | | H/ | | H/ | | 2057 | 74.7 | 640 | 75.6 | H/ | | 391 | 83.9 |
| RU | 26 | 100.0 | 123 | 79.7 | 8 | 100.0 | 215 | 70.7 | 216 | 70.8 | H/ | | 132 | 66.7 | 25 | 56.0 |
| TZ | 194 | 81.4 | 1997 | 82.4 | 50 | 92.0 | 152 | 86.8 | H/ | | H/ | | 104 | 85.6 | 123 | 72.4 |
| UA | 627 | 85.3 | H/ | | 180 | 76.1 | 529 | 83.2 | 9365 | 81.4 | 686 | 86.0 | 600 | 79.3 | 563 | 78.3 |
| US | 909 | 78.4 | H/ | | 291 | 85.6 | 153 | 73.2 | 537 | 66.1 | H/ | | 6688 | 74.4 | 229 | 69.4 |
| WN | 2284 | 88.3 | 4031 | 82.8 | H/ | | H/ | | H/ | | 977 | 77.7 | 1196 | 80.9 | 5332 | 78.8 |
| TOTAL | 9669 | 84.8 | 7269 | 82.4 | 5273 | 84.1 | 11514 | 86.8 | 28677 | 75.8 | 4346 | 78.6 | 11428 | 75.0 | 13940 | 78.2 |

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

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AIR TRAVEL CONSUMER REPORT

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

| ARRIVAL AIRPORT* | | | | | | | | | | | | | | |
|------------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|
| | PIT | | SAN | | SEA | | SFO | | SLC | | STL | | TPA | |
| CARRIER* | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME |
| AA | 116 | 88.8 | 581 | 80.6 | 520 | 81.7 | 984 | 86.1 | 204 | 82.8 | 1477 | 86.7 | 588 | 85.2 |
| AS | H/ | | 340 | 73.5 | 3857 | 71.7 | 381 | 73.2 | H/ | | H/ | | H/ | |
| B6 | H/ | | 59 | 88.1 | 30 | 83.3 | H/ | | 60 | 93.3 | H/ | | 244 | 92.6 |
| CO | 32 | 78.1 | 238 | 75.2 | 319 | 79.9 | 363 | 79.3 | 88 | 80.7 | 48 | 77.1 | 378 | 83.1 |
| DH | 238 | 83.2 | H/ | | H/ | | H/ | | H/ | | 1 | 100.0 | 426 | 87.1 |
| DL | 208 | 63.9 | 466 | 81.5 | 493 | 82.6 | 600 | 81.5 | 2711 | 87.7 | 227 | 81.1 | 964 | 78.6 |
| EV | 59 | 59.3 | H/ | | H/ | | H/ | | 78 | 80.8 | H/ | | 300 | 91.3 |
| FL | 177 | 81.4 | H/ | | H/ | | 52 | 61.5 | H/ | | H/ | | 444 | 81.1 |
| HA | H/ | | 30 | 80.0 | 53 | 52.8 | 30 | 73.3 | H/ | | H/ | | H/ | |
| HP | 30 | 70.0 | 328 | 75.0 | 296 | 74.7 | 413 | 74.8 | 111 | 82.9 | 88 | 63.6 | 90 | 62.2 |
| MQ | 208 | 79.8 | 891 | 90.1 | H/ | | 168 | 73.8 | H/ | | 205 | 68.3 | H/ | |
| NW | 174 | 88.5 | 178 | 82.0 | 329 | 83.6 | 269 | 78.4 | 90 | 76.7 | 375 | 78.7 | 319 | 80.3 |
| OH | 261 | 84.7 | H/ | | H/ | | 30 | 90.0 | 388 | 92.5 | 329 | 81.2 | 30 | 76.7 |
| OO | H/ | | 669 | 89.2 | 370 | 80.3 | 2807 | 76.6 | 6101 | 84.7 | 28 | 82.1 | H/ | |
| RU | 279 | 77.8 | H/ | | H/ | | H/ | | 48 | 68.8 | 325 | 76.3 | H/ | |
| TZ | 79 | 87.3 | H/ | | 117 | 90.6 | 223 | 81.6 | H/ | | H/ | | H/ | |
| UA | 237 | 84.4 | 672 | 87.9 | 846 | 84.9 | 3529 | 86.7 | 266 | 81.2 | 234 | 90.6 | 358 | 85.2 |
| US | 2445 | 83.6 | 151 | 72.2 | 148 | 69.6 | 292 | 78.8 | H/ | | 110 | 77.3 | 690 | 79.6 |
| WN | H/ | | 2453 | 80.5 | 1033 | 78.8 | H/ | | 1082 | 79.7 | 1727 | 82.8 | 1783 | 85.2 |
| TOTAL | 4543 | 82.1 | 7056 | 82.5 | 8411 | 76.6 | 10141 | 81.4 | 11227 | 84.9 | 5174 | 82.3 | 6614 | 83.3 |

* See Appendix at the 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 | IAH | JFK | LAS | LAX | LGA | MCO | MDW |
| 600 - 659 AM | 83.2 | 78.8 | 85.0 | 88.3 | 88.1 | 100.0 | 85.3 | 84.8 | 100.0 | 85.2 | 68.6 | 83.7 | 85.7 | 93.1 | 89.5 | J/ | 65.9 | 95.1 |
| 700 - 759 AM | 84.3 | 90.5 | 96.0 | 91.5 | 89.4 | 86.9 | 90.9 | 85.2 | 88.2 | 85.0 | 86.3 | 89.6 | 89.5 | 90.3 | 93.8 | 90.5 | 94.9 | 92.8 |
| 800 - 859 AM | 76.6 | 87.9 | 93.8 | 83.9 | 91.1 | 87.6 | 90.8 | 81.9 | 90.3 | 88.8 | 88.5 | 72.0 | 92.2 | 88.6 | 94.2 | 89.1 | 96.6 | 93.2 |
| 900 - 959 AM | 77.0 | 87.5 | 93.5 | 83.6 | 88.9 | 92.0 | 87.5 | 83.1 | 88.7 | 91.8 | 91.1 | 80.9 | 94.0 | 85.4 | 89.6 | 87.0 | 94.4 | 91.7 |
| 1000 - 1059 AM | 76.0 | 86.3 | 94.4 | 81.4 | 90.0 | 86.3 | 83.4 | 79.9 | 89.1 | 88.9 | 90.5 | 78.3 | 88.1 | 83.7 | 86.5 | 85.0 | 91.3 | 90.4 |
| 1100 - 1159 AM | 78.6 | 86.9 | 90.4 | 87.3 | 85.7 | 85.8 | 85.3 | 80.1 | 84.0 | 82.5 | 90.0 | 77.5 | 93.7 | 80.3 | 84.4 | 81.6 | 90.8 | 84.7 |
| 1200 - 1259 PM | 76.8 | 86.0 | 89.4 | 82.3 | 85.2 | 86.3 | 84.3 | 79.9 | 89.7 | 82.6 | 85.0 | 79.3 | 88.0 | 79.3 | 85.0 | 79.6 | 87.5 | 86.7 |
| 100 - 159 PM | 77.7 | 85.0 | 87.4 | 87.6 | 81.1 | 86.3 | 85.4 | 79.0 | 90.5 | 85.0 | 82.9 | 73.2 | 85.7 | 76.2 | 84.7 | 77.8 | 87.5 | 85.7 |
| 200 - 259 PM | 72.8 | 83.1 | 90.3 | 83.6 | 84.7 | 86.5 | 85.5 | 76.6 | 87.7 | 74.5 | 83.7 | 75.0 | 84.8 | 76.5 | 85.9 | 77.9 | 84.7 | 89.4 |
| 300 - 359 PM | 65.2 | 78.4 | 86.8 | 88.0 | 79.9 | 82.6 | 76.0 | 79.7 | 84.8 | 72.2 | 77.0 | 74.8 | 82.6 | 73.0 | 86.1 | 77.3 | 85.1 | 82.0 |
| 400 - 459 PM | 50.0 | 78.4 | 83.5 | 83.0 | 76.8 | 84.8 | 82.8 | 78.0 | 85.0 | 68.7 | 81.9 | 73.3 | 76.7 | 72.3 | 83.8 | 78.2 | 87.5 | 75.9 |
| 500 - 559 PM | 61.0 | 78.0 | 79.1 | 78.0 | 80.0 | 84.8 | 84.7 | 75.1 | 77.8 | 69.1 | 87.0 | 72.6 | 78.8 | 73.7 | 83.6 | 70.8 | 82.4 | 81.2 |
| 600 - 659 PM | 61.3 | 76.5 | 78.7 | 78.1 | 72.8 | 81.6 | 83.8 | 73.9 | 79.9 | 57.1 | 75.4 | 72.3 | 77.9 | 76.2 | 81.8 | 61.9 | 75.2 | 73.9 |
| 700 - 759 PM | 61.4 | 72.8 | 78.0 | 76.3 | 75.1 | 77.6 | 82.2 | 72.6 | 78.5 | 46.5 | 79.7 | 71.8 | 77.5 | 68.9 | 83.3 | 65.7 | 81.1 | 72.0 |
| 800 - 859 PM | 56.9 | 73.1 | 75.1 | 76.9 | 76.6 | 79.2 | 79.8 | 74.2 | 76.8 | 53.4 | 79.9 | 65.8 | 80.3 | 72.7 | 78.8 | 62.7 | 82.7 | 74.4 |
| 900 - 959 PM | 56.0 | 74.0 | 78.4 | 75.7 | 76.1 | 75.1 | 80.5 | 78.1 | 78.0 | 66.4 | 73.5 | 71.4 | 77.3 | 74.8 | 79.7 | 70.7 | 83.5 | 71.7 |
| 1000 - 1059 PM | 64.2 | 69.8 | 74.4 | 74.0 | 73.4 | 79.7 | 78.3 | 73.6 | 78.3 | 68.0 | 74.2 | 72.8 | 79.3 | 69.5 | 72.8 | 68.7 | 77.9 | 82.6 |
| 1100 - 559 AM | 72.7 | 77.1 | 75.6 | 80.9 | 84.7 | 70.5 | 75.8 | 73.5 | 80.0 | 69.2 | 77.5 | 70.6 | 82.1 | 75.1 | 83.0 | 71.2 | 75.2 | 79.8 |
| TOTAL, ALL ARRIVALS, BY AIRPORT | 68.3 | 80.0 | 84.1 | 82.8 | 81.5 | 83.4 | 84.1 | 78.0 | 84.1 | 71.8 | 82.5 | 74.6 | 82.3 | 77.2 | 84.5 | 75.8 | 84.8 | 82.4 |

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

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AIR TRAVEL CONSUMER REPORT

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

| ARRIVAL AIRPORT* | | | | | | | | | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| SCHEDULED ARRIVAL TIME | MIA | MSP | ORD | PDX | PHL | PHX | PIT | SAN | SEA | SFO | SLC | STL | TPA | TOTAL |
| 600 - 659 AM | 76.7 | 88.8 | 88.6 | J/ | 85.8 | J/ | 93.2 | 93.3 | 72.7 | 87.8 | 70.0 | J/ | 95.0 | 85.3 |
| 700 - 759 AM | J/ | 91.8 | 89.3 | 75.6 | 86.3 | 88.0 | 89.6 | 92.9 | 72.5 | 89.4 | 88.6 | 93.8 | J/ | 88.7 |
| 800 - 859 AM | 93.8 | 90.4 | 86.5 | 83.6 | 80.9 | 91.1 | 88.7 | 90.7 | 83.6 | 88.0 | 87.0 | 91.3 | 94.3 | 85.0 |
| 900 - 959 AM | 93.4 | 87.8 | 83.0 | 89.5 | 78.6 | 84.3 | 88.1 | 84.8 | 86.3 | 79.3 | 90.0 | 94.3 | 92.9 | 85.9 |
| 1000 - 1059 AM | 90.9 | 88.2 | 84.8 | 83.9 | 85.8 | 77.5 | 89.6 | 86.5 | 83.5 | 78.5 | 87.5 | 91.1 | 91.4 | 84.6 |
| 1100 - 1159 AM | 85.2 | 86.4 | 82.0 | 84.6 | 84.4 | 82.7 | 81.1 | 87.9 | 86.0 | 75.1 | 85.5 | 78.2 | 89.3 | 83.5 |
| 1200 - 1259 PM | 85.6 | 91.2 | 82.2 | 83.1 | 80.1 | 86.7 | 84.0 | 82.8 | 80.5 | 74.5 | 82.1 | 90.0 | 88.8 | 82.9 |
| 100 - 159 PM | 85.1 | 88.8 | 75.9 | 82.7 | 78.6 | 81.9 | 89.5 | 86.0 | 77.4 | 79.7 | 82.8 | 85.8 | 86.9 | 81.5 |
| 200 - 259 PM | 87.7 | 87.5 | 74.1 | 71.8 | 77.2 | 79.0 | 84.4 | 78.6 | 77.1 | 83.9 | 85.4 | 79.6 | 89.7 | 80.4 |
| 300 - 359 PM | 79.6 | 86.2 | 71.3 | 86.9 | 74.7 | 76.5 | 84.0 | 84.4 | 80.3 | 80.7 | 85.6 | 83.6 | 85.0 | 78.8 |
| 400 - 459 PM | 82.3 | 81.7 | 67.2 | 82.5 | 70.9 | 76.0 | 84.7 | 81.9 | 77.7 | 81.2 | 81.4 | 81.9 | 79.8 | 74.7 |
| 500 - 559 PM | 81.2 | 88.0 | 66.8 | 67.9 | 70.5 | 75.1 | 83.0 | 80.3 | 76.3 | 83.5 | 84.7 | 79.9 | 84.2 | 76.8 |
| 600 - 659 PM | 73.1 | 82.8 | 64.6 | 81.9 | 69.4 | 77.4 | 77.6 | 79.0 | 70.4 | 82.5 | 81.2 | 81.7 | 78.2 | 73.2 |
| 700 - 759 PM | 79.2 | 86.2 | 64.2 | 76.8 | 67.0 | 71.8 | 76.4 | 80.7 | 71.6 | 81.6 | 84.2 | 72.5 | 81.7 | 73.2 |
| 800 - 859 PM | 74.3 | 86.4 | 65.9 | 81.2 | 67.1 | 71.5 | 66.7 | 75.9 | 67.9 | 83.7 | 82.2 | 70.5 | 73.3 | 71.3 |
| 900 - 959 PM | 80.2 | 79.8 | 68.2 | 72.1 | 67.5 | 75.4 | 74.7 | 78.5 | 71.0 | 83.1 | 83.5 | 74.1 | 77.4 | 74.3 |
| 1000 - 1059 PM | 76.4 | 79.0 | 69.5 | 74.9 | 72.6 | 74.1 | 80.1 | 76.5 | 73.9 | 86.6 | 79.3 | 74.5 | 72.8 | 73.0 |
| 1100 - 559 AM | 80.3 | 78.9 | 86.4 | 63.3 | 75.8 | 72.3 | 68.4 | 81.6 | 69.6 | 81.8 | 84.5 | 81.9 | 69.4 | 76.5 |
| TOTAL, ALL ARRIVALS, BY AIRPORT | 84.1 | 86.8 | 75.8 | 78.7 | 75.0 | 78.2 | 82.1 | 82.5 | 76.6 | 81.4 | 84.9 | 82.3 | 83.3 | 79.1 |

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

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AIR TRAVEL CONSUMER REPORT

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

| DEPARTURE AIRPORT* | | | | | | | | | | | | | | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| SCHEDULED DEPARTURE TIME | ATL | BOS | BWI | CLT | CVG | DCA | DEN | DFW | DTW | EWR | FLL | IAH | JFK | LAS | LAX | LGA | MCO | MDW |
| 600 - 659 AM | 92.2 | 94.4 | 94.1 | 96.9 | 91.8 | 95.0 | 94.8 | 93.6 | 94.1 | 96.0 | 96.9 | 91.9 | 93.4 | 96.1 | 95.7 | 96.2 | 91.5 | 93.8 |
| 700 - 759 AM | 90.7 | 90.0 | 93.4 | 89.9 | 88.5 | 95.1 | 92.8 | 90.2 | 92.5 | 94.2 | 95.6 | 93.4 | 93.8 | 93.1 | 92.1 | 93.8 | 95.3 | 93.0 |
| 800 - 859 AM | 87.0 | 87.8 | 94.1 | 88.6 | 92.5 | 91.3 | 91.6 | 85.7 | 90.9 | 91.7 | 94.5 | 86.3 | 95.0 | 92.1 | 92.3 | 91.9 | 93.9 | 96.0 |
| 900 - 959 AM | 77.6 | 87.2 | 93.1 | 81.0 | 92.1 | 90.6 | 93.3 | 83.2 | 91.3 | 91.7 | 91.4 | 87.3 | 91.2 | 87.0 | 90.3 | 90.8 | 94.7 | 89.0 |
| 1000 - 1059 AM | 79.1 | 90.4 | 88.3 | 86.4 | 87.5 | 88.8 | 86.9 | 85.0 | 89.1 | 89.0 | 93.2 | 86.6 | 92.7 | 80.7 | 84.6 | 90.4 | 91.5 | 89.3 |
| 1100 - 1159 AM | 76.0 | 87.2 | 89.8 | 89.4 | 81.7 | 90.2 | 83.9 | 79.4 | 86.5 | 88.6 | 87.2 | 81.5 | 90.7 | 77.2 | 83.4 | 88.4 | 90.2 | 86.7 |
| 1200 - 1259 PM | 76.2 | 87.9 | 85.9 | 85.5 | 88.5 | 89.0 | 82.8 | 78.9 | 87.1 | 87.3 | 87.3 | 87.8 | 91.1 | 78.2 | 82.8 | 88.4 | 90.9 | 83.2 |
| 100 - 159 PM | 77.0 | 84.8 | 80.2 | 75.6 | 84.0 | 87.2 | 80.1 | 78.2 | 85.9 | 84.4 | 81.8 | 86.4 | 77.9 | 74.8 | 84.8 | 83.4 | 83.4 | 80.4 |
| 200 - 259 PM | 76.8 | 84.8 | 85.8 | 84.1 | 84.3 | 88.2 | 84.4 | 75.4 | 84.1 | 84.7 | 77.2 | 76.2 | 86.0 | 70.9 | 82.1 | 84.6 | 81.1 | 80.2 |
| 300 - 359 PM | 69.0 | 81.5 | 80.6 | 75.0 | 78.8 | 82.2 | 85.9 | 74.6 | 82.2 | 79.1 | 81.7 | 77.5 | 79.6 | 71.0 | 84.1 | 80.5 | 80.6 | 81.0 |
| 400 - 459 PM | 67.3 | 81.0 | 72.0 | 82.3 | 80.6 | 82.5 | 78.4 | 75.3 | 77.5 | 75.0 | 81.8 | 86.4 | 86.6 | 72.0 | 83.9 | 80.2 | 84.0 | 73.4 |
| 500 - 559 PM | 59.9 | 76.6 | 79.1 | 78.8 | 71.8 | 84.8 | 79.9 | 77.3 | 87.7 | 72.4 | 79.7 | 76.2 | 82.7 | 65.6 | 81.7 | 78.0 | 83.2 | 71.1 |
| 600 - 659 PM | 64.2 | 75.0 | 76.8 | 77.7 | 77.5 | 86.8 | 85.2 | 75.4 | 70.9 | 66.9 | 81.1 | 78.4 | 79.5 | 68.8 | 85.5 | 73.9 | 80.0 | 57.8 |
| 700 - 759 PM | 64.6 | 79.7 | 77.3 | 70.4 | 79.1 | 84.1 | 77.1 | 72.5 | 80.7 | 60.5 | 74.7 | 78.7 | 82.2 | 62.3 | 83.5 | 75.6 | 81.8 | 68.8 |
| 800 - 859 PM | 62.0 | 79.4 | 78.5 | 78.3 | 82.2 | 85.2 | 82.1 | 75.5 | 83.6 | 56.3 | 77.7 | 79.1 | 78.5 | 62.0 | 80.8 | 72.7 | 79.6 | 69.7 |
| 900 - 959 PM | 58.7 | 83.8 | 69.9 | 77.6 | 82.3 | 77.9 | 85.3 | 77.8 | 85.5 | 57.1 | 82.0 | 78.2 | 80.8 | 67.7 | 81.1 | 68.8 | 84.0 | 71.6 |
| 1000 - 1059 PM | 60.5 | 73.1 | 71.1 | 81.4 | 74.2 | 95.8 | J/ | 85.5 | 85.1 | J/ | 77.4 | 81.4 | 78.7 | 77.7 | 90.6 | J/ | 83.3 | 88.0 |
| 1100 - 559 AM | 68.4 | 93.5 | 96.7 | J/ | 80.8 | J/ | 87.3 | 94.9 | 93.3 | 95.2 | 100.0 | 3.3 | 86.4 | 79.1 | 88.1 | 98.1 | 100.0 | 96.6 |
| TOTAL, ALL DEPARTURES, BY AIRPORT | 71.6 | 84.8 | 84.5 | 82.8 | 83.3 | 87.9 | 85.3 | 79.3 | 86.1 | 81.6 | 85.9 | 82.7 | 86.3 | 76.9 | 86.4 | 84.7 | 87.3 | 81.2 |

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

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AIR TRAVEL CONSUMER REPORT

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

| DEPARTURE AIRPORT* | | | | | | | | | | | | | | |
|--------------------------------------|-------|------|------|------|-------|------|------|------|------|------|------|------|------|-------|
| SCHEDULED DEPARTURE TIME | MIA | MSP | ORD | PDX | PHL | PHX | PIT | SAN | SEA | SFO | SLC | STL | TPA | TOTAL |
| 600 - 659 AM | 94.1 | 95.0 | 93.9 | 94.2 | 92.9 | 98.7 | 94.7 | 96.1 | 90.7 | 92.7 | 94.4 | 92.9 | 95.5 | 94.2 |
| 700 - 759 AM | 92.3 | 94.6 | 89.7 | 87.7 | 86.7 | 95.7 | 89.2 | 93.8 | 84.4 | 92.5 | 90.3 | 93.6 | 93.8 | 92.1 |
| 800 - 859 AM | 92.7 | 89.4 | 89.8 | 86.4 | 83.3 | 91.0 | 86.8 | 91.4 | 87.8 | 92.6 | 90.3 | 92.1 | 92.9 | 90.0 |
| 900 - 959 AM | 91.3 | 92.2 | 87.8 | 87.3 | 74.7 | 84.5 | 91.5 | 87.2 | 82.2 | 91.1 | 85.0 | 91.3 | 93.6 | 87.4 |
| 1000 - 1059 AM | 88.5 | 91.6 | 85.9 | 88.1 | 77.4 | 80.2 | 88.5 | 87.5 | 74.8 | 87.7 | 91.0 | 88.4 | 91.3 | 86.1 |
| 1100 - 1159 AM | 90.9 | 91.3 | 85.7 | 80.2 | 84.5 | 76.7 | 86.6 | 82.2 | 73.7 | 80.6 | 86.7 | 95.4 | 89.5 | 83.4 |
| 1200 - 1259 PM | 87.2 | 87.7 | 85.8 | 75.2 | 79.8 | 81.3 | 84.6 | 83.4 | 78.5 | 76.9 | 81.9 | 82.6 | 85.6 | 83.3 |
| 100 - 159 PM | 88.6 | 90.3 | 83.4 | 75.2 | 80.3 | 78.9 | 84.6 | 79.1 | 77.7 | 82.6 | 85.1 | 87.8 | 84.5 | 82.5 |
| 200 - 259 PM | 73.0 | 86.4 | 74.7 | 74.6 | 69.8 | 78.3 | 90.8 | 77.6 | 66.3 | 81.1 | 86.4 | 85.4 | 83.5 | 79.6 |
| 300 - 359 PM | 79.5 | 86.6 | 74.0 | 79.1 | 65.8 | 74.4 | 80.9 | 80.7 | 75.2 | 81.2 | 89.6 | 76.4 | 84.9 | 78.2 |
| 400 - 459 PM | 81.7 | 80.0 | 70.8 | 87.5 | 75.3 | 71.3 | 80.9 | 82.5 | 68.5 | 87.0 | 84.6 | 74.7 | 74.9 | 77.6 |
| 500 - 559 PM | 78.7 | 84.7 | 68.1 | 69.0 | 62.3 | 74.9 | 80.8 | 80.5 | 67.5 | 79.1 | 78.9 | 75.6 | 78.2 | 74.4 |
| 600 - 659 PM | 84.5 | 86.6 | 66.9 | 71.2 | 63.1 | 63.4 | 76.7 | 76.7 | 64.0 | 86.4 | 84.1 | 80.1 | 81.8 | 75.3 |
| 700 - 759 PM | 79.2 | 88.9 | 67.7 | 78.9 | 66.2 | 72.5 | 79.3 | 78.2 | 61.3 | 85.7 | 76.3 | 76.7 | 78.0 | 74.1 |
| 800 - 859 PM | 81.6 | 78.0 | 65.2 | 70.6 | 66.4 | 71.7 | 78.3 | 78.9 | 61.6 | 86.4 | 88.1 | 54.8 | 81.7 | 74.0 |
| 900 - 959 PM | 100.0 | 89.3 | 66.5 | 90.0 | 64.5 | 66.6 | J/ | 84.3 | 66.3 | 95.2 | 82.5 | 79.2 | 84.9 | 74.4 |
| 1000 - 1059 PM | J/ | 94.2 | 70.0 | 92.9 | 65.4 | 76.0 | 97.1 | 91.3 | 79.8 | 92.5 | 87.4 | 81.1 | J/ | 78.3 |
| 1100 - 559 AM | 82.8 | 93.3 | 90.0 | 87.6 | 100.0 | 91.4 | 92.7 | 98.4 | 81.4 | 93.7 | 91.3 | 90.0 | 85.6 | 83.9 |
| TOTAL, ALL DEPARTURES, BY AIRPORT | 85.9 | 89.2 | 78.2 | 81.7 | 74.3 | 78.5 | 85.1 | 85.1 | 76.7 | 86.5 | 87.0 | 84.1 | 86.3 | 81.8 |

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

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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 | MIN LATE MEDIAN |
|----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|-----------------|
| EV | 4710 | FNT-ATL | 1905 | 30 | 96.67 | 76 | 64 |
| RU | 3337 | IAH-PSP | 1750 | 29 | 86.21 | 44 | 28 |
| EV | 4616 | IAD-ATL | 1500 | 30 | 83.33 | 47 | 28 |
| DL | 768 | MEM-ATL | 1356 | 30 | 83.33 | 36 | 27 |
| RU | 3257 | ROC-EWR | 1745 | 23 | 82.61 | 72 | 59 |
| RU | 2011 | CVG-EWR | 1728 | 25 | 80.00 | 76 | 38 |
| OH | 5369 | ROC-ATL | 1726 | 30 | 80.00 | 51 | 39 |
| HP | 302 | LAX-JFK | 1215 | 30 | 80.00 | 23 | 20 |

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

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

| CARRIER | NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA | REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/ | |
|--------------------|--|--|------------|
| | | NUMBER | PERCENTAGE |
| ALASKA | 435 | 5 | 1.1 |
| EXPRESSJET | 1,142 | 12 | 1.1 |
| ATLANTIC SOUTHEAST | 816 | 8 | 1.0 |
| COMAIR | 1,095 | 6 | 0.5 |
| AMERICA WEST | 542 | 2 | 0.4 |
| INDEPENDENCE * | 622 | 2 | 0.3 |
| US AIRWAYS | 1,271 | 4 | 0.3 |
| CONTINENTAL | 875 | 2 | 0.2 |
| AIRTRAN | 472 | 1 | 0.2 |
| DELTA | 1,931 | 3 | 0.2 |
| SOUTHWEST | 2,900 | 4 | 0.1 |
| NORTHWEST | 1,429 | 1 | 0.1 |
| UNITED | 1,469 | 1 | 0.1 |
| AMERICAN | 1,907 | 1 | 0.1 |
| AMERICAN EAGLE | 1,430 | 0 | 0.0 |
| SKYWEST | 1,363 | 0 | 0.0 |
| JETBLUE | 258 | 0 | 0.0 |
| ATA | 196 | 0 | 0.0 |
| HAWAIIAN | 125 | 0 | 0.0 |
| TOTAL | 20,278 | 52 | 0.3 |

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

* Formerly Atlantic Coast Airlines

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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. |
| ABILENE TX (ABI) | 66.9 | 81.0 | 251 | 252 |
| AGUADILLA PR (BQN) | 88.3 | 100.0 | 60 | 60 |
| AKRON/CANTON OH (CAK) | 76.5 | 76.5 | 801 | 801 |
| ALBANY NY (ALB) | 78.6 | 85.5 | 1,494 | 1,494 |
| ALBUQUERQUE NM (ABQ) | 79.8 | 83.6 | 2,897 | 2,899 |
| ALLENTOWN PA (ABE) | 78.5 | 80.0 | 498 | 511 |
| AMARILLO TX (AMA) | 68.9 | 78.0 | 646 | 656 |
| ANCHORAGE AK (ANC) | 55.8 | 68.5 | 1,427 | 1,426 |
| ASHEVILLE NC (AVL) | 62.8 | 70.2 | 261 | 235 |
| ATLANTA GA (ATL) | 68.3 | 71.6 | 34,206 | 34,422 |
| AUSTIN TX (AUS) | 75.6 | 81.1 | 3,339 | 3,342 |
| BAKERSFIELD CA (BFL) | 87.9 | 89.3 | 298 | 298 |
| BALTIMORE MD (BWI) | 84.1 | 84.5 | 8,589 | 8,572 |
| BANGOR ME (BGR) | 81.0 | 86.5 | 394 | 394 |
| BARROW AK (BRW) | 71.4 | 53.1 | 49 | 49 |
| BATON ROUGE LA (BTR) | 73.3 | 78.3 | 703 | 706 |
| BEAUMONT/PORT ARTHUR TX (BPT) | 78.8 | 82.4 | 255 | 255 |
| BETHEL AK (BET) | 52.2 | 39.1 | 92 | 92 |
| BILLINGS MT (BIL) | 84.0 | 92.0 | 388 | 388 |
| BINGHAMTON NY (BGM) | 86.5 | 87.6 | 89 | 89 |
| BIRMINGHAM AL (BHM) | 79.0 | 84.2 | 1,826 | 1,825 |
| BISMARCK ND (BIS) | 84.3 | 93.4 | 198 | 198 |
| BLOOMINGTON IL (BMI) | 74.5 | 78.5 | 235 | 237 |
| BOISE ID (BOI) | 74.6 | 80.6 | 1,251 | 1,255 |
| BOSTON MA (BOS) | 80.0 | 84.8 | 10,747 | 10,741 |
| BOZEMAN MT (BZN) | 90.3 | 94.3 | 383 | 385 |
| BRISTOL TN (TRI) | 73.3 | 73.6 | 326 | 326 |
| BROWNSVILLE TX (BRO) | 69.1 | 82.4 | 136 | 136 |
| BUFFALO NY (BUF) | 77.6 | 83.7 | 2,396 | 2,377 |
| BURBANK CA (BUR) | 77.8 | 79.4 | 2,129 | 2,129 |
| BURLINGTON VT (BTV) | 80.4 | 86.0 | 664 | 664 |
| CEDAR RAPIDS/IOWA CTY IA (CID) | 80.2 | 84.2 | 525 | 526 |
| CHAMPAIGN IL (CMI) | 72.4 | 83.4 | 294 | 295 |
| CHARLESTON SC (CHS) | 83.0 | 84.1 | 1,344 | 1,346 |
| CHARLESTON WV (CRW) | 77.4 | 81.0 | 531 | 531 |
| CHARLOTTE NC (CLT) | 82.8 | 82.8 | 9,204 | 9,198 |
| CHATTANOOGA TN (CHA) | 70.3 | 76.6 | 397 | 397 |
| CHICAGO IL (MDW) | 82.4 | 81.2 | 7,269 | 7,263 |
| CHICAGO IL (ORD) | 75.8 | 78.2 | 28,677 | 28,677 |
| CINCINNATI OH (CVG) | 81.5 | 83.3 | 16,802 | 16,745 |
| CLEVELAND OH (CLE) | 81.4 | 87.2 | 7,591 | 7,589 |
| COLLEGE STATION TX (CLL) | 73.7 | 84.3 | 331 | 331 |
| COLORADO SPRINGS CO (COS) | 78.2 | 85.1 | 1,220 | 1,223 |

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|------------------------------|-----------------|------|---------------------|--------|
| | ARR. | DEP. | ARR. | DEP. |
| COLUMBIA SC (CAE) | 78.8 | 78.7 | 1,114 | 1,133 |
| COLUMBUS OH (CMH) | 80.7 | 87.4 | 3,356 | 3,357 |
| CORDOVA AK (CDV) | 63.8 | 72.4 | 58 | 58 |
| CORPUS CHRISTI TX (CRP) | 73.1 | 78.5 | 691 | 699 |
| DALLAS/FT. WORTH TX (DAL) | 78.6 | 76.3 | 3,497 | 3,498 |
| DALLAS/FT. WORTH TX (DFW) | 78.0 | 79.3 | 27,498 | 27,532 |
| DAYTON OH (DAY) | 77.9 | 83.4 | 1,487 | 1,489 |
| DAYTONA BEACH FL (DAB) | 62.3 | 67.9 | 308 | 308 |
| DEADHORSE AK (SCC) | 48.0 | 60.0 | 25 | 25 |
| DENVER CO (DEN) | 84.1 | 85.3 | 12,101 | 12,104 |
| DES MOINES IA (DSM) | 75.4 | 81.4 | 930 | 932 |
| DETROIT MI (DTW) | 84.1 | 86.1 | 11,974 | 11,965 |
| DILLINGHAM AK (DLG) | 38.5 | 61.5 | 13 | 13 |
| DUBUQUE IA (DBQ) | 70.0 | 82.0 | 110 | 111 |
| DULUTH MN (DLH) | 89.0 | 93.9 | 82 | 82 |
| DURANGO CO (DRO) | 80.6 | 96.8 | 31 | 31 |
| EAGLE CO (EGE) | 71.4 | 42.9 | 7 | 7 |
| EL PASO TX (ELP) | 78.1 | 82.3 | 1,656 | 1,655 |
| ERIE PA (ERI) | 87.8 | 92.2 | 90 | 90 |
| EUGENE OR (EUG) | 76.7 | 77.4 | 463 | 468 |
| EVANSVILLE IN (EVV) | 73.1 | 77.9 | 409 | 407 |
| FAIRBANKS AK (FAI) | 60.0 | 68.5 | 365 | 365 |
| FARGO ND (FAR) | 81.4 | 88.2 | 306 | 306 |
| FAYETTEVILLE AR (XNA) | 73.7 | 76.9 | 1,269 | 1,252 |
| FAYETTEVILLE NC (FAY) | 70.3 | 66.2 | 145 | 145 |
| FLINT MI (FNT) | 81.1 | 85.9 | 610 | 610 |
| FRESNO CA (FAT) | 82.0 | 81.8 | 1,084 | 1,091 |
| FT. LAUDERDALE FL (FLL) | 82.5 | 85.9 | 5,778 | 5,776 |
| FT. MYERS FL (RSW) | 83.5 | 87.9 | 1,958 | 1,954 |
| FT. SMITH AR (FSM) | 61.5 | 72.8 | 169 | 169 |
| FT. WAYNE IN (FWA) | 77.0 | 80.5 | 522 | 522 |
| GRAND FORKS ND (GFK) | 95.0 | 93.3 | 60 | 60 |
| GRAND RAPIDS MI (GRR) | 79.5 | 84.6 | 1,374 | 1,364 |
| GREAT FALLS MT (GTF) | 90.6 | 93.3 | 330 | 330 |
| GREEN BAY WI (GRB) | 81.8 | 86.8 | 521 | 521 |
| GREENSBORO/HIGH PT. NC (GSO) | 80.4 | 83.7 | 1,713 | 1,713 |
| GREENVILLE/SPARTBG. SC (GSP) | 78.8 | 81.0 | 1,450 | 1,451 |
| GULFPORT/BILOXI MS (GPT) | 70.3 | 78.2 | 546 | 546 |
| HARLINGEN TX (HRL) | 71.0 | 79.7 | 462 | 462 |
| HARRISBURG PA (MDT) | 78.8 | 82.1 | 676 | 677 |
| HARTFORD CT/SPGFLD MA (BDL) | 83.2 | 89.6 | 2,992 | 2,995 |
| HELENA MT (HLN) | 91.3 | 95.2 | 206 | 207 |
| HILO HAWAII HI (ITO) | 96.6 | 96.1 | 206 | 206 |

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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. |
| HONOLULU OAHU HI (HNL) | 91.3 | 94.4 | 2,954 | 2,953 |
| HOUSTON TX (HOU) | 75.6 | 72.1 | 4,669 | 4,645 |
| HOUSTON TX (IAH) | 74.6 | 82.7 | 16,579 | 16,563 |
| HUNTSVILLE/DECATUR AL (HSV) | 79.2 | 81.2 | 1,232 | 1,232 |
| INDIANAPOLIS IN (IND) | 82.3 | 87.2 | 3,527 | 3,527 |
| INDIO/PALM SPRINGS CA (PSP) | 81.2 | 85.3 | 1,095 | 1,092 |
| ISLIP/LONG IS. NY (ISP) | 83.0 | 87.5 | 961 | 944 |
| JACKSON WY (JAC) | 81.3 | 86.1 | 208 | 209 |
| JACKSON/VICKSBURG MS (JAN) | 75.6 | 80.9 | 1,008 | 1,007 |
| JACKSONVILLE FL (JAX) | 81.3 | 82.7 | 2,489 | 2,480 |
| JUNEAU AK (JNU) | 74.1 | 74.7 | 293 | 293 |
| KAHULUI (OGG) | 91.6 | 93.4 | 1,057 | 1,056 |
| KALAMAZOO MI (AZO) | 78.6 | 83.5 | 426 | 425 |
| KALISPELL MT (FCA) | 88.8 | 95.2 | 269 | 270 |
| KANSAS CITY MO (MCI) | 79.1 | 81.2 | 4,550 | 4,560 |
| KETCHIKAN AK (KTN) | 68.2 | 76.1 | 176 | 176 |
| KEY WEST FL (EYW) | 69.0 | 52.8 | 58 | 53 |
| KING SALMON AK (AKN) | 73.7 | 68.4 | 19 | 19 |
| KNOXVILLE TN (TYS) | 77.7 | 82.0 | 1,239 | 1,257 |
| KODIAK AK (ADQ) | 70.7 | 62.1 | 58 | 58 |
| KONA HAWAII HI (KOA) | 93.6 | 96.3 | 486 | 486 |
| KOTZEBUE AK (OTZ) | 55.2 | 50.6 | 87 | 87 |
| LA CROSSE WI (LSE) | 75.9 | 87.9 | 116 | 116 |
| LAFAYETTE LA (LFT) | 70.8 | 78.6 | 332 | 332 |
| LANSING MI (LAN) | 83.3 | 86.0 | 634 | 634 |
| LAREDO TX (LRD) | 67.1 | 81.0 | 210 | 210 |
| LAS VEGAS NV (LAS) | 77.2 | 76.9 | 13,183 | 13,193 |
| LAWTON OK (LAW) | 88.1 | 92.1 | 177 | 177 |
| LEXINGTON/FRKFT KY (LEX) | 75.8 | 79.9 | 778 | 778 |
| LIHUE KAUAI HI (LIH) | 94.9 | 96.3 | 567 | 567 |
| LINCOLN NE (LNK) | 82.7 | 83.3 | 150 | 150 |
| LITTLE ROCK AR (LIT) | 72.2 | 78.3 | 1,438 | 1,437 |
| LONG BEACH CA (LGB) | 84.2 | 90.8 | 885 | 885 |
| LONGVIEW TX (GGG) | 75.3 | 88.8 | 89 | 89 |
| LOS ANGELES CA (LAX) | 84.5 | 86.4 | 18,997 | 18,993 |
| LOUISVILLE KY (SDF) | 76.9 | 82.3 | 1,956 | 1,955 |
| LUBBOCK TX (LBB) | 68.9 | 78.8 | 769 | 769 |
| MADISON WI (MSN) | 82.0 | 86.6 | 763 | 763 |
| MANCHESTER NH (MHT) | 81.6 | 88.0 | 2,201 | 2,200 |
| MARQUETTE MI (MQT) | 73.3 | 83.7 | 86 | 86 |
| MEDFORD OR (MFR) | 82.1 | 80.4 | 386 | 387 |
| MELBOURNE FL (MLB) | 71.4 | 76.5 | 217 | 217 |
| MEMPHIS TN (MEM) | 78.6 | 81.6 | 4,188 | 4,187 |

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|--------------------------------|-----------------|------|---------------------|--------|
| | ARR. | DEP. | ARR. | DEP. |
| MIAMI FL (MIA) | 84.1 | 85.9 | 5,273 | 5,273 |
| MIDLAND/ODESSA TX (MAF) | 69.1 | 78.9 | 635 | 635 |
| MILWAUKEE WI (MKE) | 76.5 | 85.6 | 1,782 | 1,781 |
| MINNEAPLS/ST.P MN (MSP) | 86.8 | 89.2 | 11,514 | 11,505 |
| MINOT ND (MOT) | 94.4 | 97.8 | 89 | 89 |
| MISSION/MCALLEN TX (MFE) | 68.1 | 85.7 | 251 | 251 |
| MISSOULA MT (MSO) | 84.8 | 92.4 | 369 | 370 |
| MOBILE AL./PASCAGOULA MS (MOB) | 75.6 | 71.6 | 356 | 394 |
| MOLINE IL (MLI) | 79.6 | 84.1 | 358 | 358 |
| MONROE LA (MLU) | 79.9 | 81.9 | 269 | 271 |
| MONTEREY CA (MRY) | 88.0 | 84.8 | 576 | 578 |
| MONTRORSE CO (MTJ) | 84.7 | 85.5 | 144 | 145 |
| MYRTLE BEACH SC (MYR) | 78.6 | 82.0 | 602 | 604 |
| NAPLES FL (APF) | 71.4 | 77.1 | 49 | 48 |
| NASHVILLE TN (BNA) | 81.0 | 83.0 | 4,957 | 4,960 |
| NEW ORLEANS LA (MSY) | 79.2 | 83.0 | 4,402 | 4,393 |
| NEW YORK NY (JFK) | 82.3 | 86.3 | 7,809 | 7,801 |
| NEW YORK NY (LGA) | 75.8 | 84.7 | 10,537 | 10,530 |
| NEWARK NJ (EWR) | 71.8 | 81.6 | 12,952 | 12,949 |
| NEWBURGH NY (SWF) | 69.6 | 78.8 | 382 | 382 |
| NOME AK (OME) | 51.7 | 46.0 | 87 | 87 |
| NORFOLK/VA. BEACH VA (ORF) | 78.0 | 84.3 | 1,950 | 1,944 |
| OKLAHOMA CITY OK (OKC) | 74.3 | 81.2 | 1,741 | 1,741 |
| OMAHA NE (OMA) | 81.5 | 87.2 | 1,884 | 1,866 |
| ONTARIO CA (ONT) | 80.9 | 83.8 | 2,943 | 2,925 |
| ORANGE COUNTY CA (SNA) | 84.7 | 84.0 | 3,929 | 3,927 |
| ORLANDO FL (MCO) | 84.8 | 87.3 | 9,669 | 9,671 |
| PASCO WA (PSC) | 82.4 | 85.5 | 330 | 331 |
| PENSACOLA FL (PNS) | 73.2 | 77.7 | 582 | 583 |
| PEORIA IL (PIA) | 68.9 | 78.7 | 395 | 394 |
| PETERSBURG AK (PSG) | 69.0 | 70.7 | 58 | 58 |
| PHILADELPHIA PA (PHL) | 75.0 | 74.3 | 11,428 | 11,431 |
| PHOENIX AZ (PHX) | 78.2 | 78.5 | 13,940 | 13,942 |
| PITTSBURGH PA (PIT) | 82.1 | 85.1 | 4,543 | 4,541 |
| PORTLAND ME (PWM) | 81.2 | 84.6 | 778 | 778 |
| PORTLAND OR (PDX) | 78.6 | 81.7 | 4,346 | 4,338 |
| PROVIDENCE RI (PVD) | 80.7 | 85.3 | 2,735 | 2,737 |
| RALEIGH/DURHAM NC (RDU) | 79.9 | 83.4 | 5,519 | 5,517 |
| RAPID CITY SD (RAP) | 86.5 | 92.9 | 296 | 296 |
| RENO NV (RNO) | 78.9 | 79.5 | 2,416 | 2,420 |
| RICHMOND VA (RIC) | 79.0 | 83.9 | 1,463 | 1,462 |
| ROANOKE VA (ROA) | 77.3 | 74.8 | 282 | 262 |
| ROCHESTER MN (RST) | 83.7 | 90.0 | 239 | 240 |

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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. |
| ROCHESTER NY (ROC) | 80.0 | 81.8 | 1,630 | 1,630 |
| SACRAMENTO CA (SMF) | 80.8 | 79.2 | 3,912 | 3,912 |
| SAGINAW MI (MBS) | 82.8 | 88.8 | 320 | 321 |
| SALT LAKE CITY UT (SLC) | 84.9 | 87.0 | 11,227 | 11,236 |
| SAN ANGELO TX (SJT) | 65.0 | 78.3 | 217 | 221 |
| SAN ANTONIO TX (SAT) | 74.0 | 80.4 | 3,007 | 2,986 |
| SAN DIEGO CA (SAN) | 82.5 | 85.1 | 7,056 | 7,058 |
| SAN FRANCISCO CA (OAK) | 83.6 | 82.2 | 5,814 | 5,813 |
| SAN FRANCISCO CA (SFO) | 81.4 | 86.5 | 10,141 | 10,126 |
| SAN JOSE CA (SJC) | 82.7 | 82.1 | 5,008 | 5,009 |
| SAN JUAN PR (SJU) | 82.7 | 89.5 | 2,062 | 2,059 |
| SAN LUIS OBISPO CA (SBP) | 87.9 | 86.4 | 438 | 442 |
| SANTA BARBARA CA (SBA) | 90.4 | 90.0 | 1,034 | 1,032 |
| SARASOTA/BRAD. FL (SRQ) | 79.2 | 83.6 | 451 | 451 |
| SAVANNAH GA (SAV) | 79.3 | 82.1 | 1,133 | 1,131 |
| SCRANTON/WILKES-BARRE PA (AVP) | 74.3 | 77.7 | 241 | 242 |
| SEATTLE WA (SEA) | 76.6 | 76.7 | 8,411 | 8,419 |
| SHREVEPORT LA (SHV) | 69.2 | 76.1 | 733 | 733 |
| SIOUX FALLS SD (FSD) | 85.5 | 87.6 | 476 | 476 |
| SITKA AK (SIT) | 72.7 | 85.2 | 88 | 88 |
| SOUTH BEND IN (SBN) | 70.8 | 74.6 | 329 | 311 |
| SPOKANE WA (GEG) | 76.3 | 82.5 | 1,168 | 1,170 |
| SPRINGFIELD MO (SGF) | 72.3 | 78.9 | 625 | 625 |
| ST. CROIX VI (STX) | 88.2 | 85.3 | 34 | 34 |
| ST. LOUIS MO (STL) | 82.3 | 84.1 | 5,174 | 5,177 |
| ST. THOMAS VI (STT) | 80.2 | 92.2 | 283 | 283 |
| SYRACUSE NY (SYR) | 77.5 | 84.9 | 1,248 | 1,248 |
| TALLAHASSEE FL (TLH) | 77.0 | 77.2 | 404 | 381 |
| TAMPA FL (TPA) | 83.3 | 86.3 | 6,614 | 6,600 |
| TEXARKANA AR (TXK) | 71.0 | 79.0 | 162 | 162 |
| TOLEDO OH (TOL) | 75.3 | 79.5 | 430 | 430 |
| TRAVERSE CITY MI (TVC) | 80.6 | 81.8 | 191 | 192 |
| TUCSON AZ (TUS) | 74.9 | 84.4 | 1,516 | 1,516 |
| TULSA OK (TUL) | 74.3 | 81.5 | 1,695 | 1,694 |
| TYLER TX (TYR) | 79.5 | 85.3 | 312 | 312 |
| VALPARAISO FL (VPS) | 67.2 | 77.2 | 549 | 549 |
| WACO TX (ACT) | 80.2 | 86.7 | 278 | 279 |
| WASHINGTON DC (IAD) | 80.6 | 80.7 | 13,376 | 13,374 |
| WASHINGTON DC (DCA) | 83.4 | 87.9 | 7,729 | 7,730 |
| WEST PALM BEACH FL (PBI) | 82.1 | 87.9 | 2,328 | 2,326 |
| WHITE PLAINS NY (HPN) | 80.5 | 83.2 | 662 | 665 |
| WICHITA FALLS TX (SPS) | 83.0 | 89.8 | 176 | 177 |
| WICHITA KS (ICT) | 74.1 | 79.8 | 904 | 905 |

| CITY (AIRPORT) | PERCENT ON-TIME | | REPORTED OPERATIONS | |
|---------------------|-----------------|------|---------------------|------|
| | ARR. | DEP. | ARR. | DEP. |
| WILMINGTON NC (ILM) | 71.0 | 76.3 | 255 | 236 |
| WRANGELL AK (WRG) | 67.2 | 70.7 | 58 | 58 |
| YAKUTAT AK (YAK) | 63.8 | 70.7 | 58 | 58 |

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

| CARRIER A/ | AT 31 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 | 23 | 23,084 | 862 | 3.7 | 104 | 40,839 | 1,568 | 3.8 |
| ATLANTIC SOUTHEAST | 13 | 12,902 | 401 | 3.1 | 108 | 24,163 | 764 | 3.2 |
| SKYWEST | 13 | 21,212 | 484 | 2.3 | 119 | 39,864 | 1,077 | 2.7 |
| ALASKA | 14 | 7,614 | 117 | 1.5 | 45 | 12,949 | 284 | 2.2 |
| AMERICA WEST | 27 | 13,399 | 194 | 1.4 | 52 | 16,101 | 246 | 1.5 |
| EXPRESSJET | 23 | 14,442 | 248 | 1.7 | 109 | 30,346 | 455 | 1.5 |
| COMAIR | 24 | 18,998 | 231 | 1.2 | 111 | 32,440 | 434 | 1.3 |
| INDEPENDENCE * | 12 | 3,403 | 57 | 1.7 | 62 | 18,378 | 190 | 1.0 |
| US AIRWAYS | 26 | 28,787 | 262 | 0.9 | 62 | 36,544 | 335 | 0.9 |
| DELTA | 31 | 43,603 | 378 | 0.9 | 99 | 55,940 | 481 | 0.9 |
| UNITED | 30 | 34,003 | 279 | 0.8 | 78 | 43,060 | 337 | 0.8 |
| AIRTRAN | 19 | 10,726 | 66 | 0.6 | 41 | 13,976 | 96 | 0.7 |
| AMERICAN | 30 | 43,722 | 300 | 0.7 | 81 | 55,140 | 368 | 0.7 |
| NORTHWEST | 31 | 27,859 | 167 | 0.6 | 112 | 41,680 | 231 | 0.6 |
| SOUTHWEST | 16 | 37,189 | 141 | 0.4 | 60 | 81,460 | 430 | 0.5 |
| HAWAIIAN | 7 | 311 | 1 | 0.3 | 13 | 3,796 | 9 | 0.2 |
| CONTINENTAL | 30 | 19,200 | 20 | 0.1 | 76 | 24,555 | 27 | 0.1 |
| ATA | 19 | 4,436 | 4 | 0.1 | 26 | 5,508 | 4 | 0.1 |
| JETBLUE | 12 | 5,181 | 1 | 0.0 | 27 | 7,871 | 1 | 0.0 |
| Total | | 370,071 | 4,213 | 1.1 | Total | 584,610 | 7,337 | 1.2 |

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

* Formerly Atlantic Coast Airlines

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TABLE 9. CAUSES OF DELAY*, BY CARRIER**

| CARRIER | TOTAL RECORDS | ONTIME | % ONTIME | CANCELLED | % CANCELLED | DIVERTED | % DIVERTED | CAUSES OF DELAY | | | | | | | | | |
|--------------|---------------|---------------|---------------|-------------|--------------|-------------|--------------|-------------------|---------------------|-----------------------|-------------------------|--------------------------------|----------------------------------|----------------|------------------|------------------------------|--------------------------------|
| | | | | | | | | AIR CARRIER DELAY | % AIR CARRIER DELAY | EXTREME WEATHER DELAY | % EXTREME WEATHER DELAY | NATIONAL AVIATION SYSTEM DELAY | % NATIONAL AVIATION SYSTEM DELAY | SECURITY DELAY | % SECURITY DELAY | LATE ARRIVING AIRCRAFT DELAY | % LATE ARRIVING AIRCRAFT DELAY |
| AA | 55140 | 44586 | 80.86% | 368 | 0.67% | 88 | 0.16% | 2092 | 3.79% | 687 | 1.25% | 4581 | 8.31% | 51 | 0.09% | 2687 | 4.87% |
| AS | 12949 | 9083 | 70.14% | 284 | 2.19% | 50 | 0.39% | 1205 | 9.31% | 47 | 0.36% | 781 | 6.03% | 35 | 0.27% | 1464 | 11.31% |
| B6 | 7871 | 6884 | 87.46% | 1 | 0.01% | 13 | 0.17% | 263 | 3.35% | 10 | 0.13% | 400 | 5.08% | 31 | 0.39% | 269 | 3.41% |
| CO | 24555 | 19101 | 77.79% | 27 | 0.11% | 66 | 0.27% | 785 | 3.20% | 214 | 0.87% | 3294 | 13.42% | 20 | 0.08% | 1047 | 4.26% |
| DH | 18378 | 14973 | 81.47% | 190 | 1.03% | 19 | 0.10% | 478 | 2.60% | 15 | 0.08% | 934 | 5.08% | 14 | 0.08% | 1755 | 9.55% |
| DL | 55940 | 42834 | 76.57% | 481 | 0.86% | 76 | 0.14% | 2734 | 4.89% | 231 | 0.41% | 6358 | 11.37% | 12 | 0.02% | 3213 | 5.74% |
| EV | 24163 | 16453 | 68.09% | 764 | 3.16% | 41 | 0.17% | 1968 | 8.14% | 1404 | 5.81% | 2627 | 10.87% | 15 | 0.06% | 891 | 3.69% |
| FL | 13976 | 10843 | 77.58% | 96 | 0.69% | 23 | 0.16% | 425 | 3.04% | 6 | 0.04% | 1335 | 9.55% | 0 | 0.00% | 1249 | 8.93% |
| HA | 3796 | 3546 | 93.41% | 9 | 0.24% | 0 | 0.00% | 157 | 4.12% | 5 | 0.13% | 1 | 0.03% | 3 | 0.07% | 76 | 2.00% |
| HP | 16101 | 12073 | 74.98% | 246 | 1.53% | 24 | 0.15% | 1165 | 7.24% | 32 | 0.20% | 1541 | 9.57% | 28 | 0.17% | 993 | 6.17% |
| MQ | 40839 | 30397 | 74.43% | 1568 | 3.84% | 100 | 0.24% | 2125 | 5.20% | 374 | 0.92% | 3169 | 7.76% | 5 | 0.01% | 3100 | 7.59% |
| NW | 41680 | 35100 | 84.21% | 231 | 0.55% | 41 | 0.10% | 2054 | 4.93% | 364 | 0.87% | 3085 | 7.40% | 19 | 0.05% | 785 | 1.88% |
| OH | 32440 | 25993 | 80.13% | 434 | 1.34% | 49 | 0.15% | 2817 | 8.68% | 1230 | 3.79% | 1794 | 5.53% | 11 | 0.04% | 111 | 0.34% |
| OO | 39864 | 32860 | 82.43% | 1077 | 2.70% | 94 | 0.24% | 3007 | 7.54% | 525 | 1.32% | 1088 | 2.73% | 24 | 0.06% | 1189 | 2.98% |
| RU | 30346 | 22548 | 74.30% | 455 | 1.50% | 127 | 0.42% | 1035 | 3.41% | 290 | 0.96% | 3857 | 12.71% | 27 | 0.09% | 2006 | 6.61% |
| TZ | 5508 | 4522 | 82.10% | 4 | 0.07% | 2 | 0.04% | 220 | 4.00% | 3 | 0.06% | 528 | 9.59% | 21 | 0.38% | 207 | 3.76% |
| UA | 43060 | 35967 | 83.53% | 337 | 0.78% | 44 | 0.10% | 1589 | 3.69% | 89 | 0.21% | 3227 | 7.49% | 0 | 0.00% | 1807 | 4.20% |
| US | 36544 | 28767 | 78.72% | 335 | 0.92% | 50 | 0.14% | 2078 | 5.69% | 49 | 0.13% | 2813 | 7.70% | 0 | 0.00% | 2452 | 6.71% |
| WN | 81460 | 65993 | 81.01% | 430 | 0.53% | 132 | 0.16% | 3190 | 3.92% | 320 | 0.39% | 2732 | 3.35% | 73 | 0.09% | 8589 | 10.54% |
| TOTAL | 584610 | 462523 | | 7337 | | 1039 | | 29387 | | 5895 | | 44147 | | 391 | | 33891 | |
| | | | 79.12% | | 1.26% | | 0.18% | | 5.03% | | 1.01% | | 7.55% | | 0.07% | | 5.80% |

***Causes of Delay:**

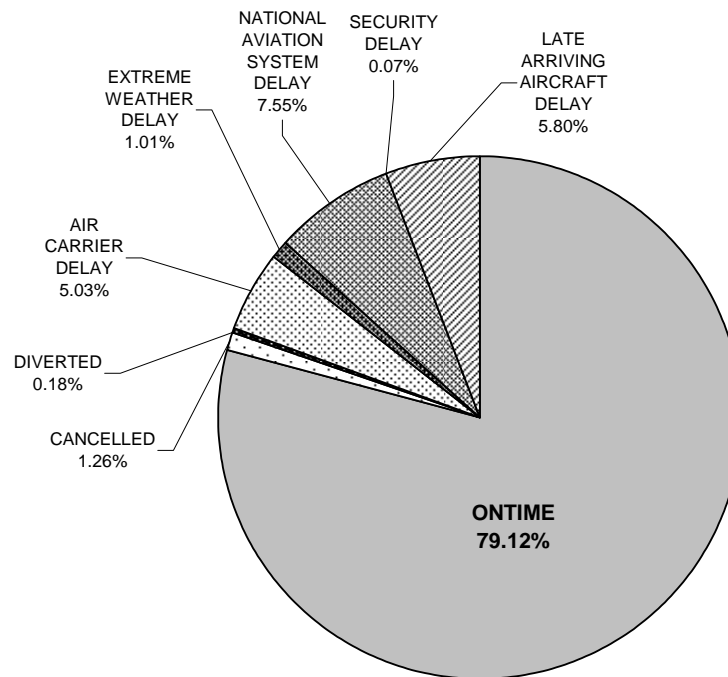
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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

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

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

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 TABLE 10. OVERALL CAUSES OF DELAY*



***Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- 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 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 31 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

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

Airports Covered by the Rule (14 CFR PART 234)

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

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

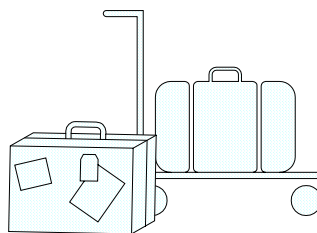
| | |
|----|--|
| FL | AirTran Airways |
| AS | Alaska Airlines |
| HP | America West Airlines |
| AA | American Airlines |
| MQ | American Eagle Airlines |
| TZ | ATA Airlines |
| DH | Independence Air (formerly Atlantic Coast Airlines) |
| EV | Atlantic Southeast Airlines |
| OH | Comair |
| CO | Continental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

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

| | |
|----|-------------------|
| HA | Hawaiian Airlines |
|----|-------------------|

MISHANDLED BAGGAGE

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



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

| RANK | AIRLINE | NOVEMBER 2004 | | | NOVEMBER 2003 | | |
|---------------|-----------------------------|-----------------------|---------------------|------------------------------|-----------------------|---------------------|------------------------------|
| | | TOTAL BAGGAGE REPORTS | ENPLANED PASSENGERS | REPORTS PER 1,000 PASSENGERS | TOTAL BAGGAGE REPORTS | ENPLANED PASSENGERS | REPORTS PER 1,000 PASSENGERS |
| 1 | AIRTRAN AIRWAYS | 2,505 | 1,148,230 | 2.18 | 2,350 | 1,000,819 | 2.35 |
| 2 | JETBLUE AIRWAYS | 2,601 | 1,066,609 | 2.44 | 1,785 | 782,048 | 2.28 |
| 3 | HAWAIIAN AIRLINES | 1,084 | 441,357 | 2.46 | 1,527 | 479,683 | 3.18 |
| 4 | ALASKA AIRLINES | 3,393 | 1,168,611 | 2.90 | 2,793 | 1,091,415 | 2.56 |
| 5 | INDEPENDENCE AIR ** | 1,532 | 500,660 | 3.06 | 5,515 | 658,744 | 8.37 |
| 6 | ATA AIRLINES | 2,134 | 687,281 | 3.10 | 2,032 | 723,972 | 2.81 |
| 7 | UNITED AIRLINES | 15,812 | 4,838,455 | 3.27 | 15,667 | 4,646,265 | 3.37 |
| 8 | SOUTHWEST AIRLINES | 23,012 | 6,788,589 | 3.39 | 17,479 | 6,173,754 | 2.83 |
| 9 | NORTHWEST AIRLINES | 13,359 | 3,884,965 | 3.44 | 10,261 | 3,509,181 | 2.92 |
| 10 | CONTINENTAL AIRLINES | 10,373 | 2,781,366 | 3.73 | 7,816 | 2,657,974 | 2.94 |
| 11 | AMERICA WEST AIRLINES | 6,725 | 1,703,119 | 3.95 | 4,302 | 1,551,745 | 2.77 |
| 12 | AMERICAN AIRLINES | 24,647 | 6,083,767 | 4.05 | 21,576 | 5,731,709 | 3.76 |
| 13 | DELTA AIR LINES | 37,124 | 6,814,516 | 5.45 | 19,572 | 6,427,868 | 3.04 |
| 14 | US AIRWAYS | 18,580 | 3,186,095 | 5.83 | 7,819 | 3,101,586 | 2.52 |
| 15 | EXPRESSJET AIRLINES | 6,845 | 1,083,632 | 6.32 | 4,279 | 941,853 | 4.54 |
| 16 | AMERICAN EAGLE AIRLINES | 9,582 | 1,274,530 | 7.52 | 7,891 | 1,073,145 | 7.35 |
| 17 | SKYWEST AIRLINES | 10,253 | 1,201,714 | 8.53 | 8,579 | 1,001,043 | 8.57 |
| 18 | COMAIR | 10,348 | 1,139,457 | 9.08 | * | * | * |
| 19 | ATLANTIC SOUTHEAST AIRLINES | 11,920 | 949,268 | 12.56 | 8,559 | 773,764 | 11.06 |
| TOTALS | | 211,829 | 46,742,221 | 4.53 | 149,802 | 42,326,568 | 3.54 |

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

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

ENPLANED PASSENGERS—For the domestic system only.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Reporting by Hawaiian (voluntary) effective November 2003. Reporting by Comair effective January 2004. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections of this report.

** Formerly Atlantic Coast Airlines

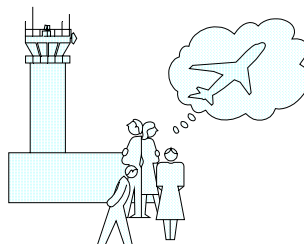
OVERSALES

This section provides 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.



JULY-SEPTEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

| RANK | AIRLINE | JULY-SEPTEMBER 2004 | | | | JULY-SEPTEMBER 2003 | | | |
|------|-----------------------------|-------------------------|-------------|------------------------|---|-------------------------|-------------|------------------------|---|
| | | 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 | HAWAIIAN AIRLINES | 833 | 4 | 1,458,091 | 0.03 | * | * | * | * |
| 2 | JETBLUE AIRWAYS | 8 | 9 | 3,033,338 | 0.03 | 5 | 0 | 2,413,505 | 0.00 |
| 3 | AIRTRAN AIRWAYS | 2,875 | 16 | 3,300,618 | 0.05 | 3,183 | 66 | 3,105,241 | 0.21 |
| 4 | SKYWEST AIRLINES | 570 | 1 | 174,451 | 0.06 | * | * | * | * |
| 5 | UNITED AIRLINES | 23,963 | 473 | 17,716,757 | 0.27 | 22,606 | 850 | 16,078,649 | 0.53 |
| 6 | AMERICAN AIRLINES | 12,804 | 786 | 21,090,205 | 0.37 | 20,545 | 1,022 | 21,442,000 | 0.48 |
| 7 | AMERICA WEST AIRLINES | 8,904 | 227 | 5,556,933 | 0.41 | 11,097 | 206 | 5,412,827 | 0.38 |
| 8 | AMERICAN EAGLE AIRLINES | 263 | 23 | 527,061 | 0.44 | 156 | 11 | 248,425 | 0.44 |
| 9 | NORTHWEST AIRLINES | 18,222 | 593 | 13,294,734 | 0.45 | 20,161 | 952 | 12,533,091 | 0.76 |
| 10 | US AIRWAYS | 15,183 | 531 | 10,115,003 | 0.52 | 19,483 | 143 | 10,027,355 | 0.14 |
| 11 | SOUTHWEST AIRLINES | 14,568 | 1,311 | 21,102,752 | 0.62 | 21,439 | 1,512 | 19,708,171 | 0.77 |
| 12 | DELTA AIR LINES | 27,605 | 1,658 | 21,171,870 | 0.78 | 24,072 | 2,512 | 20,871,135 | 1.20 |
| 13 | ALASKA AIRLINES | 6,224 | 412 | 4,299,920 | 0.96 | 5,093 | 361 | 4,273,840 | 0.84 |
| 14 | COMAIR | 828 | 100 | 675,987 | 1.48 | * | * | * | * |
| 15 | CONTINENTAL AIRLINES | 12,023 | 1,433 | 9,189,561 | 1.56 | 11,273 | 572 | 9,023,913 | 0.63 |
| 16 | ATLANTIC SOUTHEAST AIRLINES | 1,248 | 192 | 1,002,197 | 1.92 | 1,950 | 490 | 775,190 | 6.32 |
| 17 | ATA AIRLINES | 1,048 | 707 | 2,684,190 | 2.63 | 730 | 286 | 2,472,201 | 1.16 |
| | TOTALS | 147,169 | 8,476 | 136,393,668 | 0.62 | 161,793 | 8,983 | 128,385,543 | 0.70 |

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of more than 60 seats. Hawaiian Airlines was ranked in this section for the first time with the 4th quarter 2003. Comair and SkyWest were ranked in this table for the first time with the first quarter 2004. With the exception of Atlantic Coast Airlines and ExpressJet Airlines (both of whose fleets consist of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and " Mishandled Baggage" sections of this report.

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

| RANK | AIRLINE | JANUARY-SEPTEMBER 2004 | | | | JANUARY-SEPTEMBER 2003 | | | |
|------|------------------------------------|-------------------------|---------------|------------------------|---|-------------------------|---------------|------------------------|---|
| | | DENIED BOARDINGS (DB'S) | | Enplaned Passengers | Involuntary DB's per 10,000 psgrs | DENIED BOARDINGS (DB'S) | | Enplaned Passengers | Involuntary DB's per 10,000 psgrs |
| | | Voluntary | Involuntary | | | Voluntary | Involuntary | | |
| 1 | <i>JETBLUE AIRWAYS</i> | 20 | 17 | 8,604,108 | 0.02 | 15 | 0 | 6,634,042 | 0.00 |
| 2 | <i>SKYWEST AIRLINES</i> | 987 | 3 | 281,742 | 0.11 | * | * | * | * |
| 3 | <i>HAWAIIAN AIRLINES</i> | 2,420 | 110 | 4,269,530 | 0.26 | * | * | * | * |
| 4 | <i>AIRTRAN AIRWAYS</i> | 18,916 | 327 | 9,673,635 | 0.34 | 14,776 | 1,562 | 8,604,934 | 1.82 |
| 5 | <i>AMERICAN EAGLE AIRLINES</i> | 1,317 | 60 | 1,422,014 | 0.42 | 512 | 33 | 652,682 | 0.51 |
| 6 | <i>AMERICAN AIRLINES</i> | 53,264 | 2,919 | 62,099,673 | 0.47 | 72,913 | 3,689 | 61,549,873 | 0.60 |
| 7 | <i>UNITED AIRLINES</i> | 82,070 | 2,438 | 49,158,295 | 0.50 | 81,174 | 2,809 | 45,594,056 | 0.62 |
| 8 | <i>US AIRWAYS</i> | 59,216 | 1,833 | 29,902,550 | 0.61 | 65,374 | 1,072 | 29,046,378 | 0.37 |
| 9 | <i>AMERICA WEST AIRLINES</i> | 28,301 | 973 | 15,410,654 | 0.63 | 39,570 | 659 | 15,387,627 | 0.43 |
| 10 | <i>NORTHWEST AIRLINES</i> | 60,067 | 2,710 | 37,405,443 | 0.72 | 64,216 | 2,731 | 35,243,951 | 0.77 |
| 11 | <i>SOUTHWEST AIRLINES</i> | 71,415 | 6,414 | 60,921,204 | 1.05 | 70,322 | 6,152 | 56,324,276 | 1.09 |
| 12 | <i>DELTA AIR LINES</i> | 102,665 | 7,207 | 62,375,866 | 1.16 | 83,436 | 7,996 | 59,388,126 | 1.35 |
| 13 | <i>ALASKA AIRLINES</i> | 18,707 | 1,540 | 11,508,018 | 1.34 | 13,165 | 745 | 11,318,695 | 0.66 |
| 14 | <i>CONTINENTAL AIRLINES</i> | 35,631 | 4,220 | 26,657,713 | 1.58 | 37,118 | 2,423 | 25,768,580 | 0.94 |
| 15 | <i>ATA AIRLINES</i> | 4,170 | 1,402 | 7,846,054 | 1.79 | 2,520 | 683 | 7,052,084 | 0.97 |
| 16 | <i>ATLANTIC SOUTHEAST AIRLINES</i> | 3,860 | 579 | 2,687,783 | 2.15 | 5,659 | 1,909 | 2,219,673 | 8.60 |
| 17 | <i>COMAIR</i> | 3,400 | 474 | 1,795,140 | 2.64 | * | * | * | * |
| | TOTALS | 546,426 | 33,226 | 392,019,422 | 0.85 | 550,770 | 32,463 | 364,784,977 | 0.89 |

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of more than 60 seats. Hawaiian Airlines was ranked in this section for the first time with the 4th quarter 2003. Comair and SkyWest were ranked in this table for the first time with the first quarter 2004. With the exception of Atlantic Coast Airlines and ExpressJet Airlines (both of whose fleets consist of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and " Mishandled Baggage" sections of this report.

CONSUMER COMPLAINTS

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

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

Complaint Categories - Table 2 ranks the categories of complaints (baggage, refunds, etc.). Beginning with the October 2000 report, "Animals" was added as a new category. A detailed explanation of each category appears at the end of the report.

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

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

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

| | NOVEMBER 2004 | | | | NOVEMBER 2003 | | | |
|------------------------|---------------|-----------|-------------|---------------|---------------|-----------|-------------|---------------|
| | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS |
| U. S. AIRLINES | 323 | 46 | 3 | 41 | 298 | 75 | 1 | 33 |
| FOREIGN AIRLINES | 91 | 3 | 0 | 10 | 62 | 6 | 0 | 4 |
| TRAVEL AGENTS | 13 | 1 | 0 | 1 | 14 | 0 | 0 | 2 |
| TOUR OPERATORS | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| MISCELLANEOUS | 1 | 5 | 0 | 29 | 5 | 17 | 0 | 44 |
| INDUSTRY TOTALS | 431 | 55 | 3 | 81 | 380 | 98 | 1 | 83 |

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

| COMPLAINT CATEGORY | NOVEMBER 2004 | | | NOVEMBER 2003 | | |
|------------------------|---------------|--------------|--------------|---------------|--------------|--------------|
| | RANKING | COMPLAINTS** | SUB-CATEGORY | RANKING | COMPLAINTS** | SUB-CATEGORY |
| FLIGHT PROBLEMS | 1 | 80 | | 1 | 74 | |
| DELAYS | | | 35 | | | 21 |
| CANCELLATIONS | | | 20 | | | 27 |
| MISCONNECTIONS | | | 13 | | | 13 |
| BAGGAGE | 2 | 78 | | 3 | 56 | |
| CUSTOMER SERVICE | 3 | 61 | | 5 | 46 | |
| REFUNDS | 4 | 57 | | 6 | 29 | |
| RES/TKTG/BOARDING | 5 | 56 | | 2 | 58 | |
| FARES | 6 | 31 | | 9 | 16 | |
| DISABILITY | 7 | 24 | | 4 | 46 | |
| OVERSALES | 8 | 19 | | 7 | 25 | |
| OTHER | 9 | 13 | | 8 | 22 | |
| FREQUENT FLYER | | | 7 | | | 20 |
| ADVERTISING | 10 | 7 | | 11 | 4 | |
| DISCRIMINATION | 11 | 5 | | 10 | 4 | |
| ANIMALS | 12 | 0 | | 12 | 0 | |
| COMPLAINT TOTAL | | 431 | | | 380 | |

* 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*
 NOVEMBER 2004

| U. S. AIRLINES** ALPHABETICAL | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DIS-ABILITY | ADVERTISING | DISCRIMINATION | ANIMALS | OTHER | TOTAL |
|----------------------------------|-----------------|------------|-------------------|-----------|-----------|-----------|------------------|-------------|-------------|----------------|----------|-----------|------------|
| AIR WISCONSIN | 1 | 2 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 7 |
| ALASKA AIRLINES | 2 | 0 | 1 | 1 | 1 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 10 |
| AMERICA WEST AIRLINES | 2 | 1 | 2 | 1 | 1 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 10 |
| AMERICAN AIRLINES | 11 | 0 | 8 | 2 | 5 | 14 | 7 | 3 | 0 | 1 | 0 | 2 | 53 |
| AMERICAN EAGLE AIRLINES | 3 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 5 |
| ATA AIRLINES | 1 | 0 | 0 | 2 | 2 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 10 |
| COMAIR | 5 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 |
| CONTINENTAL AIRLINES | 3 | 0 | 2 | 3 | 5 | 3 | 6 | 0 | 1 | 0 | 0 | 0 | 23 |
| DELTA AIRLINES | 4 | 0 | 4 | 5 | 6 | 4 | 2 | 5 | 1 | 1 | 0 | 2 | 34 |
| FRONTIER AIRLINES | 3 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| MESA AIRLINES | 3 | 0 | 0 | 0 | 0 | 2 | 3 | 0 | 0 | 0 | 0 | 1 | 9 |
| NORTHWEST AIRLINES | 2 | 1 | 5 | 2 | 4 | 1 | 4 | 0 | 1 | 0 | 0 | 2 | 22 |
| SOUTHWEST AIRLINES | 1 | 0 | 1 | 0 | 0 | 1 | 3 | 3 | 0 | 0 | 0 | 0 | 9 |
| UNITED AIRLINES | 7 | 1 | 5 | 3 | 4 | 3 | 7 | 3 | 0 | 2 | 0 | 2 | 37 |
| US AIRWAYS | 5 | 1 | 0 | 1 | 2 | 10 | 4 | 2 | 1 | 0 | 0 | 0 | 26 |
| OTHER U. S. AIRLINES | 21 | 4 | 9 | 1 | 6 | 7 | 2 | 3 | 0 | 1 | 0 | 0 | 54 |
| TOTAL NOVEMBER 2004 | 74 | 12 | 41 | 21 | 38 | 52 | 46 | 21 | 4 | 5 | 0 | 9 | 323 |
| % OF TOTAL COMPLAINTS | 22.9 | 3.7 | 12.7 | 6.5 | 11.8 | 16.1 | 14.2 | 6.5 | 1.2 | 1.5 | 0.0 | 2.8 | |
| TOTAL NOVEMBER 2003 | 59 | 22 | 41 | 11 | 20 | 37 | 39 | 41 | 3 | 4 | 0 | 21 | 298 |
| % OF TOTAL COMPLAINTS | 19.8 | 7.4 | 13.8 | 3.7 | 6.7 | 12.4 | 13.1 | 13.8 | 1.0 | 1.3 | 0.0 | 7.0 | |

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

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

Table 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE
NOVEMBER 2004

| U. S. AIRLINES* | COMPS RECD IN NOV | INCI - DENTS IN NOV | PERCENT | INCI - DENTS IN OCT | PERCENT | INCI - DENTS IN ALL PRIOR MONTHS | PERCENT | UN- KNOWN INCI - DENT DATE | PERCENT |
|-------------------------------|----------------------------|------------------------------|-------------|------------------------------|-------------|--|-------------|--|-------------|
| ALPHABETICAL | | | | | | | | | |
| AIR WISCONSIN | 7 | 2 | 28.6 | 4 | 57.1 | 1 | 14.3 | 0 | 0.0 |
| ALASKA AIRLINES | 10 | 6 | 60.0 | 0 | 0.0 | 2 | 20.0 | 2 | 20.0 |
| AMERICAN WEST AIRLINES | 10 | 6 | 60.0 | 4 | 40.0 | 0 | 0.0 | 0 | 0.0 |
| AMERICAN AIRLINES | 53 | 16 | 30.2 | 10 | 18.9 | 14 | 26.4 | 13 | 24.5 |
| AMERICAN EAGLE AIRLINES | 5 | 1 | 20.0 | 4 | 80.0 | 0 | 0.0 | 0 | 0.0 |
| ATA AIRLINES | 10 | 3 | 30.0 | 1 | 10.0 | 4 | 40.0 | 2 | 20.0 |
| COMAIR | 8 | 5 | 62.5 | 1 | 12.5 | 1 | 12.5 | 1 | 12.5 |
| CONTINENTAL AIRLINES | 23 | 3 | 13.0 | 5 | 21.7 | 14 | 60.9 | 1 | 4.3 |
| DELTA AIRLINES | 34 | 12 | 35.3 | 7 | 20.6 | 7 | 20.6 | 8 | 23.5 |
| FRONTIER AIRLINES | 6 | 2 | 33.3 | 2 | 33.3 | 0 | 0.0 | 2 | 33.3 |
| MESA AIRLINES | 9 | 5 | 55.6 | 2 | 22.2 | 1 | 11.1 | 1 | 11.1 |
| NORTHWEST AIRLINES | 22 | 9 | 40.9 | 5 | 22.7 | 5 | 22.7 | 3 | 13.6 |
| SOUTHWEST AIRLINES | 9 | 2 | 22.2 | 3 | 33.3 | 3 | 33.3 | 1 | 11.1 |
| UNITED AIRLINES | 37 | 14 | 37.8 | 5 | 13.5 | 13 | 35.1 | 5 | 13.5 |
| US AIRWAYS | 26 | 9 | 34.6 | 3 | 11.5 | 8 | 30.8 | 6 | 23.1 |
| OTHER U. S. AIRLINES | 54 | 18 | 33.3 | 12 | 22.2 | 16 | 29.6 | 8 | 14.8 |
| TOTALS | 323 | 113 | 35.0 | 68 | 21.1 | 89 | 27.6 | 53 | 16.4 |
| PREVIOUS YEAR'S TOTALS | 298 | 93 | 31.2 | 87 | 29.2 | 86 | 28.9 | 32 | 10.7 |

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

Table 5

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

NOVEMBER 2004

| | FLIGHT PROBLEMS | OVER- SALES | RES/TKTG/ BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DI SAB- ILITY | ADVERT- ISING | DI SCRIM- INATION | ANI MALS | OTHER | TOTAL |
|--------------------------------|--------------------|----------------|-----------------------|----------|-----------|-----------|---------------------|------------------|------------------|----------------------|----------|----------|-----------|
| <u>FOREIGN AIRLINES</u> | | | | | | | | | | | | | |
| AIR INDIA | 0 | 0 | 1 | 0 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 5 |
| AIR JAMAICA | 1 | 0 | 1 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| ALITALIA AIRLINES | 1 | 0 | 1 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 5 |
| BRITISH AIRWAYS | 0 | 0 | 1 | 1 | 2 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 8 |
| KLM | 1 | 2 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 6 |
| LUFTHANSA | 0 | 1 | 1 | 1 | 1 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 9 |
| VIRGIN ATLANTIC | 0 | 0 | 0 | 1 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 5 |
| OTHER FOREIGN AIRLINES | 3 | 4 | 7 | 5 | 10 | 11 | 4 | 2 | 1 | 0 | 0 | 1 | 48 |
| TOTALS | 6 | 7 | 12 | 8 | 16 | 24 | 13 | 3 | 1 | 0 | 0 | 1 | 91 |
| <u>TRAVEL AGENTS</u> | | | | | | | | | | | | | |
| OTHER TRAVEL AGENTS | 0 | 0 | 3 | 2 | 3 | 1 | 1 | 0 | 2 | 0 | 0 | 1 | 13 |
| TOTALS | 0 | 0 | 3 | 2 | 3 | 1 | 1 | 0 | 2 | 0 | 0 | 1 | 13 |
| <u>TOUR OPERATORS</u> | | | | | | | | | | | | | |
| OTHER TOUR OPERATORS | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 3 |
| TOTALS | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 3 |
| <u>MISCELLANEOUS</u> | | | | | | | | | | | | | |
| OTHER MISCELLANEOUS | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TOTALS | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

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

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

TABLE 6

NOVEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

| RANK | AIRLINE | NOVEMBER 2004 | | | NOVEMBER 2003 | | |
|--------------|-----------------------------|---------------|-------------------------|-------------------------------------|---------------|-------------------------|-------------------------------------|
| | | COMPLAINTS | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS | COMPLAINTS | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS |
| 1 | HAWAIIAN AIRLINES | 0 | 439,012 | 0.00 | 4 | 466,347 | 0.86 |
| 2 | SOUTHWEST AIRLINES | 9 | 6,640,672 | 0.14 | 9 | 6,016,021 | 0.15 |
| 3 | ATLANTIC SOUTHEAST AIRLINES | 2 | 956,475 | 0.21 | 6 | 772,104 | 0.78 |
| 4 | SKYWEST AIRLINES | 3 | 1,170,307 | 0.26 | 5 | 964,326 | 0.52 |
| 5 | EXPRESSJET AIRLINES | 3 | 1,168,252 | 0.26 | 4 | 980,628 | 0.41 |
| 6 | JETBLUE AIRWAYS | 3 | 1,045,903 | 0.29 | 2 | 760,035 | 0.26 |
| 7 | AIRTRAN AIRWAYS | 4 | 1,119,875 | 0.36 | 10 | 972,850 | 1.03 |
| 8 | AMERICAN EAGLE AIRLINES | 5 | 1,259,094 | 0.40 | 4 | 1,031,943 | 0.39 |
| 9 | DELTA AIR LINES | 34 | 7,113,644 | 0.48 | 39 | 6,751,739 | 0.58 |
| 10 | NORTHWEST AIRLINES | 22 | 4,493,948 | 0.49 | 18 | 4,047,944 | 0.44 |
| 11 | AMERICA WEST AIRLINES | 10 | 1,740,110 | 0.57 | 11 | 1,564,644 | 0.70 |
| 12 | INDEPENDENCE AIR ** | 3 | 500,744 | 0.60 | 4 | 679,051 | 0.59 |
| 13 | UNITED AIRLINES | 37 | 5,444,155 | 0.68 | 31 | 5,238,755 | 0.59 |
| 14 | CONTINENTAL AIRLINES | 23 | 3,313,595 | 0.69 | 20 | 3,113,306 | 0.64 |
| 15 | COMAIR | 8 | 1,133,874 | 0.71 | * | * | * |
| 16 | AMERICAN AIRLINES | 53 | 7,263,308 | 0.73 | 49 | 6,788,201 | 0.72 |
| 17 | ALASKA AIRLINES | 10 | 1,320,165 | 0.76 | 8 | 1,211,579 | 0.66 |
| 18 | US AIRWAYS | 26 | 3,355,942 | 0.77 | 37 | 3,398,878 | 1.09 |
| 19 | ATA AIRLINES | 10 | 697,692 | 1.43 | 2 | 750,042 | 0.27 |
| TOTAL | | 265 | 50,176,767 | 0.53 | 263 | 45,508,393 | 0.58 |

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections. November 2003 was the first ranking of Hawaiian Airlines (voluntary reporting of flight delay and mishandled baggage data). January 2004 was the first ranking of Comair.

** Formerly Atlantic Coast Airlines

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

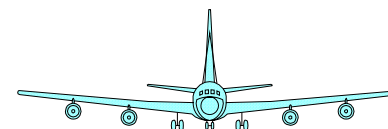
Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



Customer Service Reports to the Department of Homeland Security for the Month of November 2004 as provided by the Transportation Security Administration ^a

The Transportation Security Administration protects approximately 50 million airline passengers and screens their 59 million checked bags every month as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of November.^b

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

| Courtesy ^c | | Screening Procedures | | Processing Time | | Personal Property | |
|-----------------------|---------------------------------|----------------------|--------------------|-----------------|--------------------|-------------------|--------------------|
| # of Complaints | % of Flying Public ^c | # of Complaints | % of Flying Public | # of Complaints | % of Flying Public | # of Complaints | % of Flying Public |
| 218 | .000436% | 652 | .001304% | 42 | .000084% | 678 | .00136% |

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 |
| 432 | .000732 | 1368 | .00231 |

NOTES

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

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

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of November. Courtesy complaints decreased between October and November due to an internal reclassification of complaints regarding the limited upper-torso pat down procedure. Starting on November 1, all complaints about this procedure are captured in the Screening Procedure category, which includes other complaints about the screening process in addition to those regarding the pat down procedure. Prior to that, some of these complaints were captured in the Courtesy category.