



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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Flight Delays¹	June 2006 12 Months Ending June 2006
Mishandled Baggage¹	June 2006 January-June 2006
Oversales¹	2nd Quarter 2006 January-June 2006
Consumer Complaints² (Includes Disability and Discrimination Complaints)	June 2006 January-June 2006
Customer Service Reports to the Dept. of Homeland Security³	June 2006
Airline Animal Incident Reports⁴	June 2006

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

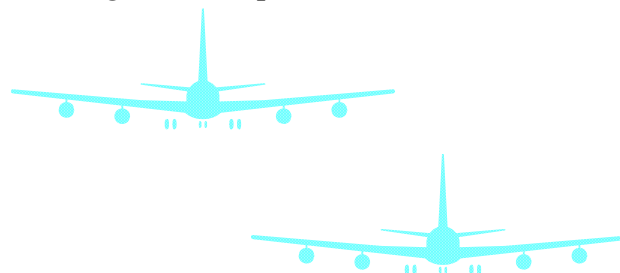
² Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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



FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 20* U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues.

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 20* reporting air carriers, 12 carriers (America West*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, 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, ATA, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 31 "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 have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

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

JUNE 2006

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/	6	77.0	14	94.6
ALOHA AIRLINES S/V	3	60.8	11	85.5
SKYWEST AIRLINES S/	16	82.2	131	80.1
FRONTIER AIRLINES S/	21	80.5	41	79.4
NORTHWEST AIRLINES S/	29	77.8	106	77.8
AMERICAN AIRLINES S/	29	75.1	80	75.9
SOUTHWEST AIRLINES S/	16	75.3	62	75.2
DELTA AIRLINES S/	30	74.2	101	74.0
US AIRWAYS S/	29	72.7	81	73.0
ALASKA AIRLINES S/	16	73.0	47	72.9
AIRTRAN AIRWAYS S/	23	71.6	49	71.5
JETBLUE AIRWAYS S/	16	70.0	36	71.1
UNITED AIRLINES S/	31	70.7	79	70.6
COMAIR S/	23	69.4	109	69.2
AMERICAN EAGLE AIRLINES S/	23	70.2	117	68.6
CONTINENTAL AIRLINES S/	28	67.9	71	67.8
EXPRESSJET AIRLINES S/	24	66.5	116	67.4
MESA AIRLINE S/	25	66.9	119	66.7
ATA AIRLINES S/	9	57.9	14	63.7
ATLANTIC SOUTHEAST AIRLINES S/	21	66.7	148	63.5
TOTAL		72.8		72.8

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, as determined by DOT's Bureau of Transportation Statistics. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table.

JUNE 2006

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 *	3rd QUARTER		4th QUARTER		1st QUARTER		2nd QUARTER		APR - 06		MAY - 06		JUNE - 06		12 MONTHS ENDING JUNE 2006		DATABASE TO DATE SEP 1987-JUNE 2006	
	07 - 09 2005		10 - 12 2005		01 - 03 2006		04 - 06 2006		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	68.4	19	72.6	19	75.8	9	76.6	12	79.7	9	78.8	12	71.5	11	73.5	14	(-)	(-)
ALASKA	70.2	18	74.4	15	71.7	17	76.9	11	76.4	13	81.6	8	72.9	10	73.3	15	75.8	8
ALOHA	(-)	(-)	(-)	(-)	(-)	(-)	82.6	2	73.2	17	88.7	2	85.5	2	(-)	(-)	(-)	(-)
AMERICA WEST	81.6	5	82.6	2	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)
AMERICAN	73.7	13	76.9	12	76.2	7	76.5	13	77.1	12	76.7	14	75.9	6	75.8	9	79	3
AMERICAN EAGLE	75.1	11	76.2	13	74.6	12	69.7	19	72.2	19	68.4	19	68.6	15	73.8	13	75.1	9
ATA	82.5	4	79.3	8	71	18	65	20	65.2	20	66.1	20	63.7	19	76.7	7	(-)	(-)
ATLANTIC SOUTHEAST	66.8	20	73.4	18	73.1	15	70.8	18	74.2	16	74.6	15	63.5	20	70.9	18	(-)	(-)
COMAIR	81.1	6	79.5	7	81	3	78.3	8	85.1	2	80.8	10	69.2	14	80	4	(-)	(-)
CONTINENTAL	74.7	12	76	14	73.3	14	71.5	17	72.7	18	74.1	17	67.8	16	73.9	12	78.7	4
DELTA	72.3	15	77.2	11	77.4	6	79.6	6	82.5	4	82.2	5	74	8	76.3	8	77.7	6
EXPRESSJET	72	16	74.3	16	74.2	13	71.8	16	75.1	15	73.1	18	67.4	17	73	17	(-)	(-)
FRONTIER	85.7	2	79.7	6	74.8	11	82.2	3	83.6	3	84	3	79.4	4	80.7	2	(-)	(-)
HAWAIIAN	96.8	1	95.4	1	93.7	1	94.6	1	94.3	1	95	1	94.6	1	95.1	1	(-)	(-)
INDEPENDENCE AIR	76.5	10	81.9	3	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)	(-)
JETBLUE	72.7	14	70.8	20	70.6	19	78	9	81.1	6	81.7	7	71.1	12	73.2	16	(-)	(-)
MESA	(-)	(-)	(-)	(-)	76	8	73.7	15	77.2	11	77.4	13	66.7	18	(-)	(-)	(-)	(-)
NORTHWEST	70.5	17	73.7	17	78.2	5	80.9	4	82.1	5	82.8	4	77.8	5	75.6	11	79.7	2
SKYWEST	85.3	3	78.8	9	75.1	10	80.9	5	80.7	7	81.9	6	80.1	3	80.1	3	(-)	(-)
SOUTHWEST	79.3	7	80.6	4	81	4	78.6	7	79.7	10	81	9	75.2	7	79.9	5	82.2	1
UNITED	78.8	8	77.4	10	73	16	73.7	14	76.3	14	74.3	16	70.6	13	75.7	10	76.3	7
US AIRWAYS	77.1	9	79.7	5	81	2	77.9	10	80.1	8	80.6	11	73	9	79	6	78.5	5
Total	76.1		77.5		76.8		76.5		78.4		78.3		72.8		76.6		78.6	

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Frontier Airlines' reporting effective May 2005; Mesa Airlines' reporting effective January 2006; Aloha Airlines' reporting (voluntary) effective April 2006. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table. Independence Air ceased operations in December 2005. Effective January 2006, the carrier is no longer ranked in the ATRC.

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	708	73.4	1126	60.7	420	73.3	150	74.7	H/		819	72.3	687	77.0	13630	82.5
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		60	71.7	H/		H/		H/		90	70.0	207	76.8	87	86.2
B6	H/		1153	66.5	H/		H/		H/		H/		106	64.2	H/	
CO	419	67.1	579	51.1	176	67.6	H/		H/		394	69.3	406	71.4	332	66.3
DL	13619	78.6	1300	66.0	354	73.2	140	75.0	2082	81.5	944	68.5	403	70.7	415	69.9
EV	9678	66.0	H/		4	100.0	83	62.7	387	84.8	65	72.3	H/		5	80.0
F9	86	68.6	H/		58	69.0	H/		H/		86	66.3	3822	82.2	179	80.4
FL	6711	73.9	812	61.9	1250	71.1	281	66.5	H/		155	70.3	120	78.3	462	76.0
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	116	65.5	1362	52.6	240	60.0	441	57.6	379	65.7	886	60.0	H/		8240	76.1
NW	439	69.7	379	59.1	304	63.2	231	70.6	H/		575	70.6	269	73.6	299	79.3
OH	1148	49.3	1065	57.9	297	67.7	232	63.8	7245	80.8	579	60.6	50	78.0	54	92.6
OO	H/		H/		H/		H/		53	66.0	H/		4312	85.9	54	63.0
RU	241	74.3	35	68.6	204	57.8	430	60.7	264	69.7	245	60.8	23	78.3	259	70.7
TZ	H/		H/		H/		H/		H/		112	63.4	H/		112	62.5
UA	210	72.4	928	57.1	470	63.4	150	62.7	37	56.8	453	65.6	7170	74.4	552	68.8
US**	180	77.2	1765	60.3	382	67.0	5378	74.5	H/		2391	74.5	476	67.6	458	73.6
WN	H/		H/		4859	71.9	H/		H/		H/		604	63.7	H/	
YV	232	50.0	182	38.5	68	75.0	1850	63.2	H/		H/		1441	77.0	83	68.7
TOTAL	33787	72.4	10746	59.5	9086	70.1	9366	69.9	10447	80.1	7794	69.0	20096	78.0	25221	79.1

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

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	329	71.1	637	62.3	538	79.6	330	75.8	476	75.2	1041	65.7	600	77.7	2581	75.6
AQ	H/		H/		H/		H/		H/		H/		18	55.6	H/	
AS	H/		60	71.7	H/		3	100.0	H/		H/		328	69.8	658	77.2
B6	H/		329	62.0	689	69.2	499	81.4	H/		3813	68.1	302	72.2	H/	
CO	178	65.2	4924	59.0	445	71.2	H/		7504	75.7	83	56.6	499	65.5	743	68.5
DL	167	72.5	372	58.9	805	70.3	292	68.8	158	65.8	1082	68.1	618	61.8	1192	76.2
EV	103	55.3	H/		H/		14	78.6	116	60.3	35	60.0	1	100.0	23	56.5
F9	90	70.0	H/		30	96.7	H/		86	79.1	H/		206	82.5	191	84.8
FL	267	76.4	265	62.3	390	64.6	206	70.4	H/		H/		150	77.3	162	76.5
HA	H/		H/		H/		H/		H/		H/		56	82.1	76	73.7
MQ	215	55.8	284	43.7	H/		145	55.2	H/		649	60.2	120	83.3	1800	90.6
NW	7462	77.7	343	58.6	205	74.6	206	72.8	250	76.4	157	70.1	473	78.9	608	76.5
OH	248	69.0	83	56.6	37	51.4	111	84.7	115	76.5	1089	55.4	H/		H/	
OO	112	59.8	H/		H/		H/		73	74.0	H/		275	80.7	4131	82.4
RU	196	55.6	5085	56.1	H/		374	64.4	10122	72.4	30	73.3	H/		H/	
TZ	H/		H/		H/		H/		H/		1	0.0	30	46.7	82	52.4
UA	187	63.1	428	52.6	180	63.9	2251	70.5	187	57.2	395	68.6	1114	75.6	3020	75.6
US**	210	72.9	307	53.1	679	76.7	201	67.7	146	80.1	210	65.2	3396	77.4	907	75.1
WN	455	67.0	H/		1245	76.9	H/		H/		H/		6554	77.3	3439	76.5
YV	177	49.7	191	46.1	H/		3206	60.6	172	45.9	157	57.3	773	70.4	90	75.6
TOTAL	10396	74.3	13308	57.4	5243	73.1	7838	66.9	19405	73.4	8742	65.3	15513	75.8	19703	78.4

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

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PHL	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1820	61.1	960	72.9	90	88.9	3390	72.4	329	81.2	120	77.5	6403	71.2	540	65.9
AQ	H/		H/		H/		H/		H/		95	61.1	H/		H/	
AS	H/		60	61.7	H/		30	60.0	H/		471	73.2	120	66.7	H/	
B6	238	66.8	689	73.4	H/		H/		H/		539	80.7	H/		H/	
CO	382	59.2	591	67.5	101	56.4	304	74.3	131	72.5	90	75.6	456	62.3	201	69.2
DL	1818	62.5	1088	73.1	H/		345	72.2	65	69.2	101	71.3	398	67.1	340	62.1
EV	51	49.0	61	83.6	273	48.7	H/		255	54.9	H/		H/		7	57.1
F9	90	61.1	61	80.3	150	79.3	H/		92	78.3	H/		H/		60	80.0
FL	454	48.5	1271	77.4	948	70.3	120	68.3	330	73.0	H/		H/		567	67.9
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	1632	52.6	8	62.5	61	57.4	568	63.7	208	67.3	H/		7770	70.0	60	51.7
NW	631	59.3	488	75.6	212	83.0	91	79.1	8230	84.6	H/		569	73.8	342	63.5
OH	1135	48.1	247	61.9	30	50.0	90	72.2	171	72.5	H/		165	71.5	172	52.3
OO	H/		H/		H/		H/		30	96.7	203	89.2	4354	77.7	H/	
RU	120	60.8	27	74.1	127	70.9	31	90.3	310	63.5	H/		279	66.3	103	71.8
TZ	235	46.8	H/		401	61.3	H/		H/		121	68.6	H/		H/	
UA	664	55.1	658	70.1	86	57.0	180	60.0	489	68.1	338	66.6	7934	72.9	534	51.5
US	1238	64.3	822	70.9	H/		304	68.4	210	71.9	207	77.3	640	60.8	3973	65.6
WN	H/		2745	76.8	5983	73.7	H/		H/		4056	78.5	H/		1719	65.3
YV	182	44.0	H/		64	54.7	H/		60	51.7	34	79.4	2198	64.9	150	52.0
TOTAL	10690	57.4	9776	73.9	8526	71.7	5453	71.0	10910	80.9	6375	77.3	31286	71.4	8768	64.3

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

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

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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*	PHX		PIT		SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	445	76.2	H/		565	74.9	570	69.6	1103	74.3	210	67.6	660	77.4
AQ	H/		H/		30	63.3	H/		H/		H/		H/	
AS	243	72.4	H/		330	75.5	4356	73.0	386	67.1	H/		H/	
B6	90	66.7	6	66.7	118	79.7	90	61.1	H/		90	72.2	240	76.7
CO	325	70.2	52	71.2	340	68.2	459	63.4	447	61.5	83	60.2	377	73.7
DL	343	74.3	144	59.7	367	70.0	497	67.6	518	65.1	2616	78.9	737	73.7
EV	23	60.9	53	62.3	30	76.7	H/		H/		822	79.0	H/	
F9	207	84.1	H/		179	73.2	137	75.9	177	81.9	176	73.3	30	80.0
FL	H/		150	75.3	H/		60	50.0	85	77.6	H/		484	71.9
HA	30	56.7	H/		52	75.0	47	91.5	30	76.7	H/		H/	
MQ	H/		413	57.1	883	88.7	H/		142	82.4	H/		H/	
NW	300	73.0	84	77.4	180	75.6	505	77.6	399	72.4	87	79.3	272	71.3
OH	H/		229	77.3	H/		H/		H/		H/		23	26.1
OO	198	86.4	80	75.0	706	81.7	392	88.5	3304	68.2	6319	90.3	H/	
RU	67	74.6	315	54.9	H/		H/		H/		74	51.4	27	66.7
TZ	60	51.7	H/		H/		H/		H/		H/		H/	
UA	616	66.4	190	62.1	745	73.3	972	69.4	3859	72.5	241	65.1	300	61.7
US**	5857	80.4	1297	75.9	566	73.3	466	65.9	649	71.5	116	86.2	683	71.9
WN	5907	77.7	591	70.2	2704	78.3	1151	80.3	H/		1261	72.1	2118	73.2
YV	3158	80.1	152	53.3	98	89.8	34	76.5	29	82.8	60	60.0	H/	
TOTAL	17869	78.2	3756	68.8	7893	77.7	9736	73.0	11128	70.7	12155	83.2	5951	72.8

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

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	77.4	70.2	80.0	74.3	79.6	77.8	72.3	92.6	J/	61.0	78.3	78.0	87.3	61.7	93.2	86.8	81.5	67.2
700 - 759 AM	90.4	76.8	92.6	86.3	90.1	87.8	93.1	91.4	88.6	79.6	64.2	78.5	83.5	79.4	92.1	94.2	84.2	81.1
800 - 859 AM	87.0	79.2	94.4	83.6	88.4	81.1	92.0	91.4	90.0	82.8	96.8	81.1	86.0	76.5	93.4	91.7	79.4	88.4
900 - 959 AM	81.1	76.5	91.6	82.6	85.3	84.9	88.5	87.9	78.3	83.0	91.9	77.7	82.5	84.0	89.8	89.0	79.2	90.8
1000 - 1059 AM	85.3	76.5	88.8	79.3	77.5	83.7	87.5	87.4	85.3	85.1	90.9	74.1	80.5	78.7	89.4	85.8	71.1	88.4
1100 - 1159 AM	84.6	75.4	85.5	81.7	85.7	81.2	88.6	85.6	82.9	80.3	83.4	72.7	80.1	80.7	83.4	84.2	73.1	86.7
1200 - 1259 PM	79.4	71.4	88.8	76.3	85.9	78.5	81.8	83.2	83.0	72.6	82.0	74.8	78.6	69.6	83.5	85.7	74.8	84.2
100 - 159 PM	76.4	64.4	80.8	82.8	84.9	74.2	81.9	86.6	81.1	70.9	77.1	77.8	74.9	73.9	80.2	82.3	61.1	78.6
200 - 259 PM	73.7	64.2	80.7	77.6	83.2	75.4	82.5	82.5	78.0	60.4	81.9	73.8	74.0	77.7	78.0	81.8	60.4	79.3
300 - 359 PM	72.6	64.5	70.9	66.5	85.5	72.9	77.0	80.8	78.4	56.6	73.8	64.1	73.0	72.2	77.2	79.1	51.3	79.3
400 - 459 PM	66.2	56.1	69.9	67.1	72.5	67.1	77.2	75.2	75.2	46.1	68.3	63.1	66.1	61.3	72.4	78.7	51.0	73.3
500 - 559 PM	66.3	52.3	61.2	54.5	75.7	64.5	72.3	72.0	66.1	44.4	70.6	60.2	64.9	60.3	76.4	75.7	47.7	66.5
600 - 659 PM	62.8	44.3	56.0	54.0	80.2	57.9	64.2	69.8	66.0	41.1	65.7	58.2	60.5	52.7	67.6	71.5	41.1	65.7
700 - 759 PM	59.7	39.8	52.1	62.8	66.9	58.7	57.4	70.0	63.5	37.0	57.3	58.6	63.9	55.1	66.0	70.3	44.1	61.9
800 - 859 PM	53.8	40.1	53.4	54.3	57.6	54.0	64.9	68.5	64.4	35.2	72.9	56.1	62.3	53.8	63.2	63.6	39.5	67.9
900 - 959 PM	54.5	43.7	48.1	46.4	60.0	50.2	65.4	63.4	57.8	44.5	43.7	50.0	67.3	51.0	67.2	63.4	41.1	61.3
1000 - 1059 PM	57.5	49.3	53.5	59.3	55.4	51.5	62.4	59.0	48.3	42.3	64.4	71.8	59.8	58.0	55.8	64.3	44.1	52.4
1100 - 559 AM	70.7	56.9	58.0	56.3	55.3	53.9	68.9	67.7	69.0	54.7	53.0	65.9	65.3	61.3	64.4	71.4	46.1	56.8
TOTAL, ALL ARRIVALS, BY AIRPORT	72.4	59.5	70.1	69.9	80.1	69.0	78.0	79.1	74.3	57.4	73.1	66.9	73.4	65.3	75.8	78.4	57.4	73.9

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	98.5	55.6	91.1	J/	91.6	73.7	90.0	62.5	66.7	89.6	92.0	100.0	76.7	82.7
700 - 759 AM	91.1	79.1	90.6	85.1	84.6	82.9	89.5	88.2	91.9	93.4	92.0	96.8	100.0	88.4
800 - 859 AM	88.1	90.5	89.9	95.2	80.0	76.9	90.5	89.2	92.9	93.1	91.7	91.4	89.8	87.2
900 - 959 AM	84.0	84.4	87.1	95.1	81.9	78.7	83.2	89.5	90.4	90.0	80.3	92.3	96.2	85.4
1000 - 1059 AM	87.4	82.5	85.7	94.8	80.0	86.2	87.1	75.7	86.8	79.8	75.1	83.1	90.9	84.2
1100 - 1159 AM	78.9	79.8	83.7	84.9	79.2	83.8	87.9	73.8	87.6	82.0	74.5	86.7	88.5	82.5
1200 - 1259 PM	82.9	75.4	92.4	82.1	78.1	77.4	86.7	92.6	85.1	81.7	68.9	86.8	80.8	80.8
100 - 159 PM	83.0	78.6	84.5	81.6	75.1	79.4	82.5	77.2	86.5	78.3	66.7	71.7	83.5	78.5
200 - 259 PM	81.3	74.8	86.3	82.0	73.1	72.1	80.2	73.0	78.6	72.1	73.0	89.0	80.5	76.6
300 - 359 PM	70.3	65.8	81.3	80.3	67.1	64.4	76.9	76.2	77.3	79.2	71.9	82.5	72.8	73.0
400 - 459 PM	66.2	67.6	73.2	75.4	66.6	58.1	76.9	64.0	80.4	75.8	67.4	81.3	66.2	68.4
500 - 559 PM	57.3	67.6	84.3	74.2	63.4	54.8	75.7	70.3	74.2	65.2	64.0	77.8	70.4	67.1
600 - 659 PM	61.8	63.1	71.5	69.5	62.2	50.3	64.3	53.6	73.5	66.6	64.5	86.0	64.0	62.6
700 - 759 PM	57.9	65.8	71.5	68.3	57.6	41.9	64.1	58.8	68.3	58.1	61.5	72.5	61.7	60.3
800 - 859 PM	56.2	57.3	76.2	65.0	55.5	45.9	61.9	62.3	64.9	66.2	65.0	76.4	61.6	59.4
900 - 959 PM	57.5	57.8	64.5	65.9	53.2	51.3	60.6	49.1	62.9	60.4	55.4	70.1	53.3	56.7
1000 - 1059 PM	60.7	50.9	63.4	68.0	54.7	50.8	66.5	62.1	61.1	63.0	58.4	62.5	56.6	57.2
1100 - 559 AM	51.6	68.1	69.1	62.3	72.3	59.0	69.2	53.3	77.1	69.2	70.1	63.8	55.6	63.4
TOTAL, ALL ARRIVALS, BY AIRPORT	71.7	71.0	80.9	77.3	71.4	64.3	78.2	68.8	77.7	73.0	70.7	83.2	72.8	72.8

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.8	88.6	93.5	89.4	96.2	87.7	93.5	93.2	91.8	88.5	95.1	85.3	95.2	90.9	96.2	95.1	89.9	95.9
700 - 759 AM	87.8	85.6	92.4	84.3	84.5	85.7	93.4	86.5	93.4	86.7	94.3	83.5	90.0	90.2	94.2	93.2	84.1	93.5
800 - 859 AM	87.3	83.1	86.2	86.6	90.6	86.3	89.1	84.0	86.9	85.2	89.1	80.9	85.5	90.3	88.3	89.5	85.6	91.7
900 - 959 AM	80.0	77.9	87.3	82.0	85.5	86.4	88.6	83.2	86.8	82.0	91.5	77.3	86.6	85.4	87.6	87.8	79.8	88.5
1000 - 1059 AM	77.4	78.0	81.4	66.2	90.1	84.2	84.9	80.4	81.0	80.3	89.7	76.1	81.1	85.1	83.3	84.4	77.5	87.8
1100 - 1159 AM	76.9	79.1	82.2	79.0	82.5	83.7	83.3	78.8	84.0	80.9	86.9	73.2	78.1	89.3	80.9	81.8	77.4	85.4
1200 - 1259 PM	74.1	74.5	75.1	73.2	86.9	82.0	80.2	74.7	81.0	76.9	75.8	70.8	79.5	85.0	75.8	79.8	80.6	84.1
100 - 159 PM	71.8	66.0	70.3	85.4	87.0	80.1	76.0	70.9	73.9	70.2	77.7	62.7	75.6	73.8	70.6	78.9	75.0	74.6
200 - 259 PM	65.9	60.5	67.7	74.5	82.3	74.5	76.1	74.4	71.6	60.7	75.7	65.0	71.6	82.4	68.1	74.2	66.8	63.7
300 - 359 PM	60.1	59.2	55.3	64.0	77.2	71.3	75.9	71.9	69.9	57.0	69.8	64.4	68.8	72.2	60.2	77.7	62.3	65.5
400 - 459 PM	59.6	56.1	54.2	67.1	82.2	58.2	68.4	66.7	72.1	50.0	65.0	54.1	70.4	70.6	66.1	76.5	56.1	63.6
500 - 559 PM	55.5	46.9	57.9	59.2	65.5	65.9	70.6	64.5	69.2	44.7	60.9	53.5	63.5	60.9	65.2	73.4	55.0	59.9
600 - 659 PM	60.3	49.3	49.5	40.6	74.2	62.6	63.9	62.1	62.3	42.4	68.7	59.8	60.3	63.2	65.0	73.7	53.5	64.1
700 - 759 PM	56.2	44.2	43.1	57.8	71.2	53.4	54.9	63.0	62.4	40.0	65.0	59.1	61.8	51.8	53.3	75.5	45.2	56.3
800 - 859 PM	48.2	46.7	42.8	42.9	75.9	63.5	61.7	64.5	54.7	38.9	60.3	48.3	66.8	55.7	61.1	74.0	43.8	61.7
900 - 959 PM	51.7	42.6	34.7	50.9	77.5	61.0	61.3	63.4	70.2	41.7	64.2	53.8	66.5	58.5	52.1	74.0	38.7	45.9
1000 - 1059 PM	53.9	42.3	48.1	69.7	J/	J/	69.2	72.8	60.1	70.6	J/	34.8	70.6	58.7	65.5	83.8	J/	40.0
1100 - 559 AM	54.5	94.4	86.7	J/	J/	J/	71.7	94.0	J/	84.4	93.3	95.8	90.6	81.0	71.8	76.0	93.5	36.7
TOTAL, ALL DEPARTURES, BY AIRPORT	67.0	67.6	69.2	69.4	82.9	75.2	75.9	73.7	75.1	65.8	78.1	66.4	74.2	74.9	73.5	81.4	68.8	75.3

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *														
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	94.0	92.0	91.0	94.6	89.9	85.9	94.3	91.1	93.2	89.7	91.9	96.2	93.4	91.9
700 - 759 AM	95.0	86.6	90.8	91.5	85.6	88.2	91.1	88.2	91.8	91.3	89.2	93.7	93.7	89.6
800 - 859 AM	84.7	87.7	85.6	88.2	82.9	84.7	84.6	88.3	90.8	86.7	87.1	93.4	94.8	86.9
900 - 959 AM	75.9	84.9	90.2	90.6	77.0	77.1	81.5	89.6	88.4	87.6	86.2	89.9	88.2	83.6
1000 - 1059 AM	78.0	82.4	85.8	84.7	76.9	79.0	83.3	78.9	82.6	82.3	77.2	85.1	92.3	82.0
1100 - 1159 AM	65.8	83.1	85.6	83.5	73.1	77.8	73.5	74.7	81.3	75.6	74.7	89.9	85.6	80.1
1200 - 1259 PM	71.5	89.4	85.0	74.3	75.1	71.7	78.7	83.5	81.6	77.5	71.7	82.8	84.8	77.7
100 - 159 PM	56.8	68.9	83.8	77.3	71.4	72.2	81.3	85.7	81.0	72.1	70.5	83.0	78.6	74.2
200 - 259 PM	66.9	67.0	79.2	63.4	63.4	66.9	65.7	60.5	78.1	74.9	65.5	81.8	75.5	70.6
300 - 359 PM	54.0	63.6	75.5	73.5	64.9	50.7	71.4	65.4	77.0	68.0	70.9	86.2	66.2	67.5
400 - 459 PM	48.0	60.4	74.2	67.9	61.0	52.7	66.6	64.6	75.8	80.1	72.0	79.7	55.9	64.7
500 - 559 PM	49.0	69.2	76.8	61.9	59.4	48.2	54.1	58.7	75.8	70.9	59.9	81.8	65.5	61.9
600 - 659 PM	43.4	68.2	74.6	66.7	58.5	49.2	64.9	63.3	75.5	67.6	71.9	59.0	63.4	61.6
700 - 759 PM	42.0	61.3	77.4	64.0	58.9	45.8	63.8	48.3	69.3	68.9	70.5	87.1	55.9	58.9
800 - 859 PM	35.0	68.1	74.7	63.9	55.9	42.5	50.8	54.7	66.9	70.8	68.3	82.7	53.1	58.5
900 - 959 PM	44.0	58.5	74.0	67.2	58.1	38.2	72.2	J/	70.0	65.3	65.8	82.1	56.3	61.4
1000 - 1059 PM	J/	J/	74.4	73.8	59.0	38.3	84.1	J/	78.3	75.7	77.2	J/	J/	67.9
1100 - 559 AM	90.0	66.7	89.7	89.0	88.5	77.3	86.9	100.0	J/	78.0	76.3	86.5	J/	75.8
TOTAL, ALL DEPARTURES, BY AIRPORT	64.0	73.9	81.4	77.4	69.5	65.7	75.4	74.3	81.7	77.7	76.1	85.7	77.3	73.5

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

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OH	5285	SAT-ATL	1625	23	95.65	62	56
OH	5719	ATL-PWM	930	23	95.65	48	30
OH	5832	CMH-LGA	1923	20	95.00	54	43
OH	5570	LGA-GSO	1929	20	95.00	53	48
MQ	4897	LGA-CLT	1900	26	92.31	87	86
RU	2043	GRR-EWR	1715	26	92.31	72	34
OH	5830	LGA-BHM	2020	26	92.31	66	48
OH	5536	CLT-LGA	1730	26	92.31	61	42
RU	2665	DTW-EWR	2032	24	91.67	65	51
DL	1618	JFK-LAS	1829	23	91.30	90	88
OH	5073	JFK-ATL	1929	23	91.30	72	59
DL	1871	JFK-SAN	1810	23	91.30	60	63
OH	5007	ATL-MKE	1453	23	91.30	54	37
OH	5285	ATL-SAT	1436	23	91.30	47	36
EV	4750	ATL-SYR	1542	23	91.30	39	42
OH	5744	CMH-BOS	1705	30	90.00	80	59
TZ	4208	MDW-LGA	1900	30	90.00	73	56
OH	4969	JFK-IND	1840	30	90.00	67	56
OH	5014	LGA-SAV	1959	20	90.00	64	53
OH	5189	LEX-ATL	1930	20	90.00	61	39
OH	5138	CHS-LGA	1645	20	90.00	60	30
OH	5267	JFK-ROC	1800	20	90.00	55	48
EV	4227	ATL-OMA	1730	20	90.00	48	37
RU	2030	EWR-OMA	1935	28	89.29	72	46
WN	2411	SAN-LAS	2055	27	88.89	33	25
MQ	4626	EWR-RDU	1910	26	88.46	84	70
MQ	4900	CLT-LGA	1830	26	88.46	75	69
OH	5631	ATL-RDU	2045	23	86.96	74	60

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

JUNE 2006

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
CO	1483	EWR-SAN	1925	23	86.96	44	47
OH	5172	ATL-RIC	1600	23	86.96	41	27
OH	5004	FLL-CMH	1400	23	86.96	39	30
OO	6196	MFR-SFO	1532	23	86.96	36	26
YV	5009	CLT-IAH	1825	30	86.67	75	45
US**	15	PHL-SFO	1840	30	86.67	68	44
WN	803	PIT-PHL	1810	30	86.67	63	44
OH	5584	JAX-LGA	1802	30	86.67	53	43
OH	4997	ATL-JFK	939	30	86.67	45	27
CO	312	EWR-BQN	1805	30	86.67	40	34
WN	183	BWI-ORF	1955	29	86.21	87	55
EV	4553	ATL-ABE	2022	21	85.71	69	57
RU	2178	EWR-SAV	2020	27	85.19	74	52
RU	2763	EWR-DTW	1755	27	85.19	56	41
EV	4399	DTW-ATL	1952	20	85.00	74	52
OH	4948	LGA-TYS	2059	20	85.00	56	34
RU	2130	DAB-EWR	1735	20	85.00	49	47
WN	433	SLC-DEN	1715	20	85.00	37	40
RU	2161	EWR-ORF	1740	26	84.62	91	77
RU	2744	EWR-BNA	1905	26	84.62	87	74
MQ	4813	LGA-BOS	1819	26	84.62	70	42
MQ	4565	BOS-RDU	1835	26	84.62	69	45
US**	549	PHL-PIT	1830	26	84.62	61	43
RU	2882	BNA-EWR	1900	26	84.62	61	36
MQ	4513	EWR-BOS	1754	26	84.62	61	42
EV	4370	FAY-ATL	1859	26	84.62	53	35
OH	5828	LGA-LEX	2154	26	84.62	36	28
RU	2323	ORF-EWR	1459	30	83.33	96	44

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
AA	443	PHL-MIA	1935	30	83.33	94	74
CO	1190	EWR-BOS	1745	30	83.33	89	79
RU	3263	IND-EWR	1411	30	83.33	79	60
TZ	4209	LGA-MDW	1635	30	83.33	75	60
US**	1149	RDU-PHL	1750	24	83.33	65	58
OH	5626	BNA-BOS	1600	30	83.33	63	40
MQ	4865	LGA-BGR	2105	30	83.33	63	48
US**	145	PHL-CLT	1855	30	83.33	62	51
OH	5436	LGA-JAX	1459	30	83.33	58	39
CO	524	CLE-EWR	1650	30	83.33	56	34
WN	714	MDW-DTW	2055	18	83.33	50	23
US**	492	ORD-CLT	1545	24	83.33	50	28
MQ	3747	DFW-GSP	1858	30	83.33	46	36
AS	358	SEA-BUR	1848	30	83.33	44	37
US**	239	BOS-CLT	1840	24	83.33	42	37
OO	5788	LAS-FAT	1625	30	83.33	30	25
OO	5740	YUM-IPL	1547	24	83.33	29	23
EV	4297	ATL-IAH	1859	23	82.61	79	60
RU	3208	EWR-CMH	1715	23	82.61	67	49
YV	7214	DEN-CID	1941	23	82.61	65	40
OH	5297	DCA-JFK	1459	23	82.61	56	34
OH	5251	LGA-CLT	1445	23	82.61	50	25
OH	5453	OMA-ATL	1440	23	82.61	48	27
EV	4180	BTR-ATL	1616	23	82.61	45	26
EV	4165	ATL-MSP	1524	23	82.61	44	44
EV	4422	ATL-SRQ	1703	23	82.61	43	33
YV	7208	BOS-IAD	900	17	82.35	90	80
EV	4257	ATL-CLE	1542	17	82.35	53	30

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
WN	1300	DEN-PHX	1915	28	82.14	43	28
US**	476	PHL-BOS	1820	22	81.82	75	37
RU	1280	IAD-EWR	1900	27	81.48	76	68
WN	1631	PHX-SAN	2025	27	81.48	40	38
AS	194	ANC-SEA	1338	27	81.48	36	27
AA	1497	EWR-ORD	2054	26	80.77	98	98
RU	3070	EWR-CLT	1945	26	80.77	94	51
CO	1192	EWR-BOS	1845	26	80.77	85	96
MQ	4793	LGA-DCA	1845	26	80.77	75	53
RU	3005	PIT-EWR	2016	26	80.77	74	65
RU	3067	CLT-EWR	1735	26	80.77	74	51
US**	1105	EWR-CLT	1630	26	80.77	71	34
RU	2864	EWR-PIT	2005	26	80.77	68	55
RU	2292	EWR-GSO	1930	26	80.77	67	45
US**	465	EWR-CLT	1830	26	80.77	65	40
MQ	4815	LGA-BOS	1935	26	80.77	65	47
RU	2325	CLT-EWR	1945	26	80.77	57	30
WN	1269	CMH-BWI	2040	26	80.77	56	28
OH	5394	LGA-CHS	1945	26	80.77	50	26
MQ	4885	CMH-LGA	1951	26	80.77	44	34
YV	7332	PIT-IAD	1454	20	80.00	96	29
RU	2825	EWR-BNA	1655	30	80.00	90	57
MQ	4392	JFK-ORD	1826	30	80.00	88	52
CO	1162	ORD-EWR	1900	25	80.00	86	68
RU	2996	EWR-STL	1920	30	80.00	81	50
US**	43	PHL-CLT	1630	30	80.00	78	60
RU	3068	EWR-CLT	1845	30	80.00	73	52

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
EV	4281	LGA-CAE	2100	20	80.00	72	35
CO	468	EWR-LAS	2040	30	80.00	72	42
RU	3185	ACK-EWR	1845	15	80.00	69	62
WN	286	PHL-MHT	1815	30	80.00	67	57
OH	5062	ATL-CRW	2021	20	80.00	66	47
MQ	4639	RDU-EWR	1700	30	80.00	65	53
WN	2130	DEN-SLC	1925	20	80.00	64	53
OH	5166	LGA-CVG	2117	20	80.00	64	36
OH	5276	BDL-CMH	1830	20	80.00	61	40
US**	605	CLT-EWR	1745	20	80.00	58	60
OH	5068	BOS-DCA	1900	20	80.00	57	41
OH	5768	LGA-PWM	1540	30	80.00	57	35
UA	1455	MDW-DEN	1722	20	80.00	55	41
UA	656	ORD-EWR	1935	25	80.00	54	32
RU	3261	EWR-ORF	2045	30	80.00	51	43
WN	420	DEN-SLC	1550	20	80.00	48	23
WN	420	SLC-LAX	1730	20	80.00	48	33
OH	5598	SAV-LGA	1730	20	80.00	46	37
AA	2487	ORD-PHX	1930	30	80.00	46	35
CO	648	EWR-SFO	1930	20	80.00	44	34
OH	5162	JFK-BUF	2059	20	80.00	42	36
OH	5202	ATL-RIC	1700	20	80.00	40	26
OO	6221	SFO-MFR	1723	30	80.00	34	27
WN	950	CMH-STL	1545	20	80.00	34	19
US**	640	LAS-PIT	2355	30	80.00	25	30
EV	4531	ATL-ROC	1658	20	80.00	24	26
OH	4966	AUS-CVG	1030	20	80.00	21	20

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
COMAIR	841	73	8.7
ATLANTIC SOUTHEAST	777	45	5.8
ATA	54	3	5.6
EXPRESSJET	1,368	69	5.0
CONTINENTAL	915	41	4.5
AMERICAN EAGLE	1,583	55	3.5
MESA	860	26	3.0
AIRTRAN	672	18	2.7
US AIRWAYS *	1,418	35	2.5
SOUTHWEST	3,129	67	2.1
UNITED	1,422	19	1.3
ALASKA	469	6	1.3
AMERICAN	1,796	21	1.2
DELTA	1,457	15	1.0
JETBLUE	414	3	0.7
NORTHWEST	1,219	7	0.6
SKYWEST	1,570	8	0.5
FRONTIER	260	0	0.0
HAWAIIAN	150	0	0.0
ALOHA	134	0	0.0
TOTAL	20,508	511	2.5

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

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	75.0	91.6	236	237
ADAK ISLAND AK (ADK)	88.9	77.8	9	9
AGUADILLA PR (BQN)	55.8	83.5	138	121
AKRON/CANTON OH (CAK)	69.6	77.4	784	757
ALBANY GA (ABY)	66.4	75.9	116	116
ALBANY NY (ALB)	65.2	73.9	1,230	1,218
ALBUQUERQUE NM (ABQ)	75.2	78.1	3,165	3,167
ALEXANDRIA LA (AEX)	65.5	80.5	226	226
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	65.6	78.6	430	457
AMARILLO TX (AMA)	67.5	79.3	721	721
ANCHORAGE AK (ANC)	70.8	79.4	2,165	2,158
APPLETON WI (ATW)	69.3	80.9	397	376
ASHEVILLE NC (AVL)	56.4	69.7	264	264
ASHLAND WV (HTS)	96.4	94.5	56	55
ASPEN CO (ASE)	68.1	71.1	405	405
ATLANTA GA (ATL)	72.4	67.0	33,787	34,505
ATLANTIC CITY NJ (ACY)	72.2	85.9	79	78
AUGUSTA GA (AGS)	56.6	68.7	198	198
AUSTIN TX (AUS)	75.2	79.7	3,807	3,796
BAKERSFIELD CA (BFL)	74.5	79.6	478	480
BALTIMORE MD (BWI)	70.1	69.2	9,086	9,085
BANGOR ME (BGR)	49.6	68.8	381	382
BARROW AK (BRW)	86.4	83.1	59	59
BATON ROUGE LA (BTR)	63.7	71.1	929	923
BEAUMONT/PORT ARTHUR TX (BPT)	73.3	90.0	30	30
BELLINGHAM WA (BLI)	89.1	91.1	46	45
BEND/REDMOND OR (RDM)	84.6	88.6	324	324
BETHEL AK (BET)	74.5	71.4	98	98
BILLINGS MT (BIL)	82.7	89.3	440	439
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	69.0	77.6	58	58
BIRMINGHAM AL (BHM)	71.7	76.7	1,483	1,487
BISMARCK/MANDAN ND (BIS)	73.7	91.4	209	209
BLOOMINGTON IL (BMI)	61.0	72.6	426	402
BOISE ID (BOI)	78.8	87.6	1,494	1,511
BOSTON MA (BOS)	59.5	67.6	10,746	10,748
BOZEMAN MT (BZN)	79.7	89.6	464	461
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	64.0	69.8	89	63
BROWNSVILLE TX (BRO)	69.8	80.2	202	202
BRUNSWICK GA (BQK)	56.8	68.2	88	88
BUFFALO NY (BUF)	68.2	77.0	2,290	2,286
BURBANK CA (BUR)	76.8	81.6	2,724	2,722
BURLINGTON VT (BTV)	65.1	72.0	561	561
BUTTE MT (BTM)	88.1	93.3	59	60

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	68.5	74.5	251	251
CASPER WY (CPR)	86.7	92.9	271	268
CEDAR RAPIDS/IOWA CITY IA (CID)	65.8	80.1	720	720
CHAMPAIGN/URBANA IL (CMI)	61.8	82.3	283	283
CHARLESTON SC (CHS)	64.3	72.5	1,036	1,036
CHARLESTON/DUNBAR WV (CRW)	69.9	76.0	349	354
CHARLOTTE AMALIE VI (STT)	82.4	85.1	227	228
CHARLOTTE NC (CLT)	69.9	69.4	9,366	9,370
CHARLOTTESVILLE VA (CHO)	79.9	88.4	174	147
CHATTANOOGA TN (CHA)	72.9	80.6	398	397
CHICAGO IL (MDW)	71.7	64.0	8,526	8,495
CHICAGO IL (ORD)	71.4	69.5	31,286	31,252
CHICO CA (CIC)	50.9	60.7	112	112
CHRISTIANSTED VI (STX)	65.2	82.4	46	34
CLEVELAND OH (CLE)	70.8	76.9	7,337	7,347
CODY WY (COD)	84.6	94.9	136	136
COLLEGE STATION/BRYAN TX (CLL)	80.3	90.6	117	117
COLORADO SPRINGS CO (COS)	74.6	82.6	1,506	1,498
COLUMBIA SC (CAE)	58.6	67.3	846	852
COLUMBUS GA (CSG)	63.7	76.1	113	113
COLUMBUS MS (GTR)	70.8	79.8	89	89
COLUMBUS OH (CMH)	64.4	70.5	2,961	2,960
CORDOVA AK (CDV)	78.3	80.0	60	60
CORPUS CHRISTI TX (CRP)	67.3	77.2	820	793
COVINGTON KY (CVG)	80.1	82.9	10,447	10,464
CRESCENT CITY CA (CEC)	53.7	67.1	82	82
DALLAS TX (DAL)	81.0	77.4	4,230	4,230
DALLAS/FT.WORTH TX (DFW)	79.1	73.7	25,221	25,207
DAYTON OH (DAY)	68.2	77.3	1,056	1,056
DAYTONA BEACH FL (DAB)	67.0	71.7	297	297
DEADHORSE AK (SCC)	86.0	86.0	57	57
DENVER CO (DEN)	78.0	75.9	20,096	20,136
DES MOINES IA (DSM)	68.1	80.3	1,085	1,061
DETROIT MI (DTW)	74.3	75.1	10,396	10,377
DILLINGHAM AK (DLG)	53.6	64.3	28	28
DOTHAN AL (DHN)	57.1	61.7	147	141
DUBUQUE IA (DBQ)	70.7	83.6	116	116
DULUTH MN (DLH)	81.1	96.2	106	106
DURANGO CO (DRO)	77.9	80.2	349	349
EAGLE CO (EGE)	71.1	89.2	159	157
EL CENTRO CA (IPL)	75.5	78.3	106	106
EL PASO TX (ELP)	77.3	82.1	1,880	1,880
ELKO NV (EKO)	88.1	96.5	143	142

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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.
ERIE PA (ERI)	73.8	82.3	61	62
EUGENE OR (EUG)	79.0	85.2	548	548
EUREKA/ARCATA CA (ACV)	59.4	65.9	288	290
EVANSVILLE IN (EVV)	61.0	66.5	272	272
FAIRBANKS AK (FAI)	76.2	79.5	512	511
FARGO ND (FAR)	80.0	88.7	410	408
FAYETTEVILLE AR (XNA)	70.7	75.7	1,032	1,011
FAYETTEVILLE NC (FAY)	50.4	61.2	139	139
FLAGSTAFF AZ (FLG)	62.0	68.0	150	150
FLINT MI (FNT)	69.0	78.4	529	524
FLORENCE SC (FLO)	38.3	73.3	60	60
FORT LAUDERDALE FL (FLL)	73.1	78.1	5,243	5,244
FORT SMITH AR (FSM)	63.7	75.3	146	146
FORT WAYNE IN (FWA)	57.1	72.3	382	383
FRESNO CA (FAT)	75.3	82.4	1,269	1,269
FT. MYERS FL (RSW)	75.9	78.1	1,758	1,752
GAINESVILLE FL (GNV)	58.5	63.5	171	170
GRAND FORKS ND (GFK)	79.7	92.6	69	68
GRAND JUNCTION CO (GJT)	78.0	82.5	391	389
GRAND RAPIDS MI (GRR)	69.5	80.4	1,290	1,286
GREAT FALLS MT (GTF)	83.7	93.9	276	278
GREEN BAY/CLINTONVILLE WI (GRB)	74.1	80.8	615	616
GREENSBORO/HIGH POINT NC (GSO)	60.1	69.8	1,185	1,193
GREENVILLE/SPARTANBURG SC (GSP)	63.4	74.9	942	932
GULFPORT/BILOXI MS (GPT)	70.0	74.8	609	576
GUNNISON CO (GUC)	77.4	85.5	84	83
GUSTAVUS AK (GST)	81.5	85.2	27	27
HARLINGEN/SAN BENITO TX (HRL)	78.7	81.8	494	494
HARRISBURG PA (MDT)	66.1	74.4	626	634
HARTFORD CT (BDL)	69.0	74.9	2,730	2,728
HELENA MT (HLN)	82.1	95.8	145	144
HILO HI (ITO)	90.2	92.3	572	572
HONOLULU HI (HNL)	89.1	92.2	5,489	5,488
HOUSTON TX (HOU)	73.9	68.5	4,629	4,631
HOUSTON TX (IAH)	73.4	74.2	19,405	19,438
HUNTSVILLE AL (HSV)	66.5	77.9	571	570
IDAHO FALLS ID (IDA)	89.8	95.7	254	253
INDIANAPOLIS IN (IND)	71.8	80.8	3,155	3,152
INDIO/PALM SPRINGS CA (PSP)	75.8	82.1	872	872
INYOKERN CA (IYK)	77.1	86.7	83	83
ISLIP NY (ISP)	69.9	76.3	976	975
JACKSON WY (JAC)	75.1	85.9	378	370
JACKSON/VICKSBURG MS (JAN)	62.9	69.6	908	908

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE FL (JAX)	72.5	77.2	2,652	2,651
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	75.0	75.0	4	4
JUNEAU AK (JNU)	77.0	80.4	501	499
KAHULUI HI (OGG)	90.0	90.5	2,216	2,216
KALAMAZOO MI (AZO)	77.4	85.5	380	380
KALISPELL MT (FCA)	77.6	87.6	259	259
KANSAS CITY MO (MCI)	70.9	74.5	4,625	4,624
KETCHIKAN AK (KTN)	77.2	81.0	237	237
KEY WEST FL (EYW)	46.1	66.1	89	62
KILLEEN TX (GRK)	71.4	78.8	405	405
KING SALMON AK (AKN)	78.7	78.7	47	47
KINSTON NC (ISO)	65.0	78.3	60	60
KNOXVILLE TN (TYS)	65.9	77.2	797	785
KODIAK AK (ADQ)	73.3	75.0	60	60
KONA HI (KOA)	91.9	92.6	1,208	1,208
KOTZEBUE AK (OTZ)	71.1	72.2	90	90
LA CROSSE WI (LSE)	74.0	81.5	146	146
LAFAYETTE LA (LFT)	69.3	75.4	456	455
LAKE CHARLES LA (LCH)	67.3	80.5	113	113
LANSING MI (LAN)	71.8	83.5	404	405
LAREDO TX (LRD)	71.8	80.2	227	227
LAS VEGAS NV (LAS)	75.8	73.5	15,513	15,516
LAWTON/FORT SILL OK (LAW)	78.9	90.3	175	176
LEWISBURG WV (LWB)	73.3	60.0	30	30
LEWISTON ID (LWS)	80.0	95.0	60	60
LEXINGTON KY (LEX)	64.6	80.0	731	714
LIHUE HI (LIH)	90.8	92.9	1,287	1,289
LINCOLN NE (LNK)	63.0	79.6	243	240
LITTLE ROCK AR (LIT)	67.6	75.7	1,421	1,421
LONG BEACH CA (LGB)	80.6	87.9	1,120	1,118
LONGVIEW/KILGOR/GLADWATR TX (GGG)	71.1	82.2	90	90
LOS ANGELES CA (LAX)	78.4	81.4	19,703	19,675
LOUISVILLE KY (SDF)	68.2	68.8	1,486	1,481
LUBBOCK TX (LBB)	71.7	80.8	784	785
LYNCHBURG VA (LYH)	65.8	80.0	76	80
MACON GA (MCN)	48.4	75.6	91	90
MADISON WI (MSN)	70.9	78.6	1,092	1,077
MANCHESTER NH (MHT)	64.4	73.9	1,777	1,777
MARQUETTE MI (MQT)	58.5	84.1	82	82
MEDFORD OR (MFR)	73.0	75.8	545	545
MELBOURNE FL (MLB)	63.7	77.1	157	157
MEMPHIS TN (MEM)	76.2	79.0	3,914	3,908
MERIDIAN MS (MEI)	62.4	80.0	85	85

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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.
MIAMI FL (MIA)	71.0	73.9	5,453	5,450
MIDLAND/ODESSA TX (MAF)	70.8	78.1	716	716
MILWAUKEE WI (MKE)	68.5	77.8	1,984	1,984
MINNEAPOLIS/ST. PAUL MN (MSP)	80.9	81.4	10,910	10,912
MINOT ND (MOT)	75.6	95.6	90	90
MISSION/MCALLEN/EDINBURG TX (MFE)	75.4	82.6	443	443
MISSOULA MT (MSO)	83.9	90.4	398	396
MOBILE AL (MOB)	64.6	76.2	415	344
MODESTO CA (MOD)	63.6	72.9	217	218
MOLINE IL (MLI)	64.3	76.4	597	597
MONROE LA (MLU)	58.5	77.9	195	163
MONTEREY CA (MRY)	76.7	80.8	670	671
MONTGOMERY AL (MGM)	64.7	73.1	258	260
MONTROSE/DELTA CO (MTJ)	80.6	90.7	216	215
MYRTLE BEACH SC (MYR)	73.8	79.8	633	633
NANTUCKET MA (ACK)	30.8	39.5	39	38
NAPLES FL (APF)	60.0	83.3	60	60
NASHVILLE TN (BNA)	72.9	73.4	4,951	4,951
NEW ORLEANS LA (MSY)	76.6	79.4	2,584	2,563
NEW YORK NY (JFK)	65.3	74.9	8,742	8,737
NEW YORK NY (LGA)	57.4	68.8	10,690	10,697
NEWARK NJ (EWR)	57.4	65.8	13,308	13,312
NEWBURGH/POUGHKEEPSIE NY (SWF)	62.9	72.5	89	91
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	65.8	68.5	529	531
NOME AK (OME)	73.3	72.2	90	90
NORFOLK VA (ORF)	60.9	70.2	1,755	1,754
OAKLAND CA (OAK)	77.3	77.4	6,375	6,391
OKLAHOMA CITY OK (OKC)	69.5	78.0	1,819	1,847
OMAHA NE (OMA)	69.5	79.4	1,912	1,908
ONTARIO/SAN BERNARDINO CA (ONT)	77.4	80.7	3,064	3,061
ORLANDO FL (MCO)	73.9	75.3	9,776	9,768
OXNARD/VENTURA CA (OXR)	80.7	89.0	135	136
PANAMA CITY FL (PFN)	52.7	60.0	205	205
PASCO/KENNEWICK/RICHLAND WA (PSC)	82.5	90.5	211	211
PENSACOLA FL (PNS)	66.7	72.9	888	888
PEORIA IL (PIA)	71.4	77.7	384	381
PETERSBURG AK (PSG)	56.7	63.3	60	60
PHILADELPHIA PA (PHL)	64.3	65.7	8,768	8,768
PHOENIX AZ (PHX)	78.2	75.4	17,869	17,869
PITTSBURGH PA (PIT)	68.8	74.3	3,756	3,740
POCATELLO ID (PIH)	90.8	97.3	152	150
PONCE PR (PSE)	58.2	79.7	67	59
PORTLAND ME (PWM)	53.1	65.6	700	698

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND OR (PDX)	75.3	83.1	5,037	5,035
PROVIDENCE RI (PVD)	70.1	75.2	2,144	2,139
RALEIGH/DURHAM NC (RDU)	64.2	70.3	4,800	4,797
RAPID CITY SD (RAP)	76.5	86.4	494	492
REDDING CA (RDD)	59.2	69.4	174	173
RENO NV (RNO)	77.3	82.1	2,203	2,202
RICHMOND VA (RIC)	60.6	68.9	1,628	1,629
ROANOKE VA (ROA)	64.4	73.8	396	389
ROCHESTER MN (RST)	71.9	78.4	231	232
ROCHESTER NY (ROC)	63.5	75.1	1,467	1,464
ROCKFORD IL (RFD)	78.6	87.5	56	56
SACRAMENTO CA (SMF)	76.6	80.5	4,668	4,664
SAGINAW/BAY CITY/MIDLAND MI (MBS)	65.2	80.2	221	222
SALT LAKE CITY UT (SLC)	83.2	85.7	12,155	12,068
SAN ANGELO TX (SJT)	77.3	86.7	150	150
SAN ANTONIO TX (SAT)	77.6	82.7	3,557	3,547
SAN DIEGO CA (SAN)	77.7	81.7	7,893	7,894
SAN FRANCISCO CA (SFO)	70.7	76.1	11,128	11,126
SAN JOSE CA (SJC)	78.9	82.9	5,155	5,156
SAN JUAN PR (SJU)	71.3	81.6	2,260	2,255
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	75.8	80.7	571	570
SANTA ANA CA (SNA)	79.8	83.5	4,413	4,415
SANTA BARBARA CA (SBA)	81.1	86.8	1,195	1,193
SANTA MARIA CA (SMX)	83.2	87.4	143	143
SARASOTA/BRADENTON FL (SRQ)	72.0	77.8	510	495
SAVANNAH GA (SAV)	62.3	71.4	1,091	1,091
SCRANTON/WILKES-BARRE PA (AVP)	61.6	69.4	229	209
SEATTLE WA (SEA)	73.0	77.7	9,736	9,745
SHREVEPORT LA (SHV)	61.3	77.5	581	565
SIOUX FALLS SD (FSD)	77.3	84.7	503	503
SITKA AK (SIT)	74.1	83.7	147	147
SO.PINES/PINHRST/ABERDEEN NC (SOP)	62.5	62.5	8	8
SOUTH BEND IN (SBN)	76.6	72.3	47	47
SPOKANE WA (GEG)	76.8	85.7	1,217	1,262
SPRINGFIELD IL (SPI)	76.0	81.5	146	146
SPRINGFIELD MO (SGF)	64.3	75.5	768	775
ST. GEORGE UT (SGU)	89.0	95.0	299	299
ST. LOUIS MO (STL)	72.8	74.3	5,375	5,370
STATE COLLEGE PA (SCE)	84.1	91.5	82	82
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	72.7	88.7	143	142
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	90.8	94.3	316	315
SYRACUSE NY (SYR)	65.4	77.5	1,036	1,028
TALLAHASSEE FL (TLH)	70.7	77.1	276	279

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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.
TAMPA FL (TPA)	72.8	77.3	5,951	5,950
TEXARKANA AR (TXK)	70.0	85.6	90	90
TOLEDO OH (TOL)	80.6	87.3	341	314
TRAVERSE CITY MI (TVC)	69.8	77.2	437	434
TUCSON AZ (TUS)	76.8	84.1	2,007	2,006
TULSA OK (TUL)	69.4	78.6	1,811	1,797
TUPELO MS (TUP)	63.3	71.7	60	60
TWIN FALLS ID (TWF)	88.9	96.7	153	150
TYLER TX (TYR)	82.5	90.8	120	120
VALDOSTA GA (VLD)	58.3	76.3	96	97
VALPARAISO FL (VPS)	63.8	73.7	564	581
WACO TX (ACT)	81.9	92.8	221	222
WASHINGTON DC (DCA)	69.0	75.2	7,794	7,800
WASHINGTON DC (IAD)	66.9	66.4	7,838	7,836
WAUSAU/MARSHFIELD WI (CWA)	70.8	84.1	113	113
WEST PALM BEACH/PALM BEACH FL (PBI)	72.4	77.9	2,062	2,061
WEST YELLOWSTONE MT (WYS)	80.8	94.2	52	52
WHITE PLAINS NY (HPN)	61.6	66.2	596	592
WICHITA FALLS TX (SPS)	78.2	85.6	202	202
WICHITA KS (ICT)	68.2	76.9	1,076	1,045
WILMINGTON DE (ILG)	75.0	100.0	4	3
WILMINGTON NC (ILM)	61.9	71.4	286	269
WRANGELL AK (WRG)	63.3	76.7	60	60
YAKUTAT AK (YAK)	71.7	83.3	60	60
YUMA AZ (YUM)	68.4	70.9	285	285

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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
MESA	25	14,841	811	5.5	119	25,308	1,278	5.0
EXPRESSJET	24	18,988	860	4.5	116	38,531	1,491	3.9
AMERICAN EAGLE	23	26,613	1,056	4.0	117	46,443	1,698	3.7
COMAIR	23	14,618	482	3.3	109	23,705	757	3.2
ATLANTIC SOUTHEAST	22	12,647	362	2.9	147	22,648	657	2.9
UNITED	31	35,534	690	1.9	79	42,223	784	1.9
ALOHA	3	143	0	0.0	11	3,868	70	1.8
DELTA	30	33,334	598	1.8	101	41,983	723	1.7
SKYWEST	16	24,621	276	1.1	128	46,290	575	1.2
ATA	8	1,152	9	0.8	13	1,564	17	1.1
US AIRWAYS *	29	34,114	365	1.1	83	40,981	428	1.0
ALASKA	16	7,496	44	0.6	47	14,003	127	0.9
NORTHWEST	29	24,599	226	0.9	106	35,797	302	0.8
AMERICAN	29	41,281	300	0.7	80	53,595	379	0.7
CONTINENTAL	28	21,014	139	0.7	71	26,232	160	0.6
SOUTHWEST	16	45,391	209	0.5	62	90,766	501	0.6
AIRTRAN	23	15,702	81	0.5	49	20,113	103	0.5
HAWAIIAN	6	291	0	0.0	14	4,419	13	0.3
JETBLUE	16	9,003	13	0.1	36	12,182	18	0.1
FRONTIER	21	6,193	7	0.1	41	7,664	7	0.1
Total		387,575	6,528	1.7	Total	598,315	10,088	1.7

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

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

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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	53595	40656	75.86%	379	0.71%	130	0.24%	3170	5.91%	459	0.86%	4888	9.12%	20	0.04%	3893	7.26%
AQ	3868	3309	85.55%	70	1.81%	2	0.05%	186	4.80%	0	0.00%	43	1.11%	3	0.08%	255	6.60%
AS	14003	10205	72.88%	127	0.91%	27	0.19%	995	7.10%	37	0.26%	1101	7.86%	19	0.14%	1492	10.66%
B6	12182	8661	71.10%	18	0.15%	66	0.54%	544	4.46%	66	0.54%	1607	13.19%	15	0.12%	1205	9.89%
CO	26232	17789	67.81%	160	0.61%	190	0.72%	1709	6.52%	347	1.32%	3681	14.03%	40	0.15%	2316	8.83%
DL	41983	31079	74.03%	723	1.72%	173	0.41%	2853	6.80%	285	0.68%	3856	9.18%	13	0.03%	3000	7.15%
EV	22648	14379	63.49%	657	2.90%	77	0.34%	3061	13.51%	1572	6.94%	2315	10.22%	9	0.04%	579	2.56%
F9	7664	6082	79.36%	7	0.09%	10	0.13%	450	5.87%	44	0.57%	756	9.86%	1	0.01%	315	4.11%
FL	20113	14387	71.53%	103	0.51%	50	0.25%	1197	5.95%	54	0.27%	1757	8.74%	0	0.00%	2566	12.76%
HA	4419	4182	94.64%	13	0.29%	0	0.00%	160	3.62%	0	0.00%	2	0.04%	2	0.04%	61	1.38%
MQ	46443	31869	68.62%	1698	3.66%	90	0.19%	3585	7.72%	292	0.63%	3401	7.32%	4	0.01%	5504	11.85%
NW	35797	27859	77.82%	302	0.84%	105	0.29%	2658	7.43%	805	2.25%	2710	7.57%	12	0.03%	1346	3.76%
OH	23705	16408	69.22%	757	3.19%	80	0.34%	2301	9.70%	1249	5.27%	2661	11.22%	5	0.02%	245	1.03%
OO	46290	37060	80.06%	575	1.24%	44	0.10%	4865	10.51%	246	0.53%	688	1.49%	39	0.08%	2773	5.99%
RU	38531	25965	67.39%	1491	3.87%	252	0.65%	2351	6.10%	695	1.80%	4230	10.98%	41	0.11%	3506	9.10%
TZ	1564	996	63.68%	17	1.09%	1	0.06%	98	6.26%	2	0.14%	270	17.27%	5	0.31%	175	11.19%
UA	42223	29808	70.60%	784	1.86%	144	0.34%	2849	6.75%	247	0.59%	3756	8.89%	4	0.01%	4631	10.97%
US***	40981	29897	72.95%	428	1.04%	122	0.30%	3086	7.53%	329	0.80%	4050	9.88%	24	0.06%	3046	7.43%
WN	90766	68276	75.22%	501	0.55%	194	0.21%	5529	6.09%	642	0.71%	3208	3.53%	60	0.07%	12356	13.61%
YV	25308	16868	66.65%	1278	5.05%	52	0.21%	3405	13.45%	174	0.69%	893	3.53%	15	0.06%	2623	10.36%
TOTAL	598315	435735		10088		1809		45051		7544		45872		330		51886	
			72.83%		1.69%		0.30%		7.53%		1.26%		7.67%		0.06%		8.67%

***Causes of Delay:**

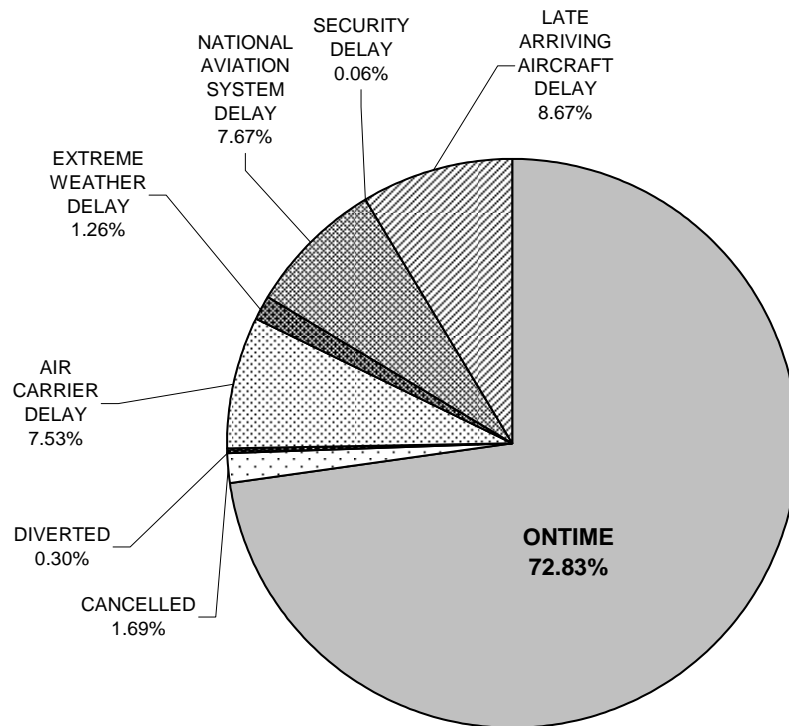
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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

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

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

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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-Jackson	ATL
Balt/Wash: Int'l Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Cincinnati: Greater Cincinnati	CVG
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Oakland : International	OAK
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Pittsburgh: Greater International	PIT
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
Washington: Dulles	IAD

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

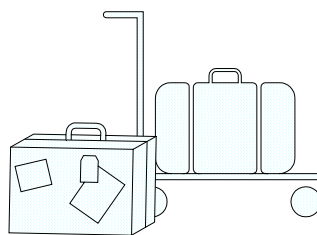
FL	AirTran Airways
AS	Alaska Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US**	US Airways

* Revised January 2006, based on Bureau of Transportation Statistic's Technical Reporting Directive #13, issued September 20, 2005.

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

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	JUNE 2006			JUNE 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,411	542,449	2.60	1,625	508,540	3.20
2	JETBLUE AIRWAYS	4,664	1,513,648	3.08	4,768	1,254,738	3.80
3	NORTHWEST AIRLINES	16,888	4,149,353	4.07	21,238	4,545,564	4.67
4	SOUTHWEST AIRLINES	36,665	8,903,745	4.12	35,448	8,060,343	4.40
5	FRONTIER AIRLINES	4,050	943,170	4.29	3,990	773,015	5.16
6	ALASKA AIRLINES	7,151	1,467,532	4.87	10,296	1,407,035	7.32
7	ALOHA AIRLINES	1,663	327,096	5.08	*	*	*
8	UNITED AIRLINES	27,588	5,271,180	5.23	28,024	5,304,153	5.28
9	AMERICAN AIRLINES	38,135	7,175,235	5.31	48,336	7,375,713	6.55
10	CONTINENTAL AIRLINES	17,994	3,313,060	5.43	12,206	3,075,957	3.97
11	ATA AIRLINES	1,248	227,727	5.48	1,691	481,125	3.51
12	AIRTRAN AIRWAYS	10,836	1,953,246	5.55	6,453	1,558,805	4.14
13	DELTA AIR LINES	39,081	5,885,566	6.64	52,918	7,380,156	7.17
14	US AIRWAYS **	37,008	4,720,904	7.84	31,011	3,477,581	8.92
15	SKYWEST AIRLINES	15,042	1,770,577	8.50	16,381	1,501,967	10.91
16	MESA AIRLINES	12,980	1,188,801	10.92	*	*	*
17	EXPRESSJET AIRLINES	16,835	1,522,908	11.05	7,558	1,326,953	5.70
18	COMAIR	11,003	987,090	11.15	11,609	1,164,182	9.97
19	AMERICAN EAGLE AIRLINES	22,767	1,727,570	13.18	16,373	1,591,497	10.29
20	ATLANTIC SOUTHEAST AIRLINES	20,212	1,052,825	19.20	17,829	1,073,060	16.62
TOTALS **		343,221	54,643,682	6.28	327,754	51,860,384	6.32

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

** Effective January 2006, "Total Baggage Reports" and "Enplaned Passengers" data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table. Independence Air ceased operating in December 2005. Effective January 2006, America West and Independence Air are no longer ranked in this table. Totals for June 2005 reflect the deletion of America West's and Independence Air's data for that month.

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

RANK	AIRLINE	JANUARY - JUNE 2006			JANUARY - JUNE 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	9,136	3,010,927	3.03	8,282	2,855,245	2.90
2	JETBLUE AIRWAYS	31,498	8,923,633	3.53	25,869	7,152,233	3.62
3	NORTHWEST AIRLINES	90,431	22,561,168	4.01	111,412	24,425,470	4.56
4	CONTINENTAL AIRLINES	78,461	18,687,478	4.20	64,550	17,110,164	3.77
5	UNITED AIRLINES	129,602	29,612,569	4.38	129,035	28,509,319	4.53
6	ALASKA AIRLINES	32,743	7,468,608	4.38	31,780	7,315,178	4.34
7	AIRTRAN AIRWAYS	44,627	10,163,649	4.39	28,395	8,024,452	3.54
8	SOUTHWEST AIRLINES	215,382	48,383,781	4.45	167,154	43,463,458	3.85
9	FRONTIER AIRLINES	22,388	4,840,822	4.62	*	*	*
10	ATA AIRLINES	6,975	1,252,385	5.57	10,699	2,777,668	3.85
11	AMERICAN AIRLINES	232,338	40,401,381	5.75	220,803	39,887,820	5.54
12	DELTA AIR LINES	194,353	33,532,276	5.80	314,168	42,174,273	7.45
13	US AIRWAYS **	187,152	27,076,484	6.91	229,847	19,916,113	11.54
14	EXPRESSJET AIRLINES	68,145	8,136,252	8.38	41,355	7,026,262	5.89
15	SKYWEST AIRLINES	88,297	9,630,760	9.17	87,993	8,026,142	10.96
16	COMAIR	48,128	5,246,827	9.17	74,787	6,517,381	11.48
17	MESA AIRLINES	64,744	6,736,679	9.61	*	*	*
18	AMERICAN EAGLE AIRLINES	120,659	9,244,073	13.05	77,668	8,454,409	9.19
19	ATLANTIC SOUTHEAST AIRLINES	97,211	6,011,793	16.17	108,244	5,859,031	18.47
	ALOHA AIRLINES	*	*	*	*	*	*
TOTALS **		1,762,270	300,921,545	5.86	1,732,041	279,494,618	6.20

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

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

ENPLANED PASSENGERS—For the domestic system only.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Reporting by Frontier Airlines effective May 2005. Reporting by Mesa Airlines effective January 2006. Reporting by Aloha Airlines (voluntary) effective April 2006.

** Effective January 2006, "Total Baggage Reports" and "Enplaned Passengers" data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table. Independence Air ceased operating in December 2005. Effective January 2006, America West and Independence Air are no longer ranked in this table. Totals for January-June 2005 reflect the deletion of America West's and Independence Air's data for that month.

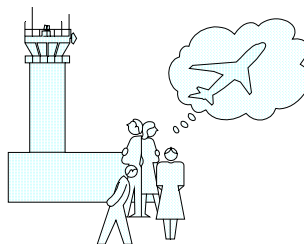
OVERSALES

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

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

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

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



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

APRIL - JUNE
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	APRIL-JUNE 2006				APRIL-JUNE 2005			
		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	ALOHA AIRLINES	41	7	829,591	0.08	*	*	*	*
2	AIRTRAN AIRWAYS	4,907	49	5,409,351	0.09	6,214	215	4,295,783	0.50
3	JETBLUE AIRWAYS	26	58	4,524,719	0.13	10	0	3,695,906	0.00
4	HAWAIIAN AIRLINES	641	27	1,526,360	0.18	685	9	1,432,005	0.06
5	FRONTIER AIRLINES	829	146	2,606,079	0.56	213	58	2,111,042	0.27
6	UNITED AIRLINES	21,728	1,203	16,623,145	0.72	27,662	849	15,628,125	0.54
7	AMERICAN AIRLINES	22,493	1,829	23,260,971	0.79	23,387	1,416	22,957,833	0.62
8	SOUTHWEST AIRLINES	29,026	2,570	25,306,858	1.02	18,571	1,593	22,777,542	0.70
9	NORTHWEST AIRLINES	20,071	1,373	12,838,318	1.07	18,299	1,435	13,695,253	1.05
10	SKYWEST AIRLINES	3,662	163	1,473,391	1.11	1,212	30	655,568	0.46
11	ATA AIRLINES	165	91	682,065	1.33	1,023	206	1,309,913	1.57
12	AMERICAN EAGLE AIRLINES	479	85	634,272	1.34	371	13	572,193	0.23
13	US AIRWAYS**	20,930	2,214	14,249,711	1.55	14,728	675	10,967,859	0.62
14	DELTA AIR LINES	19,648	2,840	17,530,094	1.62	23,197	3,094	21,995,159	1.41
15	CONTINENTAL AIRLINES	10,863	1,919	10,680,150	1.80	9,242	1,382	9,614,684	1.44
16	ALASKA AIRLINES	5,620	789	4,043,982	1.95	7,375	462	3,877,571	1.19
17	COMAIR	1,652	143	601,010	2.38	305	27	706,715	0.38
18	MESA AIRLINES	4,281	415	1,696,331	2.45	*	*	*	*
19	ATLANTIC SOUTHEAST AIRLINES	1,983	402	1,115,387	3.60	566	146	1,109,149	1.32
	TOTALS**	169,045	16,323	145,631,785	1.12	153,060	11,610	137,402,300	0.84

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

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

** Effective the 1st quarter 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways in this table. Independence Air ceased operating in December 2005. Effective the 1st quarter 2006, America West and Independence Air are no longer ranked in this table. Totals for the 2nd quarter 2005 reflect the deletion of America West's and Independence Air's data for that quarter.

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

RANK	AIRLINE	JANUARY-JUNE 2006				JANUARY-JUNE 2005			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	43	63	8,859,633	0.07	25	0	7,095,992	0.00
2	AIRTRAN AIRWAYS	9,800	110	9,896,836	0.11	14,548	431	7,839,593	0.55
3	HAWAIIAN AIRLINES	1,288	41	2,987,117	0.14	1,429	14	2,808,672	0.05
4	UNITED AIRLINES	39,231	1,696	31,396,501	0.54	49,349	1,442	29,788,694	0.48
5	FRONTIER AIRLINES	1,339	290	4,771,203	0.61	*	*	*	*
6	AMERICAN AIRLINES	45,004	4,294	44,474,445	0.97	41,074	2,894	43,581,626	0.66
7	NORTHWEST AIRLINES	39,167	2,489	23,993,915	1.04	41,451	3,483	25,756,467	1.35
8	SOUTHWEST AIRLINES	58,830	5,451	47,322,342	1.15	40,101	3,066	42,558,288	0.72
9	SKYWEST AIRLINES	7,806	317	2,699,285	1.17	2,606	58	1,055,440	0.55
10	ALASKA AIRLINES	10,472	977	7,468,608	1.31	13,659	973	7,383,195	1.32
11	US AIRWAYS **	39,996	3,640	27,620,017	1.32	32,630	1,689	21,042,015	0.80
12	AMERICAN EAGLE AIRLINES	1,062	194	1,142,030	1.70	1,053	53	1,075,791	0.49
13	ATA AIRLINES	463	238	1,322,165	1.80	2,919	1,118	2,842,714	3.93
14	MESA AIRLINES	8,109	745	3,643,039	2.04	*	*	*	*
15	DELTA AIR LINES	57,904	7,155	34,609,347	2.07	41,691	5,279	42,645,537	1.24
16	CONTINENTAL AIRLINES	23,090	4,419	20,291,339	2.18	22,515	4,024	18,390,500	2.19
17	COMAIR	3,795	278	1,056,174	2.63	998	99	1,372,310	0.72
18	ATLANTIC SOUTHEAST AIRLINES	5,875	1,116	2,151,273	5.19	1,640	418	2,122,271	1.97
	ALOHA AIRLINES	*	*	*	*	*	*	*	*
	TOTALS **	353,274	33,513	275,705,269	1.22	307,688	25,041	257,359,105	0.97

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JUNE 2006				JUNE 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	601	97	3	141	500	68	4	104
FOREIGN AIRLINES	126	2	0	11	111	5	2	13
TRAVEL AGENTS	18	1	0	1	15	0	0	4
TOUR OPERATORS	3	0	0	0	4	0	0	0
MISCELLANEOUS	10	10	0	49	10	7	0	70
INDUSTRY TOTALS	758	110	3	202	640	80	6	191

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JUNE 2006			JUNE 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	195		1	162	
CANCELLATIONS			73			52
DELAYS			57			44
MISCONNECTIONS			33			34
BAGGAGE	2	162		2	144	
CUSTOMER SERVICE	3	113		4	62	
RES/TKTG/BOARDING	4	87		3	88	
REFUNDS	5	69		6	44	
DISABILITY	6	46		5	46	
OVERSALES	7	28		7	36	
FARES	8	24		9	19	
DISCRIMINATION	9	16		10	10	
OTHER	10	15		8	23	
FREQUENT FLYER			10			18
ADVERTISING	11	2		11	4	
ANIMALS	12	1		12	2	
COMPLAINT TOTAL		758			640	

* 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*

JUNE 2006

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	2	0	1	0	0	6	1	1	0	1	0	0	12
ALASKA AIRLINES	2	0	0	0	1	1	1	1	0	0	0	0	6
AMERICAN AIRLINES	25	2	8	0	5	30	20	4	0	3	0	3	100
AMERICAN EAGLE AIRLINES	5	0	1	0	0	6	3	1	0	1	0	0	17
COMAIR	2	0	0	0	0	1	2	1	0	0	0	0	6
CONTINENTAL AIRLINES	8	1	8	0	2	9	10	2	0	1	0	0	41
DELTA AIRLINES	19	3	14	1	6	13	5	4	0	1	0	2	68
EXECUTIVE AIRLINES	2	0	1	0	1	2	0	0	0	0	0	0	6
JETBLUE AIRWAYS	2	0	1	0	1	0	1	0	0	0	0	0	5
MESA AIRLINES	18	0	1	0	1	4	4	1	0	0	0	1	30
NORTHWEST AIRLINES	5	3	10	3	6	5	8	5	0	1	0	1	47
PINNACLE AIRLINES	2	0	0	0	0	0	2	1	0	0	0	0	5
SKYWEST AIRLINES	11	0	0	0	0	0	1	1	0	1	0	0	14
SOUTHWEST AIRLINES	2	0	1	0	0	6	5	2	1	1	0	1	19
UNITED AIRLINES	23	7	10	5	4	14	9	7	0	2	1	1	83
US AIRWAYS ***	18	6	7	4	8	15	14	8	1	0	0	3	84
OTHER U. S. AIRLINES	22	3	2	1	8	11	10	1	0	0	0	0	58
TOTAL JUNE 2006	168	25	65	14	43	123	96	40	2	12	1	12	601
% OF TOTAL COMPLAINTS	28.0	4.2	10.8	2.3	7.2	20.5	16.0	6.7	0.3	2.0	0.2	2.0	
TOTAL JUNE 2005	143	28	58	15	26	117	45	37	3	7	2	19	500
% OF TOTAL COMPLAINTS	28.6	5.6	11.6	3.0	5.2	23.4	9.0	7.4	0.6	1.4	0.4	3.8	

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

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

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

Table 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE
JUNE 2006

U. S. AIRLINES*	COMPS RECD IN JUNE	INCI - DENTS IN JUNE	PERCENT	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AI RTRAN AI RWAYS	12	5	41.7	3	25.0	1	8.3	3	25.0
ALASKA AI RLI NES	6	1	16.7	2	33.3	1	16.7	2	33.3
AMERI CAN AI RLI NES	100	29	29.0	32	32.0	26	26.0	13	13.0
AMERI CAN EAGLE AI RLI NES	17	9	52.9	3	17.6	5	29.4	0	0.0
COMAIR	6	4	66.7	1	16.7	1	16.7	0	0.0
CONTI NENTAL AI RLI NES	41	20	48.8	4	9.8	10	24.4	7	17.1
DELTA AI R LI NES	68	25	36.8	8	11.8	22	32.4	13	19.1
EXECUTI VE AI RLI NES	6	3	50.0	1	16.7	2	33.3	0	0.0
JETBLUE AI RWAYS	5	2	40.0	1	20.0	1	20.0	1	20.0
MESA AI RLI NES	30	23	76.7	3	10.0	3	10.0	1	3.3
NORTHWEST AI RLI NES	47	18	38.3	6	12.8	7	14.9	16	34.0
PI NNACLE AI RLI NES	5	4	80.0	1	20.0	0	0.0	0	0.0
SKYWEST AI RLI NES	14	9	64.3	3	21.4	2	14.3	0	0.0
SOUTHWEST AI RLI NES	19	7	36.8	6	31.6	2	10.5	4	21.1
UNI TED AI RLI NES	83	33	39.8	15	18.1	14	16.9	21	25.3
US AI RWAYS **	84	34	40.5	14	16.7	16	19.0	20	23.8
OTHER U. S. AI RLI NES	58	30	51.7	13	22.4	7	12.1	8	13.8
TOTALS	601	256	42.6	116	19.3	120	20.0	109	18.1
PREVIOUS YEAR' S TOTALS	500	196	39.2	110	22.0	107	21.4	87	17.4

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

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

Table 5

AIR TRAVEL CONSUMER REPORT
 COMPANIES OTHER THAN U. S. AIRLINES*
 BY COMPLAINT CATEGORY**
 JUNE 2006

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	3	0	1	2	4	4	3	2	0	1	0	0	20
ALITALIA AIRLINES	0	1	3	1	1	9	2	0	0	0	0	0	17
BRITISH AIRWAYS	3	0	2	1	1	9	4	0	0	0	0	0	20
LUFTHANSA	1	0	3	0	1	2	1	0	0	0	0	0	8
MEXICANA	1	0	2	0	1	0	0	1	0	1	0	0	6
OTHER FOREIGN AIRLINES	13	1	3	1	9	14	6	3	0	2	0	3	55
TOTALS	21	2	14	5	17	38	16	6	0	4	0	3	126
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	8	4	5	0	1	0	0	0	0	0	18
TOTALS	0	0	8	4	5	0	1	0	0	0	0	0	18
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	0	0	2	0	0	0	0	0	0	0	3
TOTALS	1	0	0	0	2	0	0	0	0	0	0	0	3
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	5	1	0	1	2	1	0	0	0	0	0	0	10
TOTALS	5	1	0	1	2	1	0	0	0	0	0	0	10

* 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

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

RANK	AIRLINE	JUNE 2006			JUNE 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	19	8,693,054	0.22	4	7,886,226	0.05
2	<i>EXPRESSJET AIRLINES</i>	4	1,646,677	0.24	4	1,441,318	0.28
3	<i>ATLANTIC SOUTHEAST AIRLINES</i>	3	1,066,282	0.28	4	1,073,902	0.37
4	<i>FRONTIER AIRLINES</i>	3	927,298	0.32	3	750,063	0.40
5	<i>ALOHA AIRLINES</i>	1	305,848	0.33	*	*	*
6	<i>JETBLUE AIRWAYS</i>	5	1,459,971	0.34	4	1,187,346	0.34
7	<i>HAWAIIAN AIRLINES</i>	2	536,640	0.37	4	501,471	0.80
8	<i>ALASKA AIRLINES</i>	6	1,579,127	0.38	13	1,508,798	0.86
9	<i>COMAIR</i>	6	1,005,014	0.60	3	1,152,625	0.26
10	<i>AIRTRAN AIRWAYS</i>	12	1,865,086	0.64	25	1,522,478	1.64
11	<i>SKYWEST AIRLINES</i>	14	1,742,771	0.80	6	1,458,400	0.41
12	<i>NORTHWEST AIRLINES</i>	47	4,904,837	0.96	43	5,315,772	0.81
13	<i>CONTINENTAL AIRLINES</i>	41	4,201,778	0.98	27	3,796,029	0.71
14	<i>AMERICAN EAGLE AIRLINES</i>	17	1,731,388	0.98	11	1,591,589	0.69
15	<i>DELTA AIR LINES</i>	68	6,674,743	1.02	69	7,864,422	0.88
16	<i>AMERICAN AIRLINES</i>	100	8,844,776	1.13	83	8,961,410	0.93
17	<i>UNITED AIRLINES</i>	83	6,324,584	1.31	59	6,097,985	0.97
18	<i>ATA AIRLINES</i>	4	247,514	1.62	2	496,761	0.40
19	<i>US AIRWAYS **</i>	84	5,116,256	1.64	38	3,744,758	1.01
20	<i>MESA AIRLINES</i>	30	1,155,374	2.60	*	*	*
TOTAL**		549	60,029,018	0.91	402	56,351,353	0.71

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Frontier Airlines' ranking in this table effective May 2005. Mesa Airlines' ranking in this table effective January 2006. Aloha Airlines' ranking in this table effective April 2006.

** Effective January 2006, "Complaints" and "Systemwide Enplanements" data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table. America West is no longer ranked in this table. Totals for June 2005 reflect the deletion of America West's data for that month. Independence Air ceased operating in December 2005. Effective January 2006, Independence Air is no longer ranked in this table. Totals for June 2005 reflect the deletion of Independence Air's data for that month.

Table 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY - JUNE 2006				JANUARY - JUNE 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	3,258	453	15	649	3,691	406	22	559
FOREIGN AIRLINES	741	14	0	72	676	13	3	60
TRAVEL AGENTS	92	4	0	2	124	8	0	13
TOUR OPERATORS	15	0	0	4	14	0	0	0
MISCELLANEOUS	65	58	0	251	54	34	0	311
INDUSTRY TOTALS	4,171	529	15	978	4,559	461	25	943

Table 2 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - JUNE 2006			JANUARY - JUNE 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,045		2	1164	
CANCELLATIONS			410			486
DELAYS			235			269
MISCONNECTIONS			215			200
BAGGAGE	2	924		1	1194	
CUSTOMER SERVICE	3	535		4	463	
RES/TKTG/BOARDING	4	501		3	477	
REFUNDS	5	408		5	323	
DISABILITY	6	219		6	276	
OVERSALES	7	193		7	229	
FARES	8	130		9	144	
OTHER	9	128		8	186	
FREQUENT FLYER			98			117
DISCRIMINATION	10	62		10	66	
ADVERTISING	11	25		11	34	
ANIMALS	12	1		12	3	
COMPLAINT TOTAL		4,171			4,559	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY COMPLAINT CATEGORY*
JANUARY - JUNE 2006

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	16	5	8	0	0	7	4	1	0	0	0	0	41
AIRTRAN AIRWAYS	14	2	3	0	1	22	12	4	1	1	0	1	61
ALASKA AIRLINES	18	0	3	2	2	10	9	2	0	0	0	3	49
ALLEGIANTE AIR	3	0	1	1	0	2	1	1	1	0	0	0	10
AMERICAN AIRLINES	146	12	49	11	48	154	93	33	2	11	0	21	580
AMERICAN EAGLE AIRLINES	34	6	7	0	4	24	15	2	0	1	0	0	93
ATA AIRLINES	3	1	0	0	1	3	2	0	1	0	0	0	11
ATLANTIC SOUTHEAST AIRLINES	25	3	2	0	0	6	0	4	0	1	0	0	41
CHAUTAUQUA AIRLINES	11	2	1	0	1	3	4	3	0	0	0	0	25
COMAIR	10	3	1	0	0	3	2	1	0	1	0	0	21
CONTINENTAL AIRLINES	41	17	26	10	13	42	38	14	0	5	0	5	211
DELTA AIRLINES	94	18	50	13	25	89	46	12	1	6	0	24	378
EXECUTIVE AIRLINES	6	0	1	1	1	6	1	0	0	0	0	0	16
EXPRESSJET AIRLINES	14	1	3	0	2	1	7	0	0	0	0	0	28
FLORIDA COASTAL AIRLINES	6	0	0	0	9	0	1	0	0	0	0	0	16
FRONTIER AIRLINES	7	1	5	0	2	7	3	3	0	0	0	1	29
HAWAIIAN AIRLINES	0	0	0	4	1	6	1	2	0	0	0	0	14
HOOTERS AIRLINES	5	1	1	0	5	1	1	0	0	0	0	0	14
JETBLUE AIRWAYS	12	0	3	0	2	8	3	1	0	1	0	0	30
MESA AIRLINES	56	1	2	0	2	17	11	11	0	1	0	1	102
MESABA AVIATION	9	5	4	1	0	1	1	1	0	0	0	0	22
NORTHWEST AIRLINES	38	15	35	9	24	36	37	16	2	6	0	9	227
PIEDMONT AIRLINES	3	0	1	0	0	5	2	1	0	0	0	0	12
PINNACLE AIRLINES	5	5	1	0	0	0	8	4	0	0	0	0	23
SHUTTLE AMERICA	4	0	0	0	1	3	1	2	0	0	0	0	11
SKYWEST AIRLINES	35	5	2	0	0	13	6	5	0	3	0	0	69
SOUTHWEST AIRLINES	11	3	5	0	2	21	20	12	4	3	0	2	83
SPIRIT AIRLINES	14	6	4	0	4	10	2	0	1	0	0	0	41
TRANS STATES AIRLINES	6	0	0	0	0	4	2	0	0	0	0	0	12
UNITED AIRLINES	112	24	64	12	34	96	58	24	5	10	1	17	457
US AIRWAYS ***	83	24	56	22	34	87	51	29	1	0	0	16	403
USA3000	11	0	2	0	10	0	3	0	0	1	0	0	27
OTHER U. S. AIRLINES	32	2	2	2	18	25	12	3	0	0	0	5	101
TOTAL JANUARY-JUNE 2006	884	162	342	88	246	712	457	191	19	51	1	105	3,258
% OF TOTAL COMPLAINTS	27.1	5.0	10.5	2.7	7.6	21.9	14.0	5.9	0.6	1.6	0	3.2	
TOTAL JANUARY-JUNE 2005	1,033	177	323	105	203	985	391	228	25	52	3	166	3,691
% OF TOTAL COMPLAINTS	28.0	4.8	8.8	2.8	5.5	26.7	10.6	6.2	0.7	1.4	0.1	4.5	

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

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

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

Table 4 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPANIES OTHER THAN U. S. AIRLINES*
BY COMPLAINT CATEGORY**

JANUARY - JUNE 2006

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANI MALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROCALIFORNIA	42	1	0	0	3	2	0	0	0	0	0	0	48
AEROMEXICO	4	2	1	0	4	2	1	0	0	0	0	0	14
AIR CANADA	6	1	4	1	4	6	1	1	0	0	0	0	24
AIR FRANCE	10	3	8	4	11	23	7	6	0	3	0	0	75
AIR INDIA	5	0	0	1	2	8	3	0	0	1	0	0	20
AIR JAMAICA	4	1	2	0	4	5	3	1	0	0	0	0	20
ALITALIA AIRLINES	3	5	9	3	6	25	4	0	0	0	0	2	57
AVIANCA	2	1	5	2	2	0	0	0	0	0	0	0	12
BRITISH AIRWAYS	6	0	11	3	10	20	5	6	1	0	0	3	65
IBERIA AIRLINES	2	1	1	1	4	10	0	1	0	0	0	1	21
ICELANDAIR	1	1	0	2	2	2	2	0	0	0	0	0	10
KLM	3	2	4	2	2	8	6	0	0	1	0	1	29
LUFTHANSA	2	1	14	2	2	16	6	3	0	0	0	1	47
MEXICANA	5	2	8	0	4	6	0	1	0	1	0	0	27
TACA INTERNATIONAL AIRLINES	1	1	2	1	3	5	0	0	0	0	0	0	13
UNIVERSAL AIRLINES	4	0	0	0	22	0	0	0	0	0	0	1	27
VIRGIN ATLANTIC AIRWAYS	0	1	4	0	3	5	3	3	0	0	0	0	19
OTHER FOREIGN AIRLINES	38	7	34	6	23	58	28	6	1	4	0	8	213
TOTALS	138	30	107	28	111	201	69	28	2	10	0	17	741
<u>TRAVEL AGENTS</u>													
CHEAP TICKETS	2	0	7	0	1	0	0	0	0	0	0	0	10
EXPEDIA.COM	0	0	9	2	2	1	1	0	0	0	0	0	15
ORBITZ.COM	0	0	8	1	4	0	1	0	1	0	0	0	15
TRAVELOCITY.COM	2	0	6	3	6	0	0	0	0	0	0	0	17
OTHER TRAVEL AGENTS	0	0	14	6	9	0	3	0	3	0	0	0	35
TOTALS	4	0	44	12	22	1	5	0	4	0	0	0	92
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	3	0	1	0	10	0	0	0	0	0	0	1	15
TOTALS	3	0	1	0	10	0	0	0	0	0	0	1	15
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	16	1	7	2	19	10	4	0	0	1	0	5	65
TOTALS	16	1	7	2	19	10	4	0	0	1	0	5	65

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

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

TABLE 5 (YTD)

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

RANK	AIRLINE	JANUARY - JUNE 2006			JANUARY - JUNE 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	83	47,357,418	0.18	75	42,600,628	0.18
2	EXPRESSJET AIRLINES	28	8,859,834	0.32	28	7,563,565	0.37
3	JETBLUE AIRWAYS	30	8,654,492	0.35	21	6,946,855	0.30
4	COMAIR	21	5,305,003	0.40	166	6,479,406	2.56
5	HAWAIIAN AIRLINES	14	2,987,117	0.47	19	2,808,672	0.68
6	ALASKA AIRLINES	49	8,348,162	0.59	59	8,083,342	0.73
7	FRONTIER AIRLINES	29	4,816,535	0.60	*	*	*
8	AIRTRAN AIRWAYS	61	9,890,116	0.62	82	7,847,833	1.04
9	ATLANTIC SOUTHEAST AIRLINES	41	6,061,053	0.68	38	5,885,784	0.65
10	SKYWEST AIRLINES	69	9,476,937	0.73	34	7,875,312	0.43
11	ATA AIRLINES	11	1,352,642	0.81	27	2,885,834	0.94
12	NORTHWEST AIRLINES	227	26,905,487	0.84	281	28,675,775	0.98
13	CONTINENTAL AIRLINES	211	23,224,182	0.91	205	20,982,208	0.98
14	AMERICAN EAGLE AIRLINES	93	9,254,486	1.00	58	8,419,586	0.69
15	DELTA AIR LINES	378	36,941,003	1.02	527	44,681,128	1.18
16	AMERICAN AIRLINES	580	49,541,398	1.17	517	48,497,822	1.07
17	UNITED AIRLINES	457	34,494,832	1.32	340	32,817,232	1.04
18	US AIRWAYS **	403	29,175,592	1.38	458	22,094,861	2.07
19	MESA AIRLINES	102	6,531,419	1.56	*	*	*
	ALOHA AIRLINES	*	*	*	*	*	*
	TOTAL **	2,887	329,177,708	0.88	2,935	305,145,843	0.96

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Frontier Airlines' ranking in this table effective May 2005. Mesa Airlines' ranking in this table effective January 2006. Aloha Airlines' ranking in this table effective April 2006.

** Effective January 2006, "Complaints" and "Systemwide Enplanements" data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table. America West is no longer ranked in this table. Totals for January-June 2005 reflect the deletion of America West's data for that period. Independence Air ceased operating in December 2005. Effective January 2006, Independence Air is no longer ranked in this table. Totals for January-June 2005 reflect the deletion of Independence Air's data for that period.

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

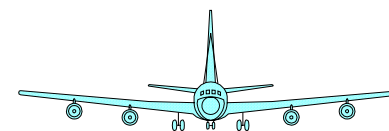
Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



Customer Service Reports to the Department of Homeland Security for the Month of June 2006 as provided by the Transportation Security Administration ^a

The Transportation Security Administration protects approximately 58 million airline passengers and screens their 75 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 June.

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
261	.00041	83	.00013	33	.00005	620	.00096

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
290	.00045	1261	.0015

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 June.

June 2006 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
Continental Airlines	1	1	
Delta Air Lines	1		1
Shuttle America (United Express)			1
United Airlines	1		
<i>Total</i>	3	1	2